

CREATIVE REGIONAL SOLUTIONS

Annual Report

Piedmont Triad Regional Council

July 2021 – June 2022



PIEDMONT TRIAD
REGIONAL COUNCIL

Piedmont Triad Regional Council

The PTRC partners with the Triad's local leaders to implement creative regional solutions with the mission to improve the lives of the community.



PIEDMONT TRIAD REGIONAL COUNCIL

Contents

Regional Leadership

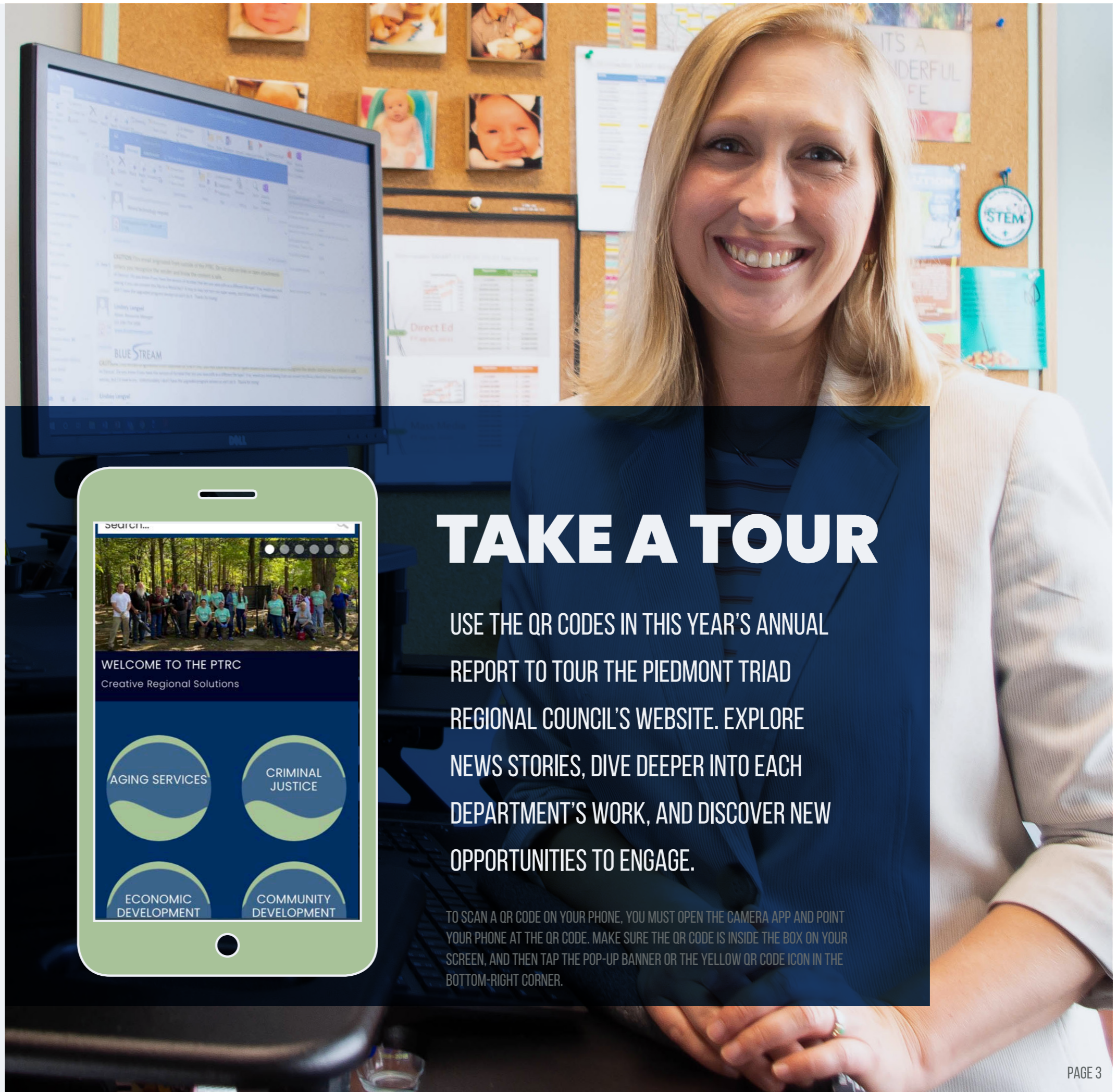
| | |
|--------------------------|---|
| Board Leadership | 4 |
| Regional Leaders Message | 6 |
| Staff Leadership | 8 |

Spotlights

| | |
|----------------------|----|
| Economic Development | 12 |
| PTRC CARES | 14 |

Department Highlights

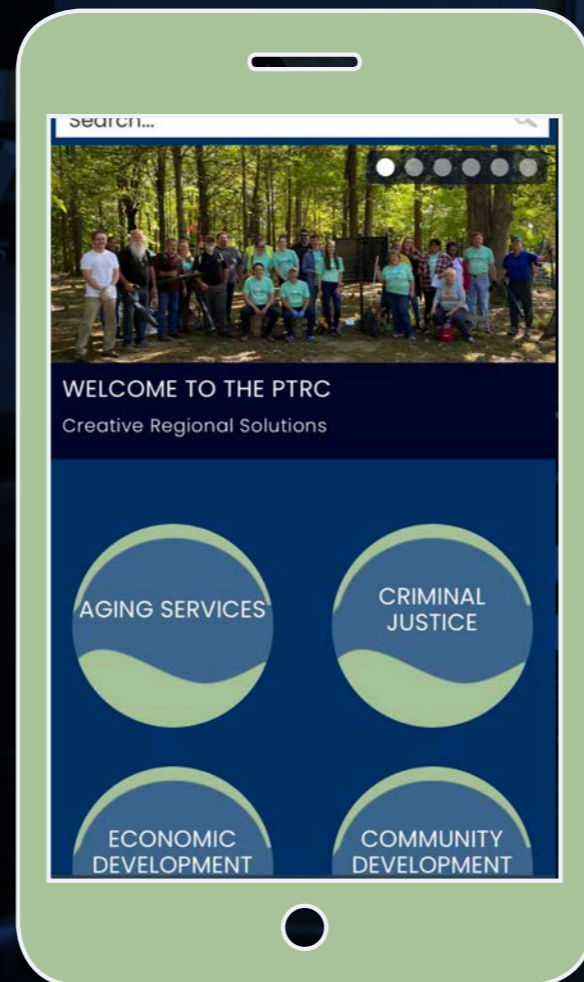
| | |
|------------------------------|----|
| Area Agency on Aging | 16 |
| Community Development | 22 |
| Criminal Justice Initiatives | 26 |
| Management Services | 32 |
| Regional Planning | 36 |
| Workforce Board Initiatives | 42 |



TAKE A TOUR

USE THE QR CODES IN THIS YEAR'S ANNUAL REPORT TO TOUR THE PIEDMONT TRIAD REGIONAL COUNCIL'S WEBSITE. EXPLORE NEWS STORIES, DIVE DEEPER INTO EACH DEPARTMENT'S WORK, AND DISCOVER NEW OPPORTUNITIES TO ENGAGE.

TO SCAN A QR CODE ON YOUR PHONE, YOU MUST OPEN THE CAMERA APP AND POINT YOUR PHONE AT THE QR CODE. MAKE SURE THE QR CODE IS INSIDE THE BOX ON YOUR SCREEN, AND THEN TAP THE POP-UP BANNER OR THE YELLOW QR CODE ICON IN THE BOTTOM-RIGHT CORNER.



Board of Delegates



| | | | | |
|--|--|--|---|--|
| Chairman Alvin Foster Town of Yanceyville Mayor | Vice Chair Don Truell Davidson County Board of Commissioners | Treasurer Marikay Abuzuaite City of Greensboro Council Member | Secretary Mark Richardson Rockingham County Commissioner Member | Immediate Past Chair Kevin Austin Yadkin County Board of Commissioners |
|--|--|--|---|--|

Officers, 2021 - 2022

BOARD MEMBERS

Alamance County

- Commissioner Craig Turner*
Alamance County
- Alderman Phil Cheap
Village of Alamance
- Council Member Jim Butler*
City of Burlington
- Mayor Emily Sharpe*
Town of Elon
- Council Member Bobby Chin
City of Graham
- Mayor Sandra McCollum
Town of Green Level
- Mayor Kelly Allen
Town of Haw River
- Council Member Montrena Hadley
City of Mebane

Caswell County

- Commissioner Nate Hall*
Caswell County
- Mayor Alvin Foster*
Town of Yanceyville

Davidson County

- Commissioner Don Truell*
Davidson County
- Mayor Larry Ward*
Town of Denton
- Councilor Tobin Shepherd
City of Lexington
- Mayor John Byrum
Town of Midway
- Mayor Raleigh York
City of Thomasville
- Council Member Steve Yokeley
Town of Wallburg

Davie County

- Commissioner Terry Renegar*
Davie County
- Mayor Rick Cross*
Town of Bermuda Run
- Mayor Jessica Almond
Town of Cooleemee
- Commissioner Johnny Frye
Town of Mocksville

Forsyth County

- Commissioner Fleming El-Amin*
Forsyth County
- Commissioner Randy Rogers
Town of Bethania
- Council Member Mary Cameron
Village of Clemmons
- Alderman Chris Thompson
Town of Kernersville
- Council Member Fred Franklin
Town of Lewisville
- Council Member Susan Gordon
Town of Rural Hall
- Council Member Boyce Shore
Village of Tobaccoville
- Commissioner Peggy Leight*
Town of Walkertown
- Council Member John Larson*
City of Winston-Salem

Guilford County

- Commissioner Carly Cooke*
Guilford County
- Alderwoman Yvonne Maizland*
Town of Gibsonville
- Council Member Marikay
Abuzuaite*
City of Greensboro
- Council Member Victor Jones*
City of High Point
- Mayor Lynn Montgomery
Town of Jamestown
- Council Member George McClellan
Town of Oak Ridge
- Council Member Kim Rayle
Town of Pleasant Garden
- Mayor Howard Morgan
Town of Sedalia
- Mayor Mike Crawford
Town of Stokesdale
- Council Member Janelle Robinson
Town of Summerfield

Montgomery County

- Commissioner John Shaw*
Montgomery County
- Mayor Pro-Tem Kay Cagle-Kinch
Town of Biscoe
- Mayor Pro Tem Layton Booker
Town of Candor
- Mayor Beverly Harris
Town of Mount Gilead
- Commissioner Damon Prince*
Town of Troy

Randolph County

- Commissioner Darrell Frye*
Randolph County
- Mayor Lewis Dorsett
City of Archdale
- Mayor David Smith
City of Asheboro
- Mayor A.C. Hurley
Town of Franklinville
- Mayor Filmore York
Town of Liberty
- Mayor Vicki Caudle
Town of Ramseur
- Alderwoman Renee Bryant*
City of Randleman
- Mayor David Fernandez
Town of Seagrove
- Mayor Richard McNabb
City of Trinity
- Mayor Karen Scotton
Town of Staley

Rockingham County

- Commissioner Mark Richardson*
Rockingham County
- Council Member Phillip Hunnicutt
City of Eden
- Alderman William Phillips
Town of Madison
- Council Member Dwight Lake*
Town of Mayodan
- Council Member James
Festerman
City of Reidsville
- Councilman Johnny Farmer
Town of Stoneville
- Council Member Dennis Paschal III
Town of Wentworth

Stokes County

- Commissioner Rick Morris*
Stokes County
- Mayor Janet Whitt
Town of Danbury
- Council Member Jane Cole*
City of King
- Commissioner Danny Hairston
Town of Walnut Cove

Surry County

- Commissioner Van Tucker*
Surry County
- Commissioner Wayne Atkins
Town of Dobson
- Mayor Sam Bishop
Town of Elkin
- Commissioner Marie Wood
City of Mount Airy
- Commissioner Scott Needham*
Town of Pilot Mountain

Yadkin County

- Commissioner Kevin Austin*
Yadkin County
- Commissioner David Cox
Town of Boonville
- Mayor Archie Hicks
Town of East Bend
- Mayor Pro Tem Anita Darnell
Town of Jonesville
- Mayor Pro Tem Monta Davis-Oliver*
Town of Yadkinville

* Denotes member of the Piedmont Triad Regional Council's Executive Committee.

MESSAGE FROM REGIONAL LEADERS

■ The PTRC is where creative regional solutions are conceived, implemented, and improved.



Matthew Dolge
Executive Director for PTRC

Over the 2021-22 year, our staff's passion for public service has led us to new triumphs, programs, and high returns for our member's investments.

Member governments received over \$34.25 million in pass-through funds and grants for a return of \$57.50 for

each dollar invested in dues. PTRC board members and staff keenly understand the issues that impact the Triad and work on finding creative solutions to help people and improve communities. This understanding has allowed us to secure 2 million EDA funding for the Business Investment Fund to support startups and small businesses and distribute over \$670,000 in low-interest micro-loans to small

businesses. Our understanding has allowed us to manage 2,300 long-term care facility cases, secure behavior modification treatment for 1,510 offenders, weatherize 313 homes and place 5,216 individuals in jobs.

PTRC provides programs aimed at improving people's lives in the Triad, and our success is made possible by the keen leadership and support of our board members and community partners.

Chairman's Statement



Alvin Foster
Chairman for PTRC
Town of Yanceyville Mayor

Alvin Foster, PTRC Chairman (left) and Don Truell, PTRC Vice Chair (right) at the Piedmont Triad Regional Council's annual awards ceremony are pictured above.

As the chairperson of the Piedmont Triad Regional Council, I would like to take this opportunity to express what, I believe, makes the PTRC the undisputed leader in North Carolina. The officers', members', and staff's commitment to regionalism has strengthened not only our

region but those around us as well.

The involvement of the member counties, towns, and cities are united for the greater good of our region. The staff is second to none in commitment, unmatched in dedication and compassion. PTRC delivers a program based in a vision of

services to all our region. Our core principles include assisting members in program delivery, technical assistance, and project realization and support.

Serving as the chairperson of the Piedmont Triad Regional Council is a privilege and an honor for me. As we go boldly into the future, let us do so with even greater resolve.

Members, officers, and staff take a moment to reflect on our last year's accomplishments, then move forward to a brighter tomorrow for all.



"Thank you for your inspiration and your support."

STAFF LEADERSHIP



MATTHEW DOLGE

Executive Director

Matthew has served in public administration positions for over 29 years, including municipal and regional management roles. He focuses his efforts on strategic leadership to implement creative regional solutions. The Board appointed him as Executive Director of the Piedmont Triad Regional Council in July 2011. He oversaw the voluntary consolidation of the Northwest Piedmont Council of Governments and the Piedmont Triad Council of Governments into the 12-county Piedmont Triad Regional Council.



MATT REECE

Assistant Director

Matt is a public servant with the PTRC; he supports the Executive Director to lead daily administration. He has over 26 years of experience providing technical assistance to local governments throughout NC. Matt Reece was promoted to Assistant Director of the Piedmont Triad Regional Council in 2014.



JARROD HAND

Finance Director

Jarrod was selected as the Finance Director for the PTRC in 2019. He is an NC Certified Public Accountant and Chartered Global Management Accountant and has over 16 years of professional accounting experience.



ADRIENNE CALHOUN

Area Agency on Aging Director

Adrienne, a 20+ year veteran in the field of social and administrative gerontology, she became the Director for the Area Agency for Aging with the Piedmont Triad Regional Council in 2019.



ROBIN HOWELL

Criminal Justice Director

Robin has worked for the PTRC for over 30 years. She founded the Criminal Justice Department in response to the region's need for structured local and regional public safety collaborations and programming.



MICHAEL BLAIR

Community Development Director

Michael joined PTRC as the Community Development Director in 2012 and works to implement regional housing improvements and other Community Development and Planning activities throughout the region.



JESSE DAY

Planning Director

Jesse has served as the PTRC Planning Director since 2016 and joined PTRC in 2006. He manages land use, economic development, bicycle, pedestrian, and parks and recreation planning projects for members.



WENDY WALKER-FOX

Workforce Development Director

Wendy joined PTRC in 2016 and serves as the Director of the Piedmont Triad Regional Workforce Development Board. She oversees workforce services for the 7 county local area of Caswell, Davie, Forsyth, Rockingham, Surry, Stokes and Yadkin.



SPOTLIGHTS



SCAN HERE



**BORROWER SPOTLIGHT:
HARVEST MARKET**

Harvest Market, a faith-based food and program supplier cooperative serving Winston-Salem's diverse citizens, was a project PTRDC's Revolving Loan Fund made possible. The store recently held its grand opening in October and is successfully maintaining its mission of providing wholesome food to families in and around areas designated as food deserts. The PTRDC Loan Committee stays committed to supporting and funding investments that put the community as the top priority and confront challenges historically underserved areas and populations face. Harvest Market is leading this public effort and is growing in membership with this incredible initiative.

www.ptrc.org/services/economic-development

ECONOMIC DEVELOPMENT



The PTRDC remains at the forefront of supporting and empowering regional entrepreneurs and small businesses by catalyzing growth and job creation through our Revolving Loan Fund (RLF) Programs. Access to capital has constantly challenged many of the region's small businesses. PTRDC professionals work with the U.S. Department of Commerce's Economic Development Administration to provide low-interest loans to small and medium-sized businesses throughout the 12-county footprint of Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Montgomery, Randolph, Rockingham, Stokes, Surry, and Yadkin.

The most recent RLF Program we are highlighting is our Lights On Loans, which provided financial relief and recovery to small businesses amid the COVID-19 pandemic. Protecting and preserving our local business owners and economy has been the foundation for the region's post-pandemic resurgence. The Lights On Loans range from \$5,000 to \$75,000 with competitive terms and conditions of no interest and a twelve-month forbearance period, meaning borrowers would not accumulate any interest on their loans and have a year to recover and mend their businesses need before making payments. Forty of these loans were quickly issued throughout the region from 2020 - 2021 and have rendered numerous success stories and partnerships. The PTRDC is eager to continue and expand our RLF Program portfolio in 2023.



CEDS

The regional Comprehensive Economic Development Strategies (CEDS) is a framework that identifies the region's priorities for community and economic development initiatives. This year fell within the five-year renewal process, and this year's update comprises the transition to a digital CEDS platform. PTRDC has selected StateBook to maintain digital CEDS to enable our regional partners and stakeholders to access our live data models and mapping tools. This access and digital platform ensure the CEDS remains the most up-to-date and can quickly be reorganized and altered as the data changes and the region develops. The transition to a digital CEDS is a new concept within Economic Development Districts, and we're eager to embrace this movement

EQUITY ASSESSMENT

PTRC has partnered with The National Institute of Minority Economic Development (NIMED) to conduct an Equity Assessment study of our 12-county footprint. A Steering Committee of in-field experts was selected and has been actively meeting to guide the interviewing, focus group selection, and business/community survey protocols. The Equity Assessment will be uniquely compiled with quantitative data from NIMED's team of researchers and university partners and qualitative data from job seeker interviewing and community listening sessions to tell the most accurate story of the region's equity.

BROWNFIELDS

The U.S. Environmental Protection Agency (EPA) awarded a \$1 million Brownfield Revolving Loan Fund to a coalition of Councils of Government for which the Piedmont Triad Regional Council (PTRC) was the lead applicant. The Piedmont Triangle Coalition comprises the PTRC, the Triangle J Council of Governments (TJCOG), and the West Piedmont Planning District Commission (WPPDC) in Virginia.

The EPA Brownfield program offers vital funding for communities to address sites contaminated by hazardous substances, pollutants or contaminants, and petroleum (often former industrial sites). At its heart, the program is a redevelopment effort to bring productive reuse to sites complicated by the presence of harmful substances.

Beginning in early 2023, the Piedmont Triangle Coalition will be able to offer loans and grants for cleanup efforts at any of the numerous brownfield sites in the unique cross-state-border Coalition area. This positions the Coalition as a long-term player in the region's ability to restore human health and the environment while spurring redevelopment of sites central to the community and economy.

BORROWER SPOTLIGHT

Bricks and Beams, LLC is a construction company developing The Core Origins Campus in High Point to be a common ground for celebrating, educating, and selling safe circular products generated from textile and furniture manufacturing

waste. Promoting companies that create sustainable products initiates the opportunity to engage the diverse community with innovation addressing environmentalism, offering buyers a complete solution made with safe and healthy materials and providing a platform for educational programs, conferences, and a foundational presence of transforming a sector.

Overall, this ground-breaking project challenges the narrative of textile and furniture manufacturing and will stimulate the High Point community by creating thirty-one new wage-competitive jobs.



PTRC CARES

PTRC CARES ABOUT OUR COMMUNITIES



CONTINUOUSLY GIVING BACK TO TRIAD COMMUNITIES

Our staff participates in many PTRC Cares projects. Below you will find a few of this year's projects. Each activity was a small opportunity to join with other community partners to impact where we live, work, and play.

- PROJECT WARMTH
- MEALS ON WHEELS
- CEMETERY CLEAN UP
- CHRISTMAS IN JULY
- HOPE DRIVE FOR SENIORS
- ANGEL TREE PROJECT



MAKE AN IMPACT WHERE WE LIVE, WORK, AND PLAY.

The Piedmont Triad Regional Council's staff continuously looks for ways to give back to Triad communities. In the past year, PTRC staff selected various projects that range from yard maintenance at St. Paul's African American Cemetery to year-round Meals on Wheels home deliveries. Each activity was a small opportunity for the team to impact where we live, work, and play.



LIVE



WORK



PLAY



Senior Services Inc. holds 'Christmas in July' drive to provide seniors with basic household essentials. Senior Services assists close to 2,000 older adults in Forsyth County.



MEALS ON WHEELS

Many local seniors are homebound and struggle to obtain healthy meals. Monday through Friday, the food and visit help these seniors stay healthy and independent longer.



**AREA AGENCY
ON AGING**



SCAN HERE

AREA AGENCY ON AGING

The Piedmont Triad Regional Council's Area Agency on Aging strives to be experts on all aspects of aging. The PTRC AAA helps older adults and their caregivers in the Triad live quality lives with independence and dignity.

We aspire to implement strategies to enhance the quality of life for those we serve.



The Piedmont Triad Regional Council Area Agency on Aging (PTRC AAA) continues to serve the older adult population and their caregivers by partnering with 48 non-profit, for-profit and county agencies across the twelve counties of the Triad.

Age with dignity & Choice
become an advocate



ADVOCACY



PROGRAM DEVELOPMENT



INFORMATION BROKERAGE



FUNDS ADMINISTRATION



QUALITY ASSURANCE



SYSTEMS DEVELOPMENT

Community Network Hub

We have made significant progress over the past year with building a Community Network Hub (Hub) to unite health and social service organizations to improve our region's overall health and well-being. The Hub initiative aims to align health and human service organizations to improve the value of our community's health care and social service systems, address a person's overall health and well-being, and bring sustainable value and financing to the industry. Extensive work has been done internally and externally to

1

Enhance and Build

ENHANCE AND BUILD RELATIONSHIPS WITH WILLING COMMUNITY PARTNERS TO FIND COLLABORATIVE WAYS TO IMPROVE THE HEALTH AND WELL-BEING OF TRIAD RESIDENTS.

2

Including Voices

DETERMINE A PROCESS FOR DEVELOPING, FORMING, AND INCLUDING VOICES THAT SUPPORT PTRC'S AND OUR PARTNERS' EFFORTS.

3

Communication Plan

DEVELOP A COMMUNICATION PLAN TO DETAIL HOW WE WORK TOGETHER TO ENHANCE EACH OTHER'S CAPABILITIES AND PROMOTE THE ADOPTION OF NEW INFORMATION TECHNOLOGY.

THIS EFFORT HAS AFFORDED STAFF TO SERVE ON STATE AND NATIONAL COMMITTEES SUCH AS THE PARTNERSHIP TO ALIGN SOCIAL CARE BILLING/CODING, COMMUNITY CARE NATIONAL LEARNING COMMUNITY, AND NC INSTITUTE OF MEDICINE HEALTHY AGING TASK FORCE.

Ombudsman Program

The COVID-19 Pandemic has continued to impact on Ombudsman activities. CAC Volunteers have been unable to visit LTC Facilities since March 2020. Ombudsman staff visitation has been limited due to significant outbreaks or significant increases in COVID positivity rates in the county. Ombudsmen have utilized creative methods to reach residents by phone, video call and email. The Ombudsman Program continued outreach and education to residents by sharing information about how to contact the Ombudsman Program as well as airing a PSA on local TV stations in the fall of 2021.

Long-Term Care Ombudsmen

Ensure that long-term care facility residents and their families have a voice.

The Long-Term Care Ombudsman is an advocate, a voice, when residents and families have concerns about care and services in a nursing home, adult care home (also called assisted living) or family care home. Ombudsmen are trained advocates and mediators.



Ombudsmen advocate on behalf of long-term care facility residents to uphold their rights and address quality of care and quality of life issues through information, education and mediation.

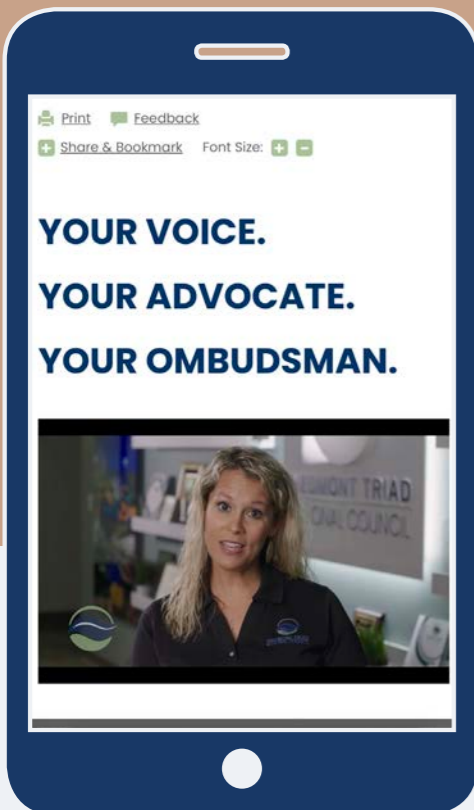
Ombudsmen work to educate the public.

110 110 Community Education Presentations given to the general public about navigating the long-term care system, the Ombudsman program, elder abuse and aging sensitivity.

1,037 1,037 closed complaints. Ombudsmen work on behalf of residents to resolve concerns that relate to Residents' Rights.

2,300 2,300 Technical Assistance classes given to the general public, facility staff, or volunteers in relation to residents' rights and long-term care.

The Long Term Care Ombudsman Program is mandated through the Older Americans Act and funded by the Administration of Community Living. Ombudsmen services are confidential and are provided at no cost to residents and families.



Post Covid Recovery Programs

10,946 10,946 residents across our region received a AAA goody bag, consisting of AAA information, COVID information, and other swag materials.

100 100 There has been over 100 multiple outreach events in every county represented by PTRC.

5 5 Five vaccine drive-thru events (4 in Stokes County, 1 in Guilford County) have been hosted by the AAA department, resulting in over 500 free vaccinations administered.

6,000 6,000 AAA has been able to distribute over 6,000 free at-home COVID tests to residents in all 12 counties.

3,230 3,230 There have been 3,230 individuals across North Carolina contact the PTRC to receive their COVID-19 vaccination in home due to their inability to leave home.

2,635 2,635 referrals were distributed to vaccine providers.

1 1 There has been at least one request for every region in NC, with at least one request from 90 of the 100 counties.



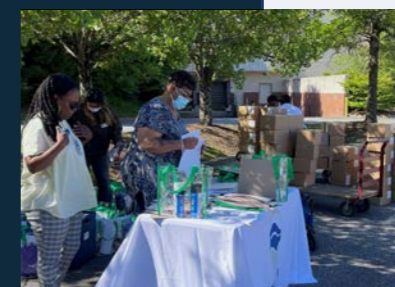
WALNUT COVE VACCINATION EVENT

AAA team members, McKayla Creed and Evelyn Smith, with Walnut Cove Mayor Nellie Brown .



DANBURY VACCINATION EVENT

AAA team members prepping free grocery bags to give away.



GUILFORD COUNTY (HIGH POINT) VACCINATION EVENT

PTRC staff members and Guilford County Workforce prepping goody bags to be given away.



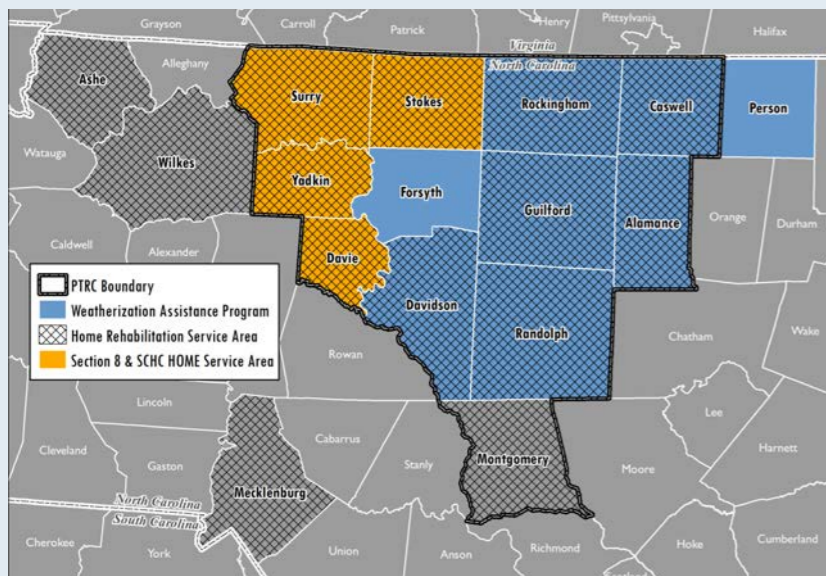
**COMMUNITY
DEVELOPMENT**



SCAN HERE

Community Development

The Piedmont Triad Regional Council's Community Development Department currently has 20 employees administering four related but separately funded housing programs; Weatherization, Rehabilitation, Section 8, and Surry HOME Program. These programs provide decent and safe housing for eligible low-income families, the elderly, and persons with disabilities in Alamance, Ashe, Caswell, Davie, Davidson, Guilford, Montgomery, Mecklenburg, Person, Randolph, Rockingham, Stokes, Surry, Wilkes, and Yadkin Counties.



Something about the counties we serve outside of the Triad.

Weatherization Assistance Program

This program enables low-income families to reduce their energy bills by making their homes more energy-efficient. Funds are used in conjunction with HARRP and HHF grants to improve energy performance and the health and safety of the dwellings for families in need. The merger into the Community Development Department has allowed for a greater efficiency of services offered. This year the Weatherization Assistance program installed 130 Heating units and weatherized 182 homes.

Section 8 Rental Assistance

The largest program administered by the PTRC Housing Department is the Section 8 rental assistance program in Surry, Stokes, Yadkin, and Davie Counties. The tenant-based Section 8 Voucher Program funded and administered 780 vouchers or homes for low-income families in 2020-21.

Essential Single-Family Rehab

The PTRC applies directly to the state Housing Finance Agency (NCHFA) for available Essential Single-Family Rehabilitation (ESFR) funding. The 21

grants are on a three-year cycle, and the 2020-21 funding brings the total number of counties served under the program by PTRC to 14. 56 local homes were repaired in 2020-21.

The HOME Program

This program is administered on behalf of the Surry County Housing Consortium, and the board is made up of representatives from Davie, Stokes, Surry and Yadkin Counties. Each year, the Surry County Housing Consortium receives an allocation from HUD that is used for home repair or new construction (single-family homes and rental properties). The board oversees the distribution of funding, so decision making on the best and appropriate use of the funds remains a local decision.

Our Community Development staff contracts with the City of Burlington to administer the CDBG and HOME programs. These funds include annual planning and performance reporting, financial and IDIS assistance, RFP creation, and management. Rehabilitation staff supports the City of Winston Salem's Community Development Department Rehabilitation Program; this includes inspections, cost estimates, work write-ups, and construction management.

Manageable Livable & Safe



After

PTRC Housing Rehabilitation Program

We help transform people's houses that need serious repairs into manageable, livable, and safe homes. The Rehab program can help with septic system replacement, well replacement, roof repair & replacement, lead paint & asbestos remediation, and much more.



Before



Before



After



After



TRAINING CENTER

PTRC's Weatherization Training Center has grown by leaps and bounds. A year and a half ago, what started as an idea became a state resource for staff training and continuing education. As a Building Performance Institute Test Center, PTRC will offer nationally recognized certifications to those who work in the energy efficiency and building science fields.

The training center will offer fully customized classes based on the skill sets program directors, and students need the most. The Piedmont Triad Regional Council is the first recognized agency to provide specific training for the Weatherization field in North Carolina. We look to become an Interstate Renewable Energy Council certified entity in the coming year. This certification will allow us to offer more skill sets and training in the energy field. PTRC has taken this step to help ease the burden of quality training for other North Carolina agencies that are more affordable than out of state. This, in return, will lead to the same quality standards across our state in the Weatherization field.



CRIMINAL JUSTICE



SCAN HERE

Criminal Justice Programs

The Piedmont Triad Regional Council's Criminal Justice department assists local governments with the planning, implementation and administration of programs serving local and state criminal justice systems, serving 13 counties across NC.

Project Reentry's goals are to reduce criminal justice costs, improve public safety and assist justice-involved individuals in achieving successful reintegration into the community. We provide case management, employment training, education, counseling, family reunification and personal assistance services to justice involved individuals both during their incarceration and after their release in the community to help them live crime free, productive lives.

Recidivism Reduction Services (RRS) programs support the reduction of violations and new crimes among probation and post release participants. The program provides high risk/high need offenders with evidence-based counseling/treatment and related support services to help them maintain productive, crime-free living.

Pretrial Release Services prevent local jail overcrowding by providing non-incarcerative monitoring of defendants who are unable to post bond for release prior to trial or are considered appropriate for community supervision or both. Once approved for the program, defendants are released from jail through bond modification court order and are subject to daily monitoring until trial.

Participants Served Criminal Justice Programs



RECIDIVISM REDUCTION SERVICES
1,421 SERVED



PRETRIAL RELEASE
235 SERVED



PROJECT REENTRY
622 SERVED



FORSYTH LOCAL REENTRY
COUNCIL
90 SERVED



PROJECT FAMILY
92 SERVED

Success Stories



Recidivism
Reduction Services

After a long history with the criminal justice system, Timothy enrolled in Yadkin County Recidivism Reduction Services (RRS). When assessed for the program, Timothy reported he had suffered a stroke and had several health problems that left him unable to work. He expressed a desire to change the patterns of behavior that had led him to repeat criminal activity. Timothy worked hard over the following months, attending every class without fail despite the challenges of his disability. He helped classmates with reading, encouraged those who were struggling, and always kept a positive attitude. He completed the RRS program with perfect attendance and a set of short and long-term goals that will help him achieve success.



Recidivism
Reduction Services

Holly was released from prison after serving three years. In her 30's, she had a significant criminal record. Holly also had a substance use issues. Holly was referred to Davidson County Recidivism Reduction Services (RRS) during her post-release period. "I started the class four or five times in the past but never finished." This time, Holly was determined to make positive changes, including staying clean and finding a full-time job. "I looked around at others making bad choices, and I thought, that's what I used to be," she said. "That was my motivation." Holly recently completed a truck driving course. She plans to save money and establish a home. She credits RRS with helping her stay on track. "Five years ago, I never would have imagined I'd be where I am now. I'm proud of myself."



Recidivism
Reduction Services

Kimberly was placed on supervised probation for larceny and drug possession convictions. She struggled with addiction. "I was the best mom, and then I destroyed my family," she said. "I couldn't get off drugs. I tried to do it by myself, and that's where I failed; they took my kids. I spiraled from there and ended up going to prison." After she was released, Kimberly stayed away from drugs, but it didn't last. She overdosed just before Thanksgiving and was revived. Kimberly entered a residential treatment program and got on track, and returned to the community with a referral to Davie County Recidivism Reduction Services (RRS). Kimberly said RRS helped her understand her triggers, and she feels confident in her sobriety. She plans to return to school and become a Peer Support Specialist. "I want to help people that are going through what I went through."



Forsyth County
Project Reentry

Paul called Forsyth County Project Reentry for services after serving sixteen years in prison. He was anxious about navigating the new world of smart phones, social media, and the internet. Paul needed a safe place to be honest about his fears without feeling embarrassed. Project Reentry was that place, talking with him about transitioning and setting manageable goals. Paul paved the way for his success. He completed mandatory classes, attended technology classes, and maintained his case management appointments with Project Reentry. Project Reentry helped him navigate the social security benefits system. Paul is working with Project Reentry to get his driver's license, which he is now confident enough to gain. Paul is appreciative of the guidance Project Reentry has given to him and gives credit to the program for helping him transition.

BILLIE FOUND FREEDOM FROM DRUGS, CRIMINAL BEHAVIOR, AND GRIEF. AFTER 35 YEARS OF RUNNING, SHE CAN FACE TRUTHS, LET GO OF ANGER, AND HELP OTHERS.

Billie's childhood was filled with pain and turmoil. She was molested as a young girl and experienced repeated traumas. Billie blamed God. At 13 she turned to alcohol and marijuana to cope. Her drug use escalated when she lost custody of her child, and she turned to criminal activity as a lifestyle. Billie lived in a vicious cycle of criminality for the next two decades. Her mother's death in 2015 led to a major relapse, and she began using methamphetamine. She lost her husband and everything that mattered to her.

She then began using heroin, which took her to "a new level of lows." At her last arrest, her detox caused extreme pain in her legs, and she wished to cut her legs off. As she lay in jail, Billie prayed and begged God to deliver her from the triggers and desire to use. That experience strengthened her, and she vowed to get help to

start a journey toward recovery. Billie entered inpatient substance use treatment, worked on addiction issues, and dealt with the unresolved pain and anger that plagued her. After completing her residential treatment, Billie was referred to participate in Surry County Recidivism Reduction Services (RRS) and enrolled in Moral Reconciliation Therapy (MRT) classes. RRS helped her identify destructive thinking, faulty reasoning, and other harmful patterns. She learned to set goals and achieve the "baby steps" needed to achieve those goals. Billie loves checking off ongoing goals. She is determined to stay focused, set manageable boundaries, and not get off track. Billie wants to help others struggling with addiction and plans

to become a peer support specialist. Billie is grateful to God for hearing her prayer, and she is thankful for the opportunity to restore relationships. She has built positive relationships even with police officers who, at one time, had arrested her. We are so proud of Billie's accomplishments and wish her continued success!

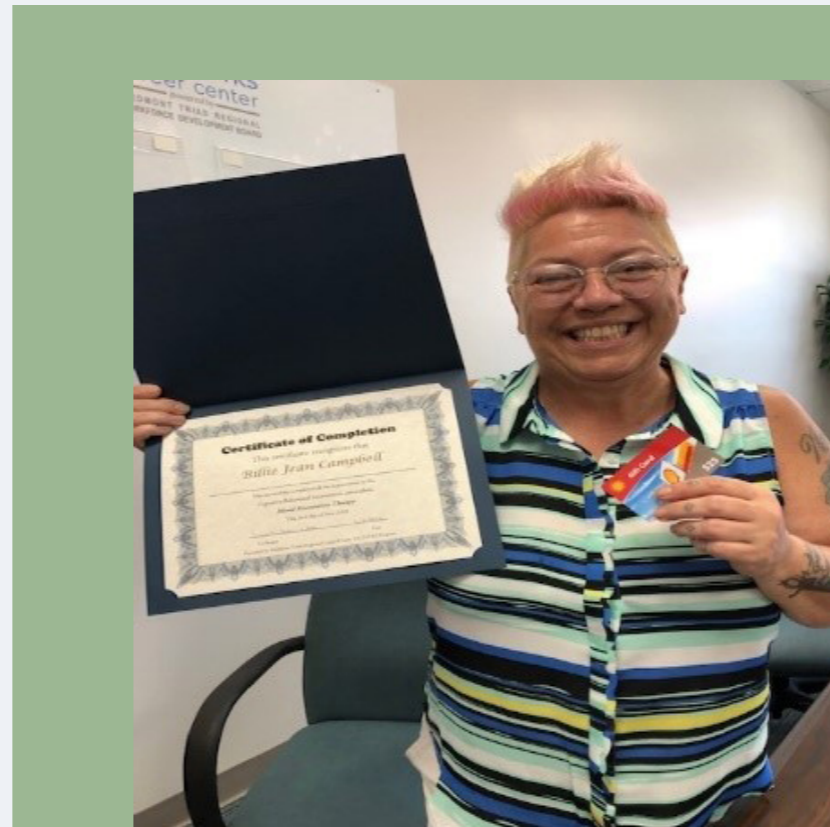
(NOTE: Billie's story is in author Beth Macy's newest book, "Raising Lazarus: Hope, Justice and the Future of America's Overdose Crisis.")



SURRY COUNTY RECIDIVISM REDUCTION SERVICES (RRS)

RRS programs support the reduction of violations and new crimes among probation and post release participants.

The program provides high risk/high need offenders with evidence-based counseling/treatment and related support services to help them maintain productive, crime-free living.



RRS HELPED HER IDENTIFY DESTRUCTIVE THINKING, FAULTY REASONING, AND OTHER HARMFUL PATTERNS.



(NOTE: BILLIE'S STORY IS IN AUTHOR BETH MACY'S NEWEST BOOK, "RAISING LAZARUS: HOPE, JUSTICE AND THE FUTURE OF AMERICA'S OVERDOSE CRISIS.")



MANAGEMENT SERVICES



SCAN HERE



ANGELA KIRKWOOD
DIRECTOR OF HUMAN RESOURCES
CITY OF HIGH POINT

The City of High Point Human Resources Department's mission is to provide services that promote a work environment characterized by fair treatment of staff, open communications, personal accountability, trust and mutual respect.

www.ptrc.org/services

MANAGEMENT SERVICES

City of High Point



"Outsourcing compensation and classification work and having a consistent partner has greatly benefited the City of High Point. PTRC has provided analytical assistance to the city for over 30 years. Their staff takes the time to understand city operations and to listen to the employees. PTRC's insights are informed as if they are a part of High Point's staff daily but without bias and bring the objectivity of a neutral outsider. It is the best of both worlds. PTRC delivers a protocol and process to the decision-making, but PTRC is also flexible and adaptive to meet our needs as issues and concerns present themselves.

The City has around 1,500 employees working in 472 different jobs and just over \$81 million in base payroll. This makes the annual classification and pay study a complex project. The approach we have used is to break down the study into one-thirds, with related occupations and departments being studied in the same year. The study is completed over three years and begins again with another review of positions over three years. This regular, planned, routine maintenance keeps the City in an excellent place to recruit and retain our most valuable asset – our employees." - Angela Kirkwood



WHAT WE DO

Our management services staff brings the professionalism, external objectivity, and clarity to the often-complex problems of public administration.

THE MOST REQUESTS FOR PTRC MANAGEMENT SERVICES ARE RELATED TO PERSONNEL ANALYSIS. OVER THE PAST 25 YEARS, WE HAVE WORKED FOR ALL OF OUR MEMBER GOVERNMENTS IN SOME CAPACITY.



DIRECTOR

For more information about these management services, please contact: Matt Reece, PTRC Assistant Director.



SERVICES

We provide Workplace Quality Programs and Management Consulting



LEARN MORE

See what we are working on today at www.ptrc.org/services

MANAGEMENT SERVICES

Not all of the work in PTRC's Management Services program involves organizational studies of compensation or statewide promotion of an executive search. A variety of work is done quietly and subtly. This work usually consists of responding to an employee relations problem or an issue disrupting your organization's regular workflow. We conduct internal reviews of complaints, investigate, and interview to help clarify the situation. We facilitate consensus where disputes have arisen and seek to resolve divisions in previously functional work groups. This work can be as concise as a single facilitation or as elaborate as a customized training program. Often our resources are coupled with employee assistance programs and organizational development services of the McLaughlin Young Group (MYGroup.com). People often need a higher level of intense attention than what can be provided through the usual workplace channels. That is when the MYGroup resources can make the difference. These services can help you get to the underlying issues of employee disengagement, lack of productivity, and a fragmented workforce. If we can be a resource to help you resolve a thorny problem without a lot of fanfare and to improve internal communication, please let us know.

REGIONAL PLANNING



SCAN HERE



Regional Planning

The PTRC Regional Planning Department serves as a planning resource to our members, citizens and local, state and federal organizations. We coordinate regional initiatives and provide technical assistance to our member communities.

For more information, please contact Jesse Day, Regional Planning Director, at jday@ptrc.org or (336) 904-0300.



Our staff provides expertise in a wide range of planning areas, and we routinely contract with our local governments to provide various services.

LOCAL TECHNICAL ASSISTANCE

Most local technical assistance requests this fiscal year centered on updating land development plans for municipalities. An updated land development or comprehensive plan is the next iteration of the Chapter 160D land development regulation changes in the NC General Statutes, which was signed into law in 2019. The Planning Department worked with Asheboro, Gibsonville, Ramseur, Randleman, Reidsville, and Summerfield on updating land development plans. Relaxed in-person gathering restrictions allowed public engagement to be in person; however, there is still an expectation for virtual attendance. Providing challenges and opportunities for meaningful input into important land development, transportation, watershed, and other planning-related meetings. Additionally, with a high staff turnover rate in planning departments, we filled in current planning duties in Burlington, Montgomery County, and Rockingham County.

Local Planning Assistance

Our staff provides expertise in a wide range of planning areas, and we routinely contract with our local governments to provide services such as:

- Writing and updating local plans:
 - Land Development Plans
 - Zoning Ordinances
 - Comprehensive & Strategic Plans
 - Bicycle & Pedestrian Plans
 - Greenway & Trail Plans
 - Parks & Recreation Master Plans
- Current Planning Assistance
- GIS Data Management & Web Mapping Applications
- Transportation Planning
- Bicycle Safety Education
- Watershed Planning
- Air Quality Monitoring
- Site Design
- Site Selection Studies
- Board Training
- Meeting Facilitation
- Outreach & Education

REGIONAL FOOD COUNCIL

The Piedmont Triad Regional Food Council (PTRFC) is a food council of stakeholders representing a broad array of food system sectors and a balance of rural, urban, socio-economic, cultural, racial, and gender backgrounds from each of the 12 counties in the Piedmont Triad Region. Their food assessment launch event, Learn-Build-Eat, received a National Association of Development Organizations 2021 Impact Award. The event highlighted regional food access, equity efforts, and economic development for the region's food industry. The Food Council delivered 12 Partner Presentations to share information about the food assessment findings across the state, including presentations to County Commissioners, healthcare organizations, universities, and food summits. Additionally, the PTRFC held a Shared Gifting Circle in Forsyth County, awarding five organizations \$7,500 of grant funds for community-based projects focused on building a healthy, resilient local food economy. Additionally, the PTRFC held an in-person Strategic Planning Retreat to celebrate accomplishments and prioritize strategies for the coming year.

NORTH-WEST PIEDMONT RPO

Work on the Davie, Surry, and Yadkin Comprehensive Transportation Plan is coming to a close as the RPO and NCDOT complete finishing touches. In addition, the RPO assisted multiple regional municipalities in securing funding for electric vehicle charging stations. Federal State Planning and Research Grants were awarded in 2021 to the towns of Mocksville and Walnut Cove, and in 2022, those grants were used to conduct feasibility studies and reports for greenways in both towns. The RPO continues aggressively pursuing funding opportunities to benefit Davie, Stokes, Surry, and Yadkin Counties. In addition, the RPO holds a workgroup seat to help develop North Carolina's 2022 Clean Transportation Plan.

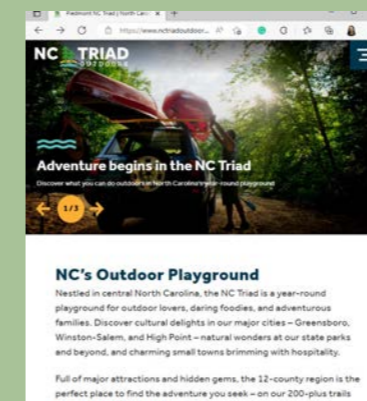
PIEDMONT TRIAD RPO

Utilized staff and technology to participate in a wide variety of regional planning efforts. The PTRPO facilitated local participation in transportation decision-making and continued supporting local officials and staff with information, mapping, and transportation expertise.

Work has continued on NCDOT's competitive Strategic Transportation Investments (STI) process, commonly referred to as Prioritization. This is an improved method to prioritize and fund transportation projects across all modes. With the STI process, NCDOT can use revenues more efficiently to improve transportation infrastructure, create jobs, and help boost the economy.

OUTDOOR RECREATION

The Piedmont Legacy Trails Partnership continues with the Piedmont Land Conservancy. The ever-popular annual Trails summit was held virtually in the spring of 2022, with in-person trail hikes and bicycling outings in Oak Ridge, Winston-Salem, Hanging Rock, and Madison. The Planning Department completed a draft of the regional Outdoor Recreation Plan in the spring of 2022. The PTRC has worked with a consultant to highlight outdoor recreation assets in the region to launch NCTriadOutdoors.com. The site promotes the use of our region's outdoor assets while also suggesting trips and itineraries to help visitors and residents alike discover the outdoors in the Triad.



AMERICORPS

AmeriCorps is a 10-month service program in environmental education and outreach. PTRC has had the pleasure of hosting eleven AmeriCorps members to date. In the 2020-2021 year, Loren Hendrickson worked with the Stormwater SMART program to educate students and local communities to help keep their water clean and healthy.

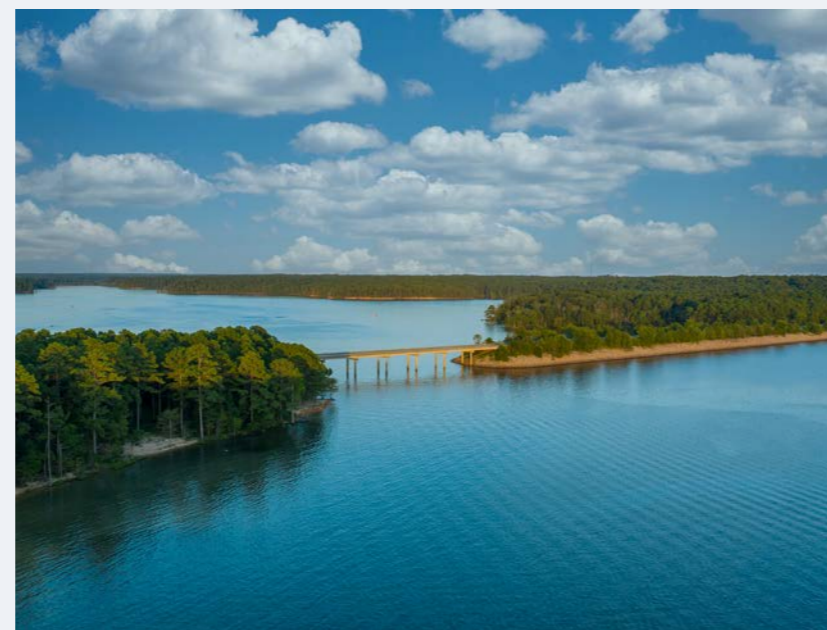


Based on the recently completed Watershed Action Plans for the Haskett Creek (City of Asheboro, Randolph County), PTRC Water Resources staff was awarded next-level funding through an NCDEQ 205(j) Water Quality Planning Grant to engineer and design stormwater control measures for two locations. PTRC is working with a stormwater engineer to finalize designs and submit applications for implementation funding. PTRC has submitted several grants in partnership with stakeholders in the Richland Creek watershed in the City of High Point and with the Southwest Renewal Foundation, aiming at addressing the water quality and stormwater needs as identified in the Richland Creek Watershed

Action Plan. This innovative project will involve the ability to identify further and align restoration activities associated with bacterial issues in the watershed. A new dimension of the Jordan Lake One Water (www.jordanlakeonewater.org) initiative took shape this year in continued collaboration with the Triangle J Council of Governments as outlined in the Jordan Lake One Water Vision document. Additional partnership funding was awarded to support moving this coalition forward. An on-going, long-standing, partnership with the TJCOG to co-manage the Upper Cape Fear River Basin Association (UCFRBA) continues where the UCFRBA works with regional members to collaboratively monitor the waterways. New regional partners and supporters continue to grow the network.



Dan River Recreation, Restoration and Conservation Planning Process was launched in early 2022. In partnership with the Dan River Basin Association, PTRC is working with partners in Rockingham and Caswell Counties to create a plan that will help protect and improve water quality within the Dan River Basin and its tributaries, restore impaired riparian buffers and habitat areas, conserve critical land from development, and improve river access and recreational opportunities.



Stormwater SMART provides environmental education to residents of all ages in municipalities and unincorporated areas throughout Alamance, Davidson, Forsyth, Guilford, Randolph, and Rockingham counties. The staff excels in providing fun, hands-on activities that inform citizens about water quality and inspire stewardship of our watershed. With the extended impact of the Covid-19 pandemic, Stormwater SMART found alternatives to traditional in-classroom programming with online tutorials, direct mail campaigns, interactive social media lessons, and remote learning activities such as geocaching.

In addition, Stormwater SMART continued to air public service announcements (PSAs) on television, radio, and online with the message: "Clean Water Begins with YOU and ME!". In the 2020-2021 fiscal year, Stormwater SMART delivered this message in one form or another more than 10 million times: 59 PSAs ran on network television; 229 radio ads played on both English and Spanish stations; 132,280 people viewed animated videos online; more than 5 million banner ads were displayed on phones, tablets, and computers; and over 2,000 residents participated in educational programming by planting seeds, attending an online class, geocaching, or attending one of our socially-distanced local programs.

MEMBERS WITH MASS MEDIA SERVICES 13
Media Service Only - No Direct Education

- City of Archdale
- City of Burlington
- Village of Clemmons
- City of Greensboro
- Forsyth County
- Guilford County
- Town of Jamestown
- Town of Kernersville
- City of Mebane
- City of Randleman
- Randolph County
- City of Trinity
- City of Winston-Salem

MEMBERS WITH DIRECT EDUCATION SERVICES 24

- Alamance County
- City of Archdale
- City of Asheboro
- City of Burlington
- Davidson County
- Town of Elon
- Town of Gibsonville
- City of Graham
- Town of Green Level
- City of Greensboro
- Town of Haw River
- Town of Jamestown
- Town of Kernersville
- Town of Lewisville
- City of Lexington
- Town of Oak Ridge
- City of Mebane
- City of Randleman
- Randolph County
- City of Reidsville
- Rockingham County
- Town of Summerfield
- City of Thomasville
- City of Trinity

CLEAN WATER BEGINS WITH YOU AND ME!
delivered this message in one form or another more than 10 million times



**WORKFORCE
DEVELOPMENT**



SCAN HERE



WORKFORCE DEVELOPMENT

Workforce Development assesses and prepares local area talent to meet the current and future needs of employers. This goal is achieved through a consultative approach of connecting with organizations and identifying populations that need assistance. Workforce Development also uncovers gaps in skills, then leads and facilitates initiatives and programs to close the gaps and maintain alignment between job seekers and employers.



NATIONAL DISLOCATED WORKER GRANT (NDWG)



NDWG SUCCESS STORY

Angela lost her job in April 2021 due to the COVID-19 impact. As a single parent, she faced many challenges. She worked a production job in manufacturing for many years and wanted a change.

After being laid off, she came to NCWorks Career Center in Rockingham. She took the Work Interest assessment. The results showed strong interests in truck driving. Angela was excited at the idea of becoming a truck driver, but would need to obtain the required license. She qualified for the National Dislocated Worker Grant (NDWG) and wanted to use this opportunity to gain the skills she needed to become marketable in the high demand transportation industry.

Angela obtained her Class B CDL license. The Career Center staff assisted with modifying her resume and with job leads. Angela applied for a position with the Rockingham County School Bus Office. She completed school bus training, took the road test and received her school bus license. She now works for Rockingham County Elementary School as a bus driver. This new career not only provides for her financial needs, but allows her the flexibility to be more available to her children.

FINISH LINE GRANTS (FLG)

Since July of 2018, Finish Line Grants have been helping community college students who are on the cusp of completion and in need of emergency supportive funds to graduate. Financial emergencies include events like unexpected healthcare costs, childcare expenses, or costly car repairs that would prevent students from reaching that goal. In the upcoming year, PTRWDB will continue to partner with community colleges as the management of FLG moves to the community colleges.

FLG FUNDS BY COMMUNITY COLLEGE

| | |
|-------------------------------------|-----------|
| DAVIDSON-DAVIE COMMUNITY COLLEGE | \$ 2,469 |
| FORSYTH TECHNICAL COMMUNITY COLLEGE | \$ 91,478 |
| PIEDMONT COMMUNITY COLLEGE | \$ 4,488 |
| ROCKINGHAM COMMUNITY COLLEGE | \$ 10,903 |
| SURRY COMMUNITY COLLEGE | \$ 9,741 |

HELPING PEOPLE ENTER THE WORKFORCE

PTRWDB provides services to assist unemployed or underemployed individuals who may benefit from services offered through the Workforce Innovation and Opportunity Act. WIOA places emphasis on skills development that matches the needs of employers. Job seekers are coached to develop career plans that provide for sustainability and prosperity in the emerging economy.

FUNDS DISTRIBUTED (PY 2021-2022)

Caswell, Davie, Forsyth, Rockingham, Surry, Stokes, and Yadkin Counties

| PROGRAM | # SERVED | FUNDS |
|-------------------|--------------|-----------------------|
| Adult | 4,301 | \$ 1,158,858.21 |
| DISLOCATED WORKER | 4,033 | \$1,391,760.00 |
| YOUTH | 222 | \$1,150,526.56 |
| TOTAL | 8,556 | \$4,023,539.05 |

During this year we moved into post-pandemic recovery. While we saw a significant bounce-back to labor force participation, the rate remains significantly lower than that of pre-pandemic. As we worked to address the Great Reshuffle we continued to focus on aligning talent to the regional economy.

STRATEGIC RESTRUCTURING



WENDY WALKER-FOX
WORKFORCE & ECONOMIC DEVELOPMENT
DIRECTOR

This year Piedmont Triad Regional Council announced the merger of its Economic Development and Workforce Development departments. This strategic restructuring will build on the region's competitive advantages, prioritize regional infrastructure, build resilient communities and build on projects that develop, support and create pathways for talent in the Triad.

This merger has resulted in the need for several additional staff positions. It has created additional opportunities to align talent to the ever changing needs of businesses, assist businesses with funding opportunities to support their growth, develop initiatives to attract talent to our region and help remove workforce barriers and improve economic prosperity for diverse populations.

Providing seamless Workforce and Economic Development services will position us to build stronger opportunities for impact across the region.

WORKFORCE & ECONOMIC
DEVELOPMENT

NEXTGEN YOUTH PROGRAM

The NextGen Youth Program provides training and employment services to youth ages 16 to 24. The primary goals are to give structure and a sense of accomplishment in the lives of Youth served.



YOUTH COMMITTEE

PTRWDB convenes a group of business and community members from each county who share a common interest of seeing youth succeed. This committee directs the youth programs that the Board provides.

These dedicated members go beyond to help NextGen Youth. To assist participants return safely to classes and to work, the Youth Committee provided 140 NextGen Youth with hand sanitizers and masks.

COMMITTEE MEMEBERS

- Nancy Johnston, Chair
- Stephen Parker
- Gonzalez
- Devita Ewell, Vice-Chair
- Polly Long
- Bobbi McDowell
- Traci Crisco, Secretary
- Crystal Folger-Hawks
- George Redd
- Sharon Frazier
- Nancy Gaston
- Yajaira "Jackie"
- Amber Tankersly
- Rhonda Smith



TCC HAS PROVEN TO BE A SUCCESSFUL MODEL IN A NUMBER OF OUR COUNTIES. WE CONTINUE TO LOOK FOR OPPORTUNITIES TO REPLICATE AND EXPAND THIS MODEL.

KENDALL'S SUCCESS STORY

Kendall was a participant in the NextGen program. With the help of his case manager, he identified an interest in the Healthcare career pathway and registered for a CNA class. With that momentum, he was driven to go farther. He applied for the Radiology program at Forsyth Technical Community College which is a competitive program and only selects a few candidates, Kendall was one of them. In his first semester, he made the Dean's list. During this training, Kendall served on Piedmont Triad Regional Workforce Development Board's Youth Committee. Through NextGen, he was able to get work experience at Forest Heights Senior Living Community. The facility supervisor liked his work ethic and performance so much that she offered him a part-time position. Covid-19 delayed Kendall's training start dates and put everything on pause. In August 2020, his journey began to become an X-Ray Technician. NextGen was pivotal in helping Kendall. He was provided gas cards and continued encouragement during the clinical training. On April 29, 2022, Kendall successfully completed the Radiology program at FTCC. On May 8, 2022, he was offered permanent employment at Novant Healthcare as a Radiographic Technologist. This opportunity also came with a \$5000.00 sign-on bonus. Kendall's next goal is to buy a house. He's very grateful for all the NextGen program has done for him, and he hopes they will continue helping youth and young adults like himself for years to come.



Students also received employment opportunities with Bridgestone Aircraft Tires, Press Glass, Cone Health Annie Penn Hospital, and Old North State League Baseball.

ANOTHER GREAT YEAR FOR TRIAD CAREER CONNECT

Piedmont Triad Regional Workforce Development Board (PTRWDB) created the award winning, Triad Career Connect (TCC). This model was designed as a bridge between talent needs of employers and career exposure needs of youth. PTRWDB brought together regional employers, community colleges and school systems to develop the course curriculum. The TCC program provides a pathway to a career through both education and work experience opportunities.

This summer five NextGen Youth participated in TCC Rockingham. All completed the 10-day classroom based learning through Rockingham Community College and received the following certifications:

- OSHA-10 Certification
- Lean Six Sigma - White Belt Certification
- Human Recourse Development (HRD soft skills)
 - ◊ Employability Skills: Resume Prep Job Search
 - ◊ Financial Literacy
 - ◊ Working Smart Job Skills



PROUDLY SERVING LOCAL GOVERNMENTS FOR OVER
50 YEARS.

A

1398 Carrollton Crossing Drive
Kernersville, NC 27284

P

336.904.0300

W

www.ptrc.org



PIEDMONT TRIAD
REGIONAL COUNCIL