

# Piedmont Triad Regional Council

Proudly Serving Local Governments  
in the Piedmont Triad Region for over 40 years



Annual Report  
2011-2012

# Highlights of 2011-2012

THE FIRST YEAR FOLLOWING MERGER...

## c o n t e n t s



Chairman of the Board of Directors  
Darrell Frye, Randolph County  
Board of Commissioners

Executive Director  
Matthew L. Dolge

Division Directors  
Administration, Management, &  
Member Services:  
Matt Reece

Area Agency on Aging:  
Kim D. Berry

Criminal Justice:  
Robin Howell

Finance:  
Robin Shelton

Housing:  
Dave Harris

Planning:  
Paul Kron

Workforce Development:  
Althea Hairston

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*Greetings,*

The past year has been an exciting one with many firsts for the Piedmont Triad Region. Our two previous

Councils of Governments accomplished many positive outcomes for their members and the area's citizens. It is refreshing to work with a group of fellow elected officials who appreciated what had been accomplished, but were not content to simply accept the status quo. Innovators look for new opportunities. As a region we seized on such an opportunity to merge into a twelve-county unit. As we reflect on this first full year of operations, I hope each of you takes some measure of satisfaction in how monumental this undertaking was.

fits that will accrue from this new undertaking. Programming and grant opportunities have already opened up in areas such as weatherization and criminal justice. Our new Board is engaged and active. As we continue to explore and realize new opportunities in the coming years, please continue to pass along your ideas and needs to your Delegate and our staff. We will only reach our full potential through your continued, active participation!

**Darrell Frye**

Chairman,  
PTRC Board of Delegates

Fiscal challenges and service needs are pushing us all, making regional collaboration even more important. We have only begun to see the bene-



*A Year of Firsts*

This annual report represents a milestone for the Board and Staff of the Piedmont Triad Regional Council. We are 14 months along in a journey of new opportunities. In May of 2011, we started work on creating a new regional vehicle to provide programs and services to the local governments of the Triad. On July 1, 2011, our Board passed our first budget, personnel policy, and pay plan. From that day forward, our staff went to work. This report summarizes their many efforts on your behalf and in service to the citizens of your unit of government. Please allow me to take this oppor-

tunity to thank many folks who have made this first year a success.

First, I must thank our Board. We have great attendance at meetings and the Board is very engaged in the decision making process. They have broken new ground at every turn. It may sound easy enough; moving from one structure to another is just a matter of semantics. The details are much tougher. This Board has had to allow themselves to say "yes". How hard can that be? Behind every "yes" there is discussion and compromise – risk and acceptance – negotiation and faith. Through agreements and disagreements, this Board has had civil discussions, constructive exchanges, come to consensus, and moved forward together. Their approach provides a great recipe for continued success in the future.

road. Through it all, your staff has continued to do great work, win national acclaim, and even develop new programming. They are the reason we are successful.

Third, I want to thank our member governments. You started us on this new road. Each year you entrust us to deliver quality programming to your citizens. We are proud of the fact that we take your dues and multiply them many times over in impact to the citizens of the Triad. We hope you appreciate our ability to return a majority of your investment in us right back into direct services to your constituents. We also know that you entrust us to provide efficient and effective services. Your confidence in us is greatly appreciated.

Second, I want to thank your regional staff. The stories of success on these pages do not happen by accident. They require dedication and hard work. As our Board built the foundation, the staff came to the office every day, building our programs one plank at a time. Changes in the work environment are always difficult. When you change everything, the stress is magnified. At times we have had fits and starts on this bumpy

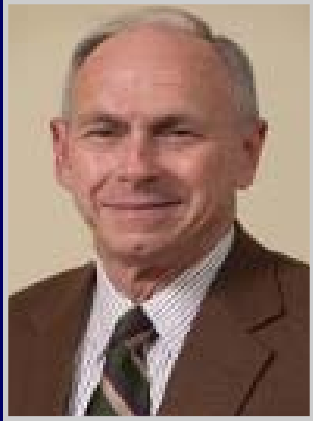
This year has been filled with firsts. It has included many highs and some lows. As we have enjoyed new acquaintances, we remember some dear friends who we have lost. Your leadership and support has brought us this far, and with your continued support, our future is bright.

**Matthew L. Dolge**

PTRC Executive Director



# Board of Directors & Regional Leadership Officers



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Randolph County  
Board of Commissioners



Vice Chair  
The Honorable Molly Leight  
Winston-Salem  
City Council



Treasurer  
The Honorable Nathaniel Hall  
Caswell County  
Board of Commissioners

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\* denotes member of the PTRC Executive Committee

**FORSYTH COUNTY  
(CONTINUED)**

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COUNCILMEMBER, TOWN OF WENTWORTH

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STOKES COUNTY  
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COMMISSIONER, TOWN OF WALNUT COVE

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**LESTINE HUTCHENS**  
MAYOR, TOWN OF ELKIN

**STEVE YOKELEY\***  
MAYOR PRO TEM, CITY OF MOUNT AIRY

**EARL SHEPPARD**  
MAYOR, TOWN OF PILOT MOUNTAIN

**YADKIN COUNTY**

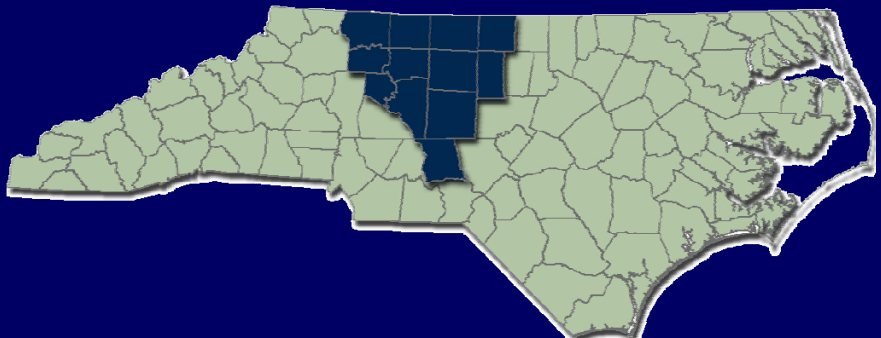
**KEVIN AUSTIN\***  
YADKIN COUNTY  
BOARD OF COMMISSIONERS

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COMMISSIONER, TOWN OF BOONVILLE

**LAURENCE TODD**  
COMMISSIONER, TOWN OF EAST BEND

**WAYNE MOORE\***  
COMMISSIONER, TOWN OF JONESVILLE

**GENE BRANON**  
COMMISSIONER, TOWN OF YADKINVILLE



\* denotes member of the PTRC Executive Committee



The Piedmont Triad Regional Council (PTRC) is a voluntary association of local governments - urban and rural - authorized by state law to:

- Make and implement joint regional decisions;
- Provide management, planning & technical services to local governments;
- Identify and solve short and long-term problems best addressed at the regional level;
- Promote regional issues and cooperation among members; and
- Bring together local elected officials on a regular basis, giving them an opportunity to form working relationships.

The PTRC is one of the largest regional councils in NC, serving 73 members in and around the Greensboro / Winston-Salem / High Point metro area, including the following twelve county area:

Alamance | Caswell | Davidson | Davie | Forsyth | Guilford |  
Montgomery | Randolph | Rockingham | Stokes | Surry | Yadkin

The PTRC Executive Committee meets monthly, and the Board of Directors meets bi-monthly. Attendance at our bi-monthly Board Meetings is averaging over 100 people with both county and municipal leaders and elected officials in attendance



The PTRC regularly hosts Manager's Meetings across the region. In September of 2011, Managers met with the President of Duke Energy, and in March of 2012, City and County Managers met both separately and together to discuss annual budgets.





## Watershed Assessment Project Wins 2011 NADO Innovation Award



*Malinda Ford, PTRC GIS Manager accepts Innovation Award from NADO President Tim Ware*

In July of 2011, the National Association of Development Organizations (NADO) selected the *Yadkin-Pee Dee River Basin Priority Watershed Atlas* as a recipient of the 2011 Innovation Award from the NADO Research Foundation. In October, PTRC GIS

Manager Malinda Ford traveled to Miami to accept the award on behalf of the Water Resources Division of the PTRC Planning Department.

Malinda led a team of planning staff from three regional councils in the assessment of 232 watersheds within the Yadkin-Pee Dee River Basin, the second largest river basin in North Carolina. This assessment relied upon Geographic Information Systems technology to model land use and land cover data related to water quality conditions and local watershed health. The data model was used to identify the top 10% most-stressed and best-conserved watersheds within the river basin, resulting in the *Yadkin-Pee Dee River Basin Priority Watershed Atlas*.

*The Yadkin-Pee Dee River Basin Priority Watersheds*

*Atlas* provides a bird's-eye view of river basin conditions, profiling those watersheds that either provide the best water quality conditions and should be protected, or those that with the poorest watershed conditions that need rehabilitation. The purpose of the *Atlas* is to provide stakeholder guidance and leverage to bring additional resources and funding from state, federal, and private entities to water quality projects within the river basin. Each watershed profiled in the *Atlas* is described in terms of area, land use, water quality, ecological habitat and land use controls that address local water quality issues.



## PTRC honored with an Innovation Award for its role in North Carolina's E3 initiative

The National Association of Development Organizations also awarded the Workforce Development Department of the PTRC with an Innovation Award for its role in North Carolina's E3 initiative. Other communities and regions in NC are now looking at the Piedmont Triad Regional Council as a leader in E3.

E3 is a coordinated federal and local technical assistance initiative that is helping manufacturers across the nation thrive in a new business era focused on sustainability. The E3 Program was launched in 2010 to focus strategies for increased efficiency on three areas: Economy, Energy and the Environment. This program is designed to improve an organization's production processes and profitability while reducing its environmental impact. The success of the program hinges on developing collaborative partnerships at all levels – federal, state, and local – all working together to help manufacturers be more competitive and sustainable.

In 2010, the NC Industrial Extension Service choose three pilot programs to begin building its E3 program. One of the pilot areas was Winston-Salem, and the workforce development department of the Piedmont Triad Regional Council was selected as a local partner. According to Lisa Hawk, Business Services Coordinator for the PTRC workforce development department, E3 efforts locally focused on helping industries reduce their carbon footprint and facilitate a triple bottom line focus. The triple bottom line is an addition of social and environmental values to the traditional economic measures of a corporation or organization's success.

One company that workforce staff worked closely with was B/E Aerospace, the first manufacturer in the state to participate in the pilot program. Energy resources were reduced resulting in financial savings and reductions of the manufacturer's carbon footprint. Solid waste was also reduced, resulting in lower hauling costs and environmental benefits.



*PTRC Workforce Development Staff members accept a NADO Innovation Award for Excellence. From left: Workforce Development Board Vice Chairman Darren Poole, PTRC Business Services Coordinator Lisa Hawk, NADO President Tim Ware, and PTRC Workforce Development Director Althea Hairston.*

Program sustainability is in place for ongoing outreach to manufacturers. According to NC IES, the pilot programs in Winston-Salem were so successful that the E3 program is now rapidly expanding throughout the state.

Congratulations to the PTRC workforce development staff for their leadership and ground breaking role in this important initiative.

# Finance & Budget

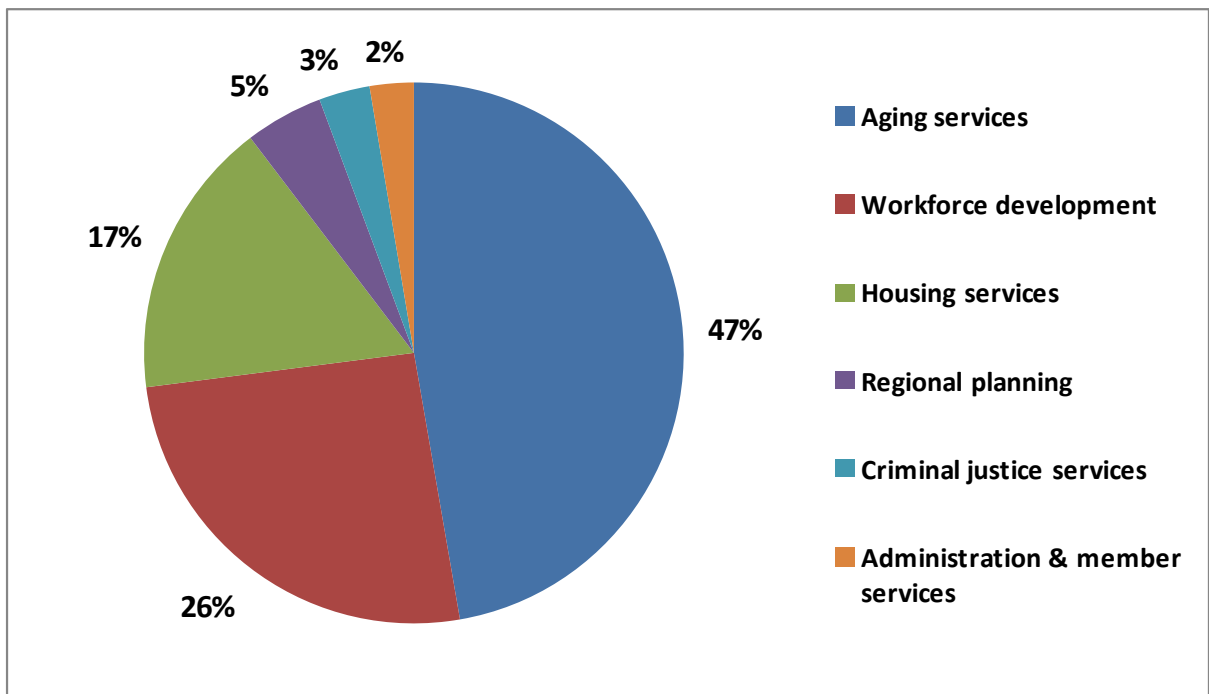
*Did You Know That...*

**Of our total \$26.2 million dollar budget, \$13.7 million is passed through directly to our member communities -- no administrative expenses are deducted.**

**More than 70% of PTRC dues are used to match or support other grants.**

**In return for a region-wide investment of \$600,000 in annual dues, area local governments received almost \$14 million in funding & grant assistance -- a \$20 return on each dollar invested in dues.**

*PTRC Budget by Program Area*





# Housing

The Piedmont Triad Regional Council's Housing Department administers three housing programs that provide decent and safe housing for eligible low-income families, the elderly, and persons with disabilities in Davie, Stokes, Surry, and Yadkin Counties.

**The HOME Program** is administered on behalf of the Surry County Housing Consortium. The Housing Consortium receives an annual allocation from HUD to be used for home repair or construction, direct homebuyer assistance, or direct rental assistance. A council with individuals appointed from each Consortium member county oversees the distribution of funding, so decision making on the best and appropriate use of the funds remains a local decision. Each county that is a member of the Consortium gets a voice in the distribution of funds.



The Housing Department also administers the **Small-Cities Scattered Site Community Development Block Grant Program**. Counties are eligible to receive funding to repair owner occupied homes for low income households. Because these funding amounts can vary year to year, some of our more rural counties have determined that it is cost beneficial to them to contract the administration of these programs out to the PTRC. It is difficult to maintain local personnel in the years when funding amounts are low, and it is also difficult to hire and train new staff appropriately as funding becomes available.



The PTRC housing staff boasts almost 100 years of collective experience in administering housing programs and can be relied upon to professionally and fairly administer CDBG funding.

During the past fiscal year, the PTRC Housing Department administered **\$950,620** in funding Habitat for Humanity in Davie, Stokes, Surry and Yadkin Counties. All together, twelve new homes for low income citizens and a new construction, 50-unit apartment complex for low-income senior citizens have been or are in the process of being built. Funds from program income are also funding the acquisition of 4-5 vacant lots in Surry and Yadkin Counties for the Habitats.

The largest program administered by the PTRC Housing Department is the **Section 8 rental assistance program**. The tenant-based Section 8 Voucher Program is authorized to fund and administer **842** vouchers or homes for low-income families. The total assistance provided during 2011 was **\$3,615,076**.

HUD requires that those in public housing must recertify each year as to income, family status and condition of the house. The PTRC has one housing inspector who averages 63 recertifications each month. Often, multiple visits must be made to obtain all the necessary information for recertification. In addition, PTRC has two housing specialists who assist

customers with the application process and gather information needed for qualifying. In addition to the almost 800 vouchers administered in the four-county region, another 1000 families have been qualified for the program and remain on a waiting list. To keep the waiting list manageable, the lists are reviewed annually to purge those families that have found other housing means, have moved away, or have since become ineligible.

It is a never ending and labor intensive process to continually seek to help out those who are in need of housing assistance and weed out those who no longer qualify for the program. Last year, PTRC housing staff logged more than **1400** calls from persons seeking housing assistance or needing additional information about the process.



The PTRC Housing Department staff continues to work hard and remain dedicated to ensuring that safe and affordable housing options are available to qualified families and deserving individuals in the region.

# Aging

The first year of merger has been positive and productive for the 12 counties of the Piedmont Triad Region. Beginning in July 2011, Aging staff met with public officials and seniors to discuss county plans. We continued the facilitation of local planning committees on aging and related issues throughout the region. Long Term Care Ombudsmen met with all Community Advisory Committees to discuss and provide technical assistance to them as they made their visits to 324 Nursing, Adult Care, and Family Care Homes.

The PTRC/AAA supports over 200 local volunteers with planning, long term care and health and wellness initiatives. The Retired Senior Volunteer Program, RSVP, **supported 719 volunteers who served 156,331 hours** and **drove a conservative estimate of 469,274 miles** in Forsyth and Stokes Counties.

PTRC AAA administered **\$12,740,289** in local, state, and federal funds to more than 49 local providers. Monitoring and Quality Assurance are significant responsibilities. During



Fiscal Year 2011-2012, agency staff conducted **43 separate monitoring visits** of service providers to ensure compliance to state and federal service standards. These assessments ranged in scope from senior centers to multi-county agencies. **Follow-up assistance was provided to twelve service providers** who were required to implement corrective action plans. In addition, individualized technical assistance was provided to another 30 service providers.

As part of the responsibility for administration, we must manage the accounting for service reimbursement for all programs administered. We provided this year's training to more than 75 users throughout the region. PTRC AAA staff goes into the field to support and provide training on site in areas ranging from new user training to programmatic and budget training. In addition to the ARMS training for providers, **over 440 technical assistance calls were received and handled.**

## Supporting Our Family Caregivers



The Family Caregiver Support Program (FCSP) provides assistance in each county to caregivers of older adults and individuals with disabilities, as well as grandparents raising grandchildren. **Four trainings** were conducted to

update all providers about the funding/administrative process; reporting and reimbursement; and an opportunity to present and share best practices.

The Family Caregiver Support Program voucher program provided services to **798 caregivers**, allowing them respite time away from their stressful caregiving responsibilities. Each county conducted special events and workshops throughout the year that focused on caregiver issues as well as these respite services, and provided numerous support group activities. Across the region there were **59 Caregiver Events and Education programs** in fiscal year 2011. There were **seven Grandparents Raising Grandchildren (GRG) and Relatives as Parents Program (RAPP) events** in the region during that same timeframe. **Ninety-one support groups** were conducted for older adults and GRG/RAPP as caregivers.



## *Involving Doctors in the Community Care of Alzheimer's Disease*



The PTRC/AAA received a grant from the UNC School of Medicine to work with more than 50 family physicians from across four of our counties to provide them with special training on the diagnosis and treatment of Alzheimer's disease and related dementia. Physicians were connected to local service providers so they could better refer their patients to community services.

As a part of this grant, families were given stipends to help with in-home aide, adult day care, and overnight respite to help caregivers. Fifty six families and 14 medical practices benefited from this program in 2011. This program very possibly could be sustained with permanent connections to the medical community and community based services to aid caregivers.

The Regional Long-term Care Ombudsmen serve as the gatekeepers of our most frail individuals residing in Nursing Homes, Adult Care Homes and Family Care Homes.

### *18,000 Long Term Care Beds in the Piedmont Triad Region*

**The following reflect the statistics for Long Term Care Ombudsman activities for FY 2011:**

|   |       |
|---|-------|
| Facility Visits (includes Ombudsmen and CAC Volunteers):        | 1,125 |
| In-Service Trainings for Long-Term Care (LTC) Facility Staff:   | 95    |
| Community Education Presentations:                              | 184   |
| Technical Assistance provided to the public and facility staff: | 1,497 |
| Closed cases:   | 293   |
| Closed Complaints: (each case may have multiple complaints)     | 617   |

### *300 Citizens throughout the Region Participate in the First Annual World Elder Abuse Awareness Day Walk*

On June 16, 2012, the Piedmont Triad Regional Council Area Agency on Aging hosted the Piedmont Triad's first Annual World Elder Abuse Awareness Day (WEAAD) Walk at Triad Park in Kernersville. More than **300 people attended the inaugural Walk**. The Walk kicked off at 9:00 AM with opening remarks from Guilford County's Sheriff B.J. Barnes, the Walk's Honorary Chairperson. Sheriff Barnes emphasized the importance of raising awareness in our community about the "silent epidemic" of elder abuse.



Throughout the world, abuse and neglect of older persons is largely under-recognized or treated as an unspoken problem. More than one in ten older adults may experience some type of abuse, but only one in five cases or fewer are reported. Elder financial abuse costs victims more than \$2.6 billion per year! Up to 1 million older people may be targeted yearly!



# Workforce Development

## How We Make A Difference

- By carefully directing funding made available through the Workforce Investment Act to execute targeted programs that make a real difference for people and businesses in our community and region.
- By staying abreast of the current labor market data.
- By communicating with local employers about worker skill sets needed to ensure productivity and to grow area businesses.
- By assessing the skill sets of job seekers, providing both basic skills and occupational skills training as needed to certify career readiness, and then by matching skilled job seekers to employers in need of qualified labor.
- By helping workers gain valuable workplace skills, by fostering civic engagement, and by the completion of useful community projects through the PTRC Service Corps.
- By providing year-round educational opportunities and job readiness/placement services to at risk youth in the region through the eLink Youth program and the Summer Youth Employment Program.



*PTRC Service Corps Participants & Staff*

## OUR IMPACT !

**Services for Job Seekers:** Our JobLink Career Centers assisted 69,405 people in the past year.

**Adults & Dislocated Worker Services:** Specialized funding is available to assist dislocated workers and selected adults who qualify under poverty and unemployment guidelines. In the past fiscal year, a total of 861 clients were enrolled in these programs, and 460 were placed in employment.

**Supporting the Needs of Business & Industry:** The PTRC provided Incumbent Workforce Development Training Program grants of \$34,900 to two companies in the past year with a focus on layoff aversion. In addition, more than \$85,000 of On-The-Job Training reimbursements were provided to an additional seven businesses to help offset the costs of training new employees. This support allowed those businesses to grow.

**Reducing the Carbon Footprint:** The PTRC has been a leader in the state and national effort known as Economy, Energy, and the Environment (E3, see page 7 for additional information). Our E3 initiative has received recognition and support from the White House the EPA, and even the NASCAR community.

**Youth Services:** Demand continues to outpace funding for PTRC Youth Services. In the past year, the PTRC served 387 youth in the eLink Program, and another 110 in Summer Youth Employment, with an additional 300 placed on waiting lists for services.



### ***The Mobile JobLink Center***

We bring our services out to the communities or areas where they are needed most. The mobile unit was deployed to numerous job fairs and community resource events in the past year. The mobile unit was also used extensively in recruitment efforts for a new initiative called the “Get Into Energy” Program. As the only mobile unit in western NC, the PTRC often is called on to provide services outside of the Piedmont Triad. The mobile unit was deployed to the Western Youth and Foothills Correctional facility where over 200 inmates were registered into the JobLink System prior to their release. The Mobile JobLink Center allows the PTRC Workforce Development staff to be fully responsive to needs of employers and job seekers alike by taking workforce services directly to where they are needed most.

## *Workforce Development Success Stories*



Robert Wilson graduated from high school with a dream to continue his education and work in the medical field, but needed to earn an income immediately. Therefore, shortly after graduation, he started working at Hanes Brand Inc. He worked there for 14 years as a Mechanic Technician. When the plant closed in 2008, Robert was unsure of what to do next and worried about supporting his family. After being laid

off, Robert came to the Rockingham County One-Stop to file for unemployment insurance and job search. Robert was referred to the Workforce Investment Act (WIA) and Trade Readjustment Allowances (TRA) where he learned about the services and resources available to him. He saw an opportunity to change his career as well as fulfill his dream and proceeded with researching and enrolling in WIA and the Respiratory Therapy curriculum at Rockingham Community College. Robert graduated with an Associate Degree in Respiratory Therapy in May 2012 gaining admission in two honor societies – Phi Theta Kappa (an international honor society) and Sigma Kappa Delta (an English honor society) with a grade point average of 3.87. Robert was also the president of his class, and a member of the American Association of Respiratory Care. All the hard work, long hours of studying, and dedication paid off with Robert’s success. He started working at Moses Cone Health Care in Greensboro, NC, as a Respiratory Therapist in June 2012 making \$22.50 per hour with benefits.

Melisa Marion had worked at GMAC Insurance for over 14 years. Her duties included investigating auto insurance policy fraud.



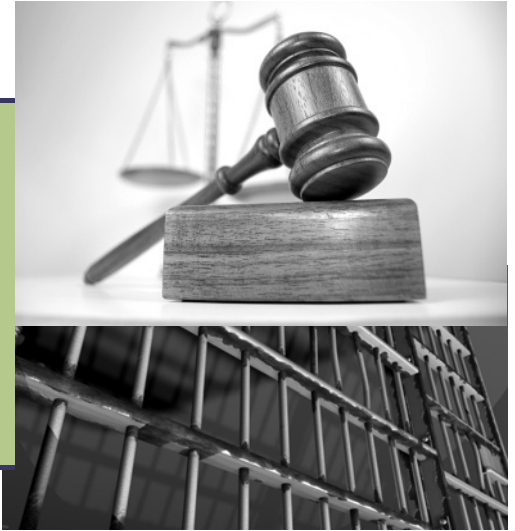
*“In August of 2008, a normal day turned into a nightmare for our department. We were told that we were no longer needed and we could all go home. Wow! What a blow that was. It took a few days for it to sink in, but I finally got back on my feet and decided I was going to go back to college. I had always wanted to continue my education, but just did not have the time or money. I went to visit Karen Hudson in Workforce Development at the Davie County JobLink Center. With her help, I was able to obtain my associates degree in Education from Davidson County Community College. Now I am the new Deputy Director at the Davie County Board of Elections. I love my new job! Thank you Karen and PTRC Workforce Development for guiding me through that challenging time of my life.”*

# Criminal Justice

assists local governments and court systems in the Piedmont Triad and across the state with the planning, implementation, and administration of services and programs serving local, state, and federal criminal justice systems.

*Ongoing systems-based programs include:*

**Pretrial Release Services,  
District Resource Centers and  
"Project Reentry"**



## ***Pretrial Release Services***

The objective of the PTRC Criminal Justice Pretrial Release Services is to maximize the release of appropriate defendants from local County Detention Centers through supervision and rehabilitation efforts while maintaining a high court appearance rate and a low incidence of new crimes among participants.

Through this objective, Pretrial Release relieves local jail overcrowding while saving local governments millions in jail operating costs. PTRC Criminal Justice staff provide daily monitoring of defendants, making sure each participant is either employed, in school, or involved in appropriate treatment/counseling as a condition of their pretrial release. The Criminal Justice program is proud to be able to keep appropriate defendants in a socially productive role as opposed to being subsidized through incarceration.

## ***District Resource Centers / Sentenced Offender Services***

The objective of the **District Resource Centers/Sentenced Offender Services** is to reduce the number of probation and post-release supervision revocations and decrease recidivism rates among past offenders. PTRC Criminal Justice staff, working in conjunction with the NC Department of Public Safety, Division of Community Corrections, provides monitoring and rehabilitation services, and connects adult probationers with community resources designed to assist with substance abuse, mental health, employment, education, housing, and transportation needs.

In the past fiscal year, the District Resource Centers served 181 offenders under probation supervision in four counties.

With the goal to reduce recidivism and probation revocations, the Centers produced a successful completion rate of 69%-- a substantial improvement over those offenders without post-release supervision and services. According to the NC Sentencing and Policy Advisory Commission, the recidivism rate in NC between 1995 and 2009 was 56.6% with most re-arrests occurring within the first year of release.

Without resources like the District Resource Centers offered through the PTRC Criminal Justice Department, problems that offenders face are not addressed and the lives of offenders are not changed. Thus offenders are likely to repeat the same patterns that brought them into the criminal justice system previously.

During the past fiscal year, PTRC District Resource Centers provided 100% of participants with substance abuse treatment and also facilitated mental health services for 24%. Sixty eight percent of Center participants obtained or maintained employment. According to the "Sentencing Project," a research and advocacy group for the nation's criminal justice system, NC's offenders with probation services like those offered through PTRC District Resource Centers had lower overall re-arrest records compared to those not receiving services.

**In the past fiscal year, PTRC's Pretrial Release Services served 328 participants in four counties, with a successful/active participation rate of 86%. Pretrial Release Services saved 32,189 jail bed days, providing a baseline savings of \$1.77 million dollars to participant counties.**



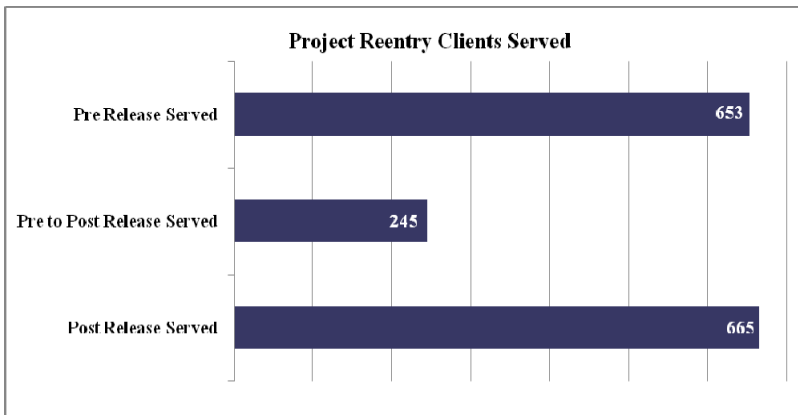


**Project Re-entry**

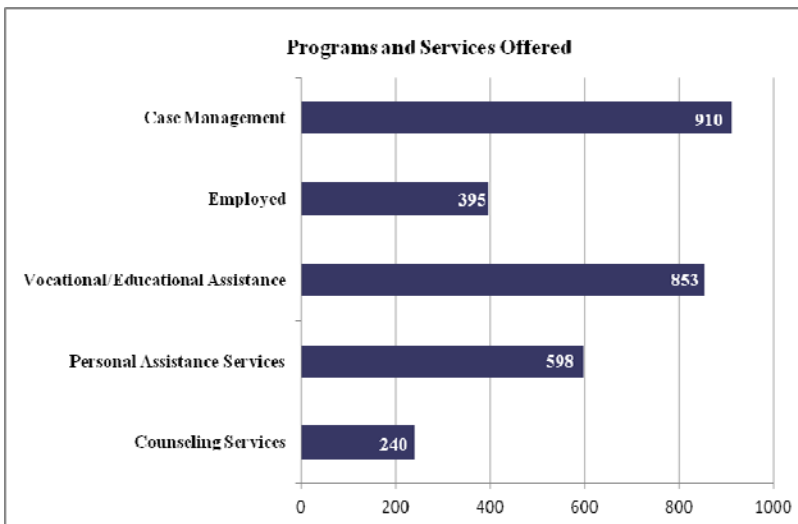
To capitalize even more on the proven success rates of programs designed to assist offenders in starting a new life, PTRC’s largest criminal justice initiative is **“Project Re-entry,”** a partnership with the North Carolina Department of Public Safety and a network of community partners across the state. Project Re-entry has been a shining success story for the PTRC Criminal Justice Department and its partners since its inception in 2003. The program began less than 10 years ago with a small, temporary grant from the Governor’s Crime Commission. Almost immediately, the project saw success. In 2006, Project Re-entry was nationally recognized by the US Department of Justice for “best practice in strategies for enhancing public safety.”

In addition, Project Re-entry was selected as one of three

exemplary prisoner re-entry programs in the nation by the American Correctional Association, and the program has also received awards and recognition from the National Criminal Justice Association and the International Association of Chiefs of Police. This PTRC Criminal Justice initiative is now being replicated in various communities across NC, in other areas of the nation, and even internationally in the Commonwealth of the Bahamas.



Project Re-entry begins working with prisoners before they are even released, and then continues to work with them for up to a year after their release to facilitate the transition and provide structure and support for their re-entry into a productive and crime free life. Case plans are tailored to the needs of each program participant and may include employment training, skills classes, counseling and personal assistance. The program is voluntary, but in the past fiscal year, over 1,500 ex-offenders were served. The program continues to grow and services are now offered in 13 prisons and 20 counties.



*A successful Project Re-entry participant*

The PTRC Criminal Justice Division is to be commended on their exemplary achievements in assisting local governments and citizens of the Piedmont Triad. For more information on any PTRC Criminal Justice initiative, please contact Robin Howell at (336) 761-2111 or rhowell@ptrc.org.

# Management Services

**Over 30 years  
working for large  
and small members**

The PTRC has provided management services to member governments for thirty-two years. The first personnel policy work was completed for the Town of Elon College (now the Town of Elon) in 1980. The first classification and pay study followed in 1983 and was completed for the City of Asheboro. Governments ranging in size from Guilford County to Boonville have used our management services. Classification and pay studies remain our most requested service.



Lewisville Town Manager Dan Pugh

## **Classification and Pay Studies**

In 2012, classification and pay studies were completed in Asheboro, Kernersville, Reidsville, and Rockingham County. \$23,007,428 in payroll over 602 positions was studied. A classification and pay is a study of work in an organization. The study is used to make recommendations concerning compensation and conditions of employment such as the application of the Fair Labor Standards Act. This kind of study is an excellent management tool for budgeting, aids human resources management, and often results in a higher level of understanding of work and functions in the organization.

## **Management Assistance, Executive Search, Group Facilitation, & Training**

Management assistance was also provided for an executive search, group facilitation, and employee development training.

Lewisville requested assistance from the PTRC in searching for a Town Manager. PTRC helped devise the recruitment, sort through applicants, and otherwise facilitate the selection process. Mayor Dan Pugh says,

*“When Lewisville’s Town Manager announced his retirement earlier this year, we turned to the Piedmont Triad Regional Council for help in finding his replacement. Their knowledge*

*and professionalism were instrumental in a successful conclusion to this process. The PTRC assisted us from beginning to end – helping with efforts to outline criteria for the search, with advertising, screening and the interviewing of candidates. As a result, we received applications from 74 highly qualified candidates. Thanks to their hard work and that of our Town Council, we believe we have chosen the ideal manager to lead Lewisville into the next level of our growth and development. The Town of Lewisville would like to thank Matt Reece and the PTRC staff for a job well done.”*

Gibsonville requested assistance to develop a performance evaluation process and conduct associated training for employees. PTRC developed a custom evaluation tool based on the mission and goals of the Town of Gibsonville.

*“The PTRC assisted Gibsonville in developing and implementing a performance evaluation system that will be a valuable asset to the organization for years to come. PTRC also provided supervisor training to help equip our managers with meaningful technical advice and applicable techniques for interacting with their subordinates in an emotionally intelligent manner.” – Ben Baxley, Town Manager.*

| <b>2012 Management Services Projects</b>                       |
|--|
| Rockingham County Classification and Pay Study, Year 1 of 3    |
| Asheboro Classification and Pay Study, Year 3 of 3             |
| Kernersville Classification and Pay Study, Year 1 of 3         |
| Reidsville Classification and Pay Study, All Employees         |
| Lewisville Town Manager Executive Search,                      |
| Gibsonville Employee Performance Training                      |
| Alamance County CJP Advisory Board, Group Facilitation         |
| Caswell – Person County CJP Advisory Board, Group Facilitation |
| Boonville Personnel Policy Development                         |
| Regional Drug Testing Consortium                               |

Alamance, Caswell, and Person County have depended on PTRC to facilitate the meetings of their counties' Criminal Justice Partnership Advisory Boards. PTRC's work has resulted in \$2.2 million dollars reaching criminal offenders in those counties. Group facilitation of the Criminal Justice projects ended in 2012 due to changes in state's partnership with counties in this program area.

### ***Assistance with Personnel Procedure and Compliance***

Boonville joined the list of local governments that since 1980 have requested PTRC's assistance with developing a personnel policy. Each local government has different personnel policy needs. The form of government, supervisory structure, variety of jobs, and the number of employees all influence how the policies are developed and implemented. The project in Boonville required taking that custom approach that PTRC is known for. Town Commissioner Janet Matthews said, *"We're a small town where not only staff have multiple jobs but the Commissioners themselves wear a lot of hats to keep the town running. We needed a personnel policy that was unique to Boonville's circumstances but would also keep us in compliance."*

### ***Drug Testing***

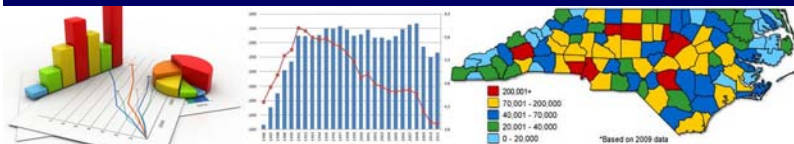
Sixteen local governments participate in the regional drug testing consortium. The Omnibus Transportation Employee Testing Act (OTETA) requires governments to test commercially licensed drivers for alcohol and drug use. For cost and administrative efficiency, local governments can access services through the Regional Drug Testing Program administered by the PTRC. This program complies with all requirements of the Omnibus Transportation Employee Testing Act from random selection to chain-of-custody and medical review.

## **The Regional Data Center**

The PTRC Regional Data Center has been recognized as the leading source for complete and reliable data about the region for more than 40 years. Specialized data and research services are available at no charge to member governments. In the past fiscal year, the data center responded to 219 specific requests for information. Updated data on the PTRC website drew an additional 900 hits throughout the year.

Data center staff undertook a number of initiatives relating to Census 2010 counts and the analysis of 2010 Census results. The Regional Data Center assisted 8 member governments with the Census 2010 Count Resolution process, providing detailed maps and block level population and housing counts so that members could better determine if it was prudent to undertake the Count Resolution Process. In previous Census challenges, less than three percent of more than 39,000 challenges filed nationwide were upheld. In 2010, though, two jurisdictions from the Piedmont Triad region officially submitted paperwork to challenge the 2010 count, and both were upheld. The Regional Data Center also assisted member governments with redistricting following the 2010 Census.

The PTRC Data Center continues to promote the region to international visitors through a partnership with the Piedmont Triad Council for International Visitors and the US State Department. PTRC staff presented introductory welcome information about the region to visiting delegations from Indonesia, Poland, Bosnia, China, and Africa.



## **The Regional Development Corporation**

Piedmont Triad Regional Development Corporation received its designation as a Certified Development Company (CDC) from the Small Business Administration (SBA) in 1984. Since then, PTRDC has assisted small businesses with SBA 504 financing to construct or purchase facilities and/or long-life machinery by partnering with area financial institutions on eligible projects. Last fiscal year, \$1,147,000 was approved to leverage \$3,200,000 in private financing / investments and facilitate creating 30 new jobs.

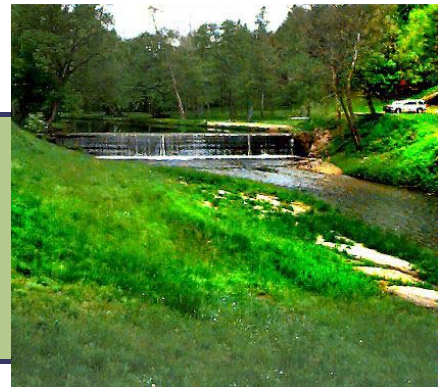
Relatively weak economic conditions muted loan demand during the fiscal year. During this period of lower volume, the development corporation implemented a number of changes to the organization's structure in order to facilitate expanding its service area and include representation from all twelve counties of the Piedmont Triad region. Additionally, there are several operational initiatives underway to enhance the efficiency and impact of the program as economic conditions improve.



# Regional Planning



Planning staff work with member governments, local officials and the public to address a wide range of local and regional planning issues related to the environmental, economic and social well-being of the region.



## Planning for Regional Prosperity

In May, the Sustainable Communities Planning Project completed the first year of this three-year planning process. **In the past year, nearly 300 members of the public, local officials and staff participated in project work groups, briefings, and civic forums.**

PTRC planning staff have provided critical leadership to the project along with data collection, analysis and mapping.

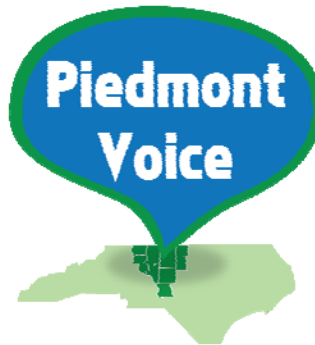
As the project moves into its second year, PTRC planners have begun developing a computer model designed to help compare the consequences of future growth scenarios for the region.

Funded through a grant from the Federal Partnership for Sustainable Communities, the regional plan will result in a set of tools, strategies and sustainable approaches to the region's growth, economy, and transportation.



Civic Forum in Davie County

## Join the Conversation



*Have your say about the future of the Piedmont Triad. Sign up today at [www.piedmontvoice.org](http://www.piedmontvoice.org).*

## Ready to Plug-in?

According to projections from the Electric Power Research Institute (EPRI), **the Piedmont Triad is expected to have more than 4,000 plug-in electric vehicles by 2015, and more than six times that by 2020.**



The Piedmont Triad is preparing for this influx of vehicles, as a participant in the North Carolina PEV initiative, *Plugging in from Mountains to Sea*. Funded by the US Department of Energy, the Triad is one of four regions in North Carolina preparing community plans that consider infrastructure, policies, incentives and public education. The plan will be complete in December and presented to the Board of Delegates at their first meeting of 2013.

## Local Technical Assistance

PTRC planning staff provides a wide-range of services to our member governments including ordinance review, site design, facilitation, trail planning, utility mapping, and local government training.

The PTRC Water Resources staff contracted with the City of Reidsville to update its public stormwater infrastructure inventory using Global Positioning Systems (GPS) technology and good old elbow grease in order to satisfy the requirements of the Jordan Lake Rules. The project will be finished in Fall 2012, and satisfy the City's Jordan Lake Rules Stage I requirements.

## Stormwater SMART

Stormwater SMART reached almost 5,000 Triad citizens through direct outreach efforts, including:

- 2,891 Students
- 1,140 Citizens at fairs, festivals, and other community events
- 430 Girl and Boy Scouts
- 130 NC Big Sweep Volunteers



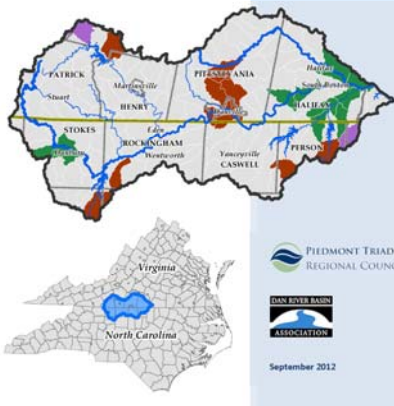
Water Camp in Randolph County

## Water Resources

If you are interested in bringing this program to your community, please contact us.

The PTRC Water Resources Division spent much of 2011 engaged in regional planning efforts designed to provide its members with tools to determine watersheds and water bodies in need of the most attention. PTRC collaborated with the Dan River Basin Association on the *Dan River Basin Watershed Prioritization*, and the Triangle J Council of Governments on the *Upper Cape Fear River Basin*

### Dan River Basin Conservation and Restoration Analysis and Strategy

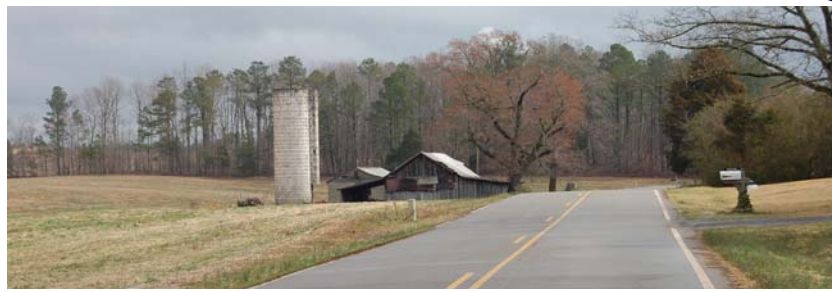


*Watershed Prioritization* projects. The fruits of these efforts will be directly input into the Sustainable Communities Planning Project.

The staff also completed the *Lower Abbotts Creek Watershed Restoration Plan* for Davidson County and the City of Lexington, with state and federal



Davidson County Stream Fieldwork



## Rural Transportation Planning

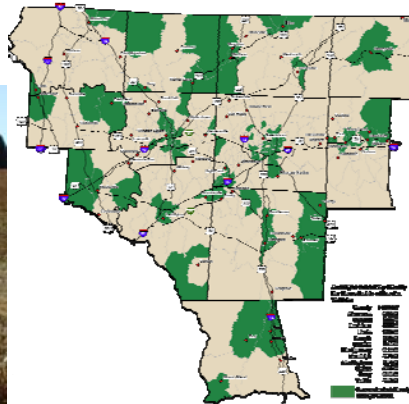


### Wayfinding Signage Grant Awarded to Leaf-to-Vine Scenic Byway

New wayfinding signage will be installed to support the Leaf 'D' Vine scenic byway. The Northwest Piedmont RPO provided grant-writing assistance to the coalition of local governments involved in the promotion and development of the 65 mile scenic byway which connects vineyards and cultural heritage sites in Surry and Yadkin Counties.

### Environmental Justice Data Scan

The Piedmont Triad RPO completed an update to its Environmental Justice Data Scan. Using demographic features such as vehicle availability, age, language in addition to poverty and income; areas where these features are lower or worse than the average for the region were analyzed and mapped.



Census Tracts with Higher than Average HHs Without A Vehicle

### Comprehensive Transportation Plans (CTPs)

The Piedmont Triad RPO completed the Montgomery County CTP, which identified long-range projects important to the citizens of Montgomery County. In addition, the City of Asheboro, Madison and Mayodan began the comprehensive transportation planning process. The Northwest Piedmont RPO completed Comprehensive Transportation Plans in the past year for: Davie County, Surry County, Elkin and Jonesville

### Public Transit Planning

All of the member RPO counties have faced funding cuts from the State. Forced to make tough choices on service cuts, Randolph, Montgomery and Davidson County rural transit providers worked with the Piedmont Triad RPO to update their *Locally Coordinated Public Transit Human Service Transportation Plan*. The update was required to access federally supported grant funding needed to address shortages in funding.

The Piedmont Triad RPO has continued its partnership with the Randolph County 4H to provide bicycle education programs for 4th grade students in the City of Asheboro.



Asheboro students participate in Bicycle Education Program



Visit our new website at [www.ptrc.org](http://www.ptrc.org)



[PiedmontTriadRegionalCouncil](https://www.facebook.com/PiedmontTriadRegionalCouncil)



[PTRC\\_NC](https://twitter.com/PTRC_NC)

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*Proudly serving local governments in the Piedmont Triad Region since 1968.*