

Piedmont Triad Regional Council

*Proudly Serving Local Governments
in the Piedmont Triad Region for over 45 years*



Expanding Services & Program Areas
2013-2014
Annual Report



Highlights of 2013-2014

Chairman of the Board of Directors
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Winston-Salem City Council

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Matthew Dolge
Assistant Director
Matt Reece

Division Directors
Area Agency on Aging:
Blair Barton-Percival
Criminal Justice:
Robin Howell
Finance:
Robin Shelton
Housing:
Michael Blair
Planning:
Paul Kron
Weatherization:
Reginald McCaskill
Workforce Development:
Althea Hairston



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As we move into year three at the Piedmont Triad Regional Council, the merger of the local governments in the Triad, under one umbrella with one voice, seems a distant memory. That crucial decision was one of those seminal moments — that first domino if you will — which has allowed many others to continue to fall. The willingness of the local elected officials in this region to change things has caused a chain reaction. We continue to evolve, taking advantage of the new opportunities that first decision has offered us. Our staff hopes the program highlights in this annual report demonstrate their efforts to build programs that meet the needs of your citizens.

The first major change for us is the most basic. The PTRC cut the ribbon and moved into our new office space in December.



The Board directed us to develop a plan to provide a central location to house our core staff, hold meetings, and provide a resource where we can convene for our members, partners, and affiliates to work on issues of importance to the region. Our new offices in Kernersville have successfully fulfilled this charge. Just a

quarter mile off of Interstate 40 near the Guilford/Forsyth line, the new building has been in demand for board meetings and training programs provided by our staff, the state, educational partners, chambers of commerce, and non-profits. The facility has garnered high marks for its ease of access, technology, flexibility, and comfort. This is your facility. We value the opportunity to host you for board retreats or other meetings, and welcome you to visit us at any time!

“They always say time changes things, but you actually have to change them yourself.”
Andy Warhol

Though our new facility is the most visible sign of the changes in our organization, it is only the tip of the iceberg. The consolidation of our region has offered many new and expanded opportunities for programming. The entrepreneurial nature of our staff has been enhanced by the opening of new markets for our programs and the shifting environment at the federal and state levels. Almost every program we have has undergone a change or expansion this year. Examples of these changes include:

Aging – Has continued to alter programs to meet the federal requirement for outcome based programs and has partnered with a local medical group to connect patients to service providers in an effort to cut readmissions – a \$250,000 effort.

Criminal Justice – Grasped the opportunity offered by the changes in state programs to offer community supervision in 8 counties and has a model so successful in reintegrating offenders from incarceration back into the community that we are now serving 8 of our own counties and the state has engaged us to replicate it in

13 other counties across the state (late breaking news – we are adding Guilford County for 2014 – 15!).

Housing – Changes to state programs gave us the opportunity to engage new partnerships to develop and rehabilitate housing in Alamance, Davidson, Guilford, Randolph, and Rockingham Counties. We also expanded programming into new areas in several Northwest counties where our housing program has been active for years.

Planning – A major Brownfields assessment grant has allowed us to assist our members as they strive to re-energize closed industrial properties. We also answered the call for direct planning services when staffing changes occurred and provided park planning and design services for downtown projects. Our data and GIS programs have also worked on new projects assisting our members in facility location (siting EMS bases and other facilities) and economic development projects.

Change, it seems, is indeed constant! You have a willing and able staff at the PTRC on call to help you meet the demands of a constantly evolving landscape. We pride ourselves on our flexibility. We hope that as you have needs and opportunities arise, you will think of us as an extension of your own staff – ready to step in and lend a hand. The staff at the PTRC appreciates the efforts of those who came before us and the legacy of service they established. I am extremely proud of the record of success we have developed in the short time we have been merged.

I thank all of our board members and you, our clients, for the support and guidance you provide.

Matthew L. Dolge
PTRC Executive Director

Board of Directors & Regional Leadership Officers, 2013-2014



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Board of Commissioners

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Yadkin County
Board of Commissioners

Immediate Past Chair
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* DENOTES MEMBER OF THE PTRC EXECUTIVE COMMITTEE

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(CONTINUED)**

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RON SURGEON
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COMMISSIONER, TOWN OF MOUNT GILEAD

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COMMISSIONER, TOWN OF TROY

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MAYOR, CITY OF ARCHDALE

DAVID SMITH
MAYOR, CITY OF ASHEBORO

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MAYOR, TOWN OF FRANKLINVILLE

TERRY CAVINESS
MAYOR, TOWN OF LIBERTY

DANNY SHAW
MAYOR, TOWN OF RAMSEUR

MIKE DAWKINS
ALDERMAN, CITY OF RANDLEMAN

VACANT
TOWN OF SEAGROVE

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COUNCILWOMAN, TOWN OF STONEVILLE

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SHARON CONAWAY
COMMISSIONER, TOWN OF WALNUT COVE

SURRY COUNTY

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SURRY COUNTY
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MAYOR, TOWN OF ELKIN

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MAYOR PRO TEM, CITY OF MOUNT AIRY

EARL SHEPPARD
MAYOR, TOWN OF PILOT MOUNTAIN

YADKIN COUNTY

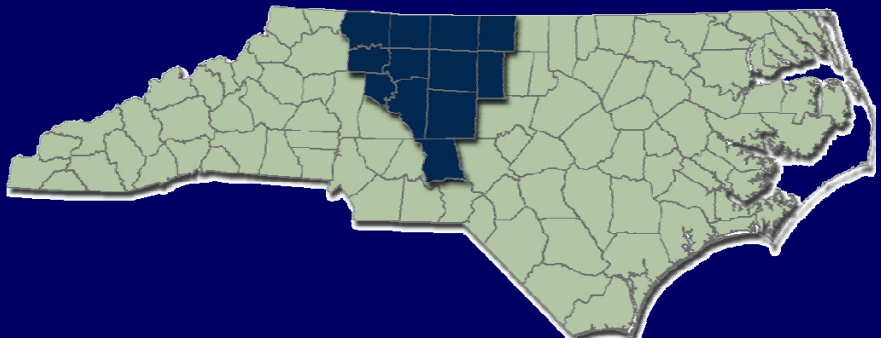
KEVIN AUSTIN*
YADKIN COUNTY
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COMMISSIONER, TOWN OF BOONVILLE

LAURENCE TODD
COMMISSIONER, TOWN OF EAST BEND

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MONTA DAVIS-OLIVER
COMMISSIONER, TOWN OF YADKINVILLE



* DENOTES MEMBER OF THE PTRC EXECUTIVE COMMITTEE

Weatherization Assistance Program

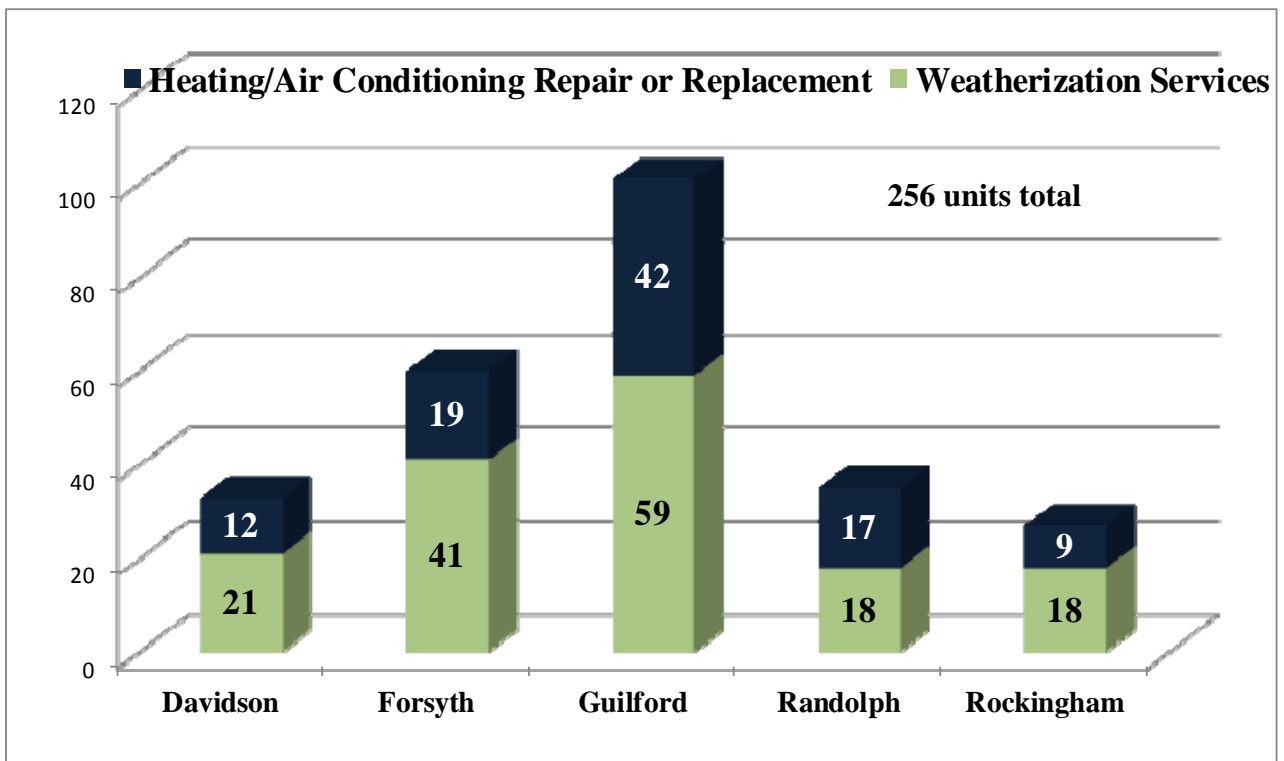
The Weatherization Assistance Program helps low-income, elderly, or disabled residents in Davidson, Forsyth, Guilford, Randolph, and Rockingham Counties save energy and reduce their utility bills by improving energy efficiency.

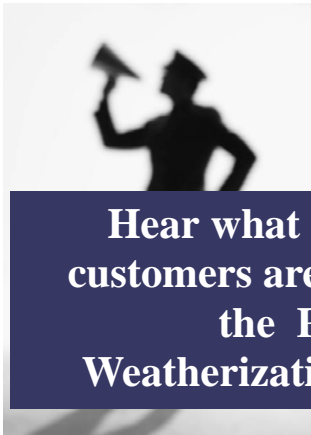


PTRC began its Weatherization Assistance Program halfway through the 2012-13 fiscal year. In that first (partial) year, a total of 72 units were completed. But in 2013-14 — the first full year of operation — a total of 256 units were completed. This includes 157 units weatherized and another 99 that received heating and air conditioning repair and replacement.

As word gets out about the program, the Weatherization Department hopes to complete 300 units in the next fiscal year, and also seeks to duplicate this service in additional counties in the Triad.

Households Receiving Weatherization Assistance in 2013-14 by County





Hear what some of our customers are saying about the PTRC Weatherization Program!



“I did not realize that such a valuable program existed to save consumer energy bills. The auditors, technicians, and contractors were all extremely professional, courteous, very detailed, and got the job done!”

Marshall T. Boulware, Winston-Salem NC



“My auditor was very good at their job — professional and courteous. They answered all my questions any time I had one. The contractors were excellent too, and were here when they said they would be.”

Doris Capps, Asheboro NC

“Once this project got started, every participant was skilled and knowledgeable in his/her area of expertise. This contributed to a very efficient process and a successful outcome. Thanks!”

Marion Manigo-Truell, Greensboro NC



“I really enjoyed everyone that worked on my house. They were very nice people. I can tell a big difference in my heat, the house is very tight. Thank you so much for everything.”

Yolanda Robinson, Asheboro NC

“When the auditor first entered my home, I was worried, but they made me feel I made a good decision to have the work done. Now I am so happy I met them. The contractors and technicians were friendly, courteous, and did a wonderful job. Thank you!”

Kay Brown, Lexington NC



For more information on the Weatherization Assistance Program, please contact Reginald McCaskill at (336) 904-0338 or rmccaskill@ptrc.org.

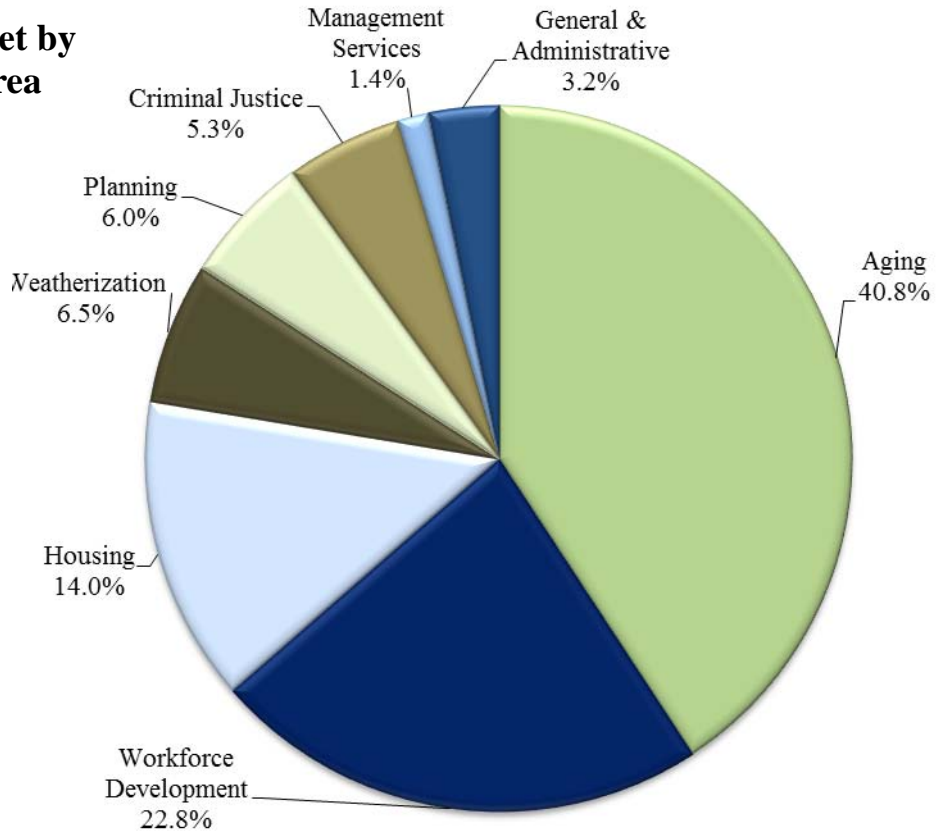
Finance & Budget

The final budget for 2013-14 was \$30,615,142, relatively unchanged from 2012-13. But, added to the budget this year was the purchase of the new headquarters facility in Kernersville. The first payment on the new building was made earlier in this fiscal year. Keeping the budget stable while incurring those costs was not easy, but it puts the organization on course for long term sustainability. The schedule of slowly declining payments means we are paying the most we will pay for office and meeting space in the first five years, and future payments will continue to decline after that. Plus, we will no longer face regular increases in rent. By consolidating our two former offices in Greensboro and Winston-Salem into one central location, the organization has and will continue to benefit through numerous cost and organizational efficiencies.

PTRC Budget	
2013-14	\$ 30,615,142
2012-13	\$ 30,373,581
Change	0.80%

The member dues rate stayed stable at 21 cents per capita, and once again, PTRC used more than half of the dues paid by our members for the necessary match for aging and regional planning programs. The remainder of member dues was used to support Board of Delegates, Executive Committee, and City/County Manager's meetings and functions. Membership dues comprise 1.8% of the annual budget at approximately \$564,000. In return for this investment in annual membership dues, area governments in the Piedmont Triad received almost \$22 million in pass through funding and grant assistance — a \$40 return on each dollar invested in dues.

2013-14 Budget by Program Area



For more information about the PTRC Budget or Finance Department, please contact Robin Shelton at (336) 904-0300 or rshelton@ptrc.org.

Housing

The PTRC Housing Department administers five related but separately funded housing programs that provide decent and safe housing for eligible low-income families, the elderly, and persons with disabilities. Programs administered include the HOME program, State CDBG/home repair programs, NCHFA Single Family Rehabilitation programs, and the Urgent Repair program. In addition, Section 8 rental voucher assistance is administered for Davie, Stokes, Surry and Yadkin Counties.

For the first time in 2013-14, housing grants were administered for Davidson, Guilford, and Randolph Counties. The housing program hopes to keep expanding until all 12 counties in the Piedmont Triad are served in some capacity.

The HOME Program is administered on behalf of the Surry County Housing Consortium (Davie, Stokes, Surry and Yadkin Counties). Each year, the Consortium receives an allocation from HUD to be used for home repair or construction, direct homebuyer assistance, or direct rental assistance. During the past fiscal year, the PTRC administered approximately \$700,000 in HOME



A CDBG rehab project administered by PTRC; before & after pictures



Willow Pond, an apartment complex for older adults in Mocksville was administered by the PTRC Housing Department. The complex is now fully occupied.

Program funding. Altogether, seven new homes for low income citizens were constructed, and two apartment complexes for low income senior citizens (one 55 unit and another 24 unit complex) were rehabilitated with funding administered by PTRC.

The Housing Department also administered Scattered Site Rehabilitation Community Development Block Grant Programs in Surry, Randolph, and Davidson Counties. In addition to the CDBG Rehab Program, the PTRC applies directly to the state Housing Finance Agency (NCHFA) for available Single Family Rehabilitation (SFR) funding. Counties are deemed eligible to receive funding on a rotating basis to rehabilitate owner occupied homes for specific low income homes. The PTRC becomes the recipient of that funding to be used in eligible counties. NCHFA funding was awarded to the PTRC for 4 rehab jobs in Stokes County and for 4 rehab jobs each in Guilford and Davidson County. The PTRC was also awarded a 2013 Urgent Repair grant in Surry County which will repair up to 10 homes.

The largest program administered by the PTRC Housing Department is the Section 8 rental assistance program. The tenant-based Section 8 Voucher Program supported 755 families in the past fiscal year. The average housing assistance paid each month for the period was approximately \$370 per

family. In all, \$3.5 million in rental assistance was provided in the past year. HUD requires that those in housing must recertify each year as to income, family status and condition of the house. The PTRC has housing inspectors who average 30 recertifications each month. Often, multiple visits must be made to obtain all the necessary information for recertification. In addition, PTRC has housing specialists working on-site in the counties we serve who assist customers with the application process and in gathering information needed for qualifying.

In addition to the almost 800 vouchers administered in the four-county region, another 750 families have been qualified for the program and remain on a waiting list. Last year, PTRC housing staff logged more than 1400 calls from persons seeking housing assistance or needing additional information about the process.

PTRC Housing Department staff members continue 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.

For more information on PTRC housing programs, contact Michael Blair at (336) 904-0300 or mblair@ptrc.org.

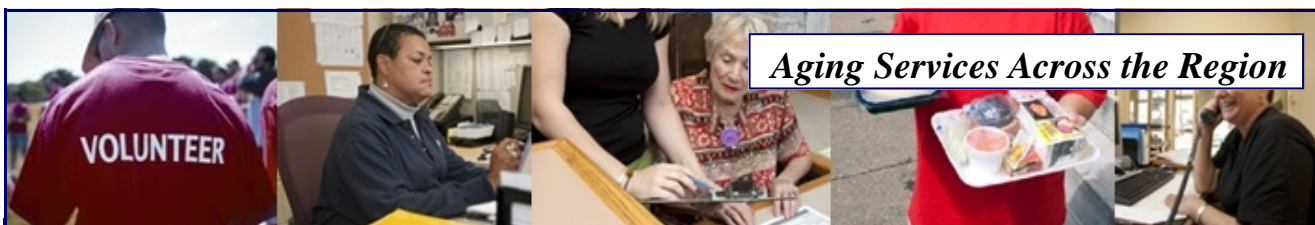
Aging

Advocacy Efforts to Preserve Local Aging Programs

In the past year, PTRC AAA staff have been involved in numerous advocacy efforts seeking to effect positive outcomes for adults age 60 and older, their caregivers, and individuals with disabilities in the twelve counties of the Piedmont Triad Region. These efforts included providing support to our aging network to contact the NC

General Assembly to oppose the plan to decrease state funding of senior services. Following this, efforts were turned toward advocating for reauthorization of the federal Older Americans Act (OAA) which provides direction and funding for programs serving older adults and caregivers in our region. AAA staff met with North Carolina Senators and US Representatives serving the region in pursuit of this initiative and their efforts and information were well received.

AAA advocacy efforts extend to supporting the Region's Senior Tar Heel Legislators (STHL) through coordination of meetings and keeping them informed on legislative issues and aging topics throughout the year. The STHL, in turn, advocate locally, state-wide, and nationally to help improve the lives of seniors in our communities.



Aging Services Across the Region

In fiscal year 2013-14, **11,655** seniors and caregivers were served through the AAA, many receiving multiple services. Services included, but are not limited to, Home-Delivered Meals, Transportation, Congregate Meals, In-Home Aide, Care Management, and Adult Day Care.

Home-Delivered Meals served:	679,116
Transportation Units provided:	151,496
In-Home Aide hours provided:	127,060
Respite hours provided:	17,313

Clients in Transition

Since January 2014, the AAA LCA Coordinator has received 42 referrals for Local Contact Agency (LCA) visits after providing outreach and presentations to all 12 counties within our region. The Local Contact Agency helps transition individuals from nursing homes to the community. Many of these residents have been able to successfully transition home, including a 22-year-old motor vehicle accident victim. He was able to transition back into the community with the use of local housing resources, support from The Adaptables, home health services, and assistance from Extra Help, the Medicare Low-Income Subsidy (LIS). He is doing well and is ready to pursue college courses.

Since January 2014, nine people have been assisted with applications for the Money Follows the Person (MFP) program, with eight of these residents approved! The transition process takes considerable time, but with CAP services and family support, one person has already completed transitioning to the community.

Extended Health Community Programs



Working in partnership with hospitals, health care providers, long-term care facilities, senior centers, local business, the faith community, and recreational facilities throughout our 12 counties, 38 workshops were conducted in the past fiscal year which included A Matter of Balance, Living Healthy and Living

Healthy with Diabetes. Ninety-eight new leaders were trained this year to implement the programs.

This comes at an exciting time when there is a federal push

to employ effective evidence-based programming.



PTRC Ombudsman Selected as NC Liaison for “Virtual Dementia Tour” Training



Marquita Massenburg, PTRC Long Term Care Ombudsman, was one of only 10 candidates selected in 2014 from across the world for the VDT training certification.

In January of 2014, Marquita Massenburg, PTRC Regional Long-Term Care Ombudsman, was one of only ten candidates world-wide to be selected for the 2014 VDT® certification training class and consortium. She completed the required training and consortium and now serves as a Certified Facilitator Trainer and North Carolina Liaison of the Virtual Dementia Tour.

This year, Region G Ombudsmen offered 17 “Virtual Dementia Tour” training sessions throughout the region. The Virtual Dementia Tour (VDT) was created by P.K. Beville, and is a product of Second Winds Dreams, an organization that uses program proceeds to make dreams come true for long-term care residents across the nation. The Ombudsman Program continues to use this powerful training tool as a mechanism to sensitize family and professional caregivers to the challenges associated with living with dementia and understanding their reality. Participants most commonly leave the experience identifying ways to better provide care for individuals with dementia.

“I work in memory support and it gave me a better understanding of everyday living of people with dementia. The constant distraction will stay with me. I will now minimize noise in surrounding areas, give more guidance, and spend more time with residents when providing care.”

Virtual Dementia Training Participant

Long Term Care

The Regional Long Term Care Ombudsmen serve as the gatekeepers of the more than 18,000 individuals residing in one of the 309 Nursing Homes, Adult Care Homes and Family Care Homes in the region.

The number of facility visits increased 10% from the 2012- 2013 fiscal year.

Facility Visits	1,455
In-Service Trainings for Long-Term Care (LTC) Facility Staff:	78
Community Education Presentations:	99
Technical Assistance	1,627
Closed cases:	249
Closed Complaints: (each case may have multiple complaints)	526

AAA Receives National Award for Partnership for Transitions Program

The Area Agency on Aging was named as a 2014 Innovation Award winner from the National Association of Development Organizations (NADO). NADO recognized the PTRC AAA for partnering with Northwest Community Care Network in developing a medical home model for Adult Care Home residents in the region.

Residents of Adult Care Homes often have complex medical and mental health concerns, and they are often moved through the health care system with little care coordination. By partnering with Community Care of NC and with additional funding from the Northwest Community Care Network, PTRC aging staff worked collaboratively with adult care homes, hospitals, doctors, and community-based service providers to ensure smooth patient transitions across all settings.



Through this pilot initiative, the Aging Department is developing best practices that form a model of care suitable for adult care home residents. Goals of the pilot program include a reduction in the inappropriate use of ambulance and emergency department services, decreased avoidable hospital admissions and readmissions, and simultaneously improved care for residents.

For more information on the Area Agency on Aging, please contact Blair Barton-Percival at (336) 904-0300 or bbpercival@ptrc.org.



Our workforce development professionals continue to develop innovative, resourceful programs to bridge skills gaps and meet the needs of both employers and job seekers. Read more about some of our initiatives.

See How We're Changing !

There have been a lot of changes in the workforce system over the past year, with more changes to come.

Staff who work for Division of Workforce Solutions under the NC Department of Commerce, as well as staff who work for Piedmont Triad Regional Council as providers of Workforce Investment Act Services, have merged as one unified staff in our local workforce centers and now work under the Integrated Services Delivery model.

Integrated Service Delivery requires all staff to provide core services to job seekers as well as the business community in an effort to provide seamless services that are available and accessible upon visiting the workforce centers. Job seekers receive one-on-one attention upon entering the centers and are given an orientation to services available, a quick assessment to determine their needs, and assistance with fully enrolling in the new NCWorks Online to completely develop a profile as a job seeker. Partnerships with community colleges and other service providers in the centers, as well as in the community, are part of the system and offer classes, workshops, and specific services to the job seeking customer. Business customers receive assistance upon accessing services from the workforce center in posting jobs online or other services they may need from the workforce system. Offerings beyond the scope of core services to job seekers and the business customer are known as "Product Box Offerings". With a robust network of partners, the Mobile Unit and SNAP Sites (Share Network Access Points), our workforce system strives to be available on demand in the community for both job seekers and employers.

Furthermore, our centers are no longer called Division of Workforce Solutions, JobLink, or The Employment Security Commission. They have the temporary branding of Workforce Career Center with the county designation until our centers have been through the center certification process. Once our centers in Surry, Rockingham, and Forsyth Counties have finalized the certification process, then our local area will unveil the brand "NCWorks Career Center". At this time, the workforce career centers in Surry and Rockingham Counties have received their center certifications. Forsyth County will pursue center certification in the coming months. Our local region has also adopted the name "Northwest Piedmont Works" to pair with the state branding of NCWorks Career Center. New logos are in the works and will be unveiled in unison.



Our Impact! 2013-14 Numbers Served

- The Workforce Development Board serves six counties: Davie, Forsyth, Rockingham, Stokes, Surry, and Yadkin.
- Total Job Seekers Served: 40,722
- Adult-Displaced Workers Served: 544
- Career Readiness Certifications: 3,095
- Youth Served: 314
- Service Corps Participants Served: 260

This is just the beginning with the changes in our system. The Workforce Investment Act will transition to the Workforce Innovation Opportunity Act on July 1, 2015. This will lend to more changes and more adjustment for staff delivering services in our Workforce Career Centers. The aspiration of the Northwest Piedmont region has been for job seekers and businesses to be given the best customer service upon accessing the services available to them. Local leadership is striving to create a local workforce system that is distinguishable as part of the statewide workforce system, but to have optimal offerings and provision of services in our centers that will shine as the "go to place for services" in our region for employment related services.

For more information on any PTRC Workforce Development initiative, please contact Althea Hairston at (336) 904-0300 or ahairston@ptrc.org.

Workforce Business Services !

Assisting expanding industries in hiring the right candidates with quick turnaround and lower costs ! Here are two of our business success stories from last year:

Gildan Activewear Eden



The opportunity to work with Gildan Distribution Center in Eden was a successful venture for both Gildan and the PTRC Business Services Division.

When Gildan was seeking to expand its workforce in 2013, PTRC business services staff members Joyce Stone and Dylan Galloway got to work identifying candidates for employment and assessing each candidate's skill level through interviews and written examinations. This system allowed Gildan to weed out unqualified workers while minimizing their administrative costs.

Then, business service reps worked with the company to set up job shadowing opportunities, and arranging/funding an On-The-Job Training program in conjunction with Rockingham Community College to address skills gaps in prospective employees. These programs proved beneficial to both Gildan and prospective job seekers. Management was able to observe a worker's performance and assess abilities prior to making a firm hiring decision. In turn, job seekers that were not familiar with a warehouse environment were able to experience this situation in advance and make decisions based on real day to day working conditions. This reduced expenses and lowered the company's attrition rate. On-the-Job Training meant a shorter learning curve for new employees and higher production.

Gildan currently employs more than 250 people in Rockingham County. The PTRC is appreciative and honored to have been provided the opportunity to collaborate with this organization.

Herbalife Winston-Salem

The Dec. 2012 announcement that Herbalife, a manufacturer of nutritional supplements, was locating a manufacturing and distribution center in Winston-Salem that would eventually employ 500 people was an economic development capstone event in the Piedmont Triad. The Workforce Development Board and the business services staff, led by PTRC staffer Lisa Hawk, have been working with Herbalife representatives since the announcement in getting operational and production employees in place quickly.

The best part of this project has been the people. We are finding some incredible talent in the local area and the enthusiasm, work ethic and willingness to learn has been second to none.

*Michael Locke, VP of Manufacturing
Herbalife of Winston-Salem*

The partnership with Herbalife entailed

- Developing a series of specific assessments for potential employees
- Initial screening, testing, and interviewing of online applicants
- Assisting with Herbalife's one day on-site hiring event that drew more than 1,200 individuals interested in working at the company. PTRC Business Services staff assisted with interviewing applicants. The mobile unit was deployed for the event and workforce development staff in the mobile unit offered one-on-one assistance with applications and with resume development.

We are thrilled to have Herbalife in the Triad and look forward to continuing our relationship with them.



Job applicants lined up to get in during the Herbalife on-site hiring event at the facility in Winston-Salem. The PTRC Mobile JobLink unit sits out front to assist job seekers.

Criminal Justice Initiatives...



assist local governments and court systems with the planning, implementation, and administration of services and programs serving local, state, and federal criminal justice systems.

The PTRC Criminal Justice Division has now expanded programming into 20 counties across the state. The program served over 1,500 participants in the Region in 2013-14, a 13% increase from the previous year.



Ongoing systems-based programs include:

Pretrial Release Services,
 “Treatment for Effective
 Community Supervision” (TECS)
 and “Project Re-entry”



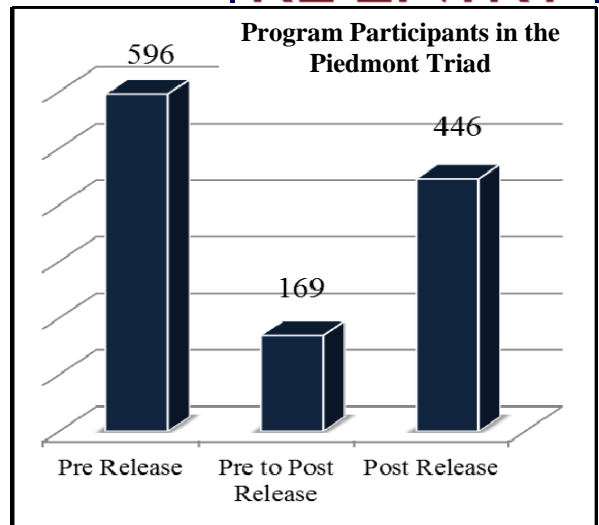
**Treatment for Effective
 Community Supervision
 (TECS)**
 Participants Served,
 2013-2014

Total Number Served	997
Total in Cognitive Behavioral Instruction	740
Total in Substance Abuse Treatment	257
Total in Support Services	463
Successful/Active Participation Rate	60%

Pretrial Release Services

In the past fiscal year, PTRC’s Pretrial Release Services served 367 participants in four counties with a successful/active participation rate of 83%.

Pretrial Release Services saved 35,174 jail bed days, providing a baseline savings of \$1.94 million dollars to participant counties.



Program Participants by County

Surry County	235
Davidson County	193
Forsyth County	193
Yadkin County	156
Rockingham County	146
Stokes County	127
Davie County	114
Region G Prisons	339
All Other Areas in NC	793

**MAKING A
DIFFERENCE**

***Participants tell their stories about how PTRC
Criminal Justice services have impacted their lives***



Reginald Squire was referred to the Forsyth County Treatment for Effective Community Supervision (TECS) program for substance abuse treatment by his case manager. He was on probation, unemployed, and had recently failed a drug test. It was to this breaking point that Reginald decided he was ready for change.

During the next 6 months in the program, Reginald maintained a positive attitude and committed to achieving sobriety. He quickly became a leader in the class, always showing up with a smile and always trying to encourage his classmates with hope.

Reginald successfully completed the treatment classes and worked with TECS to make a resume and apply for jobs in the food service industry. His efforts paid off, because just as he celebrated graduating from TECS, Reginald got hired as a chef at Golden Corral where he is still working today! Congratulations to Reginald Squire for proving that a good attitude and a willingness to take a different path, even if it is difficult, can make all the difference.



Angelo P. entered prison when he was 18 and had served almost 8 years when he enrolled in the very first Project Re-entry program at Marion Correctional Prison. From day one in the Project Re-entry pre-release class, Angelo was determined to get all he could from the program, absorbing all the information that was provided and focusing on doing all he could to realize successful transition back into the community.

After completing the class and later being released to Forsyth County, Angelo kept his appointment with Project Re-entry staff and began working on his home plan. Plan goals included looking for employment as well as enrolling in Forsyth Technical Community College for Electrical Engineering Technology. Within 2 months of release, Angelo had secured employment at one of the largest airplane manufacturing companies in the world and had officially enrolled at FTCC.

Since that time, Angelo has purchased a new car, leased an apartment and has just welcomed a baby daughter into his life. He plans to graduate in 2016 and at that time will be eligible for a promotion making \$40 per hour! He was recently featured on WXII's "Busta's Buddies" segment to share his story and what Project Re-entry meant to him.

Great Job Angelo!



When she was referred to the Rockingham County TECS Program, Stephanie Welch knew her life was at a breaking point. She had been in and out of the criminal justice system for nearly 10 years, serving two prison terms and battling various drug addictions for much of her adult life.

Stephanie quickly became a shining example of hard work and a sincere determination to change. While in TECS, she completed the required "Moral Reconciliation Therapy" (MRT) cognitive behavioral instruction program and began taking classes to prepare for job search. She volunteered with Goodwill, logged additional "helping others" hours and began attending church regularly. Stephanie worked to get her license reinstated and open a bank account. She gained employment soon, and was able to save enough money to buy a car and lease a home. Stephanie is now employed full time and she has recently registered with Rockingham Community College to begin classes. On a personal level, Stephanie's greatest accomplishment has been recently regaining custody of her three children and rebuilding her family.

She recently said, "I knew when I was released from prison this time that I never wanted to go back. However, I knew that all depended on what I did to keep me out of that place." We are proud of Stephanie's accomplishments and the support TECS gave in helping her realize success!

For more information on any PTRC Criminal Justice initiative, please contact Robin Howell at (336) 904-0300 or rhowell@ptrc.org.

Management Services

Management Services Division Expanded with Four New Human Resources Consultants



PTRC Management Analysts and Consultants, from left: Bob Carter, Ann Taylor, Kim Newsome, and David Hill.

More than 30 years of Management Services Experience

The PTRC expanded its management services division in the past year to better serve our members. As demand has continued to increase, we have responded by expanding our team of experts. Now, four new contract staff members with over a 125 years of combined, proven experience in local and state government are available to assist member governments in the Piedmont Triad Region. In short, the experience and depth we offer our members is truly impressive. There's not a HR management problem that one of our staff members hasn't dealt with or administered.

Bob Carter has multiple years of experience in human resources management for both small and large organizations. His breadth of experience includes labor contract administration, job evaluations, and compensation systems compliance with state guidelines. Bob has served as a subject matter expert for three different local governments in implementing client server human resource information systems. Bob graduated from High Point University with a Bachelor's Degree in Business Administration and has completed post graduate work at UNCG and Florida International University. He is a graduate of the Institute of Government's Municipal and County Administration Course, and he holds a certification as a Certified Compensation Professional (CCP).

Ann Taylor has over 30 years of HR experience in both private and public agencies. She recently retired from Cardinal Innovations, a managed care organization covering 1.4 million individuals in NC. Cardinal Innovations managed all Medicaid, state and local funding for mental health, disability, and substance use/addiction services in a 15-county service area. She has provided HR and compliance training and consultation throughout the state, working with area programs and behavioral healthcare providers. Her primary areas of expertise are human resources compliance and national accreditation. Ann is member of the Society for Human Resource Management (SHRM) and holds certification as a Senior Professional in Human Resources (SPHR).

Kim Newsom recently retired from Randolph County as the Personnel Director. Kim boasts more than 40 years of human resources management experience including work with the NC Office of State Personnel, the Greenville Utilities Commission, and the NC Department of Human Resources, serving as personnel analyst for local mental health, public health, and social services departments in a 21-county region. Kim has a Bachelor's Degree in Economics from NC State University and has completed graduate level coursework at NC State and East Carolina University. Kim's has developed skill sets in a full range of human resources

services with an emphasis on employee relations, classification and compensation, policy development and administration, interpretation and application of federal and state legislation, drug and alcohol policy administration, and supervision and managerial development.

David Hill recently retired from Caldwell County after 40 years of experience in human resources management. David brings both a private and public sector perspective, having worked within a unionized private sector establishment prior to joining Caldwell County. David received a Bachelor's Degree in Economics from UNC Asheville, and is also a graduate of the Institute of Government's Municipal and County Administration program. David served as a Trustee for the NC Association of County Commissioner's Health, Workers' Comp, and Property & Liability Insurance Pools. David's specialties include employee benefits development, labor contract negotiations, development of policies and procedures, federal contract compliance, employee training, compensation analysis, conflict resolution, Affirmative Action and EEO compliance, and establishment and management of a Substantially Equivalent HR System.

We are pleased that Bob, Ann, Kim, and David are willing to share their expertise. It's a great partnership for the PTRC and a great service for our members.

2013-14 Busiest Year Ever for the Management Services Division of PTRC

The PTRC Management Services division has developed a reputation as a trusted and skilled provider of technical assistance to local government managers and administrators. In fact, we get numerous requests for management services from organizations that aren't even members of the PTRC. Even in lean budget years, more and more local governments are discovering that PTRC Management Services help them operate more efficiently and are a cost effective method for dealing with complex regulatory requirements. In this fiscal year, Management Services revenue at the PTRC increased 225% over the previous fiscal year.

Here are some of the jurisdictions we assisted in 2013-14:

2013-14 Management Services Projects in the Piedmont Triad
Archdale Manager Search
Asheboro Classification & Pay Study
Burlington Classification & Pay Study
Davie County Manager Search
Davie County Classification & Pay Study
Elon Classification & Pay Study
Forsyth County Compensation Technical Assistance
Graham Classification & Pay Study
Guilford County Classification & Pay Study
High Point Classification & Pay Study
Kernersville Classification & Pay Study
King Manager Search
Lexington Human Resources Director Search
Mebane Classification & Pay Study
Mocksville Police Chief Search
Piedmont Authority for Regional Transportation (PART) Classification & Pay Study
Piedmont Triad Regional Water Authority Market & Salary Study
Reidsville Classification & Pay Study
Rockingham County Classification & Pay Study
Stoneville Classification & Pay Study

"The implementation of the Classification and Pay Study conducted by PTRC has worked out tremendously well for PART. We were proud to see that our current compensation for employees was well within the new guidelines, and having this system in place gives us extra assurance that we are compliant with Federal laws."

Scott Rhine, Executive Director of PART

For more information on Member and Management Services at the PTRC, contact Matt Reece at (336) 904-0300 or mreece@ptrc.org

PTRC Welcomes Ruben Gonzales as Director of the Small Business Loan Program



Ruben Gonzales has been contracted by the PTRC to direct the SBA 504 Loan Program. Ruben recently retired from the City of Winston-Salem after 18 years of service. While in Winston-Salem, Ruben oversaw Business Development, the Small Business Loan Program, the Minority and Woman Business Enterprise Program, was a City CDC liaison, and was the Sister Cities Coordinator. Before joining the City, Ruben worked in the small business community in development, real estate, and restaurants. Prior to moving to the Piedmont Triad, Ruben served as a U.S. Peace Corps Volunteer in Liberia West Africa and as a program training officer for the Peace Corps.

Ruben earned a B.A. at California State University in Los Angeles, and further his studies via a Graduate Fellowship in Business at UNC Chapel Hill. Ruben has earned other professional certificates including the Certified Finance Professional certificate from the IEDC, a Entrepreneurial "Fast Trac" Training certification, REAL Training certification, and a Municipal Administration certificate from the Institute of Government. Ruben has had a life long interest in small business and currently has his own small business consulting firm.

His duties with the PTRC center around the administration of the SBA 504 Loan Program. A companion piece to that is business outreach in all member counties to market the 504 program and market the other services of this regional council including small business technical assistance. Ruben is an advocate of small business development, recognizing the important role that small business fills in all successful communities.

We are thrilled to have Ruben's experience and expertise at the PTRC.

Contact: rgonzales@ptrc.org or (336) 904-0300.

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 economic, environmental, and social well-being of communities throughout the region.



Community Choices. Regional Solutions.

Over the past three years, PTRC Planning staff has collaborated with PART and our member communities to develop a comprehensive regional vision for building a resilient, prosperous economy and a higher quality of life for all of our residents. Funded through a \$1.6 million US Department of Housing and Urban Development Sustainable Communities Initiative Grant, the plan's goals and objectives are based on the input of community members and leaders gathered through working groups, surveys, more than 20 civic forums and three regional summits. Plan recommendations focus on Jobs, Housing, Transportation, Health, and Places and Spaces. Implementation strategies are designed to build a resilient economy, promote equity, preserve and enhance both the built and natural environment, and more fully engage community voices in regional cooperation and decision-making. For more information visit: <http://piedmonttogether.org>



In February, 2014 the PTRC Board of Delegates unanimously adopted *Triad Tomorrow* – the Comprehensive Economic Development Strategy (CEDS) for the Piedmont Triad. The plan serves as the guiding vision for coordinating economic development activities in our region. Adoption of the CEDS provides an opportunity for our region to seek designation from the Federal Economic Development Administration to become an Economic Development District (EDD). In preparation for this designation, the PTRC Board of Delegates adopted by-laws for the *Piedmont Triad Regional Development Corporation* in August 2014. The Corporation will serve as the non-profit entity to organize and operate the EDD and to oversee implementation of Triad Tomorrow strategies for creating vibrant, prosperous communities throughout our 12-county region.



PIEDMONT TRIAD BROWNFIELDS PROGRAM

The PTRC Planning Department received a 3-year, \$600,000 EPA Brownfield Assessment Coalition Grant in October of 2013. In partnership with local governments, the NC Brownfields Program, and the U.S. Environmental Protection Agency, PTRC is building a regional brownfields assessment and redevelopment program for the Piedmont Triad. The program facilitates the redevelopment of brownfield sites to bring them back to productive use, increase the tax base, and create jobs while protecting public health and the environment. The Brownfields Program helps shield potential private investors from liability related to clean-up of pre-existing environmental conditions. Initial program efforts are focused on coalition communities along the Business-85 Corridor in Guilford, Randolph, and Davidson Counties. Top priority sites may receive funding for environmental site assessments. Eligible sites with the greatest potential for redevelopment may also receive funding to conduct clean-up and re-use assistance with the development of a “Brownfield Agreement” with the NC Brownfields Program.

Stormwater SMART

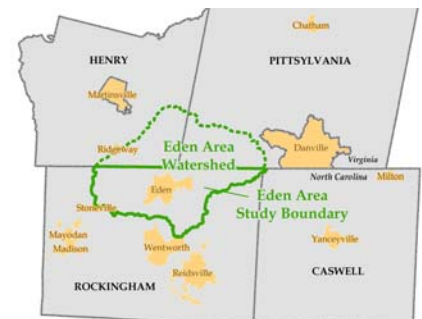
Stormwater SMART staff strives to provide fun, hands-on activities for all ages that inspire watershed stewardship and inform citizens about water quality. In 2013-2014, Stormwater SMART reached 6,000 citizens, business owners and public officials through direct education and mailings. Stormwater educators worked with over 4,000 students from 26 different schools in the Triad. In addition to school visits and teacher trainings, we provide educational programs to civic clubs, scouts and other groups, set up booths at fairs and festivals and develop education materials.

“I always learn something from your school visit. That is why I schedule your programs year after year.”
- Triad Teacher



Water Resources

Water Resources staff completed the *Eden Area Watershed Restoration Plan* in February of 2014. This plan maps out how Rockingham County and Eden can clean up the sediment and fecal pollution on the Dan and Smith Rivers. The coal ash spill occurred after this plan, but the plan will be critical in restoring these watersheds to full health. The restoration plan was supported by a 3-year, \$180,000 NC Clean Water Management Trust Fund grant.



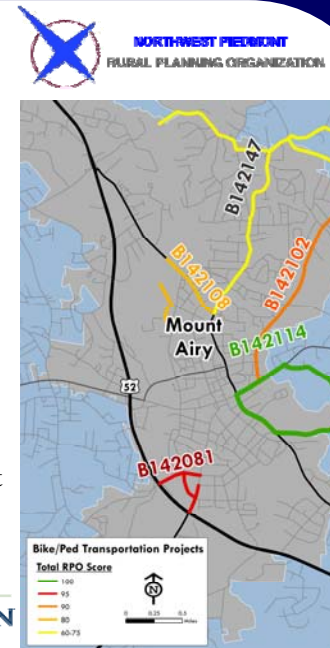
Innovative Infrastructure

PTRC hosted the *Innovative Infrastructure* conference on April 15-16, 2014 at the Wake Forest University Biotech Place in Winston-Salem. Attendees learned about cost savings and community improvements achievable through investments in green infrastructure and energy technology.



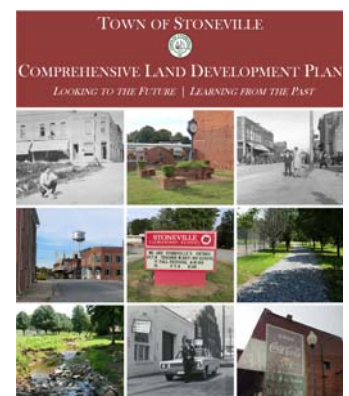
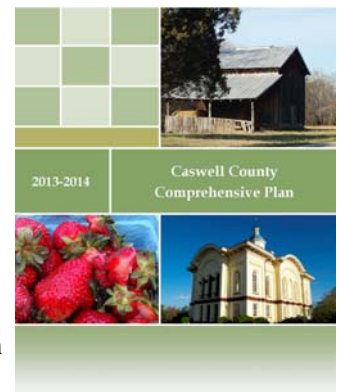
Rural Transportation Planning: Strategic Transportation Investments

The Strategic Transportation Investments law has introduced changes to prioritizing projects for the Transportation Improvement Program (TIP). Highway, bicycle, pedestrian, aviation, rail, and transit projects were considered throughout the state. Additionally, Rural Planning Organizations (RPOs) were required to develop a methodology for scoring projects and assigning points at the local level. The Piedmont Triad RPO and the Northwest Piedmont RPO have both drafted local scores, developed through input received during the County Advisory Committee meetings and board meetings. For more information, please visit www.ptrc.org/ptrpo or www.ptrc.org/nwrpo.



Local Planning and Technical Assistance Projects for 2013-14

- ◆ **Alamance County Trails Plan** - This planning process is underway to identify and prioritize opportunities to create recreational trails throughout the County.
- ◆ **Caswell County Comprehensive Plan** - PTRC aided the County in creating a unified vision for the future by examining the County's past, present and future.
- ◆ **Davidson County EMS Ambulance Placement Study** - GIS staff aided the County in a call volume study and response times analysis to determine underserved areas within the County. As a result, the County has begun construction on a new EMS base in the northwest part of the county in the Arcadia community.
- ◆ **Elkin & Jonesville Water Supply Protection Plan** - Water Resources staff received a NC CWMTF grant to assist these two towns in developing a strategy to ensure the health and safety of their water supplies. It will be finished by the end of 2014.
- ◆ **Southeast Guilford County & Company Mill Preserve Trail Plan** - This long-range plan developed a network of proposed bicycle and pedestrian facilities for Southeast Guilford County and a detailed trail plan and suggested features on the Company Mill Preserve.
- ◆ **Town of Elkin Recreation, Parks & Greenway Plan** - Provides a comprehensive snapshot of existing parks, recreation and trail assets and needs in the Town. The plan identifies creative strategies to address community recreation needs by prioritizing capital improvements.
- ◆ **Town of Jonesville Comprehensive Pedestrian Plan** - PTRC is working to create a unified vision for the Town 20 years into the future. The plan will address population trends, transportation issues, safety, natural resources, recreational opportunities and tourism.
- ◆ **Town of Pleasant Garden Comprehensive Bicycle & Pedestrian Transportation Plan** - This plan, currently in progress, will create a vision for residents and visitors to be able to safely walk and bike between homes, schools, businesses and parks.
- ◆ **Town of Stoneville Land Use Plan** - In cooperation with the Town of Stoneville, PTRC facilitated the planning process through the work of the Steering Committee and engaging residents in a series of public workshops.



Grants Funding Obtained (July 2013-June 2014):

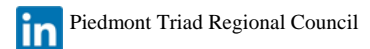
- ◆ Brownfield Assessment Coalition Grant - EPA
- ◆ Clean Fuel Advanced Technology - NCDOT
- ◆ Swearing Creek Restoration Plan - CWMTF
- ◆ Elkin & Jonesville Water Supply Protection Plan - CWMTF
- ◆ Town of Jonesville Pedestrian Plan - NCDOT
- ◆ Alamance County Trail Plan - Community Transformation Grant
- ◆ Shoals Community Recreation Center - Wells Fargo Foundation

The **Piedmont Triad Regional Council** is a voluntary association of local governments—urban and rural—authorized by state law to:

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



Find us online at
www.ptrc.org



Piedmont Triad Regional Council
1398 Carrollton Crossing Drive
Kernersville, NC 27284

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