



PIEDMONT TRIAD
REGIONAL COUNCIL

2019-20

**PIEDMONT TRIAD
REGIONAL COUNCIL**

**ANNUAL
REPORT**

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Photo by Tammy Caudill



Implementing creative regional solutions with the mission to improve the lives of the community.

Since 1968, the Piedmont Triad Regional Council (PTRC) has partnered with the local leaders of the 12 county Piedmont Triad Region to implement creative regional solutions with the mission to improve the lives of the community. The PTRC accomplishes its mission through seven programs that include: the Area Agency on Aging, Criminal Justice, Economic Development, Community Development Services, Management Services, Regional Planning, and Workforce Development. The Piedmont Triad Regional Council brings together elected officials from their 74 member governments regularly to allow leaders to form working relationships.

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Alamance County

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Village of Alamance

Council Member Jim Butler*
City of Burlington

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Mayor Howard Morgan
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Commissioner Daryl "Dutch" Anliker
Town of Biscoe

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Town of Candor

Montgomery County (continued)

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Town of Mount Gilead

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Town of Pilot Mountain

YADKIN COUNTY

Commissioner Kevin Austin*
Yadkin County

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Town of Boonville

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Town of Jonesville

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Town of Yadkinville

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

PTRC TODAY

Message from our Executive Director

The 2019-20 budget year offered PTRC a wide range of challenges and opportunities. The year started with a status quo budget filled with all of the programs our members expect us to deliver for the good of the region and its residents. Our staff was well on their way to fulfilling our charge of providing top-level services in Aging, Talent Development, Criminal Justice, Community Development, and Economic Development as the year reached its midpoint. New innovative initiatives in social determinants of health, food systems, and talent attraction were in high gear. Then January, February, and March ticked by. COVID-19 went from an obscure blip on the news feed to a full-fledged health and economic emergency. By March 2020, our staff and board members quickly pivoted to take on the pandemic's challenges.



In this annual report, you will see that we have accomplished several key initiatives approved by the Board in 2019. In answer to the crisis, PTRC also stepped up and implemented new initiatives to help our communities respond. I am proud of our staff's work to bring innovation and a high level of impact to funds entrusted to us throughout the year. These new initiatives are a taste of our response to the challenges that the COVID-19 pandemic threw at the Triad region;

- We obtained and distributed over 180,000 masks to seniors and non-profits to help keep them safe.
- PTRC produced the first management and staff training program to help businesses reopen to customers safely and provided participating businesses with reusable masks for their staff.
- We provided reusables masks to farmers' markets to reopen safely, providing local farmers a market for their crops.
- PTRC was the first region to make zero-interest micro-loans to help small businesses stay open with our "Lights on Loans" program.
- We found new partners to push millions of dollars in food assistance to citizens in need.
- We provided consultation to our members on the myriad of new human resource laws promulgated for employers by the federal government. In first weekly, and later bi-weekly, manager's meetings, we engaged administrative, fiscal, and health officials from the state and federal level to keep our member

governments supplied with the most recent information straight from the folks on the front lines of policy. Our staff persevered and continued to deliver all of our traditional services at the highest level possible, added services that were so critical and deeply valuable to our communities as COVID-19 struck, and did so while working remotely and without adding new positions. PTRC staff pulled together and did whatever was necessary because PTRC is about service and excellence. Because of their efforts, member governments received almost \$26 million in pass-through funds and grants for a return of \$44 for each dollar invested in dues. I thank each and every one of them for their extraordinary efforts.

I would be remiss if I didn't also thank our board members and partners. Each was patient and flexible as we worked through endless technical challenges, navigated new platforms, and followed evolving guidelines in the new virtual environment. Our Board supported and worked with us through all these challenges to continue to make our communities strong and vibrant and keep our citizens healthy, safe, and secure. You empower us to excellence. Thank you for your encouragement and your support.

Chairman's Letter

Dear Triad Region,

"PTRC team and board quickly respond to the challenges this pandemic brought to our region."



As the PTRC prepares this year's annual report; the world is confronting one of the largest health threats impacting the country's economy and our citizens' lives. In my five years working with the PTRC, it has been made clear that our community's needs drive the staff and board members to implement effective programs. And as this year unfolded, and the region confronted obstacles, the PTRC team and board quickly responded to the challenges this pandemic brought to our region. The information you find in this annual report will tell the story of the quick shift from a typical year to one that responds to unique needs brought on by the pandemic.

It is an honor to work with all the board members from the region; our regional efforts on this council make the region stronger and improve the lives of the community. Our board is active and engaged, making it possible for connections to be built and look at the high-level issues that affect us all. This year the board made many regional decisions such as the Lights On Loan CARES Funding, NCTriad.com a talent recruitment and retention portal, the Food Council's regional food assessment, and the Pretrial Release program. There are many more programs mentioned in this report; if you have any questions about the programs PTRC works on, their staff is eager to speak with you.

Staff Leadership

Public service is a responsibility to serve all members of the community. The directors at the Piedmont Triad Regional Council are committed to finding creative solutions to improve the lives of the community.

None of the work we do would be possible without the overwhelming support of our members and our community partners.



Matthew Dolge

Executive Director

Matthew has served in public administration positions for over 28 years, including municipal and regional management roles. He focuses his efforts on strategic leadership to implement creative regional solutions.



Matt Reece

Assistant Director

Matt supports the Executive Director in leading daily administration with specific responsibility for IT and HR functions. He has over 25 years of experience providing technical assistance to local governments throughout NC.



Adrienne Calhoun

Aging Services Director

Adrienne, a 15-year veteran in the field of social and administrative gerontology, she became the Director for the Area Agency for Aging with the Piedmont Triad Regional Council in 2019.



Robin Howell

Criminal Justice Services Director

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



Jarrod Hand

Finance Director

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



Michael Blair

Community Development Director

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



Jesse Day

Planning Director

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



Wendy Walker-Fox

Workforce Director

Wendy serves as the Executive Director of the Piedmont Triad Regional Workforce Development Board, for the 7 county local area of Caswell, Davie, Forsyth, Rockingham, Surry, Stokes and Yadkin.

DEVELOPMENT CORPORATION

A designated Economic Development District

The Piedmont Triad Regional Development Corporation is committed to providing creative regional solutions for Piedmont Triad communities. As the 501(c)3 nonprofit development arm of the Piedmont Triad Regional Council, our mission is to serve the 12 counties of the Piedmont Triad in the areas of community and economic development.

We engage with all communities in the Triad on various community & economic development projects.

As the region's Economic Development District, the regional council is responsible for developing a comprehensive economic development strategy (CEDS) to identify regional priorities for community and economic development. Triad Tomorrow developed region-specific strategies around the following four broad goals:

- I. Build on the Region's Competitive Advantages and Leverage the Marketplace
- II. Establish and Maintain a Robust Regional Infrastructure
- III. Create Vibrant, Healthy, and Resilient Communities
- IV. Develop Talented and Innovative People

In addition to the CEDS, the PTRDC participates in a variety of Economic and Community Development activities across the NC Triad Region. These activities include:

- Two revolving loan fund programs, The Business Investment Fund & Micro-Loan Recovery Program;
- Cultivating food system enhancement activities through the Triad Food Council;
- Offering guidance related to Qualified Opportunity Zones;
- Coordinating Regional Outdoor Recreation enhancement activities;
- Managing a Regional Brownfield Redevelopment Program;
- Hosting meetings and information summits; and
- Providing grant administration/writing for state, local, and federal programs.



Investment Fund

Last year, the Business Investment Fund supported seven downtown, rural, and/or agricultural based businesses in the NC Triad region.



Infrastructure

The PTRDC provided grant administration services for three infrastructure projects valued at \$2,000,000 each.

1. Yanceyville - WWTP Update
2. Liberty - Wastewater Collections System Improvements
3. Davie County - Wastewater Collection System



Resiliency & Disaster Recovery

In March 2020, the PTRDC was awarded a \$250,000 grant to support an innovative new program area, aimed at assisting Piedmont Triad communities with disaster preparedness and recovery.



COVID-19 Technical Assistance

This year, the PTRDC supported member governments in applying for over \$10,000,000 of COVID-19 recovery funds across 21 separate and unique projects.



Food Council

The Piedmont Triad Regional Food Council selected a qualified consultant to initiate the regional food system assessment plan!

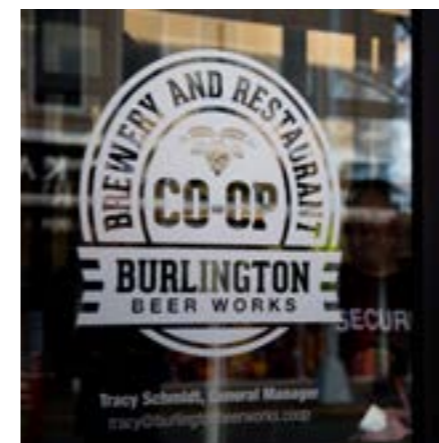


Brownfields

This year, the PTRDC supported brownfield redevelopment efforts for 9 separate and distinct projects within the NC Triad Region.



1,356 masks headed out to farmers markets across the 12-county Triad region this May 28th thanks to the Piedmont Triad Regional Council and Blue Cross Blue Shield of NC Foundation! Wear a mask. Protect your market. Love your community.
May 28th 2020



The Business Investment Fund

Last year, the Piedmont Triad Regional Development Corporation secured funding from the EDA and Golden LEAF Foundation for a \$2 million locally controlled loan fund called the Business Investment Fund. This year:

- Supported seven locally owned businesses and 1 Qualified Opportunity Zone project
- Loaned & Committed: \$1,316,601,
- Additional demand of approximately \$1,400,000.
- Created 75 full-time equivalent jobs in the Triad

COVID-19 Managers Meetings



15 19-20 FY meetings



45 avg. attendance

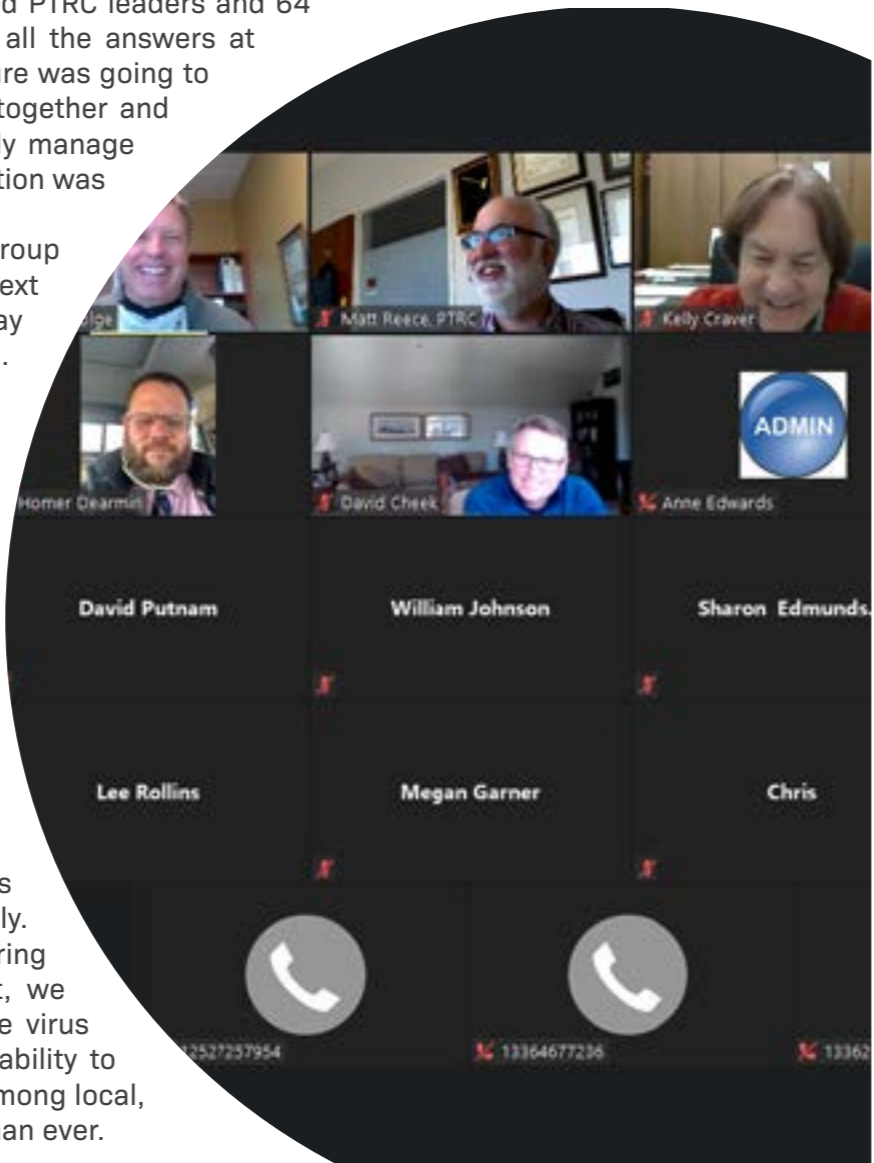
The Triad has a remarkable group of managers overseeing our cities and towns. When the Covid-19 pandemic hit North Carolina in March 2020, our managers organized and found answers. As the pandemic hit, the country scrambled to contain the virus, and business as normal stopped. At the start of the month, managers were crunching numbers in preparation for their 2020-2021 budgets; there were no COVID cases in NC. But by March 10th, cases were rising quickly, and the Governor declared a State of Emergency. By March 27th, with hundreds of cases across the state, a statewide Stay at Home Order was enacted. By the end of the month, budget plans were in limbo, and local governments were suddenly operating in unknown territory. Managers needed answers.

The PTRC quickly realized that our city and county managers needed accurate and timely information from state officials to navigate the crisis. On March 26th – the day before the Stay at Home Order went into effect - we scheduled a teleconference meeting with officials from the Governor’s office and the State Treasurer’s office. Kevin Monroe, Deputy Director for Intergovernmental Affairs for the State and Sharon Edmundson, Deputy State Treasurer, and Director of the State and Local Government Finance Division, joined PTRC leaders and 64 managers from the region. No one had all the answers at that time, and no one knew what the future was going to bring, but we all knew we had to work together and provide timely information to successfully manage the pandemic. The outpouring of cooperation was unprecedented.

After the first managers meeting, the group asked to hold another meeting in the next week. And thus, our weekly Thursday morning manager’s meetings began. State officials provided regular, weekly updates, managers shared happenings in their communities, and PTRC conducted polls and included monthly updates on economic indicators.

After a few weeks, Kyle Bridges, District Director for Congressional Ted Budd of NC’s 13th House District, joined. He provided weekly briefings on federal legislation and appropriations, FEMA updates and helped push through EDA funding opportunities for small businesses in the Triad.

By late summer, the unknown territory had become our new norm. The PTRC Managers group still continued to meet bi-weekly. By working cooperatively and fostering connections at all levels of government, we are trying to limit the human cost of the virus and minimize economic disruption. The ability to maintain a connection and cooperation among local, state, and federal levels is more critical than ever.



21 MEMBERS

Serving on the Regional Food Council and representing 9 counties of the Piedmont Triad.

Regional Food Council

An RFP was issued in July 2019, and Carolina Creative Works was selected to complete the regional food system assessment. In December 2019, The Piedmont Triad Regional Food Council elected 2 co-chairs and began drafting bylaws. There are currently 21 members serving on the Regional Food Council and representing 9 counties of the Piedmont Triad. The Food Systems Assessment team began developing an interview tool, shifted community engagement meetings to virtual, developed new collection methods and an online survey.



Piedmont Triad Regional Development Corporation accepted \$8,000 of additional funds from Blue Cross Blue Shield Foundation of North Carolina to assist with COVID-19 related expenses and interruptions in service.

Food Systems Assessment

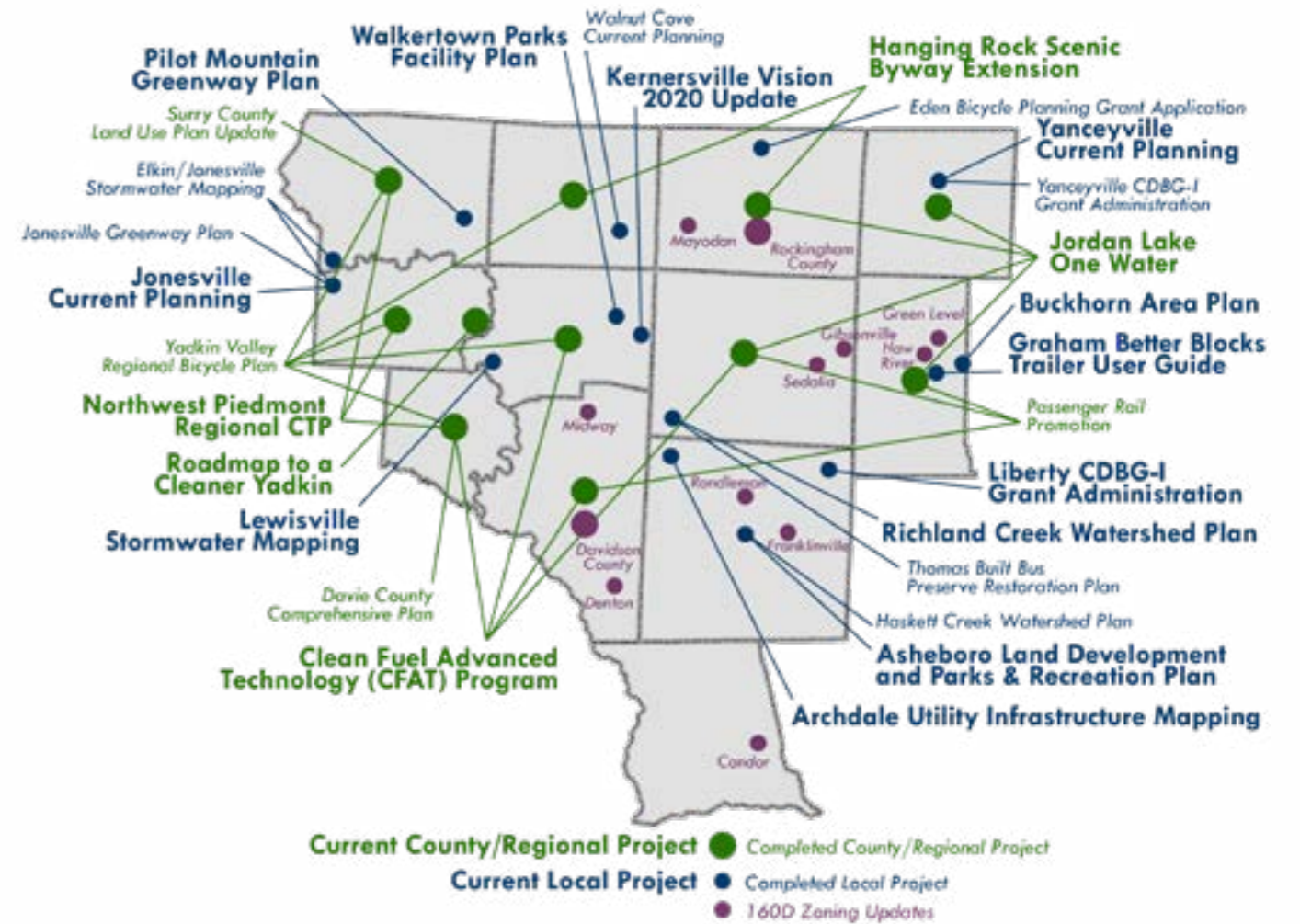
We are hosting virtual meetings and a discussion series called Food Talks. Each meeting will focus on different topics related to the food system with guest panelists throughout the region. The 8-week series will run throughout July and August 2020.

Planning Department

Local Technical Assistance

Due to the COVID pandemic that began in early 2020, many long-range technical assistance planning projects have been put on hold or delayed, with the difficulty of engaging the public. The planning staff is committed to meeting the local technical assistance needs, whatever the circumstances determine. Planning and has continued to work on a Strategic Plan for Kernersville, Land Development and Parks and Recreation Plan for Asheboro, Greenway Plan for Pilot Mountain, Small Area Plan for Mebane's Buckhorn road area, and others. Many of our local governments have been preparing for a change in the Zoning enabling statutes. A combining of the municipal and county enabling statutes are intended to clarify development processes and approvals and standardize the language. This change by the General Assembly adds a new 160D chapter that requires an update to the local development ordinances no later than July 1, 2021. The PTRC planning staff will be assisting dozens of towns and counties in making these local updates before July 2021.

ASSISTING DOZENS OF TOWNS AND COUNTIES IN MAKING LOCAL UPDATES BEFORE JULY 2021.



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 wellbeing of communities throughout the region.

MAP STORMWATER UTILITIES AND INFRASTRUCTURE

Infrastructure Mapping

Communities throughout the Piedmont Triad have continued to experience localized flooding over the past year as a result of heavy rain and tropical storms. To help mitigate flooding, improve resiliency, and protect water quality throughout the region, PTRC worked with several member governments, including the Towns of Elkin, Jonesville, Lewisville, and the City of Archdale, to map stormwater utilities and infrastructure. This information will help each town better prepare for future storms, improve water quality and infrastructure maintenance, as well as meet certain state stormwater permitting requirements.

Northwest Piedmont RPO

Northwest Piedmont RPO (NWRPO), with funding from the NCDOT, is nearing the final stages of development of the Yadkin Valley Regional Bicycle Plan. When completed, the plan will provide a framework to enhance bicycling as a mode of transportation for residents and visitors of Surry, Stokes, Yadkin, Forsyth, and Davie counties, and parts of Iredell County. The NWRPO and NCDOT are also nearing completion of work on the Davie, Surry, and Yadkin regional Comprehensive Transportation Plan, which will shape transportation decisions over the next two decades. The RPO has also played a large role in securing an extension of the Hanging Rock Scenic Byway, which will be submitted for consideration as a Federal Scenic Byway.



Stormwater SMART

The mission of Stormwater SMART is to maximize public awareness of water quality through collaborative efforts, reduce pollution in our waterways, and improve public participation in environmental stewardship efforts. By informing the public about pollutants in stormwater runoff and their sources and impacts, SMART helps Triad residents of all ages set Specific, Measurable, Achievable, Relevant, and Time-based goals for improving the environmental health of our local waterways.

In FY 2019-2020, 28 local member governments contributed to Stormwater SMART throughout six counties, subscribing to Direct Education, Mass Media Outreach, or both. Together, this group of local governments honors the interconnected nature of our watersheds by sharing resources, ideas and holding cooperative events.

Although the Covid-19 pandemic disrupted traditional programming in spring 2020, PTRC staff provided educational programs in fall 2019 for more than 3,000 residents. It engaged more than 1,000 people of all ages in online learning in the winter, spring, and summer months.

The website, stormwatersmart.org, received 9,430 visitors, and activity on other social media channels (Facebook, Instagram) topped 5,200 impressions. Public Service Announcements (stormwater PSAs) on TV, radio, and popular websites reached over five million residents throughout Alamance, Davidson, Forsyth, Guilford, Randolph, and Rockingham counties.

SMART is committed to connecting growing communities in the PTRC region with available resources, including audit preparation for NPDES MS4 permits. PTRC local governments are welcome to attend meetings, which take place on the second Tuesday of August, November, February, and May. Contact the Program Coordinator, Danica Heflin (dheflin@ptrc.org), for information or to RSVP for meetings.

Watershed Management

This year PTRC received two 205(j) Water Quality Planning Grants to develop watershed action plans for Haskett Creek in Asheboro and Randolph County and Richland Creek in High Point and Guilford County. These plans will help investigate potential sources of pollution in both watersheds and identify collaborative, cost-effective strategies to enhance and protect surface waters. In addition, PTRC has worked closely with Triangle J Council of Governments to bring together representatives from across the Upper Cape Fear River Basin and establish an active integrated watershed management group to address water quality and quantity challenges in Jordan Lake. Members of Jordan Lake One Water (JLOW) are currently undertaking a year-long planning process to develop policy, operational, and financial recommendations that will help inform the Jordan Lake Rules re-adoption process and future watershed management strategies.



Photo by Brianna Haferman

Piedmont Legacy Trails



Continuing the partnership with Piedmont Land Conservancy and Americorps, Brianna Haferman worked on building and promoting trails through the Piedmont Legacy Trails initiative. The Piedmont Triad saw a lot of parks and trail use during the COVID pandemic. In response, information on hiking ideas and ways to stay active were promoted on the Piedmont Legacy Trails social media. The wildly popular 12 most underrated hikes in the Piedmont Triad was launched in response to the crowding at popular places like Hanging Rock or Pilot Mountain State Park.

Area Agency on Aging

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

The Piedmont Triad Regional Council Area Agency on Aging (PTRC AAA) continues to serve the older adult population and their caregivers by partnering with 48 non-profit for-profit and county agencies across the twelve counties of the Piedmont Triad region. There are six standards which North Carolina's Area Agencies on Aging meet. They are listed below.

- **Management and Staffing**
- **Information Brokerage**
- **Planning**
- **Program, Resource, and Systems Development**
- **Funds Administration & Quality Assurance**
- **Advocacy**



ADVOCACY

“Advocacy encompasses any activity that a person or group of people undertake to influence policies.” As the population of older adults continue to grow the needs become greater in service availability, support systems such as Guardianship and caregiver information, and health care including hospital re-admissions, just to name a few. We can help you apply for a Senior Tar Heel Legislator position. Go to our website to find out more!

OUR PROMISE

Seniors, caregivers, and individuals with disabilities must remain at the center of everything we do and why we do it. We will change our thinking about service delivery and program development; however, our rationale for making these necessary changes will remain consist -make changes to serve as many people as possible and continue to be good stewards of tax payers' dollars.

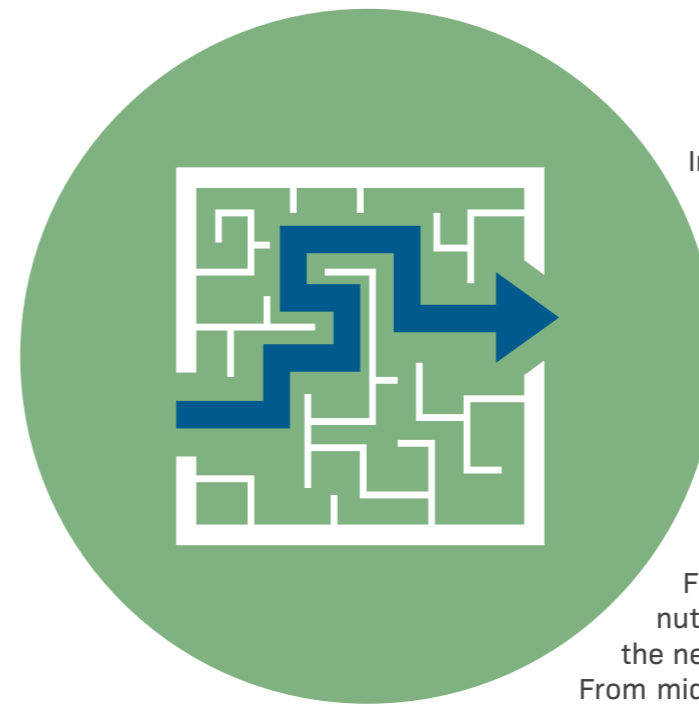


Staying Safe While Staying Home

In lieu of our annual Elder Abuse Awareness Walk, we took the opportunity to provide focused education around elder abuse through a virtual platform. On June 26, 2020, the Piedmont Triad Regional Council Area Agency on Aging hosted the Staying Safe While Staying at Home, a virtual elder abuse awareness event, in partnership with AARP of NC. The event featured speakers including Hugh Harriss, NC Office of the Attorney General, Catherine Johnson, Director, Guilford County Family Justice Center, Meredith Hooks, Family Services, Inc., and Shelby Kline, Evergreens Senior Lifestyle Center. Presentations included: Keeping yourself safe from frauds and scams, talking to a friend in an unsafe situation, staying engaged at home, and information about local resources.

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

Nutritional Efforts



In mid-March, the effects of the global pandemic reached the Piedmont Triad Region, causing the funded nutrition providers to switch service delivery methods quickly. All congregate nutrition sites immediately closed. The funded nutrition providers started distributing a combination of frozen and shelf-stable meals once a week using a pick-up system of delivery, with some providers utilizing a variety of pick-up and home delivery to distribute meals to congregate participants. Regionally, home delivered meals participants began receiving a week's worth of frozen meals delivered once a week. In addition, Federal Families First grant funds were allocated to funded nutrition partners enabling them to expand services to meet the needs of eligible individuals impacted by the Coronavirus. From mid-March through June, an average of 22,470 meals per week have been served regionally, with an average of 4,221 clients receiving meals each week.

Age Well Programs



6 Age Well programs



25 Newly trained volunteers

The Area Agency on Aging offers a variety of Age Well programs designed to help older adults manage chronic conditions, reduce their risk of falls, maintain independence, and improve their quality of life. These programs are delivered in communities across the Piedmont Triad region, at senior centers, community centers, faith-based organizations, and other sites. Classes include Living Healthy with Chronic Conditions, Living Healthy with Chronic Pain, A Matter of Balance, Walk with Ease, and Living Healthy with Diabetes. Due to COVID-19, in-person classes are postponed, many classes are now available virtually via telephone or online. Participants in virtual classes report similar benefits to those who have participated in virtual classes.

The Age Well program also offers the Medicare reimbursable Diabetes Self Management classes that provide participants group education and one on one counseling with a dietician. This evidence-based program has resulted in lower glucose levels (A1C) and other positive health effects for participants. In just one example, a participant hospitalized with a blood glucose level of 600 (A1C of 22.5) reduced her levels to A1C of 5.5 after finishing the program.

The Age Well programs are made possible by PTRC staff and several volunteers who complete up to two days of training and ongoing continuing education to obtain and maintain certification to teach the classes. In the current fiscal year, Age Well delivered across the region a total of 44 Evidence-Based classes that each ran for six weeks. The program also trained 25 volunteer class leaders.

PTRC AAA partnered with Cone Health in a grant application submitted by the NC Center for Health and Wellness at UNC-Asheville. Administration for Community Living awarded PTRC AAA a grant in September 2020. It will fund a 3-year Nutrition Innovation Project to address Diabetes and Pre-diabetes in Rockingham County by pairing diabetic-friendly meals with education on living better and healthier with diabetes. PTRC AAA will participate by providing diabetes education and dietician services to older adults enrolled in the program. Rockingham County Aging, Disability, and Transit Services (ADTS) will work alongside PTRC, providing palatable, diabetic-friendly home-delivered meals to participants. Diabetes is the sixth leading cause of death in Rockingham County, and residents have identified diabetes as one of their top 3 priorities in a Community Health Assessment survey. These factors made it a logical place to implement the program.

The Age Well programs provide older adults with information and tools to manage many health conditions and improve their quality of life. This creates more opportunities for them to live with choices in their communities.



45%
of seniors feel lonely on a regular basis.

Addressing Social Isolation in Older Adults

Many older adults experience social isolation due to living alone, losing family or friends, limited mobility, and other factors. Area Agency on Aging (AAA) staff desired to address this rising problem. One staff member now serves on a statewide social isolation committee. Five AAA staff members formed a social isolation committee



and brainstormed ideas to reduce isolation. With CARES Act funds, AAA staff developed Tech Training classes for older adults who have little to no experience with technology. At senior centers in the region, older adults will be learning how to: connect to family and friends, use the internet to order food, medication or hail a ride, and access their medical records. While technology can never replace human interaction, it can be a powerful tool to combat loneliness and reduce isolation.

Criminal Justice

Piedmont Triad Regional Council's Criminal Justice Department assists local governments with the planning, implementation and administration of programs serving local and state criminal justice systems, serving 23 counties across NC.



Project Family

Project Family partnered with Angel Tree Ministries through Prison Fellowship to assist families affected by incarceration. Prison Fellowship partners with local organizations/churches to provide a gift to a child on behalf of his/her incarcerated parent. Many children with a parent in prison feel forgotten or grow up wondering if their mom/dad loves them. Through Angel Tree, Project Family helps kids know that they are loved and treasured by their incarcerated parent.

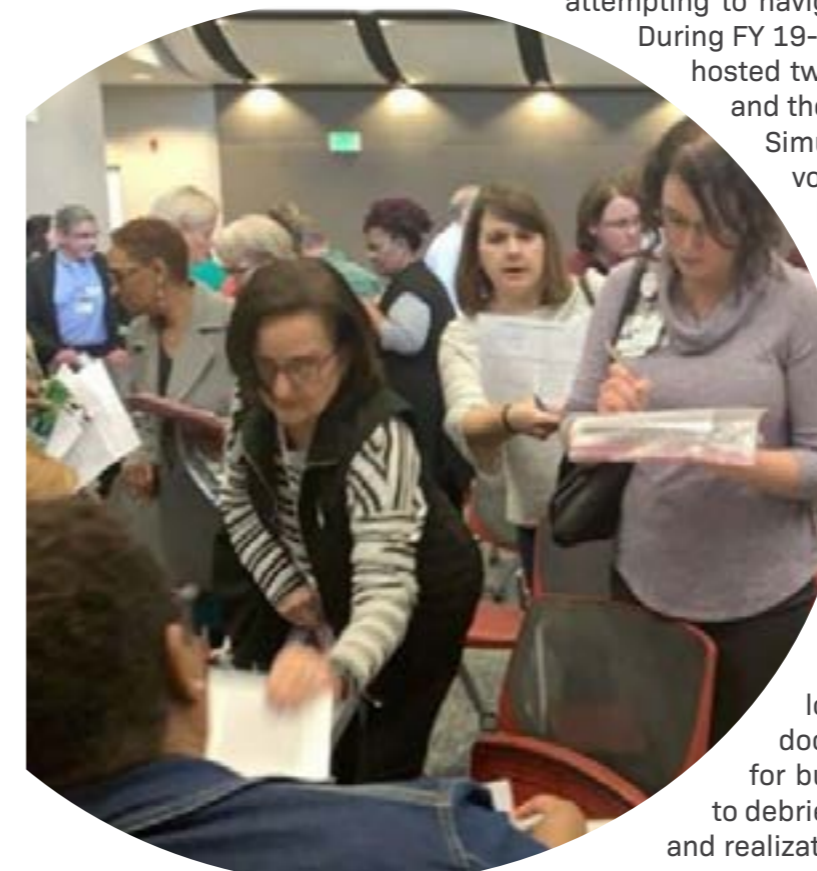
During the 2019 Christmas season, Project Family sponsored 85 children and 39 families in three local counties and also assisted in two other counties that served 115 kids. All children received Angel Tree gifts shared on wish lists provided by their caregivers or incarcerated parent, and the caregivers also received a gift card, and a hearty thank you for all they do. A special letter from the incarcerated parent came with the gifts. After each holiday season, Project Family builds on the connections made through the Angel Tree partnership to provide additional support and services throughout the year to children, caregivers, and incarcerated parents.

FORSYTH COUNTY

Reentry Council Reentry Simulations

What is it like to be released from incarceration with no identification, nowhere to stay except a friend's sofa, no transportation, no resources, and no job, and you have fines and living expenses to pay with only a \$40.00 gate check? Understanding this dilemma better is the purpose of a Reentry Simulation. Reentry Simulation trainings help attendees gain an understanding of the significant obstacles faced by men and women attempting to navigate the system of resources/services upon release.

During FY 19-20, the Forsyth County Reentry Council organized and hosted two simulations, one for local parole/probation officers and the other for the Forsyth County Opioid Task Force. Each Simulation involved approximately 60 participants and 30 volunteers. The US Attorney's' Office - Middle District led the events. Each event was set up with fifteen tables stationed by volunteers, each representing a different resource. Each training attendee assumed the identity of a person re-entering society and was given money, identification documentation (or lack thereof), and a "Life Card" outlining the specific weekly tasks to accomplish to avoid violating their post-release supervision and being sent back to prison. Attendees experienced how quickly the reintegration environment can become very chaotic as there is only have a brief amount of time to complete the resource tasks listed. Attendees faced numerous challenges, including running out of time before their "curfew," waiting in long lines to find out they did not have the necessary documentation for services and lacking adequate money for bus tickets or an ID. At the conclusion, there was time to debrief, and participants shared their experiences, feelings, and realizations about the process.



CRIMINAL JUSTICE OUR *Success* STORIES



Stephanie Long was referred by a district court judge to the Yadkin County Pretrial Release program in May 2019 while awaiting trial on misdemeanor charges. During intake, she completed several assessments and reported many life needs. Pretrial Release staff worked with Stephanie to develop a case plan that included substance use treatment and other program requirements such as regular office visits, drug screens, and curfew calls.

As she progressed through the program, Stephanie began to experience what life could be free from addiction. She participated in regular outpatient substance use services and gained steady employment. She also completed comprehensive parenting and domestic violence counseling and other DSS requirements to regain custody of her children. After over a year of hard work, Stephanie went to court and received a 90/96 probationary sentence. This type of sentence is reserved for defendants who are viewed by the court as promising candidates for rehabilitation and guarantees charges will be dismissed after one year if the individual remains compliant with recovery and reform.

Stephanie's story demonstrates what Pretrial Release is all about. In addition to saving local tax dollars by placing an individual under supervision/programming rather than having him/her incarcerated before trial, Pretrial Release can also afford an individual the chance to work on recovery and rehabilitation early in the court process. Stephanie is a living example that personal determination and having the right resources can change a life.



Larry McGee was referred to the Davie County RRS program in 2019 while on supervised probation for a misdemeanor property crime, however Larry's record included convictions for violent domestic offenses. When Larry first reported for his RRS orientation, he was very resistant. "I almost made a fatal mistake," he said. "I almost didn't give it a chance." He nearly walked out during the intake process but decided to stay and eventually committed to the program.

"This program made me do some soul searching." Larry's violent past was aggravated by alcohol abuse. "I didn't know I had a problem. I didn't even know I was that type of person. I had a distorted image of myself, and in the beginning, I didn't think I needed these classes. Closure was always an issue for me. I had trouble walking away. Instead of just walking away, I kept asking questions I never got answers to. I got aggressive, and alcohol made it worse. Alcohol and breakups don't mix."

Larry's turning point came when he was unexpectedly given an active sentence during a court hearing. Larry is the primary guardian for his now 15-year old daughter. "They locked me up for two days. I was unable to care for my daughter."

Larry knew something had to change, but he still did not wholly step away from poor choices until his most recent conviction and referral to RRS. Early in the program, Larry was still angry and making excuses for himself, but he felt something changing inside. He finally realized he had to make significant changes to have the life he wanted for himself and his daughter.

He began to apply himself to the cognitive-behavioral and abuser treatment classes, and put thought and time into his counseling work and group activities. He learned to share honestly and to listen, something he had never really done before. He put into practice all he was taking in with determination to change. Months later, Larry graduated RRS.

Today, Larry maintains full-time employment with a furniture manufacturing company, takes care of his daughter as a loving dad, and become a certified Peer Support Specialist!

"This program made me do some soul searching."



My name is Anna Crim. I am very thankful to my caseworker, Tamaia Faletogo [Forsyth Reentry Council]. She has been helpful to me in many ways since I've been released.

I was incarcerated for ten years due to my poor choices, and I paid the ultimate sacrifice for those actions. When I was released, I met with my parole officer and showed him all of my accomplishments and my goals. He set me on the right track with the Forsyth Local Reentry Council and NCWORKS Program. He did this because he knew how determined I was for a better life.

When I met my caseworker Tamaia, I expressed my plans to her, and she brought those goals to life! She has been a very positive role model for me on my journey. She gives great advice and understands the struggles that I've been through. She introduced me to Linda Thorns with the EDGE Program, and I started working for Goodwill less than a month after my release. I was hired on because of my hard work and dedication as a full-time employee with Goodwill! My goal is to one day be in that same position to help someone else achieve their goals. Whether they are getting out of prison, fighting addiction, a bad relationship, or whatever their hardship might be at that time. I would love to help see them through, just as Tamaia has done for me.

I would like to say thank you to the Forsyth Reentry Council, NCWORKS, and the EDGE Program. **THANK YOU! These programs DO work. I am a Success Story and very proud of this accomplishment.** I hope that my story will help others like myself to also achieve their goals as well.

Thank you for this opportunity.



Jerry Hatcher was released from prison and referred to Surry Recidivism Reduction Services (RRS) in February 2020, after serving ten years incarcerated as a habitual felon. In reflection, Gary humbly points to 40 years of addiction, beginning with alcohol and ending with methamphetamine. After Gary's last conviction, he felt something change in him, tired of his life being out of control and tired of letting himself and his family down. Upon release, Jerry began serving his post-release supervision and RRS. He started his process as COVID-19 created restrictions in all areas, so he agreed to participate in RRS virtual cognitive-behavioral instruction (CBI) programming. Virtual instruction was a challenge since he did not have exposure to technology during his prison experience.

Initially, he didn't think he needed counseling because he had already set his mind to do right. However, he felt like it "kicked in" for him, and he began to look forward to the group meetings. He quickly became a positive peer support to his fellow group members. The program helped him stay focused, reminded him daily of his goals, and enabled him to maintain a positive attitude.

In October 2020, six months later, Jerry completed the RRS program and is leading a full life. He attends AA/NA, has met DWI requirements for a restored driver's license, works as a maintenance manager for an apartment complex, and volunteers as peer support for other RRS participants. Most importantly, he has rebuilt relationships with his family and is grateful to know any time he needs them; they are there for him.

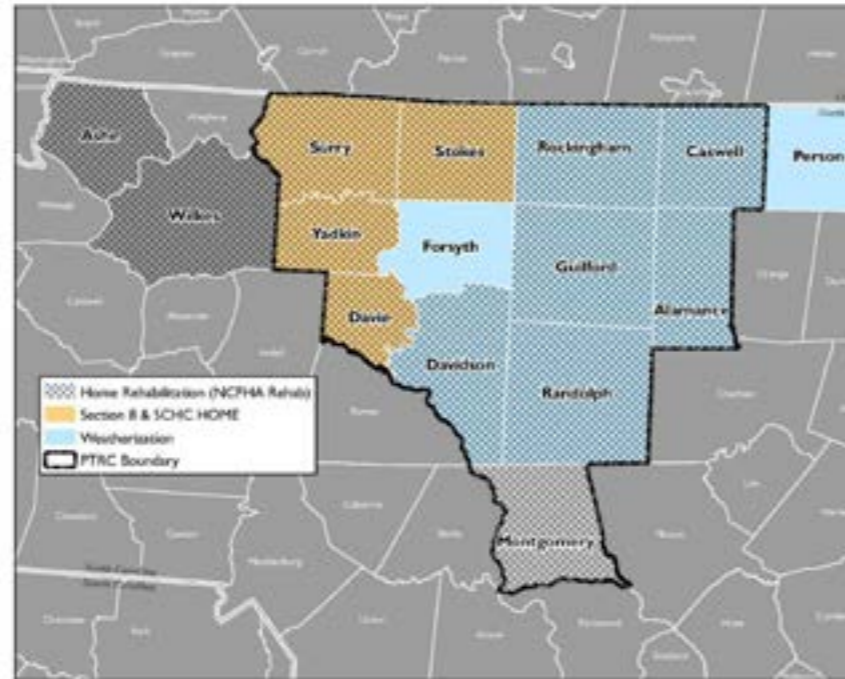
"I will continue using the learning principles from RRS to stay focused on work, my health, and my Higher Power, and my sobriety. If you apply it, it works!"

Community Development

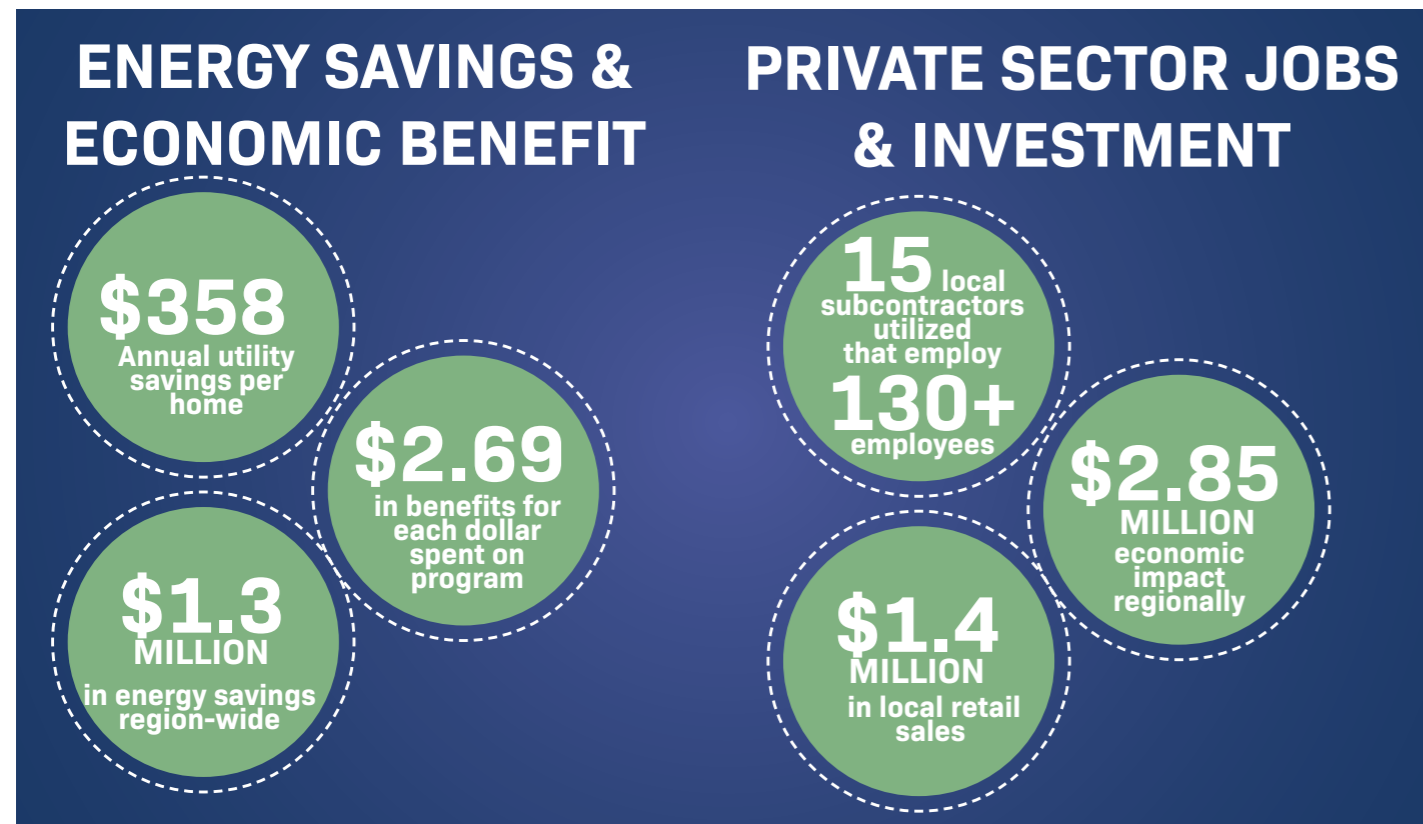
The Piedmont Triad Regional Council's Housing Department currently has nineteen employees administering five related but separately funded housing programs that provide decent and safe housing for eligible low income families, the elderly, and persons with disabilities in Alamance, Ashe, Caswell, Davie, Davidson, Guilford, Montgomery, Person, Randolph, Rockingham, Stokes, Surry, Wilkes and Yadkin Counties.

Programs

- HOME program
- NCHFA Single-Family Rehabilitation programs
- Urgent Repair
- Weatherization Assistance
- Section 8 Housing Choice Vouchers (rental assistance)



WEATHERIZATION BENEFITS



WEATHERIZATION ASSISTANCE PROGRAM

The WAP enables low-income families to reduce their energy bills by making their homes more energy-efficient. Funds are used in conjunction with HARRP and HHF grants to improve energy performance and the health and safety of the dwellings for families in need. The merger into the community Development Department has allowed for a greater efficiency of services offered. This year WAP services installed 153 Heating units and weatherized 191 homes.



URGENT REPAIR PROGRAM

The PTRC was awarded Urgent Repair Program funds by the NCHFA in 2019 for use in 7 counties. These funds can be used in conjunction with other housing repair programs and Weatherization allowing for greater leverage and benefits to the homeowner. 66% of the project is completed spending \$59,685 across Rockingham, Surry, and Stokes Counties. Work is underway to use the remaining funds in fiscal year 21.



SECTION 8 RENTAL ASSISTANCE

The largest program administered by the PTRC Housing Department is the Section 8 rental assistance program in Surry, Stokes, Yadkin, and Davie Counties. The tenant-based Section 8 Voucher Program funded and administered 780 vouchers or homes for low-income families in 2019-20.



ESSENTIAL SINGLE-FAMILY REHAB

The PTRC applies directly to the state Housing Finance Agency (NCHFA) for available Essential Single-Family Rehabilitation (ESFR) funding. The grants are on a three-year cycle, and the 2020 funding brings the total number of counties served under the program by PTRC to 13. 55 local homes were repaired in 2019-20.



THE HOME PROGRAM

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

Workforce Development

Meeting challenges with innovative solutions

While there are always issues to address with the regional workforce, none in recent history have proven to be more challenging than those created as a result of the COVID-19 pandemic. Business closures, soaring unemployment, and safety of employees called for innovative solutions.

Local area NCWorks Career Centers find new ways to continue to provide services amidst COVID-19

On March 20, 2020 NCWorks Career Centers closed to the public. From March 20 until June 1 all services were provided solely virtually and by phone.

On June 1, 2020 the NCWorks Career Centers re-opened by appointment only. The great need for services during the COVID-19 pandemic meant creative options were necessary to meet the unique challenges.



The Workplace Restart initiative helped businesses reopen safely.

COVID-19 introduced new workforce challenges. The Piedmont Triad Regional Workforce Development Board responded quickly to help businesses reopen. The Workplace Restart initiative provided COVID-specific training as well as masks to help 117 businesses.

117
BUSINESSES
RECEIVED COVID-19
SPECIFIC
TRAINING

8,283
EMPLOYEES
RECEIVED COVID-19
SPECIFIC
TRAINING

26,606
MASKS WERE
DISTRIBUTED TO
BUSINESSES



NCTriad.com website helps attract and retain talent.

Based on the recommendations of the comprehensive regional research study, the Triad Talent Alignment Strategy, the NCTriad.com website was developed as an initiative to brand the region as the best place to live, work, play and learn. Launched on June 4, 2020, this is a resource to help businesses reopen and individuals find jobs following the recent COVID-19 pandemic. In addition to job search functions, the website has features to help job seekers including a commute time calculator.

Success amidst the COVID-19 pandemic

25
STUDENTS
PARTICIPATED IN
THE PROGRAM

Triad Career Connect

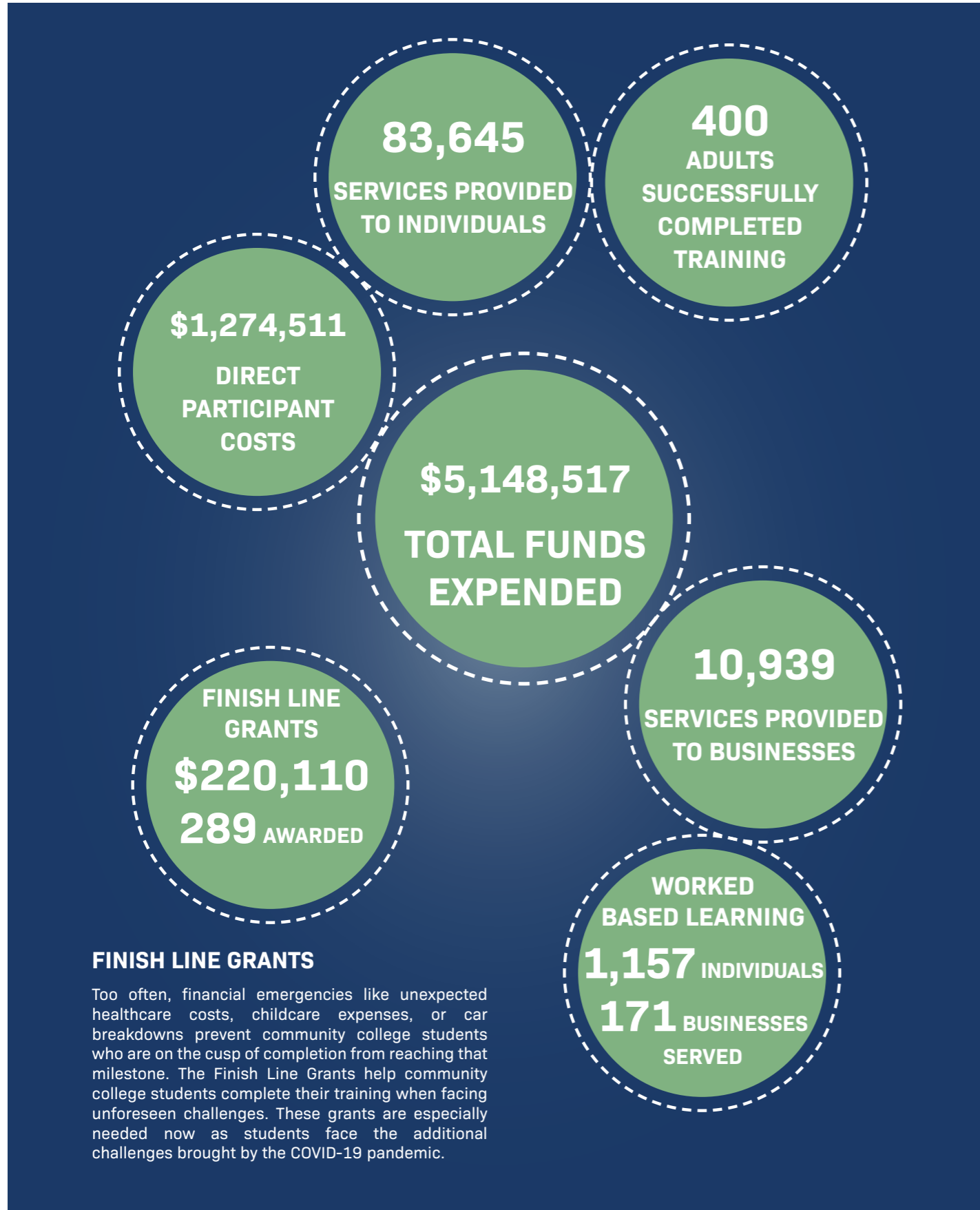


Triad Career Connect is a 10-week paid work experience program that allows students to gain industry credentials and 8 weeks of paid work experience. It incorporates the JobsConnect Pathway class that provides participants with Worker Safety training, Lean/Six Sigma Yellow Belt, and Soft Skills training. Through the NextGen program, these courses were provided at no cost to the students. To ensure all interested students could participate effectively, NextGen also provided each student with a Chromebook.

The pilot program was launched in the summer of 2019. 9 students participated in the training and 5 of those also participated in work-based-learning with Lydall, Inc. An additional 16 students participated in the program in 2020 and have completed Jobs Connect training.

Workforce Development

Serving 7 Counties in the Piedmont Triad



IMPACT of COVID-19

COVID Related Unemployment Claims as of June 30, 2020

63%
of initial claims were COVID related

COUNTY	INITIAL CLAIMS	COVID RELATED	CONTINUED CLAIMS	COVID RELATED	TOTAL CONTINUED WEEKS
CASWELL	186	97	522	363	1,448
DAVIE	570	386	2,145	1,720	5,721
FORSYTH	6,831	4,250	22,618	17,695	62,444
ROCKINGHAM	1,616	960	4,545	3,415	12,580
STOKES	548	341	1,852	1,486	4,942
SURRY	890	574	3,145	2,515	8,674
YADKIN	516	375	2,056	1,731	5,389
TOTAL	11,157	6,983	36,883	28,925	101,198

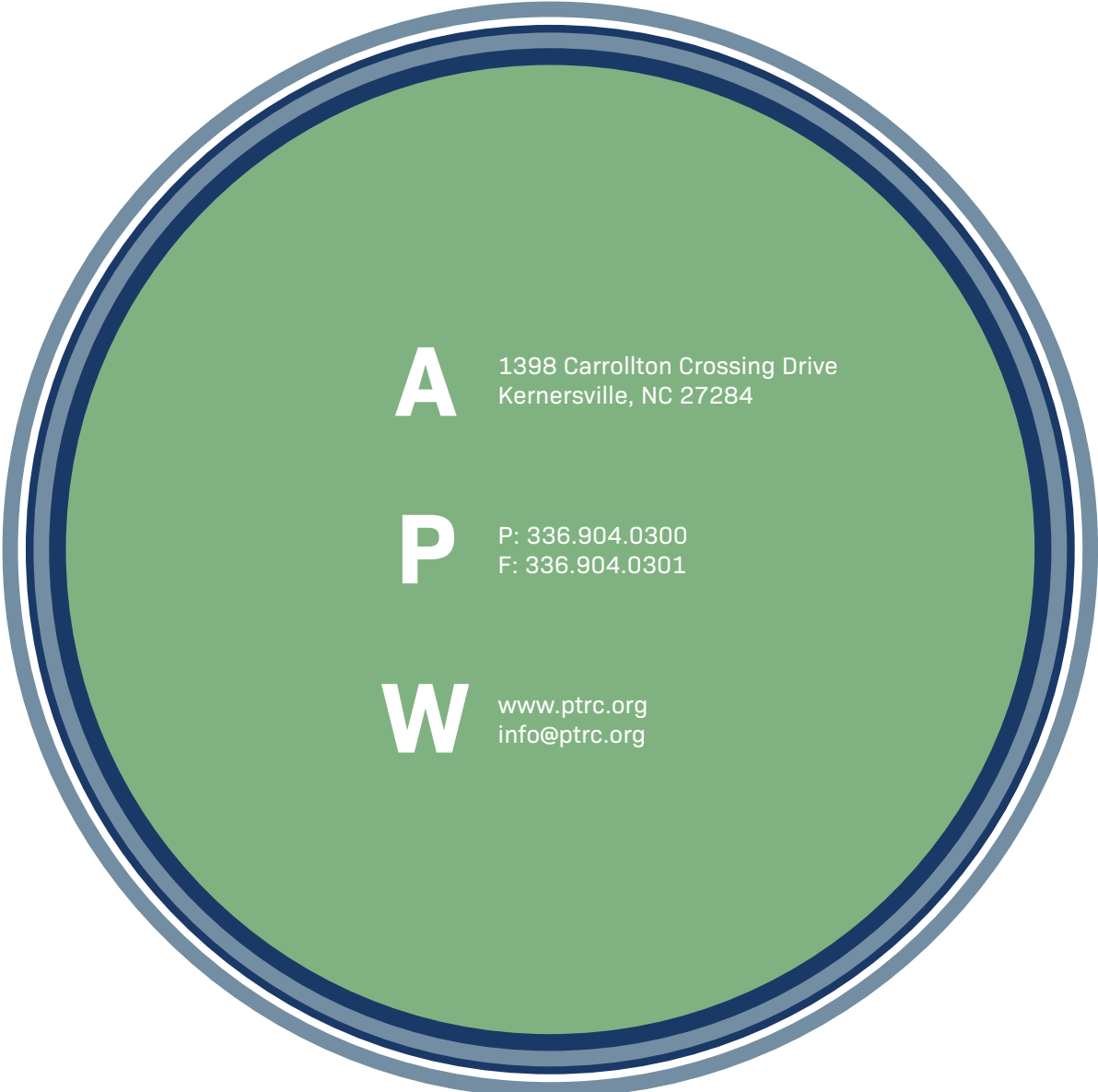
2019 NADO AWARD for Triad Talent Alignment Strategy

Piedmont Triad Regional Council received a National Association of Development Organizations, AliceAnn Wohlbruck IMPACT Award for the Triad Talent Alignment Strategy.



2020 NADO AWARD for Innovative Workforce Strategies to Address the Challenges as a Result of COVID

Piedmont Triad Regional Council received a National Association of Development Organizations, AliceAnn Wohlbruck IMPACT Award for innovative strategies to address workforce challenges as a result of COVID. Those initiatives included Workplace Restart and the NCTriad.com website.



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