



# Annual Report

Annual Report July 2020 – June 2021



## Piedmont Triad Regional Council

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



**PIEDMONT TRIAD**  
REGIONAL COUNCIL

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 **Stay up to date at [www.ptrc.org](http://www.ptrc.org)**  
Visit our website to stay familiarized throughout the year.

01

Fleming El-Amin  
Forsyth County

Marikay  
Abuzuaiteer  
City of Greensboro

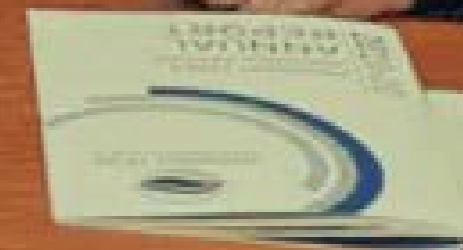
Mark  
Richardson  
Rockingham County

John Larson  
City of Winston-Salem



## Regional Leadership

The Piedmont Triad Regional Council acts as a division of local government and is governed by a Board of Delegates and an Executive Committee. Each member of the PTRC appoints an elected official to serve on the Board of Delegates. The Board sets policy and appoints the Executive Director who manages the affairs of the PTRC. There are 75 members of the PTRC Board of Delegates. The full board meets six times a year – every other month – in February, April, June, August, October, and December.



# Board of Delegates

Officers, 2020 - 2021



Chairman Kevin Austin Yadkin County Board of Commissioners	Vice Chair Alvin Foster Town of Yanceyville Mayor	Treasurer Don Truell Davidson County Board of Commissioners	Secretary Marikay Abuzuaite City of Greensboro Council Member	Immediate Past Chair Steve Yokely Mount Airy City Council
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## Board Members

### Alamance County

- Commissioner Craig Turner  
Alamance County
- Mayor Pro Tem Naydine Sharpe  
Village of Alamance
- Council Member Jim Butler\*  
City of Burlington
- Mayor Pro Tem Davis Montgomery  
Town of Elon
- Council Member Ricky Hall\*  
City of Graham
- Council Member Carissa Graves-Henry  
Town of Green Level
- Mayor Kelly Allen  
Town of Haw River
- Council Member Patty Philipps  
City of Mebane

### Davidson County

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

### Davie County

- Commissioner Terry Renegar\*  
Davie County
- Council Member Rick Cross\*  
Town of Bermuda Run
- Vacant  
Town of Cooleemee
- Commissioner Brian Williams  
Town of Mocksville

### Caswell County

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

### Forsyth County

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

### Guilford County

- Commissioner Carly Cooke\*  
Guilford County
- Mayor Lenny Williams  
Town of Gibsonville
- Council Member Marikay  
Abuzuaite\*  
City of Greensboro
- Council Member Victor Jones  
City of High Point
- Mayor Lynn Montgomery  
Town of Jamestown
- Council Member George McClellan  
Town of Oak Ridge
- Mayor Carla Strickland  
Town of Pleasant Garden
- Mayor Howard Morgan  
Town of Sedalia
- Mayor John Flynt  
Town of Stokesdale
- Council Member Lynne DeVaney\*  
Town of Summerfield

### Montgomery County

- Commissioner Dottie Robinson\*  
Montgomery County
- Commissioner Daryl "Dutch" Anliker  
Town of Biscoe
- Mayor Pro Tem Layton Booker  
Town of Candor
- Mayor Joseph "Chip" Miller, Jr.  
Town of Mount Gilead
- Commissioner Damon Prince\*  
Town of Troy

### Randolph County

- Commissioner Darrell Frye\*  
Randolph County
- Mayor Lewis Dorsett  
City of Archdale
- Mayor David Smith  
City of Asheboro
- Mayor Perry Conner  
Town of Franklinville
- Mayor Filmore York  
Town of Liberty
- Mayor Vicki Caudle  
Town of Ramseur
- Alderman Renee Bryant\*  
City of Randleman
- Mayor David Fernandez  
Town of Seagrove
- Mayor Richard McNabb  
City of Trinity
- Mayor Karen Scotton  
Town of Staley

### Rockingham County

- Commissioner Mark Richardson\*  
Rockingham County
- Council Member Darryl Carter\*  
City of Eden
- Alderman William Phillips  
Town of Madison
- Mayor Bud Cardwell  
Town of Mayodan
- Council Member James  
Festerman  
City of Reidsville
- Councilman Johnny Farmer  
Town of Stoneville
- Council Member Dennis Paschal III  
Town of Wentworth

### Stokes County

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

### Surry County

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

### Yadkin County

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

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

# Message from Regional Leaders

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



## 2020-21 Piedmont Triad Regional Council recap

The 2020-21 year provided us with the opportunity to be innovative in all program areas. Great work was done by all of our staff, board members, and community partners, allowing us to be tremendously effective.

After a year that changed the world, the Piedmont Triad Regional Council staff thrived in the new normal. The shock of the onset of the pandemic waned, and opportunities for our programs to expand abounded.

In this annual report, you will see that several pandemic programs remained, and most of our standard programs continued with amended Covid-19 themes and protocols. Our aging programs focused on educating older adults on new technology skills and presenting the public with how Covid-19 impacted elder abuse in our communities. At

the same time, our Community Development launched the Community Development Training Center. Our Criminal Justice Department impacted the lives of over 2,500 participants. As the region reopened, the nation began to grapple with a decline in the labor force. Our Workforce Department explored data to provide their members with an analysis of the fall and solutions around engaging dislocated workers while serving over 7,300 participants.

Our staff continued to stay dedicated as we all faced pandemic fatigue; they focused their efforts on the

essential and beneficial services we provide our communities. Member governments received over \$27 million in pass-through funds and grants for a return of \$47 for each dollar invested in dues. This would not be possible without the overwhelming support of our board members and community partners. Your unfailing commitment to focus on the health and future of our communities empowers us to concentrate on creative regional solutions for our region.

Thank you for your inspiration and your support.

# Chairman's statement

■ The PTRC acts as a division of local government and is governed by a Board of Delegates and an Executive Committee.

## These achievements are made possible by an enthusiastic and dynamic board!



Kevin Austin (left) and Matthew Dolge (right) at the Piedmont Triad Regional Council's annual awards ceremony are pictured above.

During the 2020-2021 year, the Piedmont Triad Regional Council staff and the Board have thrived through changes resulting from the initial impacts of the Covid-19. This annual report will highlight programs impacted by the pandemic and new initiatives that

launched despite the challenges of the past two years.

It is easy to see that challenging times have resulted in the Triad leaning into our shared resources and facilitating regionalism in our initiatives. The regional

efforts made the Piedmont Triad Regional Council Board and staff make the region more robust and improve the lives of the community.


This year the Piedmont Triad Regional Council made over 100 visits to long-term care facilities across the region, provided criminal justice treatments to 1,625 offenders, made over 200 homes safer to live in, secured \$16 million in federal grants, and 6,847 job seekers received workforce assistance! This report is full of success stories highlighting the previous stats and many more. I encourage you to take the time to learn about the residents these programs have served in our communities.

These achievements are made possible by an enthusiastic and dynamic board! Our members build regional and state connections and ensure high-level issues are analyzed with a regional lens.



“Thank you for your inspiration and your support.”

 [www.ptrc.org/about/governing-board](http://www.ptrc.org/about/governing-board)

 There are 75 members of the PTRC Board of Delegates.

 Full board meets 6 times a year – every other month.

# Matthew Dolge

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



Executive Director



Assistant Director

## Matt Reece

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

## Staff Leadership



Area Agency on Aging Director

### Adrienne Calhoun

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



Criminal Justice Services Director

### Robin Howell

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.



Finance Director

### Jarrod Hand

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.

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



Community Development Director

### Michael Blair

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.



Planning Director

### Jesse Day

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



Workforce Development Director

### Wendy Walker-Fox

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

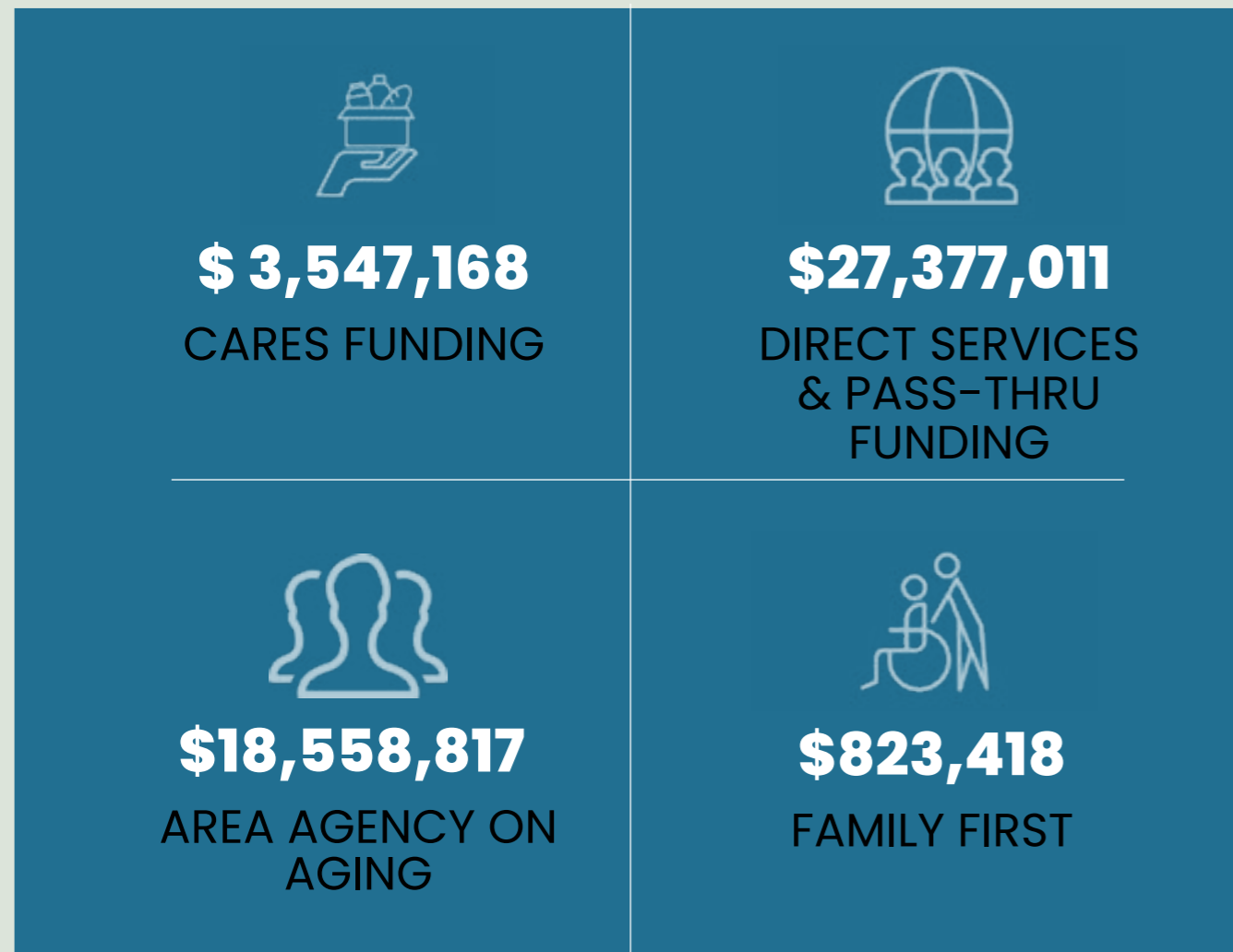
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## New Initiatives & Highlights

# Financial Highlights

- Membership dues comprise about 1.5% of the annual budget at \$593,091. More than 70% of the money members pay in dues is used to match or support other grants.

## Final Budget - \$41,904,673

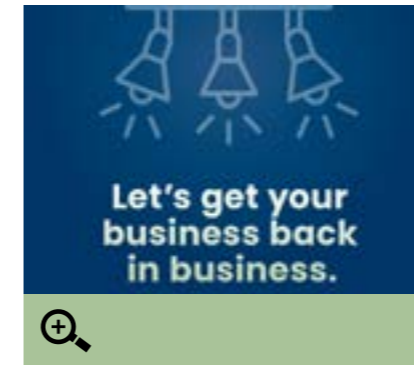


**\$1 OF DUES RESULTED \$69.65**

**IN ADDITION FUNDING AVAILABLE IN THE REGION**

# Development Corporation

- 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 region in the areas of community and economic development.



### Comprehensive Economic Development Strategy (CEDs)

As the region's Economic Development District, the Development Corporation is responsible for developing a comprehensive economic development strategy every 5 years to identify regional priorities for community and economic development. The Piedmont Triad Region's CEDS is known as Triad Tomorrow and offers four broad goals:

1. Build on the Region's Competitive Advantages and Leverage the Marketplace
2. Establish and Maintain a Robust Regional Infrastructure
3. Create Vibrant, Healthy, and Resilient Communities
4. Develop Talented and Innovative People

These four goals are the guiding forces that help to steer the Development Corporations attention, strategy, and engagement with district members.

### Business Lending Services

The PTRDC has been successfully lending capital to businesses who need it most since 2017 with its 'Business Investment Fund' program. The Development Corporation is pleased to announce that the Business Investment Fund Program is fully obligated at this time. This loan

program, capitalized at \$2,000,000 (\$1,000,000 Economic Development Administration Funds & \$1,000,000 Golden LEAF Funds) was leveraged for 11 businesses and is responsible for creating an estimated 94 jobs during its lifetime. As a result of its success, this loan program is in its 'revolving' stage and we expect to begin lending again after a brief hiatus.

This year the Development Corporation was excited to establish a new revolving loan fund to support existing businesses that were suffering from economic injury related to COVID-19. This program deemed the 'Lights on Loan' program was capitalized at \$2,020,000 funds from the Economic Development Administration as a component of CARES Act funding. We are pleased to announce that this program is also fully obligated and in the 'revolving' stage as well. The Lights on Loan program was successfully leveraged to support 36 businesses and save 247 jobs at risk of termination as a result of COVID-19.

### Regional Food Council

The Piedmont Triad Regional Food Council worked with Carolina Creative Works to complete a comprehensive Regional Food System Assessment for the twelve counties in the Triad. Funded through a grant from the Blue Cross Blue Shield Foundation of North Carolina, the assessment was intended to develop a baseline for understanding the regional food system; examine economic opportunities for strategic investments; and create a sense of shared ownership and equity principles for the region and the local advocates who make up the food system.

The Regional Food Council held a complimentary virtual food assessment launch event, Learn-Build-Eat, in April 2021 to present findings from the Regional Food Assessment. The event highlighted regional food access and equity efforts, economic development for the region's food industry, and included a farm-to-table chef demonstration from Undercurrent Restaurant. There were over 100 folks working in food systems across the Triad in attendance.

### REGIONAL FOOD ASSESSMENT



#### Partner Presentations

The Food Council is offering Partner Presentations to share our Regional Food System Assessment findings with city and county leaders and community organizations.

*We have time reserved for all of the counties in the Triad. To schedule your spot for a presentation, please get in touch with Jennifer Bedrosian, Food Systems Coordinator, at [jbedrosian@ptrc.org](mailto:jbedrosian@ptrc.org).*



#### ONLINE REPORT

You can review the Triad's online report and download the full report at [www.ptrc.org/regionalfoodassessment](http://www.ptrc.org/regionalfoodassessment)

### COMPREHENSIVE ECONOMIC DEVELOPMENT STRATEGY COMMITTEES



To complete the update of CEDS four committees will be formed. To nominate yourself or others for a CEDS committee, please contact David Putnam, Regional Economic Strategist, at [dputnam@ptrc.org](mailto:dputnam@ptrc.org).



#### VIEW THE CURRENT CEDS REPORT

[www.ptrc.org/services/economic-development](http://www.ptrc.org/services/economic-development)

Proudly serving local governments in the Piedmont Triad region of NC since 1968.

# Piedmont Triad Regional Council's Management Services

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

Not all of the work in PTRC's Management Services program involves organizational studies of compensation or statewide promotion of an executive search. A variety of work is done quietly and subtly. This work usually involves responding to an employee relations problem or some other disruption to the regular flow of work in your organization. We conduct internal reviews of complaints and investigate and interview to help bring clarity to the situation. We facilitate consensus where disputes have arisen and seek to resolve divisions in previously functional work groups. This work can be as concise as a single facilitation or as

elaborate as a customized training program. Often our resources are coupled with employee assistance programs and organizational development services of the McLaughlin Young Group (MYGroup.com). People often need a higher level of intense attention than what can be provided through the usually workplace channels that is when the MYGroup resources can make the difference. These services can help you get to the under lying issues of employee disengagement, lack of productivity, and a fragmented work force. If we can be resource to help you resolve a thorny problem without a lot fanfare and to improve internal communication please let us know.



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



## Management Analyst Spotlight

The most requests for PTRC management services are related to personnel analysis. Over the past 25 years, we have worked for all of our member governments in some capacity.

Fred Allen's background and experience exemplify his ability to provide professional services and consultation to both industry and public organizations resulting in successful outcomes for our member organizations. For PTRC, he currently provides management services, including training, program development, audits and investigations, site visits, analysis, and regulatory assistance in areas such as OSHA and EEOC. These services are utilized

in a variety of areas, including Employee Safety and Health, Human Resources Management, and Employee Relations. Fred retired from service with the City of Greensboro, where he served as Human Resources Safety and Health Manager. Fred has held leadership positions in a variety of professional organizations; Past President of the North Carolina Association of Local Government Employee Safety Officials-NCALGESO; and Past President of the

North Carolina Chapter of the International Public Management Association for Human Resources (NC-IPMA-HR). In his current capacity, Fred aids leaders and managers in our member organizations. Fred has a Bachelor of Science in Business Administration from the University of North Carolina at Greensboro and has completed the Municipal Administration course at the NC School of Government and Other Voices.

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

# PTRC CARES

PTRC CARES ABOUT OUR COMMUNITIES

## Community Initiatives

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

### Project Warmth

When frigid temperatures move into the Triad, a local ministry steps up to help people in need stay warm. Winter apparel, including coats, hats, gloves, scarves, and boots, are strung out on a fence along Garden Street in downtown Greensboro.

A sign on the fence says, "Take one if you need one, leave one if you can."

### Meals on Wheels

Many local seniors are homebound and struggle to obtain healthy meals. Hundreds have no one to talk with or check on them on a regular basis. When volunteers come to the door with a hot meal Monday through Friday, the food and visit help these seniors stay healthy and independent longer.

### Cemetery Clean up

This graveyard was the burial ground for virtually the entire black population of the Kernersville community before the Civil War. St. Paul's congregation purchased the Methodist Episcopal Church building and moved it to the site of this graveyard in 1873, becoming the first place of worship for the black community and the third established church in Kernersville. Community members to adopt a month and take responsibility for cleaning up hard debris and trash for that month. PTRC staff has embraced the month of October.



### CHRISTMAS IN JULY

Senior Services Inc. annually holds its month-long 'Christmas in July' item drive. The goal is to provide seniors with basic household essentials. Senior Services assists close to 2,000 older adults in Forsyth County.



### HOPE DRIVE: FOR SENIORS

Stokes County Senior Services held a Hope Drive to support seniors during COVID-19. We assisted by collecting much needed items that benefited their emotional and physical wellbeing during the time of isolation.



### ANGEL TREE PROJECT

Project Family is a division of Project Re-entry, one of our Criminal Justice programs. The goal of Family-Angel Tree is to provide Christmas gifts to a child whose parent(s) are incarcerated.

# 03

## Department Spotlights

The PTRC is strongly service oriented; its programs are driven by membership needs. The PTRC provides management, planning, and technical services in the following areas: Aging Services, Criminal Justice Systems Administration, Economic Development Community Development Programs, Management Technical Assistance, Regional Planning & Planning Technical Assistance, and Workforce Development.

# Area Agency on Aging Report

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

**We aspire to implement 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.



ADVOCACY

PTRC AAA is mandated by the Older Americans Act to advocate for the needs of older adults and family caregivers. Advocacy Alerts are sent to aging advocates, encouraging them to connect with elected officials.



PROGRAM, RESOURCE, AND SYSTEMS DEVELOPMENT

PTRC AAA is directed to develop comprehensive and coordinated community-based services, opportunities and protections to assist older adults in leading independent, meaningful and dignified lives in the setting of their choosing.



INFORMATION BROKERAGE

PTRC AAA researches, collects and then provides information to the public regarding aging demographics, available resources and services, program standards, aging services utilization and more. Learn more at [www.ptrc.org/services/area-agency-on-aging](http://www.ptrc.org/services/area-agency-on-aging).



FUNDS ADMINISTRATION & QUALITY ASSURANCE

Annually, PTRC AAA administers over \$10 million in funding for services for older adults and family caregivers. PTRC AAA also monitors agencies to ensure they are following program standards and providing quality services.



Age with dignity & Choice

Do you want to become an advocate for older adults, but you need help making that first step? Contact the Area Agency on Aging Director, Adrienne Calhoun, at 336-904-0300.

## Elder Abuse in the Time of COVID-19: Where Are We Now?

The PTRC AAA took the opportunity during the Covid-19 restrictions to provide focused education around elder abuse through a virtual platform. PTRC AAA worked in partnership with AARP of North Carolina to host a webinar for both public and professionals highlighting how COVID-19 has impacted elder abuse, as well as how local agencies are addressing elder abuse from various perspectives. The webinar, *Elder Abuse in the time of COVID-19: Where Are We Now?*, featured Paul Greenwood, former Deputy District Attorney in San Diego County, CA and nationally-recognized expert on elder abuse, as well as representatives from two local Family Justice Centers and a provider of private guardianship services

### AGING TECH GRANT

The pandemic has highlighted that older adults living independently are at an increased risk for social isolation. PTRC AAA used CARES funding to pilot a project to address this growing concern by offering technology skills to older adults in the community. The grant targeted those older adults who did not own smartphones or tablets or did not have the skills to use them. The goal was to increase older adults' comfort with using technology to use it to connect with others when they are not actively in the

community.

Senior Centers are deeply connected with older adults through education and programming in their community. PTRC reached out to the Senior Centers across the region about offering the program. In December of 2020, PTRC contracted with 20 senior centers across the Triad, covering 11 counties. PTRC

awarded each senior center approximately \$12,000 to purchase tablets and iPads, and Data. PTRC partnered with BH Technology out of Atlanta, GA., to produce customized iPad and Android instructional booklets in full color with pictures. BH Tech also provided Train the Trainer sessions to support staff with classroom instruction.

Over 90 classes were completed over the grant period, and many SC's will continue the course after the grant (funding) is over; Senior Center Directors shared that new folks came to the center just for the tech class.

**90% of participants "Would recommend the course to a friend."**





# OMBUDSMAN PROGRAM

## PROVIDING SUPPORT TO THOSE IN NURSING HOMES AND ASSISTED LIVING FACILITIES



Our program's receipt of CARES Funds provided a unique opportunity to engage in program promotion. We utilized CARES Funds in a number of ways, including both direct outreach to residents as well as program promotion to the public. We reached out to residents directly through items provided to residents- large print word search books with Ombudsman program information as well as postcards with Ombudsman and Residents' Rights information. Our program was also able to utilize a portion of our CARES Funds for public outreach. We created and aired a 30-second PSA on the Ombudsman Program. The PSA aired for a 4-week period in September 2021 on four local TV networks, as well as on Spotify, YouTube and Facebook. This outreach allowed us to keep in touch with residents when we were not able to conduct in-person visits, as well as better inform the public about the Ombudsman program. Following the PSA, our program saw a resulting increase in calls and emails with questions and cases.



**ENSURE THAT LONG-TERM CARE FACILITY RESIDENTS AND THEIR FAMILIES HAVE A VOICE.**



**STAND WITH LONG-TERM CARE FACILITY RESIDENTS AND FAMILIES TO ENSURE THAT THEIR CONCERNS ARE HEARD AND ADDRESSED.**



**EDUCATE THE PUBLIC REGARDING LONG-TERM CARE ISSUES AND ELDER ABUSE PREVENTION, DETECTION AND REPORTING REQUIREMENTS.**

## Building a Case Management Program

Over the past year, PTRC AAA team members and healthcare consultants met weekly to discuss efforts to integrate healthcare and social supports in order to provide more holistic and person-centered care to individuals. Conversations were held with Wake Forest Baptist Health about their FaithHealth initiative that provides Care Connectors to help at risk individuals access needed supports and services. As a result, PTRC AAA started a Community Health Worker (CHW) Initiative, to send CHWs into peoples' homes who are identified as needing additional support.

Since then, national consultants advised PTRC AAA to seek National Committee for Quality Assurance (NCQA) certification for Case Management of Long-Term Services and Supports (LTSS) as it is needed in order to contract with healthcare and insurance companies. In addition, the Division of Aging and Adult Services in Raleigh is realigning North Carolina's Case Management standards to come in line with NCQA standards. PTRC AAA's CHWs will play a vital role in the new Case Management for LTSS program.

### COMMUNITY HEALTH WORKER PROGRAM



#### Community Health Workers

CHW go in to the homes of at-risk individuals to help them access services and supports that allow them to live healthier lives.



#### PATIENTS WITH COMPLEX NEEDS

CHES refers patients with complex needs to be seen by our Community Health Workers.

### VACCINATIONS FOR AT HOME FOR INDIVIDUALS WITH LIMITED MOBILITY



Our work to help individuals with limited mobility in our region receive COVID vaccinations prompted NCDHHS to award PTRC a contract to conduct the statewide At Home Vaccination program statewide.

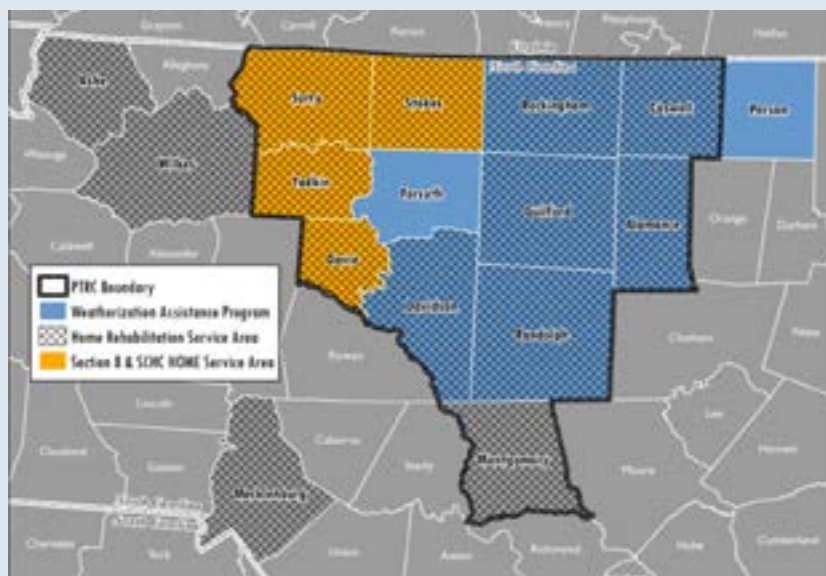


#### SEEKING NCQA CERTIFICATION

To make PTRC/AAA marketable to healthcare

# Community Development

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



Something about the counties we serve outside of the Triad.

## Weatherization Assistance Program

This program enables low-income families to reduce their energy bills by making their homes more energy-efficient. Funds are used in conjunction with HARRP and HHF grants to improve energy performance and the health and safety of the dwellings for families in need. The merger into the community Development Department has allowed for a greater efficiency of services offered. This year the Weatherization Assistance program installed 145

Heating units and weatherized 177 homes.

## Section 8 Rental Assistance

The largest program administered by the PTRC Housing Department is the Section 8 rental assistance program in Surry, Stokes, Yadkin, and Davie Counties. The tenant-based Section 8 Voucher Program funded and administered 780 vouchers or homes for low-income families in 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 21 grants are on a three-year cycle, and the 2020-21 funding brings the total number of counties served under the program by PTRC to 14. 56 local homes were repaired in 2020-21.

## The HOME Program

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

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

# Managable Liveable & Safe



After

## PTRC Housing Rehabilitation Program

We help transform peoples houses that need serious repairs to managable, liveable and safe homes. The Rehab program can help with septic system replacement, well replacement, roof repair & replacement, lead paint & asbestos remediation and much more.



Before



Before



After



After



## TRAINING CENTER

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

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

# Criminal Justice Programs

■ The Piedmont Triad Regional Council's Criminal Justice department assists local governments with the planning, implementation and administration of programs serving local and state criminal justice systems, serving 15 counties across NC.

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

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

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

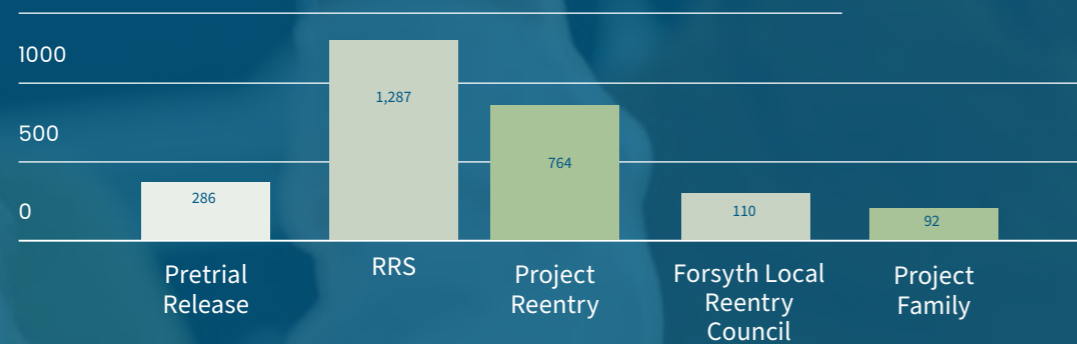


## Reach

Our Criminal Justice Programs touched 15 counties this year, including six counties not in the Triad. Our programs served 2,539 participants. Pretrial Services alone saved over 2 million dollars in costs to local governments. Project Family also served 92 children from 47 different families.

## Criminal Justice Programs

Participants Served



Due to COVID-19, Project Reentry pre-release services within NC prisons were suspended during FY 20-21

# Project Family

■ Caregivers try to prepare their children to be successful. However, reality often throws curveballs that take us different paths. For families that have experienced parental incarceration, their new reality is caring for their grandchildren. This is Mary's reality; she and her husband are caring for four grandchildren.

In 2021, Mary's daughter gave birth to a beautiful baby girl. A few months later, Mary received a call that her daughter and the father were in jail. Mary quickly took the newborn into her home. Overnight, she was faced with finding baby items while caring for three other grandchildren, and Mary needed a car seat as soon as possible. She reached out to Project Family for guidance on where she may seek assistance. Project Family connected Mary to Salem Pregnancy for the car seat and diapers and helped Mary find baby clothes through Goodwill.

Beyond these practical items, Project Family has offered Mary individual coaching and support as she and her family figure out day by day how to manage their challenging family circumstances. "You were a Godsend program during a very hard time," said Mary, devoted grandmother of four.



**“ YOU WERE A GODSEND PROGRAM DURING A VERY HARD TIME. ”**



Project Family provides support for the family of incarcerated individuals, with a focus on protecting the interests of children involved.

# Criminal Justice Program Success Stories

■ The stories shared on this page are examples of how our Criminal Justice Programs can impact the lives of those who have been incarcerated.

Josh's last stint in the drug lifestyle lasted four years. He believed that getting clean was not possible. *His life was chaos. Finally, someone tried to kill him, leaving him for dead at a rest stop.*

After that, he sought detox treatment but relapsed and incurred new charges. Josh had no more go in him and knew he would not make it much longer.

His charges led to a probation sentence that included electronic monitoring, entering detox again, and subsequent residential treatment. As he began to think clearly for the first time since his youth, Josh began to see there was hope.

Fully detoxed, Josh was recommended to enroll with Surry County Recidivism Reduction Services (RRS) to complete MRT cognitive behavioral therapy classes. MRT helped Josh center and look at his life differently. He began to focus on things he could control and realized he could have goals and direction.

He worked with each step of the MRT program with careful thought and seriousness. He became a class leader and offered support to others in the groups. Four months later, Josh graduated with perfect attendance.

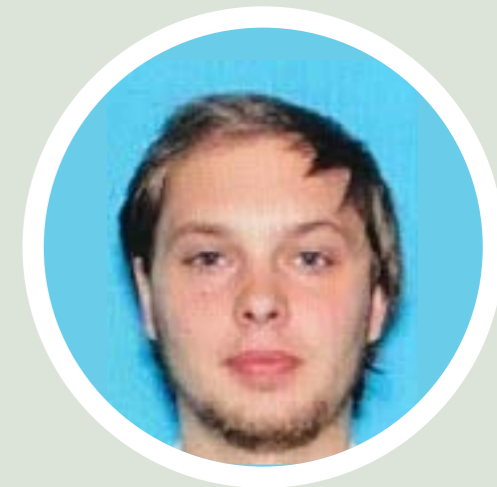
As Josh has progressed in his recovery, doors have opened. He is now an employee of the residential facility where he sought treatment and is taking classes to earn an Associate in Arts degree at Surry Community College. Josh's message to others now is, *"Hold on and don't give up. Change is possible."*



**Kim** graduated from Project Reentry's pre-release program in March 2020. Kim put his Project Reentry lessons to work and developed firm plans for life after release. Kim wanted to resume a long-distance truck driver career but knew many hurdles existed. Upon his release into Winston-Salem in mid-2021, Kim immediately implemented the plan. He found an intermediate job and connected with a funding agency to help him with CDL classes. Kim completed all necessary paperwork and provided documentation but was told he did not qualify for the funding. He was disappointed, but Kim stayed on track and refused to allow the setback to discourage or derail his goal. Instead, he contacted Project Reentry again to explore other funding opportunities. After several consultations, Project Reentry linked Kim to another entity that could support his CDL course enrollment. Since he was already working, Kim discussed his CDL goals with his current employer and temporarily worked the 3rd shift to complete the 4-week daytime training. Kim worked hard during the next month, keeping a strong work ethic for his current employer while also pursuing his dream. He completed the CDL program and got the job he had envisioned. We are proud of Kim for remembering the Project Reentry lessons of not becoming discouraged when obstacles arise, being respectful and honest with your employer, and patiently pursuing your career dreams step by step and day by day.



**Jacquetta** enrolled with the Forsyth County Local Reentry Council (LRC) after attending a community partner's informational session we provided. Jacquetta was interested in finding stable employment. Based on her skill set and career interests, LRC staff recommended the City of Winston-Salem's Successful Outcomes After Release program. SOAR provides gainful employment with temporary positions for six months to formerly justice-involved individuals. SOAR participants also engage with life skills training in goal setting, interpersonal relationship skills, diversity, personal accountability, financial management, and employment/educational services. Successful SOAR employees may become permanent City employees after the six-month temporary status period. As a core partner of SOAR, Forsyth LRC staff assisted Jacquetta with research and application for an immediate SOAR job opening for a data entry clerk. We contacted SOAR directly to notify them of her online application submission. SOAR contacted her for an interview the following week. Before the interview, LRC coached Jacquetta on interview techniques to boost her confidence. Jacquetta felt confident, and SOAR hired her a week later! Jacquetta is excited about her position with SOAR and hopes the employment will become permanent. Jacquetta remains involved with LRC and is excited about her future.



**Chase** was granted Pretrial Release in Yadkin County by a District Court Judge early in 2021, during the peak of the COVID-19 pandemic. He was 22 years old with no criminal record but had several mental health issues identified by the Detention Center and during his initial Pretrial interview. As part of his Pretrial Release conditions, Chase was recommended to seek mental health treatment upon release. He followed through and received counseling and medication for his issues. Pretrial Release staff worked to have a forensic assessment completed to determine if Chase was competent to proceed with his court case. While awaiting trial, Chase was ordered to probation for convictions in another county. After this disposition, Yadkin Pretrial Release worked with local court officials to move all his cases to Yadkin County and globally resolve all other pending cases. Chase was ordered to probation for the consolidated sentence with conditions to maintain mental health treatment and medications as needed. Chase remains compliant with his probation order and successfully lives in the community. If not for Pretrial Release, Chase would have spent 145 days in jail before trial and would not have received the assessments or medications needed to help him remain stable. Now, Chase is a young man with a bright future ahead!



Learn more at  
[www.ptrc.org/services/criminal-justice](http://www.ptrc.org/services/criminal-justice)

Our regional planning programs tackle environmental issues, recreation, transportation, land use, strategic planning, and more.



[www.ptrc.org/services/regional-planning](http://www.ptrc.org/services/regional-planning)

# Regional Planning

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

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

**The Piedmont Triad Regional Council is dedicated to community resilience and sustainability.**

The PTRC has developed a Disaster Recovery and Resiliency program to assist with disaster preparedness and recovery.



Richardson-Taylor Preserve, Greensboro (credit: Piedmont Legacy Trails)

## Local Technical Assistance

The majority of local technical assistance requests this fiscal year centered on the completion of required statutory changes to local zoning and land development law. The changes are based on a combination of enabling statutes for City and County zoning chapters, Chapter 160D of the NC General Statutes. The change creates consistency in terminology and processes around local development regulation such as vested rights, performance

guarantees and how conditional zoning requests are processed as well as many other details. The Planning Department worked with over 1/3 of our local governments on these required changes. The loosening of restrictions on in person gatherings has allowed land use, watershed and transportation planning meetings to discuss in person with remote options for participation. Even so, many meetings continue to be virtual to gather important public input.



Quarry Park, Winston - Salem (credit: Piedmont Legacy Trails)

## Northwest Piedmont RPO

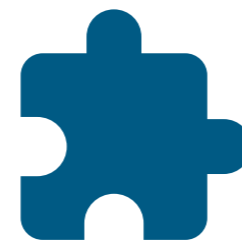
The Northwest Piedmont Rural Planning Organization, with funding from the NCDOT, finished work on the Yadkin Valley Regional Bicycle Plan and was instrumental in procuring an extension of the Hanging Rock Scenic Byway and will be known henceforth as the Sauratown Mountains Scenic Byway. Work to have the byway recognized as a National Scenic Byway will begin in the next application cycle. Work on the Davie, Surry and Yadkin Comprehensive Transportation Plan is coming to a close as the RPO and NCDOT complete finishing touches. In addition, the RPO assisted multiple municipalities in the region in securing funding for electric vehicle charging stations. Federal funding was granted to the RPO to develop greenway plans in Mocksville (Davie County) and Walnut Cove (Stokes County).



Surry County Farmland near Pilot Mountain.

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

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



**SERVING LOCAL GOVERNMENTS SINCE 1968.**

## Piedmont Triad RPO

The Piedmont Triad Rural Planning Organization continued the sixth round of NCDOT's competitive Strategic Transportation Investments (STI) process, commonly referred to as Prioritization. This approach is an improved method to prioritize and fund transportation projects for all modes to ensure maximum benefit. With the STI process, NCDOT can use revenues more efficiently to improve transportation infrastructure and create jobs and help boost the economy.

# Watershed Management

PTRC completed two watershed action plans, funded by 205(j) Water Quality Planning Grants, to identify the source of contamination affecting each watershed's water quality and to layout a set of projects that will work to improve, restore, and/or protect the water resources of the region. Each plan was compiled in partnership with local community stakeholders and is available through an online story map for the Haskett Creek Watershed Action Plan in Randolph County and the Richland Creek Watershed Action Plan in Guilford County.

PTRC continues to partner with Triangle J Council of Governments to co-manage the Upper Cape Fear River Basin Association (UCFRBA), working with regional members to collaboratively monitor the waterways. Additionally, a One Water Vision for the Jordan Lake Watershed, essentially phase 1 of the Jordan Lake One Water (JLOW), was completed. JLOW supports watershed-wide goals, while sharing the costs of water quality and quantity improvements. The implementation of the Vision starts early 2022.

## Stormwater SMART

Stormwater SMART provides environmental education to residents of all ages in municipalities and unincorporated areas throughout Alamance, Davidson, Forsyth, Guilford, Randolph, and Rockingham counties. The staff excels in providing fun, hands-on activities that inform citizens about water quality and inspire stewardship of our watershed. With the extended impact of the Covid-19 pandemic, Stormwater SMART found alternatives to traditional in-classroom programming with online tutorials, direct mail campaigns, interactive social media lessons, and remote learning activities such as geocaching. In addition, Stormwater SMART continued to air public service announcements (PSAs) on television, radio, and online with the message: "Clean Water Begins with YOU and ME!". In the 2020-2021 fiscal year, Stormwater SMART delivered this message in one form or another more than 10 million times: 59 PSAs ran on network television; 229 radio ads played on both English and Spanish stations; 132,280 people viewed animated videos online; more than 5 million banner ads were displayed on phones, tablets, and computers; and over 2,000 residents participated in educational programming by planting seeds, attending an online class, geocaching, or attending one of our socially-distanced local programs.



### AmeriCorps Program

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



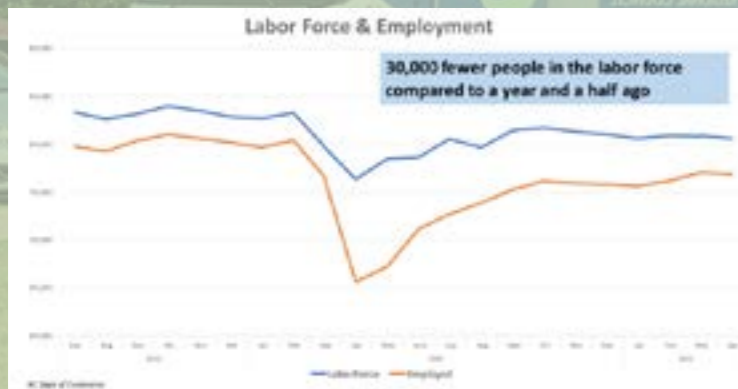
### Piedmont Legacy Trails and Outdoor Recreation

The Piedmont Legacy Trails Partnership continues with the Piedmont Land Conservancy. A series of virtual summits were completed over the winter and spring instead of an in person summit, typically held in March. Additionally, very popular field trips were held to highlight the Cane Creek Mountain Nature Preserve in Alamance County, Ridge Cycle Hub in Lexington, Downtown Greenway in Greensboro and the Klondike Trail in Elkin. Additionally, the staff of the Planning Department neared completion of a regional Outdoor Recreation Plan and worked to hire a consultant to put together an outdoor recreation website for the Piedmont Triad. Looking forward to the upcoming year where these products can be unveiled and used by our member communities to showcase key recreation assets, while provide the tools needed to leverage resources for supporting outdoor recreation across the Triad.

# Workforce Development

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

## DECLINE IN LABOR FORCE



### BABY BOOMER RETIREMENT

In the Piedmont Triad over the past 10 years, approximately 73,000 people retired out to the workforce.

This labor force and employment graphic shows the impact of the COVID-19 pandemic. The gap between the two lines indicates a gap between the labor force and the number of people actually employed. This gap had been gradually closing since the onset of the pandemic. However, there are approximately 30,000 less people in the Piedmont Triad regional labor force currently than at the beginning of the pandemic.

### THE GREAT RESIGNATION

COVID-19 has caused major disruption in our workforce. In addition to baby boomer retirement, a large number of people left the workforce by choice. There are a number of factors contributing to this mass exodus. This phenomenon has been named “the great resignation”. For some, the need for one parent to stay home with children during COVID related school closures sparked a change in lifestyle. For others, it was a concern for aging parents or other family members with health issues that could be impacted by COVID. For some, the pandemic made them evaluate their priorities in life. Taking time to spend with their family, return to school, to travel, or to explore other interest meant taking a break from the workforce.

## PARTICIPANTS SERVED

July 1, 2020-June 30,2021



**7301**  
Adults Served



**590**  
Youth Served

	ADULTS	YOUTHS
CASWELL	73	42
DAVIE	46	52
FORSYTH	3,497	213
ROCKINGHAM	1,951	61
STOKES	82	61
SURRY	1,333	91
YADKIN	319	70



## FUNDS EXPENDED

July 1, 2020-June 30,2021

ADULT	\$1,293,327
DISLOCATED WORKER	\$1,434,368
YOUTH	\$1,428,884
FINISH LINE GRANTS	\$ 174,008
NDWG COVID-19	\$ 120,785



2021 NADO Photo Contest Winner!

# NATIONAL DISLOCATED WORKER GRANTS

National Dislocated Worker Grants (NDWG) provide resources to respond to large, unexpected layoff events causing significant job losses. The funds played a critical roll in addressing the challenges of the COVID pandemic. This helped workers that were laid off to get the training needed to move into high-demand careers.

## JUSTIN'S NDWG SUCCESS STORY

Justin was unexpectedly laid off from his job of five years, due to COVID. With the help of the National Dislocated Worker Grant, he completed his CDL training at Caldwell Community College in January 2021. He received a job offer within a couple of weeks, earning \$26.92 per hour, which was an increase over his previous pay. This job made a difference to his family as well. He is able to be home nightly with his wife and children. He is very happy and thankful for the help he received at NCWorks.

**NATIONAL DISLOCATED WORKER GRANTS**  
July 1, 2020-June 30, 2021

 <b>88</b> Participants Served	 <b>\$120,785</b> Funds Distributed
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**BURNING GLASS TECHNOLOGIES**



Keeping up with current data is critical for strategically developing solutions, PTRWDB subscribed to Burning Glass as a data resource. PTRWDB is committed to being a trusted resource for the most accurate labor market data.

**CONNECT WITH US**  
Contact your Business Services Coordinator at 336-904-0300 to learn more.

**MINI MOBILE UNIT**



A tight labor market created a need to host more outdoor hiring events. PTRWDB purchased an addition to the mobile career center fleet. The mini mobile unit has wifi capability and can carry computers, tables and tents to host an outdoor hiring event almost anywhere in our service area.



**TO RESERVE OR LEARN MORE**  
Contact Hailey Hendrix at 336-904-0300.

# NANCY'S FINISH LINE GRANT SUCCESS STORY



Nancy's dream was to attend college right after graduating high school in 2011 but, because of financial difficulties this was impossible. Instead, she when to work in a tobacco factory, putting her dreams behind and giving up on the idea of being the first person in her family to attend college. In 2018, her husband encouraged her to pursue her dream to attend college. In addition to the cost of tuition, she also needed to pay for daycare for her children. With the help she received through NCWorks, she was able to fulfill her dream of being the first person in her family to graduate from college. She received two associate degrees with honors status. One in Medical Office Administration and one in Healthcare Management & Technology. She is currently attending the Nurse Aide I training program to obtain certification and pursue a career in the high-demand field of nursing.

**FINISH LINE GRANTS** July 1, 2020-June 30, 2021

 <b>154</b> Individuals Served	 <b>\$174,008</b> Funds Distributed
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Finish Line Grants help community college students who are on the cusp of completion with financial emergencies like unexpected healthcare costs, childcare expenses, or car breakdowns that would prevent from reaching that goal. On July 12, 2018, Governor Roy Cooper announced the Finish Line Grants program to help community college students complete their training when facing unforeseen challenges. No one could have foreseen the impacts of COVID on these students. Finish Line Grants are needed more than ever.



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**W** [www.ptrc.org](http://www.ptrc.org)



**PIEDMONT TRIAD**  
**REGIONAL COUNCIL**