

Piedmont Triad Regional Council

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



*PROGRAMS THAT MAKE
A DIFFERENCE In Our Communities*

**Annual Report
2012-2013**

Highlights of 2012-2013

c o n t e n t s



Chairman of the Board of Directors
Molly Leight,
Winston-Salem City Council

Executive Director
Matthew L. Dolge

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

Area Agency on Aging:
Blair Barton-Percival

Criminal Justice:
Robin Howell

Finance:
Robin Shelton

Housing:
Michael Blair

Planning:
Paul Kron

Workforce Development:
Althea Hairston



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Kernersville, NC 27284**

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Facebook.com/
PiedmontTriadRegionalCouncil

Twitter.com/PTRC_NC

Message from the Board Chairman.....	3
Message from the Executive Director	3
Board of Directors & Regional Leadership	4
Building a New Regional Foundation.....	6
Construction of the New Headquarters	7
Finance & Budget	8
Safe, Affordable, and Quality Housing	9
Celebrating Aging in the Piedmont Triad.....	10
Putting the Piedmont Triad to Work.....	12
Changing Criminal Behavior	14
Thirty Years of Management Services	16
Reducing Energy Costs through Weatherization..	17
Resilient Communities Plan Ahead.....	18



Greetings,

Another goal becomes a reality!

Since the merger of the two COGs in 2011, duplicated programs have been consolidated and new program areas expanded throughout the region. In the past two years, we've all pulled together to create one powerful regional entity and expand our ability and efforts to cooperate jointly. Because staff and management have been located in two separate locations 25 miles away from other, managing that array of programs and services has been complicated.

But once again, the region has pulled together to accomplish one of last remaining goals we established prior to merger. A regional network of services is now finally housed

under one roof at our new headquarters location in Kernersville. Sure, it is just a new building. But, in reality, is it so much more. It is our symbol of regionalism and what we can accomplish through cooperation and teamwork.

We look forward to strengthening and streamlining our operations under one roof. Thank you for your cooperation in making this happen.

Darrell Frye

Outgoing Chairman,
PTRC Board of Delegates
2012-2013



Many Programs – One Commitment

It takes many programs to serve the variety of interests and needs in the Piedmont Triad. Our 12-county region has over 1.6 million people, making it larger than twelve US states and 47 foreign countries. Our largest member, Guilford County, has more than a half million residents while our smallest member, Danbury, has less than 200. That size and diversity presents the Regional Council with many opportunities.

Reading through this annual report, I hope you get an idea for the breath of

services covered by our talented staff. Regional initiatives are present in community development through Housing and Planning services. Some of our most vulnerable populations are sensitively served through Aging and Weatherization programs. The Criminal Justice department seeks to augment the work of our courts and law enforcement by providing opportunities for reform and treatment to offenders. Dislocated and unemployed workers receive training and hope for a new start from the Workforce Development department. These programs reach into your communities and lift up your citizens

who need support and create new opportunities for growth in your hometown.

While these program may be diverse, with each having their own focus and administration, they are delivered with one single overall commitment – to serve and improve the Piedmont Triad Region. Thank you for allowing us to serve you and your citizens.

Matthew L. Dolge

PTRC Executive Director



Board of Directors & Regional Leadership Officers, elected December 2013



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Winston-Salem
City Council

Vice Chair
Nathaniel Hall
Caswell County
Board of Commissioners

Treasurer
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Mount Airy
City Council

Secretary
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Board of Commissioners

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Board of Commissioners

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ALAMANCE COUNTY
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CARISSA GRAVES
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NATE HALL*
CASWELL COUNTY
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DAVIDSON COUNTY

DON TRUELL*
DAVIDSON COUNTY
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VACANT
TOWN OF MIDWAY

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MAYOR, CITY OF THOMASVILLE

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VACANT
TOWN OF COOLEEMEE

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COMMISSIONER, TOWN OF MOCKSVILLE

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FORSYTH COUNTY
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MAYOR PRO TEM, TOWN OF BETHANIA

MARY CAMERON
COUNCILMEMBER, VILLAGE OF CLEMMONS

* DENOTES MEMBER OF THE PTRC EXECUTIVE COMMITTEE

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(CONTINUED)**

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BILLY MCHONE
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PEGGY LEIGHT
COUNCILMEMBER, TOWN OF WALKERTOWN

MOLLY LEIGHT*
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YVONNE JOHNSON*
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MAYOR, CITY OF HIGH POINT

KEITH VOLZ*
MAYOR, TOWN OF JAMESTOWN

VACANT
TOWN OF OAK RIDGE

RON SURGEON
COUNCILMAN, TOWN OF PLEASANT GARDEN

FRANK BRUNO
COUNCILMEMBER, TOWN OF STOKESDALE

VACANT
TOWN OF SUMMERFIELD

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COMMISSIONER, TOWN OF TROY

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RANDOLPH COUNTY
BOARD OF COMMISSIONERS

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DAVID SMITH
MAYOR, CITY OF ASHEBORO

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MAYOR, TOWN OF FRANKLINVILLE

TERRY CAVINESS
MAYOR, TOWN OF LIBERTY

DANNY SHAW
MAYOR, TOWN OF RAMSEUR

MIKE DAWKINS
ALDERMAN, CITY OF RANDLEMAN

VACANT
TOWN OF SEAGROVE

DEBRA FRAZIER
COUNCILMEMBER, CITY OF TRINITY

ROCKINGHAM COUNTY

ZANE CARDWELL*
ROCKINGHAM COUNTY
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ALDERMAN, TOWN OF MADISON

VACANT
TOWN OF MAYODAN

VACANT
CITY OF REIDSVILLE

VACANT
TOWN OF STONEVILLE

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STOKES COUNTY
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DILLARD BURNETTE
COUNCILMEMBER, CITY OF KING

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COMMISSIONER, TOWN OF WALNUT COVE

SURRY COUNTY

PAUL JOHNSON*
SURRY COUNTY
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STEVE YOKELEY*
MAYOR PRO TEM, CITY OF MOUNT AIRY

EARL SHEPPARD
MAYOR, TOWN OF PILOT MOUNTAIN

YADKIN COUNTY

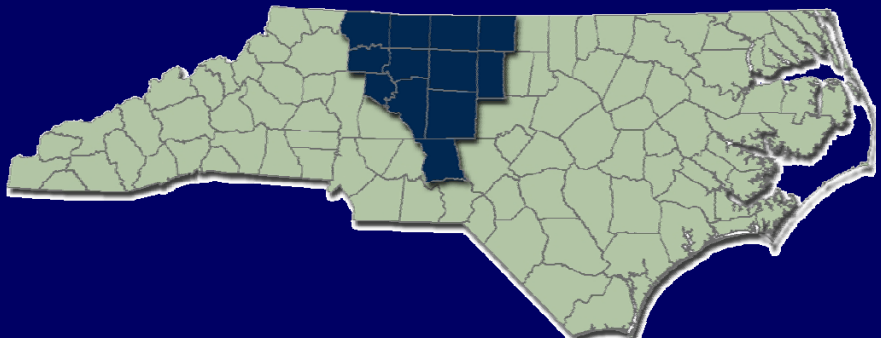
KEVIN AUSTIN*
YADKIN COUNTY
BOARD OF COMMISSIONERS

WILLIAM PAUL BAITY
COMMISSIONER, TOWN OF BOONVILLE

LAURENCE TODD
COMMISSIONER, TOWN OF EAST BEND

WAYNE MOORE*
COMMISSIONER, TOWN OF JONESVILLE

GENE BRANON
COMMISSIONER, TOWN OF YADKINVILLE



* DENOTES MEMBER OF THE PTRC EXECUTIVE COMMITTEE

New Headquarters Groundbreaking, April 17, 2013



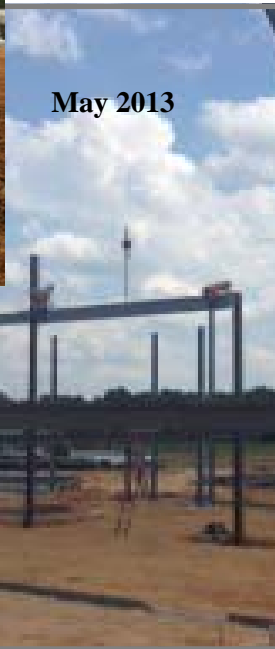
April 17, 2013 was a milestone day for the PTRC. After more than a year of reviewing options and receiving input, ground breaking was held for the new headquarters location at 1398 Carrollton Crossing Drive in Kernersville, NC. The new 25,000 square foot building, projected to be built in just over 7 months, will consolidate the Winston-Salem and the Greensboro offices into one central location and provide meeting space for the Board of Delegates, managers, and numerous other regional meetings and activities.



Throughout the spring and summer of 2013, construction progressed quickly



April 2013



May 2013



June 2013



July 2013



September 2013

November 2013



The building was finished in mid November of 2013. Boxes, furniture, and supplies were moved during Thanksgiving week. Our first official day of work in the new building was December 2, 2013.

Ribbon Cutting & Open House



Finance & Budget

THE 2013 BUDGET AT A GLANCE



The 2013 Budget is \$29.9 million. Almost \$19 million (64%) of our total budget is passed through back into our member communities.

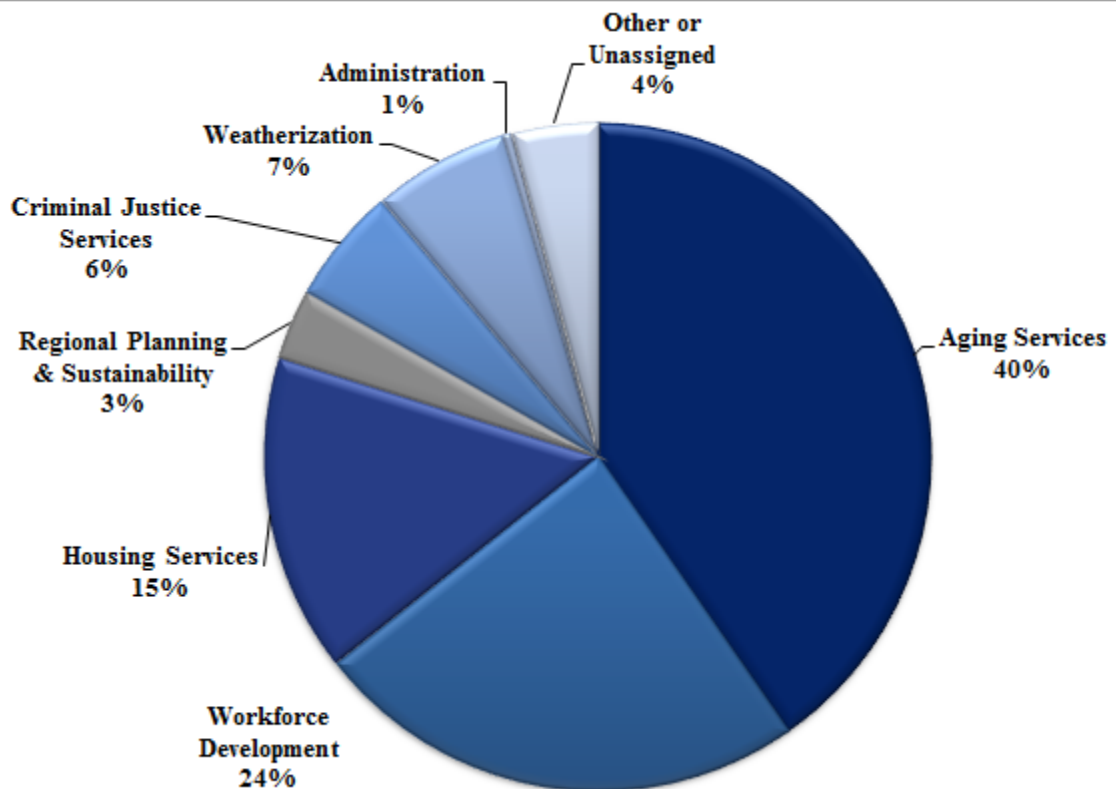


Membership dues represent just 2% of our annual budget. 70% of the money members pay in dues is used as the required match for federal and state grants.



In return for a region-wide investment of \$564,000 in annual dues, member governments receive almost \$15 million in grants—a \$25 return on each dollar invested in dues.

Budget by Program Area



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

Housing

The PTRC's Housing Department administers three related but separately funded housing programs that provide decent and safe housing for eligible low income families, the elderly, and persons with disabilities. Programs administered include the HOME program, State CDBG/home repair programs, NCHFA Single Family Rehabilitation programs, and Section 8 rental voucher assistance.

The HOME Program is administered on behalf of the Surry County Housing Consortium (Davie, Stokes, Surry and Yadkin Counties). During the past fiscal year, the PTRC Housing Department administered approximately \$750,000 in funding Habitat for Humanity homes in Davie, Stokes, Surry and Yadkin Counties. Altogether, 7 new homes for low income citizens, a 50-unit apartment complex and rehabilitation of a 24 unit apartment for low-income senior citizens have been or are in the process of being built completed.



The Housing Department also administers Scattered Site Rehabilitation Community Development Block Grant Programs in various counties including Surry, Randolph and Davidson Counties. Because CDBG funding amounts can vary year to year, it is often advantageous to some members to contract the administration of these programs out to the PTRC. It is difficult to maintain local personnel in the years when funding amounts are low, and it is also difficult to hire and train new staff appropriately as funding becomes available. The PTRC housing staff boasts almost 100 years of collective experience in administering housing programs and can be relied upon to professionally administer CDGB funding.



In addition to the CDBG Rehab Program, the PTRC is now applying on behalf of some of our members to the state Housing Finance Agency

(NCHFA) for available Single Family Rehabilitation funding. Counties are deemed eligible to receive funding on a rotating basis to repair low income, owner occupied homes. In 2013, NCHFA funding was awarded to the PTRC for 4 rehab jobs in Stokes County. In addition, the PTRC was awarded a 2013 Urgent Repair grant in Surry County which will repair up to 14 homes. The Housing Department was asked to preserve a threatened CDBG Recovery grant of \$500,000 in a low income neighborhood in Mebane. This project was successful and resulted in two reconstructed homes, four rehabilitated houses, and the clearance of dilapidated structures on four lots. Partly due to this success, Alamance County has also awarded the PTRC its 2012 SFR and Urgent Repair grants.

The largest program administered by the PTRC Housing Department is the Section 8 rental assistance



program. The tenant-based Section 8 Voucher Program is authorized to fund and administer 842 vouchers or homes for low-income families. At the end of this period, the Voucher Program supported 735 families; the reduction is due to lack of federal funding to keep up with the needs of our communities. The average housing assistance paid each month for the period was approximately \$360 per family. The total rental assistance provided during this year was over \$3,500,000.



HUD requires that those in housing must recertify each year as to income, family status and condition of the house. The PTRC has one full time housing inspector who averages 40 re-certifications each month. Often, multiple visits must be made to obtain all the necessary information for recertification.

In addition, PTRC has two housing specialists who assist customers with the application process and gather information needed for qualifying. In addition to the almost 800 vouchers administered in the four-county region, another 750 families have been qualified for the program and remain on a waiting list. To keep the waiting list manageable, the lists are reviewed annually to purge those families that have found other housing means, have moved away, or have since become ineligible.

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



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

Safe, Affordable, and Quality Housing

Aging



Sequester Cuts Impact Aging Services

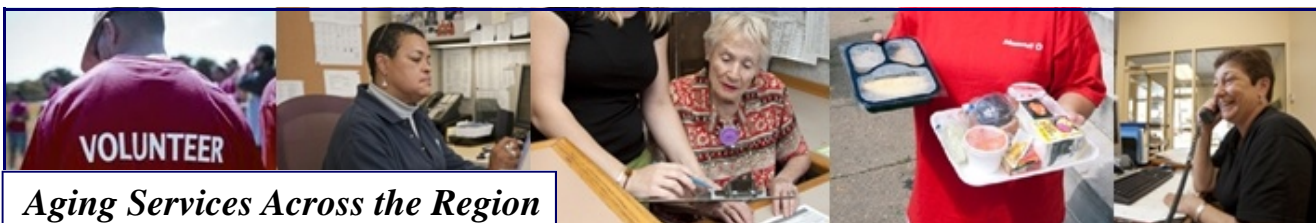


At a time in our history when we can least afford it, the PTRC AAA was forced to cut funding for Aging programs as a result of the Federal Sequester. The Sequester occurred as a result of the 2010 Budget Control Act, which demanded across the board cuts if legislators could not agree on where to trim the budget judiciously. Unfortunately, this was not intended to be a one-time event. The Sequester is written into law to continue until 2021, unless Congress acts to stop it. The cuts affected the Home and

Community Care Block Grant (HCCBG) programs as well as Care-giver, Health Promotion and Legal Services. Not only was funding cut, but for the first time, directives were handed down as to where to specifically take the cuts. Senior nutrition programs were targeted. Funding was not allowed to be moved from other programs to offset losses in meals, whether home delivered or congregate.

PTRC AAA staff worked with county aging planning committees and aging providers to facilitate the process of making cuts and adjusting budgets. In closing out state fiscal year (FY) 2013, aging providers trimmed funds through attrition by not adding new clients when slots in their program became available. Many providers planned to continue this practice into the 2014 FY, hoping there would not be an additional round of cuts.

In an effort to minimize the impact of the Sequester on our region's older adults, the PTRC AAA organized a brainstorming session at the June Regional Advisory Council on Aging meeting. The session focused on ways to operate more effectively and efficiently and to bring in other untapped funding sources. The group was able to generate many ideas.



Aging Services Across the Region

In fiscal year 2012-13, over 12,000 seniors and caregivers were served, many receiving multiple services. Services included but are not limited to, Home-Delivered Meals, Transportation, Congregate Meals, In-Home Aide, Care Management, and Adult Day Care.

Home-Delivered Meals served:	552,588
Transportation Units provided:	160,327
In-Home Aide hours provided:	121,097
Respite hours provided:	28,939

Senior Centers Thrive in the Piedmont Triad

Our 12-County region is home to 26 senior centers. The centers, located in Archdale, Asheboro, Burlington, East Bend, Eden, Greensboro (2), High Point, Jonesville, Kernersville, King, Lexington, Liberty, Mayodan, Mocksville, Mount Airy, Pilot Mountain, Randleman, Reidsville, Thomasville, Troy, Walnut Cove, Wentworth, Winston-Salem, Yadkinville, and Yanceyville, offer wide varieties of health and wellness programs and social activities. Some of the latest trends among older adults include Pickleball and Cornhole. Seniors are also able to enjoy meals together through congregate



Lexington Senior Center

nutrition programs. Other selected amenities at area senior centers include computer classes, crafting and hobbies, games, and insurance assistance. Health and wellness classes like Living Healthy and A Matter of Balance have also been well received and showed positive health impacts for our senior population.

During the past fiscal year, nearly 10,000 seniors were served through special events and programming held at senior centers throughout our region.

Our Senior Center Directors and staff work diligently to provide current, innovative and varied programming for older adults and their families as well as caregivers. If you would like to visit or learn more about the senior centers in our region, please visit the following link for locations and contact information: www.ptrc.org/seniorcenters.

The Piedmont Triad's Second Annual World Elder Abuse Awareness Day Walk

On June 15, 2013, the Piedmont Triad Regional Council Area Agency on Aging hosted the Piedmont Triad's 2nd Annual World Elder Abuse Awareness Day Walk at Triad Park in Kernersville. The event was a tremendous success with more than 350 people from across the region in attendance. Sponsored by Roane Law, Whitestone, Personal Care Inc., and Physician's Home Visits and supported by numerous agencies throughout the community, the walk featured music, entertainment, food, on-site document shredding, a classic car show, and, most importantly, information about how to protect elders against abuse.



Every year an estimated 2.1 million older Americans are victims of elder abuse, neglect, or exploitation, and that's only part of the picture. Experts believe that for every case of elder abuse or neglect reported, as many as five cases go unreported. The walk united the entire Piedmont Triad community — family, friends, co-workers, social and religious groups and more — in a display of combined strength and dedication in the fight against elder abuse. The tragedy of elder abuse is a reflection upon all of us. Our elders have given to us for many years, and the annual Elder Abuse Awareness Day Walk is just one opportunity for us to give back to them.

Long Term Care

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

Long Term Care Ombudsman activities for FY 2012-13

Facility Visits	1,322
In-Service Trainings for Long-Term Care (LTC) Facility Staff:	84
Community Education Presentations:	121
Technical Assistance	1,547
Closed cases:	250
Closed Complaints: (each case may have multiple complaints)	516

AAA Receives National Award for Extended Health Community Programs

The AAA received a 2013 Innovation Award from the National Association of Development Organizations for the *Extended Health Community Programs*. This project will work in partnership with hospitals, health care providers, long-term care facilities, senior centers, local businesses, the faith community, and recreational facilities throughout the 12-county region. There are three elements to the program: 1) the development and administration of *evidence-based* programs; 2) extended community *health liaisons*; and 3) hospital *readmission reductions*. Investing in proven, community-based programs will result in a healthier, happier, better-managed, and less costly patient population.. Key features of the *Extended Health Community Programs* include the commitment by the AAA to tailor programs suited to the communities' healthcare needs, to provide high-quality training programs and educational materials, to measure the cost-effectiveness of partnerships, to ensure smooth hospital transitions, and to continue to develop delivery systems that promote aging in place with dignity and independence.



Blair Barton-Percival, AAA Director accepts award from NADO President John Leonard

Blair Barton-Percival, Director of the Area Agency on Aging, responded to receiving the award, "I am honored and thrilled to bring recognition of the great work occurring in our region. Sheila Hutchinson, PTRC Health Promotion Coordinator, deserves special appreciation for her vital role in laying the foundation for this groundbreaking project.

Workforce Development



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



Head Start To Employment is an exciting multi-faceted approach to strengthening our economy by gearing best practices in early childhood development toward traits known to be valuable in the workplace. The NC Workforce Board recently released a Skills Gap Analysis Survey of employers across NC which identified ten “Soft Skills” all workers need, regardless of position held. These include communication/interpersonal skills, customer service, problem



Head Start Kick-off Celebration in Rockingham County

solving, and even good attendance. One way to address this skills gap is to “begin at the beginning”. By partnering with head start, this new initiative seeks to enhance educator’s awareness of how soft skills follow youth all their lives and directly determine their success in the labor market. The ultimate goal is to better prepare future workers for success in the workplace. Strategies include

- Partnering with head start directors and the public schools to foster awareness of the importance of soft skills.
- Partnering with educational consultants to develop/share methods to reinforce soft skills within the classroom.
- Introducing parents currently enrolled in the existing workforce development system to head start and family advocates. Workforce Development Staff will educate parents on the importance of soft skills in the workplace and empower parents to model patterns of life-long learning.



BizLaunch Resource Fair

In August of 2013, the Business Services Unit of the PTRC Workforce Development Department was a primary sponsor and participant in BizLaunch, a resource event co-sponsored with Forsyth Tech and the Winston-Salem Chamber for small businesses and individuals interested in entrepreneurial activities. This business fair included community resources and specialists in areas such as social media, networking, marketing, obtaining government contracts, employment law, and access to small business loans. The event was such a success that plans were immediately made to make this an annual occurrence, and to expand it to a second location in Kernersville in the upcoming year.

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

Our Impact!

Services for Job

Seekers: Our JobLink Career Centers assisted 41,253 people in the past



year. JobLink offices hold monthly job fairs, job clubs, and career expos to increase networking opportunities.

Supporting the Needs of Business & Industry:

The Business Services Division has worked with more than 150 companies in the past year, screening new hires, identifying talent pipelines, and conducting hiring events. \$108,000 of On-The-Job Training reimbursements were provided to 12 area businesses to help offset the costs of training new employees. This support allowed those businesses to grow.

Youth Services: In the past year, the PTRC served 320 youth in the eLink Program, and another 112 in Summer Youth Employment.

TriadWorks: Housed at the PTRC, TriadWorks facilitates collaboration and teamwork among all 5 workforce development



boards in the Triad region. TriadWorks arranged tours of the GTCC Global Logistics Center, Forsyth Tech’s Transportation Center, the Rockingham Community College Business and Technology Center, the Davidson County Community College Advanced Manufacturing Center, and Randolph Community College’s Machine Shop & Welding Center so that all partners would have first-hand knowledge of the training assets available in the region. TriadWorks also convenes public-private efforts to bolster workplace productivity such as the Piedmont Triad Regional Workforce Alliance (PRWA) and the Piedmont Alliance for Triad Healthcare (PATH).



Service Corps participants at work in the community

The Northwest Piedmont Service Corps, in existence since 1990, is designed to provide meaningful and constructive work experience and educational opportunities for young adults between the ages of 18-30. The program places a strong emphasis on promoting and supporting community development initiatives. In the past fiscal year, the Service Corps served 265 individuals. Participants gained job experience, and furthered their education as part of the program. The Service Corps also sponsored their 9th annual golf tournament at Winston Lake Golf Course which generated almost \$10,000 in revenue. That money is funneled back into the program to purchase vans for transportation, uniforms, and tools for the participants. The Service Corps team also led a community-wide effort to clean up and restore the Odd Fellows Cemetery, a Forsyth County Historical Landmark.

Meet a Few of the Folks that the Workforce Development Team Assisted Last Year

Donna Cuyler, Winston-Salem, NC

Ms. Cuyler, a dislocated worker and a veteran, met with PTRC Career Facilitator Rebecca Palomo earlier this year after a fruitless job search. Rebecca assisted Ms. Cuyler with her resume and submitted it to several businesses for on-the-job training opportunities. Rebecca also coached Ms. Cuyler for interviews and provided support for the constant contact required for an intensive but successful job search. Ms. Cuyler ended up with not one but two full time job offers. Ms. Cuyler is now employed at Crumley and Roberts.



Jamey Jones, Mount Airy, NC

In 2010, Ms. Jones was laid off. As a single parent and the sole breadwinner for her family, she faced a dilemma. She wanted to go back to school to fulfill her dream of becoming a nurse, but she needed a steady job. With the assistance of Amber Tankersley, a PTRC Career Facilitator, Jamey applied for financial aid assistance to obtain her LPN at Surry Community College. With her LPN in hand, Jamey is now employed in the neuro-critical care unit at Forsyth Medical Center, but she isn't finished yet! While working full-time and managing a household, Jamey is back in school and hopes to eventually obtain a Master's degree in Nursing.

Steven Mort, Kernersville, NC

A dislocated worker, Mr. Mort had a career change in mind when he worked with Faye Switzer, a PTRC Career Facilitator, earlier this year. Faye assisted Mr. Mort with enrolling in Forsyth Tech to obtain a degree in Magnetic Resonance Imaging Technology. Steven worked hard to meet all program goals, and is now employed at Novant Health Medical Center in Kernersville making \$23 an hour with great benefits. He is thankful for the guidance of the workforce development staff.

Taylor Pratt, Eden, NC

With no previous job experience, Ms. Pratt enrolled in the PTRC eLink program to receive job training. Pam Long, PTRC Youth Program Manager, worked with Taylor to establish her career goals and outline an educational plan. Taylor received her Career Readiness Certificate, and Long assisted her with applying to the CNA program at Rockingham Community College. Long also assisted Taylor with getting a part-time job at the Brian Health & Rehab Center. Taylor successfully completed her CNA training, and is now employed full-time at the Brian Health Center in Eden.



Christine Carlin, Elkin NC

With the help of PTRC Career Facilitator Barbara Scott, Christine, unemployed and with little work experience, graduated from Surry Community College with a degree as a Spanish Interpreter. She is now a Staffing Supervisor for Reserves Network in Elkin and works with local industries as a bi-lingual recruiter.



Tonya Martin, Yadkinville, NC

After experiencing 2 layoffs in 3 years, Ms. Martin went back to school to pursue a degree in Medical Office Administration. Since many of her courses were online, she began volunteering at a local free medical clinic. PTRC Career Facilitator DeAnna Hall helped Tonya get Cooperative Education "internship" credit for her volunteer hours. DeAnna also helped Ms. Martin secure an On-the-Job training incentive position for four months at Choice Physical Therapy. When the OTJ incentive program ended, Tonya was hired full time.

Criminal Justice Initiatives...

assist local governments and court systems with the planning, implementation, and administration of services and programs serving local, state, and federal criminal justice systems. The PTRC Criminal Justice Division has now expanded programming into 20 counties across the state of NC.



Ongoing systems-based programs include:

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



Treatment for Effective Community Supervision (TECS) Program initiated in 2012-2013

As part of the 2011 Justice Reinvestment Act, the NC Department of Public Safety accepted sealed bid contract proposals in 2012 from agencies offering to provide state-mandated evidence-based services for the Division of Community Corrections' new "Treatment for Effective Community Supervision" (TECS) program. PTRC's Criminal Justice Department was awarded contracts for the following 8 counties: *Davidson, Davie, Forsyth, Rockingham, Stokes, Surry, Wilkes, and Yadkin.*

TECS programs promote the reduction of probation and post-release supervision violations by providing high-risk/high-need offenders with evidence-based counseling/treatment and related



Treatment for Effective Community Supervision (TECS)

Participants Served, January-June 2013

Total Number Served	577
Total in Cognitive Behavioral Instruction	402
Total in Substance Abuse Treatment	175
Total in Support Services	335
Successful/Active Participation Rate	58%

support services that can help them maintain crime-free living. TECS services include cognitive behavioral instruction (CBI), substance abuse treatment, case management and community linkages that address employment, education, housing and transportation needs. Offenders may be court-ordered to TECS programming or referred by either TASC or Division of Community Corrections delegated authority.

PTRC TECS programs are offered in collaboration with local Project Re-entry community partners, and successful participants with PTRC TECS programs are eligible for Project Reentry services as part of aftercare case plans.

Pretrial Release Services

In the past fiscal year, PTRC's Pretrial Release Services served 365 participants in four counties, with a successful/active participation rate of 84%. Pretrial Release Services saved 33,917 jail bed days, providing a baseline savings of \$1.87 million dollars to participant counties.



PTRC Project Re-entry Participant Selected to Visit Capitol Hill



Congratulations to Nikkenta Murphy, a participant of PTRC's Criminal Justice initiative "Project Re-entry" since 2008. Nikkenta was recently selected as one of 25 participants from across the US to attend a day on Capitol Hill hosted by Goodwill Industries International, a partner organization with the PTRC. Nikkenta visited with North Carolina Congressional Representatives to share her personal story of how participation in Project Re-entry changed her life for the better. Nine meetings were scheduled with members to advocate for upcoming bills and to enlighten the members on local programs and stories that have had a positive impact in this region.

Nikkenta Murphy has shown that regardless of what is in your past, you can accomplish whatever you set your mind to. She has not only excelled in her workplace but has recently graduated from Forsyth Technical Community College with a General Occupation Diploma and is currently pursuing a Welding Diploma. She has just been offered a new position with an international company and is very excited about the new opportunities ahead.



Nikkenta Murphy on the steps of the US Capitol in Washington

Over 1,300 Participants Were Served by Criminal Justice Programs in the Region in the Past Year

And here is one participant's story...

Brian was first referred to the Criminal Justice Department's new Forsyth County TECS program by his probation officer because he was assessed at high risk of reoffending, out of work and in need of some direction in his life. Upon entry into TECS, Brian reported a strong past work history, but he was concerned that the poor life decisions he had made might prevent him from being successful in the future.

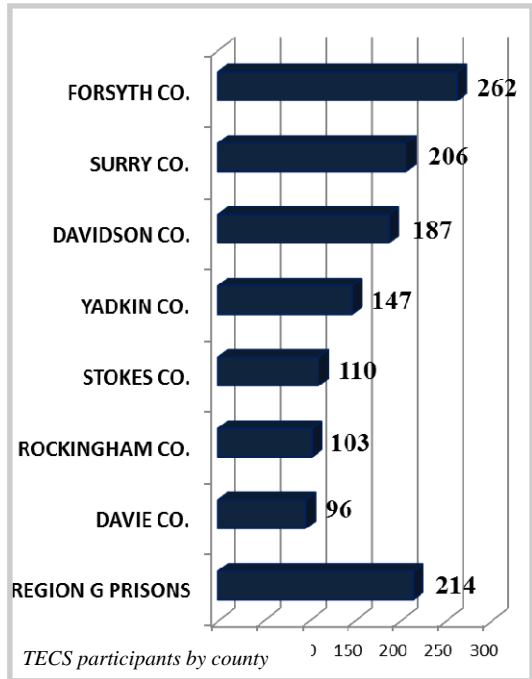


Brian Swaim

Brian enrolled in Cognitive Behavioral Instruction Classes through the TECS program and began work on a case plan for addressing his needs. Brian decided to apply the thinking skills he was learning in classes each week to his every day life. He also made a commitment to work seriously with TECS staff to construct a resume, practice interviewing techniques and apply his new skills in job search.

Brian's decision to commit to the program paid off quickly, when within a week of finishing his resume, he secured full-time, permanent employment, and actually had to decline several other job offers. He also reported great improvements in his personal life as a result of using the skills and knowledge he gained through TECS.

Brian graduated from CBI classes and successfully completed his TECS participation with positive and definite plans for the future. He is enjoying his new job and looks forward to continuing to build on his success.



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

Management Services

An insider look into compensation management services at the PTRC

The most requested management service is a classification and pay study. This is a study of work in an organization such as Airport Authority, city or county. It is an assessment of the human resources management system of classification scope and description, application of Fair Labor Standards, understood hazards and risks, as well as internal value hierarchy. The system of how work is categorized, the conditions of knowledge, skill and ability, and the salary assigned to a job are analyzed and compared to a labor market. The process typically follows that employees complete a detailed questionnaire of their work. Supervisors review and confirm the description is accurate. A PTRC analyst is assigned to review the questionnaire and perhaps conduct an interview of an incumbent in the work. This interview provides the opportunity to gain a personal feel of the work being performed and complete a throughout assessment and analysis of the work. Once the analysis or job evaluation is completed then the understood work is compared to known benchmarks in the labor market. PTRC staff recommend changes to maintain the classification system and if needed changes to the overall level of market competitiveness. The study builds detailed reports of cost implementation, descriptions of work, and organizational charts. Many

organizations have found this work extremely valuable when their personnel management decisions were questioned by auditors and regulators. The intent of a classification and pay study is to improve management and place the organization in the best position to recruit and retain valuable staff.

“When we made the decision to have an outside entity manage our compensation and classification efforts, the PTRC staff brought to us a team of qualified experts that understand local government management and governance. It’s been a good partnership.”

*Dudley Watts,
Manager, Forsyth County*

In 2013, PTRC studied 1,050 positions, conducted over 300 interviews and made recommendations on \$46,332,342 of payroll over eight organizations. However, one size does not fit all. Different organizations have different needs and therefore request different services. Some municipalities and counties have selected to break up the work of study and its related costs into multiple fiscal years by studying one-third of positions each year over a three year period. Some organizations opt to only look at external market issues, and some take an abbreviated study process.

*Contact: Matt Reece, Administration & Member Services Director
mreece@ptrc.org or 336-904-0300*

2012-13 Management Services Projects
Rockingham County Classification and Pay Study, Year 2 of a 3 year study
Asheboro Classification and Pay Study, Year 1 of 3
Kernersville Classification and Pay Study, Year 2 of 3
High Point Classification and Pay Study, Year 1 of 3
Archdale Classification and Pay Study, Comprehensive study of all positions
Stoneville Classification and Pay Study, Comprehensive study of all positions
Forsyth County Market Study, Study of selected positions of emphasis
Piedmont Triad Airport Authority, Market and salary study
Piedmont Authority for Regional Transportation, Analysis of personnel policies and comprehensive study of all positions

Piedmont Triad Regional Development Corporation



A PTRDC financed project

The Regional Development Corporation has been assisting small businesses obtain SBA 504 financing since becoming designated as a Certified Development Company in 1984. By participating in the 504 program, PTRDC is able to partner with area financial institutions to help finance the expansion of small businesses throughout the Piedmont Triad region.

As the Small Business Administration’s economic development program, 504’s purpose is to create jobs and expand the tax base. In the past fiscal year, one loan for \$492,000 was approved and two loans totaling \$1,729,000 were funded. Those three projects are valued at \$6,452,000 and are anticipated to create a minimum of 49 jobs.

Through June 30, 2013, SBA had approved guarantees for 128 PTRDC loans totaling \$48,705,000, which were used to leverage \$70,539,000 in private sector financing and \$24,798,000 in direct business investment on projects valued at over \$142 million dollars. Those projects are estimated to create or retain 1,446 jobs.



A PTRDC financed project

*Contact: Charles Malone at
(336) 904-0300 or emalone@ptrc.org*

Weatherization Assistance Program



Examples of some completed jobs



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

In its first year of operation, PTRC's Weatherization Program completed a total of 72 units.

There are another 45 units in progress, and a waiting list of 194 approved residents in the five county region.

See what our clients are saying !

"The weatherization program did a fantastic job! My utility bill has decreased and that is certainly notable. The workmanship was high quality work and was done quickly."

Benjamin Humphrey, Winston-Salem NC

"I was definitely satisfied with the weatherization program. The auditor was available to answer questions and was in contact throughout the entire process. The crew that worked on my home was excellent! If every job had a crew like this, there'd be some work done! No one was standing around and they were always asking what is needed and what could be done." "I want people to know what a wonderful program this is, you can't beat it! There are some people out there that really need something like this to help. It keeps your house just like it should be. There was work completed that I couldn't afford but I really needed, like insulation and bath fans. I can't thank you enough!"

Veronica Rousseau, Winston-Salem, NC

"I was very satisfied with the level of professionalism from the PTRC staff and contractors. I feel like the work they did went beyond expectations on everything they tackled and the issues that were found. I felt like they were really watching out for my welfare and benefit. Everyone was proper and nice and helped in any way they could. The work completed has made a difference in my being able to maintain a more proper power bill and be more efficient in my energy usage."

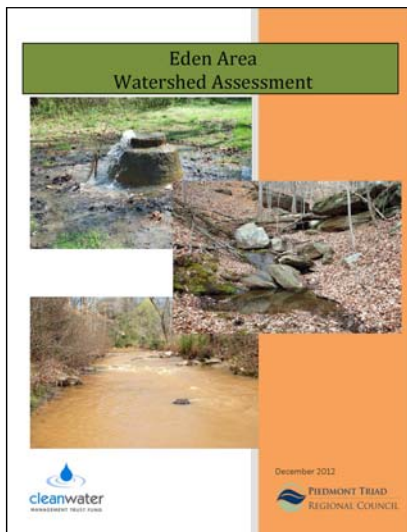
Sheila Smith, Thomasville, NC

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

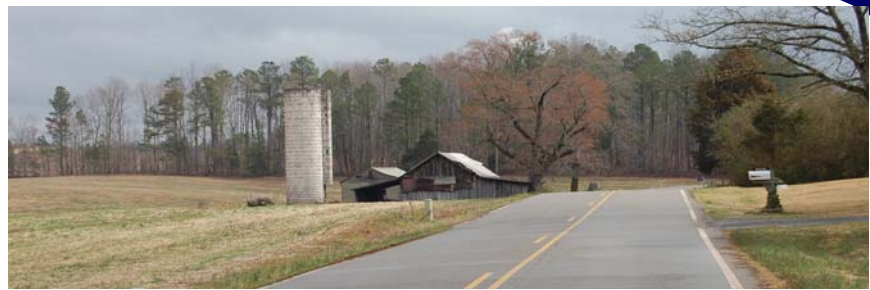
Water Resources

The PTRC Water Resources Division spent much of the past year engaged in both local and regional planning efforts designed to provide its members with tools to determine watersheds and water bodies in need of the most attention.

The PTRC was awarded \$180,000 from the Clean Water Management Trust Fund (CWMTF) to determine the sources of pollution causing turbidity and fecal *coli form* bacteria problems in the Dan River Basin in and around the City of Eden. In December of 2012, the Water Resources Team published the **Eden Area Watershed Assessment**, available on the project webpage (www.ptrc.org/edenareawater).



The Water Resources Division has also been working on a Piedmont Triad Regional Watershed Prioritization project under a 205(j) grant received from the NC Division of Water Quality. Using GIS methods, PTRC will rank watersheds based on land use and land cover characteristics to identify areas of concern within each of the Region's three major river basins (Dan, Yadkin, and the Upper Cape Fear). The methodology used is modeled after efforts in the *Upper Cape Fear River Basin Prioritization* where PTRC staff collaborated with the Triangle J COG in a stakeholder-led process. Assessment data will feed directly into the Piedmont Together project.



Rural Transportation Planning



Working with the UNC Highway Safety Research Center and stakeholders in Randolph County, an action plan to look at speed management was developed. Exploring engineering, education and enforcement strategies with a variety of stakeholders, a prioritized list of action steps was completed. The PTRPO received a National Association of Development Organizations (NADO) award at the National Rural Transportation Conference held in Greenville, SC April 2013.



Jesse Day, Piedmont Triad RPO Coordinator (Right), accepts NADO award.

Health Impact Assessments

The Piedmont Triad RPO hired intern Laura Peoples, a graduate student in public health, to provide research and survey assistance for the development of a health impact assessment for the City of Asheboro. The study looked at two proposed transit routes and the potential impacts to the City of Asheboro population within 1/2 mile of the proposed routes. Citizen survey information, census data, transit data and available health data has been compiled and will be included in the *City of Asheboro Comprehensive Transportation Plan* in process.

The Northwest Piedmont RPO continues its role of leading transportation planning efforts and engaging community stakeholders. During the past year, Comprehensive Transportation Plans were completed for the counties of Surry, Davie, Yadkin, and the towns of Elkin and Jonesville. The Northwest RPO also conducted pedestrian plans for Pilot Mountain and Mount Airy and wrote a successful grant application for the Jonesville Pedestrian Plan. The *Yadkin Valley Scenic Byway* program received funding for wayfinding signage as a result of grant-writing assistance provided by the Northwest Piedmont RPO. The signage promotes vineyards and cultural heritage sites in Surry and Yadkin Counties. Recently, the Northwest Piedmont RPO held planning workshops for transit providers and human services agencies in Davie and Stokes Counties. These workshops will lead to updates of the *Locally Coordinated Public Transit - Human Services Transportation Plan*, which is a requirement for federal funding.

In May, Christina Walsh was hired as a Regional Planner and became the coordinator of the Northwest Piedmont RPO. Marc Allred continues to provide assistance as the Senior GIS Planner.



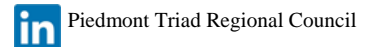
Town of Elkin Parks, Recreation & Greenway Master Plan Community Meeting.

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

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



Find us online at
www.ptrc.org



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

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