



LAND OF SKY REGIONAL COUNCIL

Land of Sky Regional Council is a multi-county, local government, planning and development organization. LOS reaches across county and municipal borders to provide technical assistance for local governments and to administer projects and programs that benefit our region's citizens.

Our mission is to provide creative regional solutions to emerging issues in Buncombe, Henderson, Madison and Transylvania counties while providing a standard of excellence in the delivery of federal, state and regional services for our member communities.

COUNCIL

EXECUTIVE COMMITTEE

Chair - George Goosmann, III - Town of Biltmore Forest
First Vice-Chair - Mike Hawkins - Transylvania County
Second Vice-Chair - Dona Mennella - Town of Laurel Park
Secretary - Gene Knoefel - Town of Weaverville
Treasurer - Larry Harris - Town of Black Mountain
At-Large Member - Brenda Mills - City of Asheville
At-Large Member - Bob Davy - Town of Fletcher
At-Large Member - Wayne Brigman - Madison County

Town of Laurel Park - Dona Mennella, Alison Meinikova
Madison County - Wayne Brigman, Jim Baker
Town of Hot Springs - Brian Reese
Town of Marshall - Lawrence Ponder, Billie Jean Haynie
Town of Mars Hill - John Chandler, Darhyl Boone
Transylvania County - Mike Hawkins, Jason Chappell
City of Brevard - Charlie Landreth
Town of Rosman - Brian Shelton, Walter Pettit Jr

Aging Services Representative - Charles Dickens
Volunteer Services Representative - Kathe Harris

MEMBER GOVERNMENTS AND COUNCIL MEMBERS

Buncombe County - Miranda DeBruhl, Denise Braine
City of Asheville - Gwen Wisler, Esther Manheimer
Town of Biltmore Forest - George Gooosmann III,
Jonathan Kanipe
Town of Black Mountain - Ryan Stone, Larry Harris
Town of Montreat - Letta Jean Taylor, Jack McCaskill
Town of Weaverville - Gene Knoefel, Dottie Sherrill
Town of Woodfin - Jerry VeHaun, Debbie Giezentanner
Henderson County - Grady Hawkins, Larry Rogers
Village of Flat Rock - Anne Coletta, Albert Gooch
Town of Fletcher - Bob Davy, Mark Biberdorf
City of Hendersonville - Barbara Volk, Steve Caraker

ECONOMIC DEVELOPMENT REPRESENTATIVES

Buncombe County - George Morosani
Henderson County - Andrew Tate
Madison County - Ryan Cody
Transylvania County - Mark Burrows

AT-LARGE MEMBERS

Buncombe County - Brenda Mills
Henderson County - John Mitchell
Madison County - Simone Bouyer
Transylvania County - Vacant

FY14 AWARDS RECEIVED

2014 NADO Innovation Awards

NADO's annual Innovation Award program has honored members who have made significant impacts on their regions through innovative approaches to problem solving and program delivery.

GroWNC - GroWNC, a three-year planning program for a five-county region administered by Land of Sky Regional Council developed a framework of voluntary, locally-implemented, market-based solutions, and strategies to ensure that regional growth has a positive impact on all communities.

2014 MLK Day of Service Project - Land of Sky Regional Council's Senior Corps Programs, HandsOn Asheville-Buncombe, and AmeriCorps came together to celebrate Dr. Martin Luther King Jr.'s work by creating an opportunity for community residents of all ages to give back to their neighbors, friends, and community through the 2014 MLK Day of Service Project.

Refresh - Making the Land of Sky Regional Council Brand - Land of Sky Regional Council worked with a strategic marketing and public relations firm to develop and launch Refresh - Making the Land of Sky Regional Council Brand project. Land of Sky's goal was to establish a vision for the regional council to be better recognized within their community.

National Park Service Director's Award to Land of Sky Clean Vehicles Coalition for "Outstanding Achievement in Support of the US Department of Energy and National Park Service Clean Cities Partnership"

US Department of Energy Recognition of the Land of Sky Clean Vehicles Coalition for supporting the development of the national plug-in electric vehicle charging infrastructure and the Workplace Charging Challenge.

FY14 AWARDS PRESENTED

Kathleen Godwin Cole Awards - G'Anne Sparks - Volunteer

The Volunteer Services Department presents the Kathleen Godwin Cole Award. This award is given annually to one volunteer, aged 55 or better, who has made a major contribution to our region. We are appreciative of the efforts of all of our volunteers who help make a positive impact through their service to our communities.

2014 Friend of the River Awards

The Friends of the River awards recognize individuals, private organizations, civic groups, and/or public agencies in Buncombe, Henderson, Madison, and Transylvania counties who have made significant contributions toward the enhancement or restoration of the French Broad River as a cultural, economic, natural, or recreational resource.

Awardees:

Doreen Blue - Member of the Environmental and Conservation Organization

Susan Brown - Transylvania County Natural Resources Council

Tom Massie - NC Clean Water Management Trust Fund

Elizabeth and Bill Mayes and Gayle and Virginia Ramsey - Property Owners

The Mars Hill Stormwater Demonstration Project



Buncombe, Henderson, Madison and Transylvania Counties, national service is tackling tough problems and strengthening communities. On April 7, 2015, Mayors & Elected Officials will thank those who serve and recognize their impact on the Mayors & Elected Officials Day of Recognition for National Service.

MAYORS & ELECTED OFFICIALS DAY

of Recognition for
National Service

VOLUNTEER SERVICES

North Carolina continues to have a strong spirit of volunteerism throughout the state. According to the Corporation for National and Community Service, North Carolina has an annual volunteer rate of 26.6%, with 1.97 million volunteers serving more than 211 million hours in 2013. Region B also has a solid volunteer base. Volunteer Services report that over 600 senior adult volunteers served more than 190,000 hours through the Foster Grandparent Program (FGP), Senior Companion Program (SCP) and Retired and Senior Volunteer Program (RSVP). Several times each year the volunteer programs join together to complete National Days of Service. In FY15, Volunteer Services sponsored three events:

9/11 NATION DAY OF SERVICE AND REMEMBRANCE

The Volunteer Services teamed up with Walgreens, Two Men and a Truck, and Asheville-Buncombe Technical Community College (Madison campus) to sponsor a toiletry drive for Operation North State, a nonprofit organization that sends holiday boxes to North Carolina overseas troops. Over 1950 toiletry items and bottles of hot sauce were collected at a value of over \$5,850! Terry Snyder, Operation North State Executive Director, said the toiletry drive with LOSRC is one of the most successful in the area.

MARTIN LUTHER KING JR. NATIONAL DAY OF SERVICE

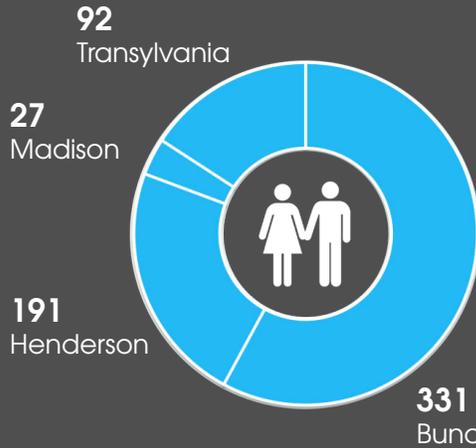
Volunteer Services partnered with Hands-On Asheville-Buncombe and AmeriCorps to celebrate the MLK National Day of Service by creating an opportunity for community residents of all ages to give back to their neighbors, their friends, and their community by answering Dr. King's question, "What are you doing for others?" An estimated 200 volunteers gathered to work on six "Hands On" service projects:

- 34 no-sew fleece blankets for Project Linus, which provides homemade blankets to children in need;
- 155 adopt me bandannas for Asheville Humane Society's shelter pets;
- 100 matching game sets to help preschoolers sharpen their minds;
- 140 math skills games for Buncombe County elementary school students;
- 148 handcrafted cards of encouragement for local Veteran and homebound Meals on Wheels recipients; and
- 76 Hero Crafts thanking the Asheville Fire and Police Departments for their service to the community.

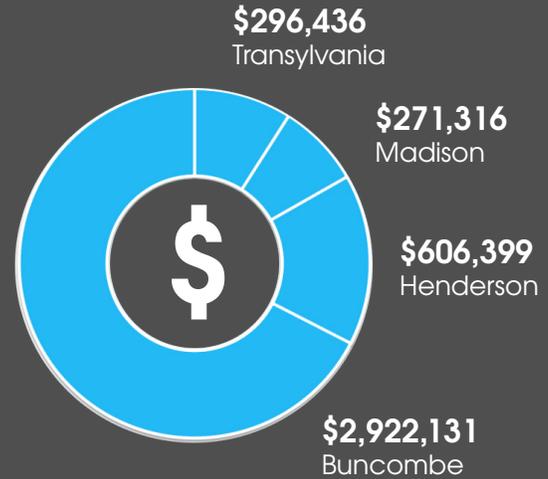
MAYOR'S AND ELECTED OFFICIALS DAY OF SERVICE

Volunteers gathered in each of the four counties to celebrate National Service with local Mayors and other elected officials. In Buncombe County, elected officials met with volunteers of both Senior Corps and AmeriCorps to discuss municipal challenges and solutions. In both Madison and Henderson counties, volunteers invited elected officials to have lunch at the local Senior Centers and to hear stories of the impact of national service on local communities, and in Transylvania County, elected officials joined SCP volunteers to celebrate "successful aging" at KOALA (Keeping Older Adults Living Abundantly - an SCP station) to see the impact of national service on our communities. Elected officials in each county expressed their gratitude for volunteers and their service to this region.

VOLUNTEERS = \$ SAVED



While the number of volunteers and the hours they serve strengthen our communities, those hours also translate into dollars saved for the economy in Region B.



FOSTER GRANDPARENT PROGRAM

The Foster Grandparent Program saved the region

\$1,643,185

with

77

volunteers provided

76,534

hours to assist special needs or at-risk children achieve their short and long-term goals.

SENIOR COMPANION PROGRAM

The Senior Companion Program saved the region

\$1,257,197

with

73

volunteers provided

58,556

hours to assist older adults to remain independent and active in their homes and communities for as long as possible.

RETIRED & SENIOR VOLUNTEER PROGRAM

Retired and Senior Volunteers were engaged in community solutions with

58

non-profit and governmental organizations throughout the region.

491

volunteers provided

55,701

hours of service in

163

specific volunteer jobs saving the region

\$1,195,900

According to the Independent Sector, the value of volunteer time in North Carolina is \$21.47 per hour, meaning that the Foster Grandparent Program, Senior Companion Program and Retired and Senior Volunteer Program saved our region

\$4,096,282

by providing these services to their respective communities.



ECONOMIC & COMMUNITY DEVELOPMENT

Land of Sky is the local economic development district for our region, providing access to a wide variety of expertise, partnerships, and funding streams. Current efforts are focused on greater regional cooperation in the areas of job creation, job retention, quality of place, entrepreneurship, and economic competitiveness. Professionally trained and experienced staff diligently strive to improve economic, environmental, and social conditions in every program area and project. Services available to local governments and communities include quality facilitation, grant writing and management, project administration, data management, policy and plan research and development, and training.

- Secured support from Appalachian Regional Commission (ARC) for on-going economic and community development technical assistance within the Local Development District.
- Provided facilitation services to the Town of Laurel Park and the City of Hendersonville.
- Completed a WNC Craft Beverage report with support from the Economic Development Administration (EDA).
- Secured support from NCDOT to create a Regional Transportation Demand Management Program. The position will work with private businesses, organizations, and institutions to promote those interested in reducing the use of single-occupied motor vehicles for trips through a number of possible strategies. The grant was awarded by NCDOT and the position is planning on being filled in FY 2016.

AGRICULTURE AND FORESTRY

Continued implementation of the WNC AgriVenture project. The project has resulted in 9 pilot project studies and realized nearly

\$4 Million

in investment to related businesses in partnership with the Innovation Council and project partners. Through reporting with AdvantageWest, over the past three years the project has resulted in:

83
Jobs Created

130
Jobs Retained/Supported

460
Number of Businesses Assisted

\$7.5 Million
\$ investment

14
Number of Supply Chains Catalyzed

46
Number New Farmers in Production



CLEAN AIR CAMPAIGN

- Conducted its annual State of Air Quality Press Conference and worked on initiatives to keep our region out of federal Clean Air Act "Non-Attainment Status."

CLEAN VEHICLES COALITION (CVC)

- Assisted the Blue Ridge Parkway, Great Smoky Mountains National Park and Carl Sandburg Home Historic Site apply for funding or implement projects under the DOE's National Parks Initiative.
- Updated the transportation section of the Town of Black Mountain Energy Plan.
- Assisted Brevard, Weaverville, Buncombe County, Asheville, Henderson County, Waynesville, WCU and other entities with fleet assessments.

FRENCH BROAD RIVER METROPOLITAN PLANNING ORGANIZATION (FBRMPO)

- The MPO Board passed the 2016-2025 Transportation Improvement Program (TIP), a document that reflects funded transportation projects as well as projects that are in development. Passing the TIP required more than one year of work in prioritizing projects and coordinating with NCDOT, local government staff, and elected officials. Passing the TIP also requires public outreach that included a public meeting with NCDOT in Waynesville.
- The 25-year Metropolitan Transportation Plan (MTP) was developed with guidance from the MTP Executive Committee, the MPO TCC, and the MPO Board. The MTP is a federally-required, fiscally-constrained plan that highlights the region's vision, goals, and projects that are planned for the next twenty-five years. The MTP was to be passed on September 24, 2105.
- MPO funds are programmed for the Asheville in Motion Multi-Modal Transportation Plan for the City of Asheville, which is still currently in development. MPO staff worked on the steering committee and coordinated with NCDOT to program funding for this study.
- MPO funds were used to develop a study for a multi-use path on NC 280 in Mills River. This study was developed by a private consulting firm and adopted by the Town of Mills River in the fall of 2014.
- A sidewalk project on Four Seasons Boulevard in Hendersonville will be constructed using funding programmed by the MPO.
- The MPO established a funding agreement with NCDOT to use federal funds for feasibility studies; four are scheduled in FY16. This process took six months of coordination with FHWA and NCDOT.
- MPO staff began work on updating the MPO and RPO Locally Coordinated Public Transit and Human Services Transportation Plan - focusing on the transportation needs of elderly residents and individuals with disabilities, as



well as other groups with lower-income and transportation challenges. Five public meetings were held around the region and meetings were held with stakeholder groups.

- MPO staff developed a Pedestrian Count Program for the region and administered more than thirty pedestrian counts using the MPO's automated pedestrian counter. These counts help inform local staff of pedestrian volumes on corridors.
- The MPO's Regional Transportation Demand Model is nearing completion (anticipated for Fall 2015). The updated model is a result of more than one year of work on collecting data that is unique to our region and gives a more accurate traffic forecast for our region's roadways.
- The MPO board passed a resolution of support to bring the Rural Transit Conference to Asheville in 2016. The conference draws participants from all over the country and is expected to be attended by 500 participants.

LAND OF SKY RURAL PLANNING ORGANIZATION (LOSRPO)

- NCDOT Division 13 and Town of Marshall staff conducted a walk audit of Main Street. RPO staff assisted the town with coordination with NCDOT Division 13 to install and improve crossing treatments.
- Staff assisted the Town of Marshall with mapping and coordination to restripe parking along Main Street.
- Staff developed an interactive map for the "USA Cycling Collegiate Road National Championships" held in the Town of Marshall in May 2015.
- LOSRPO provided funding for Madison County to obtain a Preliminary Engineering Report on a proposed access road project.
- LOSRPO/FBRMPO staff worked with Transylvania County Transit and TRAIN (Transylvania Resource Access Information Network) members to hold the Transylvania County Transportation Summit. The Summit was held on May 15th, 2015. All aspects of transportation were discussed with the main focus of this meeting being Public Transit. It is the hope this will be the first of many such meetings going forward, with the goal of engaging the community and stakeholders in transportation planning decision making.
- Brevard was selected by ITRE (Institute for Transportation Research and Education) for a Pedestrian and Bicycle research study focusing on the economic contribution of shared use paths. Data collected in Brevard will help establish standards for economic analysis across the state. Statewide four trails have been selected for the study: Brevard Greenway, American Tobacco Trail (Durham), Little Sugar Creek Greenway (Charlotte), and Duck Trail (Duck).
- Staff conducted a walk audit with NCDOT Division 14 staff and Town of Canton staff in advance of a scheduled re-surfacing project in downtown Canton. Several locations for ADA compliant pedestrian improvements were identified. Town and NCDOT staff will work together to address many of these with the re-surfacing project.



TRANSPORTATION

- The Land of Sky RPO, French Broad River MPO, Land of Sky Area Agency on Aging and Mountain Mobility hosted a half-day mobility summit in September 2014 called "Community Connections-Transportation Options for All Ages." The event discussed the growing aging population and transportation modes and tools available that can serve people of all ages.

TRANSPORTATION RESOURCE CENTER

- Land of Sky contracted with Buncombe County Department of Health and Human Services in April 2015 to operate the county's Medicaid Transportation program. This resulted in the creation of the Transportation Resource Center that includes the Non-Emergency Medicaid Transportation (NEMT) Call Center and Mountain Mobility Administration.
- Mountain Mobility Administration staff organized Steering Committee meetings for Buncombe County CTSP (Community Transportation Services) Plan update; to be finalized in July of 2015.
- Mountain Mobility Administration staff worked with Asheville Transit staff to install brochure holders for Mountain Mobility Trailblazer routes at the Asheville Transit Station downtown.
- Mountain Mobility staff provided in-person public outreach and informational

CLEAN VEHICLES COALITION

- Completed work on the US DOE funded Alternative Fuel Implementation Team project including development of two educational videos on Biodiesel and an online Toolkit for fleets considering alternative fuels.
- Conducted a series of Biodiesel Fuel workshops across WNC.
- Continued to get our region "EV Ready" through education and outreach programs, technical assistance and worked with partners to install EV Charging stations across the region including the region's first five DC Fast Chargers.
- Staff represented our region on the NC Plug In Electric Vehicles Task Force that trains local governments on electric vehicle deployments and charging.
- Conducted a Compressed Natural Gas Vehicles Workshop for area fleets with 100 attending.
- Conducted a Workplace Charging Workshop in partnership with Advanced Energy, the U.S. Department of Energy and the Asheville Area Chamber of Commerce.

FBRMPO

- An orientation was held by MPO staff for new MPO board members. This orientation is designed to educate new board members on the role and structure of the MPO and the responsibilities of MPO board members.
- MPO staff presented at Pro Walk Pro Bike in Pittsburgh, PA on the Blue Ridge Bicycle Plan developed by Land of Sky staff.

LAND OF SKY RPO

- Staff organized and held a Popup Bike Corral in the Town of Marshall, and surveyed over 50 participants on existing bike and pedestrian accommodations in the town. A location for bike parking was selected and RPO staff continues to work with town staff on funding.

WATER RESOURCES

- Hosted the first WNC Stormwater Summit for mountain-specific practices at the NC Arboretum for over 40 professional with support from the Pigeon River Fund.



materials about Buncombe County Community Transportation services to over 160 individuals during FY 2015 through a variety of events and initiatives; including presentations to Weaverville Senior Nutrition Site participants, Low-Vision Support Group, Mini-Workshop for the Blind held at Industries for the Blind and Weaverville Farmers Market customers.

GIS SERVICES

- LOSRC created and hosts a Web Mapping Application for the Town of Black Mountain. This Web map is embedded in the Town's website and provides information to the town's residents including zoning boundaries, greenways, flood plains, and more.
- LOSRC manages and hosts a Web Mapping Application for the Town of Black Mountain Public Services. This site allows Public Services staff to map, query, and analyze spatial information related to meters, water lines, hydrants, valves, and more.
- Provides GIS support to the Town of Fletcher

INFRASTRUCTURE AND COMMUNITY DEVELOPMENT

- Henderson County and Sierra Nevada Brewing completed the NC Commerce Public Infrastructure grant that connected public water and sewer lines to the Sierra Nevada Brewery property. Sierra Nevada has fulfilled their commitment to create 75 new full-time jobs. As of June 30, 2015, Sierra Nevada has created a total of 309 jobs.
- Staff supported local governments develop a variety of infrastructure and economic development grant applications. These grant award announcements are pending.

COMPREHENSIVE ECONOMIC DEVELOPMENT STRATEGY (CEDs)

- Received 3-year EDA grant for CEDs planning and support within the Economic Development District.

WATER RESOURCES

- LOSRC is conducting a Stormwater Inventory for the Town of Black Mountain. LOSRC is collecting location information for stormwater features including inlets, outfalls, and pipes.

RECYCLING EDUCATION

- The Recycling Educational Vehicle (REV) attended a dozen events in the region and brought Solid Waste and Recycling education to over 1000 residents.

FUNDING & GRANTS

INFRASTRUCTURE & COMMUNITY DEVELOPMENT

\$2,045,000

Secured a NC DENR CDBG-Infrastructure grant to address improvements to the Town of Marshall's public water system and to treat two wells within the system.

\$75,000

Supported the Town of Marshall and the Buchi Tea Company in securing a NC Commerce Building Reuse grant to renovate a Vacant industrial building on Derringer Drive, which will house the Buchi Tea Company's manufacturing and distribution center.

\$13,435

Secured a NC Commerce Biz Connect grant for the Town of Mars Hill and Advanced Superabrasives to install fiber-optic infrastructure to the Advanced Superabrasives manufacturing facility.

FRENCH BROAD RIVER MPO

\$3.7 Million

Transportation funds that are directly allocated to the MPO but managed by local governments. The MPO arranged a LAPP (Locally Administered Projects Program) training session for local government staff interested in applying for the federal transportation funds.

\$7 Million

STP-DA and TAP-DA funds are federal transportation funds that are programmed by the MPO but administered by local governments. These funds are for transportation projects for FY 2016 and FY 2017 through the MPO's adopted prioritization methodology.

\$200,000

The MPO held a call for projects for FTA Section 5310 funds- federal public transportation funding that is programmed to help elderly residents and individuals with disabilities.

WATER RESOURCES

\$50,000

Worked with the Town of Black Mountain to secure funding from NC DENR and Pigeon River Fund for Upper Swannanoa River Watershed Plan to address water quality impairment.

REGIONAL BROWNFIELDS INITIATIVE

\$150,000

Secured funding from EPA to award a grant to the Little Tennessee Land Trust for remediation of a former petroleum station in Franklin, NC.

CLEAN VEHICLES COALITION

\$39,000

Secured US DOE Clean Cities Program funding for our region's participation in the Southeast Alternative Fuel Demonstration Program that will loan alternative fueled cars, trucks and school buses to the region's fleets for testing in 2016.

SAVINGS

WASTE REDUCTION PARTNERS

\$307,400

Identified annual operational and utility cost savings for 41 businesses and organizations in the region to improve economic competitiveness and environmental performance.

\$56,040

Annual energy and water-use savings recommended by technical consultants for 29 businesses, industries and institutions in Buncombe County. Also helped divert 6.67 million pounds of materials from waste stream.

\$10,500

Reduced operating costs and waste by recycling agricultural plastic and waste for 7 businesses, industries, farms, and non-profit in Henderson County.

\$20,134

Annual energy and water consumption savings provided by consultants for 4 clients (vocational rehabilitation center, school, and businesses) in Transylvania County. Also helped divert 43,200 pounds of waste to recycling.

JOB CREATION

INFRASTRUCTURE & COMMUNITY DEVELOPMENT



309

New positions created at Sierra Nevada due to the NC Commerce Public Infrastructure Grant, exceeding the 75 required positions.



6

New positions created at Buchi Tea Company through the NC Commerce Building Reuse grant.

TRANSPORTATION RESOURCE CENTER

MOUNTAIN MOBILITY

\$25,988

Total amount of RIDE Voucher subsidies for taxi rides redeemed by 3465 eligible disabled individuals in Buncombe County.

1,300

Number of new passengers that signed up for transportation services provided by Mountain Mobility.

NON-EMERGENCY MEDICAID TRANSPORTATION FOR BUNCOMBE COUNTY (May - June 2015)



Number of one way trips scheduled by the call center.



Number of trips provided by vendors. This does not include trips provided by individuals.



Number of information and referral calls received by the call center.



Number of assessments taken for new clients by the call center.



AREA AGENCY ON AGING

Area Agency on Aging (AAA) promotes the highest level of well being of older adults and their families by partnering with organizations to provide a comprehensive system of opportunities, services, and protective services. The AAA is a leader and catalyst in helping older adults in our four county region lead more independent, vibrant lives. As part of a national network of aging agencies established by the Older Americans Act, we work to strengthen home and community care for older adults.

OMBUDSMAN PROGRAM

- Sponsored a region-wide Community Advisory Committee (CAC) Retreat with 35 volunteers attending.
- The Just Press Play Coalition sponsored the showing of *Alive Inside* - Winning Documentary Film at the Carolina Cinemas. 200 people attended.
- Raised over \$3,000 for Just Press Play: Awakening the Mind Through Music and have received many donations for equipment. Four nursing homes have received grants to establish the Just Press Play program at their facility. Held two Just Press Play workshops for long-term care administrators, long-term care staff, and the general public.
- Presented at the Community Care of WNC Skilled Nursing Leadership Forum regarding the Ombudsman Program and collaboration.
- Established six Community Advisory Committee orientations and refresher courses to better accommodate volunteers across the region.
- Placed the CAC facilitation visitation reports on the Land of Sky website to make them more accessible to the general public, consumers seeking long-term care options, and facility regulators.
- Established the first working group of Behavioral Health Providers and Adult Care Home Providers to bridge gaps that have existed in communication and service coordination for many years. This has already resulted in Mental Health First Aid training being offered to over 60 adult care home staff members.
- Collaborated with a local Voting Rights Advocate to hold the first Long-Term Care Voter Registration Drive Day. This brought volunteers from multiple non-partisan community groups together to register or help with address changes and absentee ballots for 136 residents with plans for ongoing volunteer registration efforts.
- Pulled together the Division of Medical Assistance, Mission Hospital Social Work and Case Management, Community Care of WNC and executives from long-term care facilities to resolve a long misunderstood issue about Medicaid partial payments to nursing homes when residents stay less than 30 days.
- Presented information on the Ombudsman Program to groups outside long-term care such as WNC Community Health Services, Mountain House, and Warren Wilson College.
- Presented on Lesbian, Gay, and Transgender Rights to the NC State Ombudsman Association.
- Published an editorial in the Asheville Citizen-Times about needs for changes in nursing home staffing levels.
- Started a group of Long-Term Care Nurse Managers who are interested in guiding the future of dementia education for nursing home staff.



- Participated in the “Geri Cafe” hosted by MAHEC to discuss/envision patient-centered, clinical and community geriatrics services and education in WNC.
- Coordinated planning for the first Regional CAC Executive Committee Members meeting to discuss topics of mutual interest.
- Presented Resident Rights in-service for the Department of Health Services Regulations Adult Care Home Licensure staff and emphasized resident rights to be free from physical/chemical restraints and provided handouts on dangers of and alternatives to restraints.

FAMILY CAREGIVER SUPPORT PROGRAM

- Held a Caregiver Appreciation Day to recognize and honor family caregivers in our region attended by 75 family caregivers.
- Co-sponsored an event for caregivers of persons with dementia that was attended by over 200 family and professional caregivers.
- Developed and printed a regional Caregiver Resources Directory. Over 300 directories were distributed.
- Facilitated focus groups in Buncombe, Henderson, Madison and Transylvania counties with family caregivers to help identify caregiver needs.
- Distributed over 100 Henderson County Senior Services Directories, 300 Madison County Senior Services Directories, and 200 Transylvania County Senior Services Directories.
- Partnered with the Alzheimer’s North Carolina to provide a workshop for people caring for someone with dementia. 75 people attended.

AGING AND DISABILITIES PROGRAM

- The Area Agency on Aging provided leadership, guidance and funding to regional service providers who support individuals transitioning from nursing homes to community living through the Community Resource Connections / Local Contact Agency initiative. Outreach efforts included (1) education of 177 community members about the nursing home transition process; (2) 77 visits to educate staff and residents at regional nursing homes; and (3) resulted in 42 transition referrals.
- The Community Resource Connections event provided outreach and education to over 60 people about the process for transitioning from a nursing home to community living. The event included inspirational first-person stories of people who have experienced a transition.
- Through the Medicare Improvements for Patients and Providers Act (MIPPA), the Area Agency on Aging facilitated outreach to 530 older adults and people with mental health disabilities about Medicare, Medicare benefits and low-income subsidies.
- The Area Agency on Aging lead efforts to create the 6th annual Elder Financial Fraud and Exploitation Summit. The summit educated 80 people, primarily from the industries of banking, money management and law enforcement about how to prevent financial exploitation among older adults and people with disabilities.

FUNDING & SERVICES

CAREGIVER SUPPORT PROGRAM & PROJECT C.A.R.E

The Family Caregiver Support Program distributed

\$55,500 to

6

agencies to provide respite and care management for

58

family caregivers and distributed

\$24,000

to Project C.A.R.E.

(Caregiver Alternatives to Running on Empty)

to provide respite supplemental services for

27

caregivers of persons with Alzheimer's Disease or related dementia by distributing grants ranging in the amounts of

\$300 - \$1,000

HOME AND COMMUNITY CARE BLOCK GRANT AND COUNTY FUNDS

HCCBG and county funds provided

\$3,339,006

in funding for services that supported over

3,600

older adults living independently in their homes. Through this funding

1,495

older adults were given nutritional meals,

97

participated in adult day programs,

663

received in-home health care and home repair services,

346

received financial education and counseling, and

1,067

received transportation services.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program provided job search training and part-time employment worth

\$103,470

to

22

participants that contributed

16,460

hours of community service hours to

11

host agencies in the community. (All counties except Madison)

2

participants entered unsubsidized employment within the year.

OPERATION FAN/HEAT RELIEF

The Area Agency on Aging secured **\$5,029** in funding from Duke Energy Progress which provided

247 fans and **10** air conditioners to older adults in need. The Council on Aging of Buncombe County, Council on Aging for Henderson County and Western Carolina Community Action - Brevard distributed these fans and air conditioners.

ADVOCACY

OMBUDSMAN PROGRAM

Regional Ombudsmen responded to

242

cases of complaints or concerns regarding long-term care, and completed

1,383

advocacy and general information activities including:

49 Community Education

106 Long-Term Care Selection Assistance

54 Division of Health Service Regulation Surveys

484 Facility Visits

11 Training Sessions to CAC Volunteers

17 Provider In-Service Trainings

120 Provider Consultations

ACTIVE AGING

HEALTH PROMOTION AND DISEASE PREVENTION

Staff and trained leaders screened

20

community members with the Building Better Balance Model in Madison County during Active Aging Week, taught

112

participants in Living Healthy workshops, and facilitated

9

Laughter Yoga sessions in Hendersonville, with an average of 5 participants per session.

CAC VOLUNTEERS

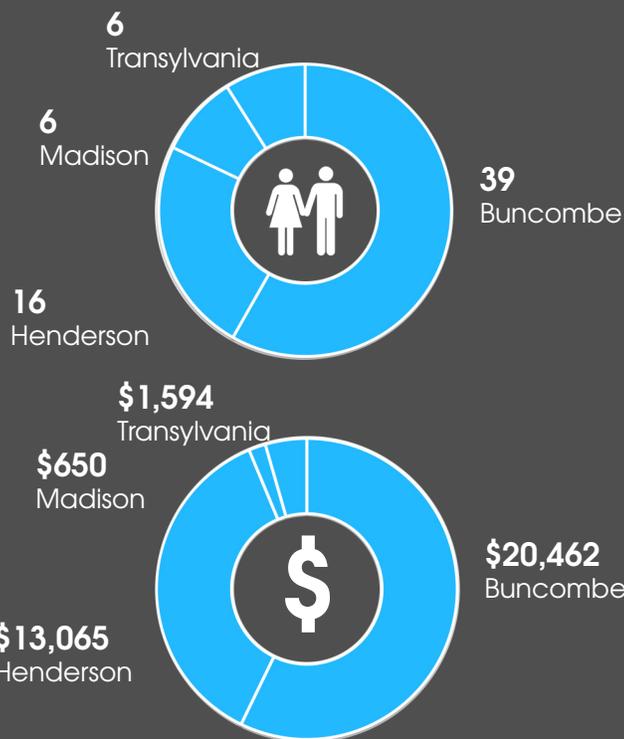
CAC Volunteers made

843

visits to long-term care facilities and contributed

1,666

hours.



According to the Independent Sector, the value of volunteer time in North Carolina is \$21.47 per hour, meaning that the CAC Volunteers saved our region

\$35,769

by providing these services to their respective communities.



MOUNTAIN AREA WORKFORCE DEVELOPMENT BOARD

The Mountain Area Workforce Development Board designs and implements a strategic plan to meet the needs of the region's businesses for a skilled, reliable and proficient workforce; and meets the skill development and job acquisition needs of the region's jobseekers. MAWD is engaged in public/private partnerships that respond to emerging workforce issues and economic development opportunities.

- Program Year 2014-2015 was the last full year for the Workforce Investment Act (WIA) which has been replaced by the Workforce Innovation and Opportunity Act (WIOA or the "Opportunity Act"). While WIOA will bring about some positive changes in services to both job seekers and businesses, a concurrent sharp reduction in funding will make the transition more difficult. The Mountain Area Workforce Development Board will experience a reduction in funds allocated of nearly 22% (\$536,000).
- Staff has developed a new Consortium Agreement among the four counties for the WIOA and created a new Workforce Board in which 17 of 29 members are new.
- Created the Raising Awareness of Manufacturing Possibilities Career Pathways Initiative in cooperation with the public school systems, the community Colleges, and the NCWorks Career Centers.

FUNDING & SERVICES

WIA FUNDS

\$2.54 Million

Operational leadership and administrative service funds that provided career development and job preparation services to nearly

3,776

individuals in the four career centers. An additional

1,464

individuals accessed career development and job search services online.

WORKFORCE SERVICES

169

Number of job preparation/job search workshops with over

911

individuals attending. Approximately

290

clients received career counseling, financial assistance for tuition and books, and post participation follow-up assistance with job search and retention.

31

Clients that were retained in employment after the completion of On-the-Job Training (32 total served).

259

Clients that received services from Youth programs, which focused on career guidance, academic assistance and paid work experience to encourage dropout prevention and high school graduation.

WORKFORCE #S

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REGIONAL COUNCIL

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