



2017

LAND OF SKY
REGIONAL COUNCIL

ANNUAL REPORT



COLLABORATION

ACCELERATING

COMPETITIVENESS





COLLABORATION ACCELERATING COMPETITIVENESS

Land of Sky Regional Council is a multi-county economic development and human services organization. We work across county and municipal borders in partnership with our member governments and key allies to provide services that benefit our region's citizens and communities. Since 1966, Land of Sky has strived to provide creative regional solutions for relevant and emerging issues in Buncombe, Henderson, Madison and Transylvania counties. Through our partnerships, we emphasize fostering **COLLABORATION** in efforts that focus on **ACCELERATING** our communities' wellbeing and increasing our region's economic **COMPETITIVENESS**.

OUR MISSION

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.



BOARD OF DELEGATES

EXECUTIVE COMMITTEE

Chair - Larry Harris - Town of Black Mountain
Vice-Chair - Wayne Brigman - Madison County
Secretary - Patrick Fitzsimmons - Town of Weaverville
Treasurer - Mike Hawkins - Transylvania County
Past Chair - George Goosmann, III - Town of Biltmore Forest
County Delegate - John Mitchell - Henderson County
Municipal Delegate - Open
Minority Delegate - Sheila Norman - Transylvania County
Aging / Volunteer Services Delegate - Charles Dickens

ECONOMIC DEVELOPMENT REPRESENTATIVES

Buncombe County - George Morosani
Henderson County - John Mitchell
Madison County - Ryan Cody
Transylvania County - Josh Hallingse

AT-LARGE MEMBERS

Buncombe County - Brenda Mills
Henderson County - Vacant
Madison County - Vacant
Transylvania County - Sheila Norman

MEMBER GOVERNMENTS AND COUNCIL MEMBERS

Buncombe County - Robert Pressley, Denise Braine
City of Asheville - Gwen Wisler, Esther Manheimer
Town of Biltmore Forest - George Goosmann III, Jonathan Kanipe
Town of Black Mountain - Larry Harris, Maggie Tuttle
Town of Montreat - Tim Harris, Bill Gilliland
Town of Weaverville - Patrick Fitzsimmons, Dottie Sherrill
Town of Wood n - 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
Town of Laurel Park - Nancy McKinley, Alison Alexander

Madison County - Wayne Brigman, Matt Wechtel
Town of Hot Springs - Vacant
Town of Marshall - Jack Wallin, Billie Jean Haynie
Town of Mars Hill - John Chandler, Darhyl Boone

Transylvania County - Mike Hawkins, Jason Chappell
City of Brevard - Charlie Landreth, Mac Morrow
Town of Rosman - Brian Shelton, Walter Pettit Jr.

Aging Services Representative - Charles Dickens
Volunteer Services Representative - Gaylyn Justice

2017 NADO AWARDS

COMMUNITY LED FALL PREVENTION

Community Led Fall Prevention initiatives strive to reduce the number of falls and fall-related injuries in Western North Carolina. Research shows that 60-75% of falls can be prevented which is the goal of this program.

BACKPACKS TO BRIEFCASES

Backpacks to Briefcases, or B2B, helps 2016 and prior college graduates from four- and two-year colleges and universities secure professional internships that may lead to permanent employment opportunities.

R.I.D.E.

R.I.D.E. (Ridership Independence for the Disabled and Elderly) is a program coordinated by Mountain Mobility to afford Buncombe County's disabled and elderly citizens the opportunity for increased independence by offering a discount for use with various taxi and paratransit companies in the county.



WHAT WE DO

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.



20,235

Individuals served as Adults and Dislocated Workers

1,827

Adults and Dislocated Workers enrolled in WIOA for training services

14,127

Services provided to Employers

181

Individuals served as Youth

84

Youth earned their high school diplomas or high school equivalences

31

Youth participants continued their education enrolling into a post-secondary institution



\$150,866.11

Spent on Youth work-based learning and training expenditures

\$788,401

Total budget for training expenditures

\$2,711,785

Total budget



Backpacks to Briefcases internship program served
17 interns with
17 local employers

On the Job Training (OJT) with
42 individuals who were hired by
30 local employers

3 career pathways in the Advanced Manufacturing, Healthcare, and Hospitality & Tourism sectors approved by the NCWorks Commission and certified as "NCWorks Certified Career Pathways"

Debut of "Mountain Area Careers" to promote our region's career pathways

1 of 2 Workforce Development Boards (out of 23 WDBs) to meet or exceed all federal performance standards

\$65,637,108 in wages were earned by the
2,680 individuals served in the region



ECONOMIC & COMMUNITY DEVELOPMENT

WHAT WE DO

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 facilitation, grant writing and management, project administration, data management, policy and plan research and development, and training.

ECONOMIC DEVELOPMENT INITIATIVES

The Regional Brownfields Initiative (RBI) – provided funding for hazardous materials clean up. The RBI loaned Chatham Mill Ventures, LLC \$329,000 for asbestos removal and drawings & specs for the vapor mitigation system needed for residential reuse. This was consolidated with an additional \$665,000 to create a \$1,000,000 secondary loan for HUD to develop affordable housing. When completed, the development will provide 166 rental units in the Winston-Salem, NC area. This initiative is critical to continued economic development and housing opportunities as outlined in our adopted Comprehensive Economic Development Strategy (CEDS).

City of Brevard Cottages Development – City of Brevard was awarded \$250,000 in Community Development Block Grant Funds for NC Dept. of Commerce’s Division of Community Assistance to provide infrastructure support for the Cottages in Brevard Housing Development project that will provide 48 units of affordable senior rentals in Transylvania County, NC. The project was successfully completed in accordance to grant requirements in 2015.

The Regional Brownfields Initiative (RBI) – provided funding for hazardous materials and petroleum clean up. The RBI granted the Little Tennessee Land Trust \$389,000 for underground storage tank remediation and removal, site remediation and clean-up on a former industrial site adjacent to the Little Tennessee River and Nikwasi Mound in Franklin, NC.

Madison County – CDBG Scattered Site – Madison County was awarded \$400,000 in funding from NC Dept. of Commerce – CDBG funding to address affordable housing rehabilitation needs within the county. Eight units received full rehabilitation and five units received emergency repairs with 10 total jobs retained.

Town of Black Mountain - The project goal is to make ready a site in Black Mountain Commerce Park to enable development of a 100,000 square foot life sciences manufacturing facility. The objective for this project is to design and construct public water and wastewater line extensions to the proposed site. The company will grow technical jobs (551 over 5 years) through opportunities commercialized within the new facility. The project will be designed and constructed over a 24-month period. All water and sewer infrastructure constructed through this project will be within a county-owned easement or NC Department of Transportation right-of-way.



LAND OF SKY RURAL PLANNING ORGANIZATION

Land of Sky RPO in coordination with Southwestern Commission, worked to program \$100,000 in Congestion Mitigation and Air Quality (CMAQ) funds available from the NC DOT. The funds are available to the Land of Sky and Southwestern RPOs combined for FFY 18 and 19 (\$50,000 each year). Funds were awarded to Great Smoky Mountains National Park, \$20,000 to continue its air quality education and outreach work within the Park for two years and Land of Sky Regional Clean Air Campaign and Land of Sky Clean Vehicles Coalition, \$80,000 to continue the work for two years. The work of these programs include; public education and outreach on reducing emissions from mobile sources, technical assistance to fleets in the region on alternative fueled and advanced technology vehicle options, and assistance securing grant funding for green fleet projects.

The RPO TAC approved local input point's assignment for a number of Division Needs Tier projects in October of 2016 as part of Strategic Prioritization Process 4.0. This prioritization round has resulted in the draft 2018-2027 State Transportation Improvement Program (STIP). The STIP is a federally required document, which includes at least four years of federally, and state-funded transportation projects. NCDOT updates this document every 2 years.

RPO staff worked w/ Southwestern RPO staff to score all North Carolina projects submitted for Federal Lands Access Program Funds. NC receives approximately 5 million dollars for FFY 2018 – 2019. Four projects across the state received funding.

Land of Sky RPO staff participated in the NEPA Merger and project scoping meetings for a number of projects moving through environmental documentation and design in our region, including the following:

- RPO staff contributed to the following projects located within the FBRMPO NEPA Merger for I-4400/I-4700 (I-26 Widening); I-2513 (I-26 Connector); I-4759 Liberty Road Interchange
- Attending scoping and public input meetings for projects including R-5799 Pisgah Forest Intersection, R-5800 US 64 Access Management, R-5763 Wilson Road improvements, R-5779 Crossroads Parkway, R-5865 US276, R-5864 Cove Creek Rd slide area repairs, R-5837 US25/70 roadway modernization, EB-5858 Bicycle Pedestrian Bridge across the Davison River. RPO staff also contributed to the following projects located within the FBRMPO, R-4406B US 19/23 through Downtown Canton- U-6048 US 19/23 from Canton east to Buncombe County line, U-6055 Canton Roundabout, and others;
- Responding to requests for data and traffic projections questionnaires for projects (including R-5837 US 25/70 roadway improvements if Madison County, others)

Henderson County – Dodd Meadows – Public Infrastructure: Henderson County was awarded funding through the NC Department of Commerce - CDBG to build twelve new affordable housing units within a Habitat for Humanity Development.

Henderson County - Fairgrounds Industrial Park – Public Infrastructure/Industrial Site Development: Henderson County was awarded \$400,000 in funding from ARC to develop the industrial park for new industry. Local Government match contributed \$150,000 and Private sector match was \$30,000 for a total project cost of \$580,000 with 50 jobs created.

Buncombe County Fair Housing Activities – Buncombe County was awarded \$9,500 in funding to address fair housing activities within the county. The number of jobs retained was not calculated. Created an Affordable Housing Directory for the region based on rental housing.

Town of Mars Hill – Road Infrastructure – The Town of Mars Hill was awarded \$2 Million Dollars in funding from ARC to construct a one-mile Rural Access Roadway to the Industrial Park on the north side of the town. The project will retain 36 jobs and provide needed infrastructure for additional businesses.

Town of Mars Hill – Broadband Infrastructure – The Town of Mars Hill was awarded \$7,999 in funds from NC Dept. of Commerce, Rural Economic Development Division to extend fiber optic cable to Advanced Superabrasives, Inc. and the new industrial park site. The project created 2 new jobs.

Town of Marshall – Building Reuse Economic Development – The Town of Marshall was awarded \$75,000 in funds from NC Dept. of Commerce Rural Economic Development Division to support the redevelopment of a vacant industrial property. The new business (BUCHI Tea) will renovate the building and has committed to create 6 new jobs with health benefits. Private investment matched the total grant funds of \$75,000 and will create 6 new jobs.

Watershed Restoration – The Upper Swannanoa River Watershed Restoration project is funded by a \$25,000 205j grant from NC DENR and local investment of \$20,000 from the town of Black Mountain to develop a 9-element plan to address watershed impairments. The Plan will identify priority locations for pollutant reduction through stormwater treatment. The town is investigating implementation opportunities to put the plan into practice.



COLLABORATION FOR ECONOMIC OPPORTUNITIES

COGs continue to work together on diverse projects throughout the ARC region. Staff have been working with EDA to address Statewide CEDS metrics that will also affect ARC projects and outcomes.

Western COG Planning meetings have continued.

Staff are working with Workforce development to address training and education needs in more rural areas through broadband and tech deployment.

PLANNING SERVICES TO LOCAL GOVERNMENTS

Assisting the Town of Mars Hill develop the Industrial Park with broadband services, site development, and economic opportunities. Application to ARC for site development work.

Continue working with Marshall, Mars Hill and Madison County staff to promote and recruit industries and businesses to Madison County.

Assist the Town of Marshall by serving as the Town Administrator. Staff assists the Town with staff management, Board Development, Finance and Budget management, Community outreach and Economic Development activities.

Supporting Buncombe County by serving as the County's Fair Housing coordinator, response center and complaint intake.

Developing the Town of Biltmore Forest's Stormwater Inventory and GIS infrastructure services website.

Maintaining a planning GIS website for the Town of Fletcher.

Maintaining a GIS website for the Town of Black Mountain.

Assisting the Town of Hot Springs with Town Administration

Develop the Town of Flat Rock's Recreation Plan

Assist Henderson County implement infrastructure improvements to the Dodd Meadows habitat housing site.

Assist regional broadband planning and implementation.

INFRASTRUCTURE AND ECONOMIC DEVELOPMENT

Administering the Town of Marshall NC-DENR / CDBG 1 application to implement Phase II Water System Improvements. Total project cost \$2,150,000. This project is funded and ongoing over the next three years.

Facilitating regional broadband development.

Administering the Town of Marshall's \$500,000 Phase II Water Improvements project through the NC Dept. of Commerce Rural Development Division.

Assisting Mars Hill administer ARC Access Road off I-26 to industrial sites north of Mars Hill.

Administering Golden Leaf award to support improvement to the Town's WWTP and extend sewer line to the east side of I-26. Both the WWTP improvements and sewer line extensions will promote current and future economic development in the town and county.

Facilitate and apply for sewer and water infrastructure from GoldenLeaf and EDA for Avadim's 500 job expansion in Buncombe County. Facilitate and apply to ARC for the Access Road to the site. Both the WWTP improvements and sewer line extensions will promote current and future economic development in the town and county.

Assisting Buncombe County in the development of infrastructure grants for an economic development project.

Facilitating the WestNGN - Gig U Broadband development project for the urban centers to expand gigabyte potential for economic growth.

Assist the Town of Rosman with streetscape and downtown improvement application.

Facilitate regional resiliency planning for economic development, data analytics and infrastructure planning.

TECHNICAL ASSISTANCE TO LOCAL GOVERNMENTS

Providing WNC Stormwater Partnership support and facilitating peer exchange, training, and education and outreach. The 2017 Summit was held in February and attended by 55 local government staff, consultants, and professionals.

Partnered with regional entities and businesses to assist with a Sustainability and Stormwater Tour at New Belgium Brewery in October 2016.

Administering the 319 grant award for the Town of Black Mountain's Watershed Restoration Implementation for the Upper Swannanoa River Watershed.

Assisting the Towns of Biltmore Forest, Laurel Park, Rosman, and Hot Springs develop stormwater inventories, water metering and infrastructure websites for water resources planning.

Convened the WNC Stormwater Partnership for government officials in the region. Facilitated two workshops for Good Housekeeping/Best Practices.

Provided technical and facilitation assistance to Henderson County and a group of stakeholders working on providing additional river access sites and greenways along the French Broad River and pedestrian bridge across the Davidson River.

Facilitating discussion to revitalize the French Broad River Stormwater Center in partnership with numerous entities.

REGIONAL DATABASES

Staff are developing infographics and exploring how data analysis can help broaden relationships between AAA, Workforce Development and economic development.

GIS and mapping datasets are being maintained for the regional data viewer, fiber development group, and workforce development.

Staff are researching and developing a data dashboard and GIS referenced data site for the CarolinaWest region in collaboration with Chambers of Commerce and NEMAC.

A website is being maintained to post Transportation projects for the MPO. This enables improved access to on-going projects by the public and local governments.
www.fbrmpo.org

Staff are creating maps to support the regional Broadband project.

CLEAN VEHICLES COALITION

Clean Vehicles Coalition continued to get our region "EV Ready" through education and outreach programs, technical assistance and working with partners to install EV Charging stations across the region including the region's growing network of DC Fast Chargers. We assisted several entities in securing Duke Energy Charging Station incentive funds.

Clean Vehicles Coalition represented our region on the NC Plug In Electric Vehicles Task Force that trains local governments and others statewide on electric vehicle deployments and charging.

Clean Vehicles Coalition continued assisting the Great Smoky Mountains National Park and Carl Sandburg Home Historic Site apply for funding or implement projects under the DOE's National Parks Initiative. Carl Sandburg received a grant of \$75,000 to convert several vehicles and pieces of equipment to propane autogas and install an on-site fueling system.

Clean Vehicles Coalition assisted many public and private sector fleets in the region with fleet assessments or their alt fuel vehicle projects.

Clean Vehicles Coalition participated in the Southeast Alt Fuel Vehicle Demonstration Initiative (SADI) that provided demonstration vehicles to fleets in our region.

PARTNERSHIP PLANNING GRANT

Development of the Comprehensive Economic Development Strategy (CEDs) for the Region.

Provide EDA program outreach to local member governments to facilitate project development and implementation of strategies to ensure the region's capacity to provide the necessary infrastructure and workforce to attract private investment and encourage the creation and expansion of higher-paying-jobs.

Utilization of the CEDs and CEDs process to foster collaborative regional economic development efforts.

Implementation of the Action Plan of the CEDs including grant writing, planning and technical assistance, other economic development assistance, training, travel, and other related activities, if directly associated to CEDs Implementation.

Coordinate federal, state, and local funds to optimize the implementation of the CEDs action plan and progress toward attainment of regional goals, objectives and vision.

Provide reports, data and regional information as requested by EDA in a timely manner.

Ensuring that the EDD complies with EDA regulations particularly those regarding eligibility, designation, and CEDs.

GPRA reporting.



FRENCH BROAD RIVER METROPOLITAN PLANNING ORGANIZATION

FBRMPO held a call for STBG-DA federal transportation funds in the spring of 2017, with an additional shorter call for projects held in the summer of 2017. As a result of the combined spring and summer 2017 calls for projects, approximately \$7.2 million was allocated by the French Broad River MPO in STBG-DA and TAP funds for transportation projects and feasibility studies in our region.

The following special studies and feasibility studies funded with PL funds allocated by the French Broad River MPO (including STBG-DA funds “flexed” to MPO PL funds), in combination with a local match, are scheduled for FY 2018:

- Flat Rock Greenway Feasibility Study
- Henderson County Oklawaha Greenway Northern Extension Feasibility Study
- Henderson County Oklawaha Greenway Southern Extension Feasibility Study
- Biltmore Avenue Feasibility Study
- Asheville Transit Master Plan
- Asheville Bike Share Study
- Asheville Pedestrian Plan Update

An orientation was held by MPO staff, in collaboration with NCDOT Division 13, Division 14 and Transportation Planning Branch staff, for new MPO board members in February of 2017. This orientation is designed to educate new board members and other interested committee members and stakeholders on the role and structure of the MPO and the responsibilities of MPO board members.

The MPO Board approved local input points assignment for a number of Division Needs Tier projects in October of 2016 as part of Strategic Prioritization Process 4.0. This prioritization round has resulted in the draft 2018-2027 State Transportation Improvement Program (STIP) and the Regional 2018-2027 Transportation Improvement Program (TIP). A TIP/STIP is a federally-required document which includes at least four years of federally and state-funded transportation projects.

FBRMPO staff held a number of public outreach events during the public comment period for the Draft 2018-2027 TIP in the spring of 2017. Public outreach for the Draft TIP included presentations to the Waynesville Rotary Club, Asheville Rotary Club (Breakfast group) and SCAN association of neighborhoods during the spring of 2017. MPO staff participated in a drop-in public input meeting for the Draft TIP on May 9, 2017, in coordination with NCDOT Divisions 13 and 14. The French Broad River MPO Board has adopted the 2018-2027 TIP on August 24, 2017.

The MPO Board adopted several amendments to the 25-year Metropolitan Transportation Plan, MTP 2040, in January of 2017, to reflect the changes in fiscal forecast and additional projects that were able to receive funding. 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. One of the MTP amendments included accelerating I-4409, I-40 Interchange at Blue Rige Road project from horizon 3 (2026-2030) into horizon 2 (2021-2025).

MPO staff continued to implement a Pedestrian Count Program for the region and administered several pedestrian counts using the MPO’s automated pedestrian counter. These counts help inform local staff of pedestrian volumes on key greenways and roadway corridors.

French Broad River MPO has received approval from the FHWA for the requested list of functional classification changes for roadways in our region on May 25, 2017. Functional classification categories describe how a roadway functions in terms of mobility and providing local access, informs funding and design decisions, and influences data collection efforts and the needs assessment. Updating the functional classifications of roadways to better reflect the functions they serve today results in improved planning efforts for the overall functioning of a roadway network.

FBRMPO staff administered the 5307 Urban Transit Funding Formula Study and participated on the steering committee for the study; the study was finished in March of 2017 with the MPO Board adopting the new formula for urban transit funding allocation in our region in February of 2017. This new formula informs how much urban transit funding the City of Asheville, Buncombe County, Haywood County and Henderson County will receive for the next several years as a proportion of the overall apportionment for Asheville Urbanized Area. The formula is expected to be revisited in 2020.

FBRMPO staff worked with local government partners and consultants in the development of local bicycle and pedestrian plans. MPO staff served on steering committees for plans including Canton Bicycle and Pedestrian Plan, Laurel Park Bicycle and Pedestrian Plan, Hendersonville Bicycle Plan and Flat Rock Bicycle and Pedestrian Plan.

MPO staff participated in several pedestrian and bicycle safety audits organized by member municipalities, including Maggie Valley pedestrian safety audit on October 20, 2017 and Canton pedestrian and bicycle audit on November 5, 2016 (undertaken as part of Canton Bicycle and Pedestrian Plan).

MPO staff organized two events across the region focused on bicycle, pedestrian and complete streets issues: Waynesville event on May 16th, 2017 and Hendersonville event in July of 2017.

French Broad River MPO staff participated in the NEPA Merger and project scoping meetings for a number of projects moving through environmental documentation and design in our region, including the following:

NEPA Merger for I-4400/I-4700 (I-26 Widening); I-2513 (I-26 Connector); I-4759 Liberty Road Interchange; U-2801A Sweeten Creek Road; R-5744 Balfour Parkway

- Participation in the I-2513 (I-26 Connector) Working Group meetings with NCDOT, City of Asheville staff and elected officials
- Attending scoping, LOIM and public input meetings for projects including Old Airport Road; I-40 Widening Feasibility Study; R-2588B NC 191 Widening from Mountain Road to NC 280; Biltmore Avenue complete streets improvements, U-2801A Sweeten Creek Road, U-5783, U-5839 Russ Ave, R-4406B US 19/23 through Downtown Canton-Feasibility Study; U-5019 RADTIP; U-6048 US 19/23 from Canton east to Buncombe County line, U-6049 South Main Street; U-6055 Canton Roundabout, and others;
- Responding to requests for data and traffic projections questionnaires for projects (including U-5887 Highland Lake Road, others)

The MPO staff worked on updating land use and employment data for the region, in preparation for the Regional Transportation Demand Model update as part of MTP 2045 plan update.

FBRMPO staff participated in statewide and regional planning efforts including participation in quarterly NC MPO Association meetings and planning for the North Carolina Bicycle Summit (held in Asheville in October of 2016). Through participation in WTS Western North Carolina Chapter, MPO staff supported bringing educational events and lunch-and-learns to local government staff and interested stakeholders on the topics ranging from Asheville Regional Airport Development Tour and Supply Chain and Logistics to Bicycle and Pedestrian Counts.



FBRMPO & LOSRPO

The MPO Board and the RPO TAC approved local input point's assignment for a number of Division Needs Tier projects in October of 2016 as part of Strategic Prioritization Process 4.0. This prioritization round has resulted in the draft 2018-2027 State Transportation Improvement Program (STIP). The STIP is a federally required document, which includes at least four years of federally, and state-funded transportation projects. NCDOT updates this document every 2 years.

RPO staff continued to work with MPO staff to implement a Pedestrian Count Program for the region and administered several pedestrian counts using the RPO's automated pedestrian counter. These counts help inform local staff of pedestrian volumes on key greenways and roadway corridors.





WASTE REDUCTION PARTNERS SAVINGS

\$1,300

In February 2017, Waste Reduction Partners' engineer George Tregay assisted the Town of Marshall with an lighting survey and upgrade plan for the Marshall town hall which would saving \$1,300 in annual utility costs.

\$652,000

Land of Sky's Waste Reduction Partners team of staff and retired engineers conducted 29 technical assessments for businesses, manufactures, colleges, schools and farms in region B. WRP engineers worked to identify \$652,000 of annual operational cost savings for these organizations. Technical assessments focused on energy efficiency strategies, zero waste to landfill goals, efficient use of water and productivity improvements. The efficiency assessments were provided at no-cost or through fee-for service contracts with clients. For water related work, the City of Asheville's Water Resources Department contracts with LOSRC to provide technical outreach to its large industrial and commercial customers.

\$600,000

Waste Reduction Partners provided technical assistance support for 16 organizations including k-12 schools, colleges, hotels, and an apartment complex in 2017. Utilizing the WRP team of engineers and scientists, the assistance ranged from helping hotels identify causes for large water bills to helping a manufacturer with solid waste reduction strategies. In 2017, the WRP team was requested to help AB-Tech Community College and the Asheville City Schools system conduct comprehensive energy and water assessments of their educational buildings. The assessments are being used to plan cost effective energy project investments which will yield annual utility costs savings. The WRP team surveyed 30 individual buildings and identified more than \$600,000 in utility cost saving opportunities. The potential energy conservation measures will help meet Buncombe County's sustainability plan objectives and reduce electrical demand on the region's power plants.

\$37,000

In 2017, Waste Reduction Partners worked with seven Henderson County manufacturers on a variety of solid waste reduction strategies. WRP engineers helped identify markets and alternative uses for 728 tons of waste being landfilled. These waste reduction strategies represent over \$37,000 of annual saving to these Henderson County businesses. This year Waste Reduction Partner is working with the NCSU Mountain Horticultural Research and Extension Center to assist farms to more efficiently collect plastic mulch films from fields at the end of the growing season. The goal of the project, support by the NC Tobacco Trust Fund, is to help farm cut operating cost and recycle these waste plastic films.

\$4,600

Waste Reduction Partner's engineers provide energy assessment at a Brevard business and with the Transylvania Campus of Blue Ridge Community College. They energy assessments identified \$4,600 in annual cost saving through improve energy efficiency measures.

TRANSPORTATION DEMAND MANAGEMENT

ShareTheRideNC reported the vehicle miles travel (VMT) reduction through carpool and vanpool for 2016 and 2017 in the greater Asheville region.

CARPOOLING	2016	2017 (To Date)	VANPOOLS	2016	2017 (To Date)
	681 Trips	1,035 Trips		0	1
	11,071 Miles	17,888 Miles			TVS Brevard 5,000 Miles



MOUNTAIN MOBILITY

146,000

Total number of trips provided to individuals. Our partnerships with other community service providers, including Medicaid and the City of Asheville's ART Transit System, helped us to serve disabled and low-income residents.

400

Average number of daily trips

43

Vehicles in our fleet

1.3 million

Miles driven

95%

On-time performance

1,378

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

\$295,200

In taxi voucher subsidies for elderly and disabled clients through RIDE Program



NON-EMERGENCY MEDICAID TRANSPORTATION

132,463

Number of one way trips scheduled by the call center.

75,322

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

16,133

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

648

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





WHAT WE DO

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.



VOLUNTEERS

The AAA has several programs that have volunteers: the Senior Companion Program, Foster Grandparent Program, and the Ombudsman Program.

The Foster Grandparent Program saved the region **\$1,716,145** with **78** volunteers providing **78,434** hours to assist special needs or at-risk children in achieving their short and long-term goals.

The Senior Companion Program saved the region **\$1,810,986** with **73** volunteers providing **82,769** hours to assist older adults to remain independent and active in their homes and communities for as long as possible and provided **147,213** miles of transporting clients to medical appointments, grocery shopping, pharmacy, social outings.

The Ombudsman Program's Community Advisory Committee volunteers saved the region **\$48,136** with **215** visits to long term care facilities and contributed **2,200** hours.

According to the Independent Sector, the value of volunteer time in North Carolina is \$21.88 per hour, meaning that the Foster Grandparent Program, Senior Companion Program and the Ombudsman Program saved our region

\$3,575,267

by providing these services to their respective communities.



OMBUDSMAN PROGRAM

Reunited an Adult Care Home Resident with his 6-year-old daughter who he had not seen in five years.

Gave LGBT Resident Rights presentation to 23 Adult Care Home Administrators.

Conducted a full day Resident's Rights training for 50 Adult Care Home staff members in Buncombe County.

Set goals for the upcoming legislative year with the Friends of Residents in Long Term Care Public Policy Committee. Participated in Policy Workgroup with State Ombudsman and other stakeholders.

Presented Elder Abuse Prevention to 80 long term care staff. Co-ordinated World Elder Abuse Awareness Day Walk with Buncombe Department of Health and Human Services with 300 people attending.

Organized and hosted annual Community Advisory Committee Volunteer Retreat with 40 attendees.

Assisted Buncombe County Health and Human Services with placement of 27 residents and one cat during the closure of six family care homes.

Hosted Alive Inside Documentary Showings in Henderson and Buncombe with 55 attendees with extensive news coverage for Just Press Play. Conducted two Just Press Play Workshops for Long Term Care and other Health Care Staff, Volunteers, and WCU Professor with 54 participants from Madison, Buncombe, Henderson, McDowell, Clay, Haywood, and Jackson attending.

Coordinated the collection of gifts and distribution of gifts bags to over 500 low-income Adult Care Home residents in Buncombe and Madison

Presented information to approximately 75 potential new real estate agents about locking up medications when showing houses, along with Lt. Kevin Calhoun of the Buncombe County Sheriff's Department

Worked with Workforce Development and AB Tech to address staffing shortage in long term care facilities.

Established C.N.A. Task Force with Ombudsman Staff and Volunteers

Presented Information on Revised Nursing Home Regulations to Mission Hospital/Skilled Nursing Facility Quarterly Meeting to 55 people

Mentored Lenoir-Rhyne University Intern

Panelist for Carolina Public Press' Public Event regarding Housing and those with Mental Illness



HEALTH PROMOTION AND DISEASE PREVENTION

11

A Matter of Balance Programs

132

Number of residents who received fall prevention training.

10

Living Healthy with Chronic Conditions Programs

133

Number of residents who received chronic disease self-management training.

2

Tomando Control de su Salud Programs

18

Number of residents who received chronic disease self-management training in Spanish.

1

Living Healthy with Chronic Pain Programs

5

Number of residents who received chronic pain self-management training.

1

Living Healthy with Diabetes Programs

14

Number of residents who received diabetes self-management training.

FAMILY CAREGIVER SUPPORT PROGRAM

The Family Caregiver Support Program distributed

\$80,000

worth of respite for over

80

family caregivers in Region B counties.

Updated, printed and distributed over 1,000 Caregiver Resources Directories and provided formation about services for caregivers at conferences and health fairs.

Distributed over 100 Madison County Senior Services Directories, and 250 Transylvania County Senior Services Directories.

Provided information and assistance to 200 caregivers from Region B (Buncombe, Henderson and Transylvania) counties and to 4 caregivers from other counties and states.

Distributed over 500 Caregiver Resources Directories and provided information about services for caregivers at the Alzheimer's Caregivers Geriatric Summit offered by MAHEC (Mountain Area Health Education Consortium), the Aging in Place conference at Blue Ridge Community College, and the Alzheimer's Caregiver Conference in Asheville.

Planned and hosted a caregiver appreciation event in November to recognize and honor family caregivers during National Family Caregiver's Month. Provided information and assistance to 205 caregivers who called or emailed for information and support.

Provided information and referral services for many individuals who called or emailed about services for older adults in our region.

PROJECT C.A.R.E. (CAREGIVER ALTERNATIVES TO RUNNING ON EMPTY)

Project C.A.R.E. received

\$30,000

from the Family Caregiver Support Program which was distributed to

29

caregivers for respite grants of

\$300 to \$2,000

each. Additionally, Project C.A.R.E. distributed

\$19,000

to

33

caregivers for respite services.

Project C.A.R.E. also provided care management to 62 caregivers as well as information and assistance and referral services to many others.

COMMUNITY RESOURCE CONNECTIONS

Land of Sky Community Resource Connections rack cards were updated and redesigned.

State data from most of FY17 revealed that 58 nursing home residents were referred by 16 area nursing facilities to Land of Sky for community options counseling. This resulted in 20 individuals supported to transition from a nursing home to a less restrictive setting, including the individual's home or a family member's home.



HOME AND COMMUNITY CARE BLOCK GRANT AND COUNTY FUNDS

HCCBG and county funds provided **\$3,352,538** in funding for services that supported over **4,300** older adults living independently in their homes. Through this funding **1,553** older adults were given nutritional meals, **87** participated in adult day programs, **880** received in-home health care and home repair services, **590** received financial education and counseling, and **1,211** received transportation services.

OMBUDSMAN PROGRAM

Regional Ombudsmen responded to **357** cases of complaints or concerns regarding long term care, and completed **1,790** advocacy and general information activities including: **18** Community Education **139** Long Term Care Selection Assistance **86** Division of Health Service Regulation Surveys **426** Facility Visits **13** Training Sessions to CAC Volunteers **23** Provider In-Service Trainings **115** Provider Consultations

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program provided job search training and part-time employment worth **\$190,051** to **60** participants that contributed **26,214** hours of community service hours to **34** host agencies in the community. **10** participants entered unsubsidized employment within the year.

The number of Host Agencies have tripled since FY16 and the number of Participants have almost tripled since FY16.

OPERATION FAN/ HEAT RELIEF

The Area Agency on Aging secured **\$5,429** in funding from Duke Energy which provided **248** fans and **11** air conditioners to older adults in need.

The Council on Aging of Buncombe County, Council on Aging for Henderson County, Madison County Department of Community Services and Western Carolina Community Action - Brevard distributed these fans and air conditioners.



FINANCIAL SUMMARY COMING SOON!

FY 2017 BUDGETED REVENUES

\$

Federal	\$
State	\$
Local Dues	\$
Local Government Contracts	\$
Private Grants, Contracts, Sponsors	\$
Other	\$
In-Kind	\$

FY 2017 BUDGETED EXPENDITURES

\$

Area Agency on Aging	\$
Volunteer Services	\$
Workforce Development	\$
Economic & Community Development	\$
Non-Emergency Medicaid Transportation	\$
General Fund	\$

STAFF

ADMINISTRATION

Justin Hembree - Executive Director
Danna Stansbury - Deputy Executive Director
Christina Giles - Communications and Administrative Services Coordinator
Zia Rifkin - Administrative Support Specialist

FINANCE

Vickie Thomas - Finance Director
Arlene Wilson - Grants Accounting Specialist
Rose Sabo - Payroll Specialist
Wanda Clark - Accounting Assistant

AREA AGENCY ON AGING

LeeAnne Tucker - Aging and Volunteer Services Director
Carol McLimans - Family Caregiver Specialist
Nancy Hogan - Project C.A.R.E. Manager
Ruth Price - Long Term Care Ombudsman III
Julia Gibson - Long Term Care Ombudsman II
Carol Allison - Long Term Care Ombudsman I
Ann Whisenhunt - Senior Companion Program Manager
Stacy Friesland - Foster Grandparent Program Manager
Sherry Christenson - Aging Program Specialist, Contracts
Stephanie Stewart - Aging Program Specialist, Health Promotion
Linda Holt - Senior Community Services Employment Program Manager
Pat Hilgendorf - Caregiver Program Associate
Linda Kendall Fields* - Aging and Disabilities Program Specialist
Ali Climo* - Aging and Disabilities Program Specialist

MOUNTAIN AREA WORKFORCE DEVELOPMENT BOARD

Nathan Ramsey - MAWDB Director
Kim Cox - MIS Specialist / Local Area's EO Officer
Barbara Darby - Business Services Coordinator
Zia Rifkin - MAWDB Support Specialist

ECONOMIC & COMMUNITY DEVELOPMENT

Erica Anderson - Economic and Community Development Director
Bill Eaker - Senior Environmental Planner
Chris Dobbins** - Fleet Advisor
Lyuba Zuyeva - French Broad River MPO Director
Tristan Winkler - Transportation Planner II
Vicki Eastland - Planner II, RPO
Jon Beck - GIS Coordinator
Kyle Guie - Planner II, Regional
Ritchie Rozzelle - Planner I, Regional Transportation
Mary Roderick - Planner I, Regional
Zia Rifkin - ECD support Specialist
Tracy Wahl*** - Brownfields Project Manager

Terry Albrecht*** - Waste Reduction Partners (WRP) Director
Russ Jordan - Energy Program Manager, WRP
Jan Foster - Solid Waste Manager, WRP
Tom Kimmell** - Water Programs Manager, WRP
Dee Hanak - WRP Office Manager

TRANSPORTATION RESOURCE CENTER

Vicki Jennings - Mountain Mobility Manager
Geri Ballew - Mobility Specialist
Charlie Lee - Senior Transit Program Assistant
Heather Roberts-VanSickle - RIDE Program Coordinator

Deon Lytle - NEMT Manager
Kim Ward - NEMT Supervisor
Glenda Brown - NEMT Specialist
Pegge Dixon - NEMT Specialist
Tequila Merriweather - NEMT Specialist
Yareli Rauda - Bi-Lingual NEMT Specialist
Zack Schmitt - NEMT Specialist

* Independent Contractor

** WRP Employee

*** NC DEQ Employee

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