



**Executive Committee
October 28, 2020
Virtual Meeting via Zoom
Land of Sky Regional Council
339 New Leicester Highway, Suite 140, Asheville, North Carolina 28806**

AGENDA

1. Call to Order (11:00am)

2. Consent Agenda

Consent Agenda items are considered routine and noncontroversial in nature, and are considered and approved by a single motion and vote. If any member of the Executive Committee requests an item be removed from the Consent Agenda for separate consideration and action that item will be placed under the Business, Updates and Discussion section of the agenda.

- A. September 23, 2020 Executive Committee Meeting Minutes
- B. FY 2020/2021 Budget Amendment #3

3. Business

- A. Public Hearing - Senior Companion Program NCDOT grant application – 5310 Rural Grant
- B. Area Agency on Aging Update
- C. Land of Sky Regional Council FY19-20 Audit Update
- D. Strategic Plan Update
- E. Senior Tarheel Legislature Appointments

4. Other Items

- A. Executive Director Report
- B. Land of Sky Regional Council Office Status
- C. COVID-19 Regional Response Effort
- D. Federal and State Advocacy Agenda

5. Adjournment

**Land of Sky Regional Council
Virtual Meeting via Zoom
Executive Committee
September 23, 2020**

Minutes

Land of Sky Regional Council's Executive Committee held a virtual meeting via the Zoom platform on Wednesday, September 23, 2020. Executive Committee members participating in the meeting remotely included Chair Barbara Volk, Larry Harris, Albert Gooch, Preston Blakely, Mike Hawkins, Patrick Fitzsimmons, and Bob Tomasulo.

Land of Sky staff participating included Nathan Ramsey, Charlotte Sullivan, Danna Stansbury, Glenda Brown, Dee Heinmuller, and Zia Rifkin (Recording). Land of Sky Regional Council staff attending the meeting remotely included Erica Anderson and LeeAnne Tucker. Land of Sky's legal counsel, Susan Russo-Klein (remote participation) was also present.

Call to Order –Chair Volk called the meeting to order at approximately 11:00am.

Business

Approval of Consent Agenda – The consent agenda composed of items A. August 26, 2020 Executive Committee minutes and B. FY 2020/21 Budget Amendment #2 was presented for approval with no modification requested.

The purpose of Budget Amendment #2 is to incorporate additional funding for the Area Agency on Aging (AAA) in the amount of \$4,355, Workforce Development (WFD) in the amount of \$100,000, and Economic and Community Development (ECD) in the amount of \$145,486. The budget amendment provides \$249,841 in estimated revenues.

Bob Tomasulo moved to approve the consent agenda as presented. Albert Gooch seconded and the motion carried unanimously, and without further discussion.

Business

Leadership NC Presentation

Land of Sky Regional Council participated in Leadership NC's Virtual Road Tour on September 14, 2020. The Virtual Road Tour is a partnership between Leadership NC (LNC) and the Institute for Emerging Issues at NC State University to explore how leaders can use their time, talent, and energy to support regional council initiatives across the state. These events explored opportunities to mobilize leaders within their region of the State and created space for LNC alumni and friends to reconnect with each other. The tour made stops at six regional council's across North Carolina.

LNC works with individuals in the private and public sectors to develop leaders who want to drive improvements and influence outcomes. LNC selects a class of engaged citizens each year to learn about issues related to government, economic development, health and human services, education, and the environment. The program takes a comprehensive, integrated approach that showcase how its five focus areas are deeply intertwined. Program participants collaborate on solving real-life challenges and they roll up their sleeves to volunteer in ways that enrich and support citizens across the state.

Nathan Ramsey shared a video of some of the LOS staff sharing about their current projects and work, undertaken on behalf of Council and the communities LOS serves.

Nathan Ramsey communicated that LOS does an amazing variety of work for the region. Susan Russo-Klein shared that the video provided a great cross-section of the work undertaken by staff and showed many of them working from home, where they integrate work with their home-lives.

To learn more about Leadership NC, visit www.leadershipnc.org.

Informational item. No action requested.

Senior Companion Program NCDOT Grant Application - 5310 Rural Grant

There will be a public hearing at the October 27 Board of Delegates meeting as part of this grant application to the NC Department of Transportation (NCDOT) for the 5310 Rural Grant. The Executive Committee will convene to approve the NCDOT 5310 Resolution 24-hours after the public hearing (October 28, 2020).

Dee Heinmuller, Senior Companion Program Manager shared that the Senior Companion Program is an engaging opportunity for volunteers in our communities. The Senior Companion Program is part of Aging Services at Land of Sky Regional Council and primarily funded by the Corporation for National and Community Service (AmeriCorps). The Corporation provides support, guidelines and monitoring of the SCP.

Dee Heinmuller shared that the program has 60 active volunteers who serve Buncombe, Henderson, Transylvania and Madison Counties. The Senior Companion Program matches folks 55+ in age with those 65+ and includes the disabled, shut ins or those in need of companionship. There are several opportunities for engagement: volunteers work with clients one-on-one in the home to provide light housework, companionship and transportation. There are also agencies that invite the SCP volunteers; such as the VA hospital, hospice and adult day care or active living centers to provide support for their clients.

The Senior Companion Program receives referrals for Volunteers and clients from agencies and the counties at large. Volunteers undergo background checks, are interviewed and receive training. The Senior Companion Program guidelines through the Corporation for National and Community Service provides a \$3.00 per hour stipend to Senior Companion Volunteers. In order for them to receive this stipend, they must meet income requirements.

The Senior Companion Program currently is on "pause" due to the pandemic. Full services are planned to resume when North Carolina moves to Phase III. Dee Heinmuller shared that she is currently working on guidelines to allow for social distanced engagement until Phase III if the program is "un-paused" by the Corporation for National and Community Service.

The 5310 grant is through the North Carolina Department of Transportation. Its full name is the 5310 Rural Grant: Enhanced Mobility of Seniors and Individuals with Disabilities grant program. This grant would provide the opportunity for the Senior Companion Program to reimburse volunteers for their mileage when working with their clients. For example, many of our volunteers provide transportation to their clients for grocery shopping, errands and medical appointments. Clients are often unable to access the public transportation options in their counties due to availability, time, medical appointment requirements and need. Therefore, the Senior Companion Volunteer often is the best transportation option for many of our clients.

The Senior Companion Program is requesting \$10,277 from the North Carolina Department of Transportation through the 5310 Rural Grant. This grant requires a local match. At this time, the Pisgah Health Foundation has matched the requirement and the funding is in the FY21 LOS budget.

The North Carolina Department of Transportation requires, in its application process, that all grantee requests must hold a public hearing. This allows for other entities or community members to speak to the grant, asking amount and any other issues/ideas one may have about the funding. Due to the need for a virtual hearing, with the public hearing notice published in the Asheville Citizen-Times for 30 days prior to the hearing and posted on the LOS website. There are

definite barriers to a public hearing while business is conducted virtually. Therefore, there are instructions published with the notice that allow for the public to email or call in their comments to Dee Heinmuller, MSW, Senior Companion Program Manager before the October 2020 meeting. If we receive any comments they will be read at the October 2020 meeting and dictated into the meeting minutes.

The Senior Companion Program provides vital services to our older adults. A Senior Companion is often the only voice on the phone or face many of our clients see. It is an important program!

Informational item. No action requested.

Land of Sky Regional Strategic Plan

Land of Sky Regional Council adopted the 2019-2021 Strategic Plan in 2019. Nathan Ramsey shared an update on progress of meeting the goals of the plan.

Nathan Ramsey shared that goals in the Strategic Plan have either been met, are in process, or in development.

Nathan Ramsey communicated that the plan was developed pre-COVID, and it might be beneficial to survey member governments again for currently relevant input.

Nathan Ramsey reviewed Goal 1.3-Comprehensive assessment of LOSRC services and programs. He noted that many things have been put on hold due to the pandemic, including Medicaid Transformation, which could expand many services at LOS.

Regarding Goal 2.1- Enhance communications with local governments and regional organization, Nathan Ramsey shared that he plans to visit member governments to determine needs and how LOS can help to meet those needs. He also shared that outreach is being planned to inform organizations about the Affiliate Member program.

Nathan Ramsey shared that while meetings are virtual he is trying to send out handwritten notes to Council members to encourage attendance at the monthly meetings.

Nathan Ramsey requested volunteers for the Program and Communications Committee. The request could also be made to the full Board at their meeting. Albert Gooch volunteered to be a member of the committee and he encouraged other Executive Committee members to volunteer, too.

Nathan Ramsey reviewed Goal 2.3 and he asked Executive Committee members if anyone would like to serve on the Legislative Relations Committee. The ask would also be made to the full Board at their meeting. He shared that all official LOS communications are also sent to legislative delegations at the State and Federal levels.

Regarding Goal 3.1, Nathan Ramsey shared that there have been additional staff hired by the organization, job openings are posted on the LOSRC website and it is anticipated that there may be some retirements in the next year or two, which could lead to some changes in organizational structure.

Regarding Goal 3.2, Nathan Ramsey communicated that a performance evaluation system has been designed and implemented. A professional development plan is being developed and training is being identified that could be beneficial to staffs' professional development.

Nathan Ramsey shared that with regards to Goal 3.3, options are being explored for diversifying revenue streams. He noted that the Friends of Land of Sky non-profit is nearly ready to be up and running. He noted that fee-for-service expansions are under consideration, to provide valuable services to member governments and other organizations in the region.

Nathan reviewed Goal 3.4- Ensure Accountability and Transparency for Operations and Transactions and he noted that changes have been made to how the fund balance is calculated.

Information item. No action requested.

Other Items

Executive Director Report

Nathan Ramsey shared that his current report was in the agenda packet and he encouraged Executive Committee members to reach out with any questions or comments regarding the report. He highlighted the three NADO awards that were received for programs through Aging Services- Age Friendly Buncombe County, Workforce Development- Accelerating Apprenticeship in WNC, and ECD- Utility Cost Control Strategies during COVID-19.

Land of Sky Regional Council Office Status

Nathan Ramsey shared that staff are still encouraged to telework, the employee who tested positive for the virus has recovered, and no other staff have tested positive since. The remote meeting format is planned to continue through the end of the year. During the Early Voting period, staff will be encouraged to telework as much as possible. He noted that Buncombe County would clean the area used for early voting daily during the period. He shared that perhaps by early 2021, near or normal operations could resume.

Nathan Ramsey shared that Finance and Administrative staff are working on a reimbursement request to FEMA, to recoup some of the costs the pandemic and lockdowns have caused the organization.

Susan Russo-Klein shared that the Friends of the Land of Sky non-profit needs to establish its board of directors. Currently the IRS is reviewing the Form 1023-series application, which, when approved by the IRS results in the designation as a non-profit organization and provides the requisite letter stating such. Right now, the work of the non-profit board would be to approve bylaws for the non-profit.

Chair Volk requested comments or questions from Executive Committee members, as previously, it was suggested that the current Executive Committee would serve as the board for the non-profit.

Albert Gooch moved to appoint the current executive committee members and Nathan Ramsey (as Ex-Officio), as directors of the board for The Friends of the Land Of Sky Inc. The motion received a second and was approved unanimously upon a roll call vote, and without further discussion.

COVID-19 Regional Response Effort

Nathan Ramsey shared an update on the COVID-19 Regional Response effort and noted that the weekly call is tomorrow at 1pm. Anyone interested in attending may contact him for the Zoom login information. This call will feature an update from the Governor's office, a state/federal legislative update and a broadband presentation by Sara Nichols, Regional Planner with LOSRC.

Nathan Ramsey shared that weekly calls are ongoing, and he encouraged Executive Committee members to reach out with any suggestions or concerns. The goal is to support local governments during this time.

Adjournment

Chair Volk adjourned the meeting, as there was no further business.

Respectfully submitted by Zia Rifkin

	Vote #1 Consent Agenda	Vote #2- Appoint the Executive Committee Members as the initial board for the Friends of LOS, Inc.
Member Government		
Chairman (Volk)	y	y
Vice Chair (Fitzsimmons)	y	y
Secretary (Hawkins)	y	
Treasurer (Gentry)		
Past Chair (Harris)	y	y
County Delegate (Mitchell)		
Municipal Delegate (Gooch)	y	y
Minority Delegate (Blakely)	y	y
Aging/Volunteer Services Delegate (Tomasulo)	y	y
Yays	7	6
Nays	0	0

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BUDGET AMENDMENT RESOLUTION #3

BE IT ORDAINED by the governing board of the Land of Sky Regional Council that the following amendment be made to the annual budget ordinance for the fiscal year ending June 30, 2021.

SECTION I. To amend the appropriations as follows:

Area Agency on Aging	\$ 51,320
Workforce Development	\$ 50,000
Economic & Community Development	
General Operations	
Total Appropriations	\$101,320

SECTION II. It is estimated that the following revenues will be available for the fiscal year beginning July 1, 2020 and ending June 30, 2021.

Federal	\$ 136,879
State	(\$ 75,559)
Local	
Local Dues	
Private Grants, Contracts & Sponsorships	\$ 40,000
Fees	
In-Kind	
Other	
Total Estimated Revenues	\$ 101,320

SECTION III. The finance officer is authorized to allocate the amounts of projects, programs and functions to appropriate objects of expenditures in accordance with the requirements of the contract concerning each project, program or function. The Finance Officer is authorized to reallocate departmental appropriations among various line item objects of expenditures and revenues as necessary during the budget year. However, any changes to salary or compensation of any employee for any reason shall be approved by the Executive Director and the Executive Committee before such changes takes effect.

SECTION IV. The Chairman and/or appropriate officers are authorized to execute all contracts or grants necessary to implement this budget, including federal and state grants, contracts for assistance to local governments and agencies, and subcontracts to local entities necessary to implement Council programs and activities.

SECTION V. Copies of this resolution shall be furnished to the finance/budget officer as directions in carrying out her official duties.

Approved at the October 28, 2020 Executive Committee meeting of the Land of Sky Regional Council.

 Barbara Volk, Chair

 Nathan Ramsey, Attest

Land of Sky Region Council
Revenue and Expenditures



Fiscal Year → **FY21**
 Amendment → **Three**

Amendment Date → **10/28/2020**

Revenue and Expenditures

Program Area	Proposed Budget as of Current Amendment -- 'Three'	Budget as of Previous Amendment -- 'Two'	Increase or (Decrease) between Current and Previous Amendment	Percent Change between Current and Previous Amendment	Percent Change between Current Amendment Proposed Budget and FY Start
AAA - Area Agency on Aging	\$6,794,448	\$6,743,128	\$51,320	0.8%	0.8%
ECD - Economic and Community Development	\$4,382,268	\$4,382,268	\$0	0.0%	0.0%
MAWD - Workforce Development	\$2,561,959	\$2,511,959	\$50,000	2.0%	2.7%
MNG - General Operations	\$198,866	\$198,866	\$0	0.0%	0.0%
Land of Sky Regional Council	\$13,937,541	\$13,836,221	\$101,320	0.7%	17.5%

Revenue by Source

Funding Source	Proposed Budget as of Current Amendment -- 'Three'	Budget as of Previous Amendment -- 'Two'	Increase or (Decrease) between Current and Previous Amendment	Percent Change between Current and Previous Amendment	Percent Change between Current Amendment Proposed Budget and FY Start
Federal	\$9,042,624	\$8,905,745	\$136,879	1.5%	1.9%
State	\$1,780,752	\$1,856,311	(\$75,559)	-4.1%	-4.0%
Local	\$1,854,552	\$1,854,552	\$0	0.0%	0.0%
Local-Dues	\$452,129	\$452,129	\$0	0.0%	0.0%
Private	\$387,533	\$347,533	\$40,000	11.5%	17.5%
Other	\$149,546	\$149,546	\$0	0.0%	0.0%
In-Kind	\$110,266	\$110,266	\$0	0.0%	0.0%
Fees	\$160,139	\$160,139	\$0	0.0%	0.0%
Land of Sky Regional Council	\$13,937,541	\$13,836,221	\$101,320	0.7%	17.5%

Land of Sky Region Council
Revenue and Expenditures



FY21 Fiscal Year

Three Amendment Number
10/28/20 Amendment Date

FY21 Budget at Start; Total for AAA	FY21 Budget at Amendment One; Total for AAA	FY21 Budget at Amendment Two; Total for AAA	Amendment Three; Total for AAA	FY21 Budget at Amendment Three; Total for AAA	FY21 Budget this Amendment as Percent of FY21 Budget Start
\$6,229,613	\$6,738,774	\$6,743,128	\$51,320	\$6,794,448	109.1%

AAA Area Agency on Aging

Unit	Grant Number	Grant Name	FY21 Budget at Start	FY21 Budget at Amendment One	FY21 Budget at Amendment Two	Amendment Three	FY21 Budget at Amendment Three	FY21 Budget this Amendment as Percent of FY21 Budget Start
AAA	586	Foster Grandparent Program	\$408,056	\$472,558	\$472,558	\$10,773	\$483,331	118%
AAA	595	Senior Companion	\$392,115	\$423,947	\$423,947	\$40,547	\$464,494	118%

Land of Sky Region Council
Revenue and Expenditures



FY21 Fiscal Year

Three Amendment Number
10/28/20 Amendment Date

FY21 Budget at Start; Total for ECD	FY21 Budget at Amendment One; Total for ECD	FY21 Budget at Amendment Two; Total for ECD	Amendment Three; Total for ECD	FY21 Budget at Amendment Three; Total for ECD	FY21 Budget this Amendment as Percent of FY21 Budget Start
\$3,583,488	\$4,236,781	\$4,382,268	\$0	\$4,382,268	122.3%

ECD Economic and Community Development

Unit	Grant Number	Grant Name	FY21 Budget at Start	FY21 Budget at Amendment One	FY21 Budget at Amendment Two	Amendment Three	FY21 Budget at Amendment Three	FY21 Budget this Amendment as Percent of FY21 Budget Start
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Land of Sky Region Council
Revenue and Expenditures



FY21 Fiscal Year

Three Amendment Number
10/28/20 Amendment Date

FY21 Budget at Start; Total for MAWD	FY21 Budget at Amendment One; Total for MAWD	FY21 Budget at Amendment Two; Total for MAWD	Amendment Three; Total for MAWD	FY21 Budget at Amendment Three; Total for MAWD	FY21 Budget this Amendment as Percent of FY21 Budget Start
\$1,851,271	\$2,411,959	\$2,511,959	\$50,000	\$2,561,959	138.4%

MAWD Workforce Development

Unit	Grant Number	Grant Name	FY21 Budget at Start	FY21 Budget at Amendment One	FY21 Budget at Amendment Two	Amendment Three	FY21 Budget at Amendment Three	FY21 Budget this Amendment as Percent of FY21 Budget Start
MAWD	239	Finish Line Support/Operations	\$15,000	\$11,126	\$11,126	\$50,000	\$61,126	408%

Land of Sky Region Council
Revenue and Expenditures



FY21 Fiscal Year

Three Amendment Number
10/28/20 Amendment Date

FY21 Budget at Start; Total for MNG	FY21 Budget at Amendment One; Total for MNG	FY21 Budget at Amendment Two; Total for MNG	Amendment Three; Total for MNG	FY21 Budget at Amendment Three; Total for MNG	FY21 Budget this Amendment as Percent of FY21 Budget Start
\$198,866	\$198,866	\$198,866	\$0	\$198,866	100.0%

MNG

General Operations

Unit	Grant Number	Grant Name	FY21 Budget at Start	FY21 Budget at Amendment One	FY21 Budget at Amendment Two	Amendment Three	FY21 Budget at Amendment Three	FY21 Budget this Amendment as Percent of FY21 Budget Start
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AGENDA ITEM SUMMARY

Items: 3A – Senior Companion Program NCDOT grant application – 5310 Rural Grant

Nature of Items: Public Hearing

Attachment(s): Local Share Certification

Background: There will be a public hearing at this Executive Committee meeting as part of this grant application to the NC Department of Transportation (NCDOT) for the 5310 Rural Grant. Per NC law, the vote will take place at least 24 hours after the public hearing on Thursday, October 29 at 12:00 pm.

Responsible Staff: Dee Heinmuller MSW, Senior Companion Program Manager

Suggested Motion: N/A.

FY 2022 LOCAL SHARE CERTIFICATION FOR FUNDING

Land of Sky Regional Council
(Legal Name of Applicant)

Requested Funding Amounts

<u>Project</u>	<u>Total Amount</u>	<u>Local Share**</u>
Administrative	\$ _____	\$ _____ (20%)
5311 Operating (No State Match)	\$ _____	\$ _____ (50%)
5310 Operating (No State Match)	\$ <u>20554</u>	\$ <u>10277</u> (50%)
5307 Operating	\$ _____	\$ _____ (50%)
5307 Planning	\$ _____	\$ _____ (20%)
Combined Capital	\$ _____	\$ _____ (20%)
Mobility Management	\$ _____	\$ _____ (50%)
5310 Capital Purchase of Service	\$ _____	\$ _____ (20%)
_____	\$ _____	\$ _____ (_ %)
_____	\$ _____	\$ _____ (_ %)
_____	\$ _____	\$ _____ (_ %)

Funding programs covered are 5311, 5310, 5339 Bus and Bus Facilities, 5307 (Small fixed route, regional, and consolidated urban-rural systems)

TOTAL	\$ <u>20554</u>	\$ <u>10277</u>
	Total Funding Requests	Total Local Share

****NOTE: Applicants should be prepared for the entire Local Share amount in the event State funding is not available.**

The Local Share is available from the following sources:

<u>Source of Funds</u>	<u>Apply to Grant</u>	<u>Amount</u>
<u>CSNC</u>	<u>5310</u>	\$ <u>10277</u>
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____

FY 2022 Local Share Certificate (page 2)

_____	_____	\$ _____
_____	_____	\$ _____
TOTAL		\$ <u>10277</u>

**** Fare box revenue is not an applicable source for local share funding**

I, the undersigned representing Land of Sky Regional Council, do hereby certify to the North Carolina Department of Transportation, that the required local funds for the FY2022 Community Transportation Program and 5307 Governors Apportionment will be available as of **July 1, 2021**, which has a period of performance of July 1, 2021 – June 30, 2022.

Signature of Authorized Official

Nathan Ramsey, Executive Director

Type Name and Title of Authorized Official

October 28, 2020

Date



AGENDA ITEM SUMMARY

- Items:** 3B – Area Agency on Aging Update
- Nature of Items:** No action required.
- Attachment(s):** N/A
- Background:** COVID19 has significantly impacted older adults in our region. Land of Sky Regional Council has received significant funding from the CARES Act to support older adults in the region. There have been state restrictions on Ombudsman from entering facilities and that restriction is ending.
- Responsible Staff:** LeeAnne Tucker, Director, Area Agency on Aging
- Suggested Motion:** N/A.



AGENDA ITEM SUMMARY

- Items:** 3C – Land of Sky Regional Council FY19-20 Audit Update
- Nature of Items:** No action required.
- Attachment(s):** N/A
- Background:** On Friday, October 23, 2020 the Council's auditor, Anderson Smith & Wike notified the Finance Director that there would be an audit finding in the Council's financial statements due to the overstatement of revenue in FY19-19 related to payments from the City of Asheville for paratransit services. The Council received these payments and then all of these funds were paid to Buncombe County pursuant to the Council's Mountain Mobility contract. The journal entries for these payments by the City of Asheville were entered as directed by the Council's prior external auditor. This finding will not impact the Council's operations nor will it impact any of the Council's federal or state grant programs. . .
- Responsible Staff:** Charlotte Sullivan, Finance Director
- Suggested Motion:** N/A.

October 26, 2020

Corrective Action Plan for Audit Finding Fiscal Year 2020

Finding: Auditor Statement below:

During the year ending June 30, 2019, the Council correctly recorded liability of approximately \$220,000 for a pass-through payment of local transportation funds that was due to Buncombe County.

During the June 30, 2019 audit, the prior auditors proposed an adjusting journal entry to zero out the liability account and record revenue. The Council recorded this erroneous entry on the June 30, 2019 financial statements. As a result fund balance in the General Fund was overstated in the June 30, 2019 financial statements by approximately \$220,000. Within the June 30, 2020 audit, a prior period adjustment should be posted to correct this error in the prior year financial statements. We'll need to report this error as a significant deficiency within the financial statements since the amount represents a material error to the June 30, 2019 financial statements.

However, please note that the error in the prior year's financial statements was essentially an error on paper only. While there was an error on the prior financials, this error did not result in any expenditure of funds – no expenditures were incurred relating to this transaction other than the proper disbursement to Buncombe County. This error is not felt to be indicative of misappropriation of assets or intentional financial statement misstatement.

1. The finance director will attend MIP (accounting software) training immediately. This training will enable the finance director to set-up reports that will aid in analyzing and reviewing account balances. The finance director currently runs report. However, with more training more detail can be obtained and analyzed.
2. A finance team member will run a quarterly report for grant 931 (typically when the above transactions are made). The finance director will review and send a signed copy to the Executive Director.

Presented to the Executive Committee on October 28, 2020.



AGENDA ITEM SUMMARY

Items:	3D – Land of Sky Regional Council Strategic Plan
Nature of Items:	No Action
Attachment(s):	Land of Sky Regional Council Strategic Plan 2019-2021, Strategic Plan Status Report
Background:	Land of Sky Regional Council adopted a Strategic Plan 2019-2021 in 2019. The Executive Committee will receive regular updates on the implementation of the strategic plan. .
Responsible Staff:	Nathan Ramsey, Executive Director
Suggested Motion:	N/A.

OUR VISION

To be a catalyst for increasing the **economic competitiveness** and quality of life for our region, while being recognized as a **leading regional development organization** in the nation.

OUR MISSION

To partner with our local governments to identify and address relevant and emerging issues in Buncombe, Henderson, Madison, and Transylvania counties, while providing creative solutions and excellence service in the delivery of programs for our region.

OUR CORE VALUES

Service – We exist to serve our local governments.

Collaboration – We work as a team to assist our local governments and key partners in meeting their challenges, and strive to bring the region together to face challenges in a unified way.

Accountability – We take responsibility for our actions as a team and as individuals.

Resiliency – We face challenges head-on with determination and optimism.

Trust – We build trust through transparency.

Innovation – We always seek out new ways to address challenges, old or new, internal or external.

STRATEGIC PLAN 2019-2021



OUR STRATEGIC PRIORITIES



1 SERVICES

Evaluate, improve, and expand services based on input from local governments and key partners.



2 RELATIONSHIPS

Foster existing partnerships and build new relationships with local government leaders, regional allies, state officials, and federal partners.



3 CAPACITY

Evaluate, expand and build organizational capacity as needed to address the regions needs.

1

SERVICES



Evaluate, improve, and expand services based on input from local governments and key partners.

GOAL 1.1

Develop and implement a comprehensive process for informing and obtaining input from all of the region's local governments concerning Land of Sky's value, relevance, services, and partnership opportunities.

STRATEGIES

1. Conduct face-to-face interviews with elected and senior appointed officials from the 20 local government jurisdictions in the region.
2. Design and distribute a survey instrument to all local elected and senior appointed officials in the region.
3. Design and implement a method for receiving continuous feedback from all local elected and senior appointed officials in the region.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
1.1	Identify officials to be interviewed.	1st Quarter, 2019	Strategic Planning Committee, Executive Director
1.2	Develop interview questions.	2nd Quarter, 2019	Executive Director
1.3	Conduct interviews.	3rd Quarter, 2019	Executive Director
1.4	Develop survey instrument.	2nd Quarter, 2019	Strategic Planning Committee, Executive Director
1.5	Distribute survey instrument.	2nd Quarter, 2019	Executive Director
1.6	Design feedback tool.	3rd Quarter, 2019	Strategic Planning Committee, Executive Director
1.7	Launch feedback tool.	4th Quarter, 2019	Executive Director
1.8	Update to Board of Delegates	Ongoing/Quarterly	Strategic Planning Committee, Executive Director

GOAL 1.2

Develop and implement a comprehensive process for obtaining input from regional partners concerning Land of Sky's value, relevance, services, and partnership opportunities.

STRATEGIES

1. Identify key regional partners.
2. Conduct face-to-face interviews with identified regional partners.
3. Design and distribute a survey instrument to all regional partners.
4. Design and implement a method for receiving continuous feedback from all regional partners.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
1.9	Identify key regional partners.	1st Quarter, 2019	Strategic Planning Committee, Executive Director
1.10	Develop interview questions.	2nd Quarter, 2019	Executive Director
1.11	Conduct interviews.	3rd Quarter, 2019	Executive Director
1.12	Develop survey instrument.	2nd Quarter, 2019	Strategic Planning Committee, Executive Director
1.13	Distribute survey instrument.	2nd Quarter, 2019	Executive Director
1.14	Design feedback tool.	3rd Quarter, 2019	Strategic Planning Committee, Executive Director
1.15	Launch feedback tool.	4th Quarter, 2019	Executive Director
1.16	Update to Board of Delegates	Ongoing/Quarterly	Strategic Planning Committee, Executive Director

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SERVICES



Evaluate, improve, and expand services based on input from local governments and key partners.

GOAL 1.3

Based on input from local governments and regional partners, conduct a comprehensive assessment of Land of Sky's services and programs.

STRATEGIES

1. Identify programs and services that should be expanded.
2. Identify needed program and service improvements.
3. Identify programs and services that should be scaled back or eliminated.
4. Identify new programs and services that should be offered.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
1.17	Identify programs and services that should be expanded.	1st Quarter, 2020	Executive Committee, Executive Director
1.18	Identify needed program and service improvements.	1st Quarter, 2020	Executive Committee, Executive Director
1.19	Identify programs and services that should be scaled back or eliminated.	1st Quarter, 2020	Executive Committee, Executive Director
1.20	Identify new programs and services that should be offered.	1st Quarter, 2020	Executive Committee, Executive Director
1.21	Update to Board of Delegates	Ongoing/Quarterly	Strategic Planning Committee, Executive Director

1st Quarter: January 1 – March 31
2nd Quarter: April 1 – June 30
3rd Quarter: July 1 – September 30
4th Quarter: October 1 – December 31

2

RELATIONSHIPS



Foster existing partnerships and build new relationships with local government leaders, regional allies, state officials, and federal partners.

GOAL 2.1

Enhance communications with local governments and regional organizations.

STRATEGIES

1. Develop and implement a comprehensive strategy for outreach, marketing, and engagement.
2. Design and implement a process for informing local governments and regional partners about possible or anticipated emerging issues and, in turn, for obtaining feedback concerning such issues.
3. Increase the number of and involvement with affiliate Council members.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
2.1	Develop an outreach, marketing, and engagement strategy.	3rd Quarter, 2019	Program and Communications Committee, ED
2.2	Implement outreach, marketing, and engagement strategy.	4th Quarter, 2019	Program and Communications Committee, ED
2.3	Design a process for informing local governments and partners about emerging regional and local issues and obtaining feedback for such issues.	3rd Quarter, 2019	Program and Communications Committee, Executive Director
2.4	Implement a process for informing local governments and partners about emerging regional and local issues and obtaining feedback for such issues.	4th Quarter, 2019	Program and Communications Committee, Executive Director
2.5	Implement a program to inform organizations about the affiliate member program and grow the number of affiliate Council members.	2nd Quarter, 2019	Program and Communications Committee, Executive Director
2.6	Update to Board of Delegates	Ongoing/Quarterly	Strategic Planning Committee, ED

GOAL 2.2

Improve experiences for those attending Board of Delegates meetings and work to increase attendance numbers for the meetings.

STRATEGIES

1. Create a Program and Communications Committee made up of Board of Delegates members to assist staff with meeting agendas, publications, and activities.
2. Develop and implement a system for continuously soliciting input from local governments for ways to improve Board of Delegates meetings.
3. Create and implement a new Council orientation program.
4. Implement technology that allows for remote participation in meetings.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
2.7	Form a Program and Communications Committee.	1st Quarter, 2019	Executive Committee
2.8	Develop and implement a system for obtaining feedback concerning ways to improve Board of Delegates meetings.	2nd Quarter, 2019	Program and Communications Committee, Executive Director
2.9	Create a new Council orientation program.	4th Quarter, 2019	Program and Communications Committee, ED
2.10	Implement a new Council orientation program.	1st Quarter, 2020	Program and Communications Committee, ED
2.11	Implement remote meeting technology.	3rd Quarter, 2019	Program and Communications Committee, ED
2.12	Update to Board of Delegates	Ongoing/Quarterly	Strategic Planning Committee, ED

2

RELATIONSHIPS



Foster existing partnerships and build new relationships with local government leaders, regional allies, state officials, and federal partners.

GOAL 2.3

Take a more active role in relationship building and advocacy efforts at the state and federal levels.

STRATEGIES

1. Create a Legislative Relations Committee.
2. Take steps to ensure state and federal officials are invited and encouraged to attend the annual member government social and award presentation event.
3. Collaboratively develop a regional legislative priority list.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
2.13	Form a Legislative Relations Committee.	1st Quarter, 2019	Executive Committee
2.14	Ensure state and federal officials are invited and encouraged to attend the annual member government social and award presentation event.	3rd Quarter, 2019	Legislative Relations Committee, ED
2.15	Develop a regional legislative priority list.	4th Quarter, 2019	Legislative Relations Committee, ED
2.16	Update to Board of Delegates	Ongoing/Quarterly	Strategic Planning Committee, ED

1st Quarter: January 1 – March 31
2nd Quarter: April 1 – June 30
3rd Quarter: July 1 – September 30
4th Quarter: October 1 – December 31

3

CAPACITY



Evaluate, expand and build organizational capacity as needed to address the regions needs.

GOAL

3.1 Evaluate Council operations to ensure internal capacity is adequate for current and future program requirements.

STRATEGIES

1. Work to identify efficiencies through examining work processes to capitalize on individual strengths, technology, and creativity.
2. Ensure administrative and finance capacity are at adequate levels to ensure organizational programmatic compliance.
3. Evaluate future space needs to ensure program expansion needs can be met.
4. Evaluate the current organizational structure and make necessary changes to enhance effectiveness and efficiency.
5. Identify other regional councils to serve as a benchmark for Land of Sky.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
3.1	Evaluate internal capacity.	2nd Quarter, 2020	Executive Director
3.2	Fill finance and administrative capacity gaps.	4th Quarter, 2020	Executive Director
3.3	Evaluate space needs.	2nd Quarter, 2020	Executive Director
3.4	Identify and implement changes, if needed, to organizational structure.	1st Quarter, 2021	Executive Director
3.5	Identify benchmark organizations.	4th Quarter, 2019	Executive Committee, Executive Director
3.6	Update to Board of Delegates.	Ongoing/Quarterly	Strategic Planning Committee, Executive Director

GOAL

3.2 Design and implement a formal staff development system.

STRATEGIES

1. Implement a comprehensive performance evaluation process for all staff.
2. Implement a system to develop custom professional improvement plans for each staff member.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
3.7	Design a performance evaluation system.	1st Quarter, 2020	Executive Committee, Executive Director
3.8	Implement a performance evaluation system.	3rd Quarter, 2020	Executive Director
3.9	Design a professional development plan.	1st Quarter, 2020	Executive Committee, Executive Director
3.10	Implement a professional development program.	3rd Quarter, 2020	Executive Director
3.11	Update to Board of Delegates.	Ongoing/Quarterly	Strategic Planning Committee, Executive Director

3

CAPACITY



Evaluate, expand and build organizational capacity as needed to address the regions needs.

GOAL

3.3 Explore options for diversifying revenue streams.

STRATEGIES

1. Examine the formation of a non-profit or partnering with an existing non-profit to allow for private fund raising and diverse grant funding.
2. Examine forging relationships with private foundations.
3. Examine the expansion of existing and creation of new fee-for-service activities.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
3.12	Evaluate the value and feasibility of forming a non-profit or partnering with an existing non-profit.	3rd Quarter, 2021	Executive Committee, Executive Director
3.13	Explore partnerships with private foundations.	3rd Quarter, 2021	Executive Committee, Executive Director
3.14	Evaluate, adjust, and implement expansions for fee-for-service activities.	3rd Quarter, 2021	Executive Committee, Executive Director
3.15	Update to Board of Delegates.	Ongoing/Quarterly	Strategic Planning Committee, Executive Director

GOAL

3.4 Implement and continuously update processes and procedures to ensure accountability and transparency for Land of Sky operations and transactions.

STRATEGIES

1. Identify and monitor specific operations and transactions that should receive oversight beyond local, state and/or federal compliance regulations.
2. Develop and implement a system of checks and balances for specific operations and transactions that should receive additional oversight.
3. Create a process to periodically review operations and transactions to determine if additional operations and transactions should be added to the oversight list.

	ACTION ITEM	COMPLETION TARGET	RESPONSIBLE PARTY
3.16	Identify operations and transactions that need oversight above and beyond state and federal review requirements.	1st Quarter, 2020	Executive Committee, Executive Director
3.17	Develop and implement adequate monitoring systems.	3rd Quarter, 2020	Executive Committee, Executive Director
3.18	Periodically review, update, and adjust monitoring systems.	Ongoing/Annually	Executive Committee, Executive Director
3.19	Update to Board of Delegates.	Ongoing/Quarterly	Strategic Planning Committee, Executive Director

1st Quarter: January 1 – March 31
 2nd Quarter: April 1 – June 30
 3rd Quarter: July 1 – September 30
 4th Quarter: October 1 – December 31



AGENDA ITEM SUMMARY

- Subject:** Senior Tar Heel Legislature
- Nature of Item:** Action Requested
- Responsible Party:** LeeAnne Tucker, Area Agency on Aging Director
- Attachment(s):** None
- Background:** The Senior Tar Heel Legislators (STHL) promotes citizen involvement and advocacy concerning aging issues before the General Assembly and assesses the legislative needs of older adults by convening a forum modeled after the North Carolina General Assembly. One delegate and one alternate represent every older adult in the state's 100-counties. The STHL meets three times a year in Raleigh. During these sessions, the group is updated on the condition of federal and state aging services programs.
- The Executive Committee is asked to officially appoint the following as Senior Tar Heel Legislative Delegates and Alternates from Region B. Transylvania County has been informed of these appointments.
- Transylvania County
Betty Rogge – Delegate
Sandra Canty – Alternate
- Suggested Motion(s):** Appoint Betty Rogge as Delegate and Sandra Canty as Alternate to the Senior Tar Heel Legislature.

Land of Sky Regional Council
Executive Director Report
Respectfully submitted by Nathan Ramsey
October 28, 2020

Economic Community Development (ECD) & Transportation

a. ECD

- Regional Air Quality Press Conference, planned for Oct. 30 via Webex.
- Sara Nichols was a panelist for the IEI's ReCONNECT to Move Forward: A Digitally Inclusive NC seminar.
- Submitted an ARC Grant application for a Tower Propagation Tool in partnership with Southwestern Commission.
- Received \$20,000 BAND-NC grant from NC State University's Institute for Emerging Issues to promote digital inclusion.
- Assisted with the submission of several GREAT broadband applications on behalf of our region and providers.
- Working with local governments, Dogwood Health Trust to apply for CDBG-CV grants for each of our counties and for municipalities that are willing and eligible to participate.
- Will provide support for the regional (five counties) Chambers of Commerce leadership group effort to assist small businesses.
- Submitted multiple competitive grants to EDA, ARC, FEMA, and DEQ, including reshoring manufacturing focused on the outdoor gear sector in collaboration with Southwestern Commission and High Country Council of Governments.
- Waste Reduction Partners has been hosting webinars on COVID-19 reaching over 500 participants.
- Partnering with the AAA team to assist in administration of the CARES Act funds.
- ECD participated in the statewide webinar "Broadband and Beyond."
- Submitted a \$160,000 grant application to the FEMA BRIC program through NCDPS in partnership with several entities.
- Initiating the WNC Stormwater Partnership for training, education, and stormwater inventories for member governments.
- Partnering with the Chambers of Commerce, Small Business Support Agencies, nonprofits, and economic developers to assist small businesses through COVID-19 impacts.
- Partnering with EDA, NCORR, Rural Center, COGS, and others to build a framework for Resilience and Recovery.
- Facilitating the Regional Solid Waste Managers Forum and Recycling Program.
- Contracting with several towns for zoning and mapping assistance including Flat Rock and Montreat.
- Working with regional partners to identify Affordable/Workforce Housing opportunities for short-and mid-term solutions.
- Developing a regional Housing Analysis and Plan in partnership with the Asheville Housing Consortium.

- Developing a CDBG-I application for sewer extension in Brevard.
- b. Transportation
- The 2045 Metropolitan Transportation Plan (MTP), was approved by the MPO Board in September, 2020
 - The Hellbender Regional Trail Plan, was approved by the MPO Board in September, 2020
 - Assisted Haywood County with the development of an RFQ for urban transit services
 - Held several design-based virtual public workshops for the Hendersonville Road Corridor Study
 - Working on the Tunnel Road Corridor Study
 - Contracted with the Town of Waynesville and Henderson County to conduct Greenway Feasibility Studies
 - Continuing to work with the City of Asheville on the Close the GAP Plan (Greenways, ADA, and Pedestrian)
 - In progress to program \$27,400,000 in Surface Transportation Block Grant funds to member governments from FY 22 - FY 26
 - Kicked-off the Regional Transit Feasibility Study
 - Submitted highway, transit, and bike/ped projects from around the region for the Statewide Prioritization Process

Workforce Development

- Applying for \$75,000 in funding from the NC Department of Commerce to support business services dislocated workers. The initial application requests \$50,000 and based on selected business services performance measures, another \$25,000 may be available.
- Hosted the WNC Career Expo October 14 – 16 in partnership with the Asheville Chamber of Commerce, over 40 employers and 400 job seekers participated.
- Working to finalize contracts with Madison County and Transylvania County for the \$75,000 grant from the NC Department of Commerce for temporary employment of dislocated workers to support COVID-19 contact tracing in Madison and Transylvania Counties.
- Working with Southwestern WDB to apply for \$500,000 ARC INspire grant (Investments Supporting Partnerships in Recovery Ecosystems). Dogwood Health Trust will match this grant if successful. The grant will support recovery to work in the eleven counties served by MAWDB and Southwestern WDB. Dogwood Health Trust is providing a professional grant writer to support this project.
- Partnership with the Asheville Area Chamber of Commerce for a virtual job fair platform that can be utilized on an unlimited basis by our region's NCWorks Career Centers and the Board.
- Providing ongoing support for many employers who are downsizing or furloughing workers as well as many dislocated workers.
- Supporting incumbent worker training with Business Accelerator Grants at Atlas Precision Plastics, Astral Buoyancy Company, Advanced Superabrasives Inc., Metropolitan Medical and Daniels Graphics.

- Working on a partnership with MANNA Food Bank to distribute NCWorks packets to reach individuals who may be dislocated workers or those searching for employment and training opportunities.
- Celebrated MFG Week with virtual events throughout the region in collaboration with Kyocera, ABB, ASI, GE Aviation, Wilsonart, Southeastern Container and Jabil.

Administration

- Hosted quarterly local government managers meeting and NCARCOG Forum meeting on October 2.
- Attended the Pratt & Whitney announcement and LOSRC was included in the press release.
- Continuing to host weekly COVID19 calls on Thursday at 1:00 pm. Weekly COVID-19 response calls have been averaging between 35 – 130 participants.
- We have extended VC3 contract by six months and we anticipate announcing the decision soon to select a vendor in response to our Managed IT Services RFP.
- The Council office large conference room is an Early Voting location from October 15 – October 31. We are limiting staff presence in the office during this time. No significant issues have arisen as a result of our office being utilized as an early voting location. As for the many years past, on Election Day, LOSRC is a Polling Station.
- Exploring the possibility of hosting a “Foreign Trade Zone” (FTZ) for our region.
- Diversity, Equity & Inclusion committee is meeting biweekly with support from Craft HR Solutions. Two executive committee members (Bob Tomasulo and Mike Hawkins) are part of this committee. The committee focuses on staff training, external outreach, review of our personnel policy and employee handbook, and hiring practices among other efforts. One goal of this effort is by 2022 our staff will reflect the diversity of our region.
- We have contracted with Leslie Anderson to offer collective impact training to staff and we have invited the staff at Southwestern Commission to join us as space allows.
- We have contracted with Erica Allison at Formation PR to assist LOSRC in preparing a video annual report for release at the December 2 meeting.
- Monthly staff evaluations are in process following the tool developed with the assistance of Craft HR Solutions.
- Danna held new employee orientation meetings for new staff members
- Danna and Charlotte are working on our FEMA reimbursement request to recover expenses incurred due to COVID19.
- Supporting staff telework needs and many virtual meetings.
- Hosted multiple meetings on behalf of the NC Association of Regional Council of Governments (NC ARCOG).
- Working with Susan Russo Klein on moving forward with the LOSRC nonprofit “Friends of LOSRC” .
- Working with the five Chambers of Commerce in Buncombe, Haywood, Henderson, Madison and Transylvania Counties. The chambers would like to retain

an outside firm to review the strategic plans of the chambers and local governments to determine areas of agreement for potential focus. LOSRC will assist in securing funding to support this effort.

Area Agency on Aging

Upcoming events

The 4th Annual Dr. Suzanne Landis Geriatric Summit: *Bright Spots for the Future* will be held on Friday, November 20. Join with colleagues, who are both healthcare providers and aging services providers, as we explore the many facets of successful aging through the lens of racial equity and COVID-19. This year's special focus is on reducing social isolation in marginalized older adults. The Summit will be "virtual" only and include presentations as well as small group breakouts, facilitated by aging experts. Registration and more info can be found here: <https://mahec.net/event/64040>.

In November, for Family Caregiver Month, the Family Caregiver Program is offering *Caregivers Harnessing Tech to Connect*, a three part series on virtual connections to prevent social isolation and promote wellness. The series will happen on November 5, 12, and 19. AARP, Four Seasons Hospice, and the Veterans Administration are co-hosting the series.

CARES Act:

Per a Federal Major Disaster Declaration related to the Coronavirus pandemic, funding has been awarded from the Coronavirus Aid, Relief and Economic Security Act, or CARES Act for Nutrition for Older Adults. The U.S. Government developed the \$2 trillion Coronavirus Aid, Relief, and Economic Security (CARES) Act to provide resources needed to fight COVID-19.

The Area Agency on Aging is administering the CARES ACT funding for the Land of Sky Regional Council. This work involves implementing COVID-related programs and services for the older adult population in our four county region. Land of Sky was funded a total of \$1,234,251 dollars.

The two main categories to support are area Regional Nutrition programs and Supportive Services programs. These funds are being utilized to make one-time grants available to organizations that serve the needs of our vulnerable population of those people age 60 years or older.

Food insecurity has been exacerbated during the pandemic. Projects funded through CARES Act Nutrition for Older Adults will seek to address the needs of older adults experiencing food insecurity. To date, a total of \$599,207 has been funded to area providers for nutrition programs and contracts awarded.

There are also one-time grants available to organizations delivering vital support services. Proposals for these services from providers are currently being reviewed and the necessary contracts prepared.

Monies are also provided to assist with our existing Ombudsman and Family Caregiver programs.

Home and Community Care Block Grant Services: September 2020

Adult DayCare/Health	Meals	IHA	Legal	Trips	Home Improvement
1,400	39,582	6,595	249	8,557	5

Health Promotion/Disease Prevention:

- Staff concluded seven Living Healthy at Home Toolkit programs this month, serving 56 older adults with chronic health issues.
- Staff continued providing a Zoom Tai Chi for Arthritis program for 7 community participants.
- Asheville Terrace Community Health Workers (ATCHW) held the 4th annual Health and Halloween Fair outdoors, masked and socially distanced, in partnership with the Buncombe County Health Department, YMCA of WNC and Asheville Housing Authority. 34 residents attended the event for safe, socially distanced fun, flu shots and nutrition resources.

Family Caregiver Program: To inform our region about funding available for caregivers through the CARES Act, staff worked with WLOS to create three ads. These can be found on our YouTube channel at:

<https://youtu.be/kSbbjA-qxI> - CARES Ad Highlighting All Caregiver Services

<https://youtu.be/o4aZket2M5o> - Kinship Ad1

<https://youtu.be/FpzooJNK1Jo> - Kinship Ad2

The six week course *Powerful Tools for Caregivers*, led by Family Caregiver Associate Carol McLimans and AARP Volunteer Kim Dickens, is being offered virtually and has the highest attendance of the past two years.

Senior Companion Program: Senior Companion volunteers continue to reach out to their clients through phone calls, running errands, virtual drama classes, and socially distanced food delivery. The program is still on pause until December 31, 2020. This means we are unable to enter the homes of our clients or work with agencies in-house. The good news is we are still receiving a temporary stipend and all of our volunteers are committed to supporting their clients in a socially distanced way. We are still taking referrals for the Senior Companion Program and are working with two individuals who would like to complete their training to become Senior Companion volunteers once we are able to re-engage with the community. We have hired a Support Specialist, Kathy Maney, who will be working to recruit and train new Senior Companion volunteers. This is an exciting new adventure that will help strengthen and support the expansion of the Senior Companion Program.

Ombudsman Program: Ombudsmen are continuing to advocate for residents through phone calls, email and video calls. Ombudsmen are also in contact with facility staff to provide information, support and review of new regulations. Informational emails regarding activities, grief and loss resource as well as Resident Rights Month ideas were sent to facility Administrators, Social Workers, and Activity Directors.

Ombudsmen are staying up-to-date on facility regulations around COVID-19 by attending numerous meetings. The State Ombudsman Office holds biweekly meetings for all NC

Ombudsmen, and on alternate weeks, the North Carolina Ombudsman Members meet to discuss pertinent issues. The Ombudsman program is also holding virtual meetings to discuss issues around COVID-19 and how various states are handling the pandemic.

The Community Advisory Committee (CAC) continues to be on hold however the Ombudsmen are staying in touch with the committees and keeping the volunteers and members up-to-date through emails and informal Zoom meetings.

Personal Protective Equipment (PPE) have been ordered through the CARES Act Funding. The Ombudsman Program is also purchasing Kindle Fires for Family Care Homes as well non-corporate Adult Care Homes in order to assist with tele-therapy as well as virtual visits with family and friends.

The Ombudsmen recently received a final re-entry plan from NCDHHS. The plan outlines the safe procedures and protocol that are to be followed upon re-entry on October 23, 2020. At this time there is no plan for the CAC volunteers to re-enter facilities.

Two Aging Sensitivity classes was taught by Ombudsmen to Blue Ridge Community College nursing assistant students in Henderson County.

Foster Grandparent Program: The Foster Grandparent Program (FGP) remains on pause during the COVID-19 pandemic until it is safe for them to return to service. However, our federal funder, the Corporation for National and Community Service, has extended the temporary stipend payment to volunteers who remain unable to serve due to the COVID-19 pandemic has been extended to December 31. This will allow programs and grantees time to develop alternate service plans for their volunteers and will help ensure that the volunteers and the children they serve remain as healthy as possible. Volunteers are receiving regular phone calls from staff and mailings of relevant and educational materials to keep them informed and engaged.

FGP volunteers are also receiving in-service training to help stay engaged and connected while they are unable to serve in person. Forty-four Foster Grandparents are currently participating in the **Living Healthy at Home Toolkit program** and the remaining sixteen volunteers will begin the Program in Oct and Nov. The volunteers have really enjoy participating in these calls and the activities that came with the Toolkit.

Project C.A.R.E. (Caregiver Alternatives to Running on Empty): Project C.A.R.E. services are being provided as usual with the exception that no in-person visits with caregivers are taking place. Respite funds are being distributed to previously enrolled clients and to new clients. Enrolled clients are receiving care consultation services. Callers are receiving information, assistance and referral services and in some cases being added to the waiting list for respite funds/care consultation. Face masks are being distributed to enrolled clients in Region B.

- \$21,000 (44.8% of the total available funding for regions A, B, and C) has been allocated to 39 caregivers needing respite in Regions A, B, and C, and approximately half (\$10,900) has been utilized.

- Respite funds have gone to all but one county in the 15-county region served by the Western Office of Project C.A.R.E. The one county that has not yet received respite funds is Graham Co. in Region A.
- Of the 39 clients who have received at least one \$500 respite voucher, 22 are caregivers who also received a voucher in the previous fiscal year and 17 have either never received a voucher or did not receive one in the past fiscal year.
- 29 caregivers have been added to the waiting list for voucher/care consultation since the start of FY21. These caregivers have received information, assistance and/or referral services.
- Other callers have also received I & A, and resources but I do not have a count as some of those records are at LOS office.
- 39 caregivers are currently on the waiting list for respite funding/care consultation.

Other:

Western Carolina University MSW Intern, Edward Jones, has completed the following projects for the AAA:

- Finished up the Mountain Area Health Education Center (MAHEC) list of programs to help combat social isolation. This will be distributed to participants of the 4th Annual Dr. Suzanne Landis Geriatric Summit.
- Worked on putting together webinar titled: Telehealth at Home for the Caregivers Harnessing Tech to Connect Webinar in November.

Mountain Mobility

- Ridership on the Enka-Candler Trailblazer is on the rise, outpacing trips for the other Trailblazer services in Black Mountain and North Buncombe at an almost 3 to 1 rate.
- The Buncombe County Board of Commissioners approved a temporary suspension of fares for passengers living in the rural-most areas of the county. The fare suspension began October 1 and will continue through the end of FY21.

NEMT

- Nathan met with Philip Hardin with Buncombe County Government to discuss operations for FY21-22 with Medicaid Transformation. There is significant uncertainty at the state level and LOSRC will be prepared to support Buncombe County as needed.

Finance

- FY19-20 Audit – An audit finding will be made by Anderson Smith & Wike due to the need to restate the financial statements for FY18-19 as revenues were overstated by \$220,000 due to an incorrect journal entry. These funds were received by the City of Asheville for paratransit services and then paid directly to Buncombe County as part of the Council’s Mountain Mobility contract. This finding will not impact the Council’s operations, nor will it impact any of the Council’s federal or state programs. The determination is a finding as the Local Government

Commission dictates that restatement of financials from a prior year will be a finding.

- It appears that the Council's unrestricted fund balance will be as great or greater than the prior year. Staff is focused on taking appropriate measures to increase the Council's unrestricted fund balance.

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Announcement: October 28, 2020

Nominations are now being accepted for three awards to be presented at Land of Sky Regional Council's Board Meeting on December 2, 2020.

THE CHARLES H. CAMPBELL REGIONAL LEADERSHIP AWARD

This award may be given **only** by the Council's Executive Committee. The award was established in 1983 in the name of the four-time Council Chairman and long-time Brevard Mayor, who received a national award for regional leadership in 1977. It may be given annually to one Council member who has made a major long-term contribution to the Council and its governance.

THE ROBERT G. PARRISH INTERGOVERNMENTAL RELATIONS AWARD

This award, also presented at the discretion of the Council's Executive Committee, is to an elected or appointed official who has made significant contributions to improve intergovernmental cooperation within the region. This award honors the memory of the late Council Chairman and long-time Fletcher Mayor Robert Parrish, who received the 2000 NC Intergovernmental Relations Award.

THE ROBERT E. SHEPHERD EXCELLENCE IN LOCAL GOVERNMENT AWARD

This award is presented at the Council's discretion to a local government professional who has shown great leadership in improving governance and service delivery, especially in the areas of regional cooperation and collaboration. This awards honors Land of Sky Regional Council's first Executive Director of 30 years.

Q: When is the deadline?

A: Nominations must be received by Wednesday, November 18, 2020.

Q: Where do I send my nomination?

A: Please email nominations forms to christina@landofsky.org or fax to 828.251.6353.

You may also mail nomination packets to:

Regional Award Nominations

Land of Sky Regional Council

339 New Leicester Hwy, Suite 140, Asheville, NC 28806

NOMINATION FORM
LAND OF SKY REGIONAL COUNCIL AWARDS

Deadline for submission is **Wednesday, November 18, 2020**. Awards will be presented at Land of Sky Regional Council's Board Meeting on December 2, 2020.

Please check the award for which you are submitting a nomination:

Robert Parrish Award

Charles Campbell Award

Robert Shepherd Award

Note: Before completing, please refer to the attached document for award criteria.

Name of Nominee (individual or organization):

Address:

Phone Number(s):

Describe major area(s) of accomplishment for person or organization:

List of leadership/responsibilities for the nominee as they relate to their accomplishments:

Describe traits of leadership exhibited by the nominee which were instrumental in his/her regional accomplishments:

Describe obstacles (if any) which nominee faced in this accomplishment and how these were overcome:

Describe importance or impact of the above to the Region (Buncombe, Henderson, Madison and Transylvania Counties) or the multiple jurisdictions involved (for Parrish award):

Additional Comments:

Note: You may enclose no more than two newspaper articles, supportive letters or other documentation to support the nominee's credentials for this award.

Name of person making nomination:

Signature:

Address:

Phone Number:

THE CHARLES H. CAMPBELL REGIONAL AWARDS

1984	Roy M. Trantham, Asheville
1985	William M. Ives, Transylvania County
1986	James T. Ledford, Madison County
1987	John J. Carter, Laurel Park
1988	Norma T. Price, Asheville
1990	Cornelius Hunt, Brevard
1992	Fran Waser, Transylvania County
1993	Gene Rainey, Buncombe County
1995	Vollie G. Good, Henderson County
2000	Robert F. Parrish, Sr.
2001	Fred H. Niehoff, Jr.
2003	Jerry Plemmons
2004	David Gantt
10/2004	Eliza Graue
2005	Raymond D. Miller, Transylvania County
2007	Charles "Pal" Grimes – Biltmore Forest Rodney
2008	Locks, Councilman for City of Brevard
2009	Eddie Fox
2010	Chuck McGrady
2012	Joe McKinney
2015	Phil Monk
2016	George Goosmann
2017	Dr. Charles Dickens
2018	Jack Cecil
2019	Larry Harris

ROBERT G. PARRISH INTERGOVERNMENTAL RELATIONS AWARD

2001	Fred H. Niehoff, Jr.
2002	C. Thomas Sobol, Jr.
2003	James Westbrook
2004	Arthur "Artie" Wilson
2005	NC Representative Raymond Rapp, Madison County
2006	NC Representative Wilma Sherrill, Buncombe County
2007	Chris Carter
2008	David Young
2009	Trudi Walend
2010	Mark Burrows
2012	Letta Jean Taylor
2015	Bob Davy
2018	Mike Hawkins
2019	Jerry VeHaun

ROBERT E. SHEPHERD EXCELLENCE IN LOCAL GOVERNMENT AWARD

2016	Robert E. Shepherd
2017	Susan Frady
2018	John Connet
2019	Forrest Gilliam
2019	Jonathan Kanipe