

# Annual Report

Fiscal Year  
2017/2018

Eastern Carolina Council,  
PO Box 1717, New Bern, NC 28560  
Eccog.org 252-638-3185

## INSIDE THIS REPORT

1. Planning & GIS
2. Area Agency on Aging
3. Financials
4. Our Board

## Introduction

Eastern Carolina Council (ECC) is the Regional Council of Governments that serves the nine counties in Region P. This council is one of sixteen multi-county planning and development regions in North Carolina. Regional Councils are governed by local, public and the private sector appointments. These Councils are forums where local officials determine priorities for the larger area of which their communities are an integral part.

ECC provides the organizational mechanism for local officials to address region-wide issues. By partnering local governments to create a valuable instrument for crossing political jurisdictions.

ECC helps satisfy the requirement of most funding agencies for a regional system of cooperation, coordination, and accountability. Regional Councils bring together the leadership necessary to coordinate plans, programs and projects that deal with common problems and challenges, and to achieve mutual goals and objectives.

Serving Carteret, Craven,  
Duplin, Greene, Jones,  
Lenoir, Onslow, Pamlico, &  
Wayne Counties.

  
EasternCarolinaCouncil

## Mapping

This year, ECC Planning staff was involved in several mapping projects. These projects include several zoning map amendments and mapping of water supply and stormwater systems. One project, mapping of Pine Knoll Shores Water System, is the first phase of a water system asset management program that will evaluate the existing system and provide recommendation for a capital improvements budget.

Mapping projects:

- Town of Bogue Zoning Map Amendment
- Town of Bridgeton Zoning Map Amendment
- Town of Newport Stormwater System Map and Evaluation
- Town of Pine Knoll Shores Water System/Asset Management Phase 1
- Town of River Bend Zoning Map Amendment
- Town of Seven Springs Stormwater System Map and Revaluation
- Town of Trent Woods Zoning Map Amendment

**“To catch the reader’s attention, place an interesting sentence or quote from the story here.”**

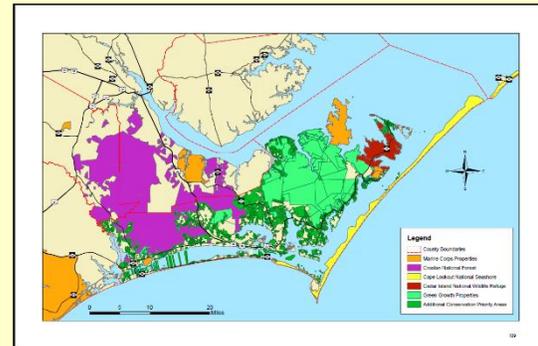
## RPO’s

Rural Planning Organizations (RPO) are designated by the North Carolina Department of Transportation (NCDOT) as the official transportation planning organization for their regions. ECC serves as staff to the Down East Rural Planning Organization (DERPO) for Carteret, Craven, Jones, Onslow, and Pamlico counties, as well as the Eastern Carolina Rural Planning Organization (ECRPO) for Duplin, Greene, Lenoir, and Wayne counties. RPOs across the state are charged with prioritizing projects for the State Transportation Improvement Program (STIP) including highway, transit, aviation, ferry, bicycle, and pedestrian projects. RPOs are also important partners in developing Comprehensive Transportation Plans (CTP). CTPs are long range (25-30 year) plans that identify problems or deficiencies and propose recommendations to address those problems. These recommendations are the basis for the future NDOT projects.



## Partners for Green Growth Project

ECC was awarded a grant from the North Carolina Wildlife Resources Commission (NC Wildlife) to study undeveloped properties that adjoin or are in close proximity to military facilities in Carteret County. ECC staff worked with officials from Marine Corps Air Station Cherry Point (MCAS Cherry Point), Carteret County Planning Staff, and staff from NC Wildlife to develop a list of properties to include in the study. Each of these properties were evaluated and ranked based on the likelihood of the property to develop, the presence of critical habitats and threatened or endangered species, and impacts to the property from Military activity. ECC staff looked at each property and formed recommendations for each property. This information was compiled into a database and info sheets were generated for each property. ECC staff drafted a guidance document that includes tools for conserving properties, the property data sheets, and a discussion about additional conservation lands. This project ties in closely with recommendations from the Cherry Point Regional Joint Land Use Study (JLUS) that was completed in 2016.



## Hurricane Recovery

Eastern Carolina Council of Governments (ECCOG) is acting as the lead agency, under a US-Economic Development Administration (EDA) grant, with Mid-East Regional Commission and Triangle J COG focusing on reviewing community rating system participation, assisting with storm water ordinances, mapping storm water conveyances, providing grant writing assistance, and assisting in updating land use ordinances. The \$250,000 grant is for two years and primarily focuses on 10 localities: Johnston County.; Lenoir County.; Grifton; LaGrange; Kinston; Seven Springs; Wayne County.; Duplin County.; and Greene and Beaufort Counties. ECCOG staff has worked with the counties in our region, and their consultants, in crafting work plans based on the developing the Recovery and Resiliency Plans (RRP) mandated by the NC General Assembly under the NC Disaster and Recovery Act of 2017 (Plans were received by the General Assembly in May of 2017). In addition, Staff is working with the UNC Department of City and Regional Planning (UNC DCRP) on more detailed recovery and resiliency plans for Seven Springs and Kinston. It will be the COG's role to provide ongoing support to local communities, in the months and years ahead, as they carry out their recovery and resiliency work plans, to include:

- Providing storm water mapping plans, open space toolkits, and sources of volunteer assistance;
- Researching and recommended possibilities for technical assistance funding sources and best practices;
- Assisting the Town of Seven Springs in obtaining downtown revitalization grant from NC Department of Commerce (DOC);
- Researching and provided support in pursuing emergency generators; and
- Assisting local communities in communications/relationships with state agencies.
- Review and assist in updating local development ordinances and plans to better support redevelopment and resiliency efforts, and enhance economic and community development capacities.
- Assist in building and supporting the ongoing administrative and planning capabilities of small local governments.

The Eastern Carolina Council Area Agency on Aging ( ECC-AAA) is one of 16 Area Agencies on Aging in North Carolina. ECC-AAA is responsible for the development and coordination of services for older adults within our planning service area as mandated by the Older American’s Act. Federal funding is distributed to the North Carolina Division of Aging and Adult Services and is then allocated to each Area Agency on Aging.

The ECC-AAA will advocate, plan, develop and support a comprehensive system of quality services designed to attain and preserve quality of life, health and independence of older adults, individuals with disabilities and caregivers.

## Elder Abuse Prevention

June 15<sup>th</sup> is designated as World Elder Abuse Awareness Day each year. North Carolina recognizes from Mother’s Day to Father’s Day each year as Elder Abuse Awareness Month. The ECC/AAA Ombudsman Program has held annual “ Elder Abuse Awareness Walks” in June in Onslow County for the past 5 years, in Lenoir County for the past 4 years, and Craven for 3 years. The goal of the Elder Abuse Awareness Walks is to educate the community on what constitutes Elder Abuse, how to prevent abuse, who to report allegations of abuse to, and to provide national and state statistics on abuse. This year, we developed elder abuse awareness committees to plan the events. The 2018 year was our most successful year thus far because of the work of these committees. We held our first Elder Abuse Awareness Walk in Duplin County on May 16<sup>th</sup> with 300 registered participants. Onslow County held an awareness walk and health fair at the Jacksonville Commons Park on June 1<sup>st</sup>. We had approximately 100 participants doubling the previous year’s event. The Lenoir County Walk was held at the Woodman of the World Center in Kinston on June 6<sup>th</sup> with a total of 250 participants. Greene County’s walk was held on June 15<sup>th</sup> at the Greene County Senior Center and had 200 participants. Our goal for 2018 was to provide elder abuse awareness throughout our nine county regions. This year we ran a digital and social media campaign in the counties of Carteret, Craven, Pamlico, Jones, and Wayne. We had a digital billboard displayed in Craven. The social media campaign resulted in 658 clicks, 183504

total impressions, and .36% click through rate. Clicks are the total number of times a user clicks on the ads shown. Impressions are the total number of ads shown and the click through rate is the metric that measures the number of clicks received per total impression. The campaign was very successful.

Region P Ombudsman provided training to our Community Advisory Committee on understanding diversity, communication strategies, working with residents with dementia, elder abuse and understanding mental illness. We explained to the Committees that we do not investigate abuse ourselves but we can be a support to those residents affected by abuse. For example, we can assist them in reporting and work to ensure they receive quality care and are protected from harm. Our goal was to help our volunteers understand that we can advocate for the rights, protection, and confidentiality of our residents without overstepping our boundaries.



## Hurricane Florence

Hurricane Florence greatly impacted Region P. The counties of Craven, Carteret, Pamlico, and Onslow were placed under mandatory evacuations resulting in almost all of the facilities in those counties having to evacuate to the western part of the state or out of state. Prior to the hurricane, Region P Ombudsman contacted all of our facilities to ensure they had preparations in place for the storm and to find out their evacuation plans. Post hurricane, we followed up with visits and phone calls to all of our facilities to see how the residents and the buildings were. Eight of the facilities sustained major damage requiring months of repair. Those residents will continue to reside in the facilities in other regions until it is safe to return. Because of the many damaged buildings and the need for residents to be moved to other buildings, Region P is seeing a bed shortage. We are having to look outside the region to find placement for individuals needing LTC. Unfortunately, Region P will be feeling the effects of Hurricane Florence for months to come. Our program is dedicated to supporting those effected and continuing to advocate for their rights.

## Long-Term Care Ombudsman Activities

Visits to LTC facilities - 549  
Facility In-services - 20  
Community Education Events - 36  
Technical Assistance - 1013  
Complaints - 155  
Cases- 87

Region P consists of the following (9) counties: Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico, and Wayne. We currently have (26) nursing homes and (71) adult care homes. Region P has (2) two fulltime Ombudsman. We have (13) thirteen Community Advisory Committees, a total of (87) volunteers.

## Ombudsman Activities

The Ombudsman had the opportunity to provide field instruction to Alyssa Vest for her internship in the Social Work program at ECU from January through April 2018. She completed 15 hours of orientation classroom training and facility orientation training. Aylssa assisted the Ombudsman Program with complaints, developed CAC and facility training presentations, and conducted those trainings at CAC meetings and at facilities. Additionally, she was involved in organizing community events such as, coordinating the volunteers for our local Neuse River Senior Games.

We held our Volunteer Appreciation Day on April 13<sup>th</sup>. We celebrated our volunteers with lunch and tours at the CSS Neuse Civil War Museum, the Community Council for the Arts, and Mother Earth Brewing. We presented Linda Harper, chairman of the Wayne AC CAC, with the Sara Jo Jackson Advocacy Award. This is our time to give thanks for the time and energy the volunteers put in to serving their community.

During the 2017/2018 year, we switched from the Virtual Dementia Tour program to the Dementia Live simulations. We held 14 events across the regions. The events were provided to long-term care facilities, Senior Centers, DSS staff, Health Departments, First Responders, Social Worker students at ECU, and the general public.

Regions P also provided additional community education on the Ombudsman Program, Resident Rights, and Elder Abuse to Retired Teachers, Resident Councils, Senior Centers, County Health Fairs, Activity Directors program at the Community College, Service Providers, and our local RAAC and STHL committees. We continue to provide training to long-term care facilities in the areas of resident rights, sensitivity training, physical and verbal abuse, transfer/discharge, dealing with difficult behaviors, and stress management.

Region P continues to work the Geriatric Specialty Teams. There has been a collaborative effort to bring awareness of these teams to the long-term care facilities in the region. This region has 3 teams in this nine county region. We continue to strive to meet with them throughout the year and continue to be resources for one another. The Geriatric teams have presented at several CAC quarterly training meetings in Carteret, Craven, Onslow, and Wayne Counties. We are receiving positive feedback from administrators that the teams have been a tremendous help in educating their staff of mental health, as well as our CACs.

Ombudsmen continue to advocate for the rights of our residents. We have received many call from both families/residents and facilities to provide mediation to resolve issues. This has often been an effective resolution process because it enables both parties to see the other's point of view. When both sides are willing to give a little, the outcome is a success.

## Concerns

Transfer/discharge continues to be our number one complaint and technical assistance request. We receive calls from discharge planners, residents, families, and facilities in need of assistance with the process. We receive calls from discharge planners when facilities refuse to take residents back. Typically, we are able to handle this issue with one phone call to the facility. When we receive calls from families and residents, we try to empower and encourage them to exercise their right to appeal. We assist the resident in the appeal hearing and/or preparation for transfer/discharge if the discharge is upheld. We provide technical assistance to facilities to ensure they are following regulation when issuing transfer/discharges notices.

During our routine visits to the facilities, we often hear of complaints regarding timeliness of call bells and staff shortage. We explain to residents and families that we cannot count the number of staff to verify if they have enough. We can, however, look to see what care needs are not being met. If quality care is lacking, this can often prove the need for additional staff. Residents and families are encourage to report concerns to the facility administration and/or DHSR. They are also encouraged to attend their resident council meeting to address concerns as a group.



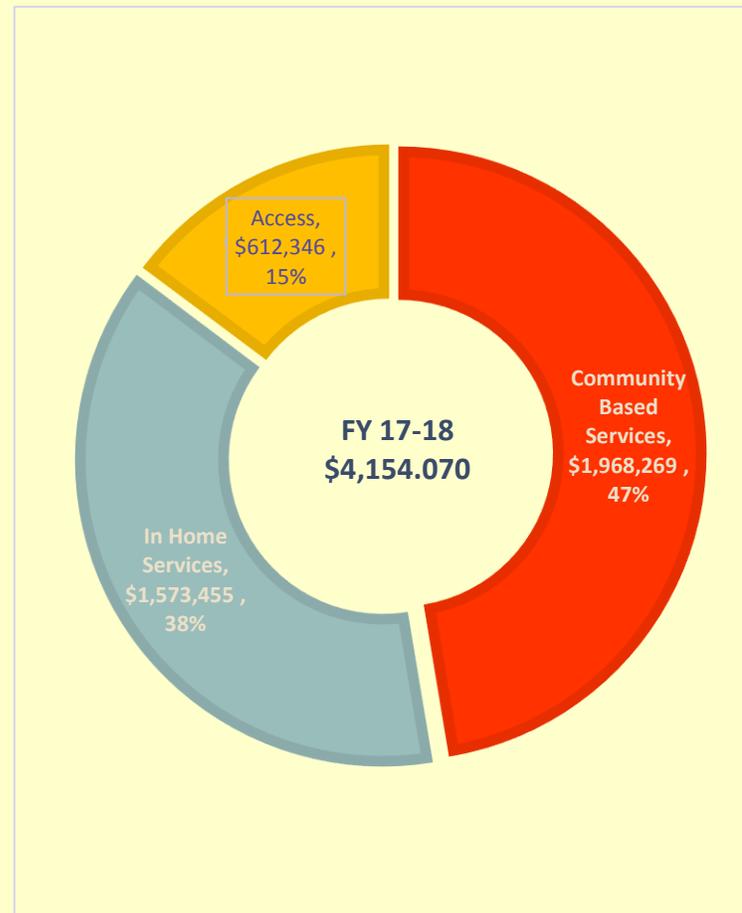
## Conclusion

We are dedicated to serving and advocating for the rights of residents in long-term care facilities. We make every effort to address concerns and work to resolve them before they have to reach regulatory status. Not only do we advocate on behalf of residents, we also support and education facility staff to improve the quality of life for all residents. There is a strong correlation between satisfied staff and satisfied residents. We take pride in our jobs and believe in improving the lives of residents long term care facilities.

## Home & Community Care Block Grant

The Home & Community Care Block Grant (HCCBG) is a source of funding that Eastern Carolina Council Area Agency on Aging oversees. This funding incorporates federal, state and local funding. Each county receives an allocation based on the following factors: population of older adults (age 60 and better), older adults living in poverty, living in a rural community and minority older adults.

This structure also gives counties ultimate flexibility to develop a funding plan that best meets the needs of the older residents of the county. For FY 17-18 the HCCBG was allocated \$4,154,070. This budget includes the federal and state allocation, as well as the 10% required local match. As depicted in the chart, nearly one half of the allocations was spent on community-based services, such as nutrition, senior center housing and home improvement. Approximately one-third of this allocation provided funding for in-home aide services and the remainder for the grant was spent on access services (transportation and care management).



## Enhanced Monitoring Process

ECC-AAA is mandated to monitor service providers that receive funding from the Home & Community Care Block Grant and the Older American’s Act. While ECC-AAA has a strong history of successful program monitoring, adjustments were made to enhance this process for the purpose of improving stakeholder’s understanding and to increase the awareness of the overall intent of HCCBG process. Changes comprise of sharing the risk evaluation matrix that is used to determine the monitoring schedule. It also included adding the budget, wait list and demographic information in the monitoring letter.

## Family Caregiver Support Program

### Regional FCSP Provider Service Totals

<b>REGIONAL Caregiver Service</b>	<b>Number of Items Serviced</b>	<b>Number of Caregivers Serviced</b>
<b>Caregiver Consumer Directed Respite Vouchers</b>	<b>8,194 Hours of Respite</b>	<b>78</b>
<b>In-Home Aide Services</b>	<b>1,343 Hours of Service</b>	<b>5</b>
<b>Temporary Home Delivered Meals</b>	<b>67 Meals</b>	<b>2</b>
<b>Support Group</b>	<b>170 Attended Sessions</b>	<b>64</b>
<b>Incontinent Supply Assistance</b>	<b>66 items</b>	<b>11</b>
<b>Powerful Tools For Caregiver Classes</b>	<b>18 classes</b>	<b>13</b>
<b>Home Safety Devices</b>	<b>2 devices</b>	<b>2</b>

### Regional FCSP Provider Certification Trainings

<b>REGIONAL Provider Education Events</b>	<b>Attendance</b>
<b>Powerful Tools For Caregivers Facilitator Training</b>	<b>11 Facilitators</b>
<b>Dementia Live Experience Coach's Training</b>	<b>20 Coach's</b>
<b>Dementia Friends NC –Champions Training</b>	<b>22 Champions Trained</b>

### ECC-AAA Service Totals

<b>ECCAAA Caregiver/Community Educational Programs</b>	<b>Number of Events</b>	<b>Attendance</b>
<b>Virtual Dementia Tour</b>	<b>16</b>	<b>406</b>
<b>Dementia Live Experience</b>	<b>3</b>	<b>49</b>
<b>Taste of Dementia Live Experience</b>	<b>3</b>	<b>64</b>
<b>Information and Assistance Calls</b>	<b>N/A</b>	<b>12053</b>
<b>Events (not including Dementia Live)</b>	<b>111</b>	<b>1616</b>



2018 OFFICERS

Shane Turney, *President*  
 Jay Bender, *1st Vice President*  
 Bill Taylor, *2nd Vice President*  
 Edward Riggs, Jr. *Treasurer*

GENERAL MEMBERSHIP BOARD

\*\* DENOTES EXECUTIVE COMMITTEE MEMBER

Carteret County

Robert Cavanaugh\*\* Carteret County  
 John Lotspih Town of Atlantic Beach  
 Marianna Hollinshead Town of Beaufort  
 Elizabeth Sweeney Town of Bogue  
 Zachary Steffey Town of Cape Carteret  
 John Nash Town of Cedar Point  
 Mark Taylor Town of Emerald Isle  
 Pete Wylie Town of Indian Beach  
 William Taylor\*\* Town of Morehead City  
 Dominick Spadaro Town of Newport  
 Clarkson Edwards Town of Pine Knoll Shores

Craven County

Scott Dacey\*\* Craven County  
 Elizabeth Parker Town of Bridgeton  
 Barbara Jones Town of Cove City  
 Randy Mitchell Town of Dover  
 Frank Bottorf City of Havelock  
 Victor Taylor City of New Bern  
 Scott Showalter Town of River Bend  
 Shane Turney\*\* Town of Trent Woods  
 Billy Whitford Town of Vanceboro

Duplin County

Jesse Dowe\*\* Duplin County  
 Hutch Jones Town of Beulaville  
 Carolyn Kenyon Town of Faison  
 Clifton Williams Town of Greenevers  
 Chris Roberson\*\* Town of Kenansville  
 Gwendolyn Vann Town of Magnolia  
 Tyrone Fennell Town of Rose Hill  
 Lois McCartney Town of Teachey  
 Warren Hepler Town of Wallace  
 Scotty Summerlin Town of Warsaw

Greene County

Bennie Heath\*\* Greene County  
 Arthur Robinson\*\* Town of Hookerton

Jones County

Frank Emory \*\* Jones County  
 Lisa Moore Town of Maysville  
 James V. Bender, Jr.\*\* Town of Pollockville  
 Darlene Spivey Town of Trenton

Lenoir County

Roland Best\*\* Lenoir County  
 William Barnes, Jr.\*\* Town of Grifton  
 Veronica Lee Town of LaGrange

Onslow County

Pamala Hall Town of Holly Ridge  
 Walt Yurek Town of North Topsail Beach  
 McKinley Smith\*\* Town of Richlands  
 Appointment Pending Town of Surf City  
 Angela Clinton Town of Swansboro

Pamlico County

Pat Prescott\*\* Pamlico County  
 Edward Riggs, Jr.\*\* Town of Alliance  
 Appointment Pending Town of Arapahoe  
 Kristie Mitchell Town of Grantsboro  
 Allen Price Town of Oriental

Wayne County

Joe Daughtery \*\* Wayne County  
 Louis Massey Town of Eureka  
 Barbara Aycock Town of Fremont  
 Joe Scott Town of Mount Olive  
 Lisa Pate Town of Pikeville  
 Robert Parchman Village of Walnut Creek