

Concho Valley Council of Governments

2007 ANNUAL REPORT



REGION #10:

COKE
CONCHO
CROCKETT
IRION
KIMBLE
MASON
McCULLOCH
MENARD
REAGAN
SCHLEICHER
STERLING
SUTTON
TOM GREEN

☆ Solid Waste

☆ Homeland Security

☆ Criminal Justice

☆ Census Data

☆ Economic Development

☆ Transit District

☆ Head Start

☆ Area Agency on Aging

☆ 9-1-1 Emergency Communications

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Concho Valley

Council of Governments

The Concho Valley Council of Governments is a voluntary association of local governments organized in 1967 under authority granted by the Texas Legislature in 1965 (Chapter 391, Local Government Code).

Under provisions of the law, Councils of Governments are political subdivisions of the state, but they are not governments because they have no authority to make laws, levy taxes, or exercise police powers. Councils of Governments are specifically authorized to:

- conduct planning

- assist local governments in implementing plans

- contract with local, state and federal governments and other public and private agencies

- review and comment on applications for federal and state grants-in-aid and solid waste permits

- assist local governments in solving governmental problems

The Concho Valley Council of Governments (CVCOG) is one of 24 regional councils in Texas. The geographic boundaries of the councils must coincide with the state's planning regions as designated by the Governor. Membership in Texas' Councils of Governments includes almost 2,000 local governments and all of the state's 254 counties.

CVCOG serves State Planning Region 10 which is composed of thirteen counties covering over 16,000 square miles. All thirteen counties and fifteen cities encompassed by the region designation have voluntarily chosen to join the Concho Valley Council of Governments.

Policy decisions for the Council are made by its Executive Committee composed of a representative chosen by the local government members of each county, a member of the board of the largest school district, a member representing the region's largest city, and two members of the Texas legislature whose districts lie partially or wholly within the region.

MEMBER OF GOVERNMENTS

COUNTIES

Coke, Concho, Crockett,
Irion, Kimble, Mason,
McCulloch, Menard, Reagan,
Schleicher, Sterling, Sutton,
Tom Green

CITIES AND TOWNS

Big Lake, Brady, Bronte,
Eden, Eldorado, Junction, Mason,
Melvin, Menard, Mertzon,
Paint Rock, Robert Lee, San Angelo,
Sonora, Sterling City

SPECIAL DISTRICT

Crockett County WCID
Irion County WCD
McCulloch County SWCD
Menard County SWCD
San Angelo I.S.D.

STAFF DIRECTORS

Jeffrey K. Sutton – Executive Director

Hilda Arredondo-Garibay – Emergency Communications
Nancy Pahira – Financial Officer
Rosie Quintela – Aging Services
James P. Koca – Criminal Justice & Homeland Security
Marc Mata – Regional Services
Lindsey Elliott – Foster Grandparent Program
Albert Rodriguez – Loan Officer
Robert Stephens – Rural Transportation
Dolly Irish – Senior Companion Program
Kathy Bennett - Head Start Program

The following committees and boards provide a great service to the citizens of the Concho Valley service delivery area. Their time and efforts are greatly appreciated:

Solid Waste Advisory Committee
Economic Development District Board
Revolving Loan Fund Review Committee
Regional Law Enforcement Training Advisory Board
Regional Criminal Justice Advisory Committee
Emergency Preparedness Advisory Committee
Regional Advisory Committee on Aging
Concho Valley Transit District
Faith in Action Advisory Board
Concho Valley Regional Assistance Corporation Committee
Head Start Policy Council

2007 EXECUTIVE COMMITTEE

★ OFFICERS ★

Judge Jerry Bearden, Chair
Mason County

Judge Roy Blair, Vice-Chair
Coke County

Judge Leon Standard, Secretary
Irion County

★ MEMBERS ★

Judge Allen Amos
Concho County

Judge Larry Isom
Reagan County

Dan Baker
S.A.I.S.D. Board Member

Mayor Joseph W. Lown
City of San Angelo

Judge Mike Brown
Tom Green County

Judge Delbert Roberts
Kimble County

Judge Richard Cordes
Menard County

Judge Ralph Sides
Sterling County

Judge Fred Deaton
Crockett County

Miguel Villanueva
Sutton Co. Commissioner

Drew Darby
Texas State Representative

Judge Randy Young
McCulloch County

Judge Johnny Griffin
Schleicher County

ADMINISTRATION

CVCOG celebrates its 40th anniversary in 2007. As we near four decades of commitment to providing quality services to the Concho Valley region, I am pleased to say that I consider this organization stronger than ever. Thanks to the continued support of local officials in all our cities and counties it was another year of growth in our regional programs. In August of 2007, we celebrated our one year anniversary at our new location. It was a very big challenge getting moved, but it is great to see that everyone has settled in. Our clients love our new location and it benefits everyone involved.



Jeffrey K. Sutton, Executive Director



Nancy Pahira, Director of Finance

The year 2006–07 saw the departure of Norma Cummings after thirty seven years of service to the CVCOG as Director of Finance. We want to thank Norma for her valuable contributions to the COG and wish her a happy retirement. Nancy Pahira was hired as the new Director of Finance and began work on May 1, 2007. Nancy came to us from the corporate world and has more than 28 years of accounting experience. We are very excited to have Nancy as part of our team and she has already shown strength and leadership in our accounting department and I could not be more pleased. We also added two new positions to the accounting department throughout 06-07 which are Financial Assistant and Accounts Payable Clerk. These new positions were desperately needed due to the growth of our organization in the last 2 years.

New members appointed to your Executive Committee during the year include Dan Baker of S.A.I.S.D., Judge Fred Deaton of Crockett County, and Judge Ralph Sides of Sterling County.

We enjoyed an excellent General Assembly Meeting in Mason in December 2006. Many thanks to Judge Jerry Bearden and all the folks in Mason County for hosting us.

We would like to thank our General Assembly and Executive Committee members for their time and their contributions to the future of our region. Our organization appreciates your support and the opportunity to serve you.

You will read more about the major issues faced by our organization throughout the year in the following pages of this report. I want to compliment all of my staff here at the CVCOG for a job well done and we look forward to a great FY 07-08.

Sincerely,

Jeffrey K. Sutton
Executive Director

9-1-1 EMERGENCY COMMUNICATIONS

During FY 2006 the emergency communications staff continued to work with communication needs and advancing technology in the region.

Of the 13 counties served by the CVCOG, all 13 have implemented ANI/ALI Mapped 9-1-1 service. The enhanced ANI/ALI (Automatic Number and Location Identification) system works when a 9-1-1 call is received at the PSAP (Public Safety Answering Point), the caller's phone number and address appear on the console along with a map which pin points the location. Coke, Concho, Crockett, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton and Tom Green Counties all have the enhanced system.

In all of the PSAP's there are recorders which record all incoming 9-1-1 calls for the purposes including court hearings, documentation of calls, and training sessions.

Before a county can implement an enhanced ANI/ALI system, there must be an addressing scheme in place. The addressing project enabled the counties to assign addresses throughout the county and have a database that each county will

continue to maintain upon completion of the addressing projects. Street signs continue to be erected in assisting emergency personnel in responding quicker to an emergency. Once addresses have been assigned, they are plotted on maps so that emergency service personnel can carry map books which will assist in their response. All thirteen counties have completed their addressing projects and are currently in an addressing maintenance mode.

Coke, Concho Crockett, Irion, Kimble, Mason McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton and Tom Green Counties are capable of Phase II technology. This allows the PSAP to automatically associate a wireless 9-1-1 call with a location on a map using x y coordinates, if the Wireless Carriers is capable of sending Phase II calls.

Through the assistance of the Commission on State Emergency Communications, database coordinators, and the telecommunicators, the databases are being kept up and current.

Phase I wireless was complete in all 13 counties. Phase I allows the PSAP to receive a 7-digit number associated with the cellular phone and/or tower. All of the 13 counties in our region

have converted their data base from Verizon to Intrado. The Commission on State Emergency Communications signed a contract with Intrado to offer our PSAP's the opportunity to select a neutral third party for the management of its 9-1-1 data.

Public Education is an ongoing activity throughout the region. CVCOG staff, along with elected officials, law enforcement and emergency services personnel provide 9-1-1 public awareness at schools, football games, churches, civic groups, health fairs, hospitals, nursing homes, preschools, parades, and news media events. Red E. Fox, the 9-1-1 super hero, appeared at many of these locations.

Training is also a vital ongoing activity. CVCOG 9-1-1 staff has provided and/or coordinated many hours of training dealing with AT&T Language Line, Americans with Disabilities Act, Telecommunications Device for the Deaf, addressing workshops, telecommunications training, telephone company meetings, postal conversion meetings, Commission on State Emergency Communication meetings and 9-1-1 equipment operations.



ECONOMIC DEVELOPMENT

The Concho Valley Economic Development District (CVEDD) continues to provide economic development planning in the thirteen county region.

The District is assisting the counties and cities in developing the regional overall Comprehensive Economic Development Strategy (CEDS).

The Concho Valley Economic Development District, Inc. will continue to work the Small Business Development Center, Angelo State University, and the cities Economic Development Corporations throughout our region. We have partnered with the Concho Valley Workforce Board and USDA to provide information on economic and community development needs in our counties. Staff has attended the Regional Consortium meetings throughout the region to address economic and housing issues.

In addition to providing planning and technical assistance for the counties, the CVEDD also provide assistance to small businesses the **TOM GREEN COUNTY REVOLVING LOAN FUND (RLF)**. The RLF provide gap financing for start up and existing businesses in Tom Green County. We market our program by working with the

area banks, credit unions and other local and state agencies.

Currently, we have about \$220,000 in active loans to small businesses in Tom Green County. Since the fund began, we have funded over \$2,000,000 in loans providing capital for new and existing businesses.

Concho Valley Housing Finance Corporation First-time Homebuyer +Program

In 2007, the Concho Valley Housing Finance Corporation issued \$9,000,000 in bonds for homebuyers in our region. The bond program is designed to help homebuyers purchase a home by providing a below market interest rate of 5.99% with a 4.00% grant for down payment and closing cost assistance.

The loans are either FHA-insured VA guaranteed, Rural Housing Service (RHS), Fannie Mae or Freddie Mac eligible conventional 30-year fixed-rate mortgages.

Mortgage loans under the program may be made to qualifying borrowers in the following counties within the program area of the Concho Valley HFC: Coke, Concho, Crockett, Irion, Kimble, Mason, McCulloch, Menard,

Reagan, Schleicher, Sterling, Sutton and Tom Green (including the City of San Angelo).

This program provides an excellent opportunity for individuals or families who are in the market for their first home.



CRIMINAL JUSTICE & HOMELAND SECURITY

During 2006-2007, **CVCOG's CRIMINAL JUSTICE PROGRAM** continued its three major functions - law enforcement training, grant assistance for local and regional criminal justice entities and homeland security.

CVCOG's REGIONAL LAW ENFORCEMENT ACADEMY continued to provide a wide range of training opportunities for local, state, and federal officers ranging from Basic Law Enforcement Certification to a variety of specialized and in-service training courses.

In FY2006, the academy offered two Basic Law Enforcement courses and four Jailer Certification courses, and over 100 different specialized courses. The academy had a 100% pass rate for all state licensing tests.

The in-service courses provided over **22,000 contact hours** of instruction with an enrollment of over **1,100 officers**. Many of these classes were held in the rural counties to help those departments with travel expenses.

Operations of the Regional Law Enforcement training Academy are funded through contracts with the **Governor's Office - Criminal Justice Division and Howard College** as well as tuition paid by officers who are not employed by member governments and donated facilities and services by local agencies such as the City of San Angelo and Tom Green County.

Operating policies for the regional training academy were established by the Regional Law Enforcement Training Advisory Board comprised of local and regional law enforcement officials and citizens.

Overall policy direction for the Criminal Justice Program, including preparation and recommendation of the annual Criminal Justice Plan, is the responsibility of the **CVCOG Criminal Justice Advisory Committee** which is made up of regional citizens and officials. Coordination of the annual community plan, a requirement of all grantees, is the responsibility of the Community Planning Committee which is also made up of regional citizens and officials.

The **Homeland Security Program** was established through a grant from the Department of Emergency Management. It is designed to assist local governments in preparing and updating their Emergency Plans and Annexes.

Emergency preparedness planning efforts continue in the Concho Valley Region. Interoperable communications remains a priority for the state, and improving EOC facilities is an emerging area of interest. Federal funding to the State Homeland Security program was reduced by 31% during the 2006-2007 grant year. In addition to the federal cuts, the State of Texas retained an additional \$238,000 dollars to fund the statewide initiatives for Terrorism exercises and deployment of the TDEX and LiveScan project throughout the State. The total allocation distributed at the Regional level was \$356,178.

The projects funded were as follows:

2007 State Homeland Security Grants

Planning	\$139,249
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Interoperable Communications

Coke County	\$16,145
Crockett County	\$16,145
Irion County	\$13,701
Kimble County	\$16,145
McCulloch County	\$16,145
Mason County	\$16,145
Reagan County	\$21,157
Schleicher County	\$16,145
Sutton County	\$3,000
Tom Green County	\$29,820
Total	\$164,548

EOC enhancements

Menard County	\$9,992
Schleicher County	\$9,800
Sutton County	\$11,300
Total	\$31,092

Citizen Corp Program	\$19,793
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CRIMINAL JUSTICE & HOMELAND SECURITY

In the area of **GRANT ASSISTANCE** the Criminal Justice Advisory Committee, the CVCOG Executive Committee and state agencies approved and awarded 11 grants and local match totaling \$569,750. The projects were as follows:

State Funds:

CVCOG	Training	\$54,285
CVCOG	Planning	\$57,922

Juvenile Justice:

CVCOG	Regional Purchase of Services	\$22,000
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Safe and Drug-Free Schools:

CVCOG	Regional DARE Grant	\$35,125
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Violence Against Women Act:

Tom Green County	Felony Investigation Unit	\$42,250
Tom Green County	Felony Prosecution Unit	\$58,236
Friends For Hope	Training Project	\$60,000
Children's Advocacy Center	Project Healing Feelings	\$60,000
Friends for Hope	Victim's Hotline	\$60,000
Tom Green County	Crisis Intervention Unit	\$59,932
McCulloch County	Hope Haven	\$60,000



CONCHO VALLEY TRANSIT DISTRICT

Consolidating Urban and

Rural Transit Services - On May 2nd at a regular meeting of the city council of the city of San Angelo, the council authorized the City Manager to execute all necessary documents to include naming of the CVCOG as an additional grantee for Federal Transportation Funds and establishing a new transit district entity.

The new transit district entity will function as the governing body of the two previous separate transit systems soon to be one consolidated system that will serve the City of San Angelo and the 13 counties within the CVCOG's planning region. The council approved the creation of a new transit district entity whereby, the new consolidated transit district entity as an additional FTA grantee will receive the federal Section 5307 funding to support the urban portion of a future consolidated transit system.

City staff recommended the approval of a written resolution and the execution of any necessary documents to formalize the consolidation of transit service between the City of San Angelo and the Concho Valley Council of Governments. Council of Governments staff recommended the same at a regular meeting of the Executive

Committee at their May 10th meeting.

On June 14th the Concho Valley Rural Transit District (CVRTD) resolved to amend the by-laws to change the name and function of the entity created under state statutes chapter 458 transportation code to include for the provisioning of urban transportation to the City of San Angelo in the Concho Valley region and change its name to Concho Valley Transit District (CVTD).

To facilitate the consolidated system and to appropriately support the new transit district three elected officials from the City Council of the city of San Angelo are asked to serve on the newly created transit district board. The CVTD governing board consists of 15 member's total, 3 of which represent the city of San Angelo and 12 county elected officials in our service delivery area of the Concho Valley state planning region 10. The district has operated and planned for urban transit activities

Inter-regional Multimodal Terminal for the Concho Valley- In November 2004, the Concho Valley Rural Transit District

(CVRTD) contracted The Goodman Corporation (TGC) of Houston to conduct a feasibility study for an inter-regional multi-modal terminal for the Concho Valley area and the

City of San Angelo. The purpose of this study is to determine how a terminal can assist regional providers like the CVRTD and private carriers like Kerrville Coaches, and the city bus service, the San Angelo Street Railroad Company, provide better service to their passengers more efficiently.

The need for the multimodal terminal study is based upon the inadequacy of CVRTD's current administration and transit operational space, the lack of a modern terminal for intercity carriers, and the lack of suitable administration and operation space for the local public bus systems.



CONCHO VALLEY TRANSIT DISTRICT

Benefits arising from a new multimodal terminal may include, greater coordination among carriers leading to improved passenger mobility; and cost efficiencies as duplicated capital investments are eliminated. This study is divided into nine sections that include passenger demand and carrier demand analysis, joint development, site assessment, environmental analysis, operational analysis, site and facility layout, livable community's initiative, quantification of benefits, and finance and implementation strategies.

In 2006 the CVTD was awarded 1.5 million from TXDOT's Intercity Bus Fund for planning, land acquisition and construction of new terminal. Currently environmental assessment and clearance are pending as negotiations with land owners at preferred sites are anticipated before the close of the 2006 calendar year.

The State legislative requirement regarding regional transit service planning has taken shape in the Concho Valley Region. The 78th Legislatures HB 3588 Article 13 creates opportunities and incentives for the coordination of public transportation throughout the state. It does this by changing the definition of public transportation "provider" and

"services" to include any provider receiving public funds (federal/state/local) to provide transit services to clients. The new definition now captures transit related activities of health and human service agencies to their clients. As a result of the new legislation, all funding for transit related activities flows through one state agency (TXDOT), while requiring various health and human services agencies to contract with the department for the provision of public transportation services. The legislation encourages regions to improve delivery of transportation services, cooperate and coordinate among agencies and programs, and requires the development of regional service plans.

The Concho Valley Council of Governments (CVCOG) was selected as the lead agent for the Concho Valley State Planning Region 10 at our August stakeholders meeting. A planning committee of key stakeholders drawn from various spheres of influence in our communities representing and advocating for clients in our region are directing the work-plan and planning activities for the region.

A fleet replacement and assignment schedule is under way as- 4 new 30 ft. fixed route buses are planned for deployment in the early spring of 2008.

The new buses will be followed by a comprehensive fixed route study lead by the regional services planning committee hosted by the CVCOG. Demand response and paratransit vehicles are being replaced for both the rural and urban service delivery modes in 2008 based on age and condition of vehicles.

Radio and client dispatch scheduling is an essential element in meeting the additional responsibilities being mandated by the State. CVRTD completed a major first step during 2003 with the purchase of the first element of the Engraph dispatch system. Engraph, the creators of ParaPlan Pro, offer software that is based on a powerful Geographic Information System (GIS) that automatically generates routing schedules for any fleet of vehicles.



CONCHO VALLEY TRANSIT DISTRICT

The system collects basic client information. Service requests can be single or recurring appointments and all trip and vehicle information is processed by the software's routing system. Using an electronic map of street networks, the software generates efficient routes with driver manifests, maps and driving directions for each vehicle. Route schedules can be customized with schedule editing features or automatically assigned with a real-time routing feature. During 2004 CVRTD completed step two of the Engraph dispatch system purchase which included a robust upgrade in software and hardware capability and features that included virtual private networking (VPN) a technology that allows computers in other parts of our region to privately and securely access and manage the dispatching system. In 2005 a third and major addition to the dispatching system is currently being implemented that includes the purchase and installation of 25 satellite based real-time vehicle location (AVL) units with live two-way communication and data compilation capability.

The timely and accurate record keeping utility of the AVL system is being put into place in anticipation of perform

ance based reporting begun by the state in 2003. An additional 5 units are expected to be delivered within the next month. The initial phase of the software crossover is underway and a complete software operational date of Jan 1, 2006 is on schedule. When completed much of the manual paperwork will be done on an automated basis collecting the data necessary to make timely management decisions regarding efficient use of operational resources. The system will assist in staging vehicles appropriately to provide increased capacity judiciously to include scheduling resources more efficiently allowing drivers to spend the majority of their time providing quality customer service to more people in the Concho Valley.

The Tom Green county office will be increasingly instrumental in coordinating reservations, scheduling, and dispatching service throughout the Concho Valley region. This effort will require a continued level of maximum cooperation and coordination between the Council of Governments our member county and city governments and its staff.

Plans for 2008 include upgrading two-way radio service and integrating that service with existing networks and software communications equipment.



AREA AGENCY ON AGING

The Area Agency on Aging

(AAA) of the Concho Valley Council of Governments is designated by the Texas Department on Aging and Disability Services as the focal point for local services to persons age 60 and older, as mandated by the **Older Americans Act of 1965**, as amended.

The AAA's mission is to serve as an advocate for older adults in the region and provide services, which enable them to live dignified, independent and productive lives.

The AAA continues to coordinate quarterly meetings of **Aging Providers** in 2006-2007. Different providers host each meeting, which allows attendees to visit various agencies throughout the community.

"Answers on Aging" are conducted monthly in each of the 13 counties of the Concho Valley to provide information about services and programs available to persons over 60 years of age. The "Answer Van" was utilized for these outreach programs.

This year's **Annual Area Agency on Aging Volunteer Recognition Banquet** was held in February 2007 at the San Angelo Convention Center. The **Community Partner**

Award was given to SAM'S Club for providing assistance during Medicare Part D enrollment. Miguel Villanueva of Sonora, Texas was awarded the **"Tireless Advocate"** Award at the event for all of his contributions to the older adults seniors of our area. Schleicher County Senior Center was awarded the **"2006 Senior Center of the Year"** at the event.

The **20th Annual Senior Spring Fling** – Concho Valley's Priceless Treasures was held Thursday, May 10th at the San Angelo Coliseum. Approximately 975 attendees, exhibitors, vendors and sponsors enjoyed the morning collecting valuable information, shopping and visiting with their peers. At noon, Wynona Barker and Bette Ashworth were inducted into the Senior Hall of Fame. Recognition of the Senior Hall of Fame winners from the past 20 years helped make this event truly special. All enjoyed a wonderful lunch while the Teague's played throughout the noon hour. The return of bingo and final door prizes ended the afternoon with many older adults expressing what a wonderful time they had.

The 2007 Edition of the **Senior Sourcebook** was compiled by the AAA and 2-1-1 and was distributed by the San Angelo

Standard Times to approximately 40,000 households during May, Older Texans Month. The Sourcebook provides an up-to-date, comprehensive listing of resources available to older adults in the region.

The Texas Department of Aging and Disability Services conducted **Performance Measure Testing** for the services of transportation and homemaker services. The AAA was certified in the areas of contract, fiscal, performance and programmatic standards. The state recognized the AAA's thoroughness in maintaining accurate records.

The Area Agency on Aging continued its direct purchase of service system for **nutrition, homemaker, visiting, escort and transportation services**. The Area Agency on Aging purchased 96,287 meals for older individuals from regional vendors. In the 17 congregate settings, 57,264 meals were provided and 39,023 were delivered to homebound seniors. The Area Agency on Aging also purchased 11,090 transportation trips, 1,710.50 homemaker hours, 2,755 visiting hours for eligible older adults and 832 escort trips.

AREA AGENCY ON AGING

FAMILY CAREGIVER PROGRAM

The goals of the Caregiver Program are to provide information and assistance, education, training, respite, and related support for caregivers of older adults and grandparents raising grandchildren throughout the Concho Valley. The federal and state funding for fiscal year 2007 was approximately \$127,136. The Caregiver Program continues to support family caregivers through the **Respite Voucher Program**, allowing them to have a break in their daily routine. During fiscal year 2007, 36 caregivers were awarded respite. The awards provided 3053.18 hours of respite care for \$17,436.43. During fiscal year 2007, the **Caregiver Information Services** program produced and/or collaborated on 8 educational events for caregivers: Annual Caregiver Seminar; Caregiver Day Out; Alzheimer's Association event, Don't Be Fooled Conference, Grandparents Raising Grandkids, Verizon WAVE Club, Spring Fling, and Disability Awareness event.

The **Fifth Annual Caregiver Seminar** was held on November 2, 2006, at the Houston Harte University Center at Angelo State University. Dr. Tim VanDuivendyk, System Execu-

tive and Chaplain at the Memorial-Hermann Hospital System in Houston was the keynote speaker. Dr. VanDuivendyk spoke on two topics: "Grow Old and Enjoy It" and "Being a Sojourner" - A Hopeful Guide. The Caregivers also had the opportunity to learn from the four breakout sessions: "Medicare Part D," "General Caregiving Skills and Healthy Eating," "31 Days to a Clearer Brain and a Brighter Life," and "Relaxation Tips You Can Count On." In addition to the daytime session, this year, for the first time, an evening session was offered. Approximately 170 family caregivers and professionals who work with caregivers and their loved ones attended.

The Caregiver Program had a successful **Caregiver's Day Out**—"At the Hop"—on June 12, 2007. This event is designed to give caregivers a much deserved break in the Caregiving responsibilities. After inspirational words by Father Bob Hedges and Len Zachidniak and a trip to the Hit Parade Informational Booths, the participants were entertained with 50's tunes by "Elvis" Harold Watkins. The participants were then treated to "Stops Along Memory Lane" for manicures, massages, health checks, facials, dancing, a drive-in movie, and some classic cars. San

Angelo Community Medical Center and Meadowcreek Nursing Center provided our "Blue Plate Special" of meatloaf and the trimmings while Randy Coleman gave us a cooking demonstration on healthy and quick cooking. 150 caregivers and health agency representatives attended. Respite care for the event was provided through the Caregiver Support Program for caregivers who needed assistance to allow them to attend their special day.

The Caregiver Program Manager made **presentations** to two groups—the WAVE group at Verizon concerning the Emotional Aspects of Caregiving and the Alzheimer's Association seminar concerning Respite. Both groups included a question-and-answer session. She has also spoken for the Stoke Support group. In an effort to form partnerships and know what resources there are in the community, the Caregiver Program Manager has also been attending the Non-Profit Network and Aging Providers meetings each quarter.



AREA AGENCY ON AGING

The **Disability Awareness event** in October provided a time for prominent citizens of San Angelo to take on a disability for a day in order to become better acquainted with the challenges a person with a disability faces. This event was done in partnership with the Consumer Advisory Board for the Rehab unit at San Angelo Community Medical Center. In addition, the caregiver program participated in the Don't Be Fooled Conference and Spring Fling.

A new project within the caregiver program is **Grandparents Raising Grandkids**. We are working with a Coalition put together by Healthy Families of San Angelo. The Coalition is made up of representative from several agencies and churches. The initial meeting for grandparents, "Unplanned Parenthood," was held September 25, 2007, at St. Paul Presbyterian Church. After enjoying a fried chicken supper, the AARP video entitled "Lean on Me" was shown. It was followed by a question and answer session led by Steve Hammer of San Angelo Community Medical Center. Bi-monthly meetings of the whole group are being planned as well as monthly support group meetings in various neighborhoods around San Angelo. Those in the surrounding counties of the Concho Valley are encouraged to also attend.

The Caregiver Program Manager, in an effort to get more information out to the caregivers, has a monthly article in the "**San Angelo Family Magazine**." The articles have covered defining who a caregiver is, taking care of yourself as a caregiver, knowing where to start as a caregiver, taking advantage of respite, grandparents raising grandkids, having some fun while Caregiving, and maximizing our brain's potential.

Caregiver Information Centers

are located in all 13 counties. Each of the centers is equipped with books, brochures, videos, an Internet accessible computer, and a TV/VCR.

As an avenue of support, the Caregiver Program sends out 354 monthly **newsletters** to caregivers and caregiver support sites and also sends a bi-monthly Grandparent newsletter to approximately 354 grandparent caregivers.

All during the summer of 2007, the Caregiver Program Manager and Caregiver Coordinator had a special emphasis in all the counties of the Concho Valley to explain and take applications for the respite program. The response was very good, and many from the rural areas received respite.

The Caregiver Program has met our mission of supporting caregivers. We have provided support, events, training, information, respite, and even some fun. We hope that these caregiver's lives are made somewhat easier and more informed by the help we give them.

AREA AGENCY ON AGING

F**AITH IN ACTION OF SAN AN- GELO**

Faith in Action Coalitions bring together religious congregations of many faiths and other community organizations to provide volunteer care to their neighbors. During FY 2007 our coalition partners helped extend and enrich the services of Faith in Action by recruiting volunteers from their congregations to provide compassionate care through friendly visits, transportation, respite care, light meal preparation and errands. They refer older adults in need of our services, provide financial support to help Faith in Action extend its services and help us meet the growing needs of the older adults in our community. Our partners offer space and in-kind support for volunteer trainings and meetings as well as other general operational needs, and help identify leaders from their congregations and within the community to serve as committee members, and board members. This fiscal year's partners are: Assumption of the Virgin Mary Greek Orthodox Church, Christian Village, Retired and Senior Volunteer Program, Bethel Baptist Church, First Baptist Church, First Christian Church, Meals for the Elderly,

Rio Concho Manor, Sierra Vista United Methodist Church, Senior Companion Program, Southland Baptist Church, St. Paul Presbyterian Church, Texas Department of Aging & Disability Services, West Texas Rehabilitation Center, First United Methodist Church, Iglesia Presbiteriana Nazareth, Trinity Lutheran Church, First Presbyterian Church, Wesley United Methodist Church, Galilee Baptist Church, St. Paul Baptist Church, and Rebuilding Together.

Faith in Action volunteers were recognized in two events during the year. In December we participated in the **Holiday Recognition** with the Area Agency on Aging and the Retired and Senior Volunteer Program. Volunteers were also recognized at the Area Agency on Aging Volunteer Recognition held in February at the San Angelo Convention Center.

63 trained Faith in Action volunteers are helping the frail/elderly and physically challenged population with many everyday activities, such as shopping for groceries, providing a ride to the doctor, stopping by to visit, or calling on a regular basis. In FY2007 over 3,250 hours of service were given to help our clients lead more productive lives in our community.

Faith in Action continues to participate in **events** to help us get the word out about the program. The events include: Volunteer Fair at ASU, Caregiver Seminar, Christmas Song Fest, Volunteer Recognition, Spring Fling, Caregiver Day Out, and Faith in Action Week.

The **Second Annual Christmas Song Fest** held November 30, 2006 benefiting Faith in Action which was a great success and a wonderful evening of music. **An Ecumenical Christmas Concert consisted of 8 different musical groups** that performed a variety of Christmas music. The congregation also got to be involved by singing Christmas carols together while the choirs and musical groups were getting into place on the stage. It gave everyone the feeling of being a participant. The wide variety of music made the evening fun—everything from children's choirs to hand bell choirs to praise teams to sanctuary choirs. The musical evening was concluded by all the choirs together singing the "Hallelujah Chorus" from The Messiah by Handel. It was truly an awe-inspiring experience.

AREA AGENCY ON AGING

S Student Life & Make a Difference Volunteers

An influx of volunteers arrived from all over West Texas with the "Make a Difference Group" from the San Angelo Diocese and worked from June 11 to 14th. These young people will long be remembered for clearing brush, building wheel chair ramps, and painting and repairing their assigned home. A total of 15 volunteers put in approximately 360 volunteer hours. These were not the only volunteers who worked with FIA in June. June 19-21 a Student Life Group arrived from Claremore, Ok., 19 young people including sponsors came and totally painted their assigned home and built a wheel chair ramp. When they completed their home it was in spite of rain throughout the week. Another lucky FIA client was also the recipient of their good works; they painted, cut brush and did yard clean up. The Student Life Volunteers provided volunteer service totaling 285 hours and the accumulated service hours for both weeks from these volunteers totaled 645 hours. Rebuilding Together of San Angelo made it possible for us to use their equipment and supplies. After the group left, FIA & RSVP provided additional volunteers for Brush removal.

Faith in Action Week was September 16-23, 2007. On Faith in Action Sunday, many churches had special emphases about the FIA Program, including special sermons, children's sermons, bulletin inserts, and special recognitions. Other churches had dinners and events through the week. Thursday night, September 21st, was the highlight of the week with an elegant dessert buffet (these were home baked and donated desserts) and gospel concert (all denoted talent from San Angelo's finest artists). Headlining the concert was the Twin Mountain Tonesmen, along with the Tonesmens, the Bethel Baptist Gospel Singers, the Johnson Street Church of Christ Praise Team, Megan Shelburne Honeycutt, Robbie Andrews Raven and Grupo Alabanza. Over 50 entertainers donated their talent for the evening, and over 200 people attended. Faith in Action earned \$1,338.00 through the efforts of volunteers who donated their time and talent.

Faith in Action also cooperated with the San Angelo Colts Baseball team to sell ticket vouchers for the home games. Through their **Colts Care Campaign** the team gave back to FIA \$3 of each \$6 ticket sold. Faith in Action earned \$1,179 through the efforts of the churches, advisory board, and individuals.

Faith in Action has had a total of just over \$17,000 in local contributions in FY2007.

I INFORMATION AND REFERRAL

2-1-1 Texas has continued to grow and change over the past year. In October 2006, 2-1-1 began to advertise in a broader scope which included running a 2-1-1 cinema ad at Cinemark Tinseltown. The ad continues to run before each movie in each theater. 2-1-1 Texas also participated in Community Day at Sunset Mall.

During the Fall season, 2-1-1 staff participate in a number of events such as health fairs, holiday assistance groups, school events, etc. Not only do 2-1-1 staff participate in events in Tom Green county, but we also attend health fairs and other events in each of the 12 outerlying counties that are covered in the Concho Valley region.



AREA AGENCY ON AGING

On November 1, 2006, 2-1-1 staff began taking calls for the Toys for Tots holiday assistance registry. The registry lasted through December 22nd, with over 1,000 children receiving gifts from the United States Marine Corps./Toys for Tots collaboration; over 366 parents received information about the 2-1-1 program as they collected gifts for their children. During November, 2-1-1 staff also attended the annual TAIRS Conference which was held in College Station, TX. This Holiday Season marked the first year that 2-1-1 had volunteers participate in the holiday collaboration. We had a number of RA-COA members, as well as, community members that volunteered their time and assisted with various tasks in assisting all staff in getting gifts ready for the parents to pick up. This is certainly something that we look forward to continuing. 2-1-1 also manned a booth at the annual H-E-B Feast of Sharing; we saw over 1,000 individuals at this event.

In January 2007, 2-1-1 Texas completed its first upload to the state website. Community members can now log on to www.211texas.org and seek information about services in the Concho Valley. However, all Texans can still, just as easily, dial 2-1-1 and speak with an Information Specialist to

connect them with services in their community.

In honor of 2-1-1 day, February 11, 2007, 2-1-1 staff did a huge marketing campaign in visiting various agencies in the Concho Valley to get the word out about 2-1-1 and all its benefits. Two of the biggest agencies that were contacted were Shannon Medical Center and Community Hospital.

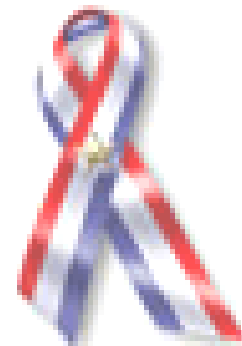
Both facilities agreed to promote the 2-1-1 program by distributing 2-1-1 information in all discharge packets.

2-1-1 also had a booth set up at the new Wal-Mart on 19th street. This marketing campaign then ended on February 12th with an Open House at the Concho Valley Council of Governments office to celebrate National 2-1-1 day.

2-1-1 staff participated in the annual Healthy Families Children's Fair in April which was a great success of promotion and outreach. Community Day at Sunset Mall was also held in April at which time 2-1-1 manned another booth to promote awareness. All 2-1-1 staff actively worked on the annual resource update by doing mail outs and following up calls to all agencies/programs listed in the IRis database.

The annual national AIRS conference was held in May 2007 in Jacksonville, Florida. Both the 2-1-1 Manager and Area Agency on Aging Director attended this conference. The 2-1-1 Manager took the exam to become a Certified Resource Specialist and by the end of May was informed that she had passed the exam. The first 2-1-1 radio ad began running on Kickin Country, K-Lite, and News-Talk radio on May 28th.

In June 2007, 2-1-1 began running billboards ads not only in San Angelo, but in each of the 12 surrounding counties. These will run throughout the year. 2-1-1 staff also began fielding calls for the Summer Food program during this month. Several health fairs were attended by 2-1-1 staff throughout the month of June.



AREA AGENCY ON AGING

During July, 2-1-1 staff visited other Area Information Centers to get a better understanding of the scope and method of 2-1-1 as a network. One staff visited the AIC in Wichita Falls, while another went to a neighboring AIC in Abilene, and finally the other visit was made to Waco. Staff stated that they felt this was beneficial in assisting them to gain an understanding of the similarities and differences between the job duties of the Information Specialists.

In August 2-1-1 staff began preparing for the possibility of Hurricane/Disaster Relief efforts, if requested by the Texas Information and Referral Network. A temporary staff person was hired from Kelly Services so that they would be trained an able to assist on the phones if the need for additional 2-1-1 staff from the Concho Valley arose due to a disaster. 2-1-1 Texas of the Concho Valley was called to action in the Hurricane Dean event. Although the hurricane subsided and did not directly impact Texas, the 2-1-1 network was better prepared to handle the expected calls related to the hurricane better than ever before.

The annual TAIRS Conference was moved up to an earlier time this year than last and

was held in Amarillo on September 19th-21st. All 2-1-1 staff attended the conference. Valuable training was gained. Cassandra Moreno, 2-1-1 Information Specialist, took the exam to become a Certified Information and Referral Specialist and was later informed that she had passed her exam. 2-1-1 now has two full time staff that are certified specialists. The third staff will test next May at the annual AIRS conference in Houston, TX.

Calls/Needs:

In addition to general information calls, the 2-1-1 Texas system is handling calls related to the following:

- Housing Information
- Assistance with utility-electric assistance
- Holiday assistance
- Questions about HHSC eligibility Information about Area Agency on Aging services

2-1-1 Texas of the Concho Valley handled approximately 10,000 calls for Fiscal Year 2006; the 2-1-1 network as a whole handled well over 2 million calls during this time period.

Nursing Home Ombudsman Program

Twenty-nine Certified Volunteer Ombudsmen contributed 1,785 hours of service to the Concho Valley's 19 Nursing Facilities and 7 licensed Assisted Living Facilities resulting in 16,453 contacts with long-term care residents. The program successfully handled 194 complaints with 139 being resolved.

Volunteer Ombudsmen received in-service training throughout the year and Reagan County Volunteer Phillip West was named **"Outstanding Volunteer Ombudsman"** at the annual Volunteer Recognition banquet. Mr. West has been the volunteer for Reagan County Care Center since October 2002.

The Long Term Care Ombudsman Program was able to provide assistance with nursing home staff training by offering in-services upon requests. In-services offered ranged from Resident Rights, Preventing and Reporting Abuse & Neglect. We also assisted the Meadow Creek in establishing their Family Council.

AREA AGENCY ON AGING

“Money Follows The Person” and **“Resident Centered Care”** continues to be focused upon nationally. “Money Follows The Person” refers to transitioning nursing home residents into the community. The Medicaid dollars that the individual is receiving “follows” them back to their homes, providing resources needed to enable them to make the choice of where THEY want to live. The amount of money they receive cannot exceed what was being used to keep them in a facility. Four residents have requested to move back into the community, with one successfully transitioned.

“Resident Centered Care” involves changing from **Traditional Care** to **Individualized Care**, from **residents following the facilities’ routine** to the **facility following the residents’ routines**. This involves nurturing the human spirit in addition to meeting medical needs while allowing the residents to make their own choices.

CARE COORDINATION

The **Care Coordination** program served 303 people in Fiscal Year 2007. One hundred ten older adults who had experienced a recent health care crisis received health maintenance services, 92 older adults received income support services and 59 received information and

other assistance. Medications, medical equipment, food, utilities or other items necessary to allow recuperation at home were provided in accordance with client care plans. We also partnered with Rebuilding Together (formerly Christmas in April) during the annual renovations/updates in homes for the elderly. The event was held April 28th and assisted with durable medical goods; grab bars, handicap commodes and hand held showers.

The **Homemaker Program** served 42 older adults with housekeeping chores. This program allows older adults to remain independent and longer in their own homes while; recuperating from an illness or in transition to long term care.

BENEFITS COUNSELING

The Area Agency on Aging of the Concho Valley received funding from the Centers for Medicare and Medicaid Services to support the benefits counseling program that provides both new and updated information regarding benefits available to older adults as well as persons with disabilities.

Brigitte Rogers of Sonora serves as a Volunteer Benefits Counselor II. She continues

providing valuable information and counseling to older adults in the region. During the Medicare Part D enrollment period she assists in the enrollment process.

“Don’t Be Fooled” annual conference was held on April 3, 2007 at Trinity Luthern Church. The featured speakers were Ann McCleary with the Tom Green County Health Department and Dr. Gary Nussey with Shannon Senior Care. In attendance were approximately 112 persons.

A major endeavor of the Benefits Counseling Program was to reach out to older adults with information concerning the constant changes with **Medicare Part D** Prescription Drug Benefit and Medicare Advantage plans. Individual assistance was also provided for those in need of assistance with enrollment as well as any appeals.

A total of 555 persons received 1,996 hours of Benefits Counseling in the Concho Valley during Fiscal Year 2007.



AREA AGENCY ON AGING

FOSTER GRANDPARENT PROGRAM

During 2006, the Foster Grandparent Program, an inter-generational volunteer program funded by the Corporation for National Service, paired **76** older volunteers with approximately **700** children having special or exceptional needs. The volunteers contributed **82,393.75** hours to the program. Volunteer participation cultivated meaningful one-on-one relationships between the children served and the Foster Grandparents, who work together to develop pre-literacy and literacy skills.

After screening and acceptance into the program, all volunteers received 40 hours of pre-service orientation and four hours of ongoing training each month. All volunteers received a stipend to offset the cost of volunteering, mileage reimbursement, a daily meal, a yearly physical, and recognition.

The Foster Grandparent Program has completed its tenth year of operation with 76 active volunteers who spent between 20-40 hours per week assisting children and at-risk youths. Foster Grandparents served as mentors and tutors to children in Head Start centers, elementary schools, the state school, libraries, daycare centers, the domestic violence shelter, the women's and children's drug half-way house and after-school and summertime recreation centers. Foster Grandparents worked in specialized literacy efforts such as the "Helping One Student To Suc-

ceed" (HOSTS) program, a Title I subsidized tutoring program of the San Angelo Independent School District and the Even Start Family Literacy Program. A Foster Grandparent is assigned to the State School, working with teenage girls at the facility.

Frances Alexander and Vicki Bledsoe were honored with the "**Volunteer Spirit**" Award and San Angelo Day Nursery was named the "**Volunteer Station of the Year**" at the annual recognition event. **The Concho Valley Transit Authority** was recognized as the "**Community Partner of the Year.**" The Foster Grandparent program maintained volunteer stations in Big Lake, Brady, Bronte, Eden, Junction, Mertzon, San Angelo, and Sonora during the program year.

SENIOR COMPANION PROGRAM

The Senior Companion Program, a part of the National Senior Service Corps, offers low-income persons aged 60 and older the opportunity to provide companionship and assistance with daily tasks to the frail, homebound elderly, terminally ill, and other disabled adults while earning a modest hourly stipend. A limited number of volunteers serve in congregate settings such as adult day care centers, senior centers, nursing facilities, and MHMR facilities assisting professionals in the delivery of social services. Through their community service, volunteers enhance their self-esteem, remain active mentally and physically, and enrich the lives of those they serve.

Senior Companions usually visit two to four clients on a regular basis, serve between 15 to 40 hours weekly, and receive a tax-free stipend of \$2.65 per hour for their volunteer service. These volunteers receive 20 hours of pre-service training and are then placed with a volunteer station that supervises and monitors the volunteer-client placement. Within the Concho Valley, volunteer stations are based within community organizations serving seniors in Coke, McCulloch, Schleicher, Sutton, and Tom Green counties. A project director and one part-time administrative assistant staff the program. An average of 54 active Senior Companions provided **56,328 hours of volunteer service** in FY 2007. The Program projects at least 55,350 hours of volunteer service for FY 2008.

The Wesley Soup Kitchen, San Angelo, was granted the **Senior Companion Volunteer Station of the Year Award** at the Area Agency on Aging Volunteer Recognition held on February 14, 2007. Other honorees included **Senior Companions Murlene Mathews and Maggie Ewing** of San Angelo who were recognized for their outstanding performance.



HEAD START

The Concho Valley Council of Governments Rural Head Start program has just completed our third year of operation. The San Angelo Independent School District continues to serve as our Delegate Agency. The Concho Valley Council of Governments was named as the grantee for the program; meaning that the COG has the final decision making authority for the entire operation. The San Angelo Independent School District was named as our Delegate Agency, which requires them to seek and receive approval from the COG for operational decisions within the Head Start and Early Head Start programs.

The Concho Valley Council of Governments Head Start Program's mission is to serve children and families, to nurture, to educate, to believe in each other, to wisely use our talents to help others and to touch the future forever. We believe that all children, including children with disabilities, share certain needs and that children of

low-income families, in particular, can benefit from a comprehensive developmental program to meet those needs in the areas of health, education, nutrition, and social services.

Our program serves 848 Head Start and Early Head Start children. The Council of Governments' program serves 254 Head Start children in ten rural counties. The San Angelo ISD serves 472 Head Start children within the city of San Angelo. Additionally, the San Angelo ISD serves 100 infants and toddlers and 22 pregnant mothers through the Early Head Start Program. We employ ten On-Site Supervisors, thirteen Teachers, thirteen Teacher Assistants, and nine Cooks/Custodians. Four percent of our teaching staff are certified teachers. We also employ five administrative staff located at the administrative office in San Angelo.

Our program had a tri-annual review in August 2006; no deficiencies were found. Through annual assessments and reviews we strive to set goals that strengthen our program. With the continued support of our parents, staff and community partners we are able to serve our communities effectively.



REGIONAL SERVICES

TEXAS STATE DATA CENTER

The Concho Valley Council of Governments Regional Services Department serves as the local affiliate for the Texas State Data Center. In this capacity, the Department serves as the repository for a variety of data. The Regional Services Department works in conjunction with the United State's Department of Commerce's Bureau of Census, the Texas State Data Center and a variety of other sources in an effort to maintain the most accurate and current statistics available. The Department then strives to provide the local governments, businesses, non-profit organizations and private citizens with up-to-date demographic and economic data they need in preparing their specific demographic data.

REGIONAL SOLID WASTE GRANTS PROGRAM

The Regional Services Department also continued its partnership with the Texas Commission on Environmental Quality. This affiliation provides an assortment of benefits for the citizens and local governments of the Concho Valley region. A primary benefit of the partnership is the maintenance of a resource center that serves as a repository of information regarding the vast and diversified knowledge on topics such as environmental law, waste reduction and/or disposal and recycling trends and/or opportunities.

Additionally, the Regional Services staff also provides assistance and coordination in the region while administering a regional solid waste grants program. The regional solid waste grants program is open to cities, counties, school districts, and other units of local government to be used in an effort to promote responsible solid waste management and recycling throughout the Concho Valley region. Those local units of government receiving funding in FY 2007 were:

Entity	Amount	Project Description
City of Big Lake	\$9,000.00	Transporting Recycled Metals
City of Brady	\$13,313.00	Recycling Trailer
Irion County	\$7,188.00	Transporting Recycled Metals
City of Junction	\$7,500.00	Technical Study – Recycling
City of Mason	\$9,618.00	Recycling Trailer
McCulloch County	\$26,484.00	Wood/Brush Chipper
City of Sonora	\$13,900.00	Recycling Trailer

TEXAS REVIEW AND COMMENT SYSTEM

During Fiscal Year 2007, the Council of Governments continued to perform its essential function of reviewing local agency grant applications for federal and state assistance. Under rules issued by the Governor's office, the CVCOG is responsible for reviewing and commenting on applications for grants-in-aid under a variety of federal and state programs. During the year, the Council of Governments processed **sixteen (16) applications** for over **\$11.4 million** in federal and state funding projects in the Concho Valley.