

The background features a light gray gradient with several wavy, overlapping lines in white and light gray. A prominent, thick, glossy red ribbon-like shape curves across the lower half of the page. Dashed lines in white and red also follow the wavy patterns.

# **2009 - 2010 ANNUAL REPORT**

**Concho Valley Council of Governments**



# Executive Director's Note

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.



Jeffrey K. Sutton, Executive Director

## Executive Director's Note

We have experienced a number of changes over the past year, but one thing that remains the same is our commitment and dedication to our region. As we seek to grow, and to increase the number of people we are able to help, we will strengthen our network, allowing us to provide increased services to those who need them. We appreciate all partners in our communities who aid our organization to provide the best program services. We could not do it without you.

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.

New members appointed to your Executive Committee during the year include Lanny Layman, S.A.I.S.D. Board Trustee, and Mayor Alvin New, City of San Angelo, Texas.

You will read more about the major accomplishments 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 10-11.



9-1-1  
EMERGENCY COMMUNICATIONS

## **9-1-1 EMERGENCY COMMUNICATIONS**

**During FY 2010** 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 continues to maintain. All PSAP's within the CVCOG Region now have a regional 9-1-1 map which includes all 13 counties. This allows the call taker a reference to recognize any 9-1-1 call and its origination. Street signs continue to be erected in assisting emergency personnel in responding quicker to an emergency. Once addresses have been assigned, and we have plotted the information on our CVCOG 9-1-1 map, we provide emergency personnel map books which will assist in their response.

**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. 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.

All 13 Counties in the Concho Valley Region 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 are capable of sending Phase II calls.

Through the assistance of the **Commission on State Emergency Communications**, county addressing/ database coordinators, and the telecommunications, the databases are being kept up and current.

With changing technology, CVCOG Regional 9-1-1 upgraded the equipment at each PSAP. This equipment is **Next Generation 9-1-1** capable. This equipment is connected to a host/remote environment. Once all the technology is in place, it will allow for 9-1-1 callers to send text, photos, or videos via the internet.

**Training** is also a vital on-going 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, telecommunications training, GIS (Geographic Information Systems) Training, telephone company meetings, Commission on State Emergency Communication meetings and 9-1-1 equipment operations.



**Public Education** is an on-going 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.

**Online Web Mapping** is becoming our primary tool for dispersing digital map information. This technology allows the public to view the same map that is used at the 9-1-1 PSAP (Public Safety Answering Point). CVCOG staff has installed the latest software and continually works to improve performance. The 9-1-1 map can also be used as a base that can be overlaid with third party data (parcels, voter precincts, etc.) and displayed via the online map. Third party data is not maintained by CVCOG staff.



# 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 States 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 identified demographic data need. The Decennial Census was held 2010 and the Regional Services Department was involved in two projects to help ensure the most complete and accurate Census Count. The Department served on the Complete Count Committee for the region and also reviewed the accuracy of the maps used during the Participant Statistical Areas Program.

### **REGIONAL SOLID WASTE GRANTS PROGRAM**

The Concho Valley Council of Governments 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 2010 were:

Entity	Amount	Project Description
City of Menard	\$6,690	Community Collection Event
City of Bronte	\$7,247	Citizens Collection Station
Menard County	\$9,137	Community Collection Event
Irion County	\$8,125	Metal Recycling Transportation
City of Brady	\$18,331	Recycling Center
City of Mason	\$23,297	Recycling Trailers
City of Big Lake	\$9,420	Metal Recycling Transportation
City of Junction	\$19,982	Recycling Trailer
<b>TOTAL</b>	<b>\$102,229</b>	

### **TEXAS REVIEW AND COMMENT SYSTEM (TRACS)**

During Fiscal Year 2010, the Concho Valley Council of Governments continued to perform its essential function of reviewing local agency grant applications for federal and state assistance. Under the 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.

### **ECONOMIC DEVELOPMENT DISTRICT**

The CONCHO VALLEY ECONOMIC DEVELOPMENT DISTRICT, INC. (CVEDD) provides assistance to the cities and counties in the administration of programs related to economic development and planning.

The District develops and maintains the region's Comprehensive Economic Development Strategy (CEDs). The CEDs plan identifies regional community economic development goals and strategies, and assist communities and organizations to develop applications for funding to the Economic Development Administration and other state and federal agencies. The purpose of the CEDs is to establish a process that will help create jobs and improve living conditions.

The Concho Valley Economic Development District, Inc. assists in planning, economic development and technical assistance. We continue to work with the Small Business Development Center, Angelo State University, and several Economic Development Corporations throughout our region. We have partnered with USDA to provide information on economic and community development needs in our counties.

In addition to providing planning and technical assistance for our region, the CVEDD also provide assistance to small businesses. The TOM GREEN COUNTY REVOLVING LOAN FUND (RLF) provides new businesses with needed capital for startups and existing businesses with needed capital for expansion in Tom Green County.

Since the RLF was established in 1999, we have funded over **\$2,900,000** in new loans to local businesses. Currently, we have about **\$215,000** in active loans to small businesses in Tom Green County.



Concho Valley Transit District

**Inter-regional Multimodal Terminal for the Concho Valley**-Construction of a new multimodal terminal for the Concho Valley area and the City of San Angelo is scheduled to begin late November or early December 2010. The Concho Valley Transit District (CVTD) was awarded the funds to build the Multi Modal facility through the TXDOT ARRA and FTA AARA funds and local contributions.

A study was conducted through the Goodman Corporation to determine the need for the multimodal terminal. The study was based upon the inadequacy of CVTD's current 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.



Benefits arising from a new multimodal terminal will include, greater coordination among carriers leading to improved passenger mobility; and cost efficiencies as duplicated capital investments are eliminated. The study was

divided into nine sections that included 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. Through the study it was determined that regional providers like the Concho Valley Transit District which provides services to the City of San Angelo and rural Concho Valley Area, private carriers like Kerrville Bus services and Concho Coaches can provide better service and better efficiency to their passengers through the new multimodal terminal.

**Fleet replacement and upgrade**- Replacement of the CVTD fleet started in 2009 and continues with 7 new buses put into service in April 2010. The new buses complement a fixed bus route study that was completed in the fall of 2008 by the regional services planning committee which is hosted by the CVCOG. The fleet replacement and upgrade has given the CVTD the opportunity to become more efficient by lowering costs associated with operating older resources (i.e. fuel savings, maintenance and vehicle down time due to breakdowns).

**Scheduling and Dispatching Software**- Phase II of the Ecolane dispatch and scheduling software will be implemented in the FALL of 2010. Phase II of the Ecolane software is for the rural counties of the Concho Valley. In July 2009 the CVTD implemented the dispatch and scheduling software for the urban area. The software implemented in the urban area has provided the required data for state and federal programs. Phase II software for the rural area will be identical to the urban software and will also enable CVTD to collect the required data for existing transit programs. The software offers Geographic Information System (GIS), Automatic Vehicle location (AVL) capability, and automatic route scheduling for demand response. The system is web based and will collect trip information to

build a database that will enable the CVTD to access historical data to identify areas that need attention and to use this information to make improvements to the system. 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 will generate 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.





# Criminal Justice & Homeland Security

## **CRIMINAL JUSTICE**

During 2010, **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 FY2010, the academy offered two Basic Law Enforcement courses and five Jailer Certification courses, and over 154 different specialized courses. The in-service courses provided over **58,365 contact hours** of instruction with an enrollment of over **1,191 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.

In the area of **GRANT ASSISTANCE** the Criminal Justice Advisory Committee, the CVCOG Executive Committee and state agencies approved and awarded **8 grants** and local match totaling **\$995,936**. The projects were as follows:

<b>State Funds</b>		
CVCOG	Training	\$45,665
CVCOG	Planning	\$57,922
<b>Juvenile Justice</b>		
CVCOG	Juvenile Services	\$25,768
<b>Safe &amp; Drug-Free Schools</b>		
CVCOG	Regional DARE Grant	\$24,757
<b>Violence Against Women Act (ARRA)</b>		
ICD Bridges		\$78,117
<b>Byrne Grant (ARRA)</b>		
Regional Date Interoperability Project		\$644,207
<b>Victims of Crime Act</b>		
Children's Advocacy Center		\$60,000
Rape Crisis Center		\$59,500

## **HOMELAND SECURITY**

The **Homeland Security Program** was established through a grant from the Department of Homeland Security as a pass-through from the Texas Division of Emergency Management. It is designed to assist local governments in preparing for and responding to Natural and Man-Made Disasters. The Concho Valley region takes an "All-Hazards" approach to disaster planning.

Disaster preparedness efforts continue in the Concho Valley Region. Improving Interoperable Communications remains the number one investment priority for the state. Enhancing State, Regional and Local Planning as well as Enhancing State, Regional and Local EOCs are also important state investment priorities. Concho Valley received a .1% increase in SHSP funds in 2009. The Concho Valley Council of Governments also received the Interoperable Emergency Communications Grant Program for 2009.

These funds were to complete the Regional Interoperable Communications Plan, the Communications Asset Survey and Mapping (CASM) data entry and to establish a Communications Training Plan.

The projects were funded as follows:

## **2009 State Homeland Security Grants**

**Statement of Work Award** (SOWA~formerly referred to as the Planning Grant) **\$206,686**. This grant pays for salaries and supplies for the Homeland Security Staff.

## **Interoperable Communications**

SHSP **\$648,686**

SHSP/LEAP **\$252,680**

(Law Enforcement)

These funds are currently in use to fund the regional VHF trunking system. This system will let first responders communicate on their VHF radios for a wide part of Texas. Various Councils of Governments are currently working on similar projects to link their first responders to interoperability.

## **Citizen Corps Program \$15,374**

All Citizen Corps Programs are run out of the Concho Valley Council of Governments There are CERT teams in Crockett County, Coke County and Tom Green County. We have also started the Concho Valley Medical Reserve Corps. These volunteers have a medical background and will be credentialed through their state boards.

## **Interoperable Emergency Communication Grant Program (IECGP) \$115,543**

This new grant's purpose is to provide planning funds to write the Regional Interoperable Communications Plan (RICP), to enter data into the Communications Asset Survey and Mapping (CASM) system and to provide a Communications Training program. This grant will also be provided in 2010 for maintaining and building upon the RICP plan and for training on equipment.



Area Agency on Aging

## **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.

"**Answers on Aging**" is 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 February 2010 at the **First Christian Church in San Angelo**. **Betty Bullard** of Ozona, Texas was awarded the "**Tireless Advocate**" Award at the event for all of her contributions to the older adults seniors of our area. **Hill Country Transit District** was recognized for the services they provided to seniors in the city of Mason.

The Twenty-third Annual **Senior Spring Fling** "Age Strong! Live Long!" was held Thursday, May 6, 2010 in the San Angelo Coliseum. Over 800 seniors, vendors, sponsors and volunteers enjoyed resource networking, manicures, screenings and a catered lunch by McGowans. Lew Burnett and Rama Huie were inducted into the **Concho Valley Senior Hall of Fame**.

The Spring Fling continues to be the largest and most successful event in the Concho Valley Region for the aging community. Presenting sponsors for the Spring Fling were the Concho Valley Area Agency on Aging, Concho Valley RSVP and the City of San Angelo Recreation and Parks Department-Senior Division.

The 2010 Edition of the **Senior Sourcebook** was compiled by the AAA and 2-1-1 Texas of the Concho Valley 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 (DADS) conducted **Performance Measure Testing** for the services of Legal Awareness. Legal Awareness is the dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to older individuals about public entitlements, health/long-term care services, individual rights, planning/protection options, and housing and consumer needs.

The Area Agency on Aging continued with the direct purchase of service system for **nutrition, homemaker, visiting, escort, and transportation services**. The Area Agency on Aging purchased **100,366 meals** for older individuals from regional vendors. In the sixteen congregate settings 62,503 meals were provided and 37,863 meals were delivered to homebound seniors. The Area Agency on Aging also purchased **3,308 transportation trips; 1,890 homemaker hours; 2,096 visits** for eligible older adults and **2,623 escort services**.

## **FAMILY CAREGIVER PROGRAM**

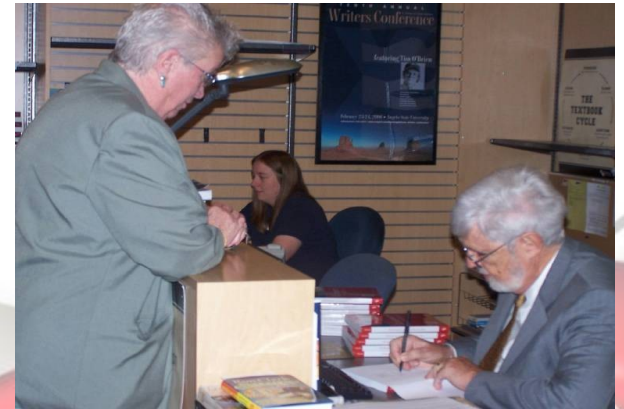
The goals of the **Caregiver Program** are to provide information, referral, assistance, respite, and related support for caregivers of older adults and grandparents raising grandchildren throughout the Concho Valley.

In an effort to support family caregivers **Respite Vouchers** issued during FY 2010 provided **7,174.57** hours of respite. This service allows the caregiver the ability to have care provided for their loved one while tending to responsibilities away from the home.

The **Eighth Annual Caregiver Seminar, Caregiver's Day Out, Caregiver Mini-Series, Caregiver Coffee Hour and Caregiver Support groups** along with monthly **newsletters** con-

tinue to educate those caring for their loved ones of the challenges faced by caregivers and the resources available. Additionally, **Caregiver Information Centers** are located in all 13 counties within the Concho Valley. The centers are equipped with books, brochures, videos, an Internet accessible computer, and a TV/VCR.

**KAP (Kin as Parents)** meetings are held monthly at the Concho Valley Council of Governments Training Center. Speakers address the various topics of interest to grandparents or other kin who are raising children who are not their own natural children. Individuals also receive monthly newsletters and the opportunity to meet with others for support from those in similar roles of parenting.



**Caregiver Seminar- Dr Richard Taylor- Alzheimer's from Inside Out**



*Area Agency on Aging- Cont.*

## FAITH IN ACTION OF SAN ANGELO

**Faith in Action Coalitions** bring together religious congregations of many faiths and other community organizations to provide volunteer care to their neighbors.



During FY 2009- 2010 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, 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. They also help identify leaders from their congregations and within the community who are willing 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, Rebuilding Together, San Angelo Colts, Christian Faith Center, and Business Men's Bible Class.**

**Faith in Action volunteers** are helping the frail/elderly and physically challenged population with many everyday activities, such as reading their mail, shopping for groceries, providing a ride to the doctor, stopping by to visit, or calling on a regular basis. In FY 2009-2010 over **4,170** volunteer hours and **2,888** units of escort service were given to help our clients lead more productive lives in our community.

Volunteers were recognized in two events during the year. In December FIA participated in the Holiday Recognition held at the Concho Valley Area Agency on Aging and the Volunteer Recognition event held in February at The First Christian Church downtown.

**Lew & Dianne Burnett**, and **Lynne Carlson** attended the "**Rays of Hope Faith in Action National Conference**" in Orlando Florida April 25<sup>th</sup>-28<sup>th</sup>, 2010. **Lew** presented an outstanding workshop called "**Helping Volunteers to Understand Grief**". This workshop helps volunteers understand grief and the significant impact it has on the population they serve. Those who attended were leaders from Faith in Action programs throughout the United States. These leaders will implement this workshop into the training of their volunteers.

Faith in Action continues to participate in **events** to foster community awareness of the program. The events include: Community Day at Sunset Mall, Caregiver Seminar, Holiday Recognition, Volunteer Recognition, Spring Fling, Caregiver Day Out, and Faith in Action Week.

## NURSING HOME OMBUDSMAN PROGRAM

Thirty-three Certified Volunteer Ombudsmen (CVO's) contributed **3,542** hours of service to Concho Valley seniors residing in Nursing and Assisted Living Facilities. A total of **23,111** resident contacts were made, resulting in **299** complaints being reported with **216** resolved to the complainants satisfaction.

CVO, **Helen Moore**, was named "**Outstanding Volunteer Ombudsman**" at the Volunteer Recognition held in February 2010. Helen has been the volunteer ombudsman for the Brady West Nursing Facility in McCulloch County since December 2007 in addition to visiting two Assisted Living Facilities each month.

The Long Term Care Ombudsman Program was able to provide assistance with staff training by offering in-services upon requests. In-services available were

"Resident Rights" and "Preventing and Reporting Abuse & Neglect" in addition to assisting facilities with the "Virtual Dementia Tour". VDT participants actually experience the everyday challenges a resident with dementia may face.

## CARE COORDINATION

The **Care Coordination** program served **322** people in Fiscal Year 2010. Ninety (**90**) older adults who had experienced a recent health care crisis received **health maintenance** services for a total of **166** units. One hundred forty seven older adults received **income support** services for a total of **159** units. Forty-two clients received information and other assistance. Medications, durable medical equipment, utilities or other items necessary to allow recuperation at home were provided in accordance with client care plans.

The **Homemaker Program** served **45** older adults for a total of **1,890** hours of 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 (CMS)** 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.

The Open Enrollment Period (OEP) for **Medicare Part D** began on November 15, 2009 and ran through December 31, 2009. Each year there are changes regarding what the plans will cost and what they cover. During OEP people with Medicare can add, drop or change their prescription drug coverage. They can also select a **Medicare Advantage (Medicare Part C)** health plan for their 2010 coverage. The Annual Enrollment Period (AEP) began January 1, 2010 through March 31, 2010. This is the time period changes to Medicare Part D prescription drug plans can be made.



*Area Agency on Aging- Cont.*

### **BENEFITS COUNSELING—Continued**

The Annual “Don’t Be Fooled” Conference was held on April 1, 2010 at Trinity Lutheran Church Fellowship Hall. Unfortunately criminals perceive seniors as easy targets for scams. Well over one hundred seniors were in attendance. Representatives from the San Angelo Better Business Bureau, San Angelo Police Department, Adult Protective Services and the Social Security Administration addressed senior safety and awareness.

**Volunteer Certified Benefits Counselor II Brigitte Rogers, Benefits Volunteer Gary Rommelfanger,** continue to provide valuable information and assistance to older adults in the Concho Valley Region. A total of **554** persons over the age of sixty received **740.72** units and **19** clients under the age of sixty, disabled and on Medicare received **28.05** units of Benefits Counseling in the Concho Valley during Fiscal Year 2010.

### **INFORMATION AND REFERRAL**

**2-1-1 Texas of the Concho Valley** is one of twenty-five Area Information Centers (AIC) across the state of Texas. Every county in the state of Texas is covered by the 2-1-1 program which means that 100 percent of Texans should have access to 2-1-1. The 2-1-1 program is not only a Texas statewide program, but national as well. The entire 2-1-1 Texas Network handled **2,419,016** calls during 2009. 2-1-1 Texas of the Concho Valley handled just under **14,000** calls for 2009, not including close to **3,000** calls related to H1N1.

The following information was taken from the 211.us.org website:

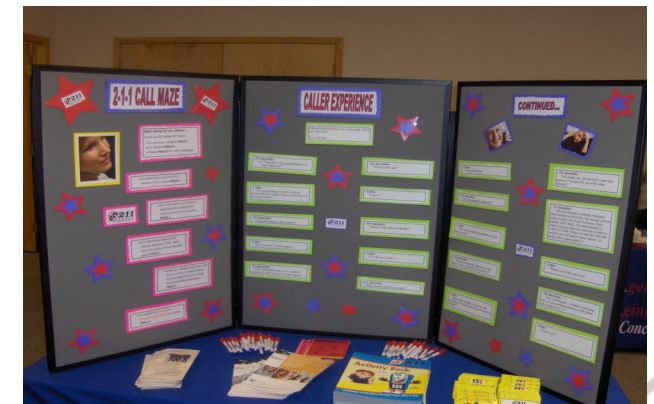
*As of August 2010, 2-1-1 serves over 246 million Americans (82 percent of the entire population) covering all or part of 47 states (including 34 states with 90%+ coverage) plus Washington DC and Puerto Rico. The remaining states are all in various stages of planning and implementation. Every few weeks, these coverage numbers increase.*

Each 2-1-1, Area Information Center, maintains a database that has resources for their specific region. For example, 2-1-1 Texas of the Concho Valley covers thirteen counties and our program seeks to find and update resources that would be of assistance to our callers. These resources are not only from the Concho Valley region, but also consist of state and national programs.

2-1-1 Texas of the Concho Valley was staffed with three full time individuals dedicated to the program; one serves as the Manager, another as the primary Information and Referral Specialist and a third not only as an Information and Referral Specialist, but assists the 2-1-1 Manager with Database Maintenance and with training temporary staff and volunteers. We have been fortunate enough to employ one long-term temporary staff person throughout the majority of the year that works specifically in the 2-1-1 program handling the calls that come through the 2-1-1 line. This position has worked between 25-40 hours a week and has allowed the program the flexibility to shift the primary staff around as necessary.

In the past year, the 2-1-1 Texas of the Concho Valley program was also fortunate enough to receive additional funding by a grant to the Texas Health and Human Services Commission from the Texas Resources for Iraq-Afghanistan Deployment (TRIAD) fund of the Permian Basin Area Foundation to offset costs associated with the long term temporary staff person and to provide more outreach to military service members and the Concho Valley community. Some of the accomplishments achieved in the past year through the Texas Military Family Access Project include: training and increased awareness on the various military service branches and needs of military families, education on Post Traumatic Stress Disorder and Traumatic Brain Injury, new 2-1-1 pamphlets that were more relevant to service members and their families, ability to provide more outreach via billboards, print advertisement, and promotional items for this target population, and finally an opportunity to build stronger working relationships with community agencies/groups that not only work with military families, but also provide direct services.

We look forward to continuing to provide information, referral, advocacy, and assistance to the residents of the Concho Valley and assist with statewide disaster and emergency response when called upon throughout the upcoming year. We do anticipate the overall call volume going up by at least 33% due to changes with state eligibility benefits and increased awareness of the 2-1-1 program.



**2-1-1 awareness being provided at one of the many health fairs throughout the region.**



*Area Agency on Aging- Cont.*

### **FOSTER GRANDPARENT PROGRAM**

During the FY 2009-2010, the Foster Grandparent Program (FGP), an inter-generational volunteer program funded by the Corporation for National and Community Service, paired **73** older volunteers with approximately **700** children having special or exceptional needs. The volunteers contributed over **85,000** 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 20 hours of pre-service orientation and four hours of on-going training each month. All volunteers received a \$2.65 per hour stipend to offset the cost of volunteering, mileage reimbursement, a daily meal, a yearly physical, and recognition throughout the year.

The Foster Grandparent Program has completed its tenth year of operation with **68** active volunteers who spent between 15-40 hours per week assisting children and at-risk youths. Foster Grandparents served as mentors and tutors to children in Head Start centers, elementary schools, libraries, daycare centers, the domestic violence shelter, the women's and children's

drug half-way house and after-school and summer-time recreation centers.

**Dorothy Burkley** was honored with the **"Volunteer Spirit" Award** and **San Jacinto Elementary** was named the **"Volunteer Station of the Year"** at the annual recognition event, held February 12, 2010 at First Christian Church. **The Care Coordination Program** was recognized as the **"Community Partner of the Year."**

The Foster Grandparent Program maintained volunteer stations in Big Lake, Brady, Bronte, Eden, Mason, Menard, Mertzon, San Angelo, and Sonora during the program year.

### **SENIOR COMPANION PROGRAM**

The Senior Companion Program (SCP), a part of the National Senior Service Corps, offers low-income persons aged 55 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, 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. 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 in community organizations serving older adults in Coke, Schleicher, Menard, Sutton, and Tom Green counties. A project director and one part-time administrative assistant staff the program. An average of **51** active Senior Companions provided **53,446 hours of volunteer service** in fiscal year 2010.

**Santa Fe Crossing Senior Center** was granted the **Senior Companion Volunteer "Station of the Year" Award** at the Area Agency on Aging Volunteer Recognition held on February 12, 2010. The Senior Companion Program presented the **"James Mason" Award to Senior Companion, Clea Livingston; the "Blood, Sweat and Tears" Award** went to **Sara Nichols**. SCP staff continues to focus on recruitment of individuals in the rural counties and also opening new workstations in those counties.





# Head Start Program

The Concho Valley Council of Governments **Rural Head Start** program has just completed our sixth year of operation. The San Angelo Independent School District **Head Start/Early Head Start** continues to serve as our Delegate Agency. Concho Valley Council of Governments administers the Head Start Program/Early Head Start Program in ten counties: Coke, Concho, Crockett, Irion, Kimble, Menard, Reagan, Schleicher, Sutton and Tom Green County. The Heads Start/Early Head start program serves **848** Head Start and Early Head Start children. The Concho Valley Council of Governments' program serves **254** Head Start children in ten 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.

#### **Mission Statement:**

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 are committed to maintaining a quality program, productive partnerships, and to design and evaluate program systems to assure we are responsive to the needs of our children and families. The values that guide our program are: believing healthy children are prepared to learn, empowering parents to help them be self sufficient, believing in the cultural diversity of the children and families we serve, we believe in collaborating with local community agencies interested in the well-being of enrolled children and families, providing comprehensive services to children and families, and providing positive leadership to our staff supporting them in providing quality services.

#### **PRISM Review:**

The Concho Valley Council of Governments Head Start/Early Head Start Program will have a tri-annual prism review for the school year 2011-2012.

#### **Parent Involvement:**

Parents are recognized as their children's first and best teacher and are encouraged to participate actively in their child's education and all Head Start activities. Parent volunteers are invaluable to the program and parents are encouraged to volunteer as often as possible. Parent trainings are offered once a month at each center on a wide variety of topics of their choice. Each Head Start/Early Head Start center hosts a variety of parent/child events during and after school hours. Activities include such things as: Dads and Donuts, Moms and Muffins, and Pot Luck Dinners. Parents are invited to participate in game day, kite flying activities, reading to the children, and volunteering during meal times. Many friendly activities are planned through the year to offer families opportunities for fun and growth. We had **717** parents and other representatives in the community volunteer in our program during the 2009-2010 program year.

#### **Governance:**

The Head Start program has a shared governance system in which parents and a governing board share policy making decisions. A Parent Policy Council is elected annually and works with program and grantee staffs to develop, review, and approve policies, plans, and grant applications as required by federal regulations. Governing Board also works with program and grantee staffs to develop, review, and approve policies, plans, and grant applications as required by federal regulations. Our delegate has a Policy Committee made up of parents and community representatives and a Board of Trustees that act in the same manner for the Delegate. Grantee's Governing Board is ultimately responsible for the oversight of the Concho Valley Council of Governments Head Start/Early Head Start Program.

#### **Risk Management Review:**

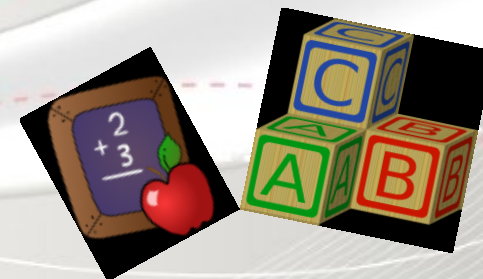
The Concho Valley Council of Governments will participate in the Head Start/Early Head Start Risk Management Review scheduled for November 03, 2010 conducted by the Office of Head Start.

#### **Financial Audit: Concho Valley Council of Governments - Grantee**

For FY ending September 30, 2009 there were no financial findings or questioned costs, no Federal findings or questioned costs. Audit reports are located in the Concho Valley Council of Governments Finance Director's office for review by interested parties.

#### **Enrollment**

Our Head Start funded enrollment is **726** children, Early Head Start funded enrollment is **122**. The Grantee - Concho Valley Council of Governments Head Start maintains funds for **254** children; our Delegate Agency - San Angelo Independent School District is funded for **472** Head Start children, **100** Early Head Start children and **22** pregnant moms.





# Head Start Program- Cont.

**Other Funding Sources:**

USDA Child Care Food Program for 09-10: \$205,226.80.

**Outcomes of Program Activities**

**Program Information Report: FY 2009-2010  
Grantee / Delegate Head Start**

- Total number of children served: 840
- Total number of families served: 774
- Average monthly enrollment: 99%
- Percentage of eligible children served: 94%
- Percentage of children with disabilities served: 7%
- Percentage of children receiving medical exams: 100.5%
- Percentage of children receiving dental exams: 99%
- Percentage of children receiving dental exams identified as needing further treatment: 20%
- Percentage of children needing further treatment that received treatment: 93%
- Percentage of children receiving screenings for developmental, sensory, and behavioral concerns: 96%
- Percentage of children screened identified as needing further evaluation: 10%
- Percentage of classroom teachers with a Bachelor degree: 13.51%
- Percentage of classroom teacher assistants with a Child Development Associate: 81.08%
- Families receiving WIC services: 417
- Number of enrolled children whose father/father figures participated in activities at Head Start: 295 or 41%

**Program Information Report: FY 2009-2010**

**Delegate Early Head Start**

- Total number of children served: 246
- Total number of families served: 205
- Average monthly enrollment: 100%
- Percentage of eligible children served: 100%
- Percentage of children with disabilities served: 25.41%
- Percentage of children receiving medical exams: 95.74%
- Percentage of children receiving dental exams: PIR N/A
- Percentage of classroom teachers with a Child Development Associate: 84%
- Families receiving WIC services: 163
- Number of enrolled children whose father/father figures participated in activities at Early Head Start: 20 or 20%

**Goals and Objectives for FY 2010-2011:**

**Grantee - Concho Valley Council of Governments  
Head Start Program/ Delegate - San Angelo Independent School District Head Start/Early Head Start Program**

1. To continue to recruit 4 year old children;
2. To continue to actively recruit children with disabilities;
3. To continue to encourage and support teaching staff in obtaining Bachelor and/or Associate degrees in Early Childhood Education or related degrees.
4. To encourage and support teacher assistances in obtaining a Child Development Associate.

**Head Start – Grantee - Preparing Children for School:**

We have aligned our curriculum with the new Texas Pre-K guidelines. We continue to strengthen our collaboration with local education agencies to promote school readiness and to share expectations for children’s learning and development as they transition to public school. The Head Start program prepares children for academic success by providing a rich learning environment in which critical social-emotional and academic skills can be effectively developed. We have 7 classroom teachers that are active participants in the Texas School Ready! Project. Teachers participate in rigorous staff development activities, including onsite CIRCLE training, bi-weekly in-classroom training/mentoring, and intensive web-based training courses.



# Membership & Committees

**MEMBER OF GOVERNMENTS**

**COUNTIES:**

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

**CITIES:**

BIG LAKE  
BRADY  
BRONTE  
EDEN  
ELDORADO  
JUNCTION  
MASON  
MELVIN  
MENARD  
MERTZON  
PAINT ROCK  
ROBERT LEE  
SAN ANGELO  
SONORA  
STERLING CITY

**STAFF DIRECTORS**

**Jeffrey K. Sutton – Executive Director**

Hilda Arredondo-Garibay – Emergency Communications  
Nancy Pahlira – Director of Finance  
Rosie Quintela – Aging Services  
James P. Koca – Criminal Justice & Homeland Security  
Marc Mata – Regional Services  
Lindsey Elliott – Foster Grandparent Program  
Albert Rodriguez – Loan Officer  
Sean Scott – Rural Transportation  
Sylvia Nombrano – 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*
- *Concho Valley Transit District*



**EXECUTIVE COMMITTEE**

**09-10 OFFICERS**

***Judge Richard Cordes, Chairman  
Menard County  
Judge Ralph Sides, Vice-Chairman  
Sterling County  
Judge Andrew Murr, Secretary  
Kimble County***

**09-10 MEMBERS**

**Judge Allen Amos, Concho County  
Judge Jerry Bearden, Mason County  
Judge Roy Blair, Coke County  
Judge Charlie Bradley, Schleicher County  
Judge Mike Brown, Tom Green County  
Drew Darby, Texas State Representative  
Judge Fred Deaton, Crockett County  
Judge Larry Isom, Reagan County  
Lanny Layman, S.A.I.S.D. Board Trustee  
Judge Danny Neal, McCulloch County  
Mayor Alvin New, City of San Angelo  
Judge Leon Standard, Irion County  
Commissioner Miguel Villanueva, Sutton County**





**CONCHO VALLEY  
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