



Concho Valley Council of Governments
Performance & Productivity
ANNUAL REPORT
FISCAL YEAR 19-20

This report is published by the Concho Valley Council of Governments.
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Mission Statement

The Concho Valley Council of Governments is a voluntary organization of local governments to foster a cooperative effort in resolving problems, policies, and plans that are common and regional.

Introduction

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.

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
 EDWARDS
 IRION
 KIMBLE
 MASON
 McCULLOCH
 MENARD
 REAGAN
 SCHLEICHER
 STERLING
 SUTTON
 TOM GREEN

CITIES:

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

STAFF DIRECTORS
John Austin Stokes – Executive Director

Nancy Ianuario - Finance

Felicitee Jones - Human Resources

Hayden Salandy - IT

**Toni Roberts - Aging Services & 2-1-1
 Texas Concho Valley**

**Hilda Arredondo-Garibay - Emergency
 Communications, Criminal Justice &
 Homeland Security**

**Albert Rodriguez - Loan Officer/Regional
 Services**

Erin Hernandez - Economic Development

Jeff York - G.M. Transportation

Carol Raymond - Head Start Program

**Nolen Mears - Senior Companion &
 Foster Grandparent**

**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
- *Concho Valley Regional Assistance Corporation Committee*
- Head Start Policy Council
- Concho Valley Transit Board

EXECUTIVE COMMITTEE

19-20 OFFICERS

Judge David Dillard, Chair
 Concho County

Bill Dendle
 S.A.I.S.D. Board Trustee

Lane Carter, Secretary
 SMD 5 City Council

MEMBERS

Bill Dendle
 S.A.I.S.D. Board Trustee

Judge Jerry Bearden
 Mason County

Judge Hal Spain
 Coke County

Judge Charlie Bradley
 Schleicher County

Judge Richard Cordes
 Menard County

Drew Darby
 Texas State Representative

Judge Fred Deaton
 Crockett County

Judge David Dillard
 Concho County

Lane Carter
 SMD 5 City of San Angelo

Judge Jim O'Brien
 Reagan County

Andrew Murr
 Texas State Representative

Judge Molly Criner
 Irion County Judge

Judge Bill Spiller
 McCulloch County

Judge Delbert Roberts
 Kimble County

Judge Souli Shanklin
 Edwards County

HEAD START/EARLY HEAD START

Parent, Family, and Community Engagement

When parent and family engagement activities are systemic and integrated across program foundations and program impact areas, family engagement outcomes are achieved, resulting in children who are healthy and ready for school. Parent and family engagement activities are grounded in positive, ongoing, and goal-oriented relationships with families. Head Start/Early Head Start is about building relationships with families that support family well-being, strong relationships between parents and their children, and ongoing learning and development for both parents and children.

Governance

The Head Start program has a shared governance system in which a policy council and a governing board share policy making decisions. The policy council is elected annually and is comprised of parents, community volunteers and one governing board member. The governing board member is a liaison between both boards and help to provide guidance during the policy council meetings. The governing board then works diligently with the staff and the policy council to develop, review, and approve policies, plans, and grant applications as required by federal regulations. Grantee's Governing Board has responsibility for the oversight of the Concho Valley Council of Governments Head Start/Early Head Start Program.

Enrollment

The Concho Valley Council of Governments provides Head Start and Early Head Start services in 6 counties with a funded enrollment of 565. Head Start funded enrollment is 445 serving, 17 children in Concho County, 17 in Crockett County, 34 in Kimble County, 17 in Menard County, 17 in Schleicher County and 343 in Tom Green County. Early Head Start funded enrollment is 120, serving 112 children and 8 Pregnant Woman in Tom Green County.

Head Start provides comprehensive services in a center-based option aligned with the local education school calendar in each county August through May. Head Start hours of operation are 7:45am-1:45pm. Early Head Start provides comprehensive services in a center-based option August through July. Early Head Start hours of operation are 7:45-2:45pm.

Other Funding Sources

USDA Child Care Food Program reimbursement for October 1, 2019 through September 31, 2020 was 343,504.43.

Parent, Family and Community Engagement and School Readiness: Head Start/Early Head Start

The Concho Valley Council of Governments Head Start and Early Head Start School Readiness Goals are integrated with the Parent, Family and Community Engagement goals to include goals for children ages birth to 5 years and families. 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. To promote school readiness, we strive for every Head Start teacher to have a baccalaureate or advanced degree in Early Childhood Education. Family Engagement plays an important role in school readiness. Engaging parents in all aspects of the program, helps empower them and provides them with the skill to prepare their children for academic success. We encourage parent engagement and leadership in the following: curriculum aligned homework, parent meeting and committees, policy council, parent education program, father engagement initiative, center and classroom engagement, and classroom volunteer time.

CHILD OUTCOME DATA END OF YEAR 2019-2020

Assessment Data below is for the (MOY) Middle of Year, due to COVID19 we were unable to complete (EOY) End of Year Assessments. Data indicates the number of children On Track, Needs Support or Monitor and Out of Range in the following areas:

Domain	On Track	Needs Support/Monitor	Out of Range
Approaches to Learning	87%	13%	1%
Social Emotional Behavior	83%	17%	0%
Language Communication/Literacy	82%	17%	1%
Cognitive: Math and Science	79%	21%	1%
Perceptual, Motor and Physical Development	85%	14%	1%

OUTCOMES OF PROGRAM ACTIVITIES

HEAD START

- Total number of children served: 481
- Total number of eligible children served: 416
- Total number of children's family income below 130%: 35
- Total number of children over income: 30
- Percentage of children with a disability served: 37/8%

EARLY HEAD START:

- Total number of children served: 166
- Total number of eligible children served: 165
- Total number of children's family income below 130%: 1
- Total number of children over income: 0
- Percentage of children with a disability served: 15/9%

PROGRAM INFORMATION REPORT

Due to COVID-19, the Office of Head Start did not request the below PIR data for 2019-2020

Head Start

- Percentage of children up-to-date on a scheduled of preventive and primary health care
- Percentage of children up-to-date on a scheduled of preventive and primary health care
- Percentage of children receiving dental exams
- Percentage of children receiving dental exams identified as needing further treatment
- Percentage of children needing further treatment that received treatment
- Percentage of classroom teachers with a Bachelor degree
- Percentage of classes in which at least one teacher meets the teacher/degree-credential requirements of section 648A(3)B (with an Associate degree or higher)
- Percentage of classroom teacher assistants with a Child Development Associate Credential:
- Families receiving WIC services
- Number of father/father figures who were engaged in the following activities during this year:
 - Family Assessment
 - Family Goal Setting

- Involvement in Head Start Child Development Experience
- Head Start Program Governance
- Parenting Education Workshops

Early Head Start

- Percentage of children up-to-date on a scheduled of preventive and primary health care
- Percentage of classroom teachers with a Child Development Associate
- Families receiving WIC services
- Number of father/father figures who were engaged in the following activities during this year:
 - Family Assessment
 - Family Goal Setting
 - Involvement in Early Head Start Child Development Experience
 - Head Start Program Governance
 - Parenting Education Workshops

FY 2019-2020 PLANNED PERFORMANCE MEASURES

Concho Valley Council of Government submitted a competitive grant application for the Head Start program in November 2018 for the program year 2019-2020. The grant submission requirements were very specific. We were required to describe how we would address each component areas outlined in the Head Start Program Performance Standards. Areas such as, ensuring we met the ten percent of our funded enrollment to children with disabilities; achieving early learning and development outcomes to promote school readiness for all children; ensure education services are responsive; ensure teacher-child interactions are positive and effective; ensure we have a curriculum that promotes school readiness for children birth to 5 years of age; ensure the learning environment is safe, nurturing and language and communication rich; ensure children are making progress toward individual goals; to ensure we are supporting families as their child's primary caregiver and educators; to support families' goals for family well-being and support parents as advocates for their children; to strengthen community support for families; to ensure children are provided high-quality, health, mental health and nutrition services; to ensure pregnant women receive ongoing, continuous access to health care; to ensure management systems are in place for ongoing monitoring, recordkeeping and continuous program improvement; to maintain a strong early learning workforce; and finally to ensure we develop a cost-effective budget that will ensure program services, staffing and other program components are fully funded to ensure the maximum number of eligible children are served.

FY 2019-2020 ACTUAL PERFORMANCE MEASURES

We were awarded the Head Start/Early Head Start grant in July 2019. The Concho Valley Council of Governments will have complete oversight and operation of the Head Start and Early Head Start programs in San Angelo and Christoval in Tom Green County, Eden-Concho County, Eldorado-Schleicher County, Junction-Kimble County, Menard-Menard County, and Ozona-Crockett County.

FY 2020-2021 PLANNED PERFORMANCE MEASURES

- Serve 10% of funded enrollment to children with Disabilities
- Decrease Teacher Turnover
- Dual Enrollment: Pre-K Enrollment and Head Start Enrollment
- Increase Early Head Start enrollment

CONCHO VALLEY ECONOMIC DEVELOPMENT DISTRICT

CEDS PROCESS

The CEDS plan was finalized and submitted to the Austin Regional Office in October of 2017 and approved on September 24, 2018. The plan was reviewed by the District board at our meetings to include the latest information and figures from our cities and counties.

The CEDS process includes local groups and the Concho Valley Economic Development District Board providing information and review of all draft reports and activities.

We continue to assist small businesses in Tom Green County through the Tom Green County Revolving Loan Fund (RLF). We currently have about \$140,000 in business loans outstanding. We are required to have at least 65% of funds loaned out at all times.

In July of 2020, the CVEDD was awarded \$500,000 to be used to set up a new CVEDD RLF and \$50,000 for administration of the program under the Coronavirus Aid, Relief, and Economic Security (CARES) Act Revolving Loan Fund Supplemental Disaster Recovery and Resiliency Awards. Our goal was to lend at least \$250,000 by July 1, 2021. We are ahead of schedule in meeting that goal. We have responded and advanced economic development by providing \$298,000 in new loans in the past 6 months.

We are assisting the businesses in Tom Green County that have been financially impacted as a direct result of the COVID-19 epidemic. The RLF activities will help the lending area prevent, prepare, and respond to the coronavirus pandemic. Our goal is to help small businesses that have been financially impacted as a direct result of the COVID- 19 epidemic. The businesses may qualify for a COVID-19 Epidemic Loan of up to \$ 20,000 (or as approved by loan committee) to help meet financial obligations and operating expenses.

The loan fund will serve Tom Green County. Tom Green County has about 75% of the population in our 13 county area. Out of a population of approximately 160,000 in our 13 county area, about 120,000 people live in Tom Green County.

Loan funds can be used for working capital, machinery and equipment, and building and land.

The Concho Valley Economic Development District (CVEDD) supported the City of San Angelo Development Corporation's (COSADC) application to the U.S. Department of Commerce Economic Development Administration (EDA) for funding through the FY2017 Economic Development Assistance Public Works investment program. The CVEDD supported and assisted with the COSADC's proposal to construct street, drainage, and public utility service improvements in the San Angelo Business and Industrial Park. This project is now complete.

The COSADC's request for up \$1.25 million of an estimated \$2.5 million project was in line with the region's Comprehensive Economic Development Strategy (CEDS). Specifically, the proposed project was in alignment with the following goals identified in the CVEDD CEDS.

Additionally, we maintain our EDD Website at www.cvcogedd.org . The purpose of the website is to drive people to our communities by providing them with information, including the concepts and ideas of what people love about our region; to serve as a conduit for individuals, cities, counties, regions, and organizations. The website contains a heading with links so anyone working with economic development, from businesses to grant writers, will have one-stop access to resources.

STRATEGY COMMITTEE

The Concho Valley Economic Development District Board serves as both a Board and the Strategy Committee. The Board reviews activities and accomplishments as well as goals and proposed activities.

COORDINATION OF ECONOMIC DEVELOPMENT ACTIVITIES

The Concho Valley Economic Development District, Inc. staff continues to work with other economic development agencies on a regular basis. Staff has met with members of the following organizations: Chambers of Commerce, Reagan County Economic Development Coordinator, Eden Economic Development Coordinator, The Business Resource Center, Area Bankers, Angelo State University, Small Business Resource Center, area City Council members and various individuals and groups interested in all phases of economic development and housing in the region.

FY 2019-2020 PRIMARY GOALS/OBJECTIVES

- Coordinate activities with the Concho Valley Economic Development District Board of Directors
- Maintain the new EDD website
- Continue update the Comprehensive Economic Development Strategy on the EDD website
- Coordinate and network with elected officials and economic development professionals to realize our district goals.
- Manage the Tom Green Revolving Loan Fund and the new CVEDD CARES RLF and keep the EDD Board informed of all activity.

FY 2019 - 2020 PROJECTED PERFORMANCE

- Establish meeting schedules and agendas. Establish the regional priorities according to the CEDS.
- Disseminate EDA information to our cities and counties throughout the year.
- Coordinate CEDS Committee activities for review of CEDS goals.
- Provide technical assistance to jurisdictions as requested.
- Provide business loans to businesses in Tom Green Counties.

FY 2019 – 2020 ACTUAL PERFORMANCE

- The Semi-annual and Financial Reports were submitted as required by EDA regulations.
- We held regional economic development meetings in our region.
- Our CEDS Board reviewed our regional EDA activities. We reviewed the CEDS Plan with our EDD Board.
- Provided technical EDA program information to other agencies in our jurisdiction. We established a new CVEDD CARES RLF and have funded \$298,000 in loans.
- Due to Covid-19 pandemic, the federal regulations were modified by EDA. We met our goal based on the new guidelines.

FY 2020 – 2021 PLANNED PERFORMANCE MEASURES

- We updated the Comprehensive Economic Development Strategy (CEDS) process in 2017 and send it to EDA for approval. The CEDS plan was approved September 24, 2018.
- Coordinate economic development planning with other economic development corporations in our region.
- Continue to update our EDA Website.
- Continue to provide technical assistance as appropriate to member agencies with economic development programs
- Submit Performance Measures Reports to EDA annually

- We applied for and received \$500,000 in additional fund to provide loans to assist our local businesses due to the Covid-19 pandemic.

TDA – (CEDAF) COMMUNITY & ECONOMIC DEVELOPMENT ASSISTANCE FUND

Our objective is to provide staff support to facilitate the distribution of Texas Department of Agriculture (TDA) program information and provide Technical Assistance to eligible communities and to provide staff support to the Concho Valley Unified Scoring Committee.

FY 2019-2020 PRIMARY GOALS/OBJECTIVES

- Support the Concho Valley Unified Scoring Committee (USC)
- Technical support provided to TxCDBG communities and non-project specific community and economic development program areas. Provide Fair Housing and Section 3 Outreach for our area.

FY 2019-2020 PROJECTED PERFORMANCE

- Support the Concho Valley Unified Scoring Committee (USC)
- Technical support provided to TxCDBG communities and non-project specific community and economic development program areas.

FY 2019 – 2020 ACTUAL PERFORMANCE

- Coordination and staffing of RRC meeting as required by TDA including notifications as required. Provided information on TDA programs, Fair Housing, and HUD Section 3 Outreach.
- Provided assistance regarding census/income data, TDA programs and general technical assistance (eligibility, training and needs assessment) . Participated in the KSJT radio program to provide Fair Housing and HUD Section 3 Outreach for the Concho Valley.

FY 2020 – 2021 PLANNED PERFORMANCE MEASURES

- Support the Concho Valley Unified Scoring Committee. Assist TDA with dissemination of program information including Fair Housing and Section 3 outreach.
- Technical support provided to TxCDBG communities and non-project specific community and economic development program areas.

SOLID WASTE ADVISORY COMMITTEE

To provide staff support to facilitate the fair and orderly distribution of Texas Commission on Environmental Quality (TCEQ) solid waste grant funds and to coordinate local/regional solid waste planning efforts to improve the region's solid waste management programs.

FY 2019-2020 PRIMARY GOALS/OBJECTIVES

- Support the Regional Solid Waste Advisory Committee
- Implement the Solid Waste Grant Program
- Assist in implementing the Solid Waste Grants
- Maintain a solid waste management resource center
- Complete TCEQ reports as required

FY 2019-2020 PROJECTED PERFORMANCE

- Support the Regional Solid Waste Advisory Committee
- Distribute pass-through grants and ensure all required reports were submitted to the TCEQ in order to continue funding the program.
- Continue to assist in implementing the Solid Waste grants and answer questions as they arise
- Will carry electronic copies of recycling center items.
- Research and ensure that current items in center are the latest copies.
- Continue to compile, complete and submit TCEQ reports as required

FY 2019 – 2020 ACTUAL PERFORMANCE

- Staffed 3 regularly scheduled Solid Waste Advisory Committee meetings and reported on regulations, provided technical assistance regarding program.
- Notified eligible entities of grant availability. We had several tire collection and community clean-up projects.
- Submitted accurate, complete and timely reports to TCEQ.
- Answered calls/emails regarding the applications.
- Dissemination of resource center resources as requested and required.
- Submitted all required Financial Status Reports, Semiannual and Follow up Results Reports

FY 2020 – 2021 PLANNED PERFORMANCE MEASURES

- Support the Regional Solid Waste Advisory Committee
- Open up the application process for cities and counties to apply for Solid Waste grants. Ensure that all required reports are submitted to TCEQ in order to continue funding the program.
- Continue to assist in implementing the Solid Waste grants and answer questions as they arise
- Will disseminate list of items available to the SWAC and specific items as requested by the public.
- Continue to compile, complete and submit TCEQ reports as required.
- Update the Regional Solid Waste Management Plan by December of 2021.

9-1-1 EMERGENCY COMMUNICATIONS

The Concho Valley Council of Governments Regional 9-1-1 (CVCOG 9-1-1) program is responsible for providing support for many aspects of 9-1-1 emergency communications service within the thirteen-county service region in West Texas. CVCOG 9-1-1 provides a wide array of life-saving services to our 15 Public Service Answering Points (PSAPs) in the 13 county region consisting of Coke, Concho, Crockett, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green counties.

CVCOG 9-1-1 provides mapping and geographic information system (GIS) services including the creation and manipulation of address points, road center-lines and polygon boundaries. Maintaining this data ensures that telecommunicators and first responders have accurate mapping data when responding in emergency situations.

CVCOG 9-1-1 coordinates with local addressing authorities to ensure consistent national, state, and regional addressing standards are met when creating addresses within the region.

The program provides 9-1-1 equipment replacement, installation, and maintenance for all fifteen PSAPs within the service region. 9-1-1 equipment is replaced on or before the state recommended replacement

schedule. CVCOG 9-1-1's ability to accurately budget and plan for equipment replacement consistent with CSEC's replacement schedule ensures that all fifteen PSAPs within our region are up-to-date with the latest in 9-1-1 telecommunications hardware and software.

The 9-1-1 program ensures all 9-1-1 equipment continues to function properly via a minimum of two Preventative Maintenance Inspections (PMIs) per year, supplemental quarterly PSAP testing visits, and monthly equipment test reports. CVCOG 9-1-1 contracts with industry experts with 24/7 comprehensive full-coverage maintenance and support on all CPE equipment.

CVCOG provides needed 9-1-1 telecommunicator training to the 13 county service area. Classes range from a Basic Telecommunicator class which takes place a minimum of twice a year, to trainings covering TTY and TEXT functionality on an as-needed basis. CVCOG also budgets to cost-share with the counties we serve to send telecommunicators to trainings and conferences across the state.

The 9-1-1 program is responsible for educating the public as to the proper use of 9-1-1 emergency services. Public Education efforts focus on critical messages such as "Text is available," "Call if you can – Text if you can't," "Lock-it before you pocket," "It is a crime to text or call 9-1-1 when not an emergency," and "Know your location." CVCOG 9-1-1 visits local schools and attends local events to promote a positive perception of the program and educate the public as to the proper use of 9-1-1. The program provides promotional items to encourage public interaction. Lastly, the 9-1-1 program contracts and funds media advertising campaigns consisting of Facebook, TV, radio, billboard, and internet advertisements. These media campaigns help reach a broader audience that can be reached with school visits and events alone.

CVCOG 9-1-1 ensures compliance with all state and local policies for CSEC participation, planning, and funding. CVCOG executes bi-annual strategic plans for funding and meticulously monitors the financial status of the program to ensure responsible fiscal management of appropriated funds. CVCOG executes interlocal agreements with all jurisdictions within our service region to ensure participation. The program submits quarterly performance reports and financial reports and is subjected to bi-annual performance auditing from CSEC. CSEC continues to classify CVCOG as a low-risk COG.

CVCOG actively researches the latest advancements in cutting-edge emergency service technologies. The program works with our vendors to vet these technologies and implement them as soon as possible. Doing so ensures our telecommunicators and citizens' benefit from the best services which the program's funding can provide.

Some of the more noteworthy highlights of the CVCOG 9-1-1 program over the 19-20 fiscal year include:

- CVCOG 9-1-1 was chosen by the Commission on State Emergency Communications (CSEC) to pilot an Indoor Mapping School Safety Proof of Concept Project. This project involves:
 - Capturing indoor data for schools using 3D point cloud capturing devices
 - Uploading this data into the 9-1-1 map
 - Increasing the call accuracy of cellular calls originating within the school via the use of wireless access points and Bluetooth beacons in tandem with hybrid-based location information from modern smartphones
 - Working with the school to maintain the data via student crowdsourcing
 - Reporting on findings to the state

A successful project will be utilized as a roadmap to scale this project throughout the CVCOG region as well as statewide. CVCOG has been working with CSEC and various vendors over the last year to receive approval, funding, and provide a detailed roadmap to the Commission. Now that approval and funding has been attained, the initial data capture has been scheduled this summer.

- CVCOG contracted and began work with ATT and CSEC to convert to the statewide ESINet via the DIR NSO project with ATT. This project marks the next progression in the pursuit of Next Generation 9-1-1 (NG9-1-1) whereby calls will be delivered to the PSAP via GIS data and modern IP-based protocol routing as opposed to outdated selective routers via the phone companies. Again, CVCOG 9-1-1 was chosen as one of the first RPCs to convert to the statewide ESINet due in part to CVCOG's extraordinarily accurate GIS data, updated CPE hardware and software, and overall readiness. Preliminary work has begun over the last year and was completed in July of 2021.
- CVCOG successfully replaced the 9-1-1 call recording equipment region-wide in July 2021 and the CPE front-room equipment in 2019 according to recommended equipment replacement schedule.

Ultimately, all of the aforementioned functions and accomplishments of the CVCOG 9-1-1 program ensure that telecommunicators and first responders are able to quickly and accurately locate and respond to a citizen who is seeking help through emergency call or text.

FY 2019-2020 PRIMARY GOALS

- Execute contract for services with CSEC
- Request participation from local governments within the region
- Execute service agreements with Telcos and wireless service providers
- Develop strategic plan 2022-2023
- Schedule Regional Meetings
- Continue research to award contracts to HUB vendors
- Continue documentation for CSEC reports and monitoring
- Provide 9-1-1 services from Public Safety agencies—15 PSAPs
- Ensure the PSAPs have the ability to receive 9-1-1 call with ANI/ALI 15 PSAPs
- Ensure the PSAPs have the ability to receive Wireless Phase II calls—15 PSAPs
- Ensure the PSAPs have the ability to receive Wireless Text-to-911 —15 PSAPs
- Ensure 9-1-1 equipment and MPLS Network continues to perform as contracted
- Provide maintenance for 9-1-1 equipment - 15 PSAPs
- Maintain equipment inventory—15 PSAPs
- Assess efficient use and reliability of PSAP equipment
- Monitor PSAP activity
- Create updated Map Book for emergency services
- Provide continued PSAP training
- Continue to provide public education if funds are available

FY 2019-2020 PROJECTED PERFORMANCE

- Contract for services with CSEC
- Execute inter-local agreements with participating local governments for 9-1-1 emergency services
- Execute service agreements with Telcos and wireless service providers as required by CSEC
- Develop a strategic plan to secure funding from the CSEC to administer 9-1-1 services throughout the region
- Schedule regional meetings with Telcos, WSP, PSAPs, county officials, and CVCOG Executive Board
- Percentage of total dollar value of purchasing and contracts awarded to HUB vendors
- Document activities to support monitoring from CSEC

- Provide equipment, networking, database, mapping, and training to enable all 15 PSAPs to receive 9-1-1 calls
- Test PSAPs to ensure the ability to receive 9-1-1 calls with ANI/ALI-15 PSAPs
- Make test calls to ensure that each PSAP has the ability to receive Wireless Phase I calls- 15 PSAPs
- Make test calls to ensure that each PSAP has the ability to receive Wireless Phase II calls- 15 PSAPs
- Make test texts to ensure that each PSAP has the ability to receive Wireless Text-to-911 – 15 PSAPS
- Ensure 9-1-1 equipment and MPLS Network continues to perform as contracted
- Contract maintenance plans for all 9-1-1 equipment
- Maintain inventory of equipment
- Monitor PSAP equipment to assess efficient use and reliability
- Create map books for distribution to police, sheriffs, fire and ambulance agencies within the region
- Provide training to PSAP personnel
- Plan and procure public education materials for distribution to counties with cost savings within the program Receive approval from CSEC to execute Text-to-9-1-1 contract. Execute contract for Text-to-9-1-1 with West Safety Solutions.

FY 2019-2020 ACTUAL PERFORMANCE

- Executed contract for services with CSEC on file at CVCOG
- Inter-local agreements executed with 13 counties and 2 incorporated cities for the FY 20-21 Biennium
- Total service agreements executed which include database provider, Telcos, wireless service providers
- Strategic plan completed and approved
- Number of Regional Meetings – mix of virtual and in-person due to COVID-19
- Total dollar percentage awarded - 1%
- Reports submitted to CSEC:
 - Project Performance- 4 (quarterly)
 - Project Performance Monitoring-1 (annually)
 - FSR (financial)- 4 (quarterly)
 - Annual Compliance -1
- Number of PSAPs in the region with the ability to receive 9-1-1 calls and dispatch emergency responders – 15 PSAPs
- PSAP checklists completed to support testing at PSAPS – 295
- Continue to monitor MPLS Contract
- Preventive Maintenance Inspections conducted at 15 PSAPs twice annually.
- Maintenance contracts
 - Positron Viper- 15 PSAPs
 - ALI Router (WSC) - 3 PSAPs
 - Recorders - (Equature) 15
- PSAP equipment inventory sheets & monitoring logs on file at RPC -15 PSAPs
- Equipment monitored - 240
- Call activity reported to CSEC on a quarterly basis through Intrado West Safety Services Provider - 129,725 annual
- Map Books are scheduled to be completed in FY 19-20. These are produced every two years
- Number of telecommunicator trainings provided - 13, Number of telecommunicators trained– 50

- Number of public education materials distributed – 2,200.

FY 2020-2021 PLANNED PERFORMANCE MEASURES

- Execute contract for services with CSEC
- Request participation from local governments within the region
- Execute service agreements with Telcos and wireless service providers
- Develop strategic plan 2022-2023
- Schedule Regional Meetings
- Continue research to award contracts to HUB vendors
- Continue documentation for CSEC reports and monitoring
- Provide 9-1-1 services from Public Safety agencies – 15 PSAPs
- Ensure the PSAPs have the ability to receive 9-1-1 call with ANI/ALI 15 PSAPs
- Ensure the PSAPs have the ability to receive Wireless Phase II calls—15 PSAPs
- Ensure the PSAPs have the ability to receive Wireless Text-to-911 texts —15 PSAPs
- Ensure 9-1-1 equipment and MPLS Network continues to perform as contracted
- Provide maintenance for 9-1-1 equipment - 15 PSAPs
- Maintain equipment inventory—15 PSAPS
- Assess efficient use and reliability of PSAP equipment
- Monitor PSAP activity
- Create updated Map Book for emergency services
- Provide continued PSAP training
- Continue to provide public education throughout the CVCOG region

CVCOG CRIMINAL JUSTICE

The Criminal Justice Program of CVCOG has two main functions: planning and training. The planning function facilitates funding of grants and the associated tasks by maintaining an informed and diverse advisory committee, assisting potential grantees and current grantees, and writing regional criminal justice plans.

The Criminal Justice Advisory Committee (CJAC) is the panel at Concho Valley Council of Governments which discusses, reviews, and decides on funding issues related to the Criminal Justice Program. CVCOG criminal justice staff facilitates and assists CJAC and any associated subcommittees. The CJAC reports and makes recommendations to the Executive Committee of CVCOG, which is the governing board. The CJAC uses a scoresheet tailored to each funding source to decide prioritization of funding requests from the region. CVCOG criminal justice staff works with the CJAC to make sure projects are considered based on: 1) the target group, 2) if the approach is sound and if it addresses a problem listed on the CJ Strategic Plan, 3) if the organization has a documented track record of grant management, 4) if progressive results are shown in previously funded grants, 5) how seizure funds are used, 6) how the project uses evidence based practices, 7) the associated maintenance and sustainability costs, and 8) the cost and program effectiveness.

The CVCOG Criminal Justice staff assists potential grantees and current grantees by 1) presenting a grant workshop to inform of rules, requirements and specifications pertaining to each funding source, 2) providing technical assistance on grant entry and/or eGrants issues, 3) following up with each potential grantee to make sure they submit by due dates, and 4) answering questions related to grant status.

The CVCOG Criminal Justice staff prepares and annually revises the Regional Criminal Justice Strategic Plan. This plan is used by the region to ascertain solutions to gaps in law enforcement, juvenile justice, mental health, substance abuse, and victims of crimes funding.

Training is the function of the Concho Valley Regional Law Enforcement Academy (CVRLEA), which provides instruction for the Basic Peace Officer Course, the County Corrections Course, and the Telecommunicators licensing course and intermediate and advanced in-service courses.

The Basic Peace Officer Course (BPOC) is held annually from August to May. This course provides the attendee with the knowledge and hands-on training required to pass the state licensing exam. The CVRLEA surpasses the minimum Texas Commission on Law Enforcement (TCOLE) requirements of 696 hours in providing additional hours to equip officers to be better prepared. Some of the extra courses CVRLEA provides include Focus on Reducing Impaired Driving Among Youth (FRIDAY), Texas Crime Information Center/National Crime Information Center (TCIC/NCIC) and Below 100-reducing line of duty deaths and strategies for reduction. In May 2020, 15 officers graduated from CVRLEA BPOC.

The County Corrections Course is held at least semi-annually by the CVRLEA. This course provides the attendee with the knowledge and hands-on training required to pass the state licensing exam. The Basic County Corrections is a 120 hour course provided as lecture style training provided on-site at CVRLEA. For the 2019-20 fiscal year, CVRLEA provided three County Corrections Courses and graduated 42 corrections officers.

The Basic Telecommunicators licensing course is provided at least semi-annually by the CVRLEA. This course provides the attendee with the knowledge required to pass the state licensing exam. The Basic Telecommunicators Course is a 40 hour course provided as lecture style training provided on-site at CVRLEA. For the 2019-20 fiscal year, CVRLEA provided two Basic Telecommunicator Courses and graduated 10 students.

The CVRLEA provides in-service training for law enforcement officers, county correction officers, and telecommunicators. These trainings assist the students in maintaining their respective licenses. A schedule of courses is posted quarterly in advance of the next quarter. Courses may be requested to be added to the schedule in advance of posting depending on the needs of the counties. For the 2019-20 fiscal year, CVRLEA provided 20,070 training hours to the law enforcement agencies within the region.

The CVCOG Criminal Justice staff submits all training credits to TCOLE on behalf of the law enforcement agencies attending the training provided. The CJ staff also maintains all records of trainings provided and answers questions pertaining to TCOLE rules and regulations.

CRIMINAL JUSTICE – PLANNING DIVISION

FY 2019-2020 PRIMARY GOALS & PROJECTED PERFORMANCE

- Attend CJD trainings
- Provide technical assistance to grantees
- Conduct at least quarterly CJAC meetings/maintain situational awareness with CJAC by email
- Conduct meetings and write Strategic Plan for the CVCOG Region
- Provide assistance to grantees on vendor hold
- Provide assistance to grantees on use of eGrants
- Conduct grantee training workshop

FY 2019-2020 ACTUAL PERFORMANCE

- Attended CJD trainings
- Provided technical assistance to grantees
- Conducted one CJAC meetings/maintained situational awareness with CJAC by email
- Conducted meetings and wrote Strategic Plan for the CVCOG Region
- Provided technical assistance to one grantee with a vendor hold
- Provided technical assistance to multiple grantees on use of eGrants
- Conducted 1 grantee training workshops

FY 2020-2021 PLANNED PERFORMANCE MEASURES

- Attend CJD trainings
- Provide technical assistance to grantees
- Conduct at least semi-annual CJAC meetings/maintain situational awareness with CJAC by email
- Conduct meetings and revise/update Strategic Plan for the CVCOG Region
- Provide assistance to grantees on vendor hold
- Provide assistance to grantees on using eGrants
- Conduct grantee training workshop

CRIMINAL JUSTICE – LAW ENFORCEMENT ACADEMY

FY 2019-2020 PRIMARY GOALS & PROJECTED PERFORMANCE

- Provide in-service training for the peace officers, jailers and dispatchers in the CVCOG region
- Provide Basic Peace Officer Training (BPOC) - Conduct 1 BPOC course in the region
- Provide Basic County Corrections Course (BCCC) - Conduct 2 BCCC courses in the region
- Provide Telecommunicator Course - Conduct 2 Basic Telecommunicator Courses for the region
- Maintain TCOLE licensing requirements - Enforce all TCOLE rules and regulations and maintain passing rate above 80%
- Recruit, appoint, and supervise qualified instructors
- Maintain TCOLE training requirements
- Maintain TCOLE Advisory Board requirements
- Provide 40,000 training hours for the law enforcement agencies

FY 2019-2020 ACTUAL PERFORMANCE

- Conducted 1 BPOC Courses for the region
- Conducted 3 BCCC courses in the region
- Conducted 2 Basic Telecommunicator courses in the region
- Enforced all TCOLE rules and regulations and maintained a passing rate of 95.4%
- Recruited, Appointed and supervised qualified instructors
- Attended mandatory TCOLE meetings and conference
- Conducted TCOLE Advisory Board meeting
- Provided 20,070 training hours for the law enforcement agencies (COVID affected ability to train.)

FY 2020-2021 PLANNED PERFORMANCE MEASURES

- Provide in-service training for the peace officers, jailers and dispatchers in the CVCOG region
- Conduct 1 BPOC course in the region

- Conduct 4 BCCC course in the region
- Conduct 3 Basic Telecommunicator course in the region
- Enforce all TCOLE rules and regulations and maintain passing rate above 80%
- Recruit, appoint, and supervise qualified instructors
- Maintain TCOLE training requirements
- Maintain TCOLE Advisory Board requirements
- Provide 40,000 training hours for the law enforcement agencies

CVCOG HOMELAND SECURITY

The Homeland Security Program was established through a grant from the Department of Homeland Security as a pass-through from the Office of The Governor-Public Safety Office-Homeland Security Grants Division (OOG-PSO-HSGD). 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 with the main emphasis on terrorism.

The Emergency Preparedness Advisory Committee (EPAC) is the panel at Concho Valley Council of Governments which discusses, reviews and decides on funding issues related to the Homeland Security Program. CVCOG Homeland Security staff facilitates and assists EPAC and any associated subcommittees. The EPAC reports and makes recommendations to the Executive Committee of CVCOG, which is the governing board. The EPAC uses a risk-informed methodology to decide prioritization of funding requests from the region. CVCOG Homeland Security staff works with the EPAC to make sure projects are considered based on; 1) regional priorities, 2) how the project corresponds to the region’s Threat and Hazard Identification of Risk Assessment (THIRA), 3) the region’s Stakeholder Preparedness Review’s (SPR) gaps, 4) state and federal priorities, 5) how the project addresses the priorities identified in the funding opportunity’s Request for Application (RFA) issued by Homeland Security Grants Division (HSGD) of the Office of The Governor (OOG), 6) how the project addresses core capabilities identified as priorities by the federal government, and 7) the cost and program effectiveness.

Operational Communications, Enhancing State, Regional and Local Planning, Public Health, Healthcare, and Emergency Medical Services and Interdiction and Disruption are the most important core capabilities and investment priorities for the region this planning year. Infrastructure Systems, Physical Protective Measures, Operational Coordination, Health and Social Services, Fatality Management Services and Access Control and Identity Verification are also important regional core capabilities/investment priorities this year.

The CVCOG Homeland Security staff assists potential grantees by 1) presenting a grant workshop to inform them of rules, requirements and specifications pertaining to each funding source, 2) providing technical assistance on grant entry and/or eGrants issues, 3) following up with each potential grantee to make sure they submit by the due dates, and 4) answering questions related to grant status.

The CVCOG Homeland Security staff prepares and annually revises the Regional Threat and Hazard Identification of Risk Assessment (THIRA), the Stakeholder Preparedness Review (SPR), and the Homeland Security Strategic Plan-Implementation Plan (HSSP-IP). These plans are used by the region to ascertain gaps in planning, equipment, operations, training and exercises.

The CVCOG Homeland Security staff assists the counties within the region with their Emergency Management Plans and the associated annexes within. These plans and annexes are revised every five years. The HS staff also works with the San Angelo Office of Emergency Management (OEM) to provide National Incident Management System/Incident Command System (NIMS/ICS) trainings for first responders, elected officials, local and state employees, volunteers and citizens. The HS staff also works with San Angelo OEM and the regional District Coordinator to plan exercises for counties within the region.

The CVCOG Homeland Security staff supports the 14 county region during incidents by manning the Multi-Agency Coordination Center. The MACC coordinates resources within the region prior to counties contacting the state.

FY 2019-2020 PRIMARY GOALS

- Facilitate and/or otherwise participate in developmental meetings (advisory committees and working groups) on a regional level and with city and county governments for Homeland Security and Emergency Planning
- Ensure jurisdictions meet the NIMS requirements in their Emergency Operations Plans, participate in the State of Texas
- Arrange and facilitate training courses and workshops relating to Homeland Security and Emergency Preparedness
- Advise local, state, and federal officials on regional resources utilized during tabletop, functional, or full-scale exercises
- Assist the MACC Director in identifying and accessing regional resources for simulated local emergency and disaster situation during regional exercise
- Increase Interoperable Communications in the region

FY 2019-2020 PROJECTED PERFORMANCE

- Align planning efforts and attain results within the priorities of the region and the Texas Homeland Security Strategic Plan
- Development, revision, and updating of Emergency Management Plans and the State of Texas mutual aid agreement with the region's jurisdictions
- Increase the number of first responders and others who would benefit from Emergency Preparedness and Homeland Security training in the region
- Increase credibility and effectiveness as regional resources to officials during exercises and actual emergency events
- As core staff to the CVMACC, the Homeland Security Staff will play an integral role in assisting in identifying and accessing regional resources
- Improve Interoperable Communications in the region

FY 2019-2020 ACTUAL PERFORMANCE

- Facilitated three meetings of the Emergency Preparedness Advisory Committee and participated in other meetings to formulate plans and make recommendations to the CVCOG Executive Board or to other local government bodies

- Assisted counties and cities with little or no Emergency Management Planning resources in developing plans, projects, and agreements for meeting local and regional needs in line with Texas State Strategic Plan 2015-2020
- Worked with San Angelo EOC to provide various training for first responders, elected officials, local and state employees, volunteers and citizens
- Worked with San Angelo EOC and District Coordinator to provide exercises to region
- Assisted jurisdictions as core staff of the Concho Valley Multi-Agency Coordination Center
- CVCOG Homeland Security Department worked with jurisdictions in the region to discern needs. SHSP funds were used this year to build a Special Response Team Training Facility for Tom Green County, to add Automated External Defibrillators (AEDs) at Angelo State University, to provide a rehabilitation trailer for First Responders, and to upgrade communications in Sutton County.

FY 2020-2021 PLANNED PERFORMANCE MEASURES

- Align planning efforts and attain results within the priorities of the region and the Texas Homeland Security Strategic Plan
- Development, revision, and updating of Emergency Management Plans
- Continue to work with Emergency Managers within the region to provide various training for first responders, elected officials, local and state employees, volunteers and citizens
- Participate in various local exercises in an advisory capacity to chief elected officials as well as state and federal agencies
- Participate in regional tabletop exercise as core staff of the Concho Valley Multi-Agency Coordination Center
- The Homeland Security Staff will work closely with the jurisdictions of the Concho Valley and the Emergency Preparedness Advisory Committee to increase interoperable communications throughout the Concho Valley region

CONCHO VALLEY TRANSIT

Our goals for Concho Valley Transit include increasing reliability, expanding services, improving customer service, increase community engagement, and introduce new ridership to all divisions. With the implementation of new technologies, both our fixed routes as well as our demand response services will soon see an increase in reliability that will benefit both our dispatchers as well as our external customers. Customer service will further be improved with the integration of these new technologies as well as through our efforts to hold additional public meetings throughout the fiscal year. The introduction of a safety and training department will facilitate a decrease in accidents and operational incidents as drivers and staff will be enriched in the “safety always” culture that CVT has grown to operate from. Our operations will begin to expand through the planning of an intercity bus route designed in partnership with various outside entities, thus making our services more accessible to a wider array of clients and riders throughout the state of Texas. In order to obtain additional partnerships with local and region wide organizations, as well as to better understand the community’s transportation needs, CVT will continue to act as the lead agency for the Region 10 – Regional Coordination Planning Committee, and host quarterly meetings to allow for this beneficial interaction. Lastly, it is CVT’s goal to increase ridership throughout all divisions by means of outreach, public education, and organizational partnerships.

FY 2019-2020 PRIMARY GOALS

- Maintain reliability while implementing new transportation programs to assist target groups (i.e. unemployed, students, rural, veterans, disabled, elderly, choice riders)
- Expand current bus service while improving on customer service and safety. Provide intercity bus service to the rural areas and locations beyond our service zones.
- Act as the lead agent for Regional Coordination and planning for Section 10. Partner with local agencies and individuals in order to determine gaps in CVT service and identify local, state, and federal funding sources which could close the identified gaps
- Increase ridership through multiple means of service awareness; Mobility Management, Regional Coordination, marketing, branding, and community outreach/involvement all while maintain Safe, Reliable, and Friendly service with a focus on the safety of our passengers and operators.
- Alignment with (SMS) Safety Management System mandated by the FTA, by implementing an Agency Safety Plan.

FY 2019-2020 PROJECTED PERFORMANCE

- OTP will increase, providing our passengers with even more reliable transportation service.
- CVT will continue to expand rural bus service while improving on customer service and availability of rural and urban service. We will also research and determine new ways to provide intercity bus service to the rural areas and locations beyond our service zones, both through local/government funding and West Region coordination.
- CVT will continue to act as the lead agent for regional coordination and planning for Section 10 and will continue to host regular meetings to identify/resolve service gaps. West Region meetings will also be held in order to facilitate further state wide communication and collaboration for service gap resolution.
- CVT will continue to increase ridership through multiple means of service awareness; Mobility Management, Regional Coordination, marketing, branding, and community outreach/involvement. Rebranding, marketing, and new contracts will provide opportunities for outreach and increased ridership in all communities.

FY 2019-2020 ACTUAL PERFORMANCE

- Reduced number of accidents from 9 to 2
- Introduced numerous safety initiatives set in place to help prevent the spread of COVID-19 as follows; Mandatory bus disinfections, mask mandate (pre-presidential mandate), social distancing guidelines onboard buses as well as Multi-Modal facility, hand sanitizer dispensers on board entire fleet and in numerous locations inside the Multi-Modal Facility, bus partitions, gloves and PPE readily available
- Introduced a pilot program to change ADA coverage area from $\frac{3}{4}$ a mile from the Fixed Route to City Wide Coverage in order to help facilitate increased ridership.
- Purchased Automatic Passenger Counters to assist in recording real time data such as passenger loads, bus stop statistics, and on time performance in the Fixed Route.
- Began a feasibility study through TXDOT on the implementation of an intercity bus route to multiple areas
- Coordinated with Angelo State University on our 5 Year Public Transit-Human Services Transportation Plan
- Purchased, constructed, and placed 5 bus shelters. Purchased 13 bus benches set to be placed at high trafficked bus stop locations

- An additional low floor Transit 350 was received in an effort to provide a safe, more comfortable, and overall better ride for our rural passengers and operators
- Ordered 5 additional Transit 350 to provide a safer, more comfortable, and overall better ride for our rural passengers and operators
- Selected an Architectural and Engineering Firm to begin creating the schematics for new Maintenance Facility.

FY 2020-2021 PROJECTED PERFORMANCE

- CVT will purchase an additional 6 bus shelters for the CVT Fixed Route in the city of San Angelo
- CVT will purchase 5 larger capacity 30-35ft buses for the Fixed Route
- CVT is set to receive 5 Arboc Transit 350 buses to provide a safer, more comfortable, and overall better ride for our Rural passengers and operators
- CVT will continue to increase ridership through multiple means of service awareness; Mobility Management, Regional Coordination, marketing, and community outreach/involvement. Marketing and new contracts will provide opportunities for outreach and increased ridership in all communities
- CVT plans to purchase a bus camera system for all vehicles and in addition a state-of-the-art camera system for the Multi-Modal Facility/ Bus Depot.
- CVT will in conjunction with TXDOT, have an operational feasibility study conducted on the organization to determine what deficiencies and/or what is the best plan of action for the community in regards to the services it provides
- CVT will purchase two backup/emergency generators for the CVTD Transit Depot/ Multi-Modal Facility and the Annex building. In the event of a power outage this will enable CVT to continue to operate and provide transportation services to the city of San Angelo and the surrounding counties of the Concho Valley Transit District
- CVT will repurpose the lot adjacent to the Annex building into a parking lot for the local Urban Demand Response and Fixed Route Fleet

AREA AGENCY ON AGING

2019 – 2020 PRIMARY GOALS AND OBJECTIVES

- Develop Area Plan as directed by the Office of Area Agencies on Aging (OAAA), a division of the Texas Health and Human Services Commission.
- Compile and submit all required reports to funding sources.
- Provide technical assistance and training opportunities to staff and professionals.
- Maintain database for NAPIS reporting. Maintain a Direct Purchase of Service contract methodology for all Older Americans Act programs.
- Seek community partners to build or expand services to target populations and advocate for quality service delivery for older persons in the Concho Valley. Assist individuals 60+ with finding discounted prescription rates as well as individuals under 60 who are Medicare eligible.
- Seek improvement, satisfaction of AAA services and to analyze the health and well-being of older adults in the Concho Valley
- Promote the AAA programs to expand services
- Maintain all state and federal rules and regulations
- Maintain and advertise the availability of a nationwide toll-free number
- Promote staff awareness of aging issues/topics
- Increase visibility of the information and assistance services to 60 + citizens, family members and caregivers

- Provide concise and accurate information to all callers in a proficient manner
- Provide suggestions and recommendations for effective casework to team members
- Provide Spanish translated information in a courteous, accurate and prompt manner
- Provide program information to seniors, Medicare recipients of any age, caregivers, agency providers, and other advocates
- Disseminate information and materials on advance planning, Medicare Fraud, supplemental insurance policies, Medicare benefits and billing, individual rights and government benefits. Provide information and application assistance to LIS/MSP eligible Medicare Beneficiaries.
- Conduct legal awareness group presentations on benefits and legal issues
- Recruit volunteers to serve as nursing home ombudsmen
- Conduct training for volunteers
- Maintain current listings of all nursing home and assisted living facilities in the region
- Participate in annual Regulatory book survey with Long Term Care Regulatory staff and residents
- Ensure that each Active, Certified Volunteer Ombudsman receives an on-site visit by the MLO to complete the CVO's yearly evaluation
- Investigate, resolve and report all complaints
- Maintain high capacity of program to meet the needs of nursing facility residents through educational opportunities
- Provide technical assistance and /or advertise training opportunities to nutrition provider staff
- Enter into DPS agreements for nutrition services to include congregate and home-delivered meal programs
- Ensure documentation submitted to the AAA as outlined in the Vendor Agreement and Texas Administrative Code
- Ensure services received by AAA clients are of high quality
- Identify the needs of clients through a formal screening and assessment process based on referrals from Information & Assistance and other agencies
- Develop individual care plans and coordinate DPS with vendors for needed services.
- Reassess client needs through follow-up phone calls or correspondence
- Administer vendor payment process
- Collect client contributions toward the cost of Direct Purchase of Services
- Identify vendor, client, cost and direct purchase of service as paid or obligated
- Assist in training of new staff and provide creative suggestions for resources

2019 – 2020 PROJECTED PERFORMANCE

- Submit Area Plan to the state unit and amend as necessary.
- Submit reports to funding sources timely and accurately.
- Offer technical assistance and training to vendors, AAA staff and other professionals through the aging network. Employ procedures that allow open and closed vendor enrollment, and enter into agreements.
- Regional Advisory Council on Aging meetings to be held a minimum of five times per year and enter into a minimum of two special projects to expand services. Continue to train staff and vendors as changes/up-dates are made to the program.
- Complete Consumer Satisfaction Survey to determine community needs satisfaction of services and to analyze the health and wellbeing of older adults in the Concho Valley
- Staff will attend networking meetings to remain informed of aging issues
- Develop an AAA Policies and Procedures manual for AAA programs
- Advertise the toll-free number in media sources (phone books, newspapers)
- Staff will attend network meetings to remain informed on aging issues, health fairs, Texas Conference on Aging and Access & Assistance training, when available. Literature on AAA brochures informing the public about aging services will be distributed to the aging network.

- AAA staff will visit each of the 13 counties in an effort to further promote AAA services
- Staff will maintain a resource list and collaborate with 2-1-1 to provide assistance to callers
- Assist in training new staff and provide creative suggestion for resource management
- Staff will be available to provide Spanish translation for anyone in need and AAA brochures are printed in Spanish
- Provide legal assistance counseling to seniors, other Medicare recipients, family members and/ or caregiver in the region
- Disseminate appropriate information to senior centers, clients, other Medicare recipients, other advocates and/or caregivers in the region
- Conduct legal awareness group presentations in the region
- AAA staff will participate in networking and community meetings. Staff/Certified BC volunteers will attend training for benefits counselor certification.
- Staff will continue to raise public awareness of issues and potential benefits via television, presentations, newspaper articles and other methods. (i.e.: widely distributed library materials, and other relevant information)
- Continue to recruit and train volunteers in rural areas to become Volunteer Benefits Counselors, when feasible
- Complete recruitment activities throughout the year. Utilize Angelo State University Field student to serve as a CVO and assist with recruitment
- Conduct quarterly in-service training for certified volunteer ombudsmen, as needed.
- Update the directory of all nursing home/assisted living facilities on an annual basis, if needed. An annual review of directory will at least be completed.
- Participate in the majority of all book surveys conducted by regulatory services, in which the LTCO staff were notified at least one business day in advance.
- For facilities, which do not have an active, certified volunteer Ombudsman, the MLO and/or Ombudsman staff will ensure facilities are visited, as required.
- Investigate and report complaints monthly to State Long-Term Care Ombudsman Program's office
- Attend local, state and national conferences and in-service training by TX HHSC and other HHSC departments and community partners.
- Maintain inventory of materials to be made available to the public as a component to AAA library.
- Continue the growth of the information services program.
- Provide information, referral and assistance to caregivers.
- Plan, design and organize programs to meet the needs of the Caregivers in the Concho Valley Region.
- Distribute technical assistance information to 9 nutrition service providers
- Enter into DPS agreements for nutrition services to include congregate and home-delivered meal programs
- Ensure documentation submitted to the AAA as outlined in the Vendor Agreement and Texas Administrative Code.
- Conduct consumer satisfaction surveys as required by HHS OAA.
- Projected to assist 330 unduplicated client count for care coordination.
- Projected to assist 115 unduplicated client count for caregiver support coordination.
- Reassess client needs every 90 days or earlier if necessary
- Process vendor payments in compliance with the stipulation of the vendor agreement.
- Collect client contributions toward the cost of services
- Obligate and process all costs for Direct Purchase of services from vendors
- Complete monthly desk reviews as required.
- Ensure local CVCOG Fiscal and Procurement policy and procedure is followed by all staff consistently, efficiently, and timeline, to include data entry in SAMS/Wellsky to corresponds with all-time reporting and any other service activities and/or service authorizations.

2019-2020 ACTUAL PERFORMANCE

- Fiscal, programmatic and other reports submitted to state unit were accepted despite some being submitted after the deadline or requiring corrections. Due to COVID and turnover at HHSC OAA, there were several ongoing delays in communication, lack of guidance, insufficient amount of time to produce requested reports, and many times the designated points of contacts were not receiving the correspondence.
- Minimal technical assistance and training provided to providers, due to COVID; most of the questions/concerns were related to Congregate setting closures and how to still provide meals. Curbside or take out were allowed but had to be coded as Home Delivered.. The Common Providers were undercompensated since their home delivered meal rate is capped and their congregate meal rate is significantly higher. As explained by OAAA, we had to explain to the providers that if the congregate site had to be closed, per local jurisdiction, the still needed to provide a meal to clients in needs. These individuals did not meet HDM criteria, so they were provided as Take out or curbside but were still reported and reimbursement as HDM.
- CV AAA maintained a Regional Advisory Committee
- CVAAA conducted an agency wide survey for services delivered.
- Attended quarterly TARC/T4A meetings and Access & Assistance training in Austin. *AAA staff serve on the Emergency Food and Shelter Program Advisory Board and the San Angelo Aging Advocates Board. Participated and hosted in the DADS Community Roundtable meetings and San Angelo Aging Advocates meetings. AAA staff also participate in the Concho Valley Homeless Planning Coalition meetings, the Local Emergency Planning Coalition meetings, and the Concho Valley Transit District transportation planning meetings.
- Developed new AAA brochures and materials, related to current issues and were distributed at meetings. A Resource library was maintained in the lobby area of our building.
- Staff placed orders for materials/literature, and partnered with CMS, and National Family Caregivers Association.
- Attended and participated in team meetings, as needed, throughout the year
- Bilingual staff available to provide Spanish translation to clients, caregiver and staff.
- Met all performance measures
- English and Spanish brochures, Medicare publications, including Medicare Saving Program, Medicare Part D, advanced directives, Medical power of attorney, scams/identity theft, Medicaid, low-income subsidy and Food stamp information and applications, IRS Economic Stimulus Payment, Preventative Health guides, newsletter articles, medication assistance through patient assistance program, long-term care, and information on Medicaid Estate Recovery were distributed.
- Conducted legal awareness group seminars in the region for individuals over age 60.
- Utilized social media to help promote services, specifically, Benefits Counseling. One partner agency maintains an e-distribution list with over 500 social service contacts; flyers, upcoming events, other relevant info is sent to this contact and distributed to the list. We ask anyone who receives our info to please reach out to us so that we can further discuss an opportunity to present at their agency/facility if the need arises, and, at the very least to ensure that they understand the service and target populations that the AAA CV serves.
- Due to COVID, volunteers in all AAA programs were stagnant. The Ombudsman program was able to retain most certified volunteers; this program went through the most stringent requirements as it relates to COVID, in order to be able to advocate, in person, or in closer proximity than just over the phone, for residents.
- All volunteers received a minimum of 12 hours of training to maintain their certification
- Assisted Living facility booklets updated in August 2020.
- AAA Ombudsman participated in at least 80% of book surveys at area nursing homes, including those in which they were not given one business day advance notice.
- All facility visits exceeded the Performance measures for the year
- Investigated and reported total complaints

- Attended Ombudsman Certification and Access & Assistance Training, Long Term Care Regulatory quarterly meetings, and initial training with the State Ombudsman's Office.
- Ensured current materials related to caregiving issues were distributed. Due to being short staff, maintaining a fluctuating staff throughout the year due to COVID, any outreach and education and awareness services had minimal efforts completed. Our primary focus was meeting client demand with the urgent needs. Completing promotion of services seemed counterproductive when we had been short staffed for a prolonged period of time.
- Technical assistance information was distributed throughout the year to the 9 nutrition service providers, especially as it related to the ever-changing rules and regulations as it pertained to COVID and the Governor's Disaster Declaration Proclamation. The COVID-19 pandemic was new to everyone and we had to learn and troubleshoot through unique situations together and many were handled on a case by case, with guidance from OAAA.
- AAA entered into vendor agreements with regional nutrition providers and purchased congregate meals and home-delivered meals. Nutrition services were provided in: Coke, Concho, Crockett, Kimble, Mason, McCulloch, Menard, Sutton and Tom Green counties
- Continued to use procedures to ensure documentation was submitted to AAA in timely fashion. Continued the accurate & timely payment to vendors.
- HHS OAA completed consumer satisfaction surveys via a third party for all AAA's.
- Payments were made to vendor within 45 days of billing received by the AAA.
- Obligated and processed all costs for Direct Purchase of services from vendors
- Attended and participated in team staffing on a monthly basis.

FY 2020-2021 PLANNED PERFORMANCE MEASURES

- Submit Area Plan amendments to the State Unit on Aging (SUA) as necessary.
- Prepare and submit reports to funding sources timely and accurately.
- Offer technical assistance and training of vendors, AAA staff and other professionals through the aging network.
- Offer a minimum of four advisory council meetings, either in person, virtual or hybrid, OR request a vote via email/phone from members if no priority topics and there are other pressing matters or concerns with attending meetings, even if virtually.
- Continue to train staff and vendors as changes/updates are made to the program.
- To analyze the health and well-being of older adults in the Concho Valley
- Staff will attend TARC/T4A quarterly meetings and other regional networking meetings to remain informed of aging issues, as available.
- Will continue to implement required changes that derived from the OAAA Monitoring Processes and subsequent correspondence related to monitoring(s).
- Advertise the toll-free number in media sources (Phone Books and Newspapers) and continue to provide business cards and pamphlets with our agency contact information
- Staff will attend at least six network meetings to remain informed on aging issues
- Literature on AAA brochures informing the public about aging services will be distributed to the aging network. AAA staff will continue to complete outreach in the rural counties, utilizing the most cost effective and efficient way possible, including efforts of coordination of travel amongst AAA and other CVCOG programs, when feasible, due to COVID.
- Staff will maintain updated resource material, collaborating with 2-1-1 as often as needed, to provide callers with the most precise and confirmed resource information.
- Assist in training new staff and provide creative suggestions for resource management
- Staff will be available to provide Spanish translation for anyone in need, utilize Language Line Interpreting services and AAA brochures are printed in Spanish.
- Provide legal assistance counseling to seniors, other Medicare recipients, family members and/or caregivers in the region

- Disseminate appropriate information to senior center, clients, other Medicare recipients, other advocates and/or caregiver in the region
- Conduct legal awareness group presentations in the Concho Valley region. Maintain document detailing outreach efforts.
- AAA staff will participate in networking and community meetings. Staff/Certified BC volunteers will attend training for benefits counselor certification, when available.
- Staff will continue to raise public awareness of issues and potential benefits via television, presentations, newspaper articles and other methods. (i.e.: widely distributed library materials, and other relevant information)
- Continue to recruit and train volunteers in rural areas to become Volunteer Benefits Counselors, as appropriate.
- Maintain inventory of materials to be made available to the public as a component to AAA library.
- Continue the growth of the information services program.
- Provide information, referral and assistance to caregivers; develop other community partnerships.
- Plan, design and organize programs to meet the needs of the Caregivers in the Concho Valley Region.
- Provide technical assistance and /or promote training opportunities to nutrition provider staff
- Enter into DPS agreements for nutrition services to include congregate and home-delivered meal programs; adhere to new changes regarding shifting from the term "vendor" to contractor.
- Ensure the continuation of accurate & timely payment to contractors.
- Conduct consumer satisfaction surveys as required by HHS.
- Issue statement of value of services to every care managed client
- Monitor budgets on a timely basis, to include review of client units and unduplicated client count and how it aligns with State expectations, for each relevant program. Identify the need for line item or budget adjustment requests prior to funds not being available.
- Provide suggestions and recommendations for effective casework to team members.

2-1-1 TEXAS CONCHO VALLEY

DELIVERABLES, PLANS & OUTCOMES

Contract Period – September 1, 2019 – October 30, 2020

Anticipated Call Volume – 15,000 Actual Calls Handled – 16,599

Deliverable: Provided Information and Referral services according to the Alliance of Information and Referral Systems (AIRS) Standards.

Plan: Was to maintain Accreditation Status by adhering to all AIRS Standards. Hire and maintain adequate, trained, and certified staff to answer the 2-1-1 line. Attend trainings and meetings provided by Texas Information and Referral Network (TIRN), Texas Alliance of Information and Referral Systems (TAIRS) Annual Conference, AIRS National Conference, and any other additional meetings, trainings, conferences that are related to the 2-1-1 program. Attend local/regional trainings that are related to Information and Referral, customer satisfaction, call center management, ethics, customer service, etc.

Outcome: AIRS Accreditation Status was maintained and remains current through September 2021 and maintains its validity while 2-1-1 CV is undergoing the third Accreditation process since 2008. The AIRS Accreditation application was submitted in September 2020. Due to COVID and increased demands with call volume and a fluctuation in staffing due to COVID exposures or illnesses, Accreditation has been difficult due to a number of other unprecedented demands.

Deliverable: Answer calls 24/7

Plan: Information Specialists answer the phones as designated in the job description with the understanding that if and when the need arises they will be expected to work odd hours to fulfill the need. The United Way of Greater Houston (UWGH) AIC will answer calls after hours, weekends, and on holidays, or any other hours/days as agreed upon by both parties. Calls will be routed throughout the 2-1-1 Texas network, if/when, 2-1-1 CV has to be off the phones Mon-Fri 8am-5pm, unexpectedly.

Outcome: Callers accessed 2-1-1, 24/7 throughout FY 2020. Contract is in place between CVCOG 2-1-1 and United Way Greater Houston 2-1-1 for calls to be answered after hours, on weekends and on holidays. The Texas Information and Referral Network (TIRN) also introduced the chat feature, in response to COVID – high demand in calls and not enough Information Specialists to be staffed at the ongoing hours that callers were utilizing the system. Due to concerns with COVID, and shelter in place order, TIRN also provided laptops to AICs that allowed for Call Specialists to work remotely on state issued laptops that only allowed access to the 211 telephony network.

Deliverable: Provide three or more referrals to caller where possible.

Plan: Maintain adequate, trained staff who are able to identify services in the region. Maintain a comprehensive, up-to-date database to access resources for the callers. Training is provided by referencing the AIRS A,B,C's of I&R, on-the-job training and shadowing, attending online and other available trainings. Work collaboratively with local, regional, and state programs to maintain adequate program information.

Outcome: For the past 8 years we have been fortunate to have one full-time primary 2-1-1 Call Specialist who is trained and maintains all three AIRS certifications. We have an additional Information Specialist who also maintains the database and provides phone coverage. The Director maintains all three AIRS Certifications and serves as a back-up in resource maintenance and trainer, as needed. Both Call Specialists have been trained on all the basics of Information and Referral, crisis calls, how to handle difficult callers, and other pertinent I&R resources to assist them in better completing their daily job duties. Due to limited resources in our community, often times it is not feasible to give three referrals but they have been able to use problem solving strategies to meet the needs of those who in need of services. TIRN requested a ramp up in staffing for a prolonged, undetermined amount of time, in which AICs were asked to work extended hours, weekends and holidays. In order to help meet statewide demand, 2-1-1 CV utilized staff from other CVCOG departments such as Area Agency on Aging, Aging and Disability Resource Center and Concho Valley Transit to allow for our primary Specialists to work a 40-hour work week, provide training to the onboarding of new CVCOG staff. After a 6–8-week response in utilizing CVT staff, 2-1-1 CV did retain one CVT driver who had excelled in his role to allow for growth within the 2-1-1 program as we had assessed that this would be the lengthiest disaster management response that we had ever responded to. We also retained a staff member from the Area Agency on Aging who also excelled; these two staff became full-time Information Specialists. Two previous Information Specialists were then promoted to serve in roles related to ADRC IRA Specialist/Program Coordinator and ADRC/211 Program Coordinator – Housing Navigator and Database Manager.

Deliverable: Provide translation services for callers who do not speak English.

Plan: Maintain adequate, trained bilingual staff and to maintain a contract with Language Line.

Outcome: TIRN has a contract with Language Line in which all fees associated with translation services through use of Language Line are covered by TIRN funding. While we do have call specialists who are bilingual, access to the language line helps reduce barriers by connecting callers to any language through their trained interpreters.

Deliverable: Maintain a comprehensive resource database that conforms to the Alliance of Information and Referral Systems (AIRS) Standards.

Plan: The 2-1-1 Resource Specialist is a Certified Resource Specialist (CRS) and is responsible for collecting and facilitating database updates. We will be utilizing iCarol to meet all upload and database sharing requirements.

Outcome: The newly appointed 2-1-1/ADRC Program Coordinator - Resource Specialist - will attend required trainings, as provided by TIRN and the 2-1-1 network, as well as attend AIRS related trainings and follow all guidelines as provided by TIRN and AIRS Accreditation criteria to ensure database compliance. The new Program Coordinator will seek CRS certification within the first 2 years of employment in this role. The 2-1-1 Texas Concho Valley's Database was updated throughout the year.

Deliverable: Ensure that all 2-1-1 staff are certified, when eligible, through AIRS: CIRS, CRS, CIRS-A (or most relevant certification name).

Plan: Ensure that all 2-1-1 staff are certified, when eligible, through AIRS: CIRS, CRS, and CIRS-A (or most relevant certification name). The Director is a Certified Resource Specialist. As required by TIRN, all 2-1-1 staff must have the following Federal Emergency Management Agency (FEMA) training: IS-100, ICS-200.

Outcome: The 2-1-1 Director currently holds certifications in CIRS, CIRS A/D and CRS. Both Call Specialists hold CIRS and CIRS A/D one of them also holds CRS. The Area Agency on Aging staff have also been cross trained and hold 4 certifications. All of the 2-1-1 staff have also been certified in FEMA training IS-ICS 100 and IS-ICS 200.

Deliverable: Participate regularly in Community Outreach and Education.

Plan: Maintain already established relationships with local and state agencies by working closely and collaborating efforts. Current efforts include monthly visits to Senior Centers, Head Starts, and libraries in each of our 13 county coverage area to distribute 2-1-1 information and to stay informed of county news, such as updates to programs or unmet needs in the counties; these efforts will continue in the new fiscal year. Continue participating in committees/meetings such as the Regional Advisory Committee on Aging, the Homeless Coalition of the Concho Valley, the Social Health and Resource Coalition, Quarterly Aging Providers meeting, etc. Other events/efforts include: Toys for Tots collaboration, Back to School events, Annual Social Health and Resource Coalition seminar, Head Start registrations, Workforce Solutions trainings, Texas Department of Assistive and Rehabilitative Services trainings, presentations for all Area Agency on Aging in-services, San Angelo State University Health Needs Assessment, and any other trainings/presentations for those that request it throughout the year.

Outcome: Due to the demand related to COVID high call volume, staff were dedicated to providing phone coverage. Throughout FY 20, opportunities for traditional outreach and education events were very minimal due to the community and similar partners taking extra precautions to limit the spread of COVID.

Deliverable: Participate in Disaster response at local, regional, state, and national level.

Plan: Collaborate with local, state, and national representatives to assist when appropriate.

Outcome: Attended LEPC meetings and any other disaster related trainings as necessary.

2-1-1 TEXAS OF THE CONCHO VALLEY STRATEGIC PLAN

Strategic Goal #1: To handle at least 20,000 calls presented to the 2-1-1 Texas line in the Concho Valley region line, while maintaining a service level of 80% of calls answered within 60 seconds.

Strategies: Maintain at least two full-time trained Information and Referral Specialists that are available to answer the 2-1-1 line; maintain one full-time Program Manager to serve as back up to answer the 2-1-1 line, as needed, to ensure that there are 2 staff on the phone lines at all times.

Measures: Handle an average of at least 1,500 calls each month.

Strategies: Ensure that all technical equipment, including telephony, internet, and database are functioning adequately throughout the year.

Measures: Continue to work with local Information Technology staff and the Texas Managed Services Group to ensure that phones are always ready to handle calls.

Strategic Goal #2: Ensure the availability of accurate and current health and human service resource data.

Strategies: Develop, maintain, use, and disseminate an accurate, up-to-date resource database that contains information about available community resources including details about services they provide and the conditions under which services are available.

Measures: Continue to do annual updates on resource information currently in the database, to include follow up with those that did not respond to update requests.

Strategies: Maintain certified staff to complete the annual updates to database.

Measures: Continue to seek new agencies that meet the Inclusion criteria to include to the local resource database.

Strategic Goal #3: Provide Information and Referral services before, during and after a disaster and/or emergency events as deemed necessary or directed by HHSC.

Strategies: Maintain relationships with local/regional emergency management staff, TIRN Disaster Coordinator, and other key officials throughout the year.

Measures: Participate in emergency management planning, response and recovery activities, including monthly Local Emergency Planning Committee meetings, TIRN trainings, and visit with local officials at least twice a year.

Strategies: Ensure that all key 2-1-1 staff are trained in the FEMA National Incident Management System/Incident Command Structure training, as required by TIRN.

Measures: All key 2-1-1 staff will take the required NIMS training as related to their role in Emergency Response and documentation of all training certificates will be kept in each staff's Professional Development folder.

Strategic Goal #4: Provide outreach and education, at least once a quarter or at least five times a month, within the Concho Valley region, to ensure that there is continuous promotion of the 2-1-1 Texas program.

Strategies: Provide outreach in each of the 13 counties at least once a quarter by participating in presentations, health fairs, in-service trainings, school events, etc.

Measures: Staff will seek events to participate in on a regular basis by networking with all community partners and by requesting sign in sheets or providing attendance estimates for each event completed.

Strategies: Promote the 2-1-1 program by submitting articles for publishing in the local newspapers, various relevant publications, via radio and/or television advertising opportunities.

Measures: Maintain copies of all media materials used to promote the 2-1-1 program.

Strategic Goal #5: Maintain Accreditation through the Alliance of Information and Referral Systems. Current Re-Accreditation awarded through September 2020.

Strategies: Ensure that all deadlines, requirements, and information is met in a timely and orderly manner.

Measures: 2-1-1 Resource Specialist will work closely with the Aging Director, who completed the previous Accreditation process, to make certain that the process is followed accordingly.

Strategies: Utilize the Executive Committee to present information on the Accreditation process so that all committee members are aware of the process throughout the entirety.

Measures: Present reports, as necessary, to the Executive Committee on Accreditation process updates.

SENIOR COMPANION PROGRAM

The Senior Companion Program places lower income persons aged 55 and over in the homes of frail elderly homebound individuals to provide companionship and support to help the individual remain living independently in their home for as long as possible. There is a great tendency for homebound individuals to become socially isolated and to withdraw from relationships in the community. Recent studies have shown that loneliness among the elderly presents a far greater health risk than does obesity. Lonely and isolated individuals tend to have poorer nutrition, a higher incidence of health issues, early onset dementia and other cognitive issues, and strained relationships with distant family members. Senior Companions

help address these issues by providing social interaction with the client, engaging the client in activities to keep the brain active, encouraging mild exercise, and making the client aware of available resources in the local community. Personal stories from families of Senior Companion clients indicate that they feel the Companion made a dramatic difference in the quality of life for the elderly family member. All of this is done at no cost to the client since all Senior Companion program costs are covered through federal and state grants. At the same time, the Senior Companion benefits by being involved in meaningful service in the community during their later stages in life. The Senior Companion receives a small monetary stipend for each hour of service in the program. Client satisfaction surveys are administered annually to gauge the impact of the Senior Companion services and over 95% of the respondents indicate a positive effect of the program. The Senior Companion Program is truly a win-win for all parties involved.

FY 2019-2020 PRIMARY GOALS

- Utilize volunteer Senior Companions to provide assistance to homebound clients so that they may continue to live independently in their home for as long as possible and to provide respite care to enable family caregivers an opportunity for a break from the stresses of caregiving.
- Provide opportunities for lower income persons age 55 and above an opportunity to provide meaningful service to the community while supplementing their income through service in the Senior Companion Program.

FY 2019 – 2020 PROJECTED PERFORMANCE

- 43 volunteers will be placed for service to clients
- 44,000 hours of service will be generated
- 60 clients will be served
- 5 Volunteer Stations will be used

FY 2019 – 2020 ACTUAL PERFORMANCE

- 40 volunteers were placed for service
- 44,505 service hours were generated
- 68 clients were served
- 5 Volunteer stations were used

FY 2020 – 2021 PLANNED PERFORMANCE MEASURES

- 35 volunteers will be placed for service to clients
- 44,000 hours of service will be generated
- 60 clients will be served
- 5 Volunteer Stations will be used

FOSTER GRANDPARENT PROGRAM

The Foster Grandparent Program places lower income persons aged 55 and over in pre-schools, public schools, and after school programs to tutor and mentor disadvantaged children. These disadvantaged children come from a variety of settings which present significant challenges to their academic and social development. Many of the children are economically disadvantaged, some have physical and developmental disabilities to overcome, some are the children of incarcerated parents or drug users, and some come from home settings where learning is not encouraged. Foster Grandparents serve under the direct supervision of classroom teachers to work one-on-one with these disadvantaged students to help

them develop age appropriate skills. In the case of Head Start programs, the goal is to help the children prepare to enter the K-12 curriculum with the academic skills, the personal skills and the motor skills needed to begin a successful learning experience. At the K-12 level, Foster Grandparents work with students individually to tutor them on the assigned academic topics and to help prepare the child to advance to the next grade level. At the end of the school year, classroom teachers provide an evaluation of the work done by the Foster Grandparent and an evaluation of the progress made by the child during the year. Ninety-eight percent of the students demonstrated gains in school readiness or gains in academic performance. Not only do Foster Grandparents impact the lives of children and help them prepare for a lifetime of learning, the Grandparents also benefit by being involved in meaningful service to the community. Foster Grandparents serve at no cost to the host site as all program costs are covered through a federal and state grant.

FY 2019-2020 PRIMARY GOALS

- Utilize volunteer Foster Grandparents to serve in Early Head Start Programs, Head Start Programs, non-profit child care facilities, public schools and after-school programs to provide mentoring, tutoring, and role modeling for disadvantaged children.
- Provide opportunities for lower income persons age 55 and above an opportunity to provide meaningful service to the community while supplementing their income through service in the Foster Grandparent Program.

FY 2019 – 2020 PROJECTED PERFORMANCE

- 65 volunteers will be placed for service
- 72,000 hours of service will be generated
- 275 children will be served
- 21 Volunteer Stations will be used

FY 2019 – 2020 ACTUAL PERFORMANCE

- 59 volunteers were placed for service
- 77,235 service hours were generated
- 236 students were served
- 21 Volunteer stations were used

FY 2020 – 2021 PLANNED PERFORMANCE MEASURES

- 60 volunteers will be placed for service to students
- 69,000 hours of service will be generated
- 225 children will be served
- 21 Volunteer Stations will be used