
HEART OF TEXAS COUNCIL OF GOVERNMENTS 2018 ANNUAL REPORT



MISSION STATEMENT – To benefit the citizens of the Heart of Texas by serving as the catalyst through which local governments cooperatively identify needs and necessary resources, develop and implement solutions, eliminate duplication and promote the efficient and accountable use of public resources, promote economic prosperity and improve the quality of life within the Region.

FROM THE PRESIDENT...

It has been my pleasure to serve as the President of the Heart of Texas Council of Governments.

Leadership is a shared role and can only be successful when being surrounded by a group of dedicated folks like you all.

During my term, I was surrounded by an amazing group of individuals on the Executive Committee and would like to personally thank each of them. Honorable Alice Rodriguez, VP; Honorable Don Pool, Secretary-Treasurer, Honorable Justin Lewis, Honorable Edith Omberg, Honorable Linda Grant, Honorable Kay Taylor, Honorable Calvin Rueter, Honorable Richard Duncan, Honorable Jay Elliot, Honorable Kelly Snell, Honorable Michael Thompson, Honorable Jim Holmes, Honorable John Keefer, Honorable James Heid, Honorable Kyle Deaver and Honorable Jimmy Rogers. You all performed your board duties with dedication and tenacity.



*Honorable Scott Felton
County Judge, McLennan Co.*

I want to specifically thank the dedicated and talented staff, they are an integral part of the success of HOTCOG as a whole. Russell Devorsky, Exec Director (Regional Services); John Minnix, Administration Director; Gary Luft, Health & Human Services Director, your enthusiasm and dedication encourages us and others to stay involved and plugged into what is needed in our communities. Always remember, everyone has something to offer, personal uniqueness and experiences.

We have accomplished much this year, but have great things in store for our future. Through our continued efforts of applying for grants to help accommodate the growth via infrastructure needs and provide public safety for all. Through our continued outreach to our communities assisting those in need, be it through economic development, Homeland Security, training, air quality or transportation.

I wish you all a very happy and successful new year and greatly appreciate the opportunity to serve you.

Sincerely,

Scott M. Felton

FROM THE EXECUTIVE DIRECTOR....

“The government closest to the people serves the people best.” -Thomas Jefferson

How often is a decision made by a government official at the State or Federal level and a constituent has an immediate opportunity to contact them by phone or in person to discuss that decision? Not often, if ever.

Yet that experience can easily be had at the County or City level of government. The citizens you serve in the HOTCOG Region can easily visit with you personally, be it at the grocery store, church, sporting event, or even in your home. Can you imagine someone just walking up and ringing the doorbell at the White House? Local elected officials are available on a regular basis to discuss any issue relating to voters, be it taxes, assessments, school funding, economic development and a wide variety of other topics relating to the local citizen. Think of the benefits of that. Think about having that option taken away.



Mr. Russell Devorsky

Local government is designed specifically for this purpose: To be accountable and available to the taxpayer. It is the foundation of our American government system and a concept that is alive and thriving in our region and beyond.

The two biggest issues this session will be school finance and property taxes. After years of lawsuits, plus a 2016 ruling finding the state's public school finance system barely constitutional, the Texas Commission on Public School Finance reviewed the way public schools are funded and suggested several changes, says the Austin American Statesman.

The list includes giving districts with incentives chances to improve student outcomes, increasing pay for effective teachers, and providing property tax relief.

To increase the state's share of education funding, lawmakers propose using increases in general revenue and oil and gas production taxes, that otherwise would go into the rainy day fund. Public education advocates fear property tax relief will come at the expense of injecting new money into Texas classrooms.

The feeling about reining in property taxes are prevalent at the GOP-controlled Capitol, per the Statesman, local government and school district officials say doing

so cuts thousands of expenditures, from repairing potholes to buying chalk. According to the Legislative Budget Board over the last 10 years, the state's share of school funding has decreased from 48.5 percent to 38 percent. With the cuts, districts have increasingly turned to local property tax revenue. In 2018, Governor Greg Abbott proposed limiting annual growth to 2.5 percent, while increasing state funding for schools. He has yet to offer suggestions on how to pay for the plan, however, saying he'll leave the details to lawmakers, the Statesman says.

During this session, the legislature will need to agree upon a figure to cap property taxes and whether to offer more state tax revenue for schools.

Local government is where the rubber meets the road and you are all NASCAR drivers. Prayerfully I hope no one crashes.

HOTCOG Annual Meeting, January 25, 2018, held at Texas State Technical College, (TSTC).

Below: Outgoing HOTCOG President, City of Hillsboro Mayor Edith Omberg. McLennan County Judge Scott Felton, Incoming 2018 President



Provost Adam Hutchison, TSTC



L-R: County Judge Don Pool & State Representative DeWayne Burns, District 58



TARC Executive Director, Ginny Lewis & staff member, John Minnix



Mr. Adam Hutchison & Mr. Robert Hawkins (HOTEDD members)



L-R: HOTEDD members, City of Rosebud Judge Matthew Wright and Mr. Dick Van Dyke

2018 Executive Committee

Officers

*The Honorable Scott Felton, President
County Judge, McLennan County*

*The Honorable Alice Rodriguez, Vice President
Mayor Protem, City of Waco*

*The Honorable Don Pool, Secretary-Treasurer
County Judge, Bosque County*

Members

*The Honorable Justin Lewis
County Judge, Hill County*

*The Honorable Linda Grant
County Judge, Freestone County*

*The Honorable Jay Elliott
County Judge, Falls County*

*The Honorable Edith Omberg
Mayor, City of Hillsboro*

*The Honorable Kyle Deaver
Mayor, City of Waco*

*The Honorable John Keefer
Mayor, City of Marlin*

*The Honorable Jim Heid
Mayor, City of Clifton*

*The Honorable Jimmy Rogers
Councilmember, City of Robinson*

*The Honorable Mike Thompson
Councilmember, City of Groesbeck*

*The Honorable Jim Holmes
Councilmember, City of Waco*

*The Honorable Kelly Snell
Commissioner, McLennan County*

*Mr. Calvin Rueter
Member, Special Districts*

*The Honorable Daniel Burkeen, (May2018)
County Judge, Limestone County*

*The Honorable Kay Taylor (Aug 2018)
County Treasurer, Freestone County*

*The Honorable Richard Duncan (current)
County Judge, Limestone County*

*The Honorable Jeannie Keeney (current)
County Treasurer, Freestone County*

ADMINISTRATIVE SERVICES

Administrative Services is responsible for the internal and external services for all HOTCOG program areas. Responsibilities include accounting, budgeting, financial management and reporting, personnel/payroll, benefits administration, purchasing, records management, website content and overall facilities management.

Administrative Services also provides support services as needed to implement programs in accordance with grant and contract agreements, and each year publishes the Regional Directory for the HOTCOG six county region.

HOTCOG's website, <https://hotcog.org/> has been updated and transformed to include information about the region and the services we provide. We have also created a new Transparency and Reports page that has the Annual Report, Annual Financial Reports, Annual Budget, Annual Local Debit Report and other links. Please visit our website and take a look around the region.

Each year all 24 regional planning commissions (RPCs) in Texas are required by Chapters 391 of the Texas Local Government Code to annually report to the State Auditor their financial, productivity, performance and salary information for the past year. HOTCOG submits those reports by December 31st of each year. The State auditor reviews and analyzes the submitted reports and annual audits to determine whether the 24 RPCs submitted statutorily required information. HOTCOG was determined to have met those requirements.

In addition, HOTCOG's outside auditors issued an unmodified or "clean" report that had no findings or questioned costs for Federal and State Awards.

The Administrative Services department organizes and conducts staff training during the year. Trainings include such topics as ethics training, purchasing policy training and wellness programs for employees.

Throughout the year several employee holiday events and the annual picnic were held to provide fun and relaxation. These events are not only a way to get to know each other but also to get to know our families and promote team building for our organization.

The Administrative Services goal is to do whatever is necessary to give the best support for the operations of HOTCOG during the year.



Administrative staff (front to left): Brad Wyatt, Mary McDow, Michelle Vasquez, Director of Administration John Minnix & Bridget Barrera



Staff member Bridget Barrera receives her 10 year service award from HOTCOG President, Judge Scott Felton in January 2018

REGIONAL SERVICES

Regional Services Division is one of two operational divisions of the Heart of Texas Council of Governments.

Regional Services Division Staff



Front: (right to left) Amy Derrick, Kristine Hill, Falen Bohannon, Dorthy Jackson, Harold Ferguson & Sarah Wines



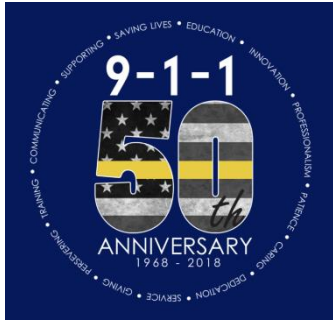
Cindy Rafter

The Regional Services Division includes two broad program areas. The emergency services area is made up of programs designed to preserve the safety of citizens and property, including 9-1-1, Homeland Security, Citizens Corps, and Criminal Justice. The planning and development services area is made up of programs including Solid Waste Planning, Community Development, and Economic Development.



The Regional Services Division consists of seven full time employees administering fifteen grant contracts and associated deliverables in six main program areas.

9-1-1 Services



The 9-1-1 program was authorized in 1987, when HB 911 was signed into law establishing a funding structure to finance statewide 9-1-1 implementation. For thirty years, the program has been overseen by the Commission on State Emergency Communications (CSEC), implemented at the COG level, and grown in technical and capability to a sophisticated and powerful network. HOTCOG's 9-1-1 program delivers this service to Bosque, Falls, Freestone, Hill and Limestone counties. McLennan County has its own separate emergency communications district and is not included in the HOTCOG regional 9-1-1 program.

Key Accomplishments of 2018

The Region moves closer to Next Generation 9-1-1 (NG9-1-1) as COG staff collaborates with network consultants, equipment vendors and the TriCOG Alliance partnership, Brazos Valley COG (Bryan) and Central Texas COG (Belton) and HOTCOG, to develop a robust statewide network. The Next Generation ready, geo-diverse host-remote equipment continues to function efficiently processing regional 9-1-1 calls. A 4G LTE wireless backup for the Region's 9-1-1 internet protocol (IP) network continues to operate as a cost-efficient alternate path to routing 9-1-1 calls during an outage. Text-to-9-1-1 is available in the HOTCOG Region as an alternate means of communicating with 9-1-1 for people with a hearing and/or speech disability, or when speaking out loud would put the individual in danger. Text-to-9-1-1 also provides a silent alternative in cases such as child abduction, active shooter or domestic abuse. HOTCOG received a "low risk" assessment for the FY 2018 Initial Compliance Risk Review. HOTCOG has received a low risk assessment annually since FY 2009. This year marks the 50th anniversary of the first 9-1-1 call, made in Haleyville, Alabama on February 16, 1968. Since that day, 9-1-1 professionals have dutifully served the public as the *first* first responders to emergencies large and small.

9-1-1 Advisory Committee

An Advisory Committee, comprised of representatives from each county and possessing a range of technical expertise, provides guidance and approval on issues related to the 9-1-1 program. Committee Members continue to be advocates for local control of the 9-1-1 program.

Strategic Planning

HOTCOG develops and submits the 9-1-1 Strategic Plan on a biennial basis. The plan contains local implementation levels and priorities; plan costs by county, level, and component; equipment worksheets for justification of need; system telephone network diagrams by county; and administrative budget information. It also clearly defines data such as system upgrades/replacements, addressing maintenance activities, PSAP training activities, etc.

Rural Addressing

HOTCOG funds addressing maintenance activities in each county. The county Addressing Coordinators' duties include, providing 9-1-1 addresses within the rural areas of the county, maintaining a local 9-1-1 database, GPS driveway and road collection, and submitting all updates to the COG.

Mapping/GIS/Database

HOTCOG maintains and utilizes the geographic information system (GIS) for the Region. The

COG provides mapping activities including updating and maintaining street files, driveway locations, emergency service provider boundaries, and cellular tower sites. The program distributed 253 maps to jurisdictions in the Region in FY 2018, along with 59 printed map books. Staff participates on several CSEC and Texas Association of Regional Councils (TARC) focus groups relating to Next Generation 9-1-1 mapping projects. HOTCOG transitioned to an Enterprise Geospatial Database Management System (EGDMS) replacing the traditional master street address guide for location-based 9-1-1 call routing and location validation. An EGDMS is crucial for the transition to NG9-1-1 because it provides a means to create and maintain data critical to NG9-1-1 success. HOTCOG staff works with county addressing coordinators, telephone companies, and post offices to obtain correct address information and eliminate errors in the 9-1-1 system.

Public Education / Training

HOTCOG provides public education activities throughout the Region including the distribution of 9-1-1 educational materials. Awareness of 9-1-1 is key to getting help in an emergency. Cell Phone Sally, the 9-1-1 mascot, teaches children the proper use of the 9-1-1 emergency number. She is displayed on items such as brochures, pencils, bookmarks, coloring books, and is featured in the 9-1-1 DVD entitled: “Getting Help is Easy” which has been distributed to schools within the Region. There is also an assortment of publications and educational items carrying 9-1-1 messages such as “Help Us Help You” and “Call when you can, text 9-1-1 when you can’t,” geared toward adults and seniors. During FY 2018, 14,432 public education items were distributed in the Region. On an annual basis, the HOTCOG partners with the McLennan County Emergency Assistance District to offer comprehensive Teletypewriter (TTY) training. HOTCOG also provides refresher courses semi-annually. This training is required by the Americans with Disabilities Act (ADA) to assure that all 9-1-1 answering centers provide direct, equal access to their services for people with hearing disabilities. “Kari’s Law” SB788 legislation – requiring the ability to direct-dial 911 on multi-line telephone systems (MLTS) frequently used by hotels, offices and other enterprises – was signed by Governor Abbott. More information regarding this law can be found on our website www.hotcog.org.



Freestone County Sheriff's Office



National Public Safety Telecommunications Week, April 8-14th, all telecommunicators in the HOTCOG Region were honored. HOTCOG staff presented t-shirts commemorating the 50th anniversary of the first 9-1-1 call, as well as blankets to the regions Public Safety Answering Point (PSAP) staff to recognize and thank them for their dedication in protecting and serving our communities. The blankets were imprinted with the message, “911 - You Make a Difference.”

Emergency Preparedness / Homeland Security

General

In 2018, the Emergency Preparedness/Homeland Security Program continued to support local jurisdictions and emergency response agencies by assisting and maintaining partnerships that enhance planning, cooperation, coordination, training, exercises, communications, and emergency response throughout the Heart of Texas Council of Governments (HOTCOG) Region. The COG Staff continues to provide grant management and technical assistance to agencies and jurisdictions within the region and serves as an interface between local jurisdictions and state and federal agencies.



Freestone County Table Top Exercise

Key Accomplishments of 2018

- ***COG Staff conducted and/or hosted the following training/informational courses:***
 - ***G-300 Intermediate Incident Command System for Expanding Incidents***
 - ***Texas Public Safety Broadband Project – FirstNet implementation information.***
- ***HOTCOG assisted Falls County with funding and technical support for communication equipment improvements.***



County Communication Shelter and Equipment



Emergency Preparedness Advisory Committee (EPAC)

The committee is comprised of 24 key stakeholders and responders from within the region's homeland security, emergency management, law enforcement, fire, health, and other response



disciplines. This group develops regional goals and makes recommendations to the HOTCOG Executive Committee on the distribution of regional SHSP grant funds. By using a regional approach, this committee shares and supports all agencies.

Emergency Preparedness Advisory Committee meeting

State Homeland Security Program (SHSP)

The State Homeland Security Program grant administered by the Office of the Governor (OOG) provides regional funds for homeland security, terrorism prevention, emergency operations, planning, and the purchase of specialized equipment to enhance the capability of local agencies to prevent and respond to incidents of terrorism. The HOTCOG Region received \$486,777 in 2018 State Homeland Security Program grants.

Emergency Notification System



The HOTCOG staff continues the administration and training of the Regional Emergency Notification (ENS) and constantly updates our contact database. When danger threatens, this regional system allows quick notification by county and city officials to alert the general public and special response groups by sending mass telephone notices, as well as text messages, emails and weather alerts. COG staff encourages citizens to register cellular phone numbers, text, and email information at

www.HOTReady.com.

Citizen Corps Program (CCP)

The Citizen Corps Program provides the training, knowledge and equipment necessary for community members to ensure the safety and well-being of themselves, their families and their communities during both times of stability and times of emergency. Activities during 2018 allowed the program to experience growth in the number of trained citizen volunteers and the utilization of volunteer responses. Most notable, the Mart High School Teen CERT program and the TSTC CERT program.

Criminal Justice Planning

HOTCOG is responsible for coordinating Criminal Justice planning and implementation activities within the six county region. As part of the coordination, HOTCOG staff assists counties with developing plans and strategies that address the needs of the region.

In addition, the HOTCOG Criminal Justice program offers an extensive and TCOLE-certified training program for continuing education of law enforcement personnel.

Specific responsibilities of the Criminal Justice staff include:

- Serve as support to the Criminal Justice Advisory Committee (CJAC), assist them in prioritizing projects for funding, and deliver approved recommendations to the Office of the Governor Criminal Justice Division (CJD);
- Participate in related planning throughout the region including mental health, substance abuse, and law enforcement issues;
- Provide technical assistance to CJD grantees and potential applicants throughout the year;
- Meet with the Criminal Justice Advisory Committee at least two times a year to consider matters pertinent to criminal justice funding and prioritize applications submitted to the Office of the Governor Criminal Justice Division;
- Meet with the Law Enforcement Training Advisory Committee (LETAC) at least two times a year to consider matters pertinent to the training program's content and implementation;
- Prepare and submit grant applications to fund the regional Criminal Justice program, including purchase of services through the Juvenile Justice and Delinquency Prevention program, the regional law enforcement training program, and funding for HOTCOG planning activities;
- Pursuant to HOTCOG Juvenile Justice and Delinquency program grant, create and maintain contracts with each of the six counties to reimburse the Juvenile Probation Departments for eligible expenses on a pro rata basis;
- Report activities to CJD on a quarterly and biannual basis;
- Facilitate the development of county community plans and a regional strategic plan;
- Develop and maintain course offerings for the Criminal Justice training;
- Monitor completion of classes and arrange for appropriate TCOLE accreditation of participants; and
- Maintain records and satisfy training requirements to continue TCOLE-certification of training program.



Criminal Justice Advisory Committee



CJAC Member, Cathy Beckworth, Freestone County and staff member, Cindy Rafter

COMMUNITY DEVELOPMENT PROGRAM

Community Development Fund

History

The CDBG Program (formerly under the Texas Department of Rural Affairs aka TDRA) was created by the 77th Legislature to develop policy specifically addressing economic and quality of life issues affecting small and rural communities across Texas. Administered by the Texas Department of Agriculture (TDA), grant dollars are awarded for Community Development projects in two-year intervals. The current cycle started in 2018 and projects will be awarded and funded for fiscal years 2019-2020. Application guidelines was completed this year by the RRC and the applicants are now in process of putting together applications. The HOTCOG Community Development program supports the Community Development Grant Program through support of the Regional Review Committee.

Key Accomplishments of 2018

The most important Community Development accomplishments of 2018 was the RRC reviewing the scoring guidelines so that all communities get a fair chance of receiving grant funds. HOTCOG leadership was able to get two new members for the RRC committee.

Regional Review Committee

The Regional Review Committee for the Heart of Texas Council of Governments is comprised of twelve members appointed by the Governor. These members are responsible for developing scoring criteria that determine funding for projects submitted by cities and counties for Community Development grant funds.



Technical Assistance

Through the Community Economic Development Program, HOTCOG also provides general technical assistance regarding community and economic development including Texas Community Development Block Grant Program (CDBG) procedures, application requirements and specific community development program activities such as housing workshops, infrastructure provision and financing workshops, grant writing workshops, planning and zoning seminars, and general needs assessment assistance.

Demographic Data Center

The HOTCOG Demographic Data Center is part of a network of the State Data Center of the State Demographer at Texas A&M University, which is the contact for U.S. Census information in

Texas. The Heart of Texas Council of Governments serves as the region's point of contact for Census information. HOTCOG staff assists numerous local government entities, businesses, and individuals with the latest Census data and statistics.

Technical Assistance and Training

Community Development training offered by the HOTCOG in Fiscal Year Ending 2018 included several presentations about HOTCOG to various community groups, and Economic Development Corporation training. Technical assistance activities included research projects on behalf of our communities, with the greatest number of requests for assistance identifying grants and other sources of funding for community development projects plus basic operating procedures for municipal governments.

ECONOMIC DEVELOPMENT PROGRAM

The Heart of Texas Economic Development District (HOTEDD)



History of the Heart of Texas Economic Development District (HOTEDD)

The Heart of Texas was formerly part of the Central Texas Economic Development District (CTEDD). Following the dissolution of the Central Texas Economic Development District in 2000, there was a lack of regional economic development coordination. The many organizations, local governments, individuals, and private industries involved in economic development recognized the need for a comprehensive strategy to enhance and guide economic growth and reduce poverty in the region. This led the HOTCOG to establish an Economic Development District in 2003 with the first Board being seated in January of 2004. The Economic Development District is a stand-alone entity and not a part of HOTCOG, although the two entities partner in serving the Region.

The Heart of Texas Council of Governments provides administrative and economic development staff support for the Heart of Texas Economic Development District. The following report details the HOTCOG Economic Development Program, which operates on behalf of the EDD.



*Mrs. Damaris Neelley,
2018 Chair, HOTEDD*

Key Accomplishments in 2018

The most important Economic Development accomplishments of 2018 include: Helping USTA continue the Texas Rural Challenge. Assist communities in applications for EDA funding.

Comprehensive Economic Development Strategy

Though begun in 2004, HOTEDD received recognition as an official Economic Development District by the U.S. Department of Commerce, Economic Development Administration in August of 2007. The EDD's main task under this designation is to conduct and maintain the Comprehensive Economic Development Strategy (CEDS).

The Economic Development Administration Reform Act of 1998 requires that projects comply with a regional CEDS in order to qualify for most Economic Development Administration funding.

Fiscal Year 2018 requires annual update only. The 5-year CEDS is in effect until April of 2021.

Revolving Loan Fund (RLF)

The Heart of Texas Economic Development District, Inc. (HOTEDD) has been awarded funds from the United States Department of Agriculture's (USDA)-Rural Development's (RD) Rural Business Enterprise Grant (RBEG) Program to make loans to rural small businesses at affordable rates.

The specific purpose of the RLF is to support small local businesses in our rural communities so that they can grow, create jobs, and diversify our regional economy.

Specifically, the HOTEDD RBEG RLF Program seeks to assist qualified small and emerging businesses (less than 50 employees) in the rural Heart of Texas including Bosque, Falls, Freestone, Hill, Limestone and rural McLennan Counties.

In June of 2013, HOTEDD made its first loan to Red Caboose Winery & Vineyard in Meridian, Texas (Bosque County).

In April of 2014, a second grant was awarded by USDA growing the HOTEDD RLF to over \$254,000.00.

In 2015, HOTEDD provided loans, totaling over \$160,000, to three small businesses using both grant funds and revolved funds: Net1 Connect (Rural Broadband Internet Provider in Southern McLennan and Eastern Falls Counties), Moody Hardware (local hardware store in Moody, Texas-McLennan County), and Chic-a-Doodles (Resale Super Center) of Mexia, Texas in Limestone County.

The Heart of Texas Economic Development District, Inc. (HOTEDD) Revolving Loan Fund (RLF) operates under the guidance of the USDA-RD Rural Business Enterprise Grant Program (RBEG) and the HOTEDD USDA-RD RBEG Revolving Loan Fund Plan approved April 11, 2012.

HOTEDD staff completed application of a grant through the Texas Department of Agriculture (TDA) for the Small and Microenterprise Revolving Fund (SMRF) in partnership with Falls County. The grant was awarded in 2017.

With HOTCOG staff assistance the HOTEDD Board was able to approve two revolving loans in the Falls County community: Kent Cultivations DBA Rosebud's Artesian Alley (adding coffee bar in Rosebud) and KNV Investments (Fitness Gym in Marlin).



Left: Falls County Judge Jay Elliott with City of Rosebud residents. Right: HOTEDD Chair Damaris Neelley and Mr. Russell Devorsky

HOTEDD WEBSITE RECONSTRUCTION

Staff continuously works on improving the HOTEDD Website. Falen Bohannon is the lead designer of the HOTEDD website which saves the HOTEDD organization a considerable amount of money by doing it in house.

Regional Marketing

In 2018, the HOTEDD Regional Marketing Committee funded promotional items to be distributed throughout the Region.

Regional Support Activities & Technical Assistance

HOTCOG staff provides technical support, financial and administrative reporting, record keeping and membership information for the District and its committees. HOTCOG serves as a community resource by offering technical assistance in the areas of demographic statistics to assist the economic development jurisdictions of the region in the recruitment of business and industry. HOTCOG staff maintains federal, state, and local economic development information, and participates in area economic development forums and community economic development programs. Several rural communities received extensive technical support this year due to Staff's knowledge of day to day operations of municipal government.

Public Outreach, Education and Training

HOTEDD Staff continues to fulfill its role as a regional economic development training and information resource. Staff visits with elected officials, community leaders and community committees to support economic development projects, small business development, and Economic Development Administration (EDA) grant applications.

Staff Member Dorthy Jackson was among the participants selected for the National Association of Development Organizations (NADO) Research Foundation Training Program for Emerging Leaders (TPEL), a leadership training program for staff members of Economic Development Districts in the EDA Austin Region.



EDA Grant Administration

For Fiscal year 2018 Dorthy Jackson has been administrating 3 EDA grants for the following communities:

- City of Bellmead, Tirey Road Project
- City of Mexia & Mexia EDC, Mexia Industrial Park Roadway Infrastructure.
- City of Hillsboro, Hillsboro Industrial Park Water Improvements.

HOTCOG was awarded the National Association of Development Organizations 2018 Innovation Award for the Citizens Corp Certification Program at the NADO 2018 Annual Training Conference, October 2018.



Solid Waste Program

History

The Solid Waste Program began as a result of legislation which stipulated that each Council of Governments in the State of Texas develop a Regional Solid Waste Management Plan (RSWMP) for its respective area. The HOTCOG Solid Waste Advisory Committee (SWAC) implements the items in the plan, reviews and updates the plan every 4 years or as needed, and administers the Solid Waste Grant Program for the region. The most recent plan was approved in January 2014.



Key Accomplishments of 2018

The Solid Waste Advisory Committee (SWAC) determined that all funding allocations for the FY 2018 will be used for COG Managed Projects throughout the region. There were several projects completed in almost all 6 counties in the region. Game cameras and dump trailers have been a great tool to help the communities clean up illegal dump sites and has been a main focus of FY 18. With most counties equipped with these, HOTCOG has already received several reports of fines given and arrests made for illegal dumping. Bosque, Hill, and Falls County conducted several clean-up projects in the last months and the participations from the region were extremely high. All funding for the biennium were utilized.



City of Whitney Community Collection Event



Solid Waste Funding

The HOTCOG receives funding for the Regional Solid Waste Grants Program from the Texas Commission on Environmental Quality (TCEQ). These funds are generated from the tipping fees collected at landfill sites across the state (the tipping fee is what the public is charged to discard their waste at a landfill). Staff is also required to provide and keep an updated Closed Landfill Inventory that is available to the public upon request.

Public Outreach, Education and Training

HOTCOG provides technical assistance concerning all aspects of solid waste management. Staff has disseminated information regarding grant funding and training opportunities to local governments, and has met with



local officials in the region to provide assistance in obtaining funds.

Staff attended and provided outreach materials to community members at numerous recycling events though out 2018, and handed out giveaways that showed off the 100% recycled materials available to make end products with. Staff continues to participate actively with Keep Waco Beautiful (KWB), attending meetings on a monthly basis.



“Chipping of the Green” - Keep Waco Beautiful Event

Air Quality Program



History

The HOTCOG Air Quality program began in January of 2010 as a result of the region being designated a “near nonattainment region” by the Texas Commission on Environmental Quality (TCEQ). The TCEQ “Rider 8 Program” is the source of direction and funding for the important work of helping communities stay below the nonattainment ozone target measure. The program began with a great sense of urgency, as expected changes in air quality standards threatened to lead to a status of “nonattainment” for a part or possibly the entire

HOTCOG Region. The public health and political ramifications of high ozone always makes this issue a top concern.

Key Accomplishments of 2018

After the Governor’s Veto of the Rider 8 program, HOTCOG implemented its own localized Air Quality program that will keep running technical studies going to help get a better understanding of the needs and responsibilities of the HOTCOG region. 5 of the 6 HOTCOG counties have chosen to participate in this program and \$50,000 in funds will be utilized. The purpose of the program is to improve local air quality by reducing emissions.

Environmental experts at Environ report all regional air quality activities to the HOTCOG Air Quality Advisory Committee that show current and estimated emission activities in the region. Environ also completed the Emission Inventory Review and has continued model performance evaluations for the latest TCEQ CAMx run for the entire 2012 ozone season.

Public Outreach

Staff continues to maintain the BreatheEasyWaco.org web site, promote public education and community outreach activities, and oversee the development of reports and other tools for analysis. Currently, HOTCOG has an outreach campaign in use with Waco-Transit to guide communities to visit the website for more information.



HEALTH AND HUMAN SERVICES

The Health and Human Services Division is made up of four service departments including:

- Area Agency on Aging of the Heart of Texas (AAAHOT)
- Heart of Texas Aging and Disability Resource Center (HOT ADRC)
- Heart of Texas 2-1-1 Call Center (HOT 2-1-1)
- Heart of Texas Rural Transit District (HOTRTD)

Mr. Gary Luft, Director of Health and Human Services



Fiscal year 2018 was another successful year for health and human service programs with service performance remaining high while maintaining stability of existing programs and services.

Contract requirements were met and/or exceeded in each of the programs (AAA, ADRC, 2-1-1 and Transportation) even though all four of the programs were faced with challenges including increased costs of operation in the face of increased demand for services across the board. Staff and management in each program excelled in their response to the challenges and met all requirements of funding agencies.

Level or reduced funding will continue to be a limiting factor in service delivery if additional funds are not provided from the federal, state and local level.

The total value of services, excluding in-kind match and local funding, provided by the four programs in Health and Human Services (Aging, ADRC, 2-1-1, and Transportation) in FY 2018 was **\$3,399,508**. Total clients, contacts, calls and trips provided by the programs totaled **86,763**.

Bosque	\$309,566	6,622 clients, contacts, calls, and trips
Falls	\$221,421	4,647 clients, contacts, calls, and trips
Freestone	\$224,803	4,367 clients, contacts, calls, and trips
Hill	\$336,416	7,115 clients, contacts, calls, and trips
Limestone	\$745,581	18,188 clients, contacts, calls, and trips-
McLennan	<u>\$1,252,552</u>	<u>27,376</u> clients, contacts, calls, and trips
Subtotal	\$3,090,339	68,315 clients, contacts, calls, and trips
Outside of area	<u>\$309,169</u>	<u>18,448</u> calls from outside HOT 2-1-1 area
Grand Totals	\$3,399,508	86,763 clients, contacts, calls, and trips

HEALTH and HUMAN SERVICES ADVISORY COUNCIL (HHSAC)

The Health and Human Services Advisory Council (HHSAC) is a voluntary group of citizens appointed by the HOTCOG Executive Committee to serve in an advisory capacity to the Health and Human Services Division.



State meeting of the Texas Silver Haired Legislators held at HOTCOG.

Membership includes individuals representing the needs of health and human service consumers including older persons, minority individuals, persons with disabilities, caregivers, advocates for health and human service provider organizations, advocates for transportation provider organizations, advocates for support service organizations, local elected officials, the general public and persons with leadership experience.

The Council is made up of twenty-five voting representatives (three from Bosque, Falls, Freestone, Hill and Limestone Counties and ten from McLennan County). The Council also includes our elected Texas Silver Haired Legislators (TSHL) representing the HOTCOG service area. In addition, resource representatives are asked to serve because of their special knowledge or experience in health and human service policies and issues. Resource representatives serving in this capacity may be from within or outside the HOTCOG service area and may include representatives from agencies receiving funds from HOTCOG.

The Council normally meets a minimum of four to six times per year.

AREA AGENCY ON AGING of HEART of TEXAS (AAAHOT)

AAAHOT is 1 of 28 Area Agency on Aging contractors designated statewide by the Texas Department of Aging and Disability Services (DADS).



AAAHOT provides access to needed social services, effective screening and assessment of individual needs, and advocacy for the older persons (age 60 and older) in our six-county region. Access services are provided to older persons and their family members' or other caregivers.

Services provided directly by AAAHOT staff includes three core programs - benefits counseling, care coordination/caregiver support coordination and LTC ombudsman services.

AAAHOT also contracts with service providers throughout the region to provide nutrition services (congregate and home delivered meals), caregiver education and training, caregiver information services, in-home care, minor residential repair, health education programs, and income support for grandparents acting as parents for their grandchildren.

Area Agency on Aging staff, r to l: Susan McCombs, Destiny Zavala, Rose Contreras, Donnis Cowan, Jan Enders Joanna Adcock and Janice Mancherian



- **BENEFITS COUNSELING PROGRAM**

The Benefits Counseling Program is directly administered by AAAHOT staff and provides one-on-one legal assistance services to persons age 60 and older and to any adult Medicare recipient regardless of age. Individualized counseling is offered to those in need of assistance with Medicare Part D Prescription Drug programs, Medigap supplemental insurance, Medicaid estate planning, advanced planning for retirement, health care services, Medicare preventive services, consumer issues and preparation of Advanced Directives. The program also provides group legal awareness presentations and group education for all ages through community presentations and special events to promote health and wellness, safety, and legal education.

Legal Assistance - provides counseling to individuals assisting them with Medicare Part D, Medicare benefits, Medicare Advantage appeals, Social Security questions, and other benefit-related questions.

Clients Age 60 and Older 624 clients \$142,934 in services

MIPPA grant funding - funds public events where information and documents are provided to explain the Medicare Savings Programs to attendees to assist with their understanding of the programs, prescription costs and Medicare premiums.

Medicare beneficiaries 3,388 clients \$12,155 in services

Legal Awareness - provides public events where information and documents explaining programs, benefits, and services are distributed to the attendees.

26,697 contacts \$131,958 in services

- **CARE COORDINATION PROGRAM**

The Care Coordination Program is directly administered by AAAHOT staff and empowers senior citizens age 60 and older and their family caregivers to maintain their independence, freedom and dignity by identifying needs and arranging social services

required for living independently. The program is broad based and includes a variety of related short-term support service opportunities. Some of those needs may include homemaker, personal assistance care, and respite relief for caregivers, home repairs/modifications, durable medical equipment and numerous other services, depending on funding.

Care Coordination Serving Age 60 and older and their caregiver - a case manager assesses the needs with the client and their caregiver and plans, arranges, coordinates, and follows-up on needed services. Services that can be provided are homemaker services, personal assistance, home repairs and/or modifications, health maintenance services and respite for their caregivers.

353 clients	\$74,469 in services
187 caregivers	\$38,596 in services

Homemaker – a case manager arranges for short-term services to assist clients with light house cleaning, errands, and meal preparation.

41 clients	\$6,702 in services
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Personal Assistance – a case manager arranges for short-term services to assist clients with bathing, dressing, toileting, light house cleaning, and meal preparation. This covers hands-on assistance in all activities of daily living.

71 clients	\$16,514 in services
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Respite – a case manager arranges for short-term relief to caregivers. Services are provided in the client's home environment on a short term, temporary (6 months maximum) basis while the caregiver is unavailable or needs relief. This service also allows the caregiver to take care of themselves, so they are better able to sustain care for their loved one over an extended period of time.

59 clients	\$16,393 in services
------------	----------------------

HOTWAGS (Heart of Texas Waco Area Gerontological Society) monthly networking meeting for social workers held at different venues in Waco.



Home Repair/Modification – a case manager focuses primarily on contracted repairs/modifications that improve accessibility, structure, safety and weatherization of the home for low-income homeowners age 60 and older that are living in unsafe and/or unhealthy environments.

111 clients
\$31,959 in services



Health Maintenance – a case manager arranges for the purchase of durable medical equipment that enables clients to be more independent and assists them with their daily activities.

Durable Medical Equipment – Med-Equip Vendor
69 clients \$4,222 in services

Income Support – a case manager arranges for the purchase of school uniforms for the Grandparents Acting as Parents Program, which enables grandparent's financial assistance in raising their grandchildren.

Estimated value of \$100 for school clothes, per child – Walmart.com
(Polo-type shirt, khaki or Capri pants)
15 grandparents (50 grandchildren) \$4,822



Grandparent Yoland Anzures with Grandchildren



Grandparent Rita Shilling with Grandchildren

Information, Referral and Assistance – individuals age 60 and older and their caregivers call to inquire about community resources. Services provided by AAAHOT are coordinated with appropriate staff. Services which AAAHOT does not offer are referred to the appropriate community service providers.

2,333 calls \$37,008 in services

Evidence-Based Programs – Evidence-based programs are based on research. They offer proven ways to promote good or improved health and prevent disease among older

Evidence Based Training



adults. These programs are tested models or interventions into practical, effective community programs that can provide proven health benefits to participants.

The AAA contracts with several facilitators to conduct programs including: A Matter of Balance, Caregiver Stress Busting, Chronic Disease Self-Management, and Diabetes Self-Management to individuals age 60 and older and their caregivers of any age if the caregivers meet the eligibility criteria.

143 clients \$63,626 in services

- **CONTRACT SERVICES**

Contract Services are provided by subcontractors or vendors in accordance with contracts or vendor agreements managed by the Area Agency on Aging to serve the senior citizens of the region.

Nutrition Program

The nutrition program is a core program of AAAHOT that is contracted rather than directly provided by AAAHOT employees.

AAAHOT subcontracts with four service providers throughout the region to provide nutritious meals to older citizens through congregate meal sites and/or home delivered meals. The service providers are closely monitored to insure compliance with all regulations concerning nutrition and program requirements. These providers operate 36 senior centers and nutrition sites located in the six-county region. The nutrition program is a key contributor to the health and well-being of older persons participating in the program. The program also provides social interaction that is critical to good mental and physical health for the recipients.

Nutrition Contractors:

Bosque County Senior Services
Central Texas Senior Ministry
(Serves Falls, Hill & McLennan counties)
Freestone County Senior Services
Limestone County Senior Services

Sharon Gephart, Project Director
Melody McDermitt, Executive Director
Stephanie Overall, Project Director
Tanya Phillips, Acting Oversight

In addition to providing meals at the congregate sites the subcontractors also prepare and deliver meals to the homes of isolated elderly who are unable to travel to the congregate

sites and/or prepare meals for themselves. Home delivered meals, commonly referred to as “Meals on Wheels,” provide critical daily nutrition requirements while allowing the delivery person to make daily contact with the home bound elderly person.

- **Congregate Meals:** - meals served in a group setting at senior centers
714 clients served
51,026 congregate meals served
\$247,227 funding from AAAHOT
- **Home Delivered Meals:** - meals delivered to the homes of seniors
792 clients served
218,784 home delivered meals served
\$540,911 funding from AAAHOT

The individual subcontractors are primarily funded by AAAHOT but each contractor is required to obtain additional funding from their local communities and clients for their specific program.

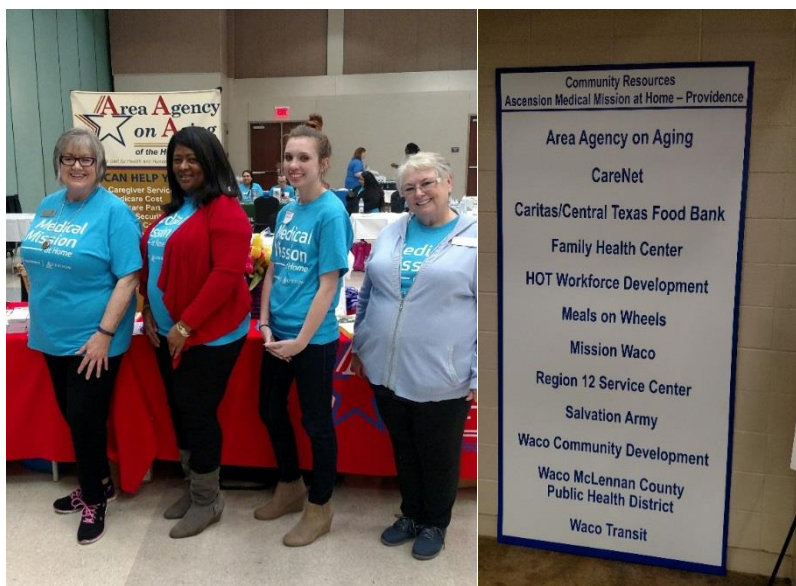
Caregiver Education and Training

AAAHOT subcontracted with Howard Gruetzner to provide dementia related counseling to caregivers to assist in making decisions and solving problems relating to their caregiver roles. This included counseling for dementia related illnesses for individuals, support groups; and caregiver training for individual caregivers and families.

127 clients \$55,000 in services

- **BETTER BUSINESS BUREAU CONTRACT** Contract service provided by subcontractors in accordance with contracts or vendor agreements managed by a local Area Agency on Aging to serve the senior citizens of the region.

Senior Medicare Patrol (SMP) – funded in part from a five-year grant by the Better Business Bureau of Houston. The mission of SMP is to empower and assist Medicare



beneficiaries, their families, and caregivers to prevent, detect, and report healthcare fraud, errors, and abuse through outreach, counseling, and education.

The program utilizes one volunteer coordinator (Janice Mancherian) operating under the direction and supervision of the Heart of Texas Area Agency on Aging.

Number of team member hours – 1448.50

Team members – 10

Number of group outreach and educational events - 67

Number of people reached - 5480

- **LONG TERM CARE OMBUDSMAN PROGRAM**

The Long Term Care (LTC) Ombudsman Program is directly administered by AAAHOT staff and is charged with the promotion of quality of care and quality of life for nearly 5792 residents in 39 nursing homes and 24 assisted-living facilities in the six-county service area. The program is managed by the State Ombudsman office and hosted by the local Area Agency on Aging.

The program is authorized through the Older Americans Act and advocates for rights of residents as provided by state and federal laws. Residents of Long Term Care facilities may receive advocacy services and assistance from an Ombudsman whenever they encounter unresolved problems with the care or services they receive or whenever their rights are perceived as being violated.



A primary focus of the LTC Ombudsman Program is the use of an organization of 17 Certified Volunteer Ombudsmen (CVO). Each CVO is provided with state developed training on Long Term Care facility operations and requirements, aging issues and advocacy skills, with training that is in compliance with HHSC requirements. The success of the program is directly impacted by the activity of the CVO's. Each CVO provides services to residents in their assigned facility, or facilities, typically spending two or more hours a week at each nursing home or assisted living center.

The Ombudsman Program plays an important part of promoting and assisting resident who are eligible to return to the community through the Money Follows the Person program. The staff promotes this program through education and consults with facility staff and through assisting residents and families in relocation information. The Staff attends the Community Transition Team (CTT) meeting monthly. This meeting is designed to discuss and resolve issues regarding residents transitioning back to the community.

Each Certified Ombudsman is dedicated to ensuring *quality of care* and *quality of life* for the residents. During the year the staff and CVOs produced, assisted with, or accomplished:

- 1810 documented activities including residents, family and staff consultations, survey participations, facility visits and community presentations;
- 37025 resident contacts throughout all facilities;
- 485 complaints investigated ranging in severity from verbal or psychological abuse, to poor nursing care. The complaints addressed most often related to care issues 98 complaints), environmental issues (43), dietary issues (42) and resident rights (45);
- 97.81% of the complaints were resolved or partially resolved; and
- 522 consults were performed by Ombudsmen to educate facility staff and to inform and assist residents and/or family members with regulations.

An important part of the Ombudsman program is to establish and maintain a good working relationship and good communication with state surveyors. The staff participated in the nursing home surveys in the region and routinely consulted with the complaint investigators. The staff also participates in the Region 7 Quarterly Regulatory/Ombudsman meeting held quarterly.

To improve the quality of care and services provided by local facilities, the LTC Ombudsman Program has a goal of offering training in the Waco area to LTC staff working throughout the region. The program provided five (5) days of HHSC Continuing Education training during the fiscal year. The Program was also active with presentations at various LTC facilities for required in-services. The Managing Local Ombudsman also served on the RSVP Board and participated in the Recognition Luncheon and Health Fair.



Right: Staff Ombudsman Manager Susan McCombs & Ombudsman Lynda Mitchell

Total program expenditures \$126,266
In-kind CVO contribution \$28,027

Total Funding for All Aging Programs in FY18:

Department of Aging and Disability Services (DADS)	\$1,331,784
State General Revenue (SGR)	\$101,347
Nutritional Supplemental Incentive Program (NSIP)	\$194,281
Center for Medicaid/Medicare Services (CMS)	<u>\$49,889</u>

Total Federal and State Funding	\$1,677,301
Better Business Bureau – SMP Program	\$20,000
Program Income & Other Local Funds	\$968,587
Total Aging Program Funding	\$2,665,888

HEART of TEXAS AGING and DISABILITY RESOURCE CENTER (HOT ADRC)

In September 2014 the Heart of Texas Council of Governments was awarded and designated an Aging and Disability Resource Center (ADRC) by the Texas Department of Aging and Disability Services (DADS). The HOT ADRC is 1 of 22 ADRCs making up the statewide network serving the needs of Texas.



ADRC Staff, Seated: Tiffany Garrett, Eric Hobbs and Manager Donnis Cowan

The ADRC model is a “way of doing business” that is intended to respond more effectively and efficiently to the needs of individuals looking for long term services and supports. ADRC’s provide older individuals, individuals of any age with disabilities, family caregivers, veterans, and families with children with special needs, all without regard to income levels, *information and assistance* about local programs and resources as they relate to aging or living with a disability. ADRC’s help those in need navigate through a complicated and complex network of available support services with the primary purpose of helping individuals live within their community as long as possible.

ADRCs provide visible, trusted, comprehensive and streamlined access to long-term services and supports by establishing a “virtual no wrong door” model of information exchange, person and family-centered planning, and service provision.

The Heart of Texas ADRC is made up of a broad-based operating partner’s coalition consisting of the following operating partners:

- Area Agency on Aging (AAAHOT)
- Heart of Texas Region MHMR Center (HOTRMHMR)
- Heart of Central Texas Independent Living Center (HOCTIL)
- Department of Aging and Disability Services (DADS)
- Heart of Texas 2-1-1 (HOT 2-1-1)

HOTCOG serves as the Lead Agency/Fiscal Agent and has responsibility as contract administrator. ADRC employees are housed in the ADRC office located in the HOTCOG building. The “hub” of the HOTADRC model is in Waco with projected “satellite” sites located in each of the five rural counties.

The number of calls received by the HOTADRC has been steadily increasing since opening our doors. All calls to the Heart of Texas ADRC terminate into 254-292-1855. This includes local calls as well as any calls originating in our six-county service area placed to the statewide toll-free line for ADRC's.

Referrals are made to appropriate agencies or service providers based on the needs of the caller. Multiple and complex cases may involve several service providers rather than just one provider. When more than one provider is involved the Resource Navigator assists with coordination of services provided by the different agencies.

The ADRC staff is responsible for handling “walk-ins” at the front lobby who come in with no appointment. An ADRC staff member meets with the individual, obtains pertinent information and routes them to the appropriate department or individual in the AAA, ADRC, 2-1-1, Rural Transit District and/or other community resource.

ADRC Referrals – individuals age 60 and older and disabled individuals of any age call to inquire about state and community resources.

3,384 calls or “walk-ins”
\$109,984 in services provided through calls and follow-ups
\$100,092 in services provided through Housing, Relocation, and Outreach

The ADRC is actively involved in community efforts for cross training and information sharing between local social service providers including state agencies, local agencies, non-profits, and any organization providing social services in our six-county service area. The ADRC organizes and hosts 3 events per year with guest speakers from 6 different service providers explaining their eligibility criteria and how to make a valid referral.

The ADRC also chairs and hosts Community Resource Coordination Group (CRCG) meetings monthly, which staff client cases involving multiple complex needs. Representatives from various agencies attend, discuss the cases and identify providers who can assist with the needs of the clients.

Funding for the Heart of Texas ADRC is based on a three-year contract with projected annual funding through August 31, 2018:

Total Funding for ADRC in FY 2018:

State Generated Revenue	\$109,984
Money Follows Person Housing Navigator	\$52,385
Money Follows Person Contract Agency	\$6,939
Promoting Independence	\$17,072



*AAA Staff – Outreach to public at
Richland Mall Event*

Medicare Improvement (MIPPA)	\$9,769
Caregiver Respite	<u>\$13,927</u>
Total Yearly ADRC Funding	\$210,076

HEART of TEXAS AREA INFORMATION CENTER (HOT 2-1-1)

HOT 2-1-1 is 1 of 25 Area Information Centers (AICs) designated by the Texas Information and Referral Network (TIRN). TIRN is part of a national



TEXAS
Health and Human
Services



initiative to provide information about health and human services to all callers regardless of age, ethnicity, gender, disability or any other criteria.

HOT 2-1-1 is a “free” social service help line answered by trained specialists who assist callers with their social service needs and refer them to the service providers or agencies that can best assist them. The help line is answered 24 hours a day, 7 days a week by Information-Referral Specialists with multi-lingual capabilities available, if needed. HOT 2-1-1 staff provides assistance and information to callers concerning food, clothing, shelter, utility bill payment assistance, medical assistance, affordable childcare, eldercare, disaster relief and much more.

HOT 2-1-1 staff received 35,174 calls during the period of October 1, 2017 through September 30, 2018. An additional 1,730 calls were received after hours and on weekends by the Houston-Galveston Gulf Coast 2-1-1 which is contracted to take HOT 2-1-1 calls when HOT is closed.

35,174 calls received by HOT 2-1-1 staff (95.3%)
1,730 “after hour” calls taken by Houston-Galveston 2-1-1 staff (4.7%)
 36,904 total calls identified with HOT 2-1-1 (100%)

50.0% or 18,456 of the calls were identified as originating from within our six-county service area and 50.0% or 18,448 calls originating from outside of our six-county service area. This clearly demonstrates that the Texas Information and Referral network is a statewide service and the various AICs serve the entire state. Exactly one half of the calls taken by our staff originated from outside our six-county service area. Each of the twenty-five AICs that make up the TIRN Network take calls both from their service area as well as roll-over calls from outside their service area.

We continue with the trend of the majority of calls handled by HOT 2-1-1 originating within our six-county service area coming from McLennan County and the City of Waco rather than from the surrounding lower populated rural counties. This pattern is easily understood because the largest concentration of people living in our service area reside in McLennan County and specifically Waco or the surrounding suburbs of Waco.

HOT 2-1-1 completed the initial 3-year contract of September 1, 2015 through August 31, 2018. We are now in the first of two 1-year renewals for the period of September 1, 2018 through August 31, 2019. The second and final 1-year renewal, if executed by both TIRN and HOTCOG, will be for the period of September 1, 2019 through August 31, 2020. After expiration of the second renewal, we will respond to an RFP from TIRN as we have in the past. Hopefully, our application will be favorably received and HOTCOG will again be awarded a contract to provide services.



2-1-1 Staff: (Far right) Manager Misty Stipe, Information Specialist Kathy Lyons, Arlene Padilla, Carolyn Berry and Belinda Arocha

HOT 2-1-1 consistently maintains service levels that meet or exceed state contract requirements. Service level is defined as the length of time a caller waits in queue before getting to an Information and Referral Specialist for assistance.

The Texas Information and Referral Network (TIRN) began working with Relias Learning several years ago to provide access to online training for all 25 call centers in the state. Relias Online Training allows staff to take courses at their own pace – and at the times most convenient to the call center. Previously I&R Specialist would have to log out of the phone system to view webinars or go to offsite locations for training. Online training provides I&R Specialists the opportunity to attend health fairs, conferences and other events away from the office to promote 2-1-1 services.

The statewide Texas Information Referral Network (TIRN) of twenty-five AICs continues to assume increased visibility and importance because of their effectiveness and success in dealing with hurricanes and natural disasters. TIRN fills a substantial role in the Texas Homeland Security Strategic Plan.

TIRN is the backbone for information distribution throughout the state during times of emergency and natural disasters including floods, hurricanes, fires, earthquakes, and tornadoes. The most recent example was Hurricane Harvey which made landfall on August 25, 2017. The 2-1-1 state network of local 2-1-1's immediately began to feel the impact of the disaster with thousands of frantic callers asking for evacuation assistance, shelters, food and supplies. Calls continue to come in related to Hurricane Harvey and expectations are that they will continue as recovery will take years.

Based on 36,904 total calls taken by HOT 211 staff and Houston – Galveston staff on our behalf during the fiscal year, the average cost per call for FY 2018 was \$10.85 per call.

Total Funding for the HOT 2-1-1 in FY 2018:

211 Operations	\$389,000
211 Child Care	<u>11,427</u>
Total 2-1-1 Funding	\$400,427

HEART of TEXAS RURAL TRANSIT DISTRICT (HOTRTD)

The Heart of Texas Rural Transit District (HOTRTD) is 1 of 40 Rural Transit Districts designated statewide by the Texas Department of Transportation (TxDOT).

HOTRTD provides demand response public ground transportation to the general public of any age, including transportation for seniors age 65 and older, and individuals with disabilities of any age. HOTRTD transportation services are provided in five counties - Bosque, Falls, Freestone, Hill, and Limestone County. McLennan County is served exclusively by the McLennan County Transit District.

HOTRTD utilized a combination of “contractor” model and “in-house” operations in FY2018. HOTRTD began the year contracted with two service providers (subcontractors) to provide transportation services throughout the region and ended the year providing in-house service for Bosque, Falls and Hill county while services for Freestone and Limestone County were provided by Limestone County Senior Services Project. Bosque County Transit temporarily provided services for Bosque and Hill County from January 1st to April 30th.

- Bosque County Transit - Bosque and Hill County (January – April, 2018)
- HOTRTD – Bosque, Falls, and Hill County (November – December 2017) and (May – September 2018)
- LeFleur Transportation – Bosque, Falls, and Hill County (October 2017)
- Limestone County Senior Services Project – Limestone and Freestone County

Service is provided by the utilization of twenty-four (24) HOTCOG owned vehicles with fourteen (14) leased to and operated by one service provider. Ten (10) vehicles are operated by HOTRTD and used as spare vehicles for the program.

HOTRTD service is classified as “origin-to-destination” meaning the vehicle stops at the passenger’s address instead of the passenger being required to go to a pick-up location or hub of service. Transportation is provided Monday through Friday (schedule varies) in the rural areas of the HOTRTD service area (Bosque, Falls, Freestone, Hill, and Limestone counties).

HOTRTD staff member Frances Ramirez and Manager Rep Pledger



Service Delivery and Trip Performance

30,793 trips were provided during FY 2018 compared to 30,783 during FY 2017. The number of trips provided remained constant even with the loss of LeFleur Transit and bringing services back in house for FY2018. The service changes did result in a \$163,394.00 surplus in State 5311 funds and a \$178,897.00 surplus of federal funds at year end which will be carried forward as funding into FY 19 for additional trips. All things considered the carry-over of funds into FY 2019 will provide for additional growth of the program.

Section 5310 Trips – Elderly Individuals and Individuals with Disabilities		
427 - Clients Served	19,492 - Trips Provided	\$485,982.63 in services provided
Section 5311 Trips – General Public Transportation		
331 - Clients Served	11,301 - Trips Provided	\$285,418.37 in services provided
Grand Totals – Combination of Both Services		
758 - Total Clients Served	30,793 - Total Trips Provided	\$771,401.00 in services provided

Section 5310 – Elderly Individuals and Individuals with Disabilities

- Annual cost to RTD for service provided - \$485,982.63
- Number of trips provided – 19,492
- Average cost to RTD per trip - \$24.93
- Number of clients served - 427
- Average cost to RTD per client - \$1,183.13
- Average number of trips per client – 45.65

Section 5311 – General Public Transportation

- Annual cost to RTD for service - \$285,418.37
- Number of trips provided – 11,301
- Average cost to RTD per trip - \$25.25
- Number of clients served - 331
- Average cost to RTD per client - \$862.29
- Average number of trips per client – 34.14

Combined Programs

- Total cost to RTD for services provided - \$771,401.00
- Total number of trips provided – 30,793
- Average cost to RTD per trip - \$25.05
- Total number of clients served - 758
- Average cost to RTD per client - \$1,017.68
- The average number of all trips per client – 40.6

Maintenance of Vehicles

The HOTRTD contracts with Waco Transit for all preventive maintenance and the majority of repairs on fleet vehicles. This practice complies with the TxDOT initiative to use Regional

Maintenance Facilities and is consistent with our on-going maintenance agreement with Waco Transit. The only change that has taken place is that with the new contracts the subcontractor(s) pays for maintenance performed on the vehicles they are utilizing to provide transportation services.

Fleet

HOTRTD staff is currently in the process of completing its 5339 Discretionary Award e-grants application in e-grants for \$622,000.00. These funds will be used to replace 8 of HOTRTD's oldest vehicles.

Regional Transportation Coordinating Council (RTCC)

The Regional Transportation Coordinating Council (RTCC) completed updates to the existing transportation plan and submitted it to TXDOT by the appointed time. The RTCC is currently working on updates to the existing bylaws.

Rural Planning Organization (RPO)

The Heart of Texas Council of Governments formally established a Rural Planning Organization (RPO) for the five rural counties of the Heart of Texas region including Bosque, Falls, Freestone, Hill and Limestone counties.

Total Funding for the HOTRTD in FY 2018:

Total funding for the HOTRTD program in FY 2018:

Section 5311 – State Funds	\$ 405,151
(Includes \$163,384 unexpended funds from FY 2017)	
Section 5311 – Federal Funds	\$ 580,098
Section 5310 – Elderly Persons & Persons with Disabilities (Federal \$)	\$ 128,425
Total Transportation Funding	\$ 1,113,674

Note: \$342,273 of the available funds for FY 2018 were not expended and will be carried forward to FY 2019.



Heart of Texas Council of Governments
 Summary of Fund Availability and Proposed
 FY 2018-2019 Program Expenditures

Fund Availability

Local		
HOTCOG Dues	\$ 57,000	
Local Govt./HOTEDD Program Match	121,004	
Rent-Workforce Building	390,000	
HOTEDD Management Fee	14,685	
Interest Income	5,000	
Miscellaneous Income	3,000	
Local Govt. Program Income and Inkind Match	907,665	
		1,498,354
Federal/State		
Federal/State Administered Grants	5,712,493	
		5,712,493
Total Available Funds		7,210,847
Less: Program Income/Inkind Match		907,665
Net Available Funds for FY 2018-2019		6,303,182
Less: Delegate Agency/Contractual Costs		3,331,483
Net Available Operating Funds FY 2018-2019		<u>\$ 2,971,699</u>
<u>Program Expenditures</u>		
Council Management and Administration	1,260,165	
Aging Services	4,432,722	
Regional Services	2,308,440	
Total Proposed Dept. Expenditures	8,001,327	
Less: Transfers to Indirect Cost Pool	855,458	
Total Proposed Expenditures	7,145,869	
Less: Program Income/Inkind Match	907,665	
Net Proposed Expenditures for FY 2018-2019	6,238,204	
Less: Delegate Agency/Contractual Costs	3,331,483	
Net Proposed Operating Expenditures FY 2018-2019		<u>\$ 2,906,721</u>
Transfers Out-(Due to HOTEDD)		(33,978)
Net Surplus		<u><u>\$ 31,000</u></u>

Heart of Texas Council of Governments
Summary of Revenues and Expenditures
Proposed FY 2018-2019 Line Item Expenditures

Revenue

Local	\$ 1,490,354
Federal/State Administered	5,712,493
Other	<u>8,000</u>

Total Revenue \$ 7,210,847

Line Item Expenditures

Salaries	1,301,102
Benefits	639,487
Travel	54,585
Equipment	5,000
Supplies	20,569
Space	295,152
Communications	32,192
Copier/Printing	12,403
Computer	49,000
Postage	17,176
Audit	32,700
Other	128,046
Indirect	804,060
Debt Service-WF Bldg	269,309
Insurance/Maintenance/Other-WF Bldg	50,000
Management Fees	51,398
Program Income/Inkind Match	907,665
Delegate Agency/Contractual Costs	<u>3,331,483</u>

Total Proposed Expenditures 8,001,327
Less: Transfers for Indirect Cost Pool 855,458

Net Proposed Expenditures \$ 7,145,869

Transfers Out-(Due to HOTEDD) (33,978)

Net Surplus \$ 31,000

Number of Employees: 29