



Deep East Texas  
Council of Governments

# Annual Performance Report to the State of Texas

## Fiscal Year 2020

(October 1, 2019 through September 30, 2020)

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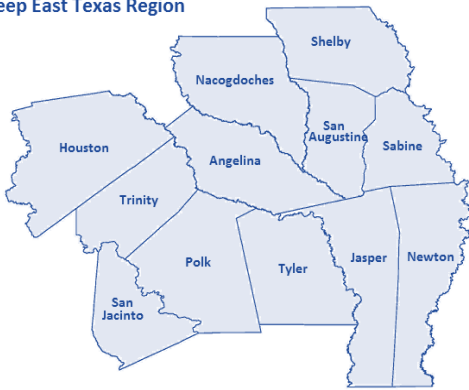
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## OVERVIEW

The Deep East Texas Council of Governments, better known as DETCOG, is a voluntary association of cities, counties, school districts, and other governmental units within Texas State Planning Region 14. The region encompasses the counties of Angelina, Houston, Jasper, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity and Tyler. Our region also includes the Alabama-Coushatta Tribe, a fully functioning sovereign government which is the oldest Indian reservation in Texas.

DETCOG was established in November of 1966 as an Economic Development District under the U.S. Department of Commerce Economic Development Administration. In 1968 DETCOG became a political subdivision of the State of Texas as a Regional Planning Commission under state law now re-codified as Chapter 391 of the Local Government Code.

Deep East Texas Region



Though we are a governmental entity, DETCOG has no taxing authority and no ordinance-making authority. Above all, DETCOG is an organization of, by, and for the local governments of Deep East Texas. We exist to support our member governments and serve their residents. DETCOG is governed by a diverse 59-member Board of Directors. By law, more than two-thirds of our Board Members are elected officials of participating counties and cities.

Deep East Texas is one of the most rural of the 24 regions in Texas with no urban areas within our region. At 10,383 square miles, we are larger than six states. Our January 2020 estimated population was 388,528. We are home to four national forests and the three largest reservoirs in Texas.

Historically, our region has been economically distressed with high rates of unemployment and poverty. DETCOG works to improve economic conditions in the region and the standard of living of its residents. Jobs and the economy play a large role in improving the quality of life. The economic factors mentioned above, plus the rural nature of our region, provide us with unique challenges but also underscore the importance of DETCOG's mission.

A major need in Deep East Texas is better access to broadband internet service. The current state of broadband in our region has a negative impact on public education, healthcare, public safety, and economic development. DETCOG's goal is to ensure that every home and business in Deep East Texas has access to reliable and affordable broadband. Because of our rural nature, this can only be accomplished utilizing a regional approach – leveraging the entire region to benefit every part of it, no matter how rural or difficult to serve. This year we have completed the network design for phase one of a regional broadband network and have submitted grant applications that, if approved, would fund its construction.

DETCOG has also taken steps to better serve its members and improve the organization's long-term financial position by consolidating its operations in a central location. We have just completed our first year in the new DETCOG Regional Headquarters facility located at 1405 Kurth Drive in Lufkin, Texas. This new facility was funded primarily by public and private grants.

Regional cooperation leads to stronger communities and more efficient use of resources. DETCOG provides the opportunity for local jurisdictions to work together to accomplish more than any individual member could accomplish on its own.

## DETCOG Regional 9-1-1 Network (DET911)

### 2020 Outputs Achieved

- Total number of 9-1-1 calls/Text-to-911 messages received by PSAPs was 219,420.
- Total number of wireless 9-1-1 calls was 174,916.
- Total number of PSAP (Public Safety Answering Point) monitoring visits was 180.
- All PSAPs were upgraded with the latest Motorola Solutions Vesta CPE and Software. All network routers and devices were upgraded with Cisco and Oracle devices.
- All PSAPs were transitioned to Next Generation 9-1-1 (NG9-1-1) call routing. DETCOG became the 2<sup>nd</sup> region in the CSEC program to fully migrate to AT&T ESInet i3 Call Routing. DETCOG continues to provide feedback to CSEC and other regions on our experiences as a CSEC designated “Beta” COG.
- All PSAPs have deployed Motorola Solutions Vesta Map Local which includes Rapid SOS integration which has greatly improved accuracy of wireless calls plotting on PSAP maps. This is generically known as “Blue Dot” hybrid technology.
- All PSAPs have been migrated to First Net Core for wireless backup network except for Trinity County where First Net is not yet available.
- DETCOG adopted a Disaster Recovery Plan and Continuity of Operations Plan for the Regional 9-1-1 Network.
- DETCOG deployed a regional Training/Backup PSAP which will be used for dispatcher training and will serve as a backup location during disasters.
- DETCOG restructured staffing to more efficiently function in a Next Gen 911 environment including management succession planning.

### 2020 Outcomes Achieved

- Citizens and stakeholders were served by an efficient 9-1-1 emergency communications delivery system that met or exceeded state agency performance measures.
- The PSAPs complied with all state agency requirements as documented through onsite monitoring reports.
- PSAPs are more reliable with new CPE, software, and network devices.
- Call routing is now done by the NG9-1-1 core delivering quicker response and more accurate call delivery.
- PSAPs now have access to Rapid SOS wireless call plotting which is greatly enhanced accurate map plotting.
- PSAPs backup network is now powered by First Net Core network delivering more reliable connections.
- Regional 9-1-1 Network now has a Disaster Recovery & Continuity of Operations Plan to address disasters & pandemics.
- Region dispatchers now have a location to train of equipment utilized at their PSAP in a “test” environment.
- DETCOG 9-1-1 staff are better positioned to operate in a NG9-1-1 environment and a management succession planning reduces the risk to program operations.

### **2021 Expected Outputs**

- Total number of 9-1-1 calls/Text-to-911 messages received by PSAPs will exceed 200,000.
- Total number of wireless 9-1-1 calls will exceed 170,000.
- Total number of PSAP monitoring visits will exceed 120.
- DETCOG will develop and adopt a Security Plan and Policies for the Regional 9-1-1 Network that meets National Emergency Number Association (NENA) recommendations for Physical and Cyber Security.
- DETCOG will deploy CISCO Next Generation Security at all PSAPs to improve our ability to defend against Cyber Attacks and Internal Risks.
- DETCOG will replace all copper-based network circuits with fiber-based network circuits for more reliability and lower network costs.
- DETCOG will enhance CPE maintenance by moving to a “dedicated technician” maintenance agreement with AT&T.

### **2021 Expected Outcomes**

- Citizens and stakeholders will be served by an efficient 9-1-1 emergency communications delivery system that meets or exceeds state agency performance measures.
- Security Plan and Procedures will greatly improve the security of the Regional 9-1-1 Network.
- Enhanced Firewall protection will greatly improve the security of the Regional 9-1-1 Network.
- Migration to all fiber-based network will greatly improve the reliability of the Regional 9-1-1 Network while lowering network costs to offset NG9-1-1 costs.
- A dedicated technician will enhance the ability to make faster repairs and perform more preventive maintenance on CPE.

## **DETCOG Area Agency on Aging (AAA)**

### **NUTRITION SERVICES**

#### **2020 Outputs Achieved**

- Provided funding for 31,357 congregate meals that meet the Dietary Reference Intake (DRI) requirements to 682 older adults for an average cost per meal of \$6.01.
- Average congregate meal cost increased from Projected Outputs by two percent.
- Provided funding for 180,089 home delivered meals that meet the Dietary Reference Intake (DRI) requirements to 2,281 older adults for an average cost per meal of \$5.70.
- Average home delivered meal cost was seven percent higher than 2020 Projected Outputs.

#### **2020 Outcomes Achieved**

- Older citizens benefited from nutritious meals and social contacts five days a week which helped alleviate economic risk to those low-income individuals and helped to reduce isolation of individuals who live alone or in rural and remote areas. More persons received home delivered meals to help them cope with the COVID-19 pandemic.
- Served 54 percent less persons in congregate meal program due to Congregate Nutrition Sites closing in March 2020 due to the Coronavirus Pandemic.
- Achieved 38 percent of 2020 Projected Outputs in number of congregate meals served.
- Achieved 28 percent increase over 2020 Projected Outputs in number of meals delivered.
- Achieved 43 percent increase over 2020 Projected Outputs for persons served with home delivered meals primarily due to Congregate meal clients transferring to the Home Delivered Meal program during the COVID-19 crisis.

#### **2021 Expected Outputs**

- Provide funding for 81,467 Congregate Meals that meet the DRI requirements to 1,487 older adults for an average cost per meal of \$5.92.
- Provide funding for 141,093 Home Delivered Meals that meet DRI requirements to 989 persons for an average cost per meal of \$5.83. (Reimbursement rate is capped at \$5.31 per meal for HHSC common contractors.)

#### **2021 Expected Outcomes**

- Older adults who are at greatest social and economic risk will receive nutritious meals and regular social contact. This will promote better health and allow them to continue living independently, as well as reduce hunger in the Deep East Texas region.

### **TRANSPORTATION SERVICES**

#### **2020 Outputs Achieved**

- Provided funding for 3,849 one-way trips to assist 68 older adults. These trips were for medical appointments, grocery shopping and other personal business. Average cost was \$13.25 per one-way trip.

#### **2020 Outcomes Achieved**

- Achieved 57 percent decrease over 2020 Projected Outcomes for one-way trips due to limited transportation connected with COVID-19.

- Most of the 2020 trips were for persons living in remote, rural areas where medical and other services are limited or non-existent and no public transit option is available.
- Number of individual riders was 10 percent under 2020 Projected Outcomes.
- Provided more choice for riders to attend doctor appointments in local and out of region medical facilities, allowed persons to independently schedule trips to grocery stores, pharmacies, banks, etc., to conduct personal shopping and business. Kept overall trip costs low by utilizing volunteer drivers whenever possible.

#### **2021 Expected Outputs**

- Provide funding for 6,435 one-way trips to assist 75 older adults for an average cost of \$15.00 per one-way trip.
- Increase the number of volunteer transportation drivers to 30.

#### **2021 Expected Outcomes**

- Older adults will be assisted with more transportation resources in order to schedule and attend medical appointments, purchase groceries, conduct personal business and/or attend senior center activities.
- Older adults living in rural areas will have the opportunity to continue to live independently. The residents are happier and state and federal resources required to fund long-term care solutions are conserved.

### **HOMEMAKER SERVICES**

#### **2020 Outputs Achieved**

- Provided funding for Homemaker Services for 24 persons at an average cost of \$559.08 per person.
- 15 percent reduction of 2020 Projected Outputs in number of persons receiving Homemaker Services.
- 14 percent reduction of 2019 Projected Outputs in average cost per person for Homemaker Services.

#### **2020 Outcomes Achieved**

- Older adults were able to continue to live independently in a safe and secure home environment while they were recovering from an illness and/or hospital stay.
- The number of hospital readmissions was reduced.

#### **2021 Expected Outputs**

- Provide funding for Homemaker Services to 35 persons at an average cost of \$746.11 per person.

#### **2021 Expected Outcomes**

- Older adults will be able to continue living independently in a safe and healthful home environment while they are recovering from an illness and/or hospital stay.
- The number of hospital readmissions will be reduced.

## **CASE MANAGEMENT SERVICES**

### **2020 Outputs Achieved**

- Provided direct case management services for 539 persons at an average cost of \$171.30 per person. This was an average cost reduction of \$44.05 per person
- Achieved a six percent increase in 2020 Projected Outputs of number of persons served.
- Met 2020 Projected Outputs for average cost per person.

### **2020 Outcomes Achieved**

- Older adults and their families received direct services which equipped them to make informed choices about the programs and services available to help them continue to live independently and securely while recovering from illness, injury or surgery.
- Persons affected by financial setbacks, including those caused by natural disasters and the COVID-19 pandemic, received assistance to help them recover and maintain an independent lifestyle.

### **2021 Expected Outputs**

- Provide direct case management services for 343 persons at an average cost of \$174.50 per person.

### **2021 Expected Outcomes**

- Older persons recovering from illness, injury or surgery will become more aware of programs and services available to them in order to maintain their independence by making informed choices about their care, arranging for those services, and provide follow-up to determine that the care-plan goals have been met.
- The cost of delivering these services will be reduced.

## **OMBUDSMAN SERVICES**

### **2020 Outputs Achieved**

- Provided Ombudsman Services to residents of 40 nursing homes and 19 assisted living facilities utilizing 12 trained and State Certified Ombudsman staff and volunteers.

### **2020 Outcomes Achieved**

- 98 percent of complaints made by or on behalf of residents of nursing homes and assisted living facilities were successfully resolved in a timely manner, promoting better care and a better quality of life for the residents.

### **2021 Expected Outputs**

- Continue to provide Ombudsman Services to residents of 40 nursing homes and 19 assisted living facilities.
- Increase the number of trained and State Certified Ombudsman staff and volunteers to 15.
- Continue to achieve at least 95 percent of successful and timely resolutions to complaints made by or on behalf of residents or nursing homes and assisted living facilities.

### **2021 Expected Outcomes**

- Residents of long-term care facilities will receive better care and live happier lives in a more secure environment.
- Residents will feel like there is someone they can turn to when they need help or have concerns.
- When complaints are received, they will be dealt with in a timely and professional manner.

## **BENEFITS COUNSELING**

### **2020 Outputs Achieved**

- Facilitated 570 legal awareness contacts to provide information about Medicare Open Enrollment, an increase of 79 percent over the previous year.
- Provided one-on-one counseling services to 521 unduplicated persons, an increase of 1.9 percent over the previous year, even though face-to-face meetings were stopped in March 2020.

### **2020 Outcomes Achieved**

- More recipients and potential recipients of Medicare and Medicaid benefits have increased awareness and knowledge about the benefits and services available to them and how to access their benefits.

### **2021 Expected Outputs**

- Conduct 75 legal awareness programs to provide information regarding Medicare Open Enrollment.
- Provide one-on-one counseling services to 787 persons.

### **2021 Expected Outcomes**

- More citizens will be aware of public entitlement programs such as Medicare and Medicaid.
- More citizens will enroll in, and benefit from, these programs.

## **HOME REPAIR AND ACCESSIBILITY MODIFICATIONS**

### **2020 Outputs Achieved**

- 71 families/households were assisted with minor home repairs and modifications including installation of ramps and other modifications to make homes accessible for persons with disabilities, minor roof repairs, and repair/replacement of heating and air systems.

### **2020 Outcomes Achieved**

- Elderly and disabled citizens in 71 households were able to continue living independently at home rather than having to relocate to more expensive long-term care facilities.

### **2021 Expected Outputs**

- Serve at least 70 families/households with minor home repairs and modifications to ensure accessibility.

### **2021 Expected Outcomes**

- More elderly and disabled citizens will be able to continue living independently at home rather than having to relocate to more expensive long-term care facilities.



## **DETCOG 2-1-1 Texas Area Information Center**

### **2020 Outputs Achieved**

- The Deep East Texas Area Information Center (AIC) provided information and referral services to 42,963 callers, an increase of 48.07 percent from the previous year.

### **2020 Outcomes Achieved**

- Thousands of persons received information about programs, services and resources that provided help with food, housing, childcare, crisis intervention, substance abuse treatment, and public safety.
- The Coronavirus Pandemic contributed to the greatly increased call volume. Beginning March 2020, AIC Staff began providing information about COVID-19 testing sites, food distributions, stimulus payments and other local resources associated with assisting people navigate the crisis.

### **2021 Expected Outputs**

- The Deep East Texas AIC will handle an estimated 30,178 calls for information and referral services.

### **2021 Expected Outcomes**

- Citizens who need help with food, housing, childcare, crisis intervention, substance abuse or other issues will be referred to resources to assist them.
- More citizens will become aware of the services and resources available within our region.
- Increased awareness will result in increased utilization of services to ensure the safety and improve the quality of life of the citizens in our region.

# DETCOG Public Safety Programs

## REGIONAL LAW ENFORCEMENT TRAINING

### 2020 Outputs Achieved

- Realigned Regional Law Enforcement Training, Criminal Justice, and Homeland Security programs under one division.
- Provided basic, intermediate or advanced TCOLE-certified courses to 423 peace officers, jailers and communications personnel.
- Provided 64,480 training contact hours in basic courses and intermediate or advanced TCOLE-certified courses.
- Modernized and streamlined the process for law enforcement to submit documents and requests.
- Applied for a Training Providers Agreement with TCOLE to offer Continuing Education Training to Law Enforcement Officers throughout the region.

### 2020 Outcomes Achieved

- DETCOG's Law Enforcement Training program operates in a more coordinated and efficient manner with other Public Safety programs.
- Law Enforcement personnel in the Deep East Texas Region are better trained and have increased knowledge to perform their duties.
- The framework is in place for more efficient delivery of law enforcement training, with more participation by officers throughout the region and less cost to local jurisdictions.
- Agencies from other areas attended courses, bringing increased commerce to our region instead of sending our dollars to other areas of Texas for the same training.
- The citizens of Deep East Texas live in a safer, more secure environment.

### 2021 Expected Outputs

- Provide Law Enforcement Training to 600 peace officers, jailers and communications personnel.
- Provide a minimum of 70,000 training contact hours for peace officers, jailers and communications personnel in basic courses.
- Provide Law Enforcement Training locally to all Law Enforcement Agencies throughout the COG, including some 27 recently constituted ISD Police Departments.
- Offer hard-to-obtain training to Law Enforcement Officers.

### 2021 Expected Outcomes

- Law Enforcement personnel in the Deep East Texas Region will be better trained and have increased knowledge to perform their duties.
- More officers will benefit from hard-to-obtain training that was not previously offered close to home.
- Quality training will be provided, including Train the Trainer Courses, which will lead to even more effective training in the future.
- The training cost will be reduced for local jurisdictions.
- The citizens of Deep East Texas will live in a safer, more secure environment.

## **CRIMINAL JUSTICE PLANNING**

### **2020 Outputs Achieved**

- Realigned Regional Criminal Justice, Homeland Security, and Law Enforcement Training programs under one division.
- Adapted to restrictions on face to face meetings due to the COVID-19 pandemic by acquiring and utilizing virtual meeting capabilities so that important programs and initiatives continued.
- Hosted weekly and then bi-weekly joint online meetings with Law Enforcement leaders, County Judges and Emergency Management Coordinators to discuss and exchange information on challenges faced in the COVID response, hurricane response, and other issues.
- Hosted one Online Training jointly with CJIS & Regional District & County Clerks to discuss challenges with CJIS Reporting & Governor's Mandates.
- Conducted four grant workshops to provide grant application and management training to stakeholders.
- Hosted one eGrants training by staff from the Office of the Governor Public Safety Division in the DETCOG region.
- Approached PSO/CJD about other uses for Grant Funding and received permission to do so. Hosted one Online Meeting with Regional Juvenile Probation Officer Chief's to discuss alternative services they could use their Grant Funding because COVID interrupted Face to Face Counseling on their PJS Grant 3336603.

### **2020 Outcomes Achieved**

- DETCOG's Criminal Justice Planning program operates in a more coordinated and efficient manner with other Public Safety programs.
- Increased the numbers of grantees and applicants who attended Grant Application Workshops and decreased errors on submitted applications.
- Decreased the number of audit findings.
- All reports to the State were submitted on time or ahead of schedule.
- Continue to improve communications between DETCOG and regional partners including school districts and non-profit organizations by disseminating information by email and phone contact.
- Public Safety Staff have met face to face and Online when necessary with incoming elected officials to explain the services DETCOG Public Safety Programs can provide.

### **2021 Expected Outputs**

- Provide technical assistance to 100 grantee/applicants applying for State funding.
- Conduct four Grant Workshops to educate and train Grantees/Applicants.
- Conduct at least one online Grant Workshops to educate and train Grantees/Applicants.
- Continue to build one more database and improve communications between the DETCOG Public Safety Program and Stakeholders.
- Working together with State and Local Officials we expect all twelve counties to meet or exceed the Governor's Mandaite to remain 90% Reporting Status on CJIS.

## **2021 Expected Outcomes**

- Local agencies and organizations will develop more effective programs and submit more complete grant applications with fewer errors.
- Local Law Enforcement Agencies, School Law Enforcement Agencies and Non-Profit Organizations will have more resources at their disposal to respond to public safety and criminal justice needs within their jurisdictions.
- All DETCOG Public Safety Programs will continue to operate in a more coordinated and efficient manner which will increase effectiveness while reducing administrative costs.
- The citizens of Deep East Texas will be better served and live in a safer, more secure environment.

## **HOMELAND SECURITY PLANNING**

### **2020 Outputs Achieved**

- Realigned Regional Homeland Security, Criminal Justice, and Law Enforcement Training programs under one division.
- Updated the 2020 Threat and Hazard Identification and Risk Assessment (THIRA) using five incidents and 32 core capabilities in the exercise. Also updated the State Preparedness Report (SPR), the Implementation Plan (IP) and Risk-Based Methodology Report.
- The ALERRT Active Shooter Training Program in conjunction with the Lufkin Police Department. All equipment was procured through an LETPA Grant by DETCOG had to be postponed after the first quarter due to COVID-19 Response and Restrictions and the new updates to the ALERRT Program. Before the postponement sixty LEOs were trained.
- Reviewed current emergency management capabilities and processes to identify gaps.
- Updated Emergency Preparedness Task Force By-Laws and Standard Operating Procedures.
- Submitted an implementation plan to the Texas Statewide Communications Interoperability Plan (SCIP) and the Regional Interoperable Communications Plan (RICP) in Deep East Texas.
- Applied for and have been awarded a \$1.1 million Grant through the Statewide Interoperable Communication Funding Source.
- Adapted to restrictions on face to face meetings due to the COVID-19 pandemic by acquiring and utilizing virtual meeting capabilities so that important programs and initiatives continued.
- From March 2020 through September 2020, hosted weekly and then bi-weekly joint online meetings with County Judges and Emergency Management Coordinators to discuss and exchange information on challenges & solutions faced from COVID-19, storms, and other homeland security issues.
- Conducted four grant workshops to provide grant application and management training to stakeholders and one makeup workshop.

### **2020 Outcomes Achieved**

- DETCOG's Homeland Security program operates in a more coordinated and efficient manner with other Public Safety programs.
- Potential threats have been identified and risks have been reduced, allowing the citizens of Deep East Texas to live in a safer, more secure environment.

- Authorities throughout the region are better prepared to deal with an active shooter situation.
- Local jurisdictions and stakeholders have a better knowledge of processes and procedures used by the DETCOG Homeland Security Advisory Committee.
- A Phase I Plan for Communications Infrastructure for six counties to be tied into the Texas Wide Area Radio Network (TxWARN) System was developed and is currently in the process of implementation.

### **2021 Expected Outputs**

- Continue to review and update planning for the DETCOG P-25 Interoperable Communications Project to assess needs, identify gaps, and improve the communications capability of all twelve counties and local jurisdictions.
- Convene local jurisdictions and stakeholders to identify and monitor threats and risks through development of the 2021 Threat and Hazard Identification and Risk Assessment (THIRA), State Preparedness Report (SPR), the Implementation Plan (IP) and Risk-Informed Methodology Report.
- Once COVID Restrictions are relaxed and new Course Curriculum is released DETCOG will continue to facilitate ALERRT Program and provide ten active shooter training classes for local jurisdictions.
- DETCOG Public Safety Programs will apply for and seek funding by GLO Mitigation Funds and other sources as identified, for communications Infrastructure projects.
- DETCOG Public Safety Programs will also continue to work with regional partners to continue the development of Phase II of the Radio Infrastructure Plan.

### **2021 Expected Outcomes**

- Contingent on funding being received, DETCOG Public Safety Programs will continue with implementation of Phase I of the Regional Interoperable Radio Communications Project and begin Phase II to cover the eastern side of the region for six counties.
- Working with regional partners we will Implement Phase I Plan to activate six counties with the TxWARN Radio System along the US-59/I-69 Evacuation Corridor and the western side of the region.
- Local authorities will be better prepared to respond to active shooter situations and other public safety and homeland security issues.
- All DETCOG Public Safety programs will continue to operate in a coordinated and efficient manner which will increase effectiveness while reducing administrative costs.
- The citizens of Deep East Texas will live in a safer and more secure environment.

## **DETCOG Family and Youth Success Program (FAYS)**

*Note: FAYS was formerly known as Services to At-Risk Youth (STAR)*

### **2020 Outputs Achieved.**

- Served 533 clients, exceeding target goal of 500.
- Averaged over seven visits per client served both face to face and virtual sessions.
- Achieved over 87.5 percent positive affect at closure for each client served.
- Achieved an over 85 percent positive affect at follow-up for each client served.
- Achieved over 98.99 percent follow-ups completed for each client served.
- Continued public service campaign on local radio (reached an estimated audience of over 175,000 persons throughout our 12-county region).
- FAYS counselors conducted additional outreach with brochures distributed throughout the 12-county region on Child Abuse Awareness.

### **2020 Outcomes Achieved.**

- At Risk Youth and their Families received counseling services, anger management training, and family skills classes which strengthened the family unit and helped avoid disruption or breakup of families.
- Youth in crisis situations received help, enabling them to cope now and in the future.
- School truancy was reduced.
- The public was better informed about prevention of Child Abuse.

### **2021 Expected Outputs.**

- Serve a minimum of 500 unduplicated clients for period of 09/1/19 through 8/31/20 (first full year of new grant cycle this year will be a full 12-month cycle.)
- Begin utilizing four DFPS approved evidence-based programs to serve clients. This year will be the first full year transitioning from a former prevention and early intervention approaches to an Evidence Based Approaches as well.
- Achieve a positive affect at closure for at least 85 percent of clients served.
- Achieve a positive affect at follow-up for at least 85 percent of clients served.
- Achieve a success rate of over 85 percent on follow-ups completed for each client served.
- Continue to strengthen public outreach efforts for child abuse awareness and prevention.

### **2021 Expected Outcomes.**

- Reduction of at-risk delinquent behaviors through increased number of one on one counseling sessions as well as family sessions (both face to face and virtual sessions).
- Reduced conflict within families. Youth and their families will be able to better cope with stressful events.
- Improved communication with more one-on-one sessions, ultimately showing better accountability as a result of evidence-based approaches being used.
- Increased school attendance.
- Reduction of child abuse and neglect with aggressive April Child Abuse Prevention Campaign, as well as the use of Evidence based Parenting Skills training.

*Most FAYS services will be delivered through face-to-face contact; however, should natural disasters, pandemics and/or other situations occur preventing this method of service delivery, virtual sessions may be employed, with approval from the funding agency, to ensure clients receive necessary services.*

## **DETCOG Regional Housing Authority** ***(HUD Section 8 Housing Choice Voucher Program)***

### **2020 Outputs Achieved**

- Provided rental payments to local landlords for 1,663 families (monthly average).
- Provided rental assistance for 57 Veterans and their families.
- Provided case management for 79 families enrolled in the Family Self Sufficiency Program.
- Provided monthly mortgage assistance payments for 21 families.
- Processed 1,200 waiting list applications.
- Processed paperwork on 1330 families determined ineligible or no response.
- Provided orientation/briefings to 212 new families.
- Performed inspections on 991 housing units.

### **2020 Outcomes Achieved**

- Families have access to safe and fair housing.
- Participating families and landlords are better educated on program criteria.
- Four families graduated from the Family Self Sufficiency Program.
- One voucher family received financial pre-approval to purchase a home.
- 1,000 applications were received online resulting in no staff data entry errors.
- Families can track their application through a personal account online.
- Landlords can track their property profiles and housing assistance payments online.
- Program kept functioning effectively and families kept receiving assistance despite the challenges caused by the COVID-19 pandemic.

### **2021 Expected Outputs**

- Provide rental payments to local landlords on behalf of 1,800 families.
- Provide rental payments to local landlords on behalf of 102 Veterans.
- Identify and provide housing assistance payments for Homeless Veteran Families.
- Perform bi-annual inspections on 900 housing units.
- Increase participation in the Family Self Sufficiency and Homeownership Programs.
- Develop a strong partnership with lenders in support of the Homeownership Program.
- Transition to digital file document management system that will streamline file storage/retention.

### **2021 Expected Outcomes**

- Low income families will have access to safe, fair and affordable housing.
- Families will become more self-sufficient.
- More families will be able to own their own homes.
- Families will not have to wait as long from the time they go onto the waiting list until the time they are served by the program.

## **DETCOG Community & Economic Development Program** *(Includes Disaster Recovery Programs)*

### **2020 Outputs Achieved**

- Completed a new five-year Comprehensive Economic Development Strategy for the region.
- Completed and submitted an Economic Development Administration (EDA) grant application for a project in the City of Crockett.
- Began the planning process for an EDA grant in Sabine County related to the Covid-19 CARES Act and Hurricane Laura.
- Provided information and technical assistance to local governments and Stephen F. Austin State University for EDA grant applications.
- Assisted Newton County and San Jacinto County by administering EDA Grants which we helped them secure.
- Advanced DETCOG's regional broadband initiative, including administration of an EDA grant for network design of the proposed regional broadband network.
- Participated in an EDA pilot program that placed an AmeriCorps VISTA Volunteer at DETCOG to increase economic development capacity in rural counties.
- Expanded our capacity to assist cities and counties in the region recover from disasters by hiring two Regional Disaster Recovery Coordinators.
- Provided technical assistance to cities and counties for Community Development Block Grant (CDBG) applications.
- Assisted Texas Department of Agriculture (TDA) with implementation of TxCDBG rule change, including outreach to regional stakeholders and solicitation of public comment, development of regional priorities, and selection of member and alternate for the Unified Scoring Committee.
- Assisted the Texas General Land Office (GLO) with planning, outreach, and support for long-term disaster recovery and mitigation programs in our region.
- Multiple DETCOG programs worked in a coordinated effort to provide assistance in the aftermath of devastating tornados that struck the Onalaska community in Polk County in April of 2020. The Public Safety Program assisted local authorities with initial response and recovery. The Housing Program opened its Waiting List for the Housing Choice Voucher Program and issued housing vouchers to families who were involuntarily displaced. The Area Agency on Aging provided up to \$300 per household in immediate financial assistance for groceries, cleaning supplies and minor repairs, and purchased building materials for volunteer groups providing home repair services.

### **2020 Outcomes Achieved**

- The City of Crockett was awarded an EDA grant to support job creation and retention by improving street and utility infrastructure, including fiber-optic cable conduit.
- Network design was completed for Phase One of the proposed regional broadband network which will provide affordable broadband service to more than 50 percent of the region's population.
- Developed two grant applications totaling \$109 million in CDBG-Mitigation funding through the Texas General Land Office for construction of Phase One of the regional broadband network. Applications were completed and submitted in October of 2020 (FY 2021).



- Our communities are making progress in the economic recovery from natural disasters such as Hurricanes Harvey and Laura and the COVID-19 pandemic.
- DETCOG has more staff and resources available to assist local communities and partner organizations in pursuing economic development opportunities to improve the quality of life for every citizen of our region.
- Communities in Deep East Texas are more aware of opportunities for funding and the process to apply for funding through the TxCDBG program.
- Specific needs of our region were heard at the state level, and our region has a voice on the statewide TxCDBG Unified Scoring Committee.
- Organization and planning is underway for the next cycle of TxCDBG grant applications.
- More federal funding is flowing into Deep East Texas to assist local jurisdictions and citizens to recover from the impact of disasters and become more resilient to deal with future disasters.
- Tornado survivors received immediate assistance to recover from their losses more quickly.

### **2021 Expected Outputs**

- Create a non-profit special purpose entity for the purpose of overseeing implementation of the 12-county regional broadband network.
- Complete network design and solicit construction funding for Phase Two of the 12-county regional broadband network.
- Provide technical assistance to local governments applying for funding to support job creation from expansion of existing businesses and recruitment of new businesses.
- Develop and submit at least one new EDA grant application for local jurisdictions.
- Develop the Method of Distribution for the regional allocation of \$69,213,000 in mitigation funding for the seven DETCOG counties in the Hurricane Harvey Presidential Disaster Declaration.
- Host meetings and workshops for local governments and provide technical support to assist with applications for the TxCDBG grant program and other funding opportunities to support economic development and recovery.

### **2021 Expected Outcomes**

- New jobs will be created and sustained, and existing jobs will be retained, improving the economy and quality of life within our region.
- Local entities will receive financial support from the EDA, GLO, TDA and other federal and state resources to promote additional job creation and retention.
- Infrastructure throughout the region will improve.
- Communities affected by the Covid-19 Pandemic, Hurricane Laura, Hurricane Harvey and the 2018 Floods will recover from the impact of the disasters more quickly and robustly and become more resilient to future disasters.
- Increased awareness of the importance of regional cooperation to improve the economy of all communities within the region.
- Significant progress will be made toward the goal of providing high speed broadband service throughout Deep East Texas.

## **DETCOG Regional Solid Waste Grant Program**

### **2020 Outputs Achieved**

- Provided technical assistance training sessions to local governments and organizations.
- Coordinated outreach, education and training programs promoting a clean environment.
- Updated Solid Waste Grant application forms to expedite approval process.
- Coordinated the application and selection process for regional solid waste grants.
- Awarded five (5) solid waste grants to cities and counties totaling \$65,000.

### **2020 Outcomes Achieved**

- Cities, counties and other organizations are more aware of opportunities to assist with solid waste reduction and recycling.
- Improved and streamlined process for regional solid waste grant applications.
- More informed decision-making by the Regional Solid Waste Advisory Committee and DETCOG Board of Directors.
- Angelina, San Jacinto and Trinity Counties, and the Cities of Crockett and Nacogdoches received funding to implement local projects to improve the environment.
- Trinity County continues to report a reduction in illegal dumping through an Enforcement Officer funded through the DETCOG/TCEQ grant program.
- The City of Crockett cleaned up of five locations where illegal dumping had occurred.
- Angelina County/Angelina Beautiful Clean collected over 15,000 pounds of hazardous waste and 16,000 pounds of non-hazardous waste during collection drives.
- The amount of solid waste going to area landfills was reduced.

### **2021 Expected Outputs**

- Conduct outreach, education and training programs throughout the region, with a goal of at least one program in each of the 12 counties.
- Provide at least two technical assistance training sessions to local governments and organizations applying for regional solid waste grants, plus individual assistance as needed.
- Working with the Regional Solid Waste Advisory Committee, coordinate the application and selection process for regional solid waste grants.
- Execute, fund, and monitor five or more contracts for Solid Waste Planning and Implementation projects with local governments.
- Continue to promote recycling in our region and make the public aware of the need.
- Continue to promote awareness and prevention of illegal dumping.
- Development of a new 20-year Regional Solid Waste Plan.

### **2021 Expected Outcomes**

- Deep East Texans will benefit from a cleaner, healthier, and more beautiful environment.
- A reduction in waste materials going to landfills, thereby extending the life of landfills and saving taxpayer and consumer dollars.
- Increased collection of hazardous waste will lead to a safer region and better health outcomes.
- Deep East Texas will have an updated Regional Solid Waste Plan that is forward-looking for the next 20 years and lead to more effective and better coordinated programs.

## **DETCOG Transportation/Transit Planning**

### **2020 Outputs Achieved**

- Acquired grant for development of a Regional Five-Year Transit Plan.
- Coordinated meetings of the Deep East Texas Rural Transportation Planning Organization.
- Continued collaboration with East Texas Council of Governments and Ark-Tex Council of Governments in a tri-region transportation alliance to facilitate better transportation planning and more effective advocacy for transportation needs in all three regions.
- Continued operation of the pilot rural transportation voucher program.

### **2020 Outcomes Achieved**

- Persons age 60 and older in five rural counties which have no public transportation systems continue to have an option for limited rural transportation.
- More rural transportation projects in the region are being addressed through cooperation with the TxDOT regional offices in Lufkin and Beaumont.
- Better collaboration in regional transportation planning throughout East Texas.

### **2021 Expected Outputs**

- Continue to work with the DETCOG Area Agency on Aging to seek new funding to further develop and expand the rural transportation voucher program.
- Continue to work with Lufkin Community Groups in their efforts to have protected bus stops located at transit stops serving elderly and disabled citizens, and students attending Angelina College.
- Search for grant funding to provide DETCOG with services of a professional transportation planner to be shared with neighboring East Texas Regions.

### **2021 Expected Outcomes**

- Increased rural transportation and transit services for unserved and underserved areas.
- Increased ridership in existing rural transportation and transit services.
- Effective planning and prioritization of transportation projects to provide better access and improve safety throughout the region.
- Deep East Texas will receive its fair share of state and federal funding for transportation projects.

## **DETCOG Retired & Senior Volunteer Program (RSVP)**

### **2020 OUTPUTS AND OUTCOMES**

*(Note: This Report Covers Calendar Year 2020)*

#### **Healthy Futures – Obesity and Food: Nutrition/Food Support**

172 RSVP volunteers provided Education, Nutrition & Food Support for approximately 8,200 individuals, serving at 13 food pantries to alleviate long-term hunger in Deep East Texas and address short-term needs caused by the COVID-19 pandemic.

*Output Target: 5,000 – Outcome: 50,000*

#### **Healthy Futures – Obesity and Food: Education/Training**

Three RSVP volunteers worked with the San Augustine Master Gardeners in an outdoor school classroom community garden, teaching children how to garden, healthy eating, nutrition, and exercise.

*Output Target 75 – Outcome: 50*

#### **Healthy Futures – Aging in Place: Companionship**

71 RSVP volunteers worked to provide increased social support to home delivered meal recipients, frail elderly, and handicapped. 13 Senior Centers and nutrition sites served congregate meals to seniors by drive-up pick-up and delivering home delivered meals weekly. RSVP volunteers practiced safe volunteering procedures and followed required precautions to ensure their safety as well as the safety of the clients they served. Seniors who received home delivered meals also received two or more reassurance calls per week.

*Output Target: 100 – Outcome: 30,000*

#### **Education – K-12 Success: Tutoring and Mentoring**

Eight RSVP volunteers served in after school and summer tutoring programs and service-learning programs. Students benefited from mentoring and tutoring. These programs included Solid Foundation, an after-school tutoring program for at risk youth. The Brown Family Health Center has built a community garden to help teach and mentor at risk youth in the area and to show them the importance of healthy eating and community involvement.

*Output Target: 90 – Outcome: 30*

#### **Other Community Priorities**

180 RSVP volunteers served at Public Libraries, Historical Commissions, Senior Centers, Thrift Stores, Volunteer Ambulance and Fire Departments, and Veterans Service Organizations, extending the level of service provided by these organizations and providing increased support for the citizens of Deep East Texas that otherwise would not have been available.

### **2021 PROJECTED OUTPUTS AND OUTCOMES**

All 2020 initiatives will continue. As the COVID pandemic subsides and it is safe to do so, new volunteers and volunteer stations will be recruited to increase opportunities for volunteers to contribute their time to improve the lives of others in our region. While no one knows what will happen in the future, it is clear from the statistics provided that volunteers are needed to help our communities and non-profit organizations who are on the frontlines and even to help the people who will suffer physically, financially, and psychologically.