



Deep East Texas
Council of Governments

Annual Performance Report to the State of Texas

Fiscal Year 2021

(October 1, 2020, through September 30, 2021)

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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, 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. Our boundaries changed during the past year as Governor Abbott realigned Jasper County into Planning Region 15 (South East 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.

DETCOG is not another layer of government. We have no taxing authority and no ordinance-making authority. We are 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 54-member Board. More than two-thirds of our board members are elected officials of our counties and cities.



Deep East Texas is one of the most rural of the 24 state planning regions. We are home to all four of Texas' national forests as well as the three largest reservoirs in the state. The 2020 Census puts our population at 338,090.

Historically, Deep East Texas has been economically distressed with high rates of unemployment and poverty. These economic factors, 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 (high speed 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 – we must leverage the entire region's population to benefit every resident, including the most rural and difficult to serve. During FY-21 we were awarded a \$9 million grant to construct a rural broadband network in northern Newton County. This represents the first phase of a planned 12-county regional broadband network.

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.

Extraordinary Events of 2021:

- The ongoing COVID-19 pandemic forced changes in operations but did not disrupt DETCOG programs and services. Most staff worked remotely during a portion of the year, but all programs adapted as needed to ensure vital services continued for our region.
- A fire caused extensive damage to the DETCOG office building on September 29, 2021. The entire building suffered heavy smoke damage. We were once again forced to work remotely while temporary office space is being set up. The temporary office building will be functional in January 2022. It is hoped that the reconstruction of our building can be completed by the end of 2022.

DETCOG Regional 9-1-1 Network (DET911)

2021 Outputs Achieved

- Total number of 9-1-1 calls/Text-to-9-1-1 messages received by PSAPs was 243,774.
- Total number of wireless 9-1-1 calls was 187,968.
- Total number of PSAP (Public Safety Answering Point) monitoring visits was 192.
- Total number of database monitoring visits was 48.
- Network routers and devices were upgraded with Cisco and Oracle devices.
- DETCOG activated its Disaster Recovery Plan and Continuity of Operations Plan for the Regional 9-1-1 Network in response to the pandemic.
- DETCOG installed a new recorder system to utilize in the regional Training/Backup PSAP which serves as a medium for dispatcher training and as a backup location during disasters.
- DETCOG restructured staffing to function more efficiently in a Next Gen 9-1-1 environment including management succession planning.
- DETCOG implemented a multi-year maintenance agreement with AT&T for a dedicated technician to provide maintenance to the PSAP CPE equipment

2021 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 and virtual monitoring reports.
- The County ALI Maintenance Coordinators complied with all state agency requirements as documented through onsite and virtual monitoring reports
- PSAPs are more reliable with new network devices.
- Call routing is now done by the NG9-1-1 core delivering quicker response and more accurate call delivery.
- The Regional 9-1-1 Network's successful activation of its Disaster Recovery & Continuity of Operations Plan during the pandemic allowed the staff to provide continued services to the citizens of the region.
- Dispatchers in the region have a location to train on the equipment utilized at their PSAP in a "test" environment, as well as having the ability to listen to training calls and maintain actual calls when the backup PSAP is utilized during a disaster.
- 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.
- The dedicated technician has improved preventative maintenance on equipment and provided faster response for repairs on equipment, as well as enhanced knowledge of the regional 9-1-1 network infrastructure.

2022 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 175,000.
- Total number of PSAP monitoring visits will exceed 125.
- Total number of Database monitoring visits will exceed 30.

- 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 work in conjunction with the PSAPs to conduct testing of the Regional PSAP Network and equipment

2022 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 of the Regional 9-1-1 Network will be greatly improved.
- Migration to an 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.
- Network testing will ensure the continued operation, functionality, and reliability of the Regional PSAP Network and equipment.

DETCOG Area Agency on Aging (AAA)

NUTRITION SERVICES

2021 Outputs Achieved

- Provided funding for 60,535 congregate meals that meet the Dietary Reference Intake (DRI) requirements to 2,254 older adults for an average cost per meal of \$6.25.
- Average congregate meal cost increased from Projected Outputs by four percent (4%).
- Provided funding for 218,372 home delivered meals that meet the Dietary Reference Intake (DRI) requirements to 2,723 older adults for an average cost per meal of \$5.55.
- Average home delivered meal cost was three percent (3%) lower than 2021 Projected Outputs.

2021 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 66 percent more persons in the congregate meal program as congregate nutrition sites began to open in FY21 and followed protocols to address the Coronavirus Pandemic. Only one provider did not resume providing congregate meals in FY21 – Jasper County Committee on Aging, Inc.
- Achieved 74 percent of 2021 Projected Outputs in number of congregate meals served. This lower number can be attributed to closures related to COVID-19.
- Achieved a 154 percent increase over 2021 Projected Outputs in number of meals delivered.
- Achieved a 275 percent increase over 2021 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.

2022 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 \$6.44. Increased costs are due to across the board increases in food, supplies and staffing.
- Provide funding for 179,733 Home Delivered Meals that meet DRI requirements to 989 persons for an average cost per meal of \$5.72. (Reimbursement rate is capped at \$5.31 per meal for HHSC common contractors.)

2022 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.

HOMEMAKER SERVICES

2021 Outputs Achieved

- Provided Homemaker Services for 92 persons. This was more than double the number of persons projected to be served.
- Average cost per person for Homemaker Services \$532.46, which was 71 percent less than projected.

2021 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.
- Persons who were confined to home due to COVID-19 were served.
- Services were provided in a more efficient and cost-effective manner.

2022 Expected Outputs

- Provide Homemaker Services to 97 persons at an average cost of \$559.08 per person.

2022 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

2021 Outputs Achieved

- Provided direct case management services for 696 persons, twice the projected number.
- Average cost per person was \$162.16, a reduction of \$12.34 per person from FY-20.

2021 Outcomes Achieved

- More 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.

2022 Expected Outputs

- Provide direct case management services for 661 persons at an average cost of \$167.02 per person.

2022 Expected Outcomes

- Older persons recovering from illness, injury or surgery will become more aware of programs and services available to help them maintain their independence by making informed choices about their care and arranging for those services.
- The cost of delivering these services will be reduced.

OMBUDSMAN SERVICES

2021 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.

2021 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.

2022 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.

2022 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

2021 Outputs Achieved

- Facilitated 2,145 legal awareness contacts to provide information about Medicare Open Enrollment.
- Provided one-on-one counseling services to 284 unduplicated persons.

2021 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.

2022 Expected Outputs

- Conduct 75 legal awareness programs to provide information regarding Medicare Open Enrollment.
- Provide one-on-one counseling services to 298 persons.

2022 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

2021 Outputs Achieved

- 125 families/households were assisted with minor home repairs and modifications to make homes accessible for persons with disabilities, minor roof repairs, and repair/replacement of heating and air systems – average cost per household - \$3,860.83.

2021 Outcomes Achieved

- Elderly and disabled citizens in 125 households were able to continue living independently at home rather than having to relocate to more expensive long-term care facilities.

2022 Expected Outputs

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

2022 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.

TRANSPORTATION SERVICES

2021 Outputs Achieved

- Provided funding for 3,789 one-way trips to assist 68 older adults. These trips were for medical appointments, grocery shopping and other personal business. Average cost was \$17.89 per one-way trip.

2021 Outcomes Achieved

- Older persons living in remote, rural areas where medical and other services are limited or non-existent and public transit is unavailable had access to healthcare and other services.
- Older persons were able to independently schedule trips to grocery stores, pharmacies, banks, etc., to conduct personal shopping and business.
- Overall trip costs were kept low by utilizing volunteer drivers whenever possible.
- Number of individual riders was down 10 percent from previous year, attributable to COVID-19 restrictions and closings.

2022 Expected Outputs

- Provide funding for 3,978 one-way trips to assist 75 older adults.
- Increase the number of volunteer transportation drivers to 30.
- Achieve an average cost of \$18.43 per one-way trip.

2022 Expected Outcomes

- Older adults living in areas where public transit is unavailable will have transportation to 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 and enjoy happier, healthier lives.
- State and Federal resources required to fund long-term care solutions will be conserved.

DETCOG 2-1-1 Texas Area Information Center

2021 Outputs Achieved

- The Deep East Texas Area Information Center (AIC) provided information and referral services to 35,287 callers.

2021 Outcomes Achieved

- Thousands of people received information about programs, services and resources that provided help with food, housing, childcare, crisis intervention, substance abuse treatment, Covid-19 testing/vaccinations.
- Citizens were better informed and protected during disasters and emergencies, including the COVID-19 pandemic and Winter Storm Uri.
- In spite of the fact that more people are accessing information online via the 2-1-1 Texas website, a substantial number of residents of Deep East Texas continued to rely on the regional call center. While the 2021 call volume was lower than the record-setting 2020, the number of calls received has trended upward over the past five years:
 - 35,287 calls in 2021
 - 42,963 calls in 2020 (record call volume attributed to onset of COVID-19)
 - 29,017 calls in 2019
 - 27,955 calls in 2018
 - 22,971 calls in 2017

2022 Expected Outputs

- The Deep East Texas AIC will handle an estimated 37,051 calls for information and referral services.

2022 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.
- Citizens will receive important public safety information during emergencies and disasters.
- 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 Retired & Senior Volunteer Program (RSVP)

2021 Outputs Achieved

- 300 RSVP Volunteers served at 13 food pantries around the region, providing Education, Nutrition and Food Support.
- 24 RSVP Volunteers served with Senior Citizens Nutrition Centers and Home-Delivered Meal providers to distribute and/or deliver meals to older and disabled persons, including many who are homebound. These volunteers also placed two or more reassurance calls to each homebound person each week.
- Six RSVP Volunteers served at the San Augustine Master Gardeners outdoor school classroom community garden.
- 20 RSVP Volunteers served in after-school and summer tutoring programs and service-learning programs. These programs included Solid Foundation, an after-school tutoring program which served 80 at-risk youth.
- 383 RSVP Volunteers served at various other work stations throughout the region, including public libraries, historical commissions, thrift stores, volunteer ambulance and fire departments, and veterans service organizations.
- A total of 5,396 hours of service were documented by RSVP Volunteers with an estimated value of \$127,322.

2021 Outcomes Achieved

- More than 8,000 individuals received food support and education, reducing long-term hunger and short-term needs caused by the COVID-19 pandemic.
- More than 2,700 homebound persons received nutritious meals delivered to their homes and social interaction from Volunteers delivering meals and making reassurance calls.
- 50 young students learned how to grow a garden and received information about healthy eating, nutrition, and exercise.
- 80 at-risk youth are more likely to stay in school, be successful in their studies, and become involved in positive community activities because of mentoring and tutoring services they received.
- Many nonprofit organizations in Deep East Texas were able to extend their reach and provide services to the public that otherwise would not have been available.

2022 Projected Outputs and Outcomes

- All 2021 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.
- Many community service organizations will be able to continue and expand their services which benefit the residents of Deep East Texas. These include Important services like senior citizens nutrition and social activities, outreach and meal delivery to homebound persons, public safety functions including as volunteer fire departments and ambulance services, veterans services, mentoring and tutoring for at-risk youth, and many other services and activities that are important to our region and improve the quality of life for our citizens.

DETCOG Public Safety Programs

REGIONAL LAW ENFORCEMENT TRAINING

2021 Outputs Achieved

- Provided basic, intermediate, or advanced TCOLE-certified courses to 1,061 peace officers, correctional officers, and communications personnel.
- Provided 80,168 training contact hours in basic courses and intermediate or advanced TCOLE-certified courses.
- Continued modernizing and streamlining the process for law enforcement officers 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.

2021 Outcomes Achieved

- The number of officers receiving training increased by 250 percent from the prior year.
- Training contact hours increased by 25 percent from the prior year.
- Law Enforcement personnel in the Deep East Texas Region are better trained and have increased knowledge to perform their duties.
- The cost of law enforcement training has been reduced for local governments and their taxpayers.
- Agencies from outside the region attended courses within the region, bringing increased commerce to Deep East Texas instead of sending local dollars to other areas of Texas for the same training.
- The citizens of Deep East Texas live in a safer, more secure environment.

2022 Expected Outputs

- Provide Law Enforcement Training to 900 peace officers, correctional officers, and communications professionals.
- Provide a minimum of 70,000 training contact hours for peace officers, correctional officers, and communications professionals in basic courses.
- Provide Law Enforcement Training locally and at no cost to all Law Enforcement Agencies throughout the region, including some 27 recently constituted ISD Police Departments.
- Offer hard-to-obtain training to Law Enforcement Officers.

2022 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 numerous “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

2021 Outputs Achieved

- Acquired the technology and developed guidelines to facilitate virtual meetings so communications could continue with the Criminal Justice Advisory Committee and regional partners to address issues and challenges.
- Hosted multiple in-person meetings and a regional online training session with CJIS and county officials discuss challenges with CJIS reporting requirements and best practices.
- Provide grant application and management training and assistance to stakeholders.
- Hosted an online meeting with Chief Juvenile Probation Officers from the region to discuss options for use of grant funds in lieu of face-to-face counseling which was interrupted by COVID-19.
- Public Safety Staff met with incoming elected officials to explain the services DETCOG Public Safety Programs can provide.
- All reports to the State were submitted on time or ahead of schedule.

2021 Outcomes Achieved

- A larger number of grantees and applicants participated in Grant Application Workshops and decreased errors on submitted applications.
- Decreased errors on submitted applications and decreased the number of audit findings.
- Regional partners including school districts and non-profits were better informed about issues and funding opportunities, resulting in more regional collaboration.
- 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.
- The Governor's Public Safety Office was well informed of activities in the region, and expenditure of grant funds, and special needs/issues in the region.

2022 Expected Outputs

- Provide technical assistance to 120 Grantees/Applicants applying for State funding.
- Conduct at least five Grant Workshops to educate and train Grantees/Applicants, including at least one online workshop.
- Continue to build database and improve communications between the DETCOG Public Safety Program and regional stakeholders.
- Host an eGrants training session with training provided by the Governor's Public Safety Office.

2022 Expected Outcomes

- Local agencies and organizations will develop more effective programs and submit more complete grant applications with fewer errors.
- Law Enforcement Agencies, Schools, and Non-Profits will have more resources at their disposal to respond to public safety and criminal justice needs within their jurisdictions.
- All eleven counties will meet or exceed the mandate for 90% Reporting Status on CJIS.
- The citizens of Deep East Texas will be better served and live in a safer, more secure environment.

HOMELAND SECURITY PLANNING

2021 Outputs Achieved

- Updated the region's 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 for Deep East Texas.
- Continued to support the Advanced Law Enforcement Rapid Response Training (ALERTT) Active Shooter Training Program in conjunction with the Lufkin Police Department. All equipment was previously procured by DETCOG through an LETPA grant. ALERTT recently issued new training techniques, and 45 officers were trained using the new techniques.
- 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.
- Began implementing Phase One of a regional interoperable radio communications project in the region, funded by a \$1.1 million grant through the Statewide Interoperable Communication Funding Source.
- Facilitated and supported the work of the Deep East Texas Homeland Security Advisory Committee (HSAC) and local jurisdictions, utilizing a combination of virtual and in-person meetings to communicate with the HSAC and other regional partners to address issues & challenges.
- Conducted one virtual grant workshop to provide grant application and management training to stakeholders and one makeup workshop.

2021 Outcomes Achieved

- 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 Emergency Preparedness Task Force.
- Phase One of the Regional Interoperable Communications Plan has been developed and is in process of being implemented to connect six counties into the Texas Wide Area Radio Network (TxWARN).

2022 Expected Outputs

- Working with regional partners we will activate the TxWARN interoperable radio system in six counties along the US-59/I-69 corridor and the western portion of the region.
- Contingent on funding being received we will complete Phase One of the Regional Interoperable Radio Communications Project and begin Phase Two to extend improvements to the counties in the eastern portion of the region.

- Continue to review and update planning for the DETCOG P-25 Interoperable Communications Project to assess needs, identify gaps, and improve the communications capabilities of all 11 counties and local jurisdictions.
- Seek funding sources and apply for funding from the Governor’s Public Safety Office, State Emergency Radio Infrastructure (SERI) grant program, General Land Office Disaster Mitigation Grant programs, and/other funding agencies to continue making improvements in the region’s interoperable radio communications infrastructure.
- Convene local jurisdictions and stakeholders to identify and monitor threats and risks through development of the 2022 Threat and Hazard Identification and Risk Assessment (THIRA), State Preparedness Report (SPR), the Implementation Plan (IP) and Risk-Informed Methodology Report.
- Utilizing the new course curriculum DETCOG will continue to facilitate, in partnership with the Lufkin Police Department, the ALERRT Program and provide 12 active shooter training classes for local jurisdictions.
- Continue DETCOG’s Partnership with Texas Division of Emergency Management to host the DDC14 Regional Emergency Operations Center during times of disaster.

2022 Expected Outcomes

- Law Enforcement and Public Safety officials and First Responders throughout the region will have improved communications capabilities.
- 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 and citizens from outside the region will be safer when travelling through our region.

DETCOG Family and Youth Success Program (FAYS)

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

2021 Outputs Achieved.

- Served 576 clients, exceeding target goal of 500.
- Averaged over seven visits per client served both face to face and virtual sessions.
- Achieved an over 90 percent positive affect at closure for each client served.
- Achieved an over 85 percent positive affect at follow-up for each client served.
- Follow-ups were completed for more than 99 percent of clients served.
- Continued public service campaign on local radio (reached an estimated audience of over 150,000 persons throughout the region).
- FAYS counselors conducted additional Child Abuse Awareness outreach with brochures distributed throughout the region.

2021 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 the problem of Child Abuse and how to prevent it.

2022 Expected Outputs.

- Serve a minimum of 500 unduplicated clients for period of 09/1/21 through 8/31/22.
- Continue to utilize DFPS approved evidence-based programs to serve clients.
- 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.

2022 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)***

2021 Outputs Achieved

- Provided rental payments to local landlords for 1,680 families (monthly average).
- Provided rental assistance for 74 Veterans and their families.
- Provided case management for 86 families enrolled in the Family Self Sufficiency Program.
- Provided monthly mortgage assistance payments for 18 families.
- Processed 1,295 waiting list applications.
- Processed paperwork on 785 families determined ineligible or non-responsive.
- Provided orientation/briefings to 313 new families.
- Performed inspections on 2,185 housing units.
- Transitioned to a digital file document management system.
- Applied for and received 38 new vouchers in the Emergency Housing Voucher (EHV) program funded under the American Rescue Plan Act of 2021. The EHV's assist individuals and families who are homeless, recently homeless, at risk of homelessness, or fleeing or attempting to flee domestic violence, sexual assault, stalking, or human trafficking.

2021 Outcomes Achieved

- More families who otherwise could not afford it have access to safe and fair housing.
- 14 families graduated from the Family Self Sufficiency Program.
- Two voucher families received financial pre-approval to purchase a home.
- 14 Emergency Housing Vouchers were issued.
- More than \$10 million was injected into the region's economy in payments to landlords.
- 1,000 applications were received online resulting in no staff data entry errors.
- The program kept functioning effectively and families kept receiving assistance despite the challenges caused by the COVID-19 pandemic.
- We operated more efficiently through the use of digital technology.

2022 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.
- Issue all 38 Emergency Housing Vouchers allotted to DETCOG.
- 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.

2022 Expected Outcomes

- Low-income families and families experiencing homelessness and other threats beyond their control 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.
- A reduction will be achieved in the time from when families go onto the waiting list until the time they are served by the program.

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

2021 Outputs Achieved

- Completed and received approval of the 2020-2025 Comprehensive Economic Development Strategy (CEDS) for the Deep East Texas Region. This is an important tool for local and regional economic development decision-making.
- Advanced DETCOG's rural broadband initiative, including substantial completion of network design for a proposed 12-county regional broadband network.
- Submitted a \$100 million application for a Texas General Land Office Disaster Mitigation grant to construct a Regional Broadband Network in all or parts of 12 counties.
- Submitted a \$9 million application for a Texas General Land Office 2016 Floods Disaster Mitigation grant to construct a Broadband Network to serve Northern Newton County.
- Completed and submitted an Economic Development Administration (EDA) grant application for improvements to wastewater treatment facilities in the City of Grapeland.
- Continued the planning process for an EDA grant in Sabine County related to the Covid-19 CARES Act and Hurricane Laura.
- Provide information and technical assistance to local governments and Stephen F. Austin State University for grant applications.
- Continued assisting Newton County, San Jacinto County, and the City of Crockett by administering EDA Grants which DETCOG helped secure for each of them.
- Participated in an EDA pilot program that placed an AmeriCorps VISTA Volunteer at DETCOG to increase economic development capacity in rural counties.
- Provided technical assistance to cities and counties for Community Development Block Grant (CDBG) applications.
- Assisted the Texas General Land Office (GLO) with planning, outreach, and support for long-term disaster recovery and mitigation programs in our region.

2021 Outcomes Achieved

- Deep East Texas has an updated five-year Comprehensive Economic Development Strategy which resulted from broad-based participation from stakeholders throughout the region.
- Received a \$9 Million Texas General Land Office 2016 Floods Disaster Mitigation grant to construct a Broadband Network to serve Northern Newton County.
- Stephen F. Austin State University was awarded a \$2.5 Million EDA Grant to complete building renovations for a facility to house its Center for Applied Research and Rural Innovation after receiving technical assistance from DETCOG.
- The City of Grapeland was able to apply for an EDA grant to support job creation and retention by improving its wastewater treatment plant.
- Our communities are making continued progress in the economic recovery from natural disasters such as Hurricanes Harvey and Laura and the COVID-19 pandemic.
- Communities in Deep East Texas are more aware of opportunities for funding and the process to apply for funding through the Texas Department of Agriculture's TxCDBG program and other programs.
- Organization and planning are 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.

2022 Expected Outputs

- Create a non-profit special purpose entity for the purpose of overseeing implementation of DETCOG's 12-County Regional Broadband Network.
- Complete network design and continue to solicit construction funding for 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 and allocation amounts for the regional allocation of \$161,542,000 in mitigation funding for the seven Deep East Texas counties included 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.
- Support and work cooperatively with other local and regional economic development organizations to create and retain quality jobs in Deep East Texas.

2022 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, the 2016 Floods, and other disasters 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 reliable and affordable broadband service to unserved and underserved households and businesses throughout Deep East Texas.

DETCOG Regional Solid Waste Grant Program

2021 Outputs Achieved

- With input from regional partners, DETCOG Staff developed a 20-Year Regional Solid Waste Plan per Texas Commission on Environmental Quality (TCEQ) requirements.
- 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 three (3) solid waste grants to cities and counties totaling \$36,305.62.

2021 Outcomes Achieved

- Local governments and the public are more aware of the importance of solid waste reduction and recycling and opportunities for financial assistance.
- The regional solid waste grant application process was streamlined and improved.
- More informed decision-making by the Regional Solid Waste Advisory Committee and DETCOG Board of Directors.
- Angelina, Polk, and Trinity Counties 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 19,000 pounds of hazardous waste and 16,000 pounds of non-hazardous waste during collection drives.
- San Jacinto County conducted seventeen (17) training sessions on illegal dumping and litter clean-up.

2022 Expected Outputs

- DETCOG will submit its 20-Year Regional Solid Waste Plan to TCEQ for review.
- Conduct outreach, education, and training programs throughout the region.
- 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 seven or more contracts for Solid Waste Planning and Implementation projects with local governments.

2022 Expected Outcomes

- DETCOG will receive TCEQ approval of its 20-Year Solid Waste Plan. 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.
- 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.

DETCOG Transportation/Transit Planning

2021 Outputs Achieved

- Continued work with HDR Engineering to develop a Regional Five-Year Transit Plan.
- 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.
- Ongoing collaboration with the Deep East Texas Area Agency on Aging for continued operation of the pilot rural transportation voucher program.

2021 Outcomes Achieved

- Documentation of public transportation needs in the region.
- Better public awareness of available public transportation options where they exist in our region.
- Persons age 60 and older in five rural counties which have no public transportation systems continue to have an option for limited rural public transportation.
- Better collaboration in regional transportation planning throughout much of East Texas.

2022 Expected Outputs

- Coordinate meetings of the Deep East Texas Rural Transportation Planning Organization and facilitate engagement with TxDOT for regional transportation planning.
- Continue to work with the DETCOG Area Agency on Aging to seek new funding to further develop and expand the rural transportation voucher program.
- Search for grant funding to provide DETCOG with services of a professional transportation planner to be shared with neighboring East Texas Regions.

2022 Expected Outcomes

- Increased rural transportation and transit services for unserved and underserved areas.
- Increased ridership in existing rural transportation and transit services.
- More rural transportation projects in the region are being addressed through cooperation with the TxDOT regional offices in Lufkin and Beaumont.
- 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.