

AGENDA

Community Services Advisory Council

Tuesday, October 20, 2020, 10:00am

Regular Meeting hosted In-Person, Texoma Room and via Zoom

A. Call to Order & Declaration of a Quorum OS 5.5

B. Welcome and Introductions

C. Approval of Minutes: August 18, 2020, page 2

D. Public Comments

E. Action Items

1. Officer Election - Slate of Officers for January 1, 2021 – December 31, 2022
David Turner, Chair
Tiffany Dancer, Vice Chair
Shana Pless, Secretary
2. Considerations for new members
 - Public Sector – Fannin Co
 - Private Sector – Julie Craig, Workforce Solutions, Fannin Co

F. Program Updates – OS 5.9, Judy Fullylove

1. CSBG Program
 - Caseworker Report
 - Texas Eviction Diversion Program, **page 6**
 - CSBG 5-year Strategic Plan, **page 9**
2. LIHEAP Programs & Budget Scorecard – OS 8.7, **page 27**
 - Utility Assistance
 - Weatherization

G. 2021 Meeting Schedule

January 19, 2021

March 16, 2021

May 18, 2021

July 20, 2021

September 21, 2021

November 16, 2021

H. Adjourn

KEY: OS refers to Organizational Standards and are required of sub-recipients that receive Community Service Block Grant funds.

Join Zoom Meeting

<https://us02web.zoom.us/j/81679562650?pwd=T1lkWDIXY0FhTUplalVzYy9PV0txQT09>

Meeting ID: 816 7956 2650

Passcode: 713406

Dial by your location

+1 346 248 7799 US (Houston)

+1 253 215 8782 US (Tacoma)

Meeting ID: 816 7956 2650

Passcode: 713406

Find your local number: <https://us02web.zoom.us/u/kdu1cJRixF>

Pursuant to Section 551.127 of the Texas Government Code, and in conjunction with the guidance and provisions provided by the Governor of Texas in the declaration of disaster and subsequent executive orders altering certain Open Meeting Act provisions and ordering that gatherings of more than ten (10) people shall be avoided, there will be no in-person public access to the location described above and less than a quorum may be physically present at the location. The dial-in number to participate in the telephonic meeting is listed above. Persons with disabilities who plan to attend this meeting and who may need auxiliary aids or services are requested to contact Judy Fullylove at 903-893-2161 ext. 3537 two (2) work days prior to the meeting so that appropriate arrangements can be made. The above Agenda is posted at www.tcog.com as well as the Texoma Council of Governments offices in a place readily accessible to the public on Wednesday, October 14, 2020.

**Community Services Advisory Council
Zoom Meeting Notes
Tuesday, August 18, 2020**

Attendance:

Name		Council Position	Representation			2020 Meeting Attendance				
First	Last		County	Sector	Agency	2/18	4/21	6/16	8/18	10/20
Josh	Brinkley	Member	Cooke	Public	City of Valley View		X	X		
Jordan	Brummett	Member	Grayson	Public	Grayson County Juvenile Svcs	n/a	X	X	X	
Tiffany	Dancer	Member	Fannin	Private	Child & Family Guidance Ctr	X	X	X	X	
NaTasha	Hanger	Member	Grayson	Poverty	Getting Ahead Graduate			n/a	n/a	n/a
Marsha	Lindsey	Secretary	Grayson	Private	Workforce Solutions Texoma	X	X		X	
Joe	Passanisi	Chair	Fannin	Public	City of Ravenna	X	X	X	X	
Shana	Pless	Member	Fannin	Poverty	Getting Ahead Graduate	X	X	X		
David	Turner	Vice Chair	Grayson	Public	City of Southmayd	X	X	X	X	
Yvonne	Sandmann	Member	Cooke	Poverty	NCTC	X	X	X	X	
Trish	McElvy	Member	Grayson	Poverty	St. Luke Churc	n/a	n/a	n/a	n/a	
TCOG Staff	Judy	Fullylove	Department Director - Energy Services			X	X	X	X	
	Bobbie	McDonald	CSBG Casework Specialist			X	X	X	X	

A. Call to Order & Declaration of a Quorum OS 5.5

Joe Passanisi, Chair, called the meeting to order at 10:03 am. Chair Passanisi announced this is a recorded Zoom meeting and a Quorum has been established.

B. Welcome and Introductions

Chair Passanisi completed introductions with Fullylove listing members in attendance.

C. Approval of Minutes: June 16, 2020, page 2

David Turner made a motion to approve the minutes with Yvonne Sandmann seconding the motion. With none opposed, Chair Passanisi stated the motion passes unanimously @ 10:05 am.

D. Public Comments

None

E. Action Items

1. Ratify Election for Poverty Sector Representative, page 5

Fullylove stated an election was held for the Grayson Co low-income rep on Tuesday, 6/3. The agenda packet contains Trish McElvy's bio and the script for the low-income representative election – see pages 5-8. Bobbie McDonald and Fullylove were the only ones present at this public meeting. It was a public meeting and by-laws support elections through public meetings.

Marsha Lindsey made a motion to ratify the election of the Grayson County poverty sector representative, Trish McElvy. Tiffany Dancer seconded the motion. With no one opposed, Chair Passanisi stated the motion passes unanimously at 10:08 am.

Fullylove reported Trish McElvy has completed her 2 required trainings. Fullylove will get in touch with her to set up an orientation and she will be invited to the October meeting. She is very excited to be a part of our group.

2. Approve meeting dates for 2021

- January 19, 2021
- March 16, 2021
- May 18, 2021
- July 20, 2021
- September 21, 2021
- November 16, 2021

Discussion of officer elections this coming October for the Secretary position.

Yvonne Sandmann made a motion to accept the 2021 meeting dates with David Turner seconding the motion. Chair Passanisi stated there were no stated opposition to the motion and the motion passes unanimously @ 10:11 am.

F. Program Updates – OS 5.9, Judy Fullylove

1. CSBG

• TX Needs Assessment for CARES Act Funding, page 10-33

Fullylove stated the CARES Act Needs assessment was brought before the TCOG governing board for their approval and was submitted on 07/09/20. The needs assessment was required just for the CARES Act funding. Funding entity needed assurance that we knew what was going on in our community and the needs assessment documents that. Fullylove discussed the needs assessment including the demographic, income, and poverty information. Individuals can qualify at 200% of poverty level for this funding. Unemployment claims data by county was also included as well as COVID-19 cases from the Texas Department of State Health Services.

Fullylove also discussed TCOG's Facebook survey which reported the biggest challenges since the COVID-19 outbreak by their Facebook readers. Isolation/ Contact with friends/family was the highest reported challenge. In addition, a Survey Monkey survey was completed with 188 of TCOG's customers responding. Their responses are reported beginning on page 17 of the attachment. Issues survey recipients are most concerned about are noted on page 19. An informal agency and community organizations survey was also conducted with results beginning on page 21. 211 information culled from 11,498 call-in individuals from 03/09/20 through 06/05/20 is noted beginning on page 21 with results being broken down by county. Top needs from these results were identified as:

Top Needs for Cooke, Fannin, and Grayson Counties Combined

1. Electric Service Payment Assistance
2. Rent Payment Assistance
3. Food Pantries
4. COVID-19 Control
5. COVID-19 Diagnostic Tests
6. Undesignated Temporary Financial Assistance
7. Food Stamps/SNAP Applications
8. Talklines/Warmlines
9. State Unemployment Insurance
10. Housing Authorities

Tiffany Dancer stated they are providing mental health care at the Guidance Center as they have received extra funding. If individuals live in Fannin County they can be seen even if they have no insurance. Individuals who live in Sherman and have been impacted and meet certain poverty guidelines can be seen for free. If someone needs mental health services send them to the Guidance center as they do all they can to get them either free or reduced services.

Jordan Brummett stated the Juvenile Services dept has seen an uptick of parents/children receiving services and stated 75% of children coming into their facility citing COVID as the reason for their stress.

Tiffany Dancer stated the Guidance Center has sent more people inpatient services over the past few months than they typically do.

Marsha Lindsey stated they also received additional COVID funding to pay for training services for eligible customers for any allowable training at NCTC, Grayson College and other providers as long as the program is on their Target Occupations List – see their website at: <https://www.workforcesolutionstexoma.com/target-occupations/>.

Yvonne Sandmann states NCTC staff have been working from home with a focus on getting our students assistance. NCTC did obtain additional COVID money.

Fullylove asked how would someone apply for Guidance Center or Juvenile Services? Tiffany Dancer stated individuals can apply through the Guidance Center's website. Jordan Brummett stated individuals need to call and are directly linked to her. At that time she will walk them through the intake process.

Fullylove referred the group back to the Outreach Efforts noted in the Needs Assessment – see details on p 25 of the attachment. People in poverty know social services and know how to access these services. However, COVID has affected the middle class and they do not know how to access services and do not know how social services can work for them and their families. Many of these will qualify at the 200% poverty level. CEAP utility assistance is still at 150% of poverty level. We know that once the economy gets going again and they can get back to work they can catch up on their bills they will come off the poverty books.

Top 5 needs through various sources are identified on page 29:

- 1) Contact w/friends and family; isolation; emotional support
- 2) Food/Food stamps/SNAP
- 3) Medication/Heath Care
- 4) Diapers/Toiletries
- 5) Utility Bills
- 6) Rent/Mortgage
- 7) Education/Remote Learning
- 8) Childcare
- 9) COVID-19 Control/Diagnostic Tests
- 10) State Unemployment Insurance

Positive comments were made by the group about the comprehensiveness of the needs assessment report.

- **2021 CSBG Community Action Plan Budget Submission, page 34**

Fullylove reported on the 2021 budget for CSBG funding. Budget shows that 34% is projected to be spent on client services which reflects TCOG's commitment to increasing the funding spent on client services.

- **CSBG Budget Amendment for 2020 Contract Submission, page 36**

Fullylove also presented amendments to the 2020 CSBG contract. Budget was originally set for 12 months; however, the contract was extended so salaries, fringe and associated costs had to be moved out and travel funds were moved into direct services as travel opportunities were

cancelled due to COVID.

- **Caseworker Report**

Bobbie McDonald reported on caseloads with 10 customers working on either going to school, testing, or looking for employment in the field they were certified in. They have helped 59 households with CARES Act funds. \$21,331.44 has been expended in CARES act funding since June. They are currently looking at ways to help people get into school.

McDonald also started a Diaper Bank back in April in conjunction with some community agencies and has served 25-50 households each week. They are currently collecting toiletries for distribution to families in need and will get that started in September. They are working on additional partnerships for the Diaper Bank. Currently, there is a large amount of diapers for distribution, including adult diapers. They are also looking for volunteers for the Diaper Bank. Diaper Bank open Friday morning from 8-11 at the Salvation Army in Denison.

Tiffany Dancer suggested getting in touch with the Breastfeeding Support Group to see if they may want to volunteer. Dancer also suggested contacting doctor's offices to see if they have any toiletries to donate. Fullylove will send a list of the types of toiletries they need.

McDonald stated that the City of Sherman has expended all of their childcare and utilities COVID funding. They will be making referrals to TCOG. Denison sent their COVID funding to six different agencies in Denison and all of those agencies have expended their funds. Denison has this week sent out additional funding so there may be some additional funding available

McDonald also stated they graduated 5 Getting Ahead investigators in June and held 2 Financial Peace sessions.

2. Weatherization Customer Satisfaction Survey, page 37

Fullylove reported that they surveyed clients that received weatherization and utility assistance services, which is a requirement of their grant funding from TDHCA. 205 Surveys were sent out to 2019 clients; 94 responded 45% completion rate.

3. Utility Assistance Customer Satisfaction Survey, page 49

Fullylove reported that 760 surveys sent out to clients receiving services in March, April and May; 209 responded a 27.5% completion rate. Survey was also a requirement form TDHCA.

4. Program budget reports, page 60 - OS 8.7

Fullylove presented program budget information for each program with the month being listed at the top of each budget reports starting on page 60. Fullylove reported that CARES Act funding is available through the end of July 2021. LIHEAP is on track to spend funding by the end of December 2020, even with the work stoppage from mid-March to May, approximately 2 months. TDHCA has offered to extend these contracts if they are unable to expend the full budget by the end of the contract period.

G. Next Meeting

Tuesday, October 20, 2020

H. Adjourn

With no additional comments or items to bring before the group, Chair Passanisi adjourned the meeting at 11:28 am.

From: [Michael DeYoung](#)
To: [Eric Bridges](#); [Judy Fullylove](#)
Cc: [Madison Lozano](#)
Subject: Texas Eviction Diversion Pilot Program with CSBG D - Response Required
Date: Tuesday, September 29, 2020 10:14:16 AM
Attachments: [Texas Eviction Diversion Draft.docx](#)

Eviction Diversion Pilot Program

Organization: Texoma Council of Governments

Estimated Award: \$152,591

Counties Funded: Fannin and Grayson

1. Timing – contracts should be available by October 15 or sooner
2. These clients must be coming as referrals from the Justice of the Peace
3. 10% Sub Admin (just two budget items: Direct Services and Admin)
4. 6 months of assistance with up to 5 months of that in arrears (must have 1 month clear going forward)
5. Lump sum payments to Landlord – No payments to the tenant permitted
6. Landlord is forgiving all late fees as part of this settlement
7. Program will allow up to 25% draw of funds in advance so your agency can cover the initial requests that come in. Once you have submitted justification on those expenses, you can request an additional advance
8. By design of the Texas Supreme Court 1) Court gives the Landlord the one pager (DRAFT is attached) and asks them to share with tenant, 2) if tenant and Landlord want to participate they will reach out to the Subrecipient, 3) subrecipient does the household intake, certifies eligibility (200% of Federal poverty for this pilot program) which must include our required form and certs, gathers required docs from Landlord, 4) processes lump sum payment.
9. Only COVID impacted households are eligible
10. You will be contacted by Rita Gonzales-Garza to complete the Previous Participation Review process prior to receiving a contract

You can view the Texas Supreme Courts posted order at
<https://www.txcourts.gov/media/1449812/209113.pdf>

Your primary contact for this Pilot Program will be Madison Lozano in the Community Affairs Division and you can reach her at 512-936-7798. Madison's email is Madison.lozano@tdhca.state.tx.us. She is copied on this email for your convenience.

Please confirm that your organization is willing to accept the contract for the Texas Eviction Diversion Pilot Program by replying to the email.

Michael De Young
Director - Community Affairs
Texas Department of Housing and Community Affairs



STATE OF TEXAS EVICTION DIVERSION PROGRAM



The Texas Eviction Diversion Program (TEDP) helps Texas residents who are behind on their rent and facing eviction because of impacts from the COVID-19 pandemic stay in their homes by providing up to six months of rental assistance. This temporary program is a unique partnership between the Texas Office of Court Administration, the Texas Supreme Court and the Texas Department of Housing and Community Affairs (TDHCA).

- Up to five months of assistance can be used to pay the full contracted rent that is past due and the remainder may be used to pay for subsequent months of assistance.
- The program utilizes a special court process to provide landlords and tenants an alternative to the eviction process. Lump sum payments are provided to landlords for rental arrears in exchange for allowing tenants to remain in their homes and forgiving late fees.

LANDLORD / UNIT	TENANT / HOUSEHOLD
Eligibility Requirements: <ul style="list-style-type: none"> ✱ Assistance for rent no older than April 2020 ✱ Rent for the household assisted may not exceed the Department's maximum limits (see website for your specific area) ✱ Must have a bank account and be willing to accept direct deposit ✱ Units that are already receiving project-based assistance or are public housing units are INELIGIBLE 	Eligibility Requirements: <ul style="list-style-type: none"> ✱ Household income at or below 200% of poverty or 80% of Area Median Income* ✱ Household has been financially affected by COVID-19 pandemic ✱ Tenants are INELIGIBLE if they are receiving tenant-based voucher assistance, are in a unit receiving project-based assistance, or are in public housing
Documents Needed: <ul style="list-style-type: none"> ✱ Copy of the executed lease with the tenant or if no written lease, required certification proving tenancy ✱ Documentation of Missed Payments (ledger, etc.) ✱ IRS W-9 ✱ Landlord TEDA form completed ✱ Landlord TEDA certification completed 	Documents Needed: <ul style="list-style-type: none"> ✱ Personal ID ✱ If no written lease, proof or certification of unit tenancy ✱ Income: evidence of eligibility under other qualified program** OR income evidence for past 30 days ✱ Tenant TEDA form completed. ✱ Tenant TEDA certification completed
You Will Be Required to Certify that: <ul style="list-style-type: none"> ✱ You will waive late and court fees ✱ You have not applied for assistance from another program for the same months of rent for this client and will not in the future ✱ You will release the tenant from liability and not evict them for reasons relating to non-payment of rent for the period covered by the program ✱ If no written lease must certify lease term, rent amount, and must be able to provide proof of tenancy 	You Will Be Required to Certify that: <ul style="list-style-type: none"> ✱ Your household has been economically impacted by the COVID-19 pandemic ✱ You have not received rental assistance for the same months of rent and will not seek such assistance in the future for the covered months ✱ You have not previously received rental assistance funded with CARES funds that, together with this assistance, will exceed 6 months in total ✱ If no written lease, must certify lease term, rent amount, and ability to provide proof of tenancy

Who Can Help Me Access the Program?	
COURT	PROGRAM
Court, Pct #, Contact Person, etc.	Name of Sub, Contact Person, Email, phone #, website

* Program is only available in select areas of the state through December 2020. During that time eligibility is based on a household income below 200% of poverty:

HH Size	1	2	3	4	5	6	7	8
200% Poverty	\$25,520	\$34,480	\$43,440	\$52,400	\$61,360	\$70,320	\$79,280	\$88,240

For households with more than 8 persons, add \$8,960 for each additional person.

You are considered eligible, and need no other documentation, if you have evidence that you: 1) are eligible for assistance under SNAP, SSI or Medicaid; OR if you are living in a rent-restricted property and have evidence of an income certification from that property dated after XX. In some cases the program administrator may allow self-certification of income, but the tenant must still be able to demonstrate evidence upon request.

DRAFT

EXECUTIVE SUMMARY

Texoma Council of Governments (TCOG) is a voluntary association of local governments in Cooke, Fannin, and Grayson Counties that works directly with citizens and local jurisdictions to improve and advance economic vitality and quality of life in Texoma. In collaboration with our public and private sector partners, TCOG delivers various programs and services designed to support the health, welfare, and future of our citizens, our communities, and the region as a whole. TCOG employees work hand-in-hand with elected officials and community leaders to develop sustainable and economically viable community and regional development solutions.

Many projects are funded through a state or federal funding allocation to the region. TCOG provides a vast array of direct social services, including the Community Services Block Grant (CSBG). This program seeks to mobilize resources to provide education, economic opportunities, and advocacy for low-income families and communities of Northeast Texas. Services offered by CSBG are designed to promote self-sufficiency.

Other social services include: Section 8 rental assistance (over 600 vouchers each year), benefits counseling, care coordination for the elderly and disabled, caregiver support services, senior volunteer programs, employment and education support, utility assistance, home weatherization, and comprehensive information and referral assistance to seniors, individuals with disabilities, and low-income families.

Collectively, through the planning and development services offered to cities and counties as well as the direct social services provided to citizens, TCOG has played a crucial role in the growth and development of the region since 1968. An Economic Impact Analysis conducted in 2011 estimated TCOG's overall impact at \$34 million for the 2010-2011 fiscal year, including 174 permanent jobs with \$6.2 million total earnings, 182,000 volunteer hours served valued at over \$4 million, and an additional \$658,000 in tax revenues to local jurisdictions. Directly through projects and services and indirectly through overall economic impact to the region, TCOG is touching lives and changing communities.

The Texoma region consists of three north-central Texas counties, all bordering the Red River and the state of Oklahoma (see Figure A). These counties are Cooke, Fannin, and Grayson. Grayson County is the central county, the most populous, and the most urban (Sherman/Denison Metropolitan Area). Grayson is also the largest, at 979 square miles, followed by Fannin and Cooke at 899 and 898 square miles respectively.

Figure A



Grayson County, with the largest population 136,212 (2019 US Census Quick Facts) is also the center for major retail, industry, medical facilities, physician specialists, and higher education (Austin College and Grayson College) for the region. Sherman is the county seat of Grayson County and is the largest numerically 44,002. Denison, also in Grayson County, is closest to the Red River. Denison has an estimated population of 25,529. The county is home to 47 social services, seven hospitals, eleven public libraries, two colleges, ten school districts, and ten law enforcement agencies covering 979 square miles. Grayson County is also home to a national wildlife reserve and Lake Texoma.

Cooke County is the westernmost county in the region, with a population of 41,257 (2019 US Census Quick Facts). It has only one large town, Gainesville, with a population of 16,886. The Cooke County economy centers on oil and gas production, and associated industries. The county is served by 21 social service agencies, one community college, five public libraries, two hospitals, nine school districts and nine law enforcement agencies covering an area of 875 square miles.

The easternmost county, Fannin, has an estimated population of 34,514 (2019 US Census Quick Facts). Bonham, the county seat and largest city in the county, has an estimated population of 10,386 with an estimated 2,000 incarcerated at any given time (three prisons/jails in the town). Fannin County is more rural and more agricultural. The county is served by ten social service agencies; five public libraries, a federally-qualified clinic, one public hospital as well as a Veterans Administration hospital; nine school districts and five law enforcement agencies covering an area of 899 square miles.

Introduction

In 2015, United States Health and Human Services (USHHS) issued Information Memorandum No. 138 establishing Community Services Block Grant (CSBG) Organizational Standards (OS), which require Community Action Agencies (CAAs) to have their governing/advisory body develop and approve a strategic plan every 5 years.

A) Strategic Plan Workgroup

The Results Oriented Management Accountability, ROMA, logic model was utilized in the development of the plan. The Texas Department of Housing and Community Affairs provided a planning guide as a tool to progress through the stages of preparation.

Input was provided from a variety of stakeholders including: social service agencies, city and county officials, consumers of services, TCOG staff as well as board members.

Over the course of a year members of the workgroup reviewed federal and state mandates impacting CSBG operations, conducted a review of TCOG's vision, mission and values; and, engaged stakeholders in an examination of the organization's services through focus groups, surveys and interviews, **see Figure B.**

Workgroup Members

1. Molly Guard, NCRI, GIS & Planning Program Manager, Texoma Council of Governments
2. Marsha Lindsey, Tripartite Board Member/Secretary, Deputy Director, Workforce Solutions Texoma
3. Sean Norton, Public Information Officer, Texoma Council of Governments
4. Judy Fullylove, Energy Services Director, Texoma Council of Governments
5. Bobbie McDonald, NCRI, CSBG Caseworker, Texoma Council of Governments
6. Joe Passanisi, Tripartite Board Member/Chairman, City of Ravenna, Mayor Pro-Tem
7. Catherine Krantz, Regional Services Planner, Texoma Council of Governments

Figure B

Worksheets 1b				
Subrecipient:		Texoma Council of Governments		
Time Period (years) covered by the Strategic Plan:		2021 - 2025		
Action or Step to be Completed	Person(s) Responsible	Milestones/Work Completed	Timeline for Completion	Status/Completion Date
Nationally Certified ROMA Implementer on Staff	Judy Fullylove	Certification	6 months	Molly Guard, NCRI - 2/20/2020 Bobbie McDonald, NCRI 3/19/2020
Set-up Survey Monkey Account	Judy Fullylove	Username/password access	One day	9/1/19
Select Board Members, Staff to serve on Leadership team	Judy Fullylove/Eric Bridges	Notification to selected individuals	Half day	3/3/19
Clarify mandates, vision, mission and values.	Workgroup	Meeting and minutes w/leadership team	Half day	4/3/19
Assess current situation	Workgroup	Survey Monkey to agencies, Staff, cities, counties, ISDs, current customers. Conducted focus groups.	1.5 years	4/1/2020 - 7/15/2020
Identify key strategies	Judy Fullylove, Molly Guard, Bobbie McDonald	Worksheet 4 completed	Two weeks	7/1/20
Establish goals	Judy Fullylove, Molly Guard, Bobbie McDonald	Worksheets 5a & 5b completed	Two weeks	8/1/2020 - 8/15/2020
Write plan	Judy Fullylove	Written Strategic Plan	Two weeks	8/17-31/2020
Adopt plan	TCOG Governing Board	Written Strategic Plan	1 hour	9/17/20

B) Key Data from Community Needs Assessment

The 2019-2021 Community Needs Assessment prioritized the needs of the region.

- ✓ **Mental Health Needs** groups such as the Texoma Behavioral Health Leadership Team are addressing this issue.
- ✓ **Childhood Poverty** research through Bridges out of Poverty shows early childhood education programs as essential in alleviating poverty at a young age.
- ✓ **Housing** This is a major need, both for the families of the region, but also for the economic development (jobs) of each county.
- ✓ **Food Insecurity and Food Deserts** The concentration of poverty in specific geographical areas gives rise both to food deserts and insecurity, and leads to commerce that allows these areas to remain in need. This priority also overlaps with childhood poverty.
- ✓ **Transportation** This issue specifically affects the elderly and disabled, who cannot get transportation to medical providers and facilities. Planning efforts are underway by the local MPO and TCOG has a Regionally Coordinated Transportation Plan.

The CSBG strategic plan addresses housing, food insecurity and intergenerational poverty. Although food insecurity is trending downward in priority food access remains a concern.

A disturbing trend is the rise of poverty in the 18 – 34 age category. Unsettling is the high percentage of children under five who live below the poverty line. Intergenerational poverty is one of the major issues in America, and Texoma is no exception; children born and raised in poverty are more likely to perpetuate that existence.

Mental health and transportation priorities are being addressed by other agencies with expertise relative to these issues.

Prioritization, domains, and family or community level of issues in the strategic plan are:

Safe and Affordable Housing

Domain: Housing

Level of Need: Family and/or Community

Food Insecurity/food deserts

Domain: Health and Social/Behavioral Development

Level of Need: Family and/or Community

Generational Poverty: Job Skills Program

Domain: Education and Cognitive Development

Level of Need: Family and/or Community

C) Customer Satisfaction Data and Customer Input Used in Strategic Plan

The survey questions provided by the Texas Department of Housing and Community Affairs in the Strategic Planning Guide were used to gather information from local organizations, focus groups, clients, frontline staff and city/county officials. Responses were collected during the 2nd quarter of 2020, cataloged and analyzed. Responses were used in the SWOT. Feedback from surveys and focus groups are recorded in worksheet 1c-1d of the strategic plan guide.

Community Organization & Service Agency Survey

Community and service provider agencies for impoverished households in each of the three counties completed an online survey through Survey Monkey.

Focus Groups in Each County

Focus group participants were frontline staff, Foster Grandparent volunteers, the Tripartite Board and program recipients. Each focus group lasted for approximately 60 minutes.

City/County Official Online Survey

A survey through Survey Monkey was completed by local office city officials. All three counties were represented by both county and city level elected office holders.

Client Satisfaction Survey

A client satisfaction survey, through Survey Monkey, was sent to clients enrolled in the utility assistance and weatherization programs.

D) Integrating ROMA and the SP

Every effort has been made to adhere to ROMA standards in the preparation of the strategic plan. Staff members Molly Guard and Bobbie McDonald achieved Nationally Certified ROMA Implementer Certifications in March 2020 and April 2020, respectively. Both not only actively participated in the work group but reviewed the plan prior to submission.

E) Vision, Mission and Values of Organization

On Wednesday, April 3, 2019 the workgroup met to review TCOG's Vision, Mission, and Values; all three were maintained without changes, worksheet 2b.

Vision statement: Better Leaders Building Better Lives

Mission statement: TCOG's CSBG program mobilizes resources to provide education, economic opportunities, and to advocate for the needs of low-income families and communities of Northeast Texas, through a range of services in order to promote self-sufficiency.

Guiding principles (values): commitment, integrity, courage, trust, support and celebration remains unchanged.

TCOG's vision, mission and values connects the organization to our efforts and plans for bringing additional resources into the region; for organization growth and expansion of programs; making life better for more people. This effort is essential, as growth and progress in Texoma is ultimately measured by the quality of life.

F) Strengths, Weaknesses, Opportunities, Threats (SWOT)

A summary of organizational strengths, weaknesses, opportunities and threats are summarized in figures B1, B2 and C. Figures B1 and B2 highlights TCOG's internal strengths and weaknesses. Figure C highlight external opportunities and threats. The source documents were the 2019-2021 Community Needs Assessment and stakeholder input.

Figure B1

STRENGTHS	
Areas of Strength	Options to Take Advantage of Strengths
Trained, professional, competent staff from front line to executive director, who are dedicated to improving the lives of the residents of Texoma. Employees are driven to serve; staff works well together; compassionate.	Develop talent management plan to attract and maintain staff. Improve benefits and salary to retain talented and committed staff.
A mixture of human social service programs, as well as programs addressing the needs of regional municipalities and constituents, with a focus on strengthening communities.	Seek opportunities between TCOG social services and TCOG regional services to address local problems.
The willingness to take on new programs.	Increase assets and personnel to perform high quality planning, research, and analysis.
Federal and state funded contracts that help address family/community needs.	Promote census completion for increased federal dollars into the area.
A strong website along with a robust social media.	Produce and feature videos of success stories.

Figure B2

WEAKNESSES	
Areas of Weakness	Options to Overcome Weaknesses
Lack of sustainable funding outside of Federal and State revenue streams.	Seek private funders who champion self-sufficiency efforts and would partner to assist with needs not addressed by government contracts.
The needs and challenges of rural Cooke and Fannin counties relative to the more urban Grayson county, as well as the assets to address those challenges in the two counties.	Add a second CSBG case worker needed to address needs of rural counties.
Client cooperation.	Incentivize case management customers to accomplish goals.
Reaching agency TOP goals consistently.	Develop plan to aggressively target impoverished households to enroll into case management.
Compliance with CSBG National Organizational standards.	Build organizational standards to 100%

Figure C

Worksheet Step 3c: External Assessment	
Areas to Consider: <div> <div>Economic Climate</div> <div>Political Climate</div> <div>Social Demographic Changes</div> <div>Legal Issues</div> <div>Budget/Funding</div> <div>Technology</div> <div>Other</div> </div>	
OPPORTUNITIES	
External Opportunities	Options to Take Advantage of Opportunities
Economy weakened by coronavirus pandemic. Some business/jobs are permanently gone.	Retrain individuals for work-on-demand jobs.
A degree of political resistance to social service programs.	Meet with county/city leadership about the benefits of self-sufficiency programs for their citizens.
An aging housing issue in mos of the cities and counties within the region.	Application to the Homeowners Rehabilitation Assistance program through TDHCA.
THREATS	
External Threats	Options to Take to Overcome Threats
Reduced or increased federal funding	Plan to expend funding equitably among counties and households in poverty
Coronavirus pandemic	Review and improve business continuity plan.

G) Strategic Issues Identified

TCOG strategic plan includes an agency goal of 100% compliance of National Organizational Standards and effective program outcomes, **Figure D**.

Figure D

Worksheet Step 4 – Key Strategic Issues				
Subrecipient:		Texoma Council of Governments		
Time Period (years) covered by the Strategic Plan:		2021-2025		
Strategic Issue	What Makes It A Strategic Issue?	Consequences Of Not Addressing Issue	Benefits Of Addressing Issue	Steps To Address Issue
Compliance with CSBG Organizational Standards	Federal requirement to comply with CSBG organizational standards	Possible loss of CSBG eligible entity status	Retain CSBG eligible entity etatus	Engage HR director, Finance Director to review related compliance.
		Inefficient operations	Improved organizational systems	Review compliance monthly
			Increased accountability of staff and board	Develop plan to address deficiencies
Effective Program Outcomes	TDHCA requirement	Monitoring findings	Positive and increased outcomes for clients	Quarterly program evaluation
	ROMA	Stagnant programs and services	Increased diversity in services offered	Review programs for continual improvement of program services based on evaluation results
		Clients not receiving optimal services	More comprehensive program planning	Seek funding opportunities to expand programs and services

Activities proposed for the strategic plan are: revitalization of low-income communities by developing a food security plan for the city of Ladonia (Fannin); a region wide revitalization program to improve and build safe and affordable housing for people with disabilities; and, finally, as self-sufficiency program to enroll persons in job skills programs to increase earnings at or above a living wage, see Figure E.

Figure E

Worksheet Step 5a – Planning & Evaluation									
Subrecipient: Texoma Council of Governments									
Time Period (years) covered by the Strategic Plan:					2021 - 2025				
Ranking of Need # from 2019 CNA	Level of Need	Service or Activity & # to be served	CSBG Purpose Addressed	Outcome (general stmt of results expected)	Indicator (% expected to achieve outcome)	Actual Results (% who achieved outcome)	% of Participants Expected to Achieve Outcome	Measurement Tool (documentation tools)	Frequency of Data Collection & Reporting
Planning	Planning	Planning	Planning	Planning	Performance	Performance	Accountability	Accountability	Accountability
N/A	A	Agency will reach compliancy with CSBG organizational standards.	RP	Current achievement of 100% OS Standards.	100%		N/A	TDHCA Org Standards reporting system. TDHCA EXCEL spreadsheet of annual results.	Monthly/Annually
2	C	Develop a county-level response to food insecurity in Fannin County.	RLIC	Create 2 out of 3 (90%) sustainable food projects.	90%		90%	Minutes from community meetings.	Quarterly
3	F	Construct safe and affordable housing for low-income, disabled families.	RLIC	5 out of 25 (20%) disabled clients will receive newly constructed homes through Home Rehabilitation Assistance	20%		20%	Performance reports to TDHCA.	Quarterly
N/A	F	40 persons will be enrolled in job skills program	SS	24 of 40 clients, or 60% of persons enrolled in job skills program will complete program	60%		60%	Caseworkers intake documents and data entered in program software	Daily collection and monthly reporting

Housing is a major need, both for the families of the region, but also for the economic development (jobs) of each county. While cities are already addressing this issue there remains an opportunity to provide for safe and affordable housing to people with disabilities. A Homeowners Rehabilitation Assistance contract was awarded to TCOG by the Texas Department of Housing and Community Affairs in 2020. Figure F demonstrates outputs and outcome projected over the next five years.

Figure F

Worksheet Step 5b – Strategic Plan Goals, Objectives, ,Strategies, and Outcomes						
Subrecipient:	Texoma Council of Governments			Time Period (years) covered by the Strategic Plan:		2021-2025
Type of Goal (Agency,	Family	Area to Address:		Housing		
#1 Goal:	3					
Objective:	Enable people with disabilities to have safe and affordable housing					
Strategy:	Reconstruction or rehabilitation of homes that meets the needs of persons with physical disabilities.					
	2021/ Year 1	2022/ Year 2	2023/ Year 3	2024/ Year 4	2025/ Year 5	
Output:	Application intake of 15 households eligible for Homeowner Rehabilitation Assistance Program.	Application intake of 20 households eligible for Homeowner Rehabilitation Assistance Program.	Application intake of 25 households eligible for Homeowner Rehabilitation Assistance Program.	Application intake of 25 households eligible for Homeowner Rehabilitation Assistance Program.	Application intake of 25 households eligible for Homeowner Rehabilitation Assistance Program.	
Output:	Identify/certify 20% (3 of 15) eligible households for HRA program.	Identify/certify 20% (4 of 20) eligible households for HRA program.	Identify/certify 20% (5 of 25) eligible households for HRA program.	Identify/certify 20% (5 of 25) eligible households for HRA program.	Identify/certify 20% (5 of 25) eligible households for HRA program.	
Output:	Procure builder through bid process.	Procure builder through bid process.	Procure builder through bid process.	Procure builder through bid process.	Procure builder through bid process.	
Outcome:	3 new safe and affordable homes for disbled persons.	4 new safe and affordable homes for disbled persons.	5 new safe and affordable homes for disbled persons.	5 new safe and affordable homes for disbled persons.	5 new safe and affordable homes for disbled persons.	

In 2019, TCOG hired a full-time CSBG caseworker dedicated to the delivery of services and transition out of poverty (TOP) goals. Achieving self-sufficiency is a major objective, if not mandate, of the CSBG program. Client success is largely dependent on higher wage earnings for the household overall. Therefore, throughout the next five years CSBG will concentrate its efforts on opportunities for individuals to overcome impoverishment and succeed through enrolling in case management. **Figure G.**

Figure G

Worksheet Step 5b – Strategic Plan Goals, Objectives, ,Strategies, and Outcomes						
Subrecipient:	Texoma Council of Governments			Time Period (years) covered by the Strategic Plan:		2021-2025
Type of Goal (Agency,	Family	Area to Address:		Education and Cognitive Development		
#1 Goal:	N/A					
Objective:	Enable low-income persons to earn a higher income					
Strategy:	Create and strengthen collaborative working relationship with employers, technical schools, and colleges to assist low-income persons seeking to gain job skills					
	2021/ Year 1	2022/ Year 2	2023/ Year 3	2024/ Year 4	2025/ Year 5	
Output:	Enroll 20 persons in either a continuing education program or a on-the-job training program	Enroll 30 persons in either a continuing education program or a on-the-job training program	Enroll 30 persons in either a continuing education program or a on-the-job training program	Enroll 35 persons in either a continuing education program or a on-the-job training program	Enroll 40 persons in either a continuing education program or a on-the-job training	
Output:	Provide assistance to 20 persons with books and supplies	Provide assistance to 30 persons with books and supplies	Provide assistance to 30 persons with books and supplies	Provide assistance to 35 persons with books and supplies	Provide assistance to 40 persons with books and supplies	
Output:	Provide 20 persons with support for housing and utility costs	Provide 30 persons with support for housing and utility costs	Provide 30 persons with support for housing and utility costs	Provide 35 persons with support for housing and utility costs	Provide 40 persons with support for housing and utility costs	
Outcome:	60% (12 out of the 20 enrollees) will complete education program and obtain their credential, certificate, or degree within the designated time period	60% (18 out of the 30 enrollees) will complete education program and obtain their credential, certificate, or degree within the designated time period	60% (18 out of the 30 enrollees)will complete education program and obtain their credential, certificate, or degree within the designated time period	60% (21 out of the 35 enrollees) will complete education program and obtain their credential, certificate, or degree within the designated time period	60% (24 out of the 40 enrollees) will complete education program and obtain their credential, certificate, or degree within the designated time period	
Outcome:	5% (1 out of 20) will obtain obtain an Associate's degree	5% (1 out of 30) will obtain obtain an Associate's degree	5% (1 out of 30) will obtain obtain an Associate's degree	5% (2 out of 35) will obtain obtain an Associate's degree	5% (2 out of 40) will obtain obtain an Associate's degree	

Food insecurity signals a economically depressed area. It also overlaps with childhood poverty. TCOG has partnered with Texas A&M Commerce, Texas Agrilife Extension, and the City of Ladonia to begin a garden demonstration project to not only secure fresh whole food for residents but also revitalizing the city and restoring community pride. **Figure H.**

Figure H

Worksheet Step 5b – Strategic Plan Goals, Objectives, ,Strategies, and Outcomes						
Subrecipient:	Texoma Council of Governments			Time Period (years) covered by the Strategic Plan:		2021-2025
Type of Goal (Agency, Family, or Community):	Community	Area to Address:		Health/Social Behavioral		
#1 Goal:	2					
Objective:	Community Garden					
Strategy:	Community Garden Development; Healthy Food Campaign, Nutritious Education Collaborative					
	2021/ Year 1	2022/ Year 2	2023/ Year 3	2024/ Year 4	2025/ Year 5	
Output:	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.	
Output:	Enroll 25 Fannidel H.S. students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.	Enroll 50 additional (new) students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.	Enroll 50 additional (new) students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.	Enroll 50 additional (new) students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.	Enroll 50 additional (new) students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.	
Output:	Provide LGEG curriculum materials to 25 Fannidel H.S. students.	Provide LGEG curriculum materials to 50 students.	Provide LGEG curriculum materials to 50 students.	Provide LGEG curriculum materials to 50 students.	Provide LGEG curriculum materials to 50 students.	
Output:	Fannidel H. S.students will hold 2 community fundraiser to collect garden tools, seeds, and supplies.	Fannidel H.S. students 1 community fundraiser to collect and replenish garden tools, seeds, and supplies.	Fannidel H.S. students 1 community fundraiser to collect and replenish garden tools, seeds, and supplies.	Fannidel H.S. students 1 community fundraiser to collect and replenish garden tools, seeds, and supplies.	Fannidel H.S. students 1 community fundraiser to collect and replenish garden tools, seeds, and supplies.	
Output:	75% (15 of 20) Fannidel H.S. students will participate in planting a spring vegetable garden.	75% (38 of 50) Fannidel H.S. students will plant 1 fall garden and 1 spring garden.	80% (40 of 50) Fannidel H.S. students will plant 1 fall garden and 1 spring garden.	80% (40 of 50) Fannidel H.S. students will plant 1 fall garden and 1 spring garden.	80% (40 of 50) Fannidel H.S. students will plant 1 fall garden and 1 spring garden.	
Output:	Texas A&M work study student will work with city and ISD leadership to Identify up to 5 plots of land for spring community garden consideration.					
Output:	Texas A&M work study student will complete relevant training for working with public school audiences, complete online teacher/leader training for Learn, Grow, Eat, Go curriculum.	Texas A&M work study student will complete relevant training for working with public school audiences, complete online teacher/leader training for Learn, Grow, Eat, Go curriculum.	Texas A&M work study student will complete relevant training for working with public school audiences, complete online teacher/leader training for Learn, Grow, Eat, Go curriculum.	Texas A&M work study student will complete relevant training for working with public school audiences, complete online teacher/leader training for Learn, Grow, Eat, Go curriculum.	Texas A&M work study student will complete relevant training for working with public school audiences, complete online teacher/leader training for Learn, Grow, Eat, Go curriculum.	
Outcome:	80% (20 out of 25 students) will complete LGEG gardening program in the 1st year.	80% (40 out of 50) students will complete LGEG gardening program in the 2nd year.	80% (40 out of 50) students will complete LGEG gardening program in the 3rd year.	80% (40 out of 50) students will complete LGEG gardening program in the 4th year.	80% (40 out of 50) students will complete LGEG gardening program in the 5th year.	
Outcome:	20% (1 of 5) plot of land will be utilized for planting a community garden.					
Outcome:	Texas A&M student will teach LGEG curriculum to Fannindel H.S. students and supervise gardening project.	Texas A&M student will teach LGEG curriculum to Fannindel H.S. students and supervise gardening project.	Texas A&M student will teach LGEG curriculum to Fannindel H.S. students and supervise gardening project.	Texas A&M student will teach LGEG curriculum to Fannindel H.S. students and supervise gardening project.	Texas A&M student will teach LGEG curriculum to Fannindel H.S. students and supervise gardening project.	
Outcome:	50% (72 of 144) of students on free/reduced lunch will receive fresh vegetables from spring community garden.	75% (108 of 144) of students on free/reduced lunch will receive fresh vegetables from spring community garden.	80% (115 of 144) of students on free/reduced lunch will receive fresh vegetables from spring community garden.	90% (129 of 144) of students on free/reduced lunch will receive fresh vegetables from spring community garden.	90% (129 of 144) of students on free/reduced lunch will be receive fresh vegetables from spring community garden.	

H) Agency Capacity Building

TCOG's CSBG program hired a new Energy Services Director in 2016. The department includes utility assistance, weatherization and CSBG programs. The Director engaged in understanding the responsibilities of TCOG as a Public Community Action Agency, program management, services, measurement and compliance with federal and state mandates. In 2017, a new tripartite advisory council was formed. The council is comprised of 1/3 public sector, 1/3 private sector, and 1/3 low-income sector and governs under approved bylaws. In 2018, TCOG received approval of the 2019-2021 Community Needs Assessment. Each year, the annual Community Action Plan and Budget is approved. In 2020, two TCOG staff members were certified as Nationally Certified ROMA Implementers (NCRI). TCOG is committed to continuous improvement of the CSBG program. To that end, the 5-year Strategic Plan includes an agency goal of reaching 100% compliance on the CSBG National Organizational Standards. See **Figure I**.

Figure I

Worksheet Step 5b – Strategic Plan Goals, Objectives, ,Strategies, and Outcomes						
Subrecipient:	Texoma Council of Governments			Time Period (years) covered by the Strategic Plan:		2021-2025
Type of Goal (Agency,	Agency	Area to Address:		N/A		
#1 Goal:	N/A					
Objective:	To increase compliance of organizational standards					
Strategy:	Strengthen CSBG program by reaching 100% compliance of national organizational standards.					
	2021/ Year 1	2022/ Year 2	2023/ Year 3	2024/ Year 4	2025/ Year 5	
Output:	43 of 50 (86%) organizational standards are submitted to TDHCA.	45 of 50 (90%) organizational standards are submitted to TDHCA.	47 of 50 (94%) organizational standards are submitted to TDHCA.	49 of 50 (98%) organizational standards are submitted to TDHCA.	50 of 50 (100%) of organizational standards are submitted to TDHCA.	
Outcome:	86% (43 out of 50) of standards are approved and met.	90% (45 out of 50) of standards are approved and met.	94% (47 of 50) organizational standards are approved by TDHCA.	98% (49 of 50) organizational standards are approved by TDHCA.	100% of organizational standards are approved by TDHCA.	

I) Implementation

Action	Completion Date	Report Frequency	Reported to
New 3-year Community Needs Assessment	June 1, 2021	N/A	Tripartite Board, TCOG Governing Board, Executive Director and TDCHA
Monitoring of Agency Goal	Ongoing	Monthly	TDHCA
Monitoring of Community Goal	Ongoing	Quarterly	TDHCA
Monitoring of Family Goal		Daily/Monthly	TDHCA
Evaluation of Agency Goal	September 30, 2025	Annually	TDHCA, Executive Director
Evaluation of Community Goal	December 31, 2025	Annually	Tripartite Board, TCOG Governing Board, Executive Director and TDCHA
Evaluation of Family Goals	December 31, 2025	Annually	Tripartite Board, TCOG Governing Board, Executive Director and TDCHA
Achievement of Results	3 rd Thursday in September	Annually	Tripartite Board, TCOG Governing Board, Executive Director and TDCHA
Reassessment and Update Community Action Plan	September 1	Annually	Tripartite Board, TCOG Governing Board, Executive Director and TDCHA

J) Board Approval

Texoma Council of Governments Governing Board will review the CSBG Strategic plan for approval on Thursday, September 17, 2020. TDHCA will be updated at that time.

K) Annual update

Strategic plan updates will be submitted to TCOG's governing board, tripartite advisory council and TDHCA using the annual update form provided by TDHCA. The charge below are additional reporting requirements.

STANDARD RELATED TO STRATEGIC PLAN	
1.1	Demonstration of low-income participation in CAAs activities. <i>TCOG response:</i> Recorded and reported on monthly performance report.
1.2	Analyze information collected directly from low-income individuals as part of the community assessment. <i>TCOG response:</i> 1) Customer service surveys sent to consumer of services over 3-month period. 2) Smaller focus groups that give more in-depth input community, family or agency issues that can be addressed.
1.3	A systematic approach for collecting, analyzing and reporting customer satisfaction data to the board. <i>TCOG response:</i> TCOG collects customer satisfaction using Survey Monkey, analysis tool from Survey Monkey is used, reporting to the board/tripartite advisory council will occur once a year.
4.3	Document continuous use of full ROMA cycle and use of a ROMA certified trainer/implementer to assist in implementation. <i>TCOG response:</i> ROMA cycle used for all planning documents: Community Needs Assessment, Community Action Plan, Strategic Plan and monthly performance reports. TCOG has two NCRI staff members.
6.1	An agency-wide strategic plan in place approved by the governing/advisory body within the past 5 years. <i>TCOG response:</i> Plan submitted to TDHCA September 1, 2020. Approval by governing board, September 17, 2020.
6.2	Develop a strategic plan that addresses reduction of poverty, revitalization of low-income communities, and empowerment of people with low incomes to become more self-sufficient. <i>TCOG response:</i> 6.2 standard included in strategic plan.
6.3	Strategic plan that contains family, agency, and community goals. <i>TCOG response:</i> 6.3 standard included in strategic plan
6.4	Customer satisfaction data and customer input collected through the Community Needs Assessment in the strategic planning process. <i>TCOG response:</i> Included in current CNA and current strategic plan. Future CNA will include customer input and satisfaction data.
6.5	Governing board/advisory body receive an update(s) on meeting the goals of the strategic plan/comparable planning document within the past 12 months. <i>TCOG response:</i> Governing board/tripartite advisory council will receive updates in annually.
9.3	Present to the governing board/advisory body for review or action: analysis of agency outcomes, operational or strategic program adjustments, and improvements identified within the past 12 months. <i>TCOG response:</i> Governing board/tripartite advisory council will receive analysis of agency outcomes, operational/strategic program adjustments, and improvements annually.

Worksheet Step 5a – Planning & Evaluation											
Subrecipient: Texoma Council of Governments		2021 - 2025									
Time Period (years) covered by the Strategic Plan:											
Ranking of Need # from 2019 CNA	Level of Need	Service or Activity & # to be served	CSBG Purpose Addressed	Outcome (general stmtnt of results expected)	Indicator (% expected to achieve outcome)	Actual Results (% who achieved outcome)	% of Participants Expected to Achieve Outcome	Measurement Tool (documentation tools)	Frequency of Data Collection & Reporting		
Planning	Planning	Planning	Planning	Planning	Performance	Performance	Accountability	Accountability	Accountability		
N/A	A	Agency will reach compliancy with CSBG organizational standards.	RP	Current achievement of 100% OS Standards.	100%		N/A	TDHCA Org Standards reporting system. TDHCA EXCEL spreadsheet of annual results.	Monthly/Annually		
2	C	Develop a county-level response to food insecurity in Fannin County.	RLIC	Create 2 out of 3 (90%) sustainable food projects.	90%		90%	Minutes from community meetings.	Quarterly		
3	F	Construct safe and affordable housing for low-income, disabled families.	RLIC	5 out of 25 (20%) disabled clients will receive newly constructed homes through Home Rehabilitation Assistance	20%		20%	Performance reports to TDHCA.	Quarterly		
N/A	F	40 persons will be enrolled in job skills program	SS	24 of 40 clients, or 60% of persons enrolled in job skills program will complete program	60%		60%	Caseworkers intake documents and data entered in program software	Daily collection and monthly reporting		

CSBG Purpose: Reduction of Poverty (RP), Revitalization of Low-Income Communities (RLIC), Self-Sufficiency (SS)

Level of Need: Family (F) or Community (C) or Agency (A)

CSBG Domain: Employment, Education & Cognitive Development, Infrastructure/Income/Asset Building, Housing, Health & Social/Behavioral Development, Civic Engagement & Community Involvement

Note: This form can be used to plan what programs or services or activities (community, family, and organizational) will be offered and to set targets. Look at the Top 5 Needs from most recent CNA. Performance will be reported

Worksheet Step 5b – Strategic Plan Goals, Objectives, Strategies, and Outcomes					
Subrecipient:	Texoma Council of Governments		Time Period (years) covered by the Strategic Plan:		2021-2025
Type of Goal	Agency	Area to Address:	N/A		
#1 Goal:	N/A				
Objective:	To increase compliance of organizational standards				
Strategy:	Strengthen CSBG program by reaching 100% compliance of national organizational standards.				
	2021/ Year 1	2022/ Year 2	2023/ Year 3	2024/ Year 4	2025/ Year 5
Output:	43 of 50 (86%) organizational standards are submitted to TDHCA.	45 of 50 (90%) organizational standards are submitted to TDHCA.	47 of 50 (94%) organizational standards are submitted to TDHCA.	49 of 50 (98%) organizational standards are submitted to TDHCA.	50 of 50 (100%) of organizational standards are submitted to TDHCA.
Outcome:	86% (43 out of 50) of standards are approved and met.	90% (45 out of 50) of standards are approved and met.	94% (47 of 50) organizational standards are approved by TDHCA.	98% (49of 50) organizational standards are approved by TDHCA.	100% of organizational standards are approved by TDHCA.

Worksheet Step 5b – Strategic Plan Goals, Objectives, Strategies, and Outcomes					
Subrecipient:	Texoma Council of Governments		Time Period (years) covered by the Strategic Plan:		2021-2025
Type of Goal	Community	Area to Address:	Health/Social Behavioral		
#1 Goal:	2				
Objective:	Community Garden				
Strategy:	Community Garden Development; Healthy Food Campaign, Nutritious Education Collaborative				
	2021/ Year 1	2022/ Year 2	2023/ Year 3	2024/ Year 4	2025/ Year 5
Output:	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.	Texas A&M Commerce will provide 1 work study student to assist Fannidel ISD with Learn, Grow, Eat, Go (LGEG)program.
Output:	Enroll 25 Fannidel H.S. students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.	Enroll 50 additional (new) students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.	Enroll 50 additional (new) students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.	Enroll 50 additional (new) students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.	Enroll 50 additional (new) students in Learn, Grow, Eat, Go (LGEG)Agrilife Extension Program to learn about gardening.
Output:	Provide LGEG curriculum materials to 25 Fannidel H.S.	Provide LGEG curriculum materials to 50 students.	Provide LGEG curriculum materials to 50 students.	Provide LGEG curriculum materials to 50 students.	Provide LGEG curriculum materials to 50 students.

Output:	Fannindel H. S. students will hold community fundraiser to collect garden tools, seeds, and supplies.	Fannindel H.S. students community host vegetable/plant sale to replenish supplies.	Fannindel H.S. students community host vegetable/plant sale to replenish supplies.	Fannindel H.S. students community host vegetable/plant sale to replenish supplies.
Output:	75% (15 of 20) Fannindel H.S. students will participate in planting a spring vegetable garden.	75% (38 of 50) Fannindel H.S. students will plant 1 fall garden and 1 spring garden.	80% (40 of 50) Fannindel H.S. students will plant 1 fall garden and 1 spring garden.	80% (40 of 50) Fannindel H.S. students will plant 1 fall garden and 1 spring garden.
Output:	Texas A&M work study student will work with city and ISD leadership to identify up to 5 plots of land for spring community garden consideration.			
Output:	Texas A&M work study student will complete relevant training for working with public school audiences, complete online teacher/leader training for Learn, Grow, Eat, Go curriculum.	Texas A&M work study student will complete relevant training for working with public school audiences, complete online teacher/leader training for Learn, Grow, Eat, Go curriculum.	Texas A&M work study student will complete relevant training for working with public school audiences, complete online teacher/leader training for Learn, Grow, Eat, Go curriculum.	Texas A&M work study student will complete relevant training for working with public school audiences, complete online teacher/leader training for Learn, Grow, Eat, Go curriculum.
Outcome:	80% (20 out of 25 students) will complete LGEG gardening program in the 1st year.	80% (40 out of 50) students will complete LGEG gardening program in the 2nd year.	80% (40 out of 50) students will complete LGEG gardening program in the 3rd year.	80% (40 out of 50) students will complete LGEG gardening program in the 5th year.
Outcome:	20% (1 of 5) plot of land will			
Outcome:	Texas A&M student will teach LGEG curriculum to Fannindel H.S. students and supervise gardening project.	Texas A&M student will teach LGEG curriculum to Fannindel H.S. students and supervise gardening project.	Texas A&M student will teach LGEG curriculum to Fannindel H.S. students and supervise gardening project.	Texas A&M student will teach LGEG curriculum to Fannindel H.S. students and supervise gardening project.

Outcome:	50% (72 of 144) of students on free/reduced lunch will receive fresh vegetables from spring community garden.	75% (108 of 144) of students on free/reduced lunch will receive fresh vegetables from spring community garden.	80% (115 of 144) of students on free/reduced lunch will receive fresh vegetables from spring community garden.	90% (129 of 144) of students on free/reduced lunch will receive fresh vegetables from spring community garden.	90% (129 of 144) of students on free/reduced lunch will be receive fresh vegetables from spring community garden.
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Worksheet Step 5b – Strategic Plan Goals, Objectives, Strategies, and Outcomes					
Subrecipient:	Texoma Council of Governments		Time Period (years) covered by the Strategic Plan:		2021-2025
Type of Goal	Family	Area to Address:	Housing		
#1 Goal:	3				
Objective:	Enable people with disabilities to have safe and affordable housing				
Strategy:	Reconstruction or rehabilitation of homes that meets the needs of persons with physical disabilities.				
	2021/ Year 1	2022/ Year 2	2023/ Year 3	2024/ Year 4	2025/ Year 5
Output:	Application intake of 15 households eligible for Homeowner Rehabilitation Assistance Program.	Application intake of 20 households eligible for Homeowner Rehabilitation Assistance Program.	Application intake of 25 households eligible for Homeowner Rehabilitation Assistance Program.	Application intake of 25 households eligible for Homeowner Rehabilitation Assistance Program.	Application intake of 25 households eligible for Homeowner Rehabilitation Assistance Program.
Output:	Identify/certify 20% (3 of 15) eligible households for HRA program.	Identify/certify 20% (4 of 20) eligible households for HRA program.	Identify/certify 20% (5 of 25) eligible households for HRA program.	Identify/certify 20% (5 of 25) eligible households for HRA program.	Identify/certify 20% (5 of 25) eligible households for HRA program.
Output:	Procure builder through bid process.	Procure builder through bid process.	Procure builder through bid process.	Procure builder through bid process.	Procure builder through bid process.
Outcome:	3 new safe and affordable homes for disabled persons.	4 new safe and affordable homes for disabled persons.	5 new safe and affordable homes for disabled persons.	5 new safe and affordable homes for disabled persons.	5 new safe and affordable homes for disabled persons.

Worksheet Step 5b – Strategic Plan Goals, Objectives, Strategies, and Outcomes					
Subrecipient:	Texoma Council of Governments		Time Period (years) covered by the Strategic Plan:		2021-2025
Type of Goal	Family	Area to Address:	Education and Cognitive Development		
#1 Goal:	N/A				
Objective:	Enable low-income persons to earn a higher income				
Strategy:	Create and strengthen collaborative working relationship with employers, technical schools, and colleges to assist low-income persons seeking to gain job skills				
	2021/ Year 1	2022/ Year 2	2023/ Year 3	2024/ Year 4	2025/ Year 5
Output:	Enroll 20 persons in either a continuing education program or a on-the-job training program	Enroll 30 persons in either a continuing education program or a on-the-job training program	Enroll 30 persons in either a continuing education program or a on-the-job training program	Enroll 35 persons in either a continuing education program or a on-the-job training program	Enroll 40 persons in either a continuing education program or a on-the-job training program

Output:	Provide assistance to 20 persons with books and supplies	Provide assistance to 30 persons with books and supplies	Provide assistance to 30 persons with support for housing and utility costs	Provide assistance to 35 persons with support for housing and utility costs	Provide assistance to 40 persons with support for housing and utility costs	
Output:	Provide 20 persons with support for housing and utility costs	Provide 30 persons with support for housing and utility costs	Provide 30 persons with support for housing and utility costs	Provide 35 persons with support for housing and utility costs	Provide 40 persons with support for housing and utility costs	
Outcome:	60% (12 out of the 20 enrollees) will complete education program and obtain their credential, certificate, or degree within the designated time period	60% (18 out of the 30 enrollees) will complete education program and obtain their credential, certificate, or degree within the designated time period	60% (18 out of the 30 enrollees) will complete education program and obtain their credential, certificate, or degree within the designated time period	60% (21 out of the 35 enrollees) will complete education program and obtain their credential, certificate, or degree within the designated time period	60% (24 out of the 40 enrollees) will complete education program and obtain their credential, certificate, or degree within the designated time period	
Outcome:	5% (1 out of 20) will obtain an Associate's degree	5% (1 out of 30) will obtain an Associate's degree	5% (1 out of 30) will obtain an Associate's degree	5% (2 out of 35) will obtain an Associate's degree	5% (2 out of 40) will obtain an Associate's degree	

Status as of:

September 1, 2020

CFDA	PROGRAM	Federal Revenue	Local Revenue	Total Revenue	Performance Period		Performance Period (months)	Months into Performance Period	\$ Expended (target)	% Expended (target)	\$ Expended (actual)	% Expended (actual)	<i>\$ Remaining for Expenditure</i>	<i>% Difference town Actual and Target</i>	Notes:
93.568	CEAP	\$4,296,698.00		\$4,296,698.00	1/1/2020	12/31/2020	12	9	\$3,222,523.50	75.00%	\$2,369,938.23	55.2%	<i>\$1,926,759.77</i>	<i>-19.84%</i>	DID NOT START SPENDING UNTIL MARCH-HAVE PLAN TO BE ON TRACK
93.569	CSBG	\$243,785.00		\$243,785.00	1/1/2020	12/31/2020	12	9	\$182,838.75	75.00%	\$140,913.85	57.8%	<i>\$102,871.15</i>	<i>-17.20%</i>	DID NOT START SPENDING UNTIL MARCH-HAVE PLAN TO BE ON TRACK
93.569	CSBG DISC	\$12,120.00		\$12,120.00	3/26/2020	8/31/2020	6	6	\$12,120.00	100.00%	\$12,120.00	100.0%	<i>\$0.00</i>	<i>0.00%</i>	COMPLETED - SPENT 100%
93.568	LIHEAP	\$1,170,886.00		\$1,170,886.00	1/1/2020	12/31/2020	12	9	\$878,164.50	75.00%	\$722,021.97	61.7%	<i>\$448,864.03</i>	<i>-13.34%</i>	DID NOT START SPENDING UNTIL MARCH-HAVE PLAN TO BE ON TRACK - COVID
	TACAA		\$240,498.18	\$240,498.18	1/1/2020	10/31/2020	10	9	\$216,448.36	90.00%	\$183,504.29	76.3%	<i>\$56,993.89</i>	<i>-13.70%</i>	COVID
81.042	DOE	\$817,478.00		\$817,478.00	7/1/2019	6/30/2021	24	15	\$510,923.75	62.50%	\$408,808.51	50.0%	<i>\$408,669.49</i>	<i>-12.49%</i>	ON TRACK
TOTAL		\$6,540,967.00	\$240,498.18	\$6,781,465.18					\$5,023,018.86		\$3,837,306.85		<i>\$2,944,158.33</i>		