

2021 ANNUAL REPORT

texoma council of governments

INTRODUCTION



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 the vitality and quality of life in Texoma.

The heart of TCOG is its team of Board Members and staff; a trusted, multi-disciplined, and solutions - oriented group who care deeply about the region and people they serve. We build and foster regional relationships, provide technical assistance solutions for communities, and administer programs designed to support our most vulnerable residents.

As I reflect back on a year none of us could have ever imagined, one thing has become clear. As long as we focus on the things that unite us, we can accomplish anything. Texoma has an amazing story to tell. Our most vulnerable citizens need us now more than ever to guide them through the next chapters. Together, we are ready.

Our team has always been our greatest strength. Although the global pandemic gave us new challenges to overcome, it also renewed our collective resolve and elevated our compassion for the people we serve. Despite being confronted with threats to their physical health, the disruption of family and other social connections, and economic uncertainty, our team remained united. They maintained focus on our mission and put forth the extra effort necessary to make sure every day was pursued with meaning and purpose. I could not be more proud of our amazing team of dedicated professionals. They are truly extraordinary!



I am pleased to provide this Annual Report covering our activities and accomplishments in 2021. I hope that you find it informative and thank you for supporting our region.

Eric M. Bridges, Executive Director

Proudly serving the citizens of Cooke, Fannin, & Grayson counties



2021 ANNUAL REPORT

table of contents

1. Introduction
2. Combined Statement of Revenues, Expenditures and Change in Fund Balance
3. Statement of Net Assets
4. Aging Services
5. Client Services
6. Energy Services
7. Regional Services
8. Governing Board & General Membership



COMBINED STATEMENTS OF REVENUES, EXPENDITURES, & CHANGES IN FUND BALANCES

FISCAL YEAR ENDING (FYE)
APRIL 30, 2021

During FYE 2021 Texoma Council
of Governments administered
over \$16 million in federal,
state and local programs.

REVENUES

Federal
State
Local, In-Kind, & Other

2021

\$12,254,439
\$2,270,687
\$1,615,205

TOTAL REVENUES

\$16,140,331

EXPENDITURES

OPERATIONAL

Direct Salaries
Benefit Program Costs
Indirect Costs
Travel & Training
Contracted Services

\$2,288,503
\$681,747
\$901,886
\$52,071
\$1,635,535

Capital Outlay

\$208,239

Direct Services

\$8,702,954

Subcontracts

\$260,672

Other (Professional Services, Staff & Volunteer Recognition, Supplies, Stipends, Utilities)

\$1,083,002

TOTAL EXPENDITURES

\$15,814,609

Excess (Deficiency) of Revenues over Expenditures

\$408,359

Fund Balance Beginning of Year

\$2,841,986

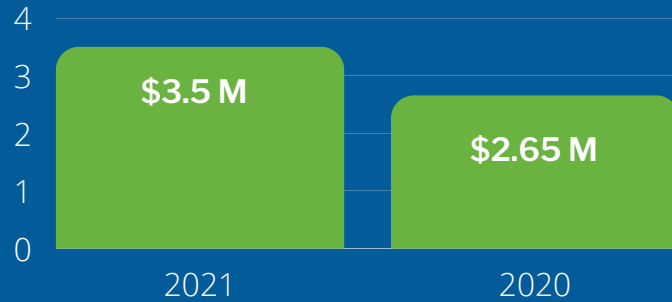
FUND BALANCE END OF YEAR

\$3,250,345

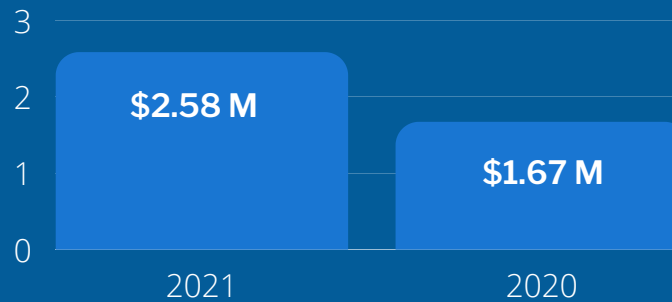
STATEMENT OF NET ASSETS

YEARS ENDED
APRIL 30, 2021
AND 2020

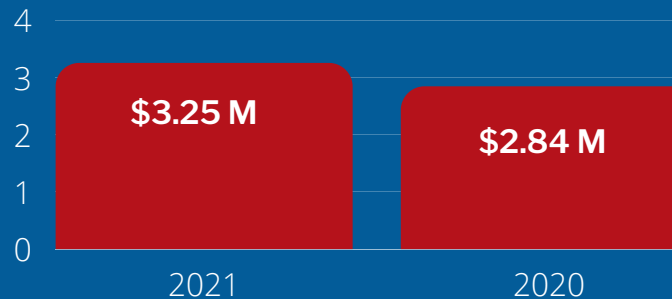
total assets



total liabilities



total net position



ASSETS

CURRENT ASSETS

Cash and Pooled Investments	\$1,756,341	\$1,656,815
Accounts Receivable	\$1,397,047	\$918,152
Under Allocated Employee Benefits and Central Service IT	\$ -	\$45,130
Prepaid Items	\$344,104	\$34,364

TOTAL CURRENT ASSETS

2021	2020
\$3,497,492	\$2,654,461

NON-CURRENT ASSETS

Capital Assets, Net	\$2,777,368	\$2,379,578
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TOTAL NON-CURRENT ASSETS

\$2,777,368	\$2,379,578
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TOTAL ASSETS

\$6,274,860	\$5,034,039
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LIABILITIES

CURRENT LIABILITIES

Accounts Payable and Accrued Liabilities	\$1,033,209	\$611,370
Unearned Revenue	\$1,384,304	\$945,967
Accrued Compensated Absences	\$87,903	\$28,322
Notes Payable	\$31,040	\$83,541
Over Allocated Cost Pools	\$44,824	\$ -

TOTAL CURRENT LIABILITIES

\$2,581,280	\$1,669,200
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NON-CURRENT LIABILITIES

Notes Payable	\$350,117	\$437,886
Accrued Compensated Absences	\$93,118	\$84,967

TOTAL NON-CURRENT LIABILITIES

\$443,235	\$522,853
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TOTAL LIABILITIES

\$3,024,515	\$2,192,053
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NET POSITION

Net Investment in Capital Assets	\$2,339,348	\$1,858,151
Restricted	\$129,449	\$209,458
Unrestricted	\$781,548	\$774,377

TOTAL NET POSITION

\$3,250,345	\$2,841,986
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AGING SERVICES



The federal Older Americans Act designated Area Agencies on Aging to develop and implement programs and services for older people at the local level.

There are 28 Area Agencies on Aging throughout the State of Texas.

The Texoma Region has a larger per capita population of older persons than the State of Texas.

Our AAA served nearly 3,700 clients and expended \$2,279,808 in Federal and State funding for services across the Texoma region last year.

TCOG's Area Agency on Aging (AAA) is dedicated to providing older Texomans an appropriate and coordinated system of services that fully supports their well-being, with the goals of creating an environment where they may age with grace and dignity.

Texoma AAA continues to evaluate, modify and implement projects to address identified unmet needs of Texoma seniors.

Benefits Counseling

TCOG's Benefits Counselors answer questions regarding public benefits, private insurance, and Medicare and Medicaid for those age 60 and over, disabled individuals and caregivers.

A money Management Specialist also provides bill payer and representative payee service to persons who are at risk of losing their independence because of their inability to manage their finances.

We provided over **317 hours** of counseling and assistance during FYE 2021 to approximately **194 clients** with more than **344 contacts** in Community Outreach.



Managing Local Ombudsman

The Managing Local Ombudsman (MLO) is responsible for monitoring the quality of care in long-term care facilities, advocating for Residents' Rights as well as the recruiting and training of volunteers to become State Certified Volunteer Ombudsmen (CVO).

The MLO and CVOs participate and represent Nursing Home Residents in the Fair Hearing process as well as research and resolve complaints to ensure the best possible care outcome for over 3,000 potential residents in Texoma.

10 Certified Ombudsmen served in the AAA Texoma Region, which includes 21 Nursing Homes and 19 Assisted Livings in Grayson, Fannin and Cooke Counties.

Care Coordination

Care Coordination is a community-based home care program administered by professional case managers which promotes independent living for persons age 60 and over. Services include assistance with activities of daily living, home-delivered meals, minor residential repair, health maintenance (dental, vision, and hearing), medical transportation and in-home service arrangements.

Congregate and Home-Delivered Meals

Nearly 5,500 meals were provided in the Texoma area to seniors in congregate senior settings at a cost of \$31,183 and 248,000 meals were delivered to eligible home-bound clients at a cost of \$1,414,000. Compared to last fiscal year, these values represent an expected increase in the amount of overall home-delivered meals.

Health Maintenance

Approximately \$56,000 in local grant funding was expended in services for clients age 60 and over with dental, vision, and hearing issues.

Residential Repair

Over \$50,000 in grant funding was spent for residential repair services to the older population in Texoma including safety issues, plumbing, and electrical wiring.



We are proud of our continued partnerships with Byrd Fielder Livengood Charitable Trust in delivery of health initiatives to our senior community. TCOG provided nearly 750 hours of coordinated service to 500 clients this fiscal year, enabling older Texomans to live at home longer and preventing premature placement in long-term care facilities.

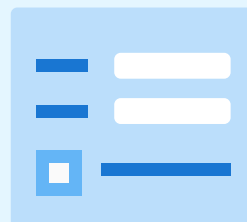
Caregiver Program

The Caregiver Program assesses the needs of a caregiver and care recipient by identifying, planning, arranging, coordinating and providing support services.

Evidence-Based Intervention – AAA staff facilitated 6 series of evidence-based classes for Texoma clients on Powerful Tools for Caregivers, a 6- week educational program that provides family caregivers instruction on how to de-stress while caring for a loved one and with the tools to increase their self-care and confidence.

Programs include: Falls Prevention, Caregiver Support Groups, Community Outreach, In-home and Facility Respite Care, Education & Training for Alzheimer's and/or Dementia, Parkinson's disease, and the Grandparents as Parents program for Grandparents/ Relatives raising grandchildren.

During FYE 2021, TCOG provided 119 hours of caregiver support/respite care and approximately 34 clients participated in caregiver support groups including Alzheimer's & Parkinson's disease and Grandparents as Parents.



Join a local support group for volunteer support, peer and formal counseling, and educational programs to address your needs as a grandparent or other relative in this role. Call (903) 813-3575





Information and Referral (IR&A)

The IR&A Socialist is trained in local and state resources and is a point of contact for services at the Area Agency on Aging of Texoma.

The specialist evaluates the needs of each caller, identifies what services are needed, makes referrals to appropriate sources, and follows up on referrals to ensure service was provided.

Over 3,000 referrals and connections to resources were made during FYE 2021.

AmeriCorps Seniors



"AmeriCorps Seniors is focused on connecting seniors age 55 and older who want to serve people who need their experience, service, and support."

Virginia Rhodes, AmeriCorps Seniors Program Manager

AmeriCorps Seniors consists of two senior volunteer programs: The Foster Grandparent Program (FGP), a senior mentoring program whose focus is working with at-risk and/or exceptional needs children. **39 Foster Grandparents** served in **33 stations** assisting **140 children** in person and virtually.

The Retired and Senior Volunteer Program (RSVP) consists of seniors who serve in various capacities such as food support, medical facility support, shelters, etc. Due to the COVID-19 pandemic, RSVP volunteers spent many hours focusing on community needs such as food pantries, meal deliveries, and opioid education.



543 RSVP volunteers were connected to **60** agencies and served **32,544** hours during this FY. The total hours served for both AmeriCorps Seniors programs was **66,156** which represents **\$1,748,503** in service value. This year, FGP volunteers served over 33,500 hours.





The common goal of Client Services is to:
Give families hope.

CLIENT SERVICES

The Client Services programs are supported with state and federal funds and offer families a better tomorrow by providing life-changing resources today.

By thoughtfully and strategically planning for the future needs of our region, TCOG continues to improve the level of social and lifeline services which in turn improves quality of life for all Texoma residents. The Client Services Department specializes in the delivery of direct services to qualified families living in Texoma and includes: Section 8 Housing Choice Voucher Program, 2-1-1 Information and Referral, and Aging & Disability Resource Center (ADRC) of Texoma.



Aging & Disability Center (ADRC) of Texoma

TCOG's ADRC Program provides specialized person-centered referrals to clients seeking access to long-term health services and supports such as care counseling, benefits counseling, program eligibility determination and program enrollment assistance. Clients are provided with "warm referrals" meaning the ADRC Specialist not only makes referrals but actually contacts the referral on behalf of the client to ensure services are understood and received.

An important component to this program is building strong partner-ships with programs and agencies throughout the service region. Programs and agencies are brought together for monthly stakeholder meetings where they collaborate on outreach and share program information. By working together, there is a strong alliance among the programs and agencies, which translates to better referrals and service to all clients.

Community Outreach Efforts

- ✓ Delivered food and supplies to homebound individuals during the Covid 19 crisis
- ✓ Collected donations and successfully operated an Adult Incontinence and Brief Bank
- ✓ Leveraged local grants to assist with repairs and damage related to the winter storm of 2021 and also to assist with rent and utility relief
- ✓ Assisted with Feeding Fannin
- ✓ Served on the Durable Medical Equipment Collaboration Group
- ✓ Served on Texoma Homeless Coalition Board
- ✓ Served as Admin and Moderator for NAMIGFC
- ✓ Outreach to underserved population as a Community Health Worker
- ✓ Opened up the Home Rehabilitation Assistance Program

ADRC of Texoma had **1026 interactions** with consumers and of those, **289 were veterans**. We attended **41 community events** either in person or via webinar. Respite services were not utilized due to the Covid-19 crisis.





2-1-1 Texoma Area Information Center fielded nearly **50,000 contacts** via calls, chats, texts, emails, and website hits. The service level consistently averages **above 90%**, ensuring quick response times and the specialized 2-1-1 database is vetted daily for consistent referrals.

2-1-1 Information & Referral

2-1-1 Texoma Area Information Center is a program of the Texas Health and Human Services Commission and is committed to helping Texas citizens connect with the services they need. Whether by phone, text, chat, or internet, email, or access to 211texas.org, they receive accurate, well-organized and easy-to-find information locally and statewide.

To learn more, visit www.211texas.org



Section 8 Housing

With an annual budget of over \$2.75 million, the Section 8 Housing Choice Voucher program provides affordable housing to 520 households in Fannin and Grayson counties.

Section 8 families may choose to participate in the Family Self-Sufficiency/Homeownership Program to achieve the goal of financial independence through support services including employment and educational training, credit counseling, and homeownership class.

Additionally, in coordination with the Department of Veterans Affairs, TCOG was selected to receive specialized vouchers which assist the most vulnerable, chronically-homeless veterans and their families transition from homelessness to permanent housing.

Family Self-Sufficiency

123 Family Self-Sufficiency (FSS) Graduates since 1994

92 active FSS/Homeownership participants

13 proud new homeowners since 2004

HUD-VASH (Veterans Affairs Supportive Housing)

In coordination with the Department of Veterans Affairs, TCOG continued to assist the most vulnerable, chronically-homeless veterans and their families transition from homelessness to permanent housing,

ENERGY SERVICES

Energy Services served over 4,000 households and expended \$5,197,626 in Federal and State funding across the Texoma region last year.



This department is composed of (3) separate programs designed to assist low-income households and encouraging consumers to control energy costs through energy education.

These programs include: Weatherization, Utility Assistance, and Case Management.

Additionally, within this department is the administration of the Community Service Block Grant (CSBG) program which provides assistance to local communities and organizations for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas. Assistance includes: education, employment and emergency food support.



Weatherization Assistance Program (WAP)

Provides the installation of energy-saving applications to homes, reducing energy consumption up to 40% and thereby lowering utility costs.

- ✓ 158 homes treated for air infiltration
- ✓ 49 homes received wall/floor insulation
- ✓ 111 homes received attic insulation
- ✓ 93 Heating/Cooling System replacements
- ✓ 124 homes received duct sealing
- ✓ 102 homes received solar screens

The WAP Program service region covers 19 counties including: Bowie, Camp, Cass, Collin, Cooke, Delta, Denton, Fannin, Franklin, Grayson, Hopkins, Hunt, Lamar, Marion, Morris, Rains, Red River, Rockwall and Titus

Private Funding Partnerships Include:

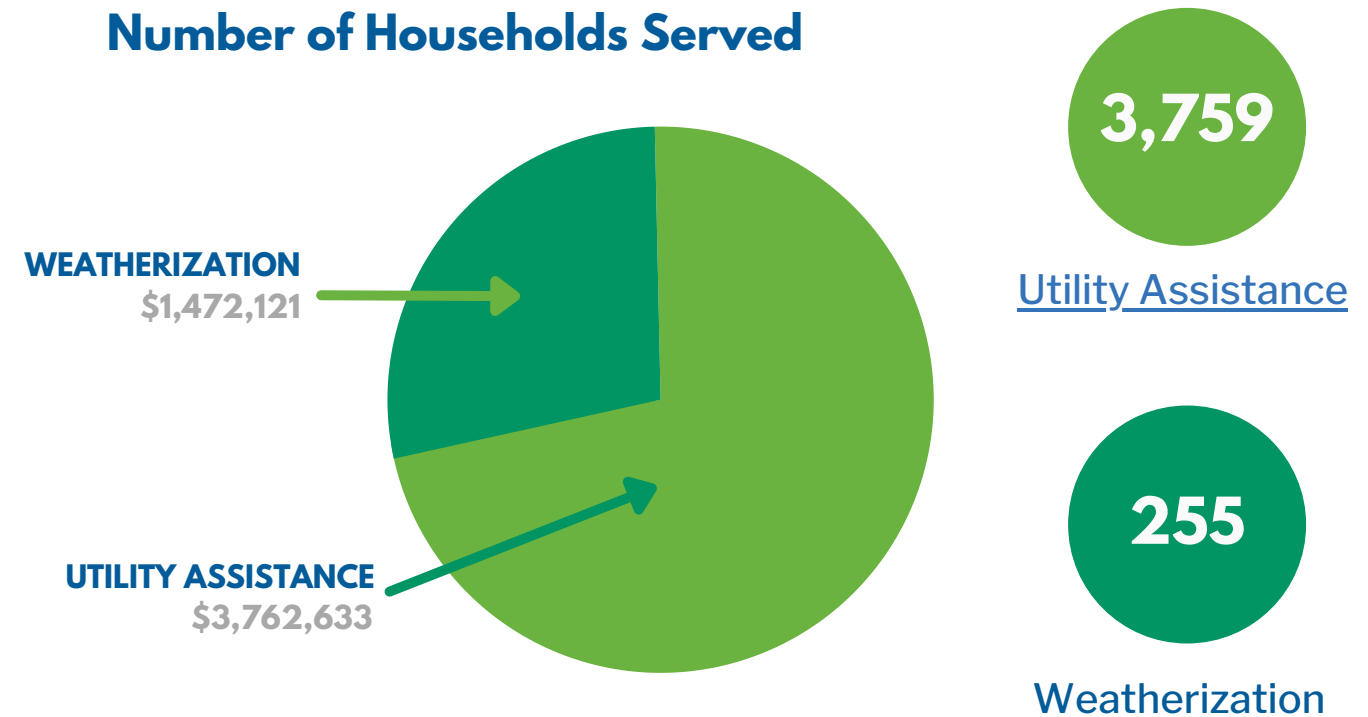


Utility Assistance Program

Provides co-payment of gas, propane and electric utilities and the provision of supportive services for educating clients on how to conserve energy.

The Utility Assistance Program service region covers 7 counties including: Collin, Cooke, Denton, Fannin, Grayson, Hunt and Rockwall

Number of Households Served



Priority households for these services includes elderly, disabled & families with children under age six.
Eligibility is up to 150% of the federal poverty level.

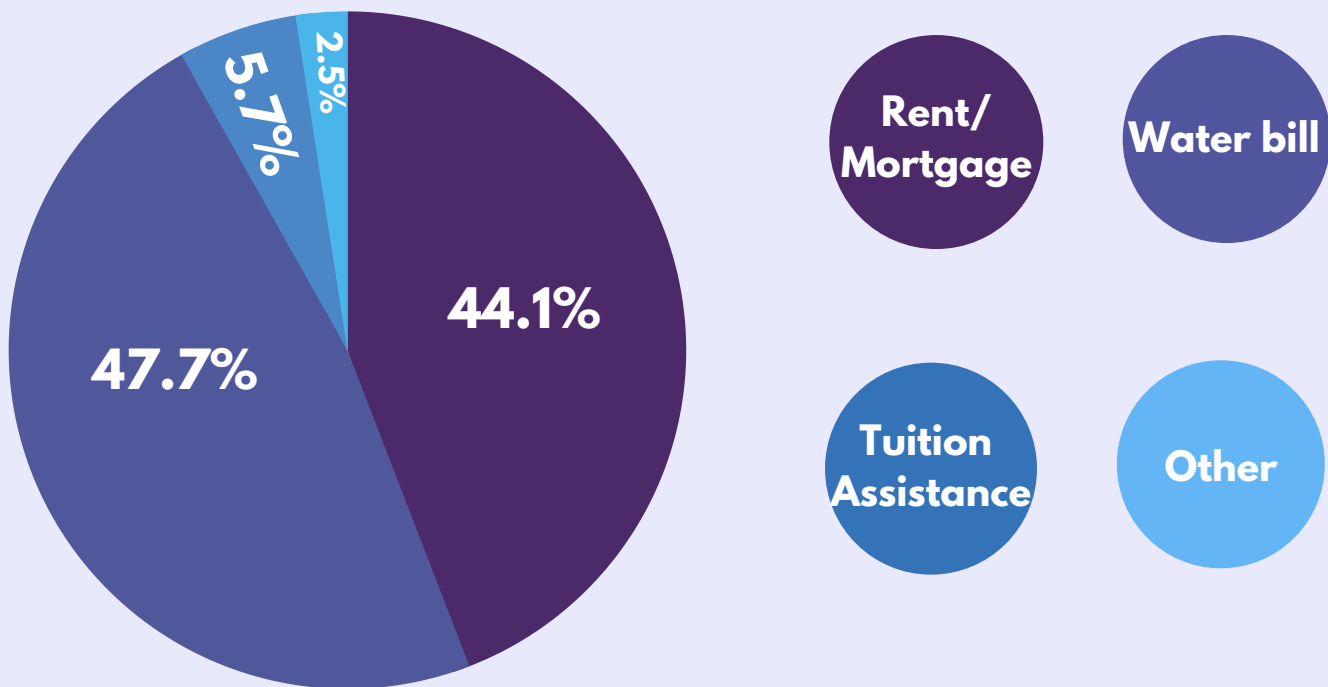
Community Services Block Grant (CSBG)

Empowering low-income families to become self-sufficient through family support.

CSBG provides one-on-one support to families in Cooke, Fannin and Grayson counties striving for self-sufficiency by providing assistance with the cost of training or education which help move them out of poverty.

Number of Households Served:

Services include auto repair assistance, employment support, emergency services, gift cards, home repair assistance, mortgage & rental assistance, tuition assistance, water bill and birth certificate support.



Getting Ahead Workshop

Funded through the Community Services Block Grant (CSBG), this course uses the technique of co-investigation, participants and facilitators work to better understand poverty, its causes, and the rich/poor gap in today's society. After getting a clear picture of their lives now, investigators explore a theory of change that moves them from the concrete thinking used to solve the constant barrage of everyday problems into more abstract thinking necessary for building future plans.

This course helps explore the hidden rules that help participants:

- ✓ Build resources
- ✓ Learn from others
- ✓ Make connections
- ✓ Create a better tomorrow

For more information, please call: (903) 813-3530

REGIONAL SERVICES



Focused on finding regional solutions to challenges in Texoma & improving quality of life at the community level.

Regional Services supports regional and local jurisdictions and municipalities in developing, maintaining and improving quality of life in Texoma.

From improvements in the way people get around the region to planning for the population increases that are projected in the next thirty years to making sure first responders have the training and equipment that they need to get to the scene of the emergency when you call 9-1-1, the Regional Services team is focused on finding regional solutions to challenges in Texoma & improving quality of life at the community level.



GIS & Planning

Professionals in the GIS (Geographic Information Systems) Program create, analyze and manage geographic datasets and applications. These datasets include political jurisdictions, transportation networks, emergency management and environmental resources.

The GIS Program was formed from a partnership with local governments and the TCOG Public Safety Program to provide rural addressing initially formed the GIS Program. This collaboration has been very successful and allowed for TCOG to build increasingly important datasets that help make important decisions for a fast growing region.



Rural Addressing

The GIS Program assigned 688 new addresses throughout Texoma during 2021.

These addresses are not only vital for emergency services, but are a crucial element in day-to-day activities for citizens and businesses.

Local governments and citizens rely on maps and data created by the TCOG GIS Program to make well-informed and often life-saving decisions. The GIS Program helps promote geographic education in the region and provides a coordinating resource for GIS professionals in the region.

Municipal Solid Waste

The Municipal Solid Waste (MSW) Grant Program provides both financial and technical assistance to city and county governments, school districts, and law enforcement districts in their efforts to combat illegal dumping, promote recycling, and ultimately reduce the amount of waste introduced to local landfills.

Many communities struggle to find the resources to dispose of household waste properly and still have worked closely with the Texoma Area Solid Waste Authority to help individual residents be proactive in taking care of the ecosystem.

For more information, please visit
www.tcog.com/msw

Household Hazardous Waste Collection Event

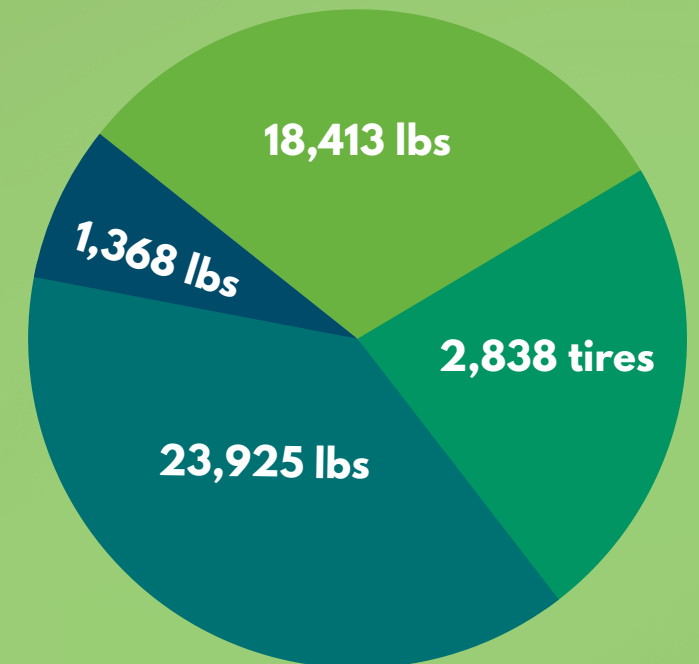


Batteries

Latex paint

HHW

Tires



Community & Economic Development



TCOG is designated as the Economic Development District (EDD) for Texoma by the Economic Development Administration (EDA).

The Texoma EDD provides technical assistance to industry practitioners and policy-makers on specific projects and programs that promote development in the region.

Planning Services

TCOG continued to partner closely with Road Runner leaders as they navigated the creation of a city infrastructure, including roads, ordinances and social supports for their residents. TCOG brought in experts and funding options to help the city as it continued to mature.

Transportation

The regional coordinated transportation plan moved forward as TCOG and partners developed connections with organizations serving the elderly, veterans and disabled citizens. Pocket cards and posters were designed, printed and shared throughout the region, providing transportation scheduling information and instructions on how to access further assistance. Several hundred Texoma residents participated in an online survey that provided insight into local community transportation needs.

Partnerships

TCOG continues to develop new partnerships. In 2021, the Texas Property Assessed Clean Energy (PACE) Authority program was approved by Gainesville, with additional presentations in Denison and Sherman. TCOG also brought in TruFund, a certified community development financial institution, to assist Texoma communities with business financing.



TCOG 9-1-1 Program

The TCOG 9-1-1 Program utilizes state-of-the-art call-taking equipment that incorporates digital mapping applications in Texoma's seven 9-1-1 Public Safety Answering Points (PSAPs).

TCOG provides planning, implementation, management and ongoing administration of the regional network of systems and financing for more than fifty police, fire and emergency medical service agencies in the region.

PSAPs participating in the program are: Bonham Police Department, Gainesville Police Department, Whitesboro Police Department, Cooke County Sheriff's Office, Fannin County Sheriff's Office, Grayson County Sheriff's Office, and the TCOG Training Flashback of PSAP.

TCOG successfully delivered 90,789 calls to the seven 9-1-1 PSAPs during the FYE 2021.

Outreach, Training and Support

Program staff provided **710 hours of training** for regional Telecommunicators during FYE 2021.

In addition to direct support, we distributed over **20,000 education pieces** to the community.





Criminal Justice

TCOG works with the law enforcement and victim advocacy communities throughout Texoma to make the best of local, state, and federal resources.

Each year using the priorities identified in the Community Plan, the CJAC score and prioritize grant applications for four CJD funding streams: Criminal Justice/Law Enforcement, Juvenile Justice, Direct Victim Services, and Violence against Women. CJD uses these scores to fund projects in the Texoma Region. This process allowed for over \$750,000 in projects awarded in the Texoma Region for the 2020-2021 grant cycle.

These projects included:

- ✓ Abigail's Arms - Victim's Assistance Program - \$254,448
- ✓ City of Gainesville - Vehicle Router - \$12,050
- ✓ City of Ladonia - Patrol Vehicle - \$62,000
- ✓ City of Whitesboro Police Department - Security Camera Upgrade - \$18,776
- ✓ Fannin County Family Crisis Center - Victim Assistance Program - \$34,645
- ✓ Fannin County Juvenile Services Structured Family Therapy- \$31,976
- ✓ Grayson County Crisis Line Victim Assistance Program - \$317,357
- ✓ Grayson County Domestic Violence Investigator Staff Position - \$31,875



Emergency Planning

The TCOG Emergency Planning program provides communities with technical assistance in planning for emergency events by identifying potential safety threats, security weaknesses and developing plans to meet identified needs. TCOG Emergency Planning staff works in partnership with the Homeland Security Advisory Committee (HSAC), law enforcement, emergency management personnel and elected officials to apply for the yearly Homeland Security Grant Program (HSGP) for the Texoma Region.

- ➔ The Texoma Region was awarded \$269,000 from the HSGP during FYE 2021.
- ➔ TCOG's Emergency Planning staff was able to apply and receive funds for special projects, including an update to Fannin County's Multi-Jurisdictional Hazard Mitigation Plan and a \$1.6 million dollar State Emergency Radio Infrastructure (SERI) grant to update communications infrastructure throughout the region.

SENIOR LEADERSHIP TEAM



executive director
Eric M. Bridges



finance director
Mindi Jones



energy services director
Judy Fullylove



human resources specialist
Kay Black



aging services director
Cara Lavender



client services director
Delano Smith



**criminal justice & emergency planning
program manager**
Stephanie Davidson



**gis & planning program
manager**
Molly Guard



public information & media manager
Tonya Nyberg



The Texoma Council of Governments is a voluntary association of the local governments in Cooke, Fannin, and Grayson counties. Established in 1968, Texoma Council of Governments promotes economy and efficiency in the coordinated planning and development of the tri-county region through its community and economic development activities.

Both directly and through contractors, the Council provides housing, utility assistance, and weatherization services for low-income citizens in the region and assists the elderly through a variety of Area Agency on Aging programs. The Council also facilitates the delivery of grant funding for homeland security and criminal justice.

fye 2021 board officers & members

PRESIDENT

Jeff Whitmire
Grayson County Commissioner

VICE PRESIDENT

Teresa Adams
Denison Councilwoman

SECRETARY/TREASURER

Ken Keeler
Gainesville Councilmember

Jason Snuggs <i>Cooke County</i>	Randy Moore <i>Fannin County Judge</i>
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Nathan Caldwell <i>City of Callisburg</i>	Daniel Harrison <i>City of Tom Bean</i>
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Bryan Wilson <i>Grayson County Community Rep</i>	Cecil Jones <i>Fannin County Community Rep</i>
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Bob Rhoden <i>Denison ISD Rep</i>	Stan Thedford <i>Town of Windom</i>
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Scott Neu <i>Cooke County Community Rep</i>	Sandra Melton <i>City of Sherman</i>
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fye 2021 general membership

CITIES & COUNTIES

Cooke County
Fannin County
Grayson County
City of Bells
City of Bonham
City of Callisburg
City of Denison
City of Dodd City
City of Ector
City of Gainesville
City of Gunter
City of Honey Grove
City of Howe
City of Knollwood
City of Ladonia
City of Leonard
City of Lindsay
City of Muenster
Town of Oak Ridge
City of Pottsboro

Town of Ravenna
City of Sadler
City of Savoy
City of Sherman
City of Southmayd
City of Tioga
City of Tom Bean
City of Trenton
City of Valley View
City of Van Alstyne
City of Whitesboro
City of Whitewright
Town of Windom

SCHOOL DISTRICTS & COLLEGES

Bells ISD
Bonham ISD
Collinsville ISD
Denison ISD
Dodd City ISD

Ector ISD
Era ISD
Fannindel ISD
Gainesville ISD
Honey Grove ISD
Leonard ISD
Lindsay ISD
Muenster ISD
Pottsboro ISD
Sam Rayburn ISD
Savoy ISD
Sherman ISD
Grayson College
North Central
Texas College

ASSOCIATE MEMBERS

Bonham Chamber of
Commerce
Denison Chamber of
Commerce
Sherman Chamber of
Commerce

