

East Texas Council of Governments (ETCOG) Region

The East Texas Council of Governments (ETCOG) is a voluntary association of counties, cities, school districts and special districts within the fourteen-county East Texas region. ETCOG assists local governments in planning for common needs, cooperating for mutual benefit and coordinating for sound regional development. Established in 1970, ETCOG, either directly, or through its contractors, provides programs and services for East Texas seniors, employers, and job seekers. ETCOG and its contractors also built and recently enhanced the 9-1-1 emergency communication delivery system; provided peace officer training and homeland security planning services; and delivers rural transportation services, business finance programs, and environmental grant funding for its region. The following report describes the projected performance of those programs.

ETCOG PROJECTED PRODUCTIVITY

Over the next Fiscal Year, ETCOG will continue to provide technical assistance upon request to local governments. The organization will also continue to prepare and distribute the ETCOG quarterly newsletter and provide an E-newsletter as information needs to be distributed, as well as the Annual Report and Budget. ETCOG is working to expand the information provided through its web site. As a result of an initiative through the Texas Association of Regional Councils, GIS maps specific to Economic Development are now available on the website. Additionally, ETCOG and the City of Wells have received a grant through USDA Rural Development to help eliminate a bottleneck in a major Texas hurricane evacuation route. The grant will make funding available for the City to relocate existing water and wastewater system infrastructure.

In addition to these organizational goals and objectives, each division has specific performance measures and work tasks that it plans to achieve in the next Fiscal Year. These objectives are outlined below by division or as a specific highlighted program.

DIVISION FOR REGIONAL WORKFORCE AND ECONOMIC DEVELOPMENT

Overview

Workforce Solutions East Texas is a network of One-stop Career Centers serving employers and job seekers throughout the fourteen counties served by the East Texas Council of Governments. A Mobile Workforce Center may also be deployed to supplement the services offered through local offices. Public assistance recipients and income eligible working families and college students are offered subsidized child care through Child Care Services, which is an integral part of Workforce Solutions East Texas.

Dynamic Workforce Solutions, Inc. is contracted to operate the workforce centers and Neighborhood Services, Inc. for Child Care Services. In addition, literacy and youth services are offered through a network of standalone providers including local literacy councils and community colleges.

Economic and Community Development and Business Loan Services are provided through programs administered by ETCOG staff. ETCOG is constantly seeking new and innovative ways to serve the public need and are working to make East Texas a better place to live, while preserving what makes this region unique.

Work Plan

The final report of the Workforce Operations Review Initiative that was completed in 2012, proposed five major changes in operations and organizational structure that were adopted by the CEO Board, Workforce Solutions East Texas Board and the Executive Committee of ETCOG. They are designed to improve to a significant degree the capability of the Workforce Division to deliver services to the region. Following is a list of those five changes and plans for improving the organization:

- *Development of Workforce System Program Improvements and Enhanced Monitoring*
- *Integration of Economic Development Functions into Workforce Operations*
- *Focus on Centralization of Common Functions between Operating Divisions*
- *Absorption by ETCOG of Non-programmatic Functions Performed by Contractor*
- *Strengthening of Fiscal Management and Financial Control*

Completion of the Workforce Operations Review Project has had a profound impact particularly on the organizational structure and staffing of the Workforce Division. However, its impact was felt on other Divisions as well. As processes have been more completely defined and new roles assumed, the organization has improved performance and should be better positioned to provide better outcomes in the years ahead. During the 2015 fiscal year, staff will continue to work on refining the mechanisms for defining, tracking, compiling and presenting information that will substantiate this point.

In planning activities for the upcoming year staff has identified the following points of emphasis:

1. Preparation of a comprehensive Policies and Procedures Manual for Workforce and Economic Development was not completed in 2014 but will gain more focus and investment of resources to complete this project in 2015, most specifically for operations of the Workforce Centers.
2. Maintaining to the fullest extent possible the current level of services at the Workforce Solutions East Texas Centers in light of cuts in Workforce Investment Act funding, while achieving all mandated performance measures and complying with applicable requirements for each program.
3. Continuing efforts to reduce infrastructure costs at each of the 14 Workforce Centers.

Program Descriptions:

Workforce Development

Workforce Investment Act- The purpose of WIA is to provide workforce investment activities, through statewide and local workforce investment systems that increase the employment, retention, and earnings of participants and increase occupational skill attainment by participants, and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation. In addition to job training and other job seeker services, it also provides resources for job matching and employer services.

Child Care Services- Provides subsidized child care for public assistance recipients and low income parents who are employed or attending school. This is considered to be a supportive service to enable low income families with young children to work, participate in the labor market, or receive training.

Temporary Assistance for Needy Families (TANF) Block Grant – This is the first of two incentivized programs that require participants to sign up for and participate in employment programs in order to receive the respective benefits. Certain TANF Recipients are required to work or participate in work related activities as a condition of receiving their cash assistance. The Workforce system provides employment and supportive services to enable these activities and initiates sanctions against those recipients who do not participate in work.

Supplemental Nutrition Assistance Program (SNAP) - Provides employment and training services for recipients of food stamps. The goal is to assist SNAP recipients in obtaining employment - including provision of work opportunities for 18- to 50-year-old Able-Bodied Adults without Dependents (ABAWDs) - through participation in work programs and education and training activities. Support services for transportation, dependent care expenses, and other expenses that are reasonable, necessary, and directly related to participation in SNAP activities are evaluated based on individual need.

Targeted Training and Employment Aid- In addition to the four major employment programs described in the preceding, Workforce Solutions of East Texas also administers six other smaller employment programs that target specific categories of the unemployed such as veterans, those that have lost jobs due to foreign competition or plant closings, the previously incarcerated, etc. These programs include “Employment Services”, “Trade Act for Dislocated Workers”, “National Emergency Grant”, “Non-Custodial Parent – Choices Employment Project”, “Disability Program Navigator” and “Veterans Employment Services”.

Economic Development

Economic Development Administration - The EDA was established under the Public Works and Economic Development Act of 1965 to generate jobs, help retain existing jobs, and stimulate industrial and commercial growth in economically troubled areas. EDA assistance is available to rural and urban areas experiencing high unemployment, low income, or other severe economic distress.

ETRDC & Chapman Loan Programs - The East Texas Regional Development Company is a private, non-profit, organization formed for the purpose of assisting small businesses and licensed by the U.S. Small Business Administration (SBA). The Chapman Loan Program began as a grant from the federal government to create a revolving loan fund in East Texas. This grant was made possible by the hard work of then congressman, Jim Chapman. The CLP is designed to provide long-term financing to eligible businesses. Loan proceeds can be used for fixed assets, new construction, renovations, leased property, equipment, inventory, and working capital. CLP funds can even be used in some instances to provide equity injections.

Air Quality - The Texas Legislature has provided rider funding to near-nonattainment areas (NNAs) to enable ozone air quality planning activities. Northeast Texas has used this funding to:

- Conduct the technical studies needed to understand the ozone problem in Northeast Texas and develop effective control strategies.
- Implement local emission reduction strategies needed to attain the 1-hour ozone standard resulting in the 1-hour ozone SIP revision submitted to EPA in 2002.
- Join EPA's ozone "Early Action Compact" (EAC) program and submit a Clean Air Action Plan (CAAP) demonstrating attainment of the 8-hour ozone standard in 2007 and maintenance of the standard through 2012.
- Perform public outreach and awareness programs to ensure local participation in, and commitment to, ozone air quality planning activities for the region.

These activities have been funded through the East Texas Council of Governments (ETCOG) under the technical direction of Northeast Texas Air Care (NETAC).

Solid Waste Grants are awarded to regional and local governments for municipal solid waste (MSW) management projects through the state's Regional Solid Waste Grants Program. The TCEQ is directed by the Legislature to dedicate one-half of the revenue generated by state fees on MSW disposed of at landfills to grants for regional and local MSW projects.

Projected Productivity and Performance – Workforce Development

Workforce Investment Act (WIA)

Youth

Goal: To prepare youth for employment and/or post-secondary education through strong linkages between academic and occupational learning.

Objective: To assure educational and employment opportunities are provided to youth who meet the eligibility criteria established by the Workforce Solutions East Texas Board in accordance with state and federal rules.

Strategy: Deliver services and assist low income youth, ages 1-21, which face barriers to employment through education and work experience activity.

Outcomes: Percentage of WIA Youth Placement in Employment/Education (**69.00%**)

Percentage of WIA Youth Literacy Numeracy Gains (**58.00%**)

Adult & Dislocated Worker

Goal: To seamlessly integrate industry and employer demand with the preparation of job seekers for the transition to new employment as quickly as possible.

Objective: To maximize the availability of occupational training, basic skills training, and support services for unemployed and underemployed job seekers and those who have been dislocated from their previous employment. To ensure program participants retain gainful long term employment

Strategy: To take steps necessary to equip the unemployed and underemployed job seekers and dislocated workers with improved skills to guide them towards employment.

Outcomes: Percentage of At Risk Employment Retention **(78.0%)**
Percentage of Staff Guided Entered Employment **(66.10%)**

Childcare Services (CCS)

Goal: **To assure quality child care is available for low income parents seeking employment or job training available throughout the region.**

Objective: To assure child care services are provided to families who meet the eligibility criteria established by the Workforce Solutions East Texas Board.

Strategy: Manage the delivery of child care services through regulated providers or eligible relatives whom parents or caretakers have chosen to care for their children.

Output: Serve an average of **2,827** children per day.

Temporary Assistance to Needy Families (TANF)

Goal: **Increase the employability of TANF Program participants and reduce their welfare dependency.**

Objective: Increase the employability of participants by having them participate in work-related activities.

Strategy: Connect individuals with an incentivized process that requires work-related activities in order to receive benefits.

Outcomes: Percentage of All Family Participation **(45%)**

Supplemental Nutrition Assistance Program (SNAP)

Goal: **Improve the quality of life for SNAP participants and beneficiaries**

Objective: Reduce the dependence of Food Stamp benefits provided to SNAP participants by providing employment opportunities.

Strategy: Provide short-term training workshops and vocational education to elevate participant employability.

Outcome: Percentage of Total Educational Achievement obtained by participants **(81.20%)**

Employment Services (ES)

- Goal: **Provide universal access to job matching services for Employers and job seekers.**
- Objective: Provide comprehensive labor exchange services (Wagner-Peyser Employment Services) for the universal population.
- Strategy: Utilize Work Keys Assessments and collect job opening data to match opportunities with job applicants.
- Outcomes: Percentage of Claimant Reemployment within 10 weeks (**58.30%**)
Percentage of Employers Workforce Assistance in East Texas Region (**14.70%**).

Economic Development

Economic Development Administration

- Goal: **Become the premier source of Economic Development assistance and information throughout the East Texas District**
- Objective: Provide assistance to Economic Development Corporations and local governments
- Strategies: Provide information that is critical to the success of local communities throughout the region and administer grants on behalf of grantees when requested.
- Outputs: Conduct quarterly Board of Directors meetings (3)
Sponsor or participate in economic development workshops (2)
Participate in NETEDR meetings and industry tours (2)

ETRDC & Chapman Loan Programs

- Goal: **Improve job creation for the East Texas economy through lending programs**
- Objective: Provide assistance to lenders and small businesses through loan programs.
- Strategies: Provide up to date information for the region
- Output: Process SBA 504 loans and gain approval by SBA (12)
- Outcome: Close the approved loans (**60%**)

Air Quality

- Goal:** Provide staff support to the NETAC organization and assist the TCEQ in SIP development by demonstrating that the region will comply with the ozone standard by the designated attainment date.
- Objectives:** Ensure air quality standards are met in compliance with EPA requirements.
- Strategies:** Increase awareness of Ozone pollution and work with industry to lower emissions through enhanced ambient monitoring, emission inventories and ozone modeling in Northeast Texas.
- Outputs:** Conduct the annual Ozone Season Awareness Event. **(1)**
Complete FY 2011-2012 Air Quality Work Plan. **(100%)**
Update emission inventory data for use in ozone modeling and emission inventory documentation and the regional Ozone Model. **(100%)**

Solid Waste

- Goal:** Improve the quality of life through litter abatement and solid waste projects.
- Objective:** Reduce illegal dumping and littering throughout East Texas Region.
- Strategies:** Provide funding for litter abatement projects.
- Outputs:** Achieve 100% monitoring and grant oversight for approved sub-grantees. **(100%)**

AREA AGENCY ON AGING DIVISION

Overview

The Area Agency on Aging (AAA) of East Texas was established in 1973 in accordance with provisions of the Older Americans Act Comprehensive Services Amendment (Title V of the Older Americans Act). The AAA is an operational unit of the East Texas Council of Governments which was designated by the Governor of Texas as the aging services planning unit for East Texas. Initially, the AAA provided nutrition services only. As funding became available from the State, AAA expanded its services to include benefit counseling/legal assistance, emergency response, in-home services, information, referral and assistance, medication management, home repairs, ombudsman, and other support services.

As our population ages, it is important to provide support services which enable our seniors to live according to their choice, independently and with dignity. With a new face accompanying this changing population, we are constantly looking for new and innovative ways to keep up with the fast-paced baby boomers. We encourage and support volunteer and community groups to get involved.

Work Plan

In planning for activities for the upcoming year staff has identified the following issues:

1. Empowering clients will be a major component of the Benefits Counseling and Case Management programs. Senior clients will be actively involved in identifying and selecting those services they want and need. They will be assisted in maintaining autonomy and independence to the maximum degree possible.
2. Clients will be encouraged to select and utilize activities and preventive health services that enhance their quality of life and when necessary, the AAA will advocate and act to protect their rights and prevent abuse, neglect and exploitation.
3. Implement programs designed to improve the overall participation at the senior nutrition centers.
4. Maintaining to the fullest extent possible the current level of services offered to the senior population.
5. The Aging Advisory Committee has expressed a need for additional nutrition providers. Attempts have been made through the procurement process to expand outreach to potentially new providers.
6. Participate in Evidence-Based Prevention Programming activities directly related to establishing or expanding a program that will provide interventions based on the application of principles of scientific reasoning, behavior change theory and program planning that are proven effective in reducing the risk of disease, disability, and injury among older individuals and that will improve the health status of the senior population.

Program Descriptions

Executive, supervisory and administrative support for all AAA programs- Funding for most Area Agency programs come from Title III B of the Older Americans Act. Services that are eligible for funding from this source include administrative expenses, Ombudsman, Information Referral & Assistance, Care Coordination, and Legal Assistance for those over age 60, Legal Awareness, Transportation Demand Response, Residential Repair, Homemaker Services, Health Maintenance and Emergency Response. This program is designed to provide oversight to all other Area Agency for Aging Programs.

Senior Nutrition- The Older Americans Act, as Amended, provides funds for nutrition services for persons sixty years of age and older. Hot, nutritious meals provided five days a week, except with an approved waiver from Texas Department of Aging and Disability Services (TDADS), at a congregate meal site with home-delivered meals available to those who are not physically able to attend the meal site. Congregate meals are funded under provisions of the Older Americans Act, Title III, and Section C.1. Home delivered meals are funded under the Older Americans Act, Title III, Section C.2, and Title XIX of the Social Security Waiver and Title XX of the Social Security Act.

Care Coordination- To assist States, in providing multifaceted systems of support services for: (1) Family caregivers; and (2) grandparents or older individuals who are relative caregivers. Services to be provided include: information to caregivers about available services; assistance to caregivers in gaining access to the services; individual counseling, and caregiver training to caregivers to assist the caregivers in making decisions and solving problems relating to their care giving roles; and respite care to enable caregivers to be temporarily relieved from their care giving responsibilities.

Ombudsman Program Title VIII EAP and OAG- Residents in nursing homes are among the most frail and vulnerable Texans. At times, they need help to improve their quality of life and care. An ombudsman can provide assistance so all facility residents receive respectful and competent care. The Ombudsman Program advocates for quality of life and care for residents in nursing homes and assisted living facilities. Federal and state authority mandates ombudsmen to identify, investigate and resolve complaints made by, or on behalf of, residents and to provide services to help in protecting health, safety, welfare and rights. Information and assistance in choosing the most appropriate living residence is also a valuable service.

Information Referral and Legal Assistance - The State Health Insurance Assistance Program (SHIP) was created under Section 4360 of the Omnibus Budget Reconciliation Act (OBRA) of 1990 (Public Law 101-508). SHIP is known as the Health Information Counseling and Advocacy Program (HICAP), which is a partnership of the Area Agencies on Aging, Texas Legal Services Center, and the Texas Department of Insurance. The law authorizes the Secretary of the Department of Health and Human Services (DHHS) to make grants to states to establish and maintain statewide programs to provide health insurance information, counseling, and assistance to Medicare eligible individuals. The Medicare Improvements for Patients and Providers Act (MIPPA) for beneficiary outreach and assistance grant is intended to strengthen the capability of states to enroll all Medicare eligible individuals who are eligible for the Low Income Subsidy (LIS) for Part D premiums and co-pays and Part B premiums.

Projected Productivity and Performance - AREA AGENCY ON AGING

Senior Nutrition

- Goal:** To provide nutritional services to the elderly.
- Objective:** Provide nutritionally balanced meals that meet the nutritional requirements as stated in the OAA and comply with Dietary Guidelines for Americans. Provide meals that are a minimum of 33 1/3 percent of the daily recommended dietary allowance. The congregate meal program promotes social engagement and meaningful volunteer opportunities.
- Strategy:** Access all home delivered meal participants and complete all required intake forms in a timely manner. Provide oversight and monitoring of contractors responsible for congregate meal programs.
- Outputs:** Annually serve **91,250** congregate meals.
Annually serve **261,947** Home Delivered Meals.

Care Coordination

- Goal:** Provide care coordination to the elderly and their caregivers.

Objective: Provide respite and supplemental services to family caregivers on a short-term basis to allow temporary relief from care giving responsibilities, reduce caregiver stress, and reduce the risk of premature institutional placement of the care recipient.

Strategy: Coordinate information, recourses, education, training, counseling and support services to enhance caregiver services to meet the needs of caregivers. Provide timely and quality assessments of targeted family caregivers and their care recipients, identifying their needs and develop a mutually agreed upon plan addressing their needs.

Outputs: Care Coordination - **430**

Ombudsman Program Title VIII- EAP and OAG-

Goal: **Offer and provide services to assist residents and their representatives in protecting the health, safety, welfare, and rights of the residents.**

Objective: To support activities to develop, strengthen, and carry out programs for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse, neglect, and exploitation (including financial exploitation). To investigate and resolve complaints made by or on behalf of residents.

Strategy: Identify, investigate, and resolve complaints that relate to actions, inactions, or decisions that may adversely affect the health, safety, welfare, or rights of nursing home residents. In coordination with the appropriate state or local government agencies, develop referral procedures for all long-term care ombudsmen to refer complaints when necessary to any appropriate state or local government agency.

Outputs: Number of Assisted living facilities visits, total. **(575)**

Outcome: Respond to complaints within 2 business days. **97%** of the time

Informational Referral and Legal Assistance-

Goal: **To provide the elderly and their families with the information needed to access federal and state programs for legal services and medical/health services.**

Objective: The SHIP grant is intended to strengthen the capability of states to provide all Medicare eligible individuals information, counseling, and assistance on health insurance matters. It also helps ensure states have a network of staff and volunteers to provide accurate and objective health insurance information, assistance in making informed health coverage decisions, and understanding related rights and protections.

Strategy: Provide counseling and assistance to eligible individuals in need of health insurance information including:

1. Information that may assist individuals in obtaining benefits and filing claims under Title XVIII and XIX of the Social Security Act.
2. Information regarding long-term care insurance.
3. Information regarding Medicaid programs, including Medicare Savings Programs.
4. Information regarding health insurance coverage options created under the Balanced Budget Act of 1977 and subsequent amendments under the Balanced Budget Refinement Act of 1999.

TRANSPORTATION DIVISION

Overview

The East Texas Council of Governments was designated the Rural Transit District for the 14 county region in September 1995. In accordance with Texas Transportation Code (Chapter 458), the Rural Transit District is empowered to carry out the purpose of district planning, constructing, or operating a facility or performing a service that the rural transit district is authorized to operate or perform. The ETCOG Area Agency on Aging (AAA) began providing Rural Public Transportation in 1990, initially utilizing the AAA's fleet of vehicles purchased with Elderly Funds and contracting with the AAA's Elderly Transportation Contractors. ETCOG assumed direct responsibility for the delivery of Transportation Services on September 1, 2007.

Work Plan

Continue to build an effective Rural Planning Organization and strengthen the coalition among ETCOG, the Ark-Tex Council of Governments and the Deep East Texas Council of Governments. Benchmark transit operations to align with best practice standards. Continue to improve the preventive maintenance program for all vehicles.

Program Descriptions

Rural Transportation – ETCOG has been providing rural public transportation since 1990. ETCOG's service was provided through a subcontract until September 2007, when ETCOG brought transportation operations in-house. Although historically the transportation program's primary customers have been elderly, persons with disabilities, and low-income residents, increases in gasoline prices and the ailing economy have expanded ridership beyond the traditional rural customer base. Vehicles were branded in 2011 with the dynamic GoBus scheme to build public awareness of ETCOG's transportation service. The success of the branding campaign is shown in an approximate 55% increase in GoBus ridership.

Flex Route Services - Initiated in 2009, this program is a partnership between ETCOG and the City of Marshall to assist citizens, particularly the elderly, persons with disabilities, and low-income residents, of the Marshall area with their transportation needs. Effective January 2, 2015 the Marshall flex service is being rationalized into a single route in to meet budgetary requirements of both the City of Marshall and ETCOG.

Geographic Information System- Provides powerful analytical and decision making tools to all facets of public governance. GIS technology can be utilized for long range planning, zoning, code enforcement, building inspections, crime analysis, hazard mitigation, flood plain management, economic development, demographic analysis, etc.

Projected Productivity and Performance

Rural Transportation

Goal: Improve Performance Measures of GoBus Operations.

Objective: Increase efficiency and effectiveness of transit operations through better utilization of technology, equipment, and people. Work with public and private transportation providers to identify and serve unmet needs.

Strategy: Work with the East Texas Regional Transportation Coordination Planning Steering Committee, and meet with stakeholders and potential customers to facilitate coordination of public transit services. Explore partnerships for seamless travel among intercity bus, Amtrak, local bus systems, and other providers in both the public and private sectors.

Outcome: Actual Vehicle Hours Total – 69,876
Actual Vehicle Hours – Deadhead – 6,640
Operating Cost per Passenger \$30.50
Operating Cost per Revenue Hour \$57.00
Operating Cost per Revenue Mile \$3.10
Unlinked Passenger Trips 115,130

Flex Route Services

Goal: Improve Flex Route Services in Marshall and Explore Replicating the Concept to other Communities in the Region.

Objective: Utilize bus shelters, maps, brochures, and signage to increase public awareness and familiarity of the public transportation services.

Strategy: Work with interested cities to develop flex/deviated route services including funding options to sustain such a program.

Outcome: Development of flex/deviated route services in one other City (1)
Increase Ridership (5%).

Geographic Information System

Goal: Provide a key role in meeting emergency and infrastructure mapping needs of counties and cities within the East Texas region.

Objective: Build public awareness of the role of GIS in public governance and build a coalition of GIS users.

Strategy: Work with interested cities to develop flex / deviated route services. Conduct service awareness meetings across the region.

Outcome: Add 4 other clients in the Region in 2015 for GIS Services.

PUBLIC SAFETY DIVISION

Overview

The Public Safety Division provides training and technical assistance to agencies within a 10 county region for 9-1-1 Emergency Services and a 14 county region for criminal justice, juvenile justice, victim services, homeland security, emergency management and hazard mitigation. The Criminal Justice Advisory Committee (CJAC) ranks grant applications within the following funding streams administered by the Governor's Office, Criminal Justice Division: Victims of Crime Act (VOCA) and STOP Violence Against Women Act (VAWA) for victim services; Juvenile Justice and Delinquency Prevention (JJDP) for juvenile services; Justice Assistance Grant Program (JAG) for law enforcement and the State 421 Fund (SF421) for all other criminal justice purposes. The Homeland Security Advisory Committee allocates the region's homeland security funding to eligible local jurisdictions and to important regional projects.

The ETCOG 9-1-1 Regional Program was formed by legislature and seeks to establish and maintain equipment, network, and database to preserve and enhance public safety and health through reliable access to emergency telecommunication services. The 9-1-1 Regional Program administers planning and provisioning for 18 PSAPs (Public Safety Answering Points) in East Texas. In addition it supports addressing and mapping for 8 counties and 18 cities within the ETCOG region, 9-1-1 educational efforts throughout the 9-1-1 regional program area, and training of 9-1-1 telecommunicators working in the 18 PSAPs.

Work Plan

In 2013, the formerly separate Division for 9-1-1 Emergency Services was integrated into the Public Safety Division. This re-organization provided a more efficient, less costly, and less administratively heavy organization for delivery of Public Safety programs. The overall tasks of the Division is to ensure that each member jurisdiction has completed all appropriate Emergency Management, Hazard Mitigation and Criminal Justice Plans, ensure that each member jurisdiction has adopted the National Incident Management System (NIMS) and has received appropriate training, improve the quality of Police Training offered within the region, train and support the Regional Multi-Agency

Coordination Group when assisting with emergencies, and develop and/or implement new projects and strategies that improve the administration of justice within the ETCOG region. In FY2015, we will focus on becoming a full blown EsiNet (Emergency Services IP Network) which supports NENA i3 requirements and architecture.

Program Descriptions

Homeland Security- Since 2003, Congress has provided funding to the States to strengthen critical infrastructure, purchase interoperable communications equipment, train first responders, and perform other tasks essential to ensure the security of the nation. Texas allocates funding regionally through the 24 COGs. The ETCOG Homeland Security Advisory Committee has allocated over \$15 million to projects proposed by eligible jurisdictions, and to Regional projects. ETCOG has assisted jurisdictions in completion of Emergency Response Plans; purchased 14 mobile communications gateways, placing one in each county; and created GIS maps of the region, now being used by first responders.

Police Training - This program provides funds to train new peace officers, jailers, and communication operators employed or sponsored by ETCOG member agencies. Additional funds are used to bring talented instructors from outside the region to conduct classes here, and to send officers elsewhere to attend needed classes that are not available within the region.

Criminal Justice - The Criminal Justice program provides training and technical assistance to agencies within the 14-county region in the areas of criminal justice, juvenile justice, and victim services. The Criminal Justice Advisory Committee (CJAC) ranks grant applications within four funding streams administered by the Governor's Office, Criminal Justice Division (CJD): Victims of Crime Act (VOCA) and STOP Violence Against Women Act (VAWA) for victim services; Juvenile Justice and Delinquency Prevention (JJDP) for juvenile services; and the State 421 Fund (SF421) for all other criminal justice purposes, which is primarily used in our region for the Police Training program.

9-1-1 Emergency Communications- The goal of 9-1-1 Emergency Services is to establish and maintain equipment, networks and databases to preserve and enhance public safety and health through reliable access to emergency communication services, while building the interface to new technologies that will connect people with emergencies with those who respond.

Projected Productivity and Performance - PUBLIC SAFETY

Homeland Security

Goal: Empower and assist governmental jurisdictions in the 14 county region to acquire capital equipment to increase mobility and communications; and take advantage of subsidized training focused on emergency preparedness.

Objective: Increase Regional Communications Interoperability from level 4 to level 6. Increase the number of ETCOG jurisdictions eligible for future Homeland Security grants. Provide

regular, convenient, free or low-cost National Incident Management System (NIMS) training for elected officials and first responders.

Strategy: Assist counties, cities, and ISDs in updating and revising their Emergency Management Plans and assist them in adopting NIMS. Assist jurisdictions in registration and data entry with the National Incident Management Capability Assessment Support Tool (NIMCAST), Texas Regional Response Network (TRRN), and Communication Assets Survey and Mapping (CASM). Coordinate activities with Emergency Management Centers (EMCs), Department of Emergency Management (DEM), and Texas Engineering Extension Service (TEEX). Coordinate NIMS training for elected officials and first responders. Coordinate training exercises and assist in evaluation of response readiness. Assist jurisdictions with State Procurement and Review System (SPARS) data entry and approve project expenditures. Train and support the Regional Multi-Agency Coordination Group; maintain the Regional plan, coordinate training and exercises. Ensure that the Biannual Strategy Implementation Report is appropriately completed.

Outputs: Number of jurisdictions participating in Homeland Security Training. **40***

*Reduced from prior years due to reduction in funding levels.

Police Training

Goal: **To provide training for new peace officers, jailers, and communication operators employed or sponsored by ETCOG member agencies.**

Objectives: Increase efficiency of law enforcement within the region, improving arrest and conviction rates, thereby making our region a safer place to live, work, and raise families. Improve training of current officers of ETCOG agencies. Encourage qualified candidates to train and work as peace officers, jailers, and communication operators within the ETCOG region.

Strategies: Contract with the East Texas Police Academy to provide training for officer candidates, new jailers, dispatchers, and currently employed peace officers. Contract with highly-qualified, recommended instructors with special expertise from outside our region to provide important specialized and advanced courses that would otherwise be unavailable. Provide scholarships for officers to attend advanced and specialized courses unavailable in the region.

Outputs: Train new peace officers who pass the state exam on the first attempt. **100**

Train at least new jailers who pass the state exam. **90**

Train new public communication operators. **20**

Provide in-service training to police officers. **1,000**

Provide hours of instruction. **50,000**

Criminal Justice

Goal: Provide training and technical assistance to agencies within the 14-county region in the areas of criminal justice, juvenile justice, and victim services.

Objectives: Ensure that each member jurisdiction has an appropriate Community Plan. Develop and implement new projects and strategies that will improve the administration of Criminal Justice within the ETCOG region. Improve the quality of Police Training offered. Coordinate and encourage the provision of services to victims, juvenile delinquency prevention, and other criminal justices projects.

Strategies Provide prompt and courteous technical assistance to all CJD grantees and potential grantees. Conduct annual grant writing workshops. Ensure that the CJAC appropriately prioritizes our CJD grant applications in compliance with applicable Texas Administrative Code (T.A.C.) regulations. Ensure that community planning is done in accordance with CJD specifications. Create and submit a strategic plan required by CJD. Make on-site monitoring visits to any first-year CJD grantees, and others as needed. Attend any required training at CJD's request. Submit all required documents and reports on time and error-free.

Outputs: Hold CJAC meetings. **3**

9-1-1 Emergency Services

Goal: Establish and Maintain equipment, network, and database.

Objective: To establish and maintain equipment, networks, and databases to preserve and enhance public safety and health through reliable access to emergency communication services while building to interface with new technologies in order to connect people with emergencies with those who respond.

Strategy: Work toward becoming a full blown EsiNet (Emergency Services IP Network) which supports NENA i3 requirements and architecture.

Outputs: Number of PSAPs with equipment replaced. **18**
Number of total 9-1-1 calls – **300,000**
Provide training to dispatchers - **70**