



A NEW DAY IN THE ALAMO REGION

2021 ANNUAL REPORT





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Dear AACOG Members and Residents of the Alamo Area:



I write this letter to you with ever-growing hope and happiness of where we are and where we are going. 2021 proved to be another year filled with challenges, but it also proved that AACOG, our counties, our cities – our governments and our residents – will continue to withstand any storm; and that our region will continue to persevere. It's impossible to know the true number of families and residents positively impacted by AACOG, and we cannot close this year without looking back at some of the outstanding work this agency accomplished in 2021.

January of 2021 delivered a very heavy blow to the agency after Gloria Vasquez, Director of Aging and Veteran Programs at the time, lost her fight against COVID-19. Ms. Vasquez, a former Mayor of the City of Natalia; a former school board trustee for Natalia ISD; and a lifelong advocate for older residents was the true definition of a public servant. She significantly developed our aging and veterans services during her tenure at AACOG, and she helped thousands of individuals during the start and peak of the pandemic in 2020. Our agency will never forget Ms. Vasquez's dedication – and her smile will be in our hearts forever.

The start to the year presented many unforeseen operational challenges, and tested the will of our agency and our staff. These hardships however, brought to light opportunities AACOG could work on to fortify its operations and infrastructure against future disasters. The AACOG management team revisited the agency's existing business continuity plan, disaster plan, and crisis communications plan. Already underway, and now with a more immediate priority, was the enhancement of the agency's voiceover IP telecommunications system and the purchase of generators to power both aging servers and 911 data centers.

The clouds of adversity looming over us quickly intensified when a historic winter freeze in early February swept across the State. For almost 10 days our communities were literally frozen, and power and water was lost in thousands

of homes. Many residents were left to fend for themselves as first responders, cities and counties, and even grocers scrambled to help as many people as they could.

This year's projects and funding streams were a continuation of what we experienced in 2020. As programs continued to expend CARES Act dollars through innovative initiatives such as Aging Services' gift card distributions and Alamo Regional Transit's no-cost transportation for COVID-19 testing and vaccinations, a new strain of coronavirus – The Delta Variant – quickly plagued our communities. This new, aggressive, and violent variant began to target our younger residents and individuals that did not have any underlying health conditions in their past. Employers began to send people home again; older adult centers and meal distribution sites shut down; children were kept at home; and unemployment continued to rise.

The Aging Services program continued their efforts to combat COVID-19 by offering virtual and socially distant in-person services, and by continuing to assist with essential services such as nutrition, utilities, and rental assistance. The Intellectual & Developmental Disabilities Services (IDDS) program also coordinated with community partners to arrange vaccination opportunities. Through a new Texas Emergency Mortgage Assistance Program (TEMAP), AACOG was also able to assist past-due residents with over \$1 million in financial mortgage and rental assistance. Additionally, our Aging & Disability Resource Center



(ADRC) launched a unique, vibrant 'Texas Tall Tales' campaign to encourage residents – particularly younger demographics – to “Do What Tough Texans Do” and get their shots. This memorable series of videos were made available to communities on television, radio, and social media. The Alamo Regional Transit program also kept busy in the fight against COVID-19. Transportation continued to be offered at no-cost for individuals seeking transport to and from a vaccine appointment. At the same time, ART also launched their own engaging video campaign to promote their newly adopted mobile app.

Albeit a tough year to overcome, it was not all hurdles and hardships – our agency accomplished some major achievements. From receiving the Aliceann Wohlbruck IMPACT Award from the National Association of Developmental Organizations (NADO) for both our Intellectual & Developmental Disability Services (IDDS) Health & Wellness program and our COVID-19 Public Service Announcements, to creating a Military & Veteran Affairs department to continue serving those who served us, AACOG marched forward fearlessly.

Our most exciting feat was moving to the TITAN building, and officially purchasing the space this year. The 133,000 square foot complex offers staff more office space, additional conference and training rooms, upgraded technology and equipment, a beautiful new boardroom,

and even a 'Texas Cantina' event room with a full kitchen the community can use. This new property also offers more visibility and ease of access for residents and clients looking to reach our programs and services. AACOG is currently occupying approximately 50% of the entire property, and ultimately hopes to bring in other complimentary and community-serving organizations to call this gorgeous building their home as well. When we consider the possibilities for growth and the communities being served, there is no doubt in our mind that the return on investment for this historic purchase will be tenfold.

As this year comes to a close, we reflect on all the smiles and celebrations, the hardships, and struggles. We keep the memory of those we lost, and all those impacted, deep in our hearts and our prayers. As we look forward to a brighter tomorrow for this region, we know it is possible through the leadership and dedication from this organization we call the Alamo Area Council of Governments. Thank you.

Yours in service,

Suzanne de Leon
Mayor,
Balcones Heights
AACOG Chair

James E. Teal
County Judge,
McMullen County
AACOG Vice Chair

Management Team



Diane Rath
Executive Director



Jenise Diaz
Chief Financial Officer



Stella Garcia
Senior Director of Operations



Clifford Herberg
General Counsel



Jacob Ulczynski
Senior Director, IDD Services
and Agency Coordination



Julio Elizondo
Budget Officer



Deedra Johnson
Director of Human Resources



Claudia Mora
Director of Regional Services



Sean Scott
Director of Transportation and
Natural Resources



Blanca Tapia
Comptroller



Jo Ann Tobias-Molina
Director of Aging Services



Paul Scholl
Director of Military &
Veteran Affairs

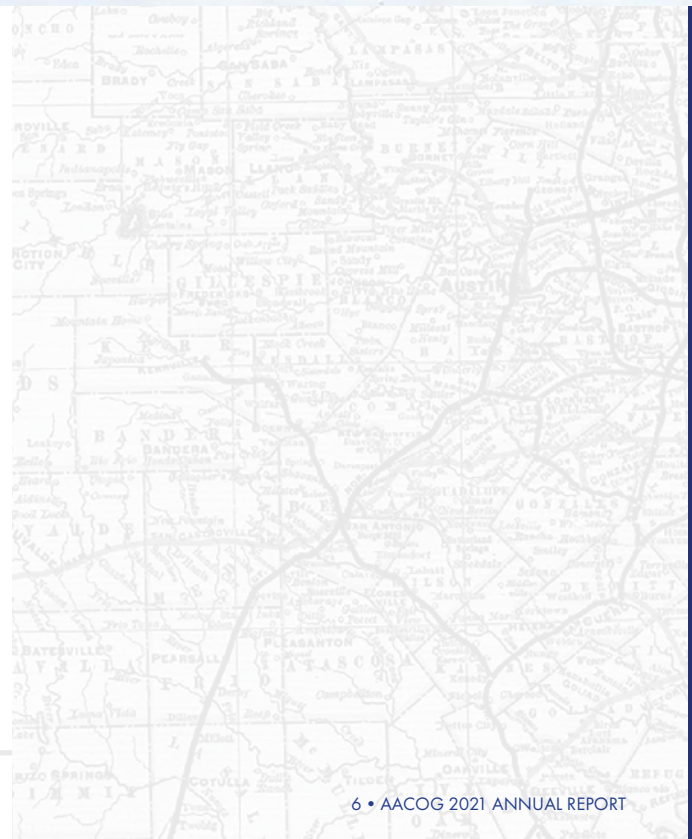
Board of Directors



2021 BOARD OF DIRECTORS

Suzanne de Leon • Chair, Mayor
City of Balcones Heights,
Representing Suburban Cities—GBCCC

James E. Teal • Vice Chair, County Judge
McMullen County,
Representing McMullen County



Board of Directors

James Blakey • Councilman
City of New Braunfels, Representing Urbanized-City of New Braunfels

Luana Buckner • Chair
EAA Board of Directors, Representing Special Districts

Tommy Calvert • Commissioner
Bexar County Precinct 4, Representing Bexar County

Rebeca Clay-Flores • Commissioner
Bexar County Precinct 1, Representing Bexar County

James Danner • Mayor
City of Hondo, Representing Area Cities – Group A

Trish DeBerry • Commissioner
Bexar County Precinct 3, Representing Bexar County

Mary Dennis • Mayor
City of Live Oak, Representing Suburban Cities (GBCCC)

Richard A. Evans • County Judge
Bandera County, Representing Bandera County

Dr. Adriana Rocha Garcia • Councilwoman
City of San Antonio, District 4, Representing City of San Antonio

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City of La Vernia, Representing Area Cities (Group B)

Tim Handren • Mayor
City of Boerne, Representing Area Cities – Group C

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University Health System, Representing Hospital/Health Districts

Wade Hedtke • County Judge
Karnes County, Representing Karnes County

Robert L. Hurley • County Judge
Atascosa County, Representing Atascosa County

Richard L. Jackson • County Judge
Wilson County, Representing Wilson County

Rob Kelly • County Judge
Kerr County, Representing Kerr County

Sherman Krause • County Judge
Comal County, Representing Comal County

Kyle Kutscher • County Judge
Guadalupe County, Representing Guadalupe County

Lisa Lewis • Chief Administrative Officer
CPS Energy, Representing Public Utilities

Arnulfo Luna • County Judge
Frio County, Representing Frio County

Darrel L. Lux • County Judge
Kendall County, Representing Kendall County

José Menéndez • Senator
Texas Senate, District 26, Urban and Rural Areas

Andrew Murr • Representative
Texas House of Representatives, District 53, Representing Urban and Rural Areas

Clayton Perry • Councilman
City of San Antonio, District 10, Representing City of San Antonio

Ana Sandoval • Councilwoman
City of San Antonio, District 7, Representing City of San Antonio

Chris Schuchart • County Judge
Medina County, Representing Medina County

Mark Stroehler • County Judge
Gillespie County, Representing Gillespie County

Sylvester Vasquez Jr. • President
Southwest ISD, Representing School Districts

John Williams • Mayor
City of Universal City, Representing Suburban Cities (GBCCC)

Kyle Biedermann • Representative
State of Texas, District 73, Ex Officio Member

Ryan Guillen • Representative
State of Texas, District 31, Ex Officio Member

Brian Hoffman • Vice Director
502d Air Base Wing, Ex Officio Member JBSA

John Kuempel • Representative
State of Texas, District 44, Ex Officio Member

Judith Zaffirini • Senator
State of Texas, District 21, Representing Ex Officio Member



AGING SERVICES

AACOG's Aging Services programs make it possible for older adults to 'age in place' in their homes and communities by providing a range of services overseen by the Aging and Disability Resource Centers (ADRC) and the Alamo and Bexar Area Agencies on Aging (AAA).



AGING AND DISABILITY RESOURCE CENTER (ADRC) | ALAMO SERVICE CONNECTION

Aging and Disability Resource Centers are a highly visible and trusted resource where individuals of any age, income, or disability can call to learn about a full range of long-term services and supports available throughout the Alamo Area.

The Alamo Service Connection is AACOG’s specific ADRC that serves older adults, people with disabilities, veterans – to include veterans’ families – residing in the AACOG service area.



The ASC handled 45,863 calls in 2021

6,296 calls in the Alamo Area (AACOG’s twelve rural counties) resulting in **1,853** referrals to the Alamo Area Agency on Aging

39,572 calls in Bexar County resulting in **7,226** referrals to the Bexar Area Agency on Aging

36,784 additional referrals were made to other AACOG programs and other community partners.

Through COVID-19 relief funding provided by the CARES Act, over 500 individuals (130 in the Alamo Area and 382 in Bexar County) struggling with food insecurity, rent or mortgage, and utility costs were assisted directly through the ASC. Overall, nearly \$600,000 were distributed for the purpose of purchasing groceries and other essentials between 2020 – 2021.

COVID-19 relief funding helped over 500 individuals struggling with:

-  **Food insecurity**
-  **Rent or Mortgage**
-  **Utility Costs**

 **\$600,000**
in gift cards distributed for purchasing groceries and other essentials.



BENEFITS COUNSELING

Also known as the State Health Insurance Assistance Program, the Benefits Counseling team provides Medicare beneficiaries with information, counseling, and enrollment assistance. Through this free one-on-one counseling, benefits staff assisted over 3,600 Medicare beneficiaries in 2021. The program also provides education, counseling, and advocacy to Medicare beneficiaries of any age.

During a year of pandemic restrictions, the Benefits Counseling team was still able to attend over 120 events, both virtually and in person, during 2021. Benefits Counselors were also able to provide one-on-one counseling and application assistance and education to Medicare Beneficiaries at gift card and food distributions across the Alamo Area.

3,600+ Medicare beneficiaries assisted in 2021

BENEFITS COUNSELING TOPICS:

- MEDICARE AND MEDICAID
- PUBLIC BENEFITS
- ENTITLEMENTS
- LEGAL RIGHTS
- SUPPLEMENTAL SECURITY INCOME
- SENIOR MEDICARE FRAUD
- ADVANCE DIRECTIVES
- LONG-TERM CARE
- NON-COVERED HEALTH
- OTHER INSURANCE
- VETERANS ISSUES
- SOCIAL SECURITY
- FRAUD/SCAMS
- APPEALS HEARINGS
- LEGAL ASSISTANCE

BENEFITS ENROLLMENT CENTER (BEC)

The Benefits Enrollment Center, one of only four in the State of Texas, allows AACOG benefits counselors to assist Medicare beneficiaries with the completion of their applications. The BEC team consults with older adults and individuals with disabilities and helps them apply for: Medicare Part D, Extra Help or Low Income Subsidy, Medicare Saving Program, Medicaid, Supplemental Nutrition Assistance Program, and Low Income Home Energy Assistance Program.



In 2021, Benefits Counselors assisted with over 500 applications and redeterminations.

MASONIC WIDOWS

Through a unique partnership with The Masonic Children & Family Services of Texas, widows of Texas Master Masons living within the 13-county service area are provided support services to assist with maintaining independence and improving quality of life. In 2021, the program assisted 10 masonic widows with: residential repairs, provider services, incontinence supplies, and transportation. This year, the program has approved over \$46,000 in funding specifically to assist this population. The partnership is projected to assist with up to \$100,000 over a two-year period. The assigned Care Specialist for the program was able to continue conducting outreach to disseminate information via emails, social media, flyer distributions, and limited in-person presentations at local Masonic Lodges.



**In 2021,
the program assisted 10
masonic widows with:**

-  Residential Repairs
-  Provider Services
-  Incontinence Supplies
-  Transportation



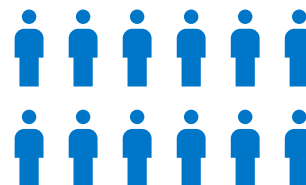
\$100,000

**In projected assistance
over a two year period**



HOUSING BOND

The AAA housing bond funds assist older adults in finding, and maintaining, housing in order to ensure their health, safety, security and independence. The AAA assists individuals relocate to more affordable housing, relocate from long-term care into the community, and assists with repairs or modifications to ease accessibility throughout a home. Our AAA were also able to serve 12 individuals – from January through June – with income support and assistance.



**AAA served
12 individuals from
January through June**

HEALTH & WELLNESS

Falls are a major concern for the elderly – they account for more than 29,000 deaths annually, with 50% of the falls occurring inside the home. During this time of COVID-19, evidence-based fall prevention programs historically taught in-person at senior and community centers were forced to stop, and the AACOG Health and Wellness program quickly had to adapt. Over 400 telephone calls were made to ensure clients were safe and to encourage them to participate in the online fall prevention classes. Through its adaptability, the Health and Wellness program was able to continue its mission of enhancing independence and quality of life, increasing mobility, encouraging socialization and overall health for older adults.

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CAREGIVER SERVICES

Informal, unpaid family caregivers many times have to manage their personal or family responsibilities, along with managing the demands and stresses involved in caring for a loved one. This year, the caregiver service program introduced a new type of caregiver education and training called Tualta. Tualta is a video-on-demand website designed with the family caregiver in mind. Topics available on this site include: Aging & Brain Health, Personal Care, Safety & Injury Prevention, and many others. Modules are designed to improve family caregiver confidence and to reduce stress by learning self-care skills. The caregiver services program is providing 100 family caregivers with full access to the website.



Tualta is a video-on-demand website designed with the family caregiver in mind...The caregiver services program is providing 100 family caregivers with full access to the website.

AGING SERVICES



CARE SERVICES

Food insecurity, largely as a result of the pandemic, continues to be addressed through gift card distributions. An individual demonstrating need is provided with a \$100 food gift card to local grocers. This project provided over 2,200 cards – \$220,000 – to older adults across the 13-county service area in 2021 alone.



\$220,000

in gift cards to older adults across 13-county service area in 2021

OMBUDSMAN PROGRAM

The Alamo and Bexar LTC Ombudsman programs were the first in the state to return to the field and to make indoor visits during the pandemic. Both programs were recognized as a model statewide through innovative methods to connect with residents and staff in nursing homes and assisted living communities. Both programs have met or exceeded their annual performance measures, and completed state monitoring with zero findings or recommendations.

The resilience of the Alamo and Bexar Ombudsman programs shone through their shift to virtual training of new interns, ensuring the Certified Volunteers had ample opportunities to acquire the necessary education and training. The virtual platform also allowed for greater interaction and engagement for volunteers during a time of limited in-person contact. The retention of volunteers is critical for the success of the program and the virtual training and ongoing education received recognition from the State of Texas.



The resilience of the Alamo and Bexar Ombudsman programs shone through their shift to virtual training of new interns, ensuring the Certified Volunteers had ample opportunities to acquire the necessary education and training.

NUTRITION

Nutrition providers region-wide, who typically organize congregate meal events, were faced with trying to deliver services with newly adopted social-distancing guidelines and other sanitary best-practices. This shifted their distribution methods to home-delivered meals to older adults and many others in desperate need of nutrition support.

Most nutrition providers in the Alamo Area – the twelve rural counties surrounding Bexar County – were ultimately able to transition to congregate meal sites at 20% capacity. Inside Bexar County, the largest congregate meal provider, limited in-person activities have also resumed, and they continue to provide curbside meal pick-ups. Most other Bexar County congregate meal providers have remained closed with anticipated opening dates at the beginning of 2022.



Bexar Nutrition

Total – Units 962, 763

\$5,991,275

Alamo Nutrition

Total – Units 360,600

\$2,145,808

SENIOR COMPANION PROGRAM

The Senior Companion Program serves socially isolated veterans and older adults. Senior Corps volunteers, all aged 55 years and older, provide companionship and assistance with small tasks such as checking the mail, providing snacks, light housekeeping, running errands, and even accompaniment to doctor appointments. The senior companion volunteer may also provide respite services to a family member (caregiver) who may need some personal time, which ultimately helps the family caregiver avoid burnout. This program allows the senior to continue to live in their home and age in place.



21,484 Volunteer Hours Were Completed in 2021





ALAMO REGIONAL TRANSIT

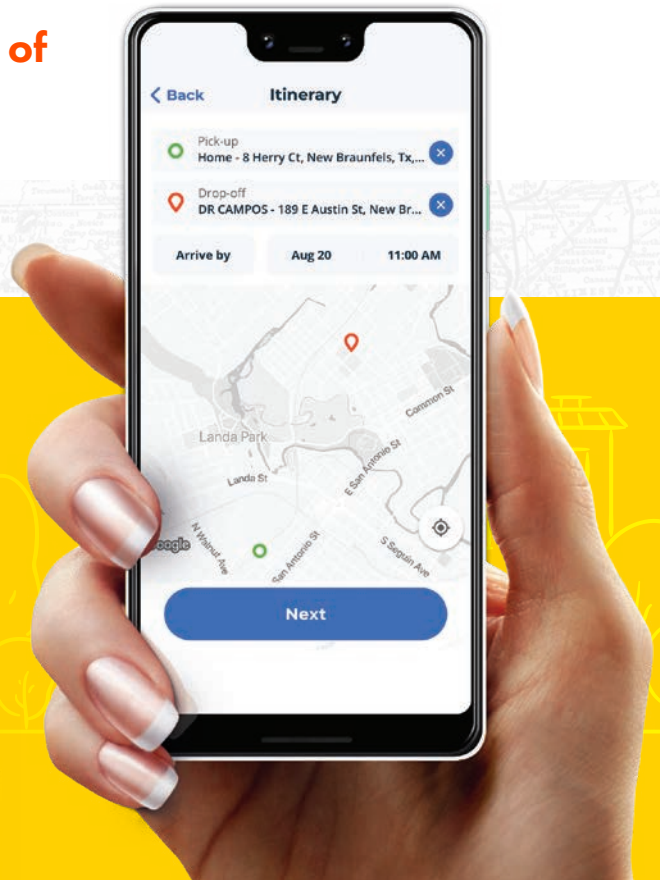
Alamo Regional Transit provides public transportation originating in rural areas outside of Bexar County. ART's mission is to provide safe, reliable, professional and courteous transportation at the lowest cost to residents in the Alamo Region.

DEMAND RESPONSE

ART provides “curb-to-curb” transportation to residents across the Alamo Area. Transportation is offered Monday thru Friday, from 7:00am to 6:00pm. Although a 24-hour advance reservation is typically recommended, the program can now offer same-day reservations based on availability. With a fixed fare structure, ART’s demand response service offers a safe and affordable option for individuals who may need to travel to work, to school, to a medical appointment, or even for leisure activities like shopping.



ART conducted a total of
115,049
trips in 2021.



Mobility on Demand App

As technological advancements improve how transit is coordinated, managed, and executed, ART recently partnered with a software service provider called ‘Ecolane’. This company allows ART to offer a mobile app where users can schedule, edit, and check the status of their transportation from their smart phone or computer. This mobile app, similar in design to popular rideshare services, not only enhances the user experience but also helps reduce wait times, travel times, and inefficiencies due to cancellations.



FIXED ROUTE

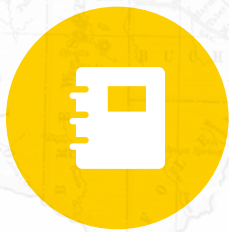
In partnership with the City of Seguin, ART operates a fixed route service called “Connect Seguin”. This route offers regular stops on a designated loop that visits major destinations across the city. In 2020, ART began a second fixed route in Atascosa County called “Atascosa Cowboy Connect”. This route, in partnership with Atascosa County and the Cities of Poteet, Jourdanton, and Pleasanton, provides a solution for residents that need to go into different cities within their own county. These types of routes aide communities in the reduction of traffic and air pollution while boosting their economy and residents’ quality of life.

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Ecolane

SCHOOL KIDS

Transportation is offered to school children in situations where conventional school bus service cannot accommodate that household. These circumstances typically relate to students in after-school care or those who live within 2 miles of the school. In 2021, despite COVID restrictions 9,102 children were transported to and from school.



In 2021, 9,102 children were transported to and from school.

VETERANS TRANSPORTATION

ART provides transportation to veterans, their dependent family members, and surviving spouses across the 13-county service area through a partnership with the Texas Veterans Network and the Rides 4 Texas Heroes program.

This service helps veterans and their dependents travel to medical appointments, senior centers, to job interviews or work, and even to shopping trips.





ENVIRONMENTAL CONSERVATION

The Environmental Conservation department consists of two programs: the Regional Solid Waste Management program and the Property Assessed Clean Energy program. These programs work to develop awareness and adoption of environmentally conscious best practices such as source reduction, recycling, local illegal dumping enforcement, solid waste studies, household hazardous waste collections, energy efficiency, and water conservation.

REGIONAL SOLID WASTE MANAGEMENT

The Regional Solid Waste Management program began updating the Regional Solid Waste Management Plan by creating 5, 10, 15, and 20 year goals for the 13-county AACOG region. This process will culminate into a current, active, and adopted plan by the end of 2021, and will lay the foundation for environmental conservation and this program's focus over the next two decades.



5, 10, 15, and 20 year goals created to update the Regional Solid Waste Management Plan for the 13-county AACOG region.

CLOSED LANDFILL INVENTORY

The Closed Landfill Inventory maintains records for landfills within the 13-county region. These inventories are used by realtors, engineers, environmental scientists, developers, planners, and residents seeking information on past uses of land parcels.



Over **\$186,000** used to fund **6 projects**



Projects were implemented across four cities and one county, impacting over **1.6M residents**



15,000 pounds of materials diverted from the landfill in 2021



PROPERTY ASSESSED CLEAN ENERGY (TX-PACE)

In 2021, the Environmental Conservation program also assumed the outreach of the Property Assessed Clean Energy (PACE) program for the agency. PACE provides a private financing tool for area property owners to fund eligible retrofit projects. This tool incentivizes owners of commercial, industrial, and multi-family properties to obtain low-cost, long-term financing for water conservation, energy-efficiency, renewable, and resilient retrofits.

Over 48,800 people reached through education, outreach and events

Participation / Program Adoption: 3 counties and 10 cities by end of year



INTELLECTUAL AND DEVELOPMENTAL DISABILITY SERVICES

The Intellectual and Developmental Disability Services (IDDS) program serves as the single point of access and “front door” to publicly-funded services for individuals, of any age, with an intellectual disability, developmental disability, autism spectrum disorder, or related condition in Bexar County.

ELIGIBILITY DETERMINATION

A determination of eligibility is an assessment to determine if a person has an intellectual disability or is a member of the Health and Human Services Commission priority population for IDD. The assessment uses standardized tests to determine a person's IQ and Adaptive Behavior Level and is conducted by a qualified professional. An assessment typically includes an interview with the person, the person's legally authorized representative, or others who are actively involved with the person.



One of the greatest obstacles individuals with IDD and their supportive family members face is access to adequate behavioral crisis respite support and training opportunities.

BENEFITS ASSISTANCE

Benefits Assistance provides information, education, advocacy, and enrollment assistance to Medicaid beneficiaries with IDD. Benefits Assistance assists with applying for, and maintaining, your maximum state and federal benefits.

SERVICE COORDINATION

Service Coordinators / Case Managers help people access medical, social, educational, and other appropriate services and supports that will assist them to achieve an acceptable quality of life and community participation. Service Coordinators also assist with explaining the array of community living options.

DIRECT SERVICES AND SUPPORTS

IDD Services provides direct services and supports to eligible people residing in nursing facilities or enrolled in community-based services. The direct services are primarily intended to help individuals achieve an acceptable quality of life and community participation. Direct Services and Supports include: attendant & habilitation services, day habilitation, respite, employment services, and specialized therapies.

CRISIS SERVICES

One of the greatest obstacles individuals with IDD and their supportive family members face is access to adequate behavioral crisis respite support and training opportunities. The IDD crisis services program may provide 72 hours of in-home crisis respite or up to 14 days of out-of-home crisis respite to provide therapeutic support to stabilize the situation. Therapeutic support is a flexible array of services, including behavioral support provided to individuals with IDD who require varying therapeutic and habilitative levels of intervention to holistically address the stressors that result in challenging behaviors.



TRANSITION SUPPORT TEAM

The Transition Support Team program is designed to assist people with IDD avoid institutionalization. The goal is successful inclusion in the community for individuals with IDD by providing medical, psychiatric, and behavioral services targeting at-risk factors that lead to institutionalization. The Transition Support Team provides support to local intellectual and developmental disability authorities, Home and Community-based Services providers, and Texas Home Living providers that serve people at risk of admission or re-admission into an institutional setting – and those who have moved from an institutional setting, including state supported living centers and nursing facilities. Such support is provided in the AACOG, Camino Real, Gulf Bend, and Hill Country regions.



The Transition Support Team provides support to local intellectual and developmental disability authorities, Home and Community-based Service providers, and Texas Home Living providers...

SUPPORT & EMPOWERMENT

The Support & Empowerment program aims to educate older adults with IDD and their caregivers in health and wellness. In-person and virtual classes are offered to individuals in the Alamo region as well as statewide. The goal is to educate individuals with IDD and their caregivers about aging with IDD through instruction in various topics that include health, finance, spirituality, caregiver care, nutrition, and physical fitness. Individuals are empowered to identify gaps in the community support system and to create a plan for how to become a healthier and more efficient self-manager and caregiver.



Individuals are empowered to identify gaps in the community support system...



EMPLOYMENT SERVICES

The Employment Services program provides pre-vocational and vocational support services to people seeking to obtain or maintain employment, including the support of internships and apprenticeships in the community.



INTER-AGENCY COORDINATION

IDD Services continues to work diligently toward increasing the level of interagency coordination to support the IDD population:

IDD Services has continued to actively participate in the Southwest Texas Crisis Collaborative, an effort of Southwest Texas Regional Advisory Council designated by the Texas Department of State Health Services to develop, implement, and maintain the regional trauma and emergency healthcare system for Trauma Service Area -P, specifically focused on ending ineffective utilization of services for the safety net population. Through the STCC MEDCOM Law Enforcement Navigation of Emergency Detention Patients program AACOG continues to have visibility into the number of people with IDD and MI who are placed under Emergency Detention each month, and this allows AACOG to wrap-around follow-up care to prevent future crisis. AACOG is also working closely with the Program for Intensive Care Coordination to target interventions for super-utilizers who have experienced six or more Emergency Detentions in a 12-month period. Collaboration in both of these programs effectively supplements AACOG's Crisis Services.

IDD Services continues to partner with the local health information exchange, HASA, and receives daily alerts when people currently being served in our programs have presented at a local hospital. This near real-time information source allows for timelier follow up and discharge planning for urgent and emergent healthcare needs. This collaboration enhances both the quality of Service Coordination and enhances our ability to intervene timely in crisis events.

IDD Services continues to partner with Autism Lifeline Links to provide quality services, resources and care for individuals, families, caregivers, educators and others in the autism community. The goal of Autism Lifeline Links is to increase service capacity and eliminate wait times and barriers for individuals on the autism spectrum. AACOG's IDD Services and other Autism Lifeline Links partners provide services in Bexar County and surrounding areas specifically focusing on: care coordination, diagnostic services, behavioral support and therapy services, education and support



groups, financial assistance for medical expenses and basic needs, respite care, registration with long-term support programs, financial assistance for medical expenses and basic needs, respite care, registration with long-term support programs, and much more.

IDD Services has partnered with Morgan's Wonderland on development of the Multi Assistance Center (MAC). The MAC is a unique and innovative co-located, one-stop-shop model that provides all the medical and non-medical services needed for individuals with special needs and is scheduled to open in 2022.

IDD Services continues to partner and coordinate with Bexar County to develop systems around individuals with intellectual disability who have criminal justice involvement. Beginning in 2020, IDD Services now receives daily alerts when a person suspected of having IDD is booked in the Adult Detention Center. This collaboration with the state and county allows IDD Services to support the person and jail staff while developing a plan to divert the person to the community when possible to do so.

IDD Services has partnered with Morgan's Wonderland on development of the Multi Assistance Center (MAC). The MAC is a unique and innovative co-located, one-stop shop model that provides all the medical and non-medical services needed for individuals with special needs and is scheduled to open in 2022.



MILITARY & VETERAN AFFAIRS

AACOG's Military & Veterans Affairs programs facilitate communication and collaboration between local Joint Base San Antonio military installations and city, county, and community stakeholders.

Services are also available for veterans, veteran dependents, surviving spouses, and active service members, by connecting them to veteran-serving organizations and transportation services in the thirteen-county service area.

JOINT BASE SAN ANTONIO POWER SUB-STATION HARDENING PROJECT

In May 2020, AACOG was awarded a \$5M grant from the Governor's Office to improve the security and resiliency of the power grid supplying JBSA. CPS Energy matched the grant with a \$4M investment of their own to enhance the physical security of all major power substations supplying JBSA. This project also called for the removal of overhead power lines in a 'clear zone' near JBSA-Randolph. The removal of these power poles increases the safety of pilots, aircrew, and the neighboring community. This project is scheduled to be completed March of 2022.

\$5,000,000
grant from the
Governor's Office to
improve the security and
resiliency of the power
grid supplying JBSA.



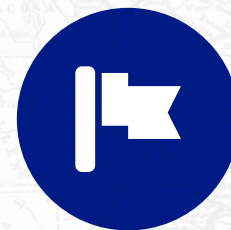
REGIONAL COMPATIBLE USE PROGRAM IMPLEMENTATION

The Military Affairs program received a \$252,000 grant from the Office of Local Defense Community Cooperation for implementation of the Regional Compatible Use Program study performed in 2019. The study listed 96 recommendations across 8 focus areas to ensure compatible use development of operations affecting JBSA and local communities. AACOG is listed as a responsible party in 59, or 61%, of the recommendations. Currently, AACOG is working on the development and implementation of GIS development and communication tools to assist developers in ensuring that proposed development is compatible with the JBSA mission.

\$252,000
grant from the Office of
Local Defense Community
Cooperation...

SENTINEL LANDSCAPE DESIGNATION

The Military Affairs program led an effort of over 40 separate organizations to seek designation of a Sentinel Landscape, which would protect 90,000 acres around Camp Bullis. Sentinel Landscape is a collaboration between the Department of Defense, Department of the Interior, and United States Department of Agriculture at the federal level and government, non-profit, and not-for-profit agencies. Designation of a Camp Bullis Sentinel Landscape can enable continued mission sustainment of this critical JBSA training facility while also protecting vital natural resources in the Alamo Area. Sentinel Landscape Designations are expected to be announced in December of 2021.



Designation of a Camp
Bullis Sentinel Landscape
can enable continued
mission sustainment of
this critical JBSA training
facility...

TEXAS VETERANS NETWORK (TVN)

Through a three-year grant from the Texas Workforce Commission, the Alamo Area Development Corporation, AACOG's 501(c)(3), was able to expand the Texas Veteran Network to the Laredo and Coastal Bend regions. Thanks to this expansion, these 27 Central and South Texas counties are now serviced by over 190 veteran-serving organizational partners that can cater to over 27 different needs-areas veterans may have.

The TVN San Antonio office remains the centralized coordination center where calls from military service members, veterans, and their dependents are answered, processed, and provided with a warm introduction to the provider that can assist them.

TVN also works with AACOG's Alamo Regional Transit program to provide transportation throughout the 13-county service area through the Rides 4 Texas Heroes program. This service helps veterans and their family members get to medical appointments, senior centers, job interviews, work, and even shopping trips.



Veterans Transportation

Over 3,300+ veterans served in 2021

VETERAN DIRECTED CARE SERVICES (VDC)

As an alternative to living in a long-term care facility, the Veteran Directed Care Services program empowers veterans to choose and manage services and supports from the comfort of their own homes. The VDC program serves veterans within a 120-mile radius of the City of San Antonio. In 2021, the program remained resilient by continuing to enroll and serve approximately 400 veteran referrals from the local Veterans Assistance office. VDC staff kept motivated and informed with local, regional, state, and national VA news regarding the ever-changing needs and protocols for our local veterans.

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NATURAL RESOURCES

The Natural Resources program works to educate stakeholders on ways to improve air quality for the AACOG region by conducting technical analysis and outreach programs, and by bringing together stakeholders from all interests – government, industry, small business, and residents – to develop air pollution reduction plans that benefit residents' quality of life.



ALAMO AREA CLEAN CITIES COALITION

The Alamo Area Clean Cities Coalition is a public-private partnership facilitating the adoption of alternative fuel vehicles and infrastructure. The program, funded through a grant from the US Department of Energy, fosters the nation's economic, environmental, and energy security by working locally to advance affordable domestic transportation fuels, energy efficient mobility systems, and other fuel-saving technologies and practices. Coalition efforts in 2021 included expanding alternative fuel corridors throughout South Texas, generating interest in financial incentives to help fleets purchase alternative fuel technology, and planning demonstration events like SA Drive Electric.

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY (TCEQ) RIDER 7

AACOG expanded its air quality monitoring operations in 2021 by adding nitrogen oxide (NOX) and meteorology monitors to four of its existing ozone monitoring sites, and by adding new monitors in the Cities of Boerne and Poteet. Two devices that measure weather conditions high up in the atmosphere – a Radar Wind Profiler (RWP) and a Sonic Detection and Ranging (SODAR) – were deployed in the Cities of Boerne and New Braunfels. AACOG also conducted aircraft sampling of pollutants in Atascosa, Bandera, Comal, Guadalupe, Kendall, Medina, and Wilson Counties – the seven near nonattainment counties included in the Rider 7 funding. Data collected at these sites help improve our understanding of ozone and can help inform future decisions related to emission reductions.

Emissions inventories were completed for four economic sectors: commercial lawn and garden, landfill operations, quarry and mining, and agriculture. These provide emissions estimates that can be used to predict future ozone levels and is beneficial to developing pollution control measures in those seven counties.

Earlier this year, the 87th Texas Legislature approved approximately \$400,000 to the region to continue these air quality planning efforts in 2022 and 2023 for Comal, Guadalupe, and Wilson counties.

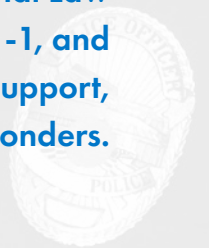


\$400,000
approximated
amount approved to
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air quality planning
efforts in 2022 and
2023 for Comal,
Guadalupe, and
Wilson counties.



PUBLIC SAFETY

Public Safety is comprised of the Alamo Area Regional Law Enforcement Academy, Criminal Justice Planning, 9-1-1, and Homeland Security programs. These programs offer support, assistance, and training for first responders.



ALAMO AREA REGIONAL LAW ENFORCEMENT ACADEMY

The Alamo Area Regional Law Enforcement Academy is responsible for training individuals to become a peace officer or corrections officer in the State of Texas. In addition to the Basic Peace Officers Course, the Academy provides continuing education courses for all eligible Texas peace officers.

The Academy also offers over 3,100 online classes with topics ranging from legislative updates to de-escalation techniques. In 2021, a total of 116 cadets graduated from the AARLEA, and over 69,383 hours were reported by professionals who participated in our in-person and online trainings.



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CRIMINAL JUSTICE PLANNING

The Criminal Justice program conducts grant workshops, provides information about local, state, and federal funding opportunities, and offers technical assistance to area law enforcement agencies. Projects funded this year will help support a number of different efforts including victim services, the improvement of justice system response to violence against women, juvenile justice, truancy prevention, and improving overall regional criminal justice programs.

This year, the program provided a no-cost training in Sexualization of Strangulation to area agencies. This training is designed to assist those who provide services to victims of asphyxiation in any capacity. The program is also excited to offer a condensed versions of the Identification and Investigation of Strangulation training used at the Alamo Area Regional Law Enforcement Academy, which is developed by the nationally renowned Kelsey McKay and RESPOND Against Violence. The program hosted 199 attendees in 2021.

CJP assisted the Office of the Governor in reviewing grant applications, and awarded an estimated \$12,075,907 to jurisdictions across the AACOG region.



Criminal Justice Grant Program • \$881,262.60



Juvenile Justice & Truancy Prevention Grant Program • \$1,600,934.05



Violence Against Women Justice and Training Program • \$409,833.58



General Victim Assistance Grant Program • \$9,183,876.79



Total • \$12,075,907

HOMELAND SECURITY

The Homeland Security program provides technical emergency preparedness planning assistance – specifically when relating to terroristic activities – and administers federal and state Homeland Security grants to law enforcement agencies in the AACOG region. Additionally, HLS works with local jurisdictions to identify regional gaps in security and further creates risk analyses of terrorist threats and other potential hazards. HLS, in partnership with the Texas Department of Transportation and the Greater Austin-Travis County Regional Radio System, successfully implemented the Regional Communications Infrastructure Enhancement Project. This project leverages existing tower equipment, coverage areas, and partnerships to expand interoperable communications capabilities in the AACOG region. AACOG also procured 500 ‘Stop-The-Bleed’ kits for first-responders across the AACOG region. These kits have proven time and time again to save lives during active-shooter scenarios, and will continue to be a necessary tool for our law enforcement professionals.



**AACOG also procured
500 'Stop-The-Bleed'
kits for first-responders
across the AACOG
region.**



9-1-1

The 9-1-1 Program maintains 9-1-1 databases, and monitors essential dispatch equipment and software at each of the 9-1-1 emergency call centers inside Atascosa, Bandera, Frio, Gillespie, Karnes, Kendall, McMullen and Wilson counties. The program works to provide a regionalized 9-1-1 database and Public Safety Answering Point, and ensures that all 9-1-1 calls are routed, answered, and located on geographic information system maps for proper handling of the emergency at hand. In 2021, the program upgraded equipment to improve network capabilities. The program made monumental progress towards “Next Generation” 9-1-1 by initiating and completing the Regional ESInet which enables state-wide, cloud-based call routing. With these advancements, in the event of an emergency calls can be routed to any Public Safety Answering Point throughout the State and would not be lost due to a potential power outage or influx of call volumes.

This year, the AACOG 9-1-1 Network processed over 132,000 calls and 450 text messages to 9-1-1. The February winter storms caused long-standing power outages across all the area counties, and the program’s continuity and contingency plans were put to the test. However, the infrastructure and software was prepared and maintained operations throughout that particular crisis. We appreciate the support provided during the storm by CPS.

132,000+
**amount of calls
AACOG 9-1-1
Network processed**

450
**amount of text
messages AACOG 9-1-1
Network processed**



REGIONAL SERVICES

Regional Services assists the member governments and residents of the ACOG Region create a better economy, strong viable communities, and informed and trained public officials through annual workshops on planning and zoning, economic development, newly elected officials, and other technical areas.

PROFESSIONAL DEVELOPMENT & TRAINING

- **Planning & Zoning Workshop:** A day-long training on fundamentals of zoning, zoning issues, master plans, group homes, cell towers and signs.
- **Economic Development Week:** Five 1-hour lunch & learn presentations from state and federal agencies on their programs and services.
- **Newly Elected Officials Workshop:** A day-long training on basics of municipal finance, ethical issues, CARES Act, Pandemic Q&A, and Public Information and Open Meetings.
- **Fair Housing Event:** A virtual half-day presentation on housing programs and services across the 13-county region.
- **Brownfields Workshop:** A 2-hour workshop featuring representatives from the Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ) on identifying Brownfields projects and what processes to follow for program assistance.

**Over 150 people attended workshops in 2021*

In July, Regional Services hosted a 2-hour informational workshop with the US Economic Development Administration (EDA) regional representative to provide information on the American Rescue Plan Act and the \$3 Billion allocation to EDA. The six funding categories were outlined, including the Build Back Better Challenge planning grant, and attendees had the opportunity to ask questions and receive technical assistance.

2021 was the first full year of the EDA CARES administrative grant for AACOG. Program staff began the process of developing strategic plans for Atascosa, Frio, and Karnes counties. The Karnes County Strategic Plan was completed in 2021. The remaining counties' plans will be completed by June 2022.

Regional Services continued work on the Alamo Regional Broadband Project. Program staff submitted a grant application to the National Telecommunications and Information Administration for \$10 million on behalf of Atascosa, Bandera, Frio, Karnes, Medina and Wilson counties. The program anticipates providing support for member governments to pursue funding under the American Rescue Plan for the purposes of broadband projects.

In October, Medina County also applied for an EDA CARES grant to install broadband infrastructure in two neighborhoods in the county. The EDA Austin Region Office has recommended Medina County receive \$500,000 for the Medina County Broadband Project.



Program staff submitted a grant application to the National Telecommunications and Information Administration (NTIA) for \$10 million on behalf of Atascosa, Bandera, Frio, Karnes, Medina and Wilson counties.

\$500,000 grant Medina County applied for to install broadband infrastructure in two neighborhoods in the county.



WEATHERIZATION ASSISTANCE

The Weatherization Assistance program assists low-income families reduce their energy bills by weatherizing their homes to become more energy efficient, and modifies homes to become more accessible for individuals with disabilities.



WEATHERIZATION ASSISTANCE

The Weatherization Assistance program distributes their funding through two programs – the Low Income Home Energy Program and the Department of Energy program. Both programs enable families to decrease their monthly expenditures for energy; which, in turn, enables the lower income families to increase their disposable income to enhance their quality of life. The weatherization program spent \$1,842,575 in Low Income Home Energy Program funding to weatherize 212 homes. This exceeded the original goal of 170 homes. For the Department of Energy, \$766,307 was expended to weatherize 90 homes.



\$1,842,575

**amount spent to weatherize
212 homes using LIHEAP funding**



**For the DOE program,
the program
expended \$766,307
to weatherize
90 homes.**



HOMES FOR TEXAS HEROES

Homes for Texas Heroes is designed to improve the quality of life of veterans. This program allows for home modifications including minor repairs, weatherization, and accessibility needs. In addition to the veterans, this program is also available to surviving spouses and eligible children. The \$375,000 budget assisted 23 worthy veterans.

\$375,000

**budget to assist
23 worthy veterans**

AMY YOUNG BARRIER REMOVAL

The Amy Young Barrier Removal program provides up to \$20,000 in home modifications for individuals with disabilities who need modifications to increase accessibility and eliminate hazardous conditions in their home.

\$20,000

**in home modification
assistance for individuals
with disabilities**



2021-2022 BUDGETS

ALAMO AREA COUNCIL OF GOVERNMENTS 2021 AND 2022 ANNUAL BUDGET

	Program	Administrative Indirect	General Fund/ Unrestricted/ Real Estate	2022 Budget*	2021 Budget**
Revenues					
Federal	\$31,152,776		479,031	31,631,807	\$33,625,351
State	12,190,761			12,190,761	16,958,753
Local / Other / Medicaid	9,971,145		75,000	10,046,145	9,147,021
Delegate Agency Match	5,099,963			5,099,963	8,630,105
Program Income / Interest	679,896		48,000	727,896	646,538
Member Dues			360,000	360,000	366,435
Real Estate Revenues			1,220,555	1,220,555	662,263
Total Revenues	59,094,541		2,182,586	61,277,127	70,036,466
Expenditures					
Alamo Area Agency on Aging	5,846,468			5,846,468	6,529,213
Alamo Regional Transit	8,024,353			8,024,353	8,224,856
Bexar Area Agency on Aging	11,752,270			11,752,270	20,469,860
Environmental Conservation	382,780			382,780	406,624
IDD Services	14,761,349			14,761,349	13,706,447
Military & Veterans Affairs	10,678,227			10,678,227	7,606,454
Natural Resources	712,132			712,132	1,665,671
Public Safety	3,232,719			3,232,719	4,265,758
Regional Services	307,084			307,084	320,238
Weatherization	2,264,184			2,264,184	2,561,718
General Fund & Unrestricted			819,605	819,605	1,113,202
Admin Budgets		4,820,774		4,820,774	4,523,569
Resource Recovery	406,624			406,624	487,625
Real Estate Expenditures			2,033,473	2,033,476	1,061,778
Total Expenditures and Indirect	\$57,961,566	4,820,774	2,853,078	65,635,418	\$72,455,388

* 2022 Budget as presented during the October 2021 BOD meeting.

** This represents the 2021 Modified Budget.

*** The Administrative budget excludes program cost recoveries.