Deep East Texas Council of Governments

Annual Performance Report
to the State of Texas

Fiscal Year 2024
(October 1, 2023 – September 30, 2024)

Table of Contents

OVERVIEW OF DETCOG AND THE REGION

The Deep East Texas Council of Governments, better known as DETCOG, is a voluntary association of cities, counties, school districts, and other governmental units within Texas State Planning Region 14. The region borders the State of Louisiana and encompasses the counties of Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler. Our region also includes the Alabama-Coushatta Tribe, a fully functioning sovereign government which is the oldest Indian reservation in Texas. Some of our programs also provide services to residents of the neighboring South East Texas Region.

DETCOG was established in November of 1966 as an Economic Development District under the U.S. Department of Commerce Economic Development Administration. In 1968 DETCOG also became a political subdivision of the State of Texas as a Regional Planning Commission under state law now re-codified as Chapter 391 of the Local Government Code.

DETCOG has no taxing authority and no ordinance-making authority. We are an organization of, by, and for the local governments of Deep East Texas. We exist to support our member governments and serve their residents. DETCOG is governed by a diverse 54-member Board. More than two-thirds of our board members are elected officials of our counties and cities.

Deep East Texas is one of the most rural of the 24 state planning regions. Also known as the Texas Forest Country, we are home to four national forests plus vast areas of privately owned forestland, as well as the three largest reservoirs in the state. The 2020 Census puts our population at 338,090. We believe our population is actually higher and assert the 2020 Census did not accurately count the residents of our region which includes many "hard-to-count" groups. Nevertheless, we acknowledge that many of our counties are either slowly declining in population or seeing no growth. This follows the trend across Texas' rural counties.

Historically, Deep East Texas has been economically distressed with high rates of unemployment and poverty. These economic factors, plus the rural nature of our region, provide us with unique challenges but also underscore the importance of DETCOG's mission.

A major need in Deep East Texas is better access to broadband (high speed internet) service. The current state of broadband in our region has a negative impact on public education, healthcare, public safety, and job creation. DETCOG's goal is to ensure that every home and business in Deep East Texas has access to reliable and affordable broadband. Because of our rural nature, this can only be accomplished utilizing a regional approach – we must leverage the entire region's population to benefit every resident, including the most rural and difficult to serve.

Regional cooperation leads to stronger communities and more efficient use of resources. DETCOG provides the opportunity for local jurisdictions to work together to accomplish more than any individual member could accomplish on its own.

DETCOG Regional 9-1-1 Network

2024 Outputs Achieved
- Conducted 163 monitoring visits to PSAPs.
- Conducted 44 database monitoring visits to our 11 counties.
- In partnership with AT&T, continued the ongoing process of migrating Originating Service Providers (OSPs) from the legacy network to the Regional Emergency Services IP Network (ESInet).
- Replaced and upgraded routers connecting the PSAPs to the regional network.
- Replaced and upgraded Uninterruptible Power Supply (UPS) units at each of the PSAPs.
- Procured new front-room workstations used 24/7 by dispatchers at the PSAPs.
- Procured a new GIS cloud-managed platform for the region's GIS infrastructure.
- Collaborated with the Counties of the region and the DETCOG Public Safety Program to provide critical data for the regional mass notification system.
- Reconstructed the back-up PSAP located in the DETCOG building (a fire destroyed the building in September of 2021).
- Worked in partnership with CSEC to plan for a cybersecurity assessment for the network.

2024 Outcomes Achieved
- Our network routed 171,227 total calls and texts to 9-1-1 to the Public Safety Answering Points (PSAPs) across the region. 86 percent of these (147,668) were wireless calls. 13 percent (22,207) were landline/VoIP. Less than one percent (1,352) were texts.
- Citizens and stakeholders were served by an efficient 9-1-1 emergency communications delivery system that met or exceeded state agency performance measures.
- The PSAPs complied with all state agency requirements as documented through onsite and virtual monitoring reports.
- The County ALI Maintenance Coordinators complied with all state agency requirements as documented through onsite and virtual monitoring reports.
- PSAPs are more reliable with replacement and upgrade of technology.
- Security and protection against cyber-attacks was enhanced.
- The GIS cloud-managed platform provides a more advanced and efficient platform for DETCOG and county-level GIS staff for addressing and data maintenance.

2025 Expected Outputs
- Conduct a minimum of 130 PSAP monitoring visits.
- Conduct a minimum of 44 County Database monitoring visits.
- Replacement of call handling equipment, uninterruptible power supply units, and networking equipment at the Regional 9-1-1 PSAPs will continue as scheduled.
- OSP Migration with wireless and landline service providers will continue until all providers have transitioned from the legacy network to the Regional ESInet.
- Continued migration of traffic from wireless service providers to Real-Time Text (RTT).
- Conduct a comprehensive Cybersecurity Assessment of the Regional 9-1-1 ESInet and PSAPs (to be performed under an Interlocal Cooperation Agreement with the Texas Department of Information Resources).
- Implement any security enhancements as recommended by the Cybersecurity Assessment.

- Collaborate with school districts and PSAPs to test school panic button systems.
- Procure and upgrade PSAP backroom equipment for each of the PSAPs.
- Replace all workstations in the back-up PSAP and re-open the facility to serve as a training facility and fully functional back-up to all the other PSAPs in the region.

2025 Expected Outcomes
- 9-1-1 call volume is expected to remain steady or increase slightly, with the number of wireless calls expected to continue increasing.
- Citizens and stakeholders will be served by an efficient 9-1-1 emergency communications delivery system that meets or exceeds state agency performance measures.
- Continued improvement of the accuracy of 9-1-1 call routing for calls made from mobile devices.
- Continued improvements made possible by Next Generation 9-1-1 infrastructure will allow OSPs to take full advantage of new digital technologies.
- The 9-1-1 network will have improved defense against cyber-attacks and internal risks.
- Students and school staff will be safer as telecommunicators, law enforcement and other emergency responders will have access to more accurate location information inside school facilities.
- Network testing of the Regional ESInet with Public Safety Answering Points (PSAP), telephone companies, wireless service providers, and others public safety entities will ensure the continued operation, functionality, and reliability of the Regional PSAP Network and equipment.
- The back-up PSAP at DETCOG will provide a state-of-the-art training facility for 9-1-1 dispatchers and be available as needed to assure continued operations as a back-up for the other PSAPs in the region.

DETCOG Area Agency on Aging (AAA)

SENIOR NUTRITION SERVICES

2024 Outputs Achieved
- Provided funding for 54,792 congregate meals that meet the Dietary Reference Intake (DRI) requirements to 2,750 older adults for an average cost per meal of $9.49.
    - This service also generated $189,365 in program income that purchased 19,974 additional meals.
    - This service also generated $215,365 local in-kind match funds.
- Provided funding for 124,999 home delivered meals that meet the Dietary Reference Intake (DRI) requirements to 1,436 older adults for an average cost per meal of $7.02.
    - This service also generated $18,439 in program income that purchased 2,626 additional meals.
    - This service also generated $282,167 in local in-kind match funds.

2024 Outcomes Achieved
- Older citizens benefited from nutritious meals and social contacts five days a week which helped alleviate economic risk to those low-income individuals and helped to reduce isolation of individuals who live alone or in rural and remote areas.
- Congregate meals continued to be served in all 11 counties of the region.

2025 Expected Outputs
- Provide funding for 54,792 Congregate Meals that meet the DRI requirements to 2,750 older adults for an average cost per meal of $9.49. Increased per meal cost is due to across the board increases in food, supplies and staffing.
- Provide funding for 124,999 Home Delivered Meals that meet DRI requirements to 3,437 persons for an average cost per meal of $7.02. (The reimbursement rate is currently capped at $6.46 per meal for HHSC common contractors.)

2025 Expected Outcomes
- Older adults who are at greatest social and economic risk will receive nutritious meals and regular social contact. This will promote better health and allow them to continue living independently, as well as reduce hunger in the Deep East Texas region.

HOMEMAKER SERVICES

2024 Outputs Achieved
- Provided Homemaker Services for 39 persons.
- Provided 1,565.5 hours of Homemaker services at an average cost of $16.71 per hour.
- The average cost per person for Homemaker Services was $670.75.

2024 Outcomes Achieved
- Older adults were able to continue to live independently in a safe and secure home environment while they were recovering from an illness and/or hospital stay.
- The number of hospital readmissions was reduced.

2025 Expected Outputs
- Provide Homemaker Services to 50 persons at an average cost of $670.75 per person.

2025 Expected Outcomes
- Older adults will be able to continue living independently in a safe and healthful home environment while they are recovering from an illness and/or hospital stay.
- The number of hospital readmissions will be reduced.

CASE MANAGEMENT SERVICES

2024 Outputs Achieved
- Provided direct case management services for 401 persons.
- Provided 1,276.61 hours of case management services for an average cost of $83.50 per hour.
- The average cost per person served was $227.41.

2024 Outcomes Achieved
- Older adults and their families received direct services which equipped them to make informed choices about the programs and services available to help them continue to live independently and securely while recovering from illness, injury, or surgery.
- Persons affected by financial setbacks, including those caused by natural disasters and the COVID-19 pandemic, received assistance to help them recover and maintain an independent lifestyle.

2025 Expected Outputs
- Provide direct case management services for 401 persons at an average cost of $83.50 per person.

2025 Expected Outcomes
- More older persons recovering from illness, injury or surgery will become more aware of programs and services available to help them maintain their independence by making informed choices about their care and arranging for those services.

OMBUDSMAN SERVICES

2024 Outputs Achieved
- Provided Ombudsman Services to residents of 34 nursing homes and 15 assisted living facilities utilizing six trained and State Certified Ombudsman staff and volunteers.

2024 Outcomes Achieved
- Approximately 96 percent of complaints made by or on behalf of residents of nursing homes and assisted living facilities being successfully resolved in a timely manner, promoting better care and a better quality of life for the residents.

2025 Expected Outputs
- Continue to provide Ombudsman Services to residents of 34 nursing homes and 15 assisted living facilities.
- Increase the number of trained and State Certified Ombudsman staff and volunteers to 10.
- Continue to achieve at least 95 percent of successful and timely resolutions to complaints made by or on behalf of residents or nursing homes and assisted living facilities.

2025 Expected Outcomes
- Residents of long-term care facilities will receive better care and live happier lives in a more secure environment.
- Residents will feel like there is someone they can turn to when they need help or have concerns.
- When complaints are received, they will be dealt with in a timely and professional manner.

SENIOR TRANSPORTATION

2024 Outputs Achieved
- Provided funding for 1,989 one-way trips to assist 52 older adults. These trips were for medical appointments, grocery shopping and other personal business. Average cost was $27.82 per one-way trip.

2024 Outcomes Achieved
- Older persons living in remote, rural areas where medical and other services are limited or non-existent and public transit is unavailable had access to healthcare and other services.
- Older persons were able to independently schedule trips to grocery stores, pharmacies, banks, etc., to conduct personal shopping and business.
- Overall trip costs were reduced by using volunteer drivers wherever possible.

2025 Expected Outputs
- Provide funding for 1,500 one-way trips to assist at least 60 older adults.
- Achieve an average cost of $27.43 per one-way-trip.
- Refer and encourage clients to utilize the services of the region's rural transit provider, Brazos Transit District, which is expanding into previously un-served counties.

2025 Expected Outcomes
- Older adults living in areas where public transit is unavailable will have transportation to medical appointments, purchase groceries, conduct personal business and/or attend senior center activities.
- Increased utilization of rural transit services operated by other providers in the region.
- Older adults living in rural areas will have the opportunity to continue to live independently and enjoy happier, healthier lives.
- State and Federal resources required to fund long-term care solutions will be conserved.

BENEFITS COUNSELING

2024 Outputs Achieved
- Facilitated 1,665 legal awareness contacts to provide information about Medicare Open Enrollment, an increase of 83 percent over the previous year.
- Provided one-on-one counseling services to 686 unduplicated persons, an increase of 140 percent over the previous year.

2024 Outcomes Achieved
- Recipients and potential recipients of Medicare and Medicaid benefits have increased awareness and knowledge about the benefits and services available to them and how to access their benefits.

2025 Expected Outputs
- Conduct 75 legal awareness programs to provide information regarding Medicare Open Enrollment.
- Provide one-on-one counseling services to 686 persons.

2025 Expected Outcomes
- More citizens will be aware of public entitlement programs such as Medicare and Medicaid.
- More citizens will enroll in, and benefit from, these programs.

HOME REPAIR AND ACCESSIBILITY MODIFICATIONS

2024 Outputs Achieved
- 46 households were assisted with minor home repairs and modifications to make homes accessible for persons with disabilities, minor roof repairs, and repair/replacement of heating and air systems at an average cost per household of $5,000.

2024 Outcomes Achieved
- Elderly and disabled citizens in 46 households were able to continue living independently at home in a safe environment, rather than having to relocate to more expensive long-term care facilities.

2025 Expected Outputs
- Serve at least 50 families/households with minor home repairs and modifications to ensure accessibility.

2025 Expected Outcomes
- More elderly and disabled citizens will be able to continue living independently at home in a safe environment rather than having to relocate to more expensive long-term care facilities.

DETCOG 2-1-1 Texas Area Information Center

2024 Outputs Achieved
- The Deep East Texas Area Information Center (AIC) provided information and referral services to 58,619 callers. This was a record call volume and a 10 percent increase over the previous year.

2024 Outcomes Achieved
- Thousands of people received information about programs, services and resources that provided help with food, housing, childcare, crisis intervention, substance abuse treatment, medical testing, vaccinations, and more.
- Citizens were better informed and protected during disasters and emergencies.
- Despite the availability of online resources including the 2-1-1 Texas website, a substantial number of residents of Deep East Texas continued to rely on the live assistance offered by the regional call center. The number of calls received has continued trending upward:
  - 58,619 calls in 2024
  - 52,544 calls in 2023
  - 38,720 calls in 2022
  - 35,287 calls in 2021

2025 Expected Outputs
- We project the Deep East Texas AIC will handle more than 64,480 calls for information and referral services.

2025 Expected Outcomes
- Citizens who need help with food, housing, childcare, crisis intervention, substance abuse or other issues will be referred to resources to assist them.
- Citizens will receive important public safety information during emergencies and disasters.
- More citizens will become aware of the services and resources available within our region.
- Increased awareness will result in increased utilization of services to ensure the safety and improve the quality of life of the citizens of Deep East Texas.

DETCOG Retired & Senior Volunteer Program (RSVP)

2024 Outputs Achieved
- More than 121,295 hours of service were documented by RSVP Volunteers with an estimated value of $3,632,785.25.
- 250 RSVP Volunteers served at 15 food pantries around the region, providing Education, Nutrition and Food Support.
- 81 RSVP Volunteers served at seven Senior Citizens Nutrition Centers and Home-Delivered Meal providers to serve or deliver meals to older and disabled persons, including many who are homebound. These volunteers also placed two or more reassurance calls to each homebound person each week.
- 12 RSVP Volunteers served at the San Augustine Master Gardeners outdoor school classroom community garden.
- 7 RSVP Volunteers served in after-school and summer tutoring programs and service-learning programs. These programs included Solid Foundation, an after-school tutoring program which served more than 25 at-risk youth.
- 349 RSVP Volunteers served at various other work stations throughout the region, including public libraries, county historical commissions, thrift stores, volunteer ambulance and fire departments, and veterans service organizations.

2024 Outcomes Achieved
- More than 6,000 individuals received food support and education, reducing long-term hunger and food insecurity.
- More than 1,436 homebound persons received nutritious meals delivered to their homes and social interaction from Volunteers delivering meals and making reassurance calls.
- 50 young students learned how to grow a garden and received information about healthy eating, nutrition, and exercise.
- 25 at-risk youth are more likely to stay in school, be successful in their studies, and become involved in positive community activities because of mentoring and tutoring services they received.
- Organizations serving vulnerable populations in Deep East Texas -- including persons living in poverty, aging and disabled persons, veterans, and at-risk youth -- were able to extend their reach and provide services to the public that otherwise would not have been available.

2025 Projected Outputs and Outcomes
- All 2024 initiatives will continue.
- Recruitment of new volunteers and will continue.
- Many community service organizations will be able to continue and expand their services which benefit the residents of Deep East Texas. These include Important services like senior citizens nutrition and social activities, outreach and meal delivery to homebound persons, public safety functions including volunteer fire departments and ambulance services, veterans' services, mentoring and tutoring for at-risk youth, and many other services and activities that are important to our region and improve the quality of life for our citizens.

Aging and Disability Resource Centers

DETCOG operates the Aging and Disability Resource Centers for both the Deep East Texas and South East Texas regions. The ADRCs are highly visible and trusted places where people of all ages, incomes, and disabilities can get information and one-on-one counseling on the full range of long-term services and supports available to assist them.

Deep East Texas ADRC
- Serves persons in Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler counties.
- Received referrals and provided services to 2,436 persons during FY 2024.
- We project the number of clients served in FY 2025 will exceed 2,500.

South East Texas ADRC
- Serves persons in Hardin, Jasper, Jefferson, and Orange counties.
- Received referrals and provided services to 2,612 persons during FY 2024.
- We project the number of clients served in FY 2025 will be approximately 2,700.

DETCOG Veterans Services

These are new services initiated during FY 2024. DETCOG applied for and received two grants from the Texas Veterans Commission to expand services to Texas Veterans living in the Deep East Texas Region. In addition to these, DETCOG also provides housing assistance to Veterans through the Veterans Affairs Supportive Housing (VASH) program which is administered by our Regional Housing Authority. Information about the VASH program can be found on page 19.

Housing for Texas Heroes Program

- The Area Agency on Aging of Deep East Texas administered a $235,000 grant from the Texas Veterans Commission to provide major home repairs for Texas Veterans.
- 13 Veterans were served with a maximum benefit of $20,000 per household.
- Services provided included roofing work, HVAC systems, septic system repairs/replacement, ADA ramps, and bathroom modifications for accessibility.
- We are applying for additional funding to continue these services in FY 2025.

Veterans General Assistance Program

- The Deep East Texas Aging & Disabilities Resource Center is administering a $70,000 grant from the Texas Veterans Commission to provide utility and rent assistance to Veterans.
- Much of this assistance will be provided during FY 2025.
- We project to provide services to 16 Veterans and/or Surviving Spouses of Veterans, with at least one beneficiary in each of our 11 counties.
- Additional qualifying applicants will be referred for service from other programs and/or placed on a waiting list to be served by future funding.

DETCOG Public Safety Programs

HOMELAND SECURITY PROGRAM

2024 Outputs Achieved
- Reviewed current emergency management capabilities and processes to identify gaps.
- Updated the region's Threat and Hazard Identification and Risk Assessment (THIRA) using five incidents and 32 core capabilities in the exercise.
- Updated the State Preparedness Report (SPR), Implementation Plan (IP) and Risk-Based Methodology Report for the region.
- Submitted an updated implementation plan to the Texas Statewide Communications Interoperability Plan (SCIP) and the Regional Interoperable Communications Plan (RICP) for Deep East Texas.
- Facilitated and supported the work of the regional Homeland Security Advisory Committee (HSAC) and local jurisdictions and hosted in-person and virtual meetings to disseminate information and address issues and challenges. The HSAC met nine times.
- Facilitated and hosted five meetings of the Communications Work Group which studies and makes recommendations on region-wide interoperable radio communications.
- Provided technical assistance for local jurisdictions to assist in the preparation and submittal of homeland security grant applications.
- Coordinated operation of the regional Mass Notification System which is utilized by 10 counties and multiple cities to alert citizens about various events including weather notifications, missing persons, and other important information.
- Migrated from a traditional server-based WebEOC to a cloud-based WebEOC to improve communications between local jurisdictions and the State of Texas Emergency Operations Center to improve emergency response.
- Hosted monthly roundtable meetings of local Emergency Management Coordinators.
- Continued progress on the regional interoperable radio communications project. Utilized $1.5 million in funding from the Statewide Emergency Radio Infrastructure (SERI) program to complete equipment buildouts on communications towers in Lufkin and Nacogdoches, provide fiber connectivity to a new tower constructed by Polk County, pay fiber connection fees for other locations, connection fees to the Texas Wide Area Radio Network (TxWARN), and equipment maintenance agreements.
- Purchase 21 new tri-band radios for use by local jurisdictions within the region.

2024 Outcomes Achieved
- The DETCOG region was awarded $189,291.04 in SHSP grant funding through the Governor's PSO to support regional homeland security planning and assist the City of Crockett in acquisition of license plate reader equipment.
- Potential threats were identified and risks were reduced, allowing the citizens of Deep East Texas to live in a safer, more secure environment.
- Authorities throughout the region are better prepared to deal with an active shooter situation.
- Local jurisdictions and stakeholders have a better knowledge of processes and procedures used by the DETCOG Homeland Security Advisory Committee.

- Emergency communications have been improved. Five of the six counties along the US-59/I-69 corridor now have complete radio tower connectivity to the 7-800 MHz TxWARN interoperable system.
- A pool of 21 tri-band radios are now available for deployment to any of our jurisdictions when needed in times of emergency.

2025 Expected Outputs

- Working with regional partners we will continue to seek funding to activate the TxWARN interoperable radio system in all counties of the region. We are awaiting receipt of CDBG-Mitigation Grant funds from the Texas General Land Office (GLO) and Congressionally directed federal appropriations to fund additional equipment for additional tower sites. The implementation of these projects could begin in either FY 2025 or FY 2026.
- Continue to seek funding sources and apply for funding from the Governor's Public Safety Office, State Emergency Radio Infrastructure (SERI) grant program, General Land Office Disaster Mitigation Grant programs, and/other funding agencies to continue making improvements in the region's interoperable radio communications infrastructure.
- Convene local jurisdictions and stakeholders to identify and monitor threats and risks through development of the 2025 Threat and Hazard Identification and Risk Assessment (THIRA), State Preparedness Report (SPR), Implementation Plan (IP) and Risk-Informed Methodology Report.
- Continue DETCOG's Partnership with Texas Division of Emergency Management to host the DDC14 Regional Emergency Operations Center during times of disaster.
- Maintain the Juvare WebEOC platform and support its expanded use in the region.
- Expand training for local emergency management and law enforcement agencies on the Genasys Regional Mass Notification System.
- Begin training on the use of Chemical Detection Devices, placing devices in each county, at the Alabama-Coushatta Indian Reservation and at Stephen F. Austin State University, keeping one device at DETCOG for deployment where needed.

2025 Expected Outcomes

- Law Enforcement and Public Safety officials and First Responders throughout the region will have improved communications capabilities and make more progress toward the ultimate goal of region-wide interoperable communications.
- All DETCOG Public Safety programs will continue to operate in a coordinated and efficient manner which will increase effectiveness while reducing administrative costs.
- The citizens of Deep East Texas will be better prepared and live in a safer and more secure environment, and citizens from outside the region will be safer when travelling through our region.

REGIONAL LAW ENFORCEMENT TRAINING

2024 Outputs Achieved
- Provided basic, intermediate, or advanced TCOLE-certified courses to 183 peace officers, correctional officers, and tele-communications professionals.
- Provided 4,502 training contact hours in basic courses and intermediate or advanced TCOLE-certified courses.
- Initiated a reimbursement program for agencies who sponsor new recruits to attend the Basic Peace Officer Course and become licensed officers.
- Collaborated with our law enforcement partners to identify and bring high quality required and specialized training into the region to meet the needs of our local jurisdictions.
- Provided support for the voluntary mental health peer support and assistance team to work with law enforcement professionals in the region.

2024 Outcomes Achieved
- Law Enforcement Officers in the Deep East Texas Region are better trained and have increased knowledge to perform their duties.
- Local agencies hosted training that was needed in their own communities.
- Officers and other emergency responders were better equipped to handle the stresses of the job and the mental toll it takes on themselves, their families, and their communities.
- The cost of law enforcement training was reduced for local governments and taxpayers.
- Officers from outside the region attended courses in Deep East Texas, bringing increased commerce to the region instead of sending dollars outside the region.
- Four jurisdictions were reimbursed for the cost of training new officers.
- The citizens of Deep East Texas live in a safer, more secure environment.

2025 Expected Outputs
- Provide Law Enforcement Training to 200 peace officers, correctional officers, and tele-communications professionals serving in Law Enforcement Agencies throughout the region, including approximately 35 recently constituted ISD Police Departments.
- Provide high quality professional development training opportunities within our region, keeping our officers close to their jurisdiction.
- Expand the reimbursement program to train new officers for up to 15 local jurisdictions.
- Make more specialized and "hard-to-obtain" training available to Law Enforcement Officers.

2025 Expected Outcomes
- Law Enforcement personnel in the Deep East Texas Region will be better trained and have increased knowledge to perform their duties.
- More officers will receive specialized training that was not previously offered close to home.
- The officers in the region will have greater resources and support to deal with job-related stress that impacts not only the officers, but their families and communities.
- Local jurisdictions will be able to recruit, train, and retain officers, including local residents who wish to remain in their communities and have a successful career in law enforcement.
- The citizens of Deep East Texas will live in a safer, more secure environment.
- "Train the Trainer" courses will result in even more effective training in the future.

CRIMINAL JUSTICE PLANNING AND SERVICES

2024 Outputs Achieved
- Facilitated and provided administrative support for meetings of the regional Criminal Justice Advisory Committee (CJAC) and its sub-committees.
- Organized and hosted in-person and online meetings with regional partners and local jurisdictions to identify and address issues and challenges.
- Hosted four meetings and a regional online training session with county officials to discuss challenges and promote best practices to meet Criminal Justice Information Services (CJIS) reporting requirements.
- Served as liaison between the CJAC, local jurisdictions, and the Office of the Governor Public Safety Office (PSO) to support the Criminal Justice grant application process.
- Provided grant application assistance and technical assistance to more than 45 regional stakeholders.
- Organized and hosted an orientation program for newly elected Sheriffs in the region to familiarize them with DETCOG programs and services.
- Administered a grant to defray the cost of non-substance abuse counseling and mental health evaluations for juveniles. Reimbursements totaling $27,674.78 were made to seven Juvenile Probation Departments.
- Gathered and provided information about funding sources outside the PSO to regional stakeholders.
- Updated the 2022-2026 Criminal Justice Strategic Plan which was approved by the DETCOG Board of Directors.
- All reports to the State were submitted on time or ahead of schedule.

2024 Outcomes Achieved
- 13 agencies and non-profits in the region were awarded a combined $1,441,953 in funding under four categories of grant funds administered by the Office of the Governor PSO: Victims of Crime Assistance (VOCA), Violence Against Women Act (VAWA), Juvenile Justice and Truancy Prevention, and Justice Assistance Grants (JAG).
- Regional partners including cities, counties, school districts, and non-profits had more resources at their disposal and were better informed about issues and funding opportunities.
- Increased regional collaboration resulted in more effective and efficient use of resources.
- Ten of the 11 counties of the region met or exceeded the mandate for 90 percent CJIS Reporting Status.
- Juveniles in the criminal justice system were better served.
- The Governor's Public Safety Office and other state partners were well informed of activities, expenditure of grant funds, and special needs/issues in the region.

2025 Expected Outputs
- Provide technical assistance to at least 50 Grantees/Applicants applying for grant funding through the PSO. This includes Law Enforcement, NPOs and Judicial entities.
- Continue to build and update databases and improve communications between the DETCOG Public Safety Program and regional stakeholders.

- Provide $28,606.83 in funding to Juvenile Probation Departments to defray the cost of purchased juvenile services.
- Work with CJAC members and our Law Enforcement Partners to explore and seek potential JAG grant funds to compliment other grant funding which has been secured to improve regional interoperable radio communications in the region.

2025 Expected Outcomes
- Local agencies and organizations will develop more effective programs and submit more complete grant applications with fewer errors, maximizing the amount and effectiveness of state and federal funding available to support our region.
- Law Enforcement Agencies, Schools, and Non-Profits will have more resources at their disposal to respond to public safety and criminal justice needs within their jurisdictions.
- All counties in the region will meet or exceed the mandate for 90 percent CJIS Reporting Status.
- Counseling and mental health evaluations will be provided for approximately 90 juveniles.
- The citizens of Deep East Texas will be better served and live in a safer, more secure environment.

DETCOG Family and Youth Success Program (FAYS)

2024 Outputs Achieved
- Served 739 clients, exceeding target goal of 644 and last year's total of 654.
- Averaged over eight visits per client served by face-to-face sessions.
- Achieved an over 95 percent positive affect at closure for each client served.
- Achieved an over 95 percent positive affect at follow-up for each client served.
- Surpassed monthly output target of 208 youth/families for all 12 months.
- Follow-ups were completed for al clients served.
- Conducted Child Abuse Awareness and Prevention outreach including public service campaign on local radio stations and distribution of brochures throughout the region.

2024 Outcomes Achieved
- At Risk Youth and their Families received counseling services, anger management training, Parenting Wisely sessions and family skills classes which strengthened the family unit and helped avoid disruption or breakup of families.
- Youth in crisis situations received help, enabling them to cope now and in the future.
- School truancy and vaping was reduced.
- 100% of Protective Factor Surveys (PFS) showed an increase in scores for at least one protective factor.
- The public was better informed about the problem of Child Abuse and how to prevent it. An estimated 250,000 persons were reached through the radio campaign, social media, and print materials.

2025 Expected Outputs
- Serve a minimum of 689 unduplicated clients during the year with increased one-on-one counseling sessions as well as family sessions.
- Meet a monthly output target of 220 youth/families for all 12 months.
- Continue to utilize DFPS approved evidence-based programs to serve clients.
- Achieve a success rate of over 85 percent for closures completed for each client served, and a positive affect at closure for at least 85 percent of clients.
- Serve a minimum of 84 clients through the Standards of Quality for Family Strengthening and Support.
- Continue to strengthen public awareness of child abuse awareness and prevention.

2025 Expected Outcomes
- Reduction of at-risk delinquent behaviors and reduced conflict within families.
- Youth and their families will be able to better cope with stressful events.
- Increased accountability resulting from evidence-based approaches being used.
- Increased school attendance, increased awareness of vaping and other street drugs.
- Reduction of child abuse and neglect with aggressive April Child Abuse Prevention Campaign, as well as the use of Evidence based Parenting Skills training.

DETCOG Regional Housing Authority
(HUD Section 8 Housing Choice Voucher Program)

2024 Outputs Achieved
- Provided rental payments to local landlords for 1,700 families (monthly average).
- Processed 729 waiting list applications.
- Processed paperwork on 264 families determined ineligible or non-responsive.
- Provided orientation/briefings to 474 new families.
- Performed inspections on 1,451 housing units and processed 225 landlord self-certifications of repair completions.
- Provided rental assistance for 72 Veterans and their families in the Veterans Affairs Supportive Housing (VASH) program.
- Performed recertifications for 28 families in the Emergency Housing Voucher (EHV) program.
- Provided case management for 40 families enrolled in the Family Self Sufficiency Program.
- Provided monthly mortgage assistance payments for 16 families.
- Renewal of an allocation of 25 new vouchers per fiscal year in the Foster Youth to Independence Initiative (FYI).

2024 Outcomes Achieved
- More families have access to safe and fair housing who otherwise could not afford it.
- Families are more self-sufficient. Three families graduated from the Family Self Sufficiency Program.
- 28 families in emergency situations avoided becoming homeless.
- Three young adults leaving foster care continued to have housing.
- More than $14 million was injected into the region's economy through payments to landlords.
- Time spent on waiting list remained on average 12 months.

2025 Expected Outputs
- Increase the number of families served with a goal of 1,800 HCV families and 102 Veterans.
- Identify and provide housing assistance payments for more Homeless Veteran Families.
- Perform bi-annual inspections on 900 housing units.
- Increase participation in the Family Self Sufficiency and Homeownership Programs.
- Develop partnerships with property owners and developers to increase available housing.
- Provide housing assistance for up to 25 young adults leaving foster care.

2025 Expected Outcomes
- Low-income families and families experiencing homelessness and other threats beyond their control will have access to safe, fair, and affordable housing.
- More families will become more self-sufficient.
- More families will achieve home ownership.
- Homelessness in the region will be reduced.
- In partnership with Public Child Welfare Agencies, youth and young adults who age out of foster care will have safe and fair housing as they transition to independence and self-sufficiency.

DETCOG Community & Economic Development Program

2024 Outputs Achieved
- Provided technical assistance to 23 cities and counties, with over $20 million in secured funding through Community Development Block Grants (CDBG), Economic Development Administration (EDA) grants, and other state and federal programs.
- Collaborated with Stephen F. Austin State University's Center for Applied Research and Rural Innovation to launch workforce training initiatives through the EDA Good Jobs Challenge, which will benefit over 200 participants and address critical regional skill gaps.
- Conducted infrastructure resilience workshops with 60+ local leaders, leading to the identification of targeted state and federal infrastructure funding opportunities and connecting communities with technical service providers to expand capacity.
- Managed two active EDA-funded infrastructure projects, contributing to the creation and retention of 50 jobs while enhancing regional economic resilience.
- Assisted six communities in applying for the reallocation of de-obligated funds under the Disaster Recovery Reallocation Program, addressing critical infrastructure needs.

2024 Outcomes Achieved
- More jobs were created, and jobs were retained, bolstering the region's economic stability.
- The region is more resilient, with disaster recovery efforts focusing on economic resilience and infrastructure reliability, enabling communities to rebound from economic distress.
- A culture of regional collaboration has been maintained, improving access to state and federal funding and advancing shared economic priorities.
- The quality of life has improved for residents of the region through partnerships focusing on infrastructure improvements in water systems, roads, and other essential services, alongside increased job opportunities and workforce training access.

2025 Expected Outputs
- Host four regional workshops to guide local governments in securing competitive funding for critical infrastructure and economic development projects.
- Apply for and secure funding for two disaster recovery projects focused on community economic development, emergency response infrastructure, and long-term resiliency.
- Partner with higher education institutions and private organizations to expand economic development initiatives, targeting underserved populations and emerging industries.
- Provide project management and technical support for multiple major infrastructure initiatives, impacting all 11 DETCOG counties.

2025 Expected Outcomes
- Create or retain over 200 jobs through targeted workforce and economic development efforts.
- Advance disaster preparedness with $5 million in secured mitigation and economic development funding, addressing critical community needs.
- Strengthened resiliency and economic sustainability for the region.

DETCOG Regional Solid Waste Grant Program

2024 Outputs Achieved
- Secured $80,000 in funding through seven approved regional solid waste grants funded by TCEQ.
- Provided 10+ technical assistance sessions to local government representatives, enhancing their capacity to apply for and manage waste reduction initiatives.
- Supported recycling efforts that reduced landfill use and promoted environmental sustainability.

2024 Outcomes Achieved
- Reduced illegal dumping incidents across the region, improving environmental quality.
- Increased community engagement in recycling programs, leading to a significant reduction in landfill use.
- Enhanced public health and safety by promoting proper disposal of hazardous materials.
- Improved coordination among counties and municipalities, resulting in more effective and efficient waste management strategies.

2025 Expected Outputs
- Submit eight solid waste grant applications, targeting $90,000 in new funding.
- Expand outreach by hosting three educational workshops and training sessions on waste reduction, recycling, and illegal dumping prevention.
- Launch new waste management initiatives in partnership with municipal utility districts that have not previously participated in the program, focusing on hazardous waste and recycling infrastructure.

2025 Expected Outcomes
- Achieve a 10% further reduction in illegal dumping incidents region-wide.
- Divert an additional 50,000 pounds of waste from landfills, reducing costs and preserving environmental resources.
- Enhance the region's waste management capabilities, contributing to a cleaner and healthier community.

DETCOG Transportation/Transit Planning

2024 Outputs Achieved
- Convened eight Transit Stakeholder and Regional Transportation Planning Organization (RTPO) meetings with TxDOT and local leaders, addressing critical projects such as I-69, I-14, and regional transit expansion efforts. Received support from 40+ business and nonprofit organizations to participate in our transit stakeholder group.
- Assisted Brazos Transit District in promoting new transit services through TV news campaigns, social media outreach, and stakeholder engagement sessions, increasing community awareness and ridership.
- Applied for funding under two competitive USDOT programs, aiming to enhance regional transportation capacity and create additional opportunities for transit access and infrastructure improvements.
- Conducted technical outreach to local nonprofits and government entities, raising awareness of TxDOT vehicle grant opportunities.

2024 Outcomes Achieved
- Expanded public transit usage in rural areas providing essential mobility for residents without access to private vehicles, including improved service coverage in previously underserved regions.
- Improved accessibility for elderly and disabled populations, enhancing their ability to access healthcare, employment, and essential services, leading to a demonstrable increase in service satisfaction.
- Strengthened coordination in regional planning, ensuring alignment with TxDOT and USDOT priorities and positioning Deep East Texas as a leader in rural transit innovation.

2025 Expected Outputs
- Launch a pilot inter-county transit program to connect residents to vital destinations, including medical facilities, educational institutions, and employment hubs, with an emphasis on underserved communities.
- Facilitate three targeted stakeholder engagement sessions, identifying additional rural transit needs and prioritizing funding applications for key projects.
- Secure $1 million in new grants to support transit services, and infrastructure enhancements aimed at increasing regional connectivity.
- Develop a comprehensive strategic transit plan, focusing on expanding services to the one remaining unserved county and improving overall service delivery across the region.

2025 Expected Outcomes
- Transit utilization will increase across five counties, improving mobility for over 1,000 residents annually and addressing critical transportation barriers.
- New regional transportation initiatives will promote economic growth and lead to safer and more accessible transit infrastructure that meets the needs of all residents and improves their quality of life.
- Effective planning and prioritization of transportation projects will provide better access and improve highway safety throughout the region.
- Deep East Texas will receive its fair share of state and federal funding for transportation projects.

DETCOG Regional Broadband Program

2024 Outputs Achieved
- Hired a new Regional Broadband Director to oversee the existing activities and pursue new opportunities for the program.
- Issued a Request for Proposals to select a Network Operator to provide internet service to the Fixed Wireless Network that DETCOG will construct across six counties (Newton, Polk, San Jacinto, Tyler, San Augustine, and Jasper).
- Issued a Request for Qualifications to selecting one or multiple partners to deliver or support digital adoption and navigation, skills trainings, and other related activities in the region.
- Applied for the State of Texas Broadband Development Office's (BDO) Technical Assistance Program (TAP) on behalf of six Counties in the region (Nacogdoches, Polk, San Augustine, Shelby, Trinity, and Tyler).
- Continued finalization of engineering for the $9 million North Newton County fixed wireless broadband network.
- Continued project planning and preliminary design for the $42 million regional fixed wireless broadband network in Newton, Polk, San Augustine, San Jacinto, Tyler, and Jasper counties.
- Provided project management/consulting services for Sabine County in support of their $17 million fiber-to-the-premises project funded by NTIA and Kinetic by Windstream.
- Assisted regional partners with knowledge and understanding of Federal, State and philanthropic broadband funding opportunities.
- Assisted State agencies with coordination and education on avenues to achieve success for broadband programs.
- In collaboration with the East Texas Council of Governments (ETCOG) and Human-I-T, submitted a grant request totaling $8.2M to the NTIA to expand digital device access and digital training and navigation services to all Counties in the combined DETCOG/ETCOG regions.
- Collaborated with Sanborn Geospatial to plan and support an application to the USDA for a $994,000 Broadband Technical Assistance Provider grant to serve significant portions of the Deep East Texas Region.
- Facilitated discussions with the Texas Department of Transportation's State Transportation Innovation Council to find cohesion for infrastructure deployments involving broadband components.
- Participated in conferences and outreach opportunities to further explain the mission of DETCOG in broadband-related activities for the purpose of encouraging other organizations and securing new partnerships.

2024 Outcomes Achieved
- Environmental review has been completed for the $9 million North Newton County fixed wireless broadband network.
- Contract for funding has been executed and preliminary design has been completed for the regional fixed wireless network in Newton, Polk, San Jacinto, Tyler and Jasper counties (approximately $35 million project).

- Construction of the Sabine County fiber project is underway with completion expected in calendar year 2025.
- Six DETCOG counties are receiving assistance through the BDO's Technical Assistance Program. Each county will work with the BDO's selected consultant to provide broadband planning assistance tailored for the needs of each county.
- Two counties in the DETCOG region (Newton and Trinity) are included in the BDO's Boot 2 grant program which will fund fiber optic service to unserved and underserved homes.

2025 Expected Outputs
- Finalize and execute agreement with the highest scoring respondent to the Network Operator RFP to secure an operator for DETCOG's fixed wireless networks.
- Issue and award construction RFP and commence construction of the North Newton County fixed wireless network and execute long-term capital leases for tower space.
- Execute grant contract with GLO for funding of the San Augustine County portion of the fixed wireless network.
- Submit grant request for BDO's upcoming digital equity grant program, authorized by the State's Digital Opportunity Program.
- Continue assisting Sabine County with management and oversight of its NTIA funded fiber project. Assist with closeout of the grant.
- Continue following ay new funding opportunities that advance the region's internet adoption goals.
- Continue supporting the work of other companies and organizations which are investing in expanded broadband services in the region.

2025 Expected Outcomes
- DETCOG remains optimistic for the award of several grants in fiscal year 2025, which include the NTIA Digital Equity Capacity Grant ($8.2M request), the USDA Broadband Technical Assistance program ($994,000 request), and the State Digital Equity Capacity Grant.
- The State of Texas Bringing Online Opportunities to Texans Round Two funding is expected to award funding to providers in Newton and Trinity counties. DETCOG will continue to support these counties with technical assistance and guidance where it is needed as these networks are designed and constructed.
- Substantial progress will be made in the construction of the North Newton County fixed wireless Network, and construction will begin or be nearing for the remainder of the regional fixed wireless network.
- Significant progress will be made toward our goal of ensuring affordable and reliable broadband service for every home and business in the Deep East Texas region.