

# **ONE REGION MANY PARTNERS**

**Annual Report  
2013 - 2014**



## **Central Savannah River Area Regional Commission**

**Burke Columbia Glascock Hancock Jefferson Jenkins Lincoln  
McDuffie Richmond Taliaferro Warren Washington Wilkes**

# 2015

## IMPORTANT DATES

# CSRA RC BOARD MEETING DATES

### JANUARY

S	M	T	W	T	F	S
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### FEBRUARY

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### APRIL

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### JUNE

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### JULY

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### AUGUST

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### SEPTEMBER

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### OCTOBER

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### NOVEMBER

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29	30					

### DECEMBER

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20	21	22	23	24	25	26
27	28	29	30	31		

### JANUARY 1

NEW YEAR'S DAY

### JANUARY 22

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### FEBRUARY 26

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

### MARCH 26

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### APRIL 23

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

### JUNE 18

CSRARC BOARD MEETING - 6pm  
SANDERSVILLE, GA

### AUGUST 27

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### SEPTEMBER 24

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

### OCTOBER 22

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### DECEMBER 10

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

3023 RIVERWATCH PKWY, SUITE A  
AUGUSTA, GA 30907

706.210.2000

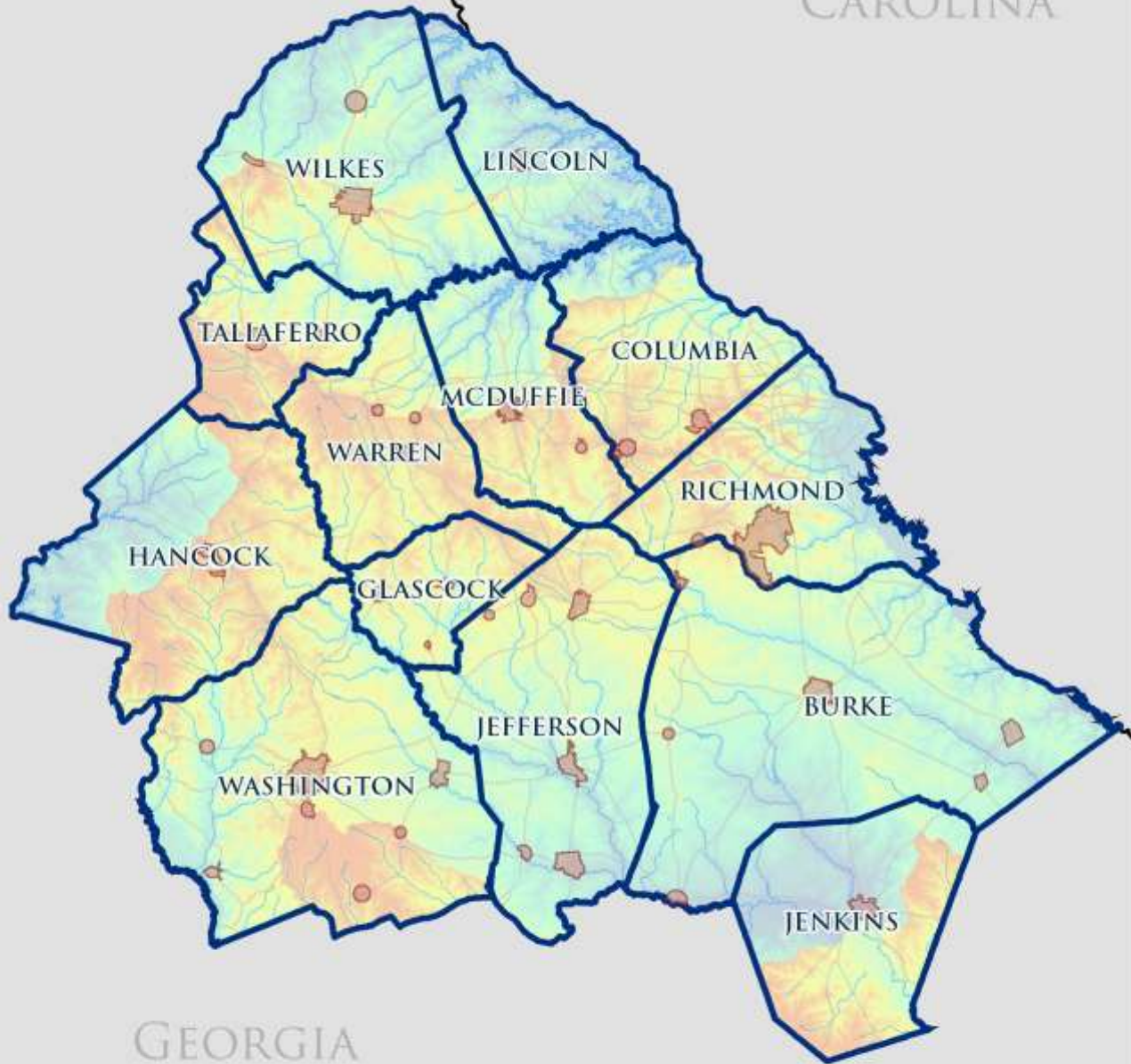
[info@csrarc.ga.gov](mailto:info@csrarc.ga.gov)

[www.csrarc.ga.gov](http://www.csrarc.ga.gov)





SOUTH  
CAROLINA



GEORGIA

1 inch = 13.26 miles



CENTRAL SAVANNAH RIVER AREA  
REGIONAL COMMISSION



## COURTHOUSES OF THE CSRA



Wilkes County Courthouse



Taliaferro County Courthouse



Jefferson County Courthouse

# **CSRA RC EXECUTIVE COMMITTEE**

**2013-2014**

**Jerry Henry**  
**Jenkins County**  
**Chairman**

**John Luther**  
**Augusta-Richmond County**  
**Vice-Chairman**

**Ken Usry**  
**City of Thomson**  
**Treasurer**

**John Graham**  
**Warren County**  
**Secretary**

**Jimmy Andrews**  
**City of Sandersville**

**Sistie Hudson**  
**Hancock County**

**Ron Cross**  
**Columbia County**

**Larry Morgan**  
**City of Louisville**

**Terry Elam**  
**Augusta Technical College**

**Andy Crosson**  
**CSRA RC**  
**Executive Director**

**Mack Shealy**  
**CSRA RC**  
**Financial Officer**





# COURTHOUSES OF THE CSRA



Burke County Courthouse



Columbia County Courthouse



Augusta-Richmond County Courthouse



Glascock County Courthouse



Thomson-McDuffie County Courthouse

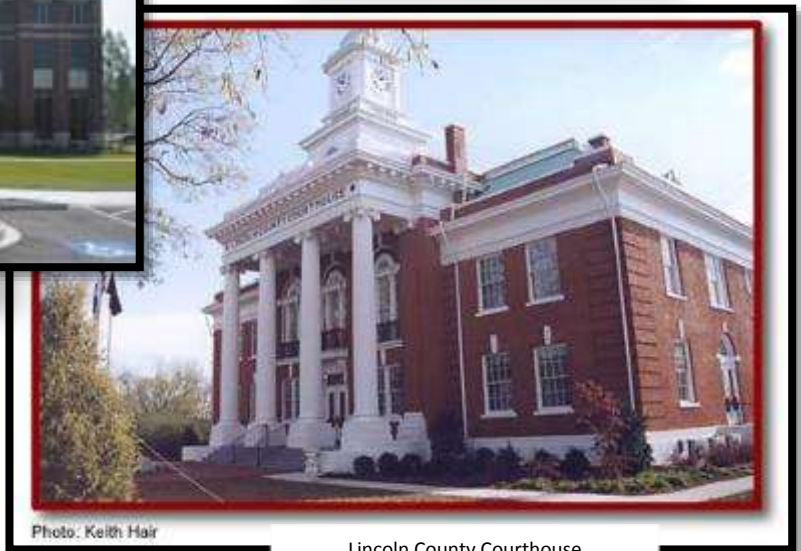


Photo: Keith Hair

Lincoln County Courthouse

## Courthouse Photos Courtesy of:

Carl Vinson Institute of Government  
The Augusta Chronicle  
The McDuffie Progress  
Martin Rule & Associates Architects  
[www.washingtoncountyga.com](http://www.washingtoncountyga.com)  
Local Government Websites  
U.S. National Register of Historic Places

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## COURTHOUSES OF THE CSRA



Jenkins County Courthouse



Hancock County Courthouse



Washington County Courthouse



Warren County Courthouse



# EXECUTIVE DIRECTOR'S ANNUAL REPORT

FISCAL YEAR ENDING JUNE 30, 2014

Despite the continued national, state, regional, and local economic distress facing each of our jurisdictions, FY2014 marked a very busy year for the CSRA Regional Commission. Detailed information about the fiscal year's activities is included in the annual report. Some of the major activities that we engaged in during the year are as follows:

- Commission staff successfully **implemented the Workforce Investment Act program for Augusta-Richmond and Burke Counties**. The program provides training and job skills for unemployed and underemployed adults and youth.
- Local Government Services (LGS) staff **successfully implemented two Community Housing Investment Program projects for the cities of Sandersville and Wadley resulting in \$306,000 grant awards for each community**.
- During FY2014, the CCSP program **served 843 clients in the community instead of a nursing facility, saving over \$12 million Medicaid dollars**.
- Community Development staff worked with city and county emergency management and public safety officials **to finalize 5 Hazard Mitigation Plans for Washington, Warren, Wilkes, Glascock and McDuffie counties**.
- Staff prepared plans for the **Thomson-McDuffie Downtown Depot and Walkway Revitalization** and the **City of Harlem Active Transportation Initiatives**. Each project received a **National Award for Innovation from the National Association of Development Organizations**.
- The AAA's Nutrition Services Program worked side by side with **21 region wide sites to provide 205,051 congregate and home delivered meals** to seniors in the east central Georgia region at a **net cost of \$912,477**.
- Economic Development staff continued to provide project consultation, grant writing assistance, and administration of state and federal funding to local governments, and administered **more than \$2.7 million in economic development grant funds for member jurisdictions creating and/or retaining more than 600 jobs**.
- Community Development staff **secured \$2.6 million in Community Development Block Grant funds for the cities of Louisville, Millen, and Thomson and Washington County**.
- The AAA continued to operate the **Community-based Care Transitions Program (CCTP)** which helps individuals with complicated care needs and their family caregivers receive specific tools to learn self-management skills that will aid them in their transition from a hospital to their home setting.
- For the twentieth consecutive year, the CSRA RC's Comprehensive Annual Financial Report received the Government Financial Officers Association (GFOA) **award for Certificate of Achievement for Excellence in Financial Reporting**.

This year's Annual Report theme is **"One Region, Many Partners."** Cities and counties in the Commission's service area have long recognized the importance of working collaboratively to solve problems, address issues, and create opportunities for local and regional growth. Local chambers of commerce work together under the umbrella of the Augusta Regional Development Alliance. Likewise, each of the region's thirteen counties participates in the Unified Development Authority. These two groups serve as voices for local and regional needs at the state and federal level.

## EXECUTIVE DIRECTOR'S ANNUAL REPORT

The Clarks' Hill Partnership strives to promote the lake from a tourism and economic development perspective. The CSRA Alliance for Fort Gordon promotes opportunities for mission growth enhance quality of life for the soldiers and civilians who work and are stationed at the post. The CSRA Regional Commission works hand in hand with each of these public and private partnerships on a daily basis. The quality of life for the 500,000 people who call the CSRA home is a primary focal point of each city, county, development authority, chamber of commerce, and partnership or alliance. While there are multiple partners engaged in this endeavor, we all work as one region to enhance the quality of life region-wide.

### *Service Delivery*

As usual, please keep in mind that the Regional Commission operates on the economic principle of economies of scale. The importance of this simple fact dictates that I remind you again that the RC staff is capable of providing services in a wide variety of programmatic areas. For example, by utilizing RC staff, your community continues to have access to:

- Statistical and research personnel with economic development and analytical training,
- Planners who have a technical background and practical experience to better serve you in the areas of local planning, zoning, and land-use development,
- Historic preservation planning assistance from employees with extensive educational training and experience in the field,
- Economic development assistance in the areas of community marketing and impact analyses,
- Geographic information system (GIS) technology and technical assistance,
- Professional grant writing and grant administration services,
- Comprehensive personnel system developments/updates including job description development, wage and salary analyses, and merit-based pay plan development and implementation.

In addition, CSRA Business Lending (formerly the CSRA Development Companies) is made up of component units of the CSRA Regional Commission. CSRA Business Lending provides loans to small businesses for a variety of purposes. The programs have grown from financing a handful of loans each year in the 1980s to funding over 240 projects in the last five years. CSRA Business Lending has operating relationships with the Small Business Administration (SBA), the Economic Development Administration (EDA), and the Department of Agriculture (USDA). **Through the efforts of CSRA Business Lending's staff, the RC has completed 225 projects totaling \$297,535,306 and helped local businesses create and/or retain 1,892 jobs during the past five years.**

Finally, the Regional Commission continued in FY2013 to serve as the state-designated Area Agency on Aging for the CSRA. Through the RC's AAA department, numerous contractors and subgrantees in the region received funding for projects designed to assist the region's elderly population. Additional information about the AAA's accomplishments can be found under the Area Agency on Aging's departmental section in this report.

As this year's Annual Report will show, the CSRA Regional Commission worked on a wide variety of projects during FY2014. This annual report outlines many of the tasks undertaken and goals achieved by the RC staff during the fiscal year. I encourage you to review it thoroughly so that you can fully appreciate all of the work that the RC is capable of doing for your community.

Please do not hesitate to contact me if the Central Savannah River Area Regional Commission can ever be of any assistance to you or your community.

Sincerely,



Andy Crosson  
Executive Director

# FINANCE AND ADMINISTRATION

**L. Mack Shealy, CPA, CGFM, CICA – Chief Financial Officer**

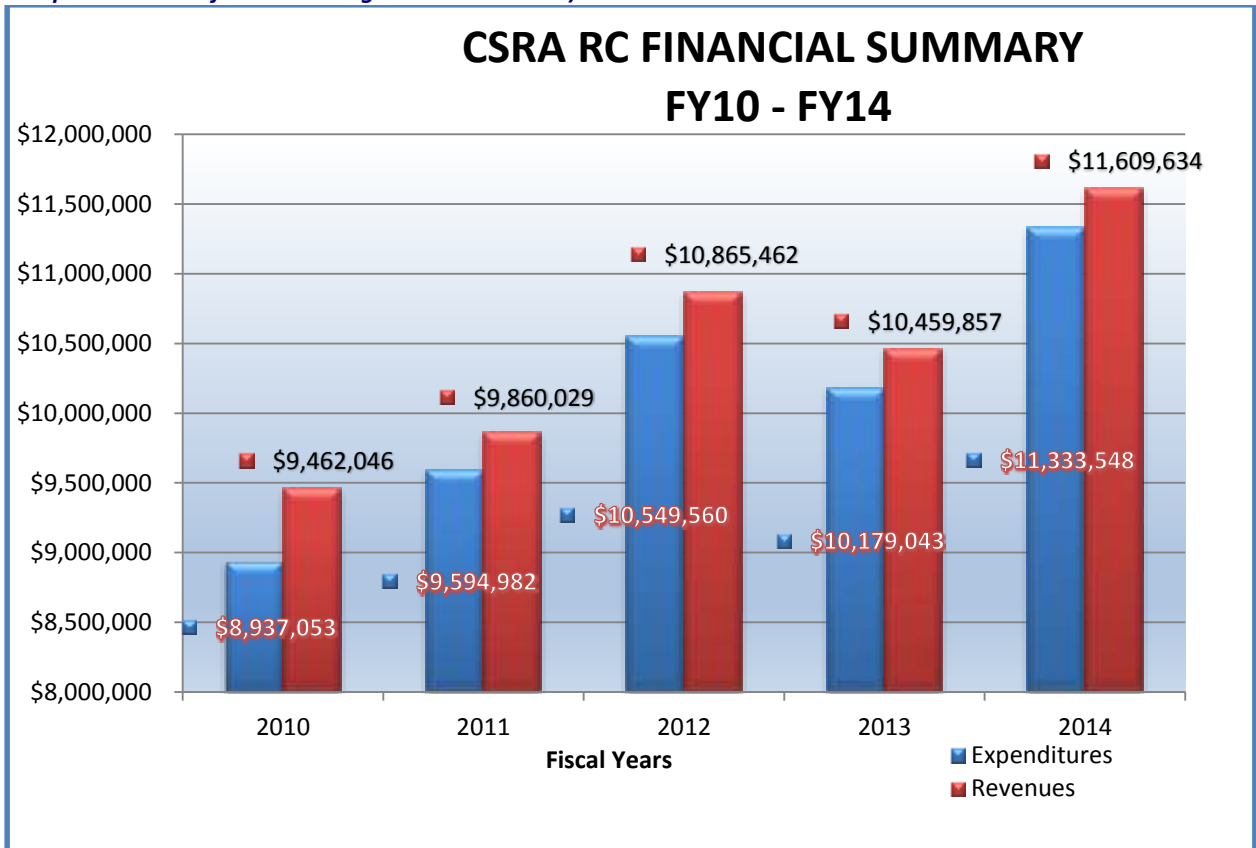
## Department Overview

The Department of Finance and Administration manages all internal and external financial activities of the CSRA RC. The Department runs all financial operations required for the day-to-day maintenance of the Commission, such as accounts payable, accounts receivable, payroll, cash management, capital budgeting, financial analysis and reporting, and internal control procedures. In addition, the Department of Finance supports other departments in the Commission by tracking the funding status and expenditure levels of grants received, submitting required reports to grantor agencies, and assuring compliance with federal, state, and local regulations for programs and funding received by the Regional Commission.

**For twentieth consecutive year, the CSRA RC's Comprehensive Annual Financial Report has received the Government Financial Officers Association (GFOA) award for Certificate of Achievement for Excellence in Financial Reporting.**

The administrative staff of the Department works diligently to ensure that all reports, documents, correspondence, and related materials are transmitted and maintained in a professional, accurate, and efficient manner. Additional services provided by the administrative staff of the Department include: word processing and desktop publishing; physical plant management of the office; updates and distribution of information to the Board of Directors; and organization of Board meetings, retreats, and special functions.

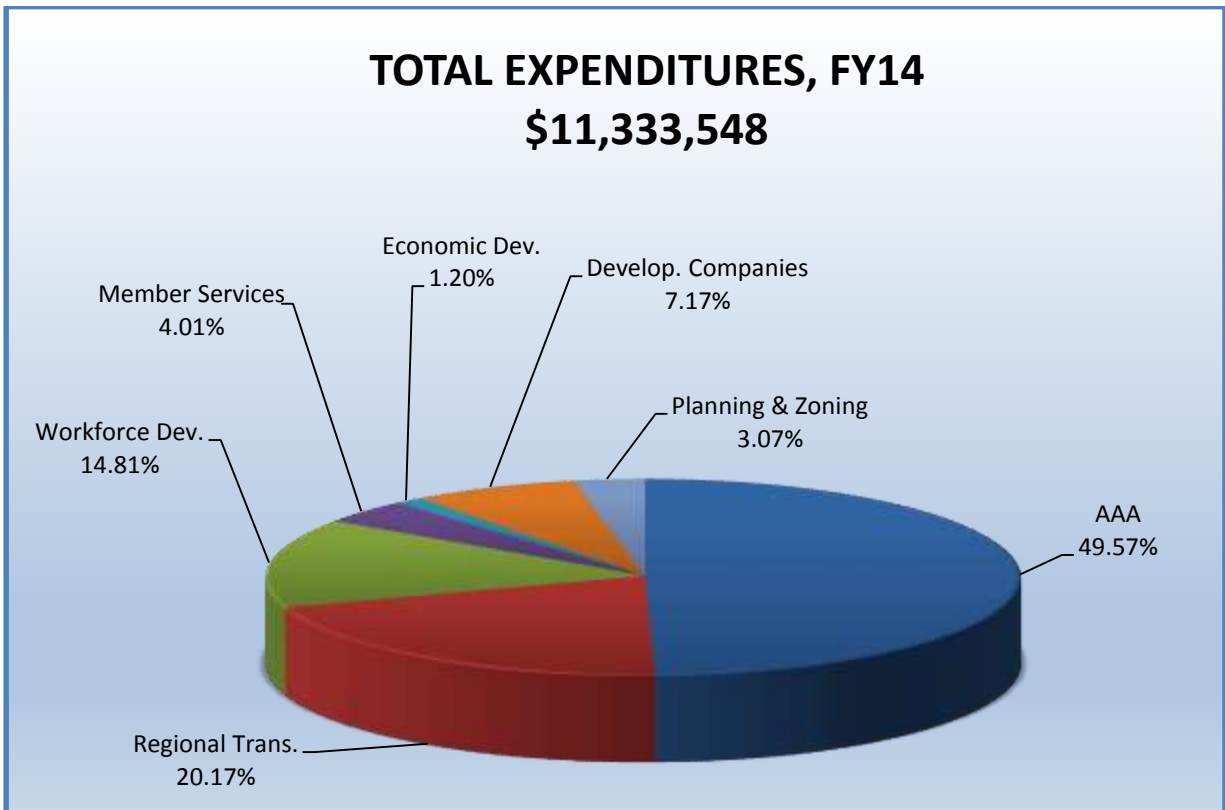
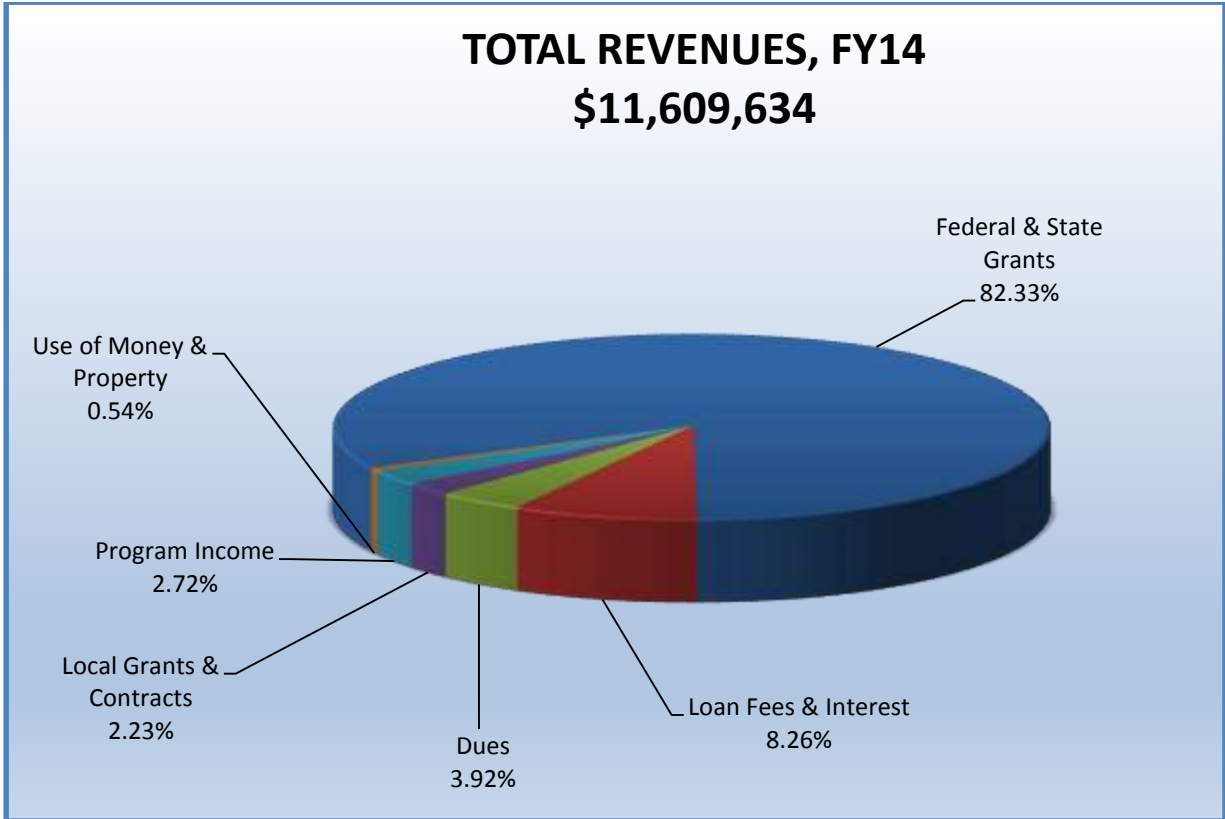
**Financial Data for RC: (includes revenues and expenses of the CSRA Local Development Companies - component units of the CSRA Regional Commission)**



**Source: (June 30, 2010 through June 30, 2013, Audited Financial Statements; June 30, 2014 Unaudited Financial Statements)**



## FINANCE AND ADMINISTRATION



Source: June 30, 2014 Unaudited Financial Statements

## COORDINATED TRANSPORTATION

**Sherry Utley, Paraprofessional Accountant**

The Department of Human Services (DHS) Coordinated Transportation System operates across divisional lines to provide quality transportation services for DHS consumers in a safe, efficient and effective manner. DHS is comprised of several divisions; among those supported under the DHS Coordinated Transportation System are the Division of Aging, the Department of Behavioral Health and Developmental Disabilities, the Department of Family and Children Services TANF and the Georgia Department of Labor.



The CSRA RC served as the primary contractor having sub-contractual agreements with the area transportation service providers. Through these arrangements, the CSRA RC was responsible for administering the transportation of consumers for AGING, DBHDD, DFCS TANF and GDOL Programs. The CSRA RC’s administrative staff solicited potential providers including governmental, private, for-profit, and non-profit operators. The contract manager was responsible for preparing and submitting proposals and establishing contractual agreements with subcontractors.

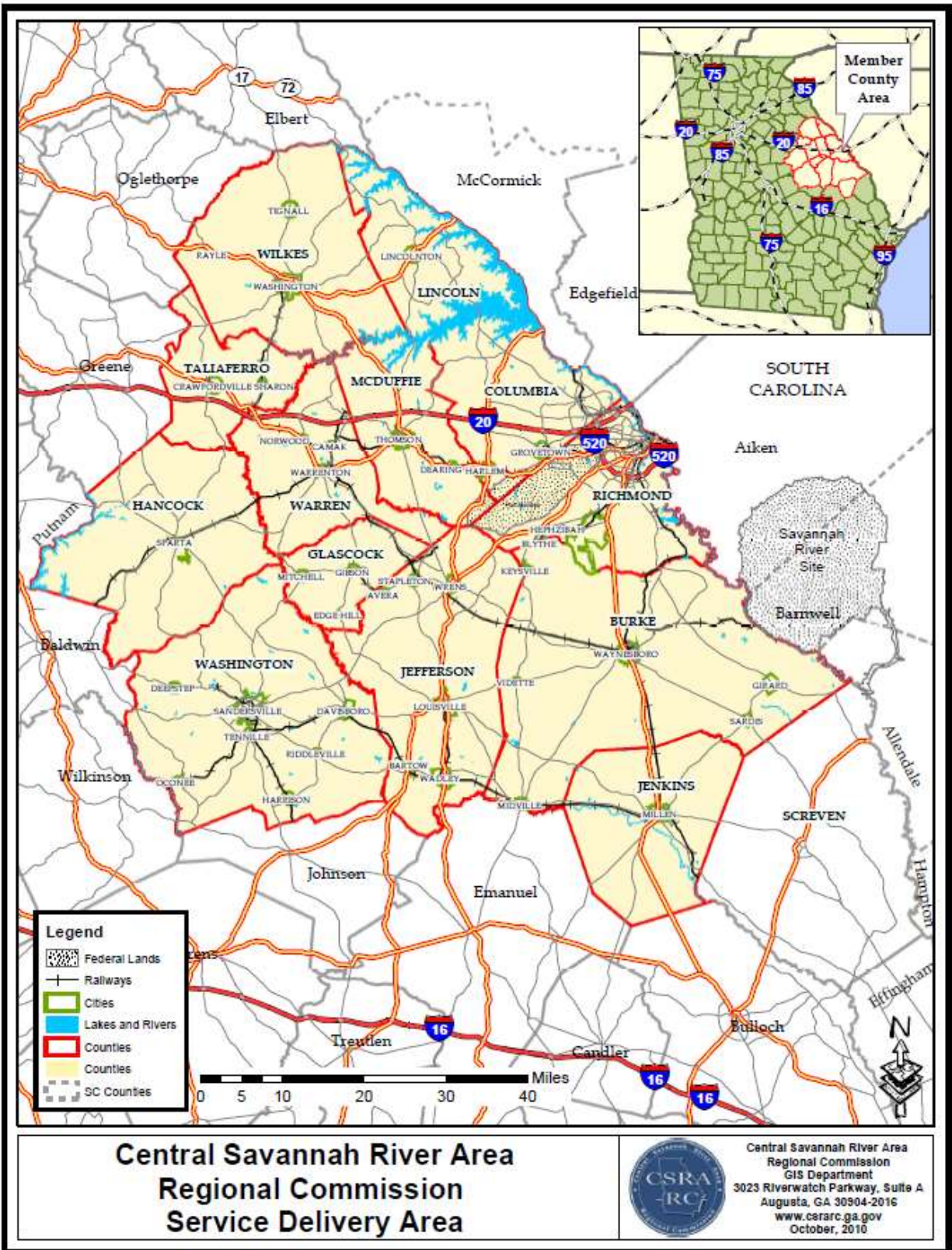
During FY 2014, the contract manager established contracts with and monitored the operations of each of the ten subcontractors. Throughout the year, technical support and training were provided to subcontractors to ensure that all reports, documents, and correspondence were transmitted and maintained in an accurate, efficient manner.

During the past fiscal year, the CSRA RC’s administrative staff **managed contracts totaling \$2,681,044.99** for Burke, Columbia, Glascock, Hancock, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, and Wilkes Counties. **The total number of unduplicated consumers served in Region 7 through the DHS Coordinated System for FY 2014 was approximately 882 for a total of 157,184 one-way trips.** The DHS Coordinated Transportation Contract is comprised of federal, state, and local funding sources.

The following is a summary of last year’s expenditure activity:

Local Government	Funding Type(s)	Expenditures
Burke County	SSBG, 5310, State, TANF	\$286,283.34
Columbia County	SSBG, 5310, State, TANF	\$127,469.20
Glascock County	TANF	\$1,000.00
Hancock County	SSBG, 5310, State, TANF	\$47,500.00
Jenkins County	SSBG, 5310, TANF	\$53,500.00
Lincoln County	SSBG, 5310, TANF	\$14,000.00
McDuffie County	SSBG, 5310, TANF	\$34,405.68
Richmond County	SSBG, 5310, State, TANF	\$1,411,146.87
Screven County	SSBG, 5310, State, TANF	\$227,500.00
Taliaferro County	SSBG, 5310, TANF	\$6,800.00
Warren County	SSBG, 5310, TANF	\$17,400.00
Washington County	SSBG, 5310, State, TANF	\$447,999.90
Wilkes County	TANF	\$6,000.00
<b>TOTAL</b>		<b>\$2,681,004.99</b>

# CSRA SERVICE AREA

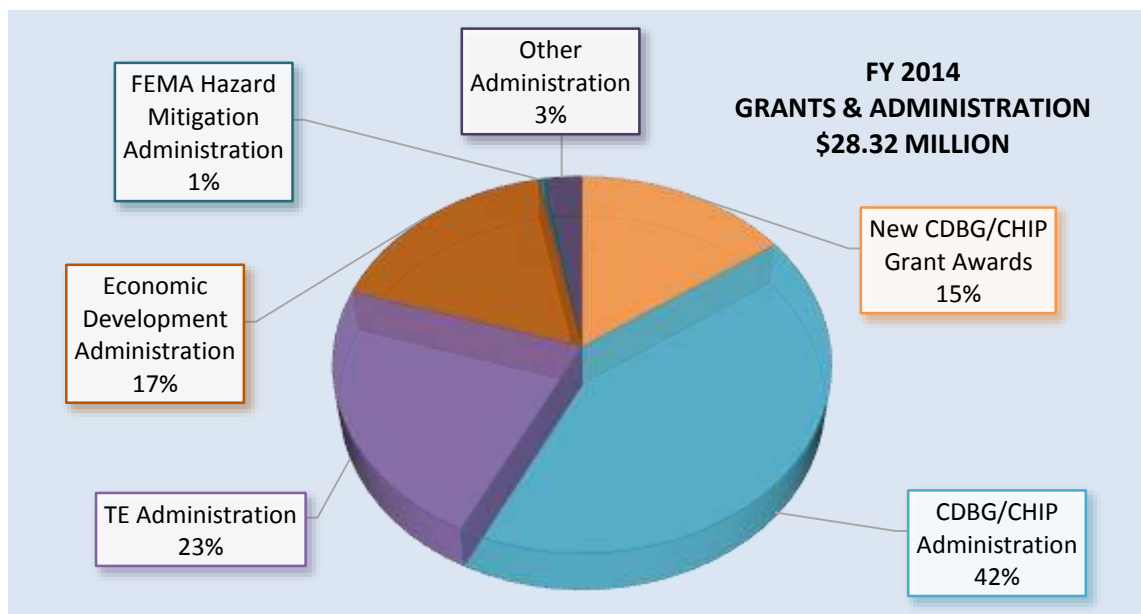
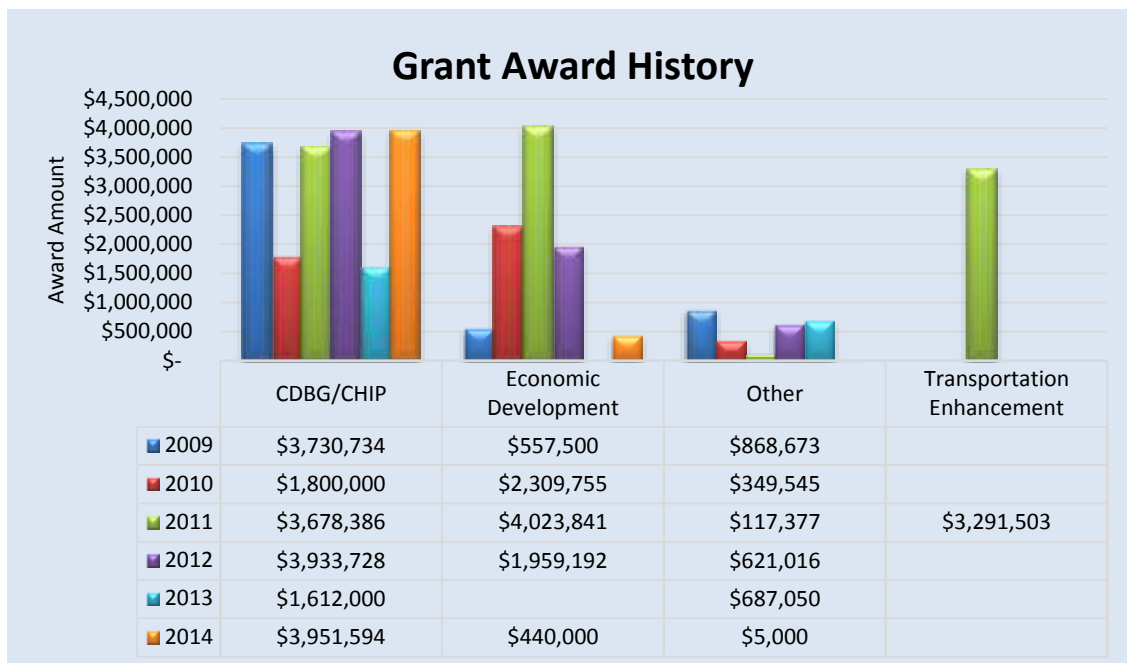




## LOCAL GOVERNMENT SERVICES

**Anne S. Floyd, Director**  
**Linda Grijaiva, Director of Community Development**  
**Niece Davis, Grant Administrator**

The Local Government Services department offers a wide variety of services to local governments, citizens and non-profit agencies of the CSRA, including grant preparation and administration (CDBG and Transportation Enhancement primarily), economic development, and historic preservation. During fiscal year 2014, the LGS staff **applied for \$6.39 million in state and federal grant funds for CSRA local governments. The Staff also administered \$21.97 million in active projects.** These grant funds will provide improvements for infrastructure, transportation enhancement, Brownfields, housing assessment planning, hazard mitigation planning, and historic preservation projects. **Collectively, the Regional Commission applied for and administered \$28.32 million in FY2014 on behalf of our member governments.**



# LOCAL GOVERNMENT SERVICES

## COMMUNITY DEVELOPMENT DIVISION

### Community Development Block Grants (\$2.42 Million Awarded)

In Fiscal Year 2014, nine (9) regular round CDBG applications in the amount of \$4,800,000 were prepared for CSRA local governments by RC staff. All together four (4) Community Development Block Grants (public facility) totaling \$2 million were awarded to member governments. In addition, one Fiscal Year 2012 CDBG housing grant was assigned through DCA to the CSRA RC for \$421,594.00 to complete. Local governments will utilize these CDBG funds for the following infrastructure and housing projects to benefit low to moderate-income residents.

- ✓ City of Davisboro \$421,594, Housing Improvements
- ✓ City of Louisville \$500,000, Sewer Improvements
- ✓ City of Millen \$500,000, Drainage/Street Improvements
- ✓ City of Thomson \$500,000, Multi-Infrastructure Improvements
- ✓ Washington County \$500,000, Health Center Rehab



2013 CDBG Funds will correct this kind of flooding in the Town of Dearing

### Grant Administration (\$9.4 Million)

In addition to preparing CDBG grant applications, the Local Government Services (LGS) staff administered 18 CDBG grants totaling \$9,403,371. Nine of the grants from the previous year were closed out. Housing Units completed, 13 total: 5 in Jefferson County, 3 in Louisville, 2 in Thomson, 2 in Sandersville, and 1 in Washington.

LGS staff administered Community Development Block Grants for:

- Jefferson County
- Washington County
- Wilkes County
- City of Davisboro
- City of Dearing
- City of Lincolnton
- City of Louisville
- City of Millen
- City of Sandersville
- City of Sardis
- City of Thomson (two)
- City of Wadley (two)
- City of Washington (two)
- Wilkes County
- City of Wrens

### City of Washington Norman Street Reconstruction



During Construction



Finished Project

## LOCAL GOVERNMENT SERVICES

### ***CHIP Grants Awarded (\$1.53 Million) and Administration (\$1.52 Million)***

Five 2014 Community HOME Investment Program (CHIP) applications were submitted to DCA and awarded for the cities of Harlem, Sandersville, Wadley, Waynesboro, and Taliaferro County in the amount of \$1,530,000 or \$306,000 each.

LGS staff administered five CHIP grants (\$1,524,000) for Sandersville (2), Waynesboro, Wrens, and Wadley. One was closed out.



Sandersville 09 CHIP House Reconstruction

### ***Other Administration (\$667,744)***

For Jenkins County, RC staff is administering a 2012 National Scenic Byways grant of \$667,744 to construct an Interpretive Visitors Center on this site to complement the 30-mile Jenkins County Scenic Byway.



### ***Other Projects (\$9,000)***

- Staff completed a housing inventory for the City of Harlem.
- Staff revised the Town of Riddleville's Charter.
- Staff is assisting the City of Wadley GICH Team with a housing inventory.

### ***TEA-21 Administration (\$5.83 Million)***

- LGS staff provided full grant administration for twelve (12) Transportation Enhancement projects totaling over \$5.83 million. Three were completed and closed out.



## LOCAL GOVERNMENT SERVICES



The Thomson-McDuffie Downtown Walkway Revitalization, Phase II, took place from 2008-2014 utilizing Transportation Enhancement and local funds (\$1.5 million) to rehab the 1860 Thomson Depot and to redesign Railroad Street for one-way traffic, better parking, and for landscape amenities.

Left, Before Depot Rehab



As seen Above, Railroad Street was demolished and infrastructure improved.

Left, Lead paint was abated and removed, drainage corrected, and brick masons repointed and repaired walls.



Above, a new 16-foot wide plaza, ramp, entrance ways, and street lights set off the Depot and improve its setting for events.



Left, stone center is original 1860 Depot with 1886 addition on right and 1904 addition on left. Depot is ready for public use for cultural events.

## LOCAL GOVERNMENT SERVICES



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*Retirement Reception at City Hall held January 2014 for Kay Remsen, Clerk, City of Lincolnnton, for 31 years (1982-2013). L-R: four Mayors, Dwaine Biggerstaff; Mike McCombs; Kay Remsen, center; present Mayor Henry Brown; and Lee Moss.*

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*State Representative Barry Fleming was presented with the “Champion of Georgia’s Cities” award by the Georgia Municipal Association for his legislative service to cities for protection of home rule. Making the presentation at the 2014 GMA annual meeting was City of Thomson Mayor Kenneth Usry who is Region 7 Legislative Policy Committee member.*

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*Mayor Linda Wilkes was sworn in as Keysville’s new mayor on January 4, 2014 at Keysville City Hall by Judge Carl C. Brown, Jr., Superior Courts, Augusta Judicial Circuit. Over 100 elected officials and citizens attended.*

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## LOCAL GOVERNMENT SERVICES

### *TEA-21 Active Project Status Report*

City/County	Project	Concept Report	Section 106	Categorical Exclusion	Construction
Augusta	Streetscape	Approved	Approved	Approved	Underway
Columbia County	Trail	Approved	Underway	-	-
Lincolnton, Phase II	Streetscape	Approved	Approved	Approved	Underway
Lincolnton, Phase III	Streetscape	Approved	Approved	Approved	Underway
Hancock County	Depot Welcome Center	Approved	Approved	Approved	Design Plans Submitted
Millen, Phase III	Streetscape	Approved	Approved	Underway	-
Sandersville	Streetscape	Approved	Approved	Approved	ROW process
Sardis	Streetscape	Approved	Approved	Approved	Completed
Tennille, Phase II	Streetscape Depot	Approved	Approved	Underway	-
Thomson, Phase II	Streetscape Depot	Submitted	Submitted	Submitted	Completed
Wadley	Streetscape	Approved	Approved	Approved	Completed
Harlem	Trail	Underway	-	-	-

### *FEMA Hazard Mitigation Plans Administration (\$125,000)*

Hazard Mitigation plans ensure that counties remain eligible for post-disaster Hazard Mitigation Grant funds. The planning process involves organizing resources and assessing the risks to the communities to develop a sound plan to prevent damage caused by hazards and to lessen the impact and speed of the response and recovery process for both natural and human-caused hazards. The plans also address the communities' critical facilities and what mitigation actions should be put in place to prevent future damage from natural hazards.

FEMA has approved and the following counties have adopted plan updates:

- Glascock County
- Warren County
- Washington County
- Wilkes County

Updates are underway for the following counties:

- |             |              |
|-------------|--------------|
| ➤ Burke     | ➤ Jenkins    |
| ➤ Hancock   | ➤ Lincoln    |
| ➤ Jefferson | ➤ Taliaferro |





## LOCAL GOVERNMENT SERVICES

### *City/County Administrators Working Lunch*

The City/County Administrators Working Lunch is held on the 3<sup>rd</sup> Thursday of the 2<sup>nd</sup> month of each quarter at noon. Meetings were hosted by the City of Millen and Jenkins County (August 15, 2013), the City of Wadley (November 21, 2013), the City of Louisville (February 20, 2014), and by the CSRA RC (May 21, 2014). Grant opportunities and other administrative issues were discussed.

### **HISTORIC PRESERVATION DIVISION**

Highlights of the preservation program include the following:

- Additional Certified Local Government Grant funds for \$5,000 were awarded to the City of Washington for rehabilitation of the North Alexander School historic windows. Building windows have been restored.
- The Landscape Master Plan for the historic North Alexander School school complex is complete. Grant funds were from the Garden Club of Georgia. The Wilkes County Board of Education and Little Theater are housed in the complex buildings.
- CSRA RC continued assistance with Columbia County and the Columbia County Historical Society with historic preservation opportunities for Appling's protection and historical identification.
- The Thomson-McDuffie Depot Rehabilitation and Railroad Streetscape TE project was completed in May 2013. It received a NADO Innovation award for its impact on the community.
- CSRA RC staff applied for a \$10,000 federal CIRD grant for design assistance for Boggs Rural Life Academy partnering with UGA School of the Environment, and with support from Burke County.
- Participated as member for historic preservation in the Tourism Product Development Resource Team, August 27-29, 2013 for Thomson-McDuffie County.
- Participated in Comprehensive Plan Implementation Assistance meetings for Burke, Jenkins, and Wilkes Counties.
- Worked with Hancock County with the Section 106 process for cell tower submission for SR77, part of the Historic Piedmont Scenic Byway where archaeological resource Shoulderbone Mounds is located.
- RC Historic Preservation Planner serves on the following boards and committees:
  - Trustee Ex-Officio of Historic Augusta, Inc.
  - Vice-President of Georgia Alliance of Historic Preservation Commissions
  - Kettle Creek Battlefield Association
  - Endangered Properties Committee of Historic Augusta
  - Laney-Walker Bethlehem Heritage Trail Committee
- Reviewed 140 early coordination requests or tax incentive project reports from DNR/HPD or consultants.



North Alexander School Master Plan



### JANUARY

S	M	T	W	T	F	S
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18	19	20	21	22	23	24
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### FEBRUARY

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22	23	24	25	26	27	28

### MARCH

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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

### APRIL

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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

### MAY

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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

### JUNE

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21	22	23	24	25	26	27
28	29	30				

### JULY

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19	20	21	22	23	24	25
26	27	28	29	30	31	

### AUGUST

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23	24	25	26	27	28	29
30	31					

### SEPTEMBER

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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

### OCTOBER

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18	19	20	21	22	23	24
25	26	27	28	29	30	31

### NOVEMBER

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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

### DECEMBER

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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

### JANUARY 1

NEW YEAR'S DAY

### JANUARY 22

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### FEBRUARY 26

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

### MARCH 26

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### APRIL 23

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

### JUNE 18

CSRARC BOARD MEETING - 6pm  
SANDERSVILLE, GA

### AUGUST 27

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### SEPTEMBER 24

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

### OCTOBER 22

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### DECEMBER 10

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

3023 RIVERWATCH PKWY, SUITE A  
AUGUSTA, GA 30907

706.210.2000  
[info@csrarc.ga.gov](mailto:info@csrarc.ga.gov)  
[www.csrarc.ga.gov](http://www.csrarc.ga.gov)



# ECONOMIC AND WORKFORCE DEVELOPMENT

**Stephanie Quattlebaum, Director of Economic Development**  
**Sharon Dubose, Economic Development Project Manager**  
**Lisa Bryant, Adult Program Coordinator**  
**Jennifer Houston, Youth Program Coordinator**

## ECONOMIC DEVELOPMENT ACTIVITIES

The Economic & Workforce Development department assists local governments and development organizations through grant-writing and administration, strategic planning, and other technical assistance. In addition, the Economic Development Division acts as Secretary and Treasurer for the Augusta Regional Development Alliance, a council of Chambers of Commerce, and the Unified Development Authority (UDA), a duly authorized joint development authority. The Commission's Economic Development staff perform a variety of tasks for member jurisdictions including:

- Site Selection and Initial Consultations
- Prospect Development Initiatives
- Project Management Services
- Business Retention Activities
- Adult and Youth Workforce Training



## Augusta Regional Development Alliance

The Augusta Regional Development Alliance (ARDA) is a council of the Chambers of Commerce and other economic development organizations throughout the CSRA. ARDA provides a forum for discussion and the joint pursuit of economic marketing, professional training and enrichment, and other special development related projects. During FY2014, ARDC hosted four events for project managers. ARDC also continues to work on the identification and development of multi-county industrial parks to take advantage of the skilled workforce and affordable living associated with this region.



## CSRA Unified Development Authority (UDA)

The UDA is a joint development authority consisting of 13 counties in the CSRA. This authority serves as a vehicle for local governments and authorities to use for economic development related projects. Participating jurisdictions are able to offer an additional \$500 job tax credit per job pursuant to O.C.G.A. § 48-7-40 for a business enterprise locating within the jurisdiction.

## Assistance to Local Governments



During the fiscal year, Economic Development staff provided project consultation, assistance in application writing, and administration of state and federal funding to local governments. These programs include grants and loans that finance a variety of economic development activities, such as strategic planning, feasibility studies, and public infrastructure improvements to accommodate existing and new businesses.

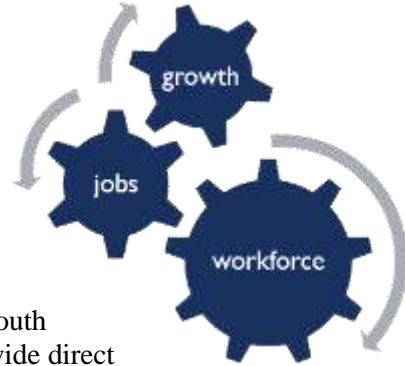


# ECONOMIC AND WORKFORCE DEVELOPMENT

## WORKFORCE DEVELOPMENT

The Commission is the fiscal agent and grant recipient for Workforce Development Funds for the service area that includes Augusta-Richmond County and Burke County. The Commission is responsible throughout the year for contract monitoring for funds associated with the Workforce Investment Act (WIA).

The mission of the Workforce Development program is to support a coordinated system of education, training and employment that enables both residents and businesses to succeed.



## ONE-STOP SERVICES

The area has three One-Stop locations: Downtown Augusta, South Augusta, and Burke County. Each location is designed to provide direct assistance and/or referrals to any potential participant. Each One-Stop is managed by a different provider, but the purpose of each center is the same. Participants can use computers to search for and apply for jobs, develop resumes, and enhance skills. The One-Stops also host classes related to job skills, resume building, and interview skills. For most adult participants, the One-Stop is the point of entry for WIA services.

## ADULT PROGRAMS

At the One-Stop, participants identify areas or skills that they would like to improve. Qualified individuals may utilize this funding source to enroll in training or college programs that will prepare them for a career in one of the area's identified "High Demand" occupations. Adult Funds may be used for books and materials in addition to the actual course fees. Supportive Services may also be available. Upon completion of a program of study, case managers may assist the client with finding a job or with the development of soft skills needed to acquire a job.

Dislocated Worker services are delivered through the One-Stop system. Dislocated workers typically have access to the same services that are available for adult program participants. Case Workers are instructed to expedite enrollment in training for dislocated workers in order for participants to continue to receive unemployment benefits throughout most of the training period.



## YOUTH PROGRAMS

The area's youth population faces challenges and barriers to economic security and empowerment that include high rates of poverty, unemployment, and crime, as well as, low educational attainment, teenage pregnancy and drug use. Community collaboration and partnerships foster an integrated system to address educational attainment, preparation for unsubsidized employment, leadership development, mentoring, job placement assistance and long-term follow up. The Regional Commission, in collaboration with the Youth Council, guides and informs an integrated vision for serving youth in the regional economy within the context of workforce investment, social services, juvenile justice, and integration.



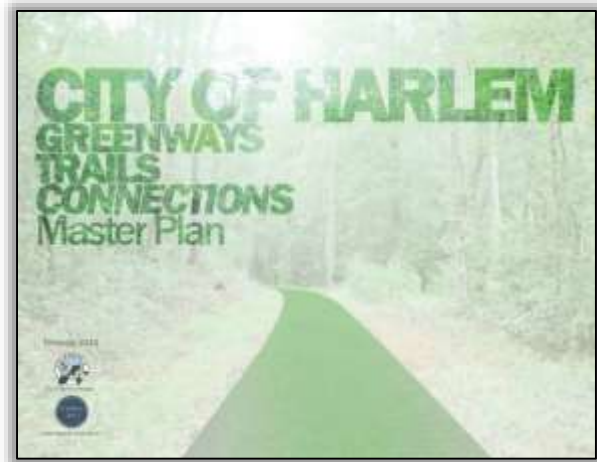
# PLANNING

**Jason Hardin, Principal Planner**  
**Martin Laws, Senior Planner**

## Community Planning

The CSRA RC Planning Department offers a variety of state-mandated, as well as voluntary or supplemental planning services. Under the Georgia State Planning Act, the CSRA Regional Commission conducts reviews of development occurring within a regionally important resource, and conducts reviews of projects considered to have regional impact.

CSRA RC area governments and other quasi-governmental organizations may contract with the Planning Department to prepare comprehensive plans, special area plans, land use, growth management, community facilities, strategic, and economic development plans and studies. For FY2014, local governments were, or continued to be, assisted through the following projects:



- *Harlem Center City Plan*
- *City of Harlem Greenways Trails Connections Master Plan (2014 NADO Award Winner)*
- *Warren County Joint Comprehensive Plan Update*
- *Wilkes County Joint Comprehensive Plan Update*
- *Burke County Joint STWP Update*
- *Jefferson County Joint STWP Update*



Warren County Comprehensive Plan



Land Use Plan



Harlem Greenways and Trails Plan

# PLANNING

## Local Government Capacity Building

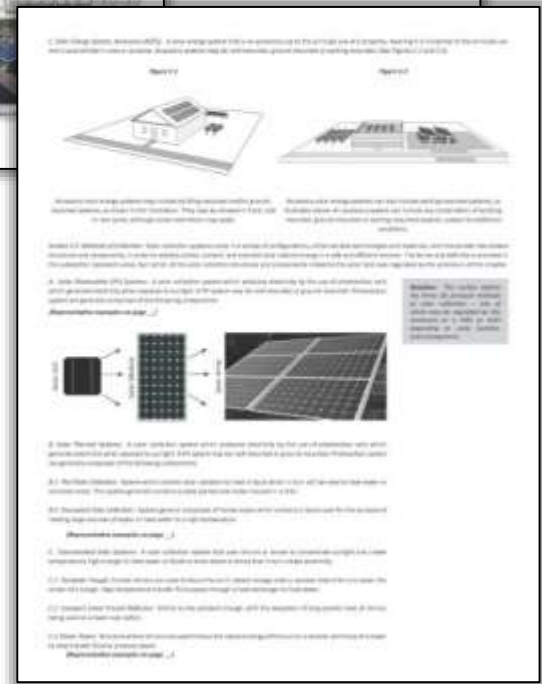
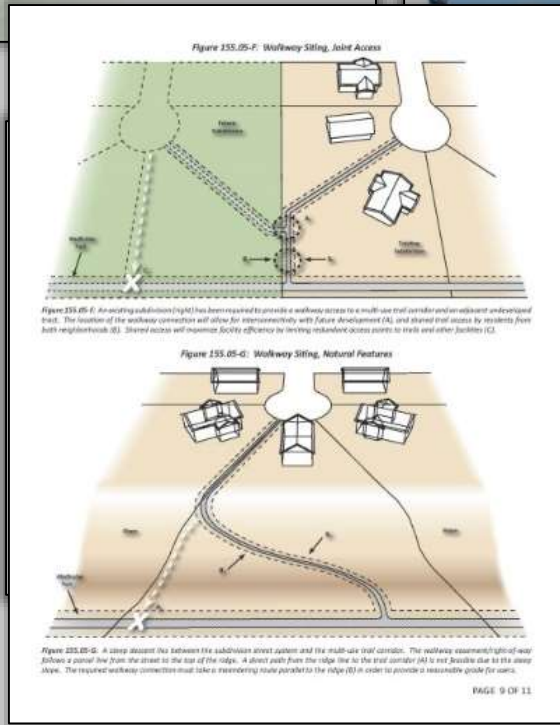
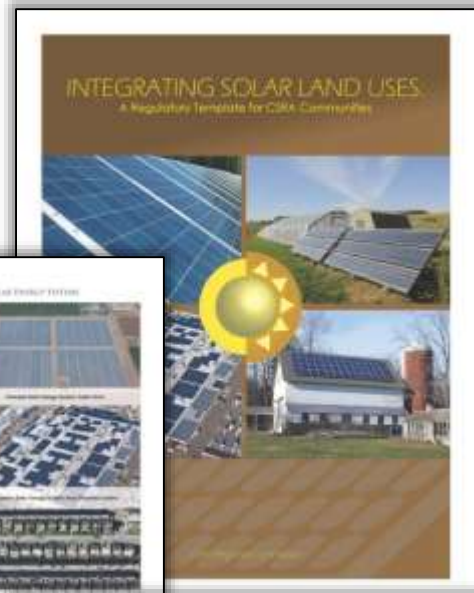
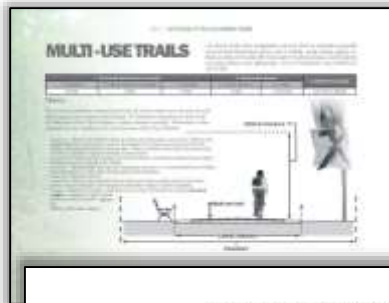
A plan is of little use if it is not supported by subsequent action. The CSRA RC Planning Department contracts with area-wide local governments to assist in local plan implementation and capacity building. Planning Department staff can engage in a wide range of capacity building projects including: land use and development ordinance preparation, nuisance codes, transportation and recreation-related grant assistance, consultant selection processes, administrative forms and applications, policy and procedures documents, and databases.

### Model Solar Ordinance

A sampling of Planning Department assistance projects for FY2014 includes:

- Town of Dearing Land Development Ordinance
- Harlem Active Transportation Ordinance
- Model Solar Ordinance
- Warren County Ordinance Assessment

### Harlem Trails Guidelines and Ordinance





# PLANNING

## Transportation Planning

The CSRA RC Planning Department remains under contract with the Georgia Department of Transportation to provide a variety of planning services to local governments in the region as well as provide GDOT with information from the region to assist with statewide transportation planning.

For FY2014, the Planning Department worked on the following projects:

- Regional rural transit development plans
- APBP bicycle and pedestrian facility webinars
- Bicycle parking guidelines and ordinance
- Bicycle education materials
- Assistance to local governments with the implementation of the 2010 Transportation Investment Act (HB 277)



### Signaling

- Hand signals vital
- Make signals well in advance of turn
- Sequence: shoulder check, hand signal, and then, with both hands on the handlebars, shoulder check again before making the turn
- Stop signaling before entering intersection

Bike Education Materials



Bicycle Parking Guidelines



Jefferson County Transit Plan



# PLANNING

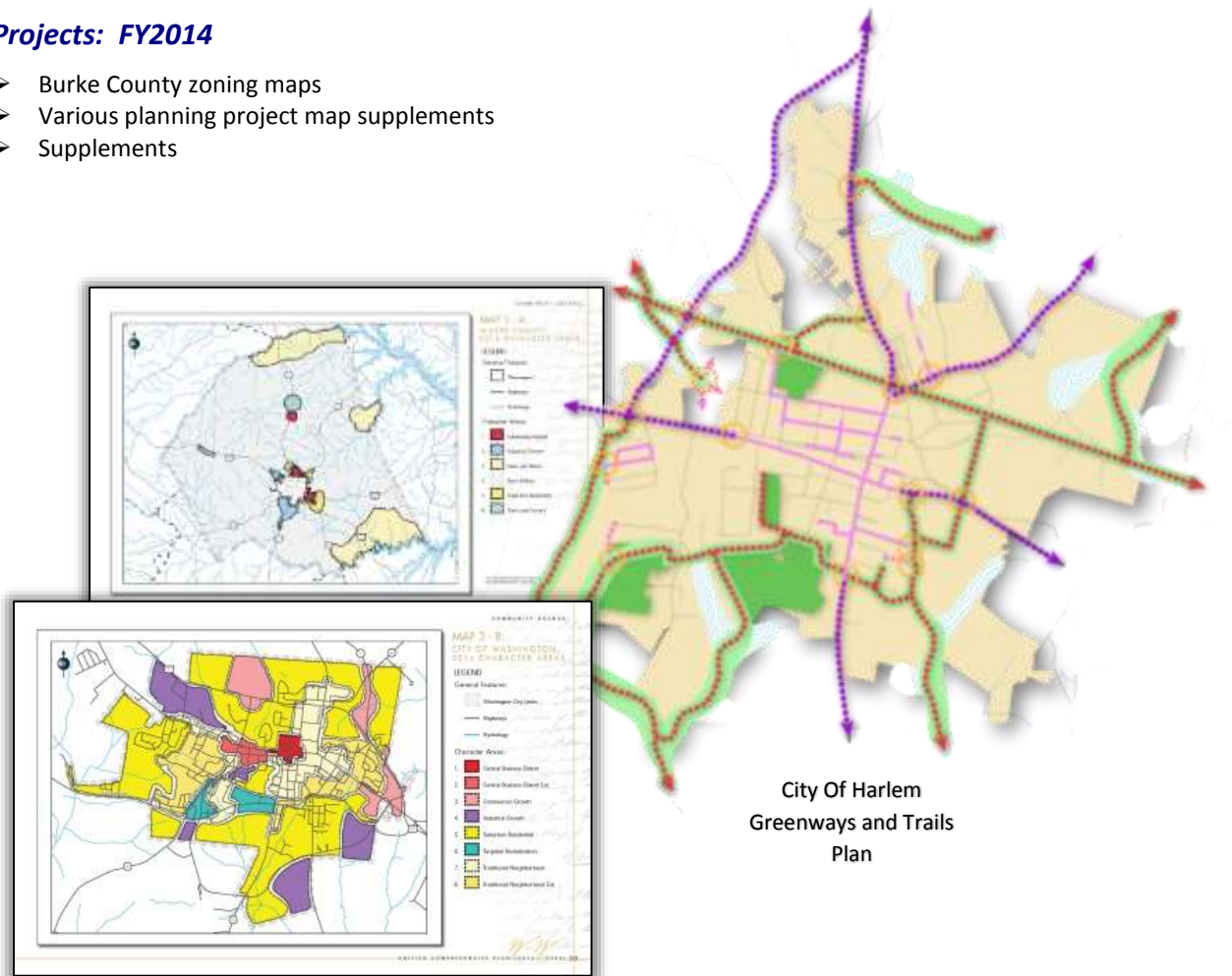
## Mapping Services

The Planning Department, in partnership with the Southern Georgia Regional Commission, performs a variety of duties for CSRA member governments by assisting in data development and mapping analysis. The Department serves as a technical resource for cities and counties in the region and provides cost-effective solutions for building ground-level mapping data that will become critical for future analysis in areas such as E911 emergency response, crime analysis, infrastructure accounting and inventory, and land-use planning. Geographic Information System (GIS) development is beneficial in providing information to increase efficiencies in governmental departments, in providing quality and accurate customer service, and in meeting federal or state regulations (i.e. GASB 34 inventory requirements), and in attaining better ratings with programs such as the National Flood Insurance Plan and Community Rating System.

The CSRA RC Planning Department now uses Adobe Creative Suite programs to further enhance mapping products in support of local plans and ordinances. Enhanced maps provide visual support to local planning initiatives by graphically representing difficult concepts such as transportation networks, greenway infrastructure, connections between buildings and land use, and more.

### Projects: FY2014

- Burke County zoning maps
- Various planning project map supplements
- Supplements



Wilkes County Joint  
Comprehensive Plan

City Of Harlem  
Greenways and Trails  
Plan

# CSRA BUSINESS LENDING

***FISCAL YEAR END REPORT***  
***For the Period Ended***  
***June 30, 2014***  
*(With Comparison to Previous Years)*



CSRA Business Lending is an affiliate of the CSRA Regional Commission. The company was started in 1979 by banks and local leaders to assist the business financing needs in the CSRA. Over the past five years the company has approved 225 projects totaling \$297 million dollars. Those projects created or retained 1,892 jobs. In fiscal year 2014 loan quality continued to improve following the great recession as only 1.4% of the loans in the portfolio were 30 days or more past due at year end. While the majority of loans CSRA Business Lending makes are in the CSRA, it can now make loans anywhere in the State of Georgia and in seven western South Carolina counties due to expanded lending authority.

CSRA Business Lending provides business loans from \$25,000 to \$5,000,000 through lending arrangements with the U.S. Small Business Administration, the U.S. Department of Commerce, and the U.S. Department of Agriculture. The company is governed by its own Board of Directors, which is appointed by the Regional Commission as required by the state law and operates under the regulatory oversight of the three participating federal agencies.

***Summary of Loan Activity***

<b><i>Loan Volume:</i></b>	<b><u>6/30/2012</u></b>	<b><u>6/30/2013</u></b>	<b><u>6/30/2014</u></b>
Number of Loans Packaged or Approved	41	35	43
Number Discontinued	0	2	1
Number Carried Forward	41	33	42
CSRA's Portion on Active Loans	\$21,679,308	\$21,744,655	\$22,768,904
Projects Amount on Active Loans	\$58,002,021	\$56,977,811	\$58,730,814
Jobs Created	258	173	727
<b><i>Type Loan Packaged or Approved:</i></b>			
SBA 504's	33	27	25
CSRA Direct	0	6	6
Revolving Loan Fund	4	0	6
Rural Loan Fund	4	2	5
Herman Lodge Micro Loan Program	0	0	0

**PAST FIVE (5) YEARS SUMMARY – 225 Projects Totaling \$297,535,306 Approved By CSRA**  
**(As of 6/30/13) Our Portion \$112,374,019 / Created or Retained 1,892 Jobs**

***Summary of Financial Performance***

<b><u>INCOME:</u></b>	<b><u>Audit</u></b>	<b><u>Audit</u></b>	<b><u>Preliminary</u></b>
	<b><u>6/30/2012</u></b>	<b><u>6/30/2013</u></b>	<b><u>6/30/2014</u></b>
Income CSRA LDC (SBA) (504's, Loan Packaging)	\$638,715	\$781,072	\$685,390
Income CSRA RDA (EDA) (Revolving Loan Fund)	\$112,236	\$107,983	\$ 92,359
Income CSRA RLA (USDA) (Rural Loan Funds)	\$216,390	\$197,534	\$180,028
<b><u>Interest Income</u></b>	<b><u>\$ 20,665</u></b>	<b><u>\$ 10,209</u></b>	<b><u>\$ 8,832</u></b>
<b>TOTAL INCOME</b>	<b>\$988,006</b>	<b>\$1,096,798</b>	<b>\$966,609</b>
<b><u>EXPENSES:</u></b>			
Depreciation and Amortization	\$ 4,678	\$ 2,842	\$ 3,011
Bad Debt Allowance	\$ 55,042	\$ 28,870	\$ 0
Interest Expense	\$ 29,875	\$ 25,982	\$ 23,442
<b><u>All Operational Expenses</u></b>	<b><u>\$714,875</u></b>	<b><u>\$813,831</u></b>	<b><u>\$747,231</u></b>
<b>TOTAL EXPENSES</b>	<b>\$804,470</b>	<b>\$871,525</b>	<b>\$773,684</b>
<b>REVENUES IN EXCESS/(UNDER) EXPENSES</b>	<b>\$183,536</b>	<b>\$222,273</b>	<b>\$192,925</b>
<b>TOTAL ASSETS</b>	<b>\$7,442,409</b>	<b>\$8,172,836</b>	<b>\$7,051,782</b>
<b>TOTAL FUND EQUITY</b>	<b>\$4,347,533</b>	<b>\$4,598,676</b>	<b>\$4,671,783</b>

## CSRA BUSINESS LENDING

### Loan Portfolio Past Due Rates:

	# Loans	# 29 + days Past Due	# Modified or Deferred	Total Past Due	% Past Due
SBA 504's	217	2	0	2	.9%
CSRA Direct	11	0	0	0	0%
CSRA Rural Loan Fund	28	1	0	0	3.5%
CSRA Revolving Loan Fund	17	0	0	0	0%
CSRA Micro Loan Fund	6	1	0	0	16.6%
<b>TOTAL PORTFOLIO</b>	<b>279</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1.4%</b>



MAY  
SBA-504  
RATES

NOTE RATE –  
3.05%

W/FEES – 5.08%

(4th Straight  
Monthly Drop)

### SBA-504 UPDATE

MEET LEWIS WOOD PRODUCTS IN GROVETOWN, GEORGIA... May 2014

Manufacturers

ONE OF THE LATEST ~~BUSINESSES~~ TO BENEFIT FROM THE SBA-504 PROGRAM



*"Without SBA's help I would not have been able to progress to this point this quickly and increase our productivity. The 10% down payment allowed us to retain our capital to fuel our growth. I am grateful my bank (Queensborough National Bank and Trust) introduced us to CSRA and the 504 program."*



*Kim Lewis, Owner  
Lewis Wood Products,  
Grovetown, Georgia*

In six short years Kim Lewis has developed a reputation as one of Georgia's top manufacturers of quality cabinet doors. Out-of-space, he turned to the SBA-504 program as a solution to help grow his business. Now his families' new state of the art manufacturing facility near Grovetown has Lewis Wood Products positioned for the future.



**Typical SBA-504 Loan Structure**



Bank Financing	50%	\$500,000
CSRA/SBA-504	40%	\$400,000
Company Cash Down	10%	\$100,000
<b>TOTAL PROJECT</b>		<b>\$1,000,000</b>

Randy Griffin, President (rgriffin@csrardc.org) – 706-210-2010 (Phone) or Diane Masters, Loan Officer (dmasters@csrardc.org) – 706-210-2011 (Phone)  
 (CSRA Business Lending is a non-profit Certified Development Company of the U.S. Small Business Administration)

### Herman Lodge Micro Loan Program

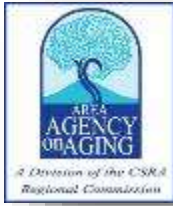


In FY 2005, CSRA Business Lending and the CSRA Regional Commission's Board of Directors honored the late Herman Lodge of Burke County who served as a member of both the CSRA Business Lending Board and RC Board, by renaming the Micro Loan Fund the Herman Lodge Micro Loan Fund.

Mr. Lodge was a civil rights pioneer who served on the Burke County Board of Commissioners and the CSRA Regional Commission for a number of years. In 1994, Mr. Lodge was instrumental in the creation of the Central Savannah River Area Enterprise Community, a federally designated Enterprise Community made up of areas in Burke, Hancock, Jefferson, McDuffie, Taliaferro, and Warren Counties.

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## AREA AGENCY ON AGING

**Jeanette Cummings, Director**  
**Jackie Harris, Assistant Director**

The CSRA Area Agency on Aging (AAA) serves as an action center for aging issues in East Central Georgia by performing intake and assessment, providing case management, managing the Center for Medicare and Medicaid hospital care transition project with three area hospitals, identifying community priorities, allocating and developing resources, building public-private partnerships and connecting CSRA residents to aging solutions that fit their lives.

### **Major Activities and Subcontracted Services**

- The AAA's One-Call "Gateway" to Aging and Disability Resources (706)210-2018 or (866)552-4464
- Home Aid Solutions (care coordination, meals, bathing, dressing and homemaking)
- Disability Services (modifications and assistive devices such as wheelchair ramps and handrails and program referrals)
- Caregiver Support (individual guidance, support groups, training, respite and adult day care)
- Wellness Programs (disease self-management, training for organizers and medication education)
- GeorgiaCares (prescription cost solutions, Medicare and health insurance education)
- Ombudsman Program (preserving residents' rights in long-term care facilities)
- Elderly Legal Assistance (individualized services for low-income seniors)
- Elder Abuse Prevention (public education about abuse, exploitation, neglect and fraud)
- Nutrition Education (seminars, classes, congregate and home delivered meals services)
- Advocacy (public policy at state and national levels and grassroots legislative issue education)
- Care Transition Program (partnership with University Hospital Augusta, University Hospital Thomson and Jefferson Hospital to provide coaching to hospitalized Medicare Fee-for-Service beneficiaries aimed at reducing 30-day all-cause readmission rates)
- Promoting private-pay options for customers

### **Gateway/Aging and Disability Resource Connection**



#### **Program Performance Report for FY2014**

- **10,347 Contacts**
  - **1,980 Unduplicated Clients Served**
- As reported in the Aging Information Management System (AIMS)**

The ADRC (Aging and Disability Resource Connection) provides a single point of entry for information and referral services for the elderly and disabled populations in the CSRA. It is about connecting clients with appropriate and accurate information, resources and/or services.

### **Enhanced Services Program Statewide Database**

The Enhanced Services Program (ESP) Resource Database is used to strategically collect and distribute information which improves access to services for the elderly and persons with disabilities. Detailed information about services and providers is collected and entered into the database. The information is updated weekly through the use of an updating schedule to ensure timely and accurate data. During the fiscal year, more than 2,000 records were reviewed and updated.



## AREA AGENCY ON AGING



- Over 25,000 services and providers listed in the database
- Access to information and services for the entire state of Georgia
- Over 3,000 providers in the database serve the CSRA
- Offers the ability to search by specific needs, geographic area, hours of operation and fees
- Information available for housing options, senior centers, nutrition services, emergency financial assistance, personal care assistance, homemaker services, personal care homes, nursing homes and much more
- Education & Resource Specialist available for community and organization presentations

### Nutrition Services Program

The AAA's Nutrition Services Program collaborated with 21 sites to provide **225,051 congregate and home delivered meals** to seniors in Central Georgia at a **net cost of \$912,477**.



#### FY 2014 Nutrition Services by the Numbers:

	Congregate	Home Delivered	Total
Augusta-Richmond County	41,258	34,353	75,611
Burke County	18,251	22,618	40,869
Glascock Center	4,076	2,843	6,919
Grovetown Center	2,129	1,970	4,099
Hancock Center	5,979	4,549	10,528
Harlem	2,739	314	3,053
Jenkins Center	5,353	2,523	7,876
Lincoln Center	9,045	2,721	11,766
Jefferson Center	4,633	2,949	7,582
Sylvania Center	4,070	5,224	9,294
Taliaferro County	3,973	991	4,964
Warren County	3,377	2,809	6,186
Washington County	3,970	4,928	8,898
Wilkes Center	4,536	390	4,926
New Bethlehem	2,480	--	2,480
Shiloh Community Center	--	--	--
<b>Total</b>	<b>115,869</b>	<b>89,182</b>	<b>205,051</b>

\*Note – All Nutrition Services Incentive Program (NSIP) meals are reported under the home-delivered meals' program.

The AAA also invested in the health of the region's seniors through nutrition education. Along with monthly nutrition education provided to the congregate and home delivered participants, seniors were educated on a wide array of topics and participated in healthy cooking demonstrations. Additionally, in partnership with the University Hospital Dietetic Internship Program, the Nutrition Services and Senior Center Program Manager conducted a study on lactose intolerance. The study resulted in additional

## AREA AGENCY ON AGING

calcium options being available for both congregate and home delivered meals. Through these varied community partnerships, the AAA is able to educate both seniors and those who assist seniors.

### Caregiver Program



The AAA works closely with many groups and organizations such as the Alzheimer's Association and Community Partners for Parkinson Care to provide family caregivers with information, options, and assistance with accessing and developing



programs. Classes are provided to prevent "caregiver burnout" through Powerful Tools for Caregivers. After achieving a national certification as a Powerful Tools Master Trainer, the Caregiver Program Manager has implemented a new master plan for provision of the Powerful Tools Classes. The Manager is

present in the first and last class of each series to complete pre and post survey's and mentors all teams. Contacts in two rural areas have been made in hopes of offering classes in those areas in the spring of 2015

Savvy Caregiver classes are taught with the Alzheimer's Association to empower families serving individuals with dementia or Alzheimer's disease. Programs such as stress management, use of community services and long distance caregiving are also provided. Two support groups are available for caregivers through the agency and hosted by community partners. The Kinship Care Program, which supports grandparents raising grandchildren, also provides two support groups for grandparents providing care. The Caregiver Program will host the 11<sup>th</sup> Annual Faith and Aging Conference at the Double Tree Hotel on September 25, 2014. The theme is "Life Reimagined" and will be presented by AARP.

The AAA works closely with many groups and organizations, including the Rosalyn Carter Institute for Caregiving, and continues to facilitate the CSRA Area Agency on Aging Care-Net. The Care-Net will present caregiver awards as they host the Annual Caregiver Luncheon titled "Art of Caregiving: You Never Walk Alone" on Thursday, November 18, 2014 at Warren Baptist Church in recognition of National Caregivers Month. Three caregivers will provide testimonials regarding their experiences through the Powerful Tools for Caregivers Program and the support group process. Local hospice providers throughout the CSRA will be recognized as it is also National Palliative Care Month and National Alzheimer's Month. The AAA continues to be an active member of the Georgia Mental Health Coalition for Older Adults.



### Community Resource – Collaboration with Prevent Blindness Georgia

The CSRA AAA has established a partnership with Prevent Blindness Georgia, an organization designed to preserve a lifetime of sight for all Georgians, especially seniors and persons without access to eye care through vision screening, eye exams and education. On May 16, 2014, 20 AAA volunteers attended and completed the Prevent Blindness America Certified Vision Screener Training and successfully passed the course exam which was held at the CSRA Regional Commission. During the months of May and June, five successful eye glass clinics were held. A total of 163 seniors received eye glass examinations to include glaucoma, cataracts and eye pressure. Participants with a diagnosis of diabetes were provided a specific disease exam to detect diabetic retinopathy. A total of 163 seniors received eye glasses at a discounted rate.

## AREA AGENCY ON AGING

The following centers participated in the Eye Glass Program:

McDuffie Co. Senior Center  
Jefferson Co. Senior Center  
Blythe Area Recreation Center  
McBean Community Center  
Harlem Senior Center

Carrie J. Mays Recreation Center  
H.H. Brigham Senior Center  
New Bethlehem Community Center  
Sand Hills Community Center  
Grovetown Senior Center



### ***Elder Rights and Advocacy***

The Sixth Annual Elder Rights Conference was held on June 19, 2014 in conjunction with World Elder Abuse Awareness Day at Trinity on the Hill United Methodist Church in Augusta. Keynote speaker was



Deputy District Attorney Paul Greenwood, a highly accomplished attorney with over 25 years of experience. Mr. Greenwood spent 13 years in England as a barrister and solicitor before relocating to San Diego in 1991. He joined the San Diego DA's office in 1993 and started the Elder Abuse Prosecution Unit in January 1996. Under his leadership, the unit has grown to a team of 12. He has completed seven murder trials and obtained a first degree murder conviction in six of the seven. He has also been involved in the prosecution of over 200 felony elder abuse cases. In December 1999, Mr. Greenwood was named by *California Lawyer* magazine as one of California's lawyers of the year. He is currently chair of the California District Attorneys Elder Abuse statewide committee and is an elected board member of the National Committee for the Prevention of Elder Abuse. Approximately 250

individuals were captivated by Mr. Greenwood's presentation which demonstrated how seniors and persons with disabilities are frequently abused, neglected and exploited by family, friends and professionals. The Seventh Annual Elder Rights Conference is scheduled for Thursday, June 18, 2015 at Trinity on the Hill United Methodist Church.

Local advocates joined others from across the state and participated in the "Be There 4 Seniors Rally" on the steps of the Capitol during the legislative session. Additionally, the AAA participated in Senior Week at the Capitol where local seniors advocated for a number of aging priorities.

### ***Case Management Program***

Case management services promote self-determination, independence and empowerment of seniors and their caregivers. Case managers complete a comprehensive assessment and assign a level of care for approximately 550 clients without the use of any Medicaid or Medicare dollars while delaying or preventing nursing home placement. Case management continues to share case management functions with the in-home and adult day care service providers. This sharing of functions enables the agency to admit an estimated 300 additional seniors annually without the use of additional human resource dollars and to provide comprehensive case management to those individuals who need it most. The program's objective is to consistently admit all seniors who are referred for services without placing them on the waiting list while providing person-centered care.



On April 1, 2014, case management completed year one of a two-year agreement working with the **Community-Based Care Transitions Program (CTTP)** with the possibility of a one-year extension. Care Transition Intervention (CTI), utilizing the Coleman Model, in partnership with three community hospitals (University Hospital, University Hospital McDuffie and Jefferson Hospital) is designed **to help individuals**

## AREA AGENCY ON AGING

***with complicated care needs and their family caregivers receive specific tools to learn self-management skills that will ensure their needs are met during the transition from hospital to home.*** The goal is to reduce the hospital 30-day readmission rate 20% during the agreement period. Health Coaches do this by helping Medicare patients better understand and manage their health and connect them with community resources. The CSRA team was recognized as one of the CCTP Collaborative top performers in two out of the five measures: Low 30-day Readmission Rate Among CCTP Participants: 12.6 % (Rank 11 out of 65 teams) and reduction in 30-day readmission Rate Among CCTP Participants: -44.5% (Rank 9 out of 65 teams). This recognition led to a CCTP national site visit to learn best practices. As a result, the CSRA team was asked to present during the coach monthly work group call and the national learning session which was held July 30 and 31, 2014. The team was also recognized as having a 93% Patient Experience Survey completion rate which ranked the team as one of the top in this category in the nation. Fall prevention strategies and the Tailored Caregiver Assessment and Referral (TCARE) remain vital integration tools within the case management process as well as the management of Non-Medicaid Home and Community-based Services. TCARE is a process geared toward assisting case managers with identifying the type and level of caregiver burden. The implementation of TCARE, CTI, support services and fall prevention strategies is intended to relieve the stress of caregivers and to keep seniors in the community for as long as possible.

### ***Volunteer/Civic Engagement Program***

Currently, the AAA has an ongoing volunteer program that boasts **11 active volunteers** from diverse backgrounds and professions. During FY2014, the AAA's active volunteers logged more than **950 volunteer hours** assisting seniors throughout the CSRA. We are accepting applications for interested volunteers!

On May 14, the AAA hosted the 2014 Annual Volunteer Recognition & Awards Luncheon at the Kroc Center Augusta. There were more than 200 participants. Ms. Dot Cofer, a volunteer with the McDuffie Medical Mission, received the 2014 Clara West Volunteer of the Year Award. The Stevens Creek Church, Small Groups Ministry titled "Food 4 Kids – Food 4 Seniors" received the 2014 Volunteer Group of the Year Award. CSRA Economic Opportunity Authority, Inc. was the recipient of the 2014 Provider of the Year Award.



### **2014 Annual Awards & Recognition Luncheon**





## AREA AGENCY ON AGING

### *Training a New Generation*

The AAA invests in the future by engaging students in volunteer and internship opportunities. Student interns from three local colleges and universities contribute to the success of many AAA programs:

- Dietetic interns work with program manager to provide disease-specific nutrition education at senior center nutrition sites.
- Social work and sociology interns assist with the Aging Disability Resource Center, Wellness, GeorgiaCares and Home and Community-Based Services programs in reporting and providing consumer assistance.



### *Community Care Services Program (CCSP)*

The Community Care Services Program (CCSP) is an income-based Medicaid program that provides in-home services to frail, elderly and disabled individuals at risk for nursing home placement. The CSRA Regional Commission contracts with SABEA, LLC to provide care coordination to Medicaid consumers throughout the region.

During FY2014, the CCSP program **served 843 clients in the community instead of a nursing facility, saving over \$12 million Medicaid dollars.** Personal Support Services, the most frequently utilized service, was provided to 64% of CCSP consumers followed by the Emergency Response System and Home-Delivered Meals. The monthly average cost of services for CCSP is nearly 1/3 of the cost of a nursing home stay. The CCSP currently has a waiting list of 99 consumers.

### *Health and Wellness Program*

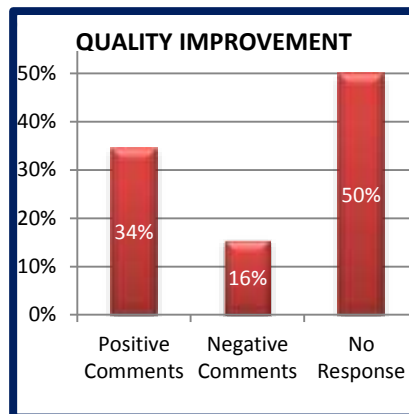
The Health and Wellness staff conducts comprehensive wellness activities such as the Senior Farmer's Market Nutrition Program, the Chronic Disease Self-Management Program (CDSMP), Fall Prevention and the Community Garden Initiative. These programs offer older adults opportunities to improve their quality of life through increased access to healthy foods, improved lifestyle management skills and enhanced social support systems. Health and Wellness activities are based on the premise that the healthy lifestyle decisions made today lay the foundation for better choices, better health and greater independence tomorrow.



## AREA AGENCY ON AGING

### Program Monitoring & Evaluation:

In SFY14, the CSRA AAA continued to focus on the quality of services provided to the disabled and aging population which gives preference to those seniors with high economic and social needs. One of the agency's key elements toward quality measuring is the monitoring and evaluation process of its Home and Community Based Services (HCBS) subcontractors which assures adherence to the state mandated guidelines for contractual compliance. During this year's annual monitoring review, twenty (20) HCBS subcontractors were evaluated and eleven (11) of them exhibited the need for some level of improvement as several deficiencies were identified. The Lead Agency (CSRA AAA) addressed the deficiencies in the providers' annual review report for corrections. As to date, all plans of correction have been reassessed and approved to the Lead Agency's satisfaction. On the other hand, the remaining subcontractors were commended for their commitment in delivering quality services to clients in need. The lead agency awards providers who strive to be leaders in quality services. These funds allow subcontractors to provide services through its program(s) to clients who are most in need.

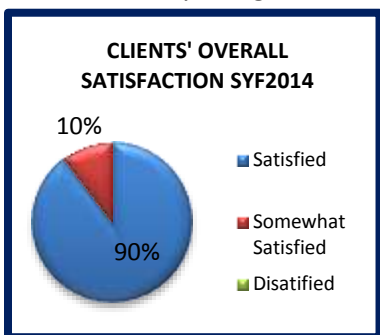


### Customer Satisfaction Surveys:

Customer Satisfaction Surveys are another key facet for quality management. The CSRA AAA administers HCBS surveys annually to its customers to improve services. In SFY14, CSRA's staff processed surveys for the following:

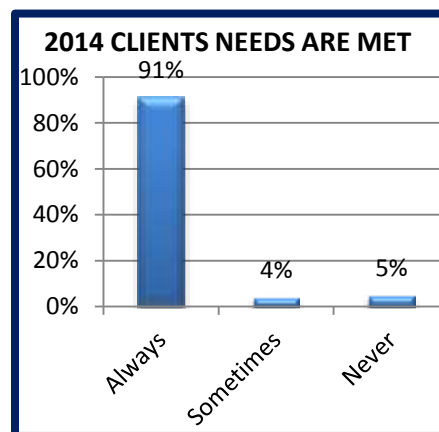
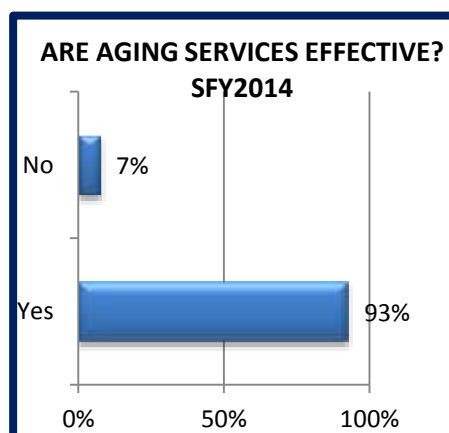
- Caregiver,
- Case Management,
- Homemaker and Personal Care Services.

After thorough compilation of all services, the CSRA noted a few key categories that are pertinent to the



general purpose of this important practice which are outlined in the accompanying charts. All-inclusive, the CSRA reports for FY14 that its services are effective; client's needs are being met; and there is some room

for improvement per client's comments which are being addressed by the agency. The CSRA's overall satisfaction rating for SFY14 is 90%. The goal is to increase this rate by 1% as stated in the Area Plan.



# 2015

## IMPORTANT DATES

# CSRA RC BOARD MEETING DATES

### JANUARY

S	M	T	W	T	F	S
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4	5	6	7	8	9	10
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### FEBRUARY

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### MARCH

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### APRIL

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### JUNE

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### JULY

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### AUGUST

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### SEPTEMBER

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### OCTOBER

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### NOVEMBER

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### DECEMBER

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### JANUARY 1

NEW YEAR'S DAY

### JANUARY 22

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### FEBRUARY 26

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

### MARCH 26

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### APRIL 23

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

### JUNE 18

CSRARC BOARD MEETING - 6pm  
SANDERSVILLE, GA

### AUGUST 27

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### SEPTEMBER 24

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

### OCTOBER 22

CSRARC BOARD MEETING - 6pm  
THOMSON, GA

### DECEMBER 10

EXECUTIVE COMMITTEE MEETING - 12pm  
CSRARC OFFICES

3023 RIVERWATCH PKWY, SUITE A  
AUGUSTA, GA 30907

706.210.2000

[info@csrarc.ga.gov](mailto:info@csrarc.ga.gov)

[www.csrarc.ga.gov](http://www.csrarc.ga.gov)



## **PREAMBLE OF THE CSRA REGIONAL COMMISSION**

**It is hereby affirmed that the local units of government in the CSRA have many common concerns that transcend their individual borders; the destinies of each unit rest with the interdependent actions of the family of local governments, which comprise the Central Savannah River Area. It is vital to retain local home rule while providing resources to meet area wide challenges beyond the capabilities of individual units; expansion of the concept of multi-county cooperation among units of local governments is an effective means of achieving this vital goal; and cooperation must be fostered in two ways, by strengthening the abilities of local governments to meet individual local needs and by developing an association of local government to meet common regional concerns.**

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## **MISSION OF THE CSRA REGIONAL COMMISSION**

**The mission of the Central Savannah River Area Regional Commission is to provide planning, management and information services to our members in a professional, ethical, cost effective and efficient manner; and to serve as a forum for addressing local government and its citizens' needs.**





**CSRA Regional Commission  
3023 River Watch Parkway, Suite A  
Augusta, Georgia 30907**

**Tel: (706) 210-2000**

**Fax: (706) 210-2006**

**<http://www.csrarc.ga.gov>**