

**ATCOG  
Rural Business  
Development Grant  
“RBDG”**

**Revolving Loan Fund Plan**

as of ~~12/09/2021~~ 06/28/2023

**Ark-Tex Council of Governments (ATCOG)** has played an active role in the development of rural America. ***Through its board and staff, ATCOG has provided not only leadership but financial participation in economic and community development.*** Now, through the creation of a Revolving Loan Fund (RLF), ATCOG is seeking to improve the quality of life in rural areas by contributing to the long-term improvement in the economy, including job creation and retention, diversification of the economy, improving the education and skills of the rural workforce, and upgrading the public infrastructure to improve the health, safety, and/or medical care of rural residents.

**The ATCOG RBDG Revolving Loan Fund (RLF) shall be operated under the guidance of the following Revolving Loan Fund Plan. This Revolving Loan Fund Plan will not be amended or changed without prior written concurrence from Rural Business Cooperative Service (grantor), an Agency of the USDA.**

**POLICY STATEMENTS:**

- Grant funds to be received by the grantee through the Rural Business Development Grant program will be used to establish a revolving loan fund (RLF). The RLF will be used to provide financial assistance to third parties within the guidelines of this revolving loan fund plan.
- The Grantee will provide a cash contribution of \$100,000 to establish the RLF. Verification of these funds is included with the grant application.
- All Grant funds along with the applicant contribution will reside in the RLF account to be utilized strictly for the purposes of capitalizing a revolving loan fund to provide financial assistance through loans to third parties to support the development of small and emerging private business enterprises in rural areas and will remain in the fund until the RLF is terminated. Termination will not take place without prior concurrence of the grantor.
- Applicants of the RLF will be required to meet their financial needs from their own resources and commercial financial institutions whenever possible. The RLF will be used to finance applicant needs that cannot be met from the above resources. The RLF may finance 100% of an applicant's needs if other resources are not available.
- The Ark-Tex Council of Governments (ATCOG) North-East Texas Economic Development District Loan Review Committee (ATCOG LRC) (NETEDD-LRC) within ATCOG is the sole authority for approval or denial of loans from the RLF and is

responsible for all decisions and actions of the RLF. The RLF will be operated and maintained solely by the Economic Development Department of ATCOG. To avoid potential conflicts of interest, or the appearance of a conflict of interest, an RLF loan will not be made to any board member, officer, general manager, or supervisory employee of ATCOG or close relative thereof, or to any ATCOG subsidiary or affiliated organization in which ATCOG has a financial interest.

- Amendments to this Rural Development Plan will require the approval of ATCOG Board of Directors. However, no action will be taken to amend this plan without the prior written approval of the Rural Business Cooperative Service (RBS), its successors or assigns.

ATCOG RBDG RLF is an equal opportunity lender and requires loan recipients to adhere to all equal opportunity laws.

- All information regarding RLF loan requests will at all times be kept confidential by the members of the ATCOG ~~and NETEDD~~ board, the ~~ATCOGNETEDD~~ LRC, and ATCOG staff. If necessary, the RLF may seek the advice and counsel of outside consultants and sources in order to adequately perform due diligence regarding the project.

## **REVOLVING LOAN FUND MANAGEMENT:**

### **Administration of the Revolving Loan Fund**

Management of the RLF will be handled by the Economic Development Department. The ATCOG Board of Directors has appointed the Economic Development Director to review all RLF loan applications. The Director will perform necessary credit analysis and due diligence in order to make a *written* recommendation to the ~~ATCOGNETEDD~~ LRC, which has final authority regarding all actions of the RLF. The Director and the ~~ATCOGNETEDD~~ LRC will meet on an as needed basis under the terms of the application procedures listed below.

The ~~ATCOGNETEDD~~ LRC serves on a volunteer basis. The ~~ATCOGNETEDD~~ LRC shall be comprised of no fewer than Five (5) voting members plus the Executive Director and the Economic Development Director. The Economic Development Director shall not have a voting privilege.

**Three (3)** persons of the committee shall constitute a quorum necessary for providing a recommendation to the ~~ATCOGNETEDD~~ LRC to approve or reject an application for funding from the RLF. A simple majority (51%) of members voting shall be necessary for approval and the Executive Director is the tie breaker in the event of a tied vote.

If a member of the ~~ATCOGNETEDD~~ LRC has a financial interest in the project being reviewed, he/she will abstain from the loan review/recommendation to the ATCOG Board of Directors. Members of the ~~ATCOGNETEDD~~ LRC will serve indefinite terms. However, the ATCOG Board of Directors has the right to replace members of the ~~ATCOGNETEDD~~ LRC in the event of resignation or other necessary circumstances.

*The ~~ATCOGNETEDD~~ LRC members were chosen, in part, because of their*

***experience with lending and/or economic and community development projects.*** A current and up to date roster of the members of the ~~ATCOGNETEDD~~ LRC will be attached to this Revolving Loan Fund Plan and provided to the Agency as new members are appointed. These committee appointments do not reflect an amendment to the RLF Plan and therefore do not have to be approved by USDA.

## **REVOLVING LOAN FUND GUIDELINES:**

Loan funds will be used to finance and/or develop small and emerging private business enterprises in rural areas.

### **Qualifying Projects**

- Project business to be assisted by the RLF program typically must be physically located within the ATCOG Region which consists of Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus Counties in Texas. On a case by case basis, the Loan Committee may waive this requirement and provide loan funds to a business located outside the ATCOG Service Area if the committee determines doing so will have a positive economic impact on the community to be assisted with RLF funds. If the business relocates outside of the approved Service Area, the Loan Committee may require immediate pay off of the loan.
- Acquisition and development of land, easements, and rights-of-way.
- Construction, conversion, enlargement, repairs or modernization of buildings, plants, machinery, equipment, access streets and roads, parking areas, and utilities.
- Loans for startup operating cost and working capital.
- Fees and charges for professional services necessary for the planning and development of the Project.
- Establishment of a revolving loan fund to provide financial assistance to third parties through a loan
- The goal of ATCOG is to strive to create and/or retain one (1) job per \$25,000 dollars of funding extended.
- Refinancing debt will be exclusive to construction financing which includes equipment elements that are considered "part of the building" as in typically built into the structure of the building and are not movable."
  - a. "The intermediary is responsible for making prudent lending decisions based on sound underwriting principles when considering the restructuring of an ultimate recipient's debt."
  - b. "Refinancing debts may be allowed only when it is determined by the intermediary that the project is viable, and refinancing is necessary to create new or save existing jobs or create or continue a needed service."

### In-Eligible Projects

- RLF funds will not be used to produce agriculture products through growing, cultivation, and harvesting either directly or through horizontally integrated livestock operations except for commercial nurseries, timber operations, or limited agricultural production related to technical assistance projects.
- RLF funds will not be used to finance comprehensive area-wide type planning. This does not preclude the use of grant funds for planning for a given project.
- RLF funds will not be used to fund a part of a project which is dependent on other funding unless there is a firm commitment of the other funding to ensure completion of the project.
- ~~RLF loan funds will not be used to pay off any previous debt. Refinancing construction financing is an exception to this rule.~~
- Loans will not be made unless there is a reasonable prospect that the applicant meets the definition of "small and emerging private business enterprises" defined as "any private business that will employ 50 or fewer new employees and has less than \$1 million in projected gross revenues."
- Applications by members of the loan committee or board of directors and their immediate family members shall be ineligible for funding.

### Minimum / Maximum Loan Amounts

Maximum loan amount will not exceed \$500,000 or amount available in the RLF bank account. Loans made from the ATCOG RDBG RLF typically may not be less than \$25,000.

### Interest Rate

The interest rate will typically range from 3% to 5% and remain the same through the term of the loan. The ~~ATCOGNETEDD~~ LRC will determine the rate on the day of loan review based on the evaluation of the applicant's ability to repay and the necessity of the project. Interest will be utilized for loan servicing and administration. Excess interest earned on any RLF loan will stay in the fund for use in making additional RLF loans.

### Fees/Closing Costs

A 1.5% application fee shall be submitted with each application. Costs associated with processing the application (e.g. credit report fees, UCC and lien search fees, filing security documents, filing legal documents fees, etc.) shall be the responsibility of the applicant. The ~~ATCOGNETEDD~~ LRC may waive or amend this fee structure without further approval from the grantor.

*The RLF may charge loan recipients for loan closing costs, attorney's fees, filing fees, etc., as necessary to complete loan documentation. All applicable loan fees will be addressed in the Loan Processing Agreement between the RLF and the loan recipient.*

### Loan Terms

~~Loans can be amortized over the lesser of seven years or the life of the security. The Loan~~

~~Committee shall determine the term.~~ The loan term must be reasonable and prudent considering the purpose of the loan, expected repayment ability of the ultimate recipient, and the useful life of collateral, and must be within any limits established by the intermediary's work plan approved by the Agency. No loan will exceed 20 years.

***There will be no penalty for pre-payment of loan.***

The ~~ATCOGNETEDD~~ LRC will make a recommendation concerning the term of the loan and payment frequency (monthly, quarterly, etc.) depending upon project need, the expected life of the security, and the applicant's ability to repay. The term of the loan will not exceed the expected life of the asset being used as collateral based on justification not to exceed 20 years.

### **Security/ Collateral**

Security shall consist of a first lien or the best lien available on real estate, equipment, inventory, etc. The discounted value of the security (using typical lender discount rates) shall equal or exceed the value of the loan. The Loan Committee may require personal guarantees and/or co-signors.

ATCOG will work with the potential loan recipient to obtain security that is adequate for the term of the loan. The nature of the collateral pledged shall be determined by the Loan Review Committee on a project-by-project basis. If the same collateral is used in joint financing, the RLF will seek a parity position with other lenders. Types of security may include:

- Mortgage Lien on Real Property
- Machinery and equipment which have a developed market;

The loan recipient will be required to maintain hazard insurance, and flood insurance if necessary, on secured assets. In some cases, credit life or key person insurance will be required with the RLF as loss payee.

### **APPLICATION PROCEDURES:**

Applications for RLF funds will be accepted on a continual basis or as funding balance allows. All applicants for RLF funding will be required to complete an application form and provide a corresponding business plan with verifiable data which demonstrates that their proposed projects are economically feasible, sustainable, and will provide benefits to rural areas, either through job creation or infrastructure improvements. A copy of the application which includes a list of supporting information is attached to this plan.

- Applications will be accepted at the ATCOG office during normal business hours. Ark-Tex Council of Governments is located at 4808 Elizabeth Street Texarkana, Texas 75503 or via email at [Development@atcog.org](mailto:Development@atcog.org).
- Complete applications will be reviewed by the Loan Review Committee. An application is not considered complete until all required information has been submitted to the Development Director staff as listed on the attached application.
- There must be evidence presented by the applicant that indicates the RLF loan is

necessary to make the proposed project feasible.

- The ~~ATCOGNETEDD~~ LRC may require written feasibility studies, business plans, market studies, etc. as appropriate for the business type.
- The Economic Development Director will analyze each project and make a written recommendation to the ~~ATCOGNETEDD~~ LRC.
- The ~~ATCOGNETEDD~~ LRC will normally review RLF applications at a scheduled Loan Review Meeting.
- The ~~ATCOGNETEDD~~ LRC shall have final authority to approve or deny RLF loan requests, and to determine appropriate terms and conditions.
- For approved loans, a loan agreement addressing all of the terms and conditions, including monitoring procedures, repayments, delinquencies, defaults and remedies for that project will be prepared by the RLF. In addition, the RLF shall have prepared all notes, mortgages, security agreements, UCC filings and other legal documents necessary to close the loan. The RLF will use appropriate note, mortgage, and other forms which are approved by the State Bar Association.
- Before RLF funds can be disbursed to the loan recipient, all requirements and terms of the loan agreement must be met, and supplemental financing must already be contributed or verified ready to contribute to the project.

### **Review Criteria**

The basis for determining the eligibility/approvability, loan amount, interest rate, and terms and conditions of a revolving loan fund request, and general RLF operational procedures, are as follows:

- The ~~ATCOGNETEDD~~ LRC will consider the financial need of the project, the probability of success, repayment ability, the security offered, management experience and the overall benefits of the project to rural areas, including the number of jobs to be created or retained, diversification of the economy, the extent of the upgrading of the skills of the rural workforce, the quality of the jobs in terms of pay scale and benefit package, and, for community development projects, improvements to the community infrastructure, facilities, and/or acquisition of equipment for rural businesses. This written review will be included with the application package.
- Applicants who choose to apply in times when inadequate funds exist for extending a loan will be informed of the lack of funds. Applications will be reviewed and funded (if eligible) based on the following criteria:
- Applications with the greatest anticipated economic impact for the community shall receive greatest priority. Criteria to be considered in determining economic impact include number of jobs created or saved, wage scale of employees, benefits paid to employees.

- Applications of equal economic impact will be funded in date order of application.

In accordance with Federal law and U.S. Department of Agriculture policy, neither the ~~ATCOGNETEDD~~ LRC nor the ATCOG Board of Directors will discriminate on the basis of race, color, national origin, sex, religion, age, disability, or marital or family status.

### **LOAN MONITORING:**

The Economic Development Director shall be responsible for administrative requirements of the RLF. The Economic Development Director may delegate these responsibilities to other persons.

All RLF loans will be monitored to ensure that loan proceeds are spent as identified in the RLF application, that all other sources of financing have been committed to the project, and that the benefits of the project, such as job creation, are accomplished as stated in the RLF application. The Economic Development Director shall ensure that RLF lien positions and loan collateral are secure

This loan monitoring will require regular reporting by the loan recipient.

- Annual income statements and balance sheets will be collected from the loan recipient. Depending on the nature of the project and security arrangements, ATCOG reserves the right to require the submission of annual financial reports as audited by a certified public accountant.
- ATCOG Economic Development staff will also conduct annual site visits to meet with the loan recipient, verify collateral and collect any information as required.
- At the option of ATCOG, periodic management information reports may be required of the loan recipient. Management reports may be required on a semi-annual basis beginning six months after the advance of RLF funds and continuing semi-annually thereafter for a period of 3 years or until completion of the project, whichever is the later period. If requested, management reports will include:
  - information on the number of jobs created or retained during the reporting period;
  - a comparison of accomplishments during the reporting period to the objectives established for the project,
  - a description of any problems, delays, or adverse conditions which will materially affect the attainment of planned project objectives and a statement of action taken or contemplated to resolve the situation.
- ATCOG reserves the right to require these reports on a more frequent basis if it is determined to be in the best interest of the RLF.
- ***An annual review and report of the outstanding loans of the RLF, including job creation/retention totals and community benefits, will be compiled by the Economic Development Staff for presentation to the ATCOG Board of Directors.***



## **COLLECTION PROCEDURES:**

The Economic Development Director is charged with the responsibility for loan collections and related workouts, collection of charged-off loans, management and disposal of other real estate owned, and any other activities related to delinquent accounts.

As part of this responsibility, the Economic Development Director shall have authority to initiate foreclosures, and collection suits after consultation with ATCOG's legal counsel. The Economic Development Director will advise the board of such action at their next regular meeting.

- Past due notices will be generated and sent to the loan recipient according to the following schedule:
  - First notice sent on the 10th day after a note or payment is due.
  - Second notice sent on the 20th day after a note or payment is due.
- If the delinquent account becomes 30 days delinquent, the Economic Development Director will make phone contact with the loan recipient to inquire about the situation and arrange appropriate corrective action.
  - As a prudent lender and at ATCOG's sole discretion, a one-time corrective action/workout of a delinquent account is permitted. As part of the workout, loan terms may be modified by deferral, re-amortization and/or balloon payments.
- If the delinquent account is not taking steps to cure default and the account becomes 60 days delinquent, a written 30-day Notice to Cure will be issued and sent to the loan recipient via certified, first class mail with a return receipt requested.
- If the delinquent account does not respond to the Notice to Cure by paying the amount stated in the cure notice, the file will be forwarded to ATCOG's legal counsel to start foreclosure actions

## **FILE RETENTION:**

All RLF files will be retained for a period of not less than 3 full years after the loan has been paid in full. After 3 years, the files will be destroyed by shredding or incineration. Files will be secured in a locked, safe place and access will be limited to Intermediary staff with RLF responsibilities. Other security measures will be initiated as needed to protect confidentiality of loan documents.



This Revolving Loan Fund Plan is submitted by the grantee. Upon approval by the grantor, ATCOG agrees that no changes will be made to the Revolving Loan Fund Plan without prior written approval by the grantor.

Ark-Tex Council of Governments, *GRANTEE*

By: \_\_\_\_\_ Executive Director \_\_\_\_\_  
*Chris Brown* *Title* *Date*

This Revolving Loan Fund Plan is hereby approved by USDA - Rural Development.

USDA - RURAL DEVELOPMENT

By: \_\_\_\_\_, \_\_\_\_\_  
\_\_\_\_\_  
*Signature* *Title* *Date*



# **Ark-Tex AAA Area Plan FFY 2024 – FFY 2026**

---

**As Required by  
Older Americans Act, As Amended in  
2020: Section 306, Area Plans**

**Pending Approval by HHSC Office of  
Area Agencies on Aging  
[Month] 2023**

# **Table of Contents**

<b>Section 1. Executive Summary .....</b>	<b>4</b>
<b>Section 2. Mission and Vision Statements .....</b>	<b>4</b>
Mission .....	6
Vision .....	6
<b>Section 3. Board of Directors/Governing Body/Executive Committee .....</b>	<b>7</b>
Membership Composition .....	7
Frequency of Meetings .....	7
Officer Selection Schedule .....	7
Current Officers .....	7
<b>Section 4. Advisory Council .....</b>	<b>8</b>
Council Composition .....	8
Frequency of Meetings .....	9
Member Selection Schedule .....	9
Advisory Council Members .....	10
<b>Section 5. Agency Description and PSA Profile .....</b>	<b>12</b>
Identification of Counties and Major Communities .....	12
Socio-Demographic and Economic Factors .....	15
Economic and Social Resources .....	17
Description of Service System .....	19
Focal Points .....	21
Role in Interagency Collaborative Efforts .....	24
<b>Section 6. Preparedness Assessment .....</b>	<b>26</b>
Projected Population Changes .....	26
Analysis of Population Changes .....	27
Capacity Building .....	28
SWOT Analysis .....	29
Stakeholder and Public Input (Statewide) .....	30
<b>Section 7. Outreach .....</b>	<b>33</b>
Strategy Effectiveness and Best Practices .....	33
Targeted Outreach Plan .....	35
Targeting Report .....	37
<b>Section 8. Goals, Objectives, Strategies .....</b>	<b>38</b>
<b>Key Topic Area 1: OAA Core Programs .....</b>	<b>39</b>
State Goal 1 .....	39
<b>Key Topic Area 2: COVID-19 .....</b>	<b>44</b>

State Goal 2 .....	44
<b>Key Topic Area 3: Equity .....</b>	<b>48</b>
State Goal 3 .....	48
<b>Key Topic Area 4: Expanding Access to Home and Community Based Services .....</b>	<b>51</b>
State Goal 4 .....	51
<b>Key Topic Area 5: Caregiving .....</b>	<b>53</b>
State Goal 5 .....	53
<b>Section 9. Performance Measures .....</b>	<b>55</b>
<b>Section 10. Summary of Services .....</b>	<b>58</b>
Provided Services .....	58
Service Delivery Narratives.....	61
<b>Section 11. Direct Service Waiver .....</b>	<b>75</b>
Direct Service Waiver Form 1.....	76
Direct Service Waiver Form 2.....	<b>Error! Bookmark not defined.</b>
Direct Service Wavier Form 3.....	<b>Error! Bookmark not defined.</b>
<b>Section 12. Data Use Agreement.....</b>	<b>77</b>
<b>Section 13. Disaster Plan .....</b>	<b>78</b>
Aging Services Disaster Plan .....	78

## Section 1. Executive Summary

*"Caring for seniors is perhaps the greatest responsibility we have. Those who have walked before us have given so much and made possible the life we all enjoy."* --  
Senator John Hoeven

The Ark-Tex AAA embraces the responsibility of caring for our senior population. The AAA serves seniors in nine counties in northeast Texas that make up the Ark-Tex AAA Region, PSA 5. The 60+ population is expected to increase from 72,594 to approximately 80,000 in 2025. Currently 76% of the population is rural, while 11.3% live in poverty. The AAA serves all of this population with focus on most in economic and social need, low-income, and those residing in rural areas.

Community Partners are important for the AAA to provide the best services possible to the clients. The AAA partners with the Alzheimer's Association, Tri-State Alzheimer's Alliance, Aging and Disability Resource Center, local Health and Human Services Commission offices, local Social Security offices, several local foundations, to name a few. Collaboration with these agencies enables the AAA to provide clients with services and resources that best meet their needs.

The AAA strives to improve access to supportive services for older individuals. These services include nutrition programs for congregate and home delivered meals. The U.S. National Library of Medicine states that good nutrition can help prevent some diseases, such as osteoporosis, high blood pressure, heart disease, type 2 diabetes and certain cancers. Seniors are educated through this program on the importance of healthy nutrition.

The AAA contracts with providers who offer congregate meals at 13 senior centers across the region. For people unable to attend the sites to enjoy a meal and socialization, the home delivered meal program is available. Menus are planned to meet dietary requirements and are approved by certified dietitians.

The Aging Texas Well Strategic Plan reflected other needs such as access to services that support socialization and physical activity. The AAA offers several Evidence-Based Intervention programs that help with social engagement and physical well-being. These courses have proven effective and are rising in popularity throughout the Ark-Tex PSA.

The Ark-Tex AAA provides services that assist with transportation needs for older individuals that find it difficult to access services for health, go to the grocery store,

or other needs. The AAA partners with the Ark-Tex Council of Governments Transportation Program to meet those needs across the region.

AAA case managers help coordinate services such as homemaker, emergency response, respite in-home, health maintenance, and residential repair. These services are invaluable for those age 60 and older that have experienced recent illnesses or hospital stays. Case managers organize services using a person-centered care plan that will help the client be successful at home.

Navigating through Medicare, Medicaid, and Social Security can at times be daunting. The benefits counselors educate clients about these programs. Clients are screened for Medicare Savings Programs and Extra Help; and if eligible, application assistance is provided. Benefits counselors also review and educate clients on any available benefit program and assist as needed.

The AAA Caregiver Support program benefits the caregiver through the respite program. After assessment of the caregiver and care recipient, the person-centered plan is created. Respite services are provided for the caregiver to provide necessary time away from caregiving. The contracted providers send vetted staff to provide the respite service according to the plan of care.

The AAA provides minor home modifications that enable a person to live in the home as long as possible. Grab bars are essential for people needing assistance with mobility such as lifting themselves or helping with balance. Handrails and wheelchair ramps can reduce fall risks and help prevent falls.

If a person can no longer live independently, the ombudsman program advocates for people living in nursing homes and assisted living facilities. The program is strengthened by the additional volunteers visiting the homes and investigating complaints. Empowering residents to speak up for themselves is a tool that the ombudsmen try to impart. If the resident is unable or unwilling to speak for themselves, the ombudsmen will advocate on their behalf, only at the direction of the resident. Ombudsmen advocate for quality of life and quality of care.

It will always be the goal of the ATCOG AAA to provide services to as many seniors as possible. As we go through FFY2024-2026, the AAA's focus will be to empower seniors to be independent and active.

The ATCOG Ark-Tex AAA staff is honored to serve the 60+ population in PSA 5. Energetic, compassionate, and empathetic are three characteristics that describe the staff of the agency.

## Section 2. Mission and Vision Statements

Legal Reference: 45 CFR 1321.53

### **Mission**

To advocate on behalf of disabled adults and the senior population and assist them in living independent, meaningful, and dignified lives.

### **Vision**

Dedicated to providing support and resources that enhance the well-being of seniors in the Ark-Tex region, foster their independence, and promote active engagement.



## **Section 3. Board of Directors/Governing Body/Executive Committee**

### **Membership Composition**

Membership consists of local government units defined by Chapter 391 of the Local Government Code (formerly Article 1011m, Revised Civil Statutes of Texas) and of the Arkansas Interlocal Cooperation Act 430, which may join by passage of an ordinance, resolution, order or other means, upon payment of dues as provided in Article XI of the Bylaws and approval of the Board of Directors of the Ark-Tex Council of Governments.

### **Frequency of Meetings**

The ATCOG Board of Directors meets quarterly on the last Thursday of the month. The ATCOG Executive Committee meets the last Thursday of each month in which the Board of Directors meetings do not occur.

### **Officer Selection Schedule**

According to the ATCOG Bylaws, the Board of Directors, Executive Committee members and officers serve two-year terms without limits for successions. Death, resignation, removal, or disqualification will end the term prematurely.

### **Current Officers**

- Chair (or President): Honorable Bobby Howell (9/19-Present)
- Vice Chair (or Vice President): Mr. Scott Norton (12/17-Present)
- Treasurer (or equivalent position): Honorable Scott Lee (03/15-Present)
- Secretary (or equivalent position): Honorable Travis Ransom (9/17-Present)

## Section 4. Advisory Council

Legal References: 45 CFR 1321.57; OAA 2020 306(a)(6)(D)

### Council Composition

The creation of the ATCOG AAA Regional Advisory Council was authorized by ATCOG on November 7, 1974, under Section 903.66 of Public Law 93-29, as amended, as a necessary component to enable ATCOG to initiate and conduct area wide aging planning under the above cited act and according to the State Plan for Aging Programs for the State of Texas. The purpose of the ATCOG AAA Regional Advisory Council shall be to fulfill the mandate of the Older Americans Act of 1965, as amended, Section 903.66 (13), to advise the ATCOG AAA on all matters relating to the development and administration of the area plan on aging and operations conducted thereunder. The Council shall consist of the following: One (1) representative from each of the nine (9) counties in the Ark-Tex region; Two (2) elected officials; One (1) representative from the general public; One (1) representative from the private sector; One (1) representative from a health care organization; One (1) representative from the Title III Service Providers; One (1) representative from the Veterans Administration; Two (2) representatives from social service agencies; One (1) representative from a hospital.

### Members by Category

In Table 1. below, enter the number of council members in the PSA who represent each category listed. A council member may be counted in more than one category.

**Table 1. Advisory Council Members by Category**

Category	Number of Members
Older Individuals Residing in Rural Areas	13
Clients of Title III Services	0
Older Individuals	11
Minority Older Individuals who Participate or are Eligible to Participate in OAA Programs	0

Category	Number of Members
Local Elected Officials	2
General Public	1
Veterans' Health Care Providers, if applicable	2
Service Providers	1
Family Caregivers of Older Individuals who are Minority or who Reside in Rural Areas	1
Business Community Representatives	5
Representatives of Older Individuals	10
Representatives of Health Care Provider Organizations	4
People with Leadership Experience in the Private and Voluntary Sector	10
Representatives of Supportive Services Provider Organizations	1

## Frequency of Meetings

The ATCOG AAA Regional Advisory Council shall meet quarterly and at such times as the Chairperson deems necessary. If a meeting is cancelled, the meeting will be rescheduled as soon as possible. The meetings are held the first Thursday in March, June, September and December.

## Member Selection Schedule

Representatives shall be appointed for a term of five (5) years or until a replacement is found. Regional Advisory Council members are appointed to the Council by the ATCOG Board of Directors, the County Judge, Title III Service Providers and/or Chambers of Commerce, subject to approval by the ATCOG Board of Directors.

## Advisory Council Members

**Table 2. AAA Advisory Council Members**

<b>Name</b>	<b>Occupation or Organization or Affiliation</b>	<b>County of Residence</b>	<b>Member Since</b>	<b>Current Office Term</b>
Brenda Davis	Retired	Bowie	12/18	12/2018 – 12/2023
Angela Hill	Retired	Cass	03/20	03/2020 – 03/2025
Terry Landers	Administrator, Birchwood Nursing and Rehabilitation	Delta	12/16	06/2023 – 06/2028
Bill Collins	Retired	Lamar	12/14	06/2023 – 06/2028
Honorable Lynda Cox	Retired	Morris	09/19	09/2019 – 09/2024
Paul Lindsey	Law Enforcement	Titus	12/11	06/2023 – 06/2028
Tammy Lawing	LVN, Lennox Resource Center	Red River	03/18	06/2023 – 06/2028
Honorable Robert Newsom	Hopkins County Judge	Hopkins	03/19	03/2019 – 03/2024
Charles Jordan	Administrative Office for the Department of Veterans Affairs	Bowie	03/20	03/2020 – 03/2025
Ruth Brown	Administrator, Focused Care at Clarksville	Red River	12/16	06/2023 – 06/2028
Shelly Braziel	Executive Director, Lamar County Human Resources Council	Lamar	09/16	06/2023 – 06/2028
Ken Kunkel	Veterans Service Officer	Bowie	05/05	06/2023 – 06/2028
Charles McPherson	District Director, Adult	Smith	09/21	09/2021 – 09/2026

	Protective Services			
Rhonda Rogers	Speaker, Texas Silver Haired Legislature	Lamar	09/20	09/2020 – 09/2025
Mayor Ann Rushing	City of Clarksville Mayor	Red River	03/23	03/2023 – 03/2028
Megan Knight	Social Worker, Titus Regional Medical Center	Titus	06/23	06/2023 – 06/2028

## Section 5. Agency Description and PSA Profile

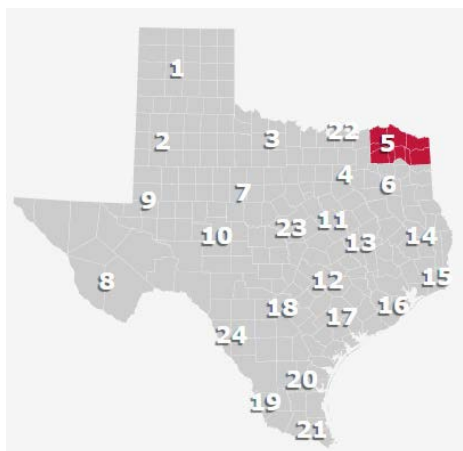
Legal References: 45 CFR 1321.53; OAA 2020 306(a)(3), 306(a)(4), 306(a)(5) and 306(a)(12); 26 TAC 213.1

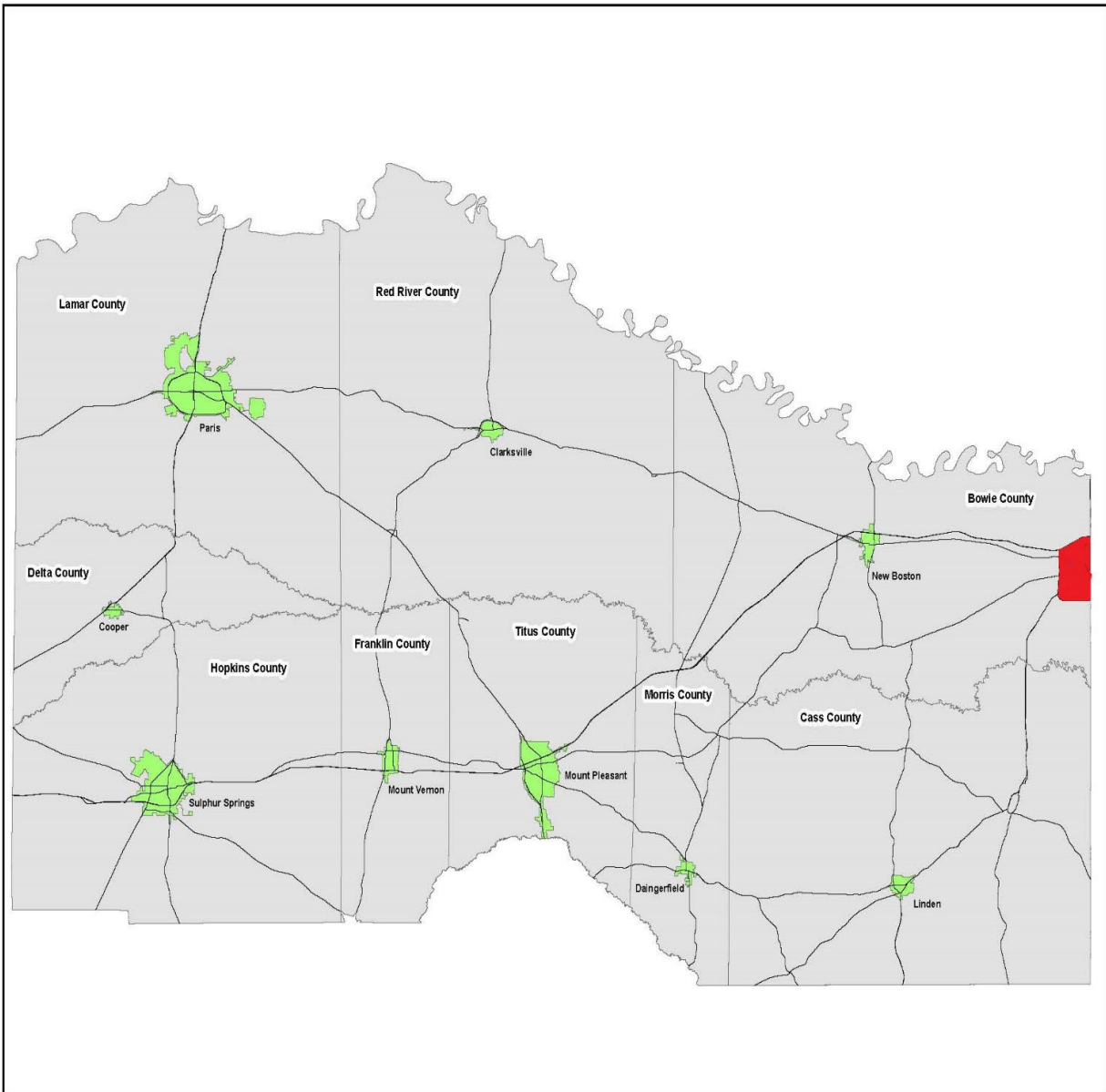
### Identification of Counties and Major Communities

The Ark-Tex Area Agency on Aging region consists of the following counties and County Seats: Bowie (New Boston), Cass (Linden), Delta (Cooper), Franklin (Mount Vernon), Hopkins (Sulphur Springs), Lamar (Paris), Morris (Daingerfield), Red River (Clarksville) and Titus (Mount Pleasant). There are 44 cities in Public Service Area (PSA) 5.

The largest city in the Region is Texarkana in Bowie County, with a population of 37,333, reported in 2017. Texarkana is a twin city in Texas and Arkansas with a total population of 67,592.

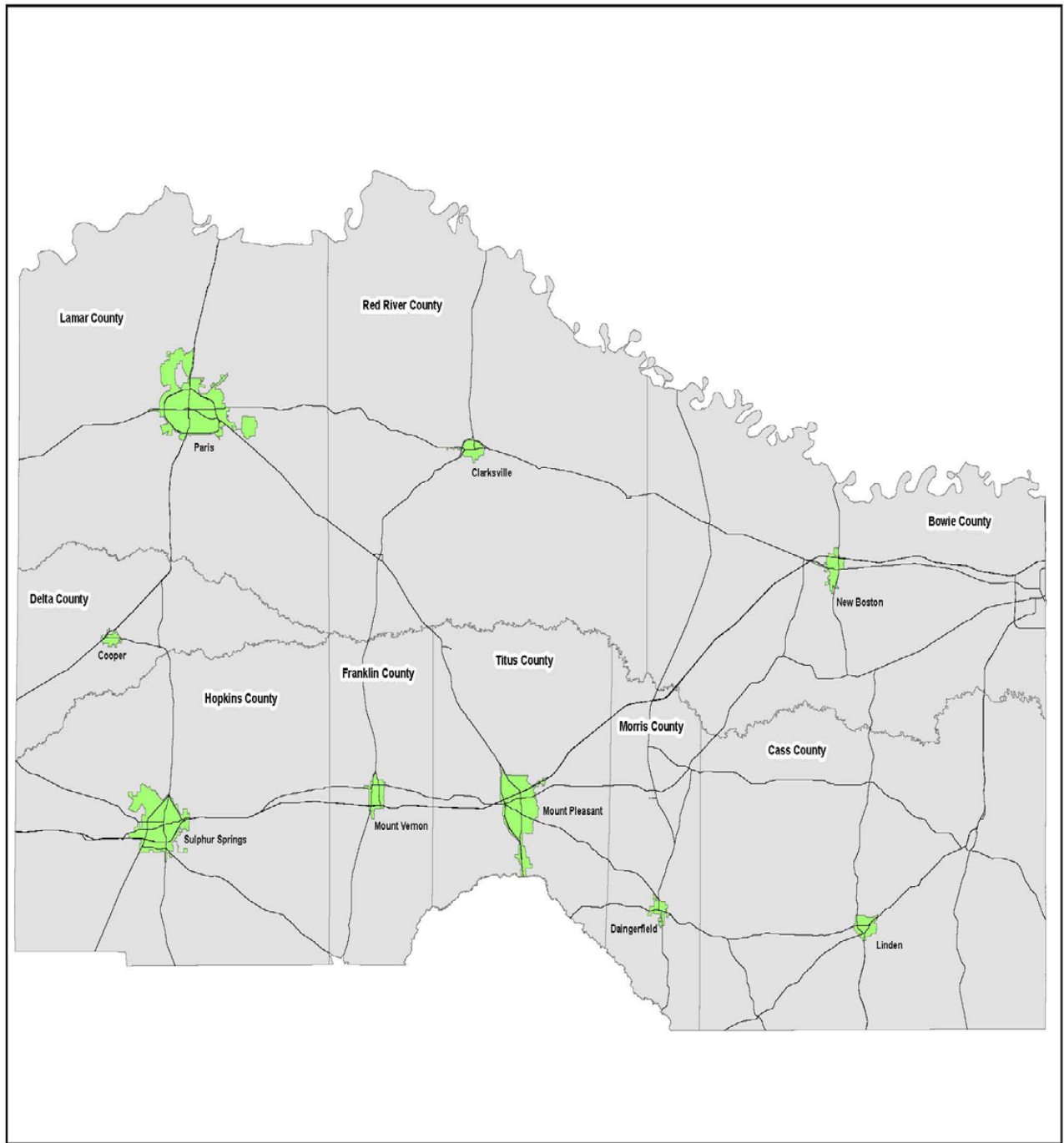
The largest cities in our rural counties are Paris (24,800); Mt. Pleasant (16,257); and Sulphur Springs (16,029). With the exception of Bowie (Texarkana) and Cass (Atlanta) Counties, all County Seats are the major communities within the county.





The map shown above is the Ark-Tex PSA. The red highlighted area is urban. The remainder of the region is rural.





Ark-Tex (PSA 5) with County Seats highlighted.

## **Socio-Demographic and Economic Factors**

The ATCOG region is primarily rural with the economic history driven by lumber, cotton, alfalfa, hay, dairy cattle, soybeans, corn, sorghum and wheat.

Hopkins County was the leading dairy county in the state, with almost 500 dairies producing nearly 17 percent of the state's total dairy population. Once known as the Dairy Capital of Texas, there are still dairy farms in the county today.

In Delta County 60% of the soil was considered prime farmland. Farming and herding were complemented by the lumber industry in the late 1800s. In 1982, 73% of all farm income came from livestock and livestock products.

Titus County was almost exclusively agricultural through the 1930s. Cotton and corn were the principal products. In 1936 oil was discovered in northwest Titus County. Today in Titus County the poultry economy is ranked 11th in the state. Pilgrim's Pride employs close to 3200 people.

Lone Star Steel was established in Morris County in the 1930's and continues to be an economic factor. In Bowie County the Red River Army Depot was activated in 1941 to create an ammunition storage facility. Military and civilian personnel also provide for the long-term sustainment of our combat and tactical fleets. In Bowie County today it is reported that the driving economy resource is healthcare.

Paris, Texas, is in Lamar County, and in the past was a major cotton exchange. Manufacturing is still an economic factor today. Paris also serves as a regional medical center for northeast Texas and southeast Oklahoma.

Red River County is primarily rural and 47 percent of the 422,645 acres of farms and ranches were devoted to pasture, 33 percent to crops and 18 percent to woodlands.

In Cass County, between 21 and 30 percent of the land is considered prime farmland. Timberland and mineral resources have also driven the economy.

Franklin County was dominated by cotton and corn crops until 1950 as the agricultural economy. Cotton was the cash crop and corn was the food crop. Oil was discovered in the 1930s. Franklin County now has a Lowe's Distribution Center which has added to the economy.

The economic makeup has changed in the Ark-Tex region with manufacturing influencing growth in the larger communities.

The makeup of the 60+ population is very diverse. Quality of life for the 75+ population looks very different than the 60-74 population. Retired farmers find joy in the beauty of acreage and all that the lifestyle entails. Technology is not priority. Many people in this age group served their country in the military or were married to military personnel. Recreational activities may be socializing with friends in an outside environment, meeting with friends for an early meal at the local diner or fast food establishment, raising livestock, farming or peacefully sitting on a porch, quilting, and attending church gatherings.

In contrast, the 60-74 population enjoy technology, travel, and continue to work. Recreational activities may be golf, movies, games, cards, women's and men's clubs, church activities, and volunteering.

While every age range does not fit in a particular lifestyle, the differences in the eras that people come from are vastly different.

The Health Resources and Services Administration reports that at least 43% of seniors are socially isolated. The AAA attempts outreach to this population through information mailed via the U.S. Postal Service, materials left in doctor offices, churches, and radio public service announcements.

The Census Bureau estimated that PSA 5 has approximately 153 Native Americans in the region. Lamar County, Red River, and Bowie County border with Oklahoma. There is a large Native American population that frequent PSA 5. Native Americans from Oklahoma do attend outreach functions in Red River and Lamar Counties.

In PSA 5, people 60+ who speak a language other than English averages 4.1%, according to the Demographic and Socioeconomic Data received from HHSC. People 60+ with limited English proficiency is 31.3%. The AAA continues to seek bilingual staff to better serve the Ark-Tex region. Today the AAA utilizes the Language Line to communicate with clients as needed.

The Ark-Tex AAA Region is approximately 76% rural.

## **Economic and Social Resources**

There are four junior colleges and one university in PSA 5. Adult Education and Literacy courses are offered at the junior colleges. Texarkana College and Texas A&M University Texarkana are in Bowie County. North East TX Community College and Industrial Technology Training Center are in Titus County. Paris Junior College is in Lamar County and has a satellite campus in Sulphur Springs.

There are six hospitals located throughout PSA 5. Titus Regional Hospital is in Mt. Pleasant, Wadley Regional Hospital in Texarkana, Paris Regional Medical Center, and three Christus Health hospitals in Texarkana, Atlanta, and Sulphur Springs.

The Christus Foundation partners with ATCOG through the AAA and the Transportation Department to help provide funding for transportation services provided to seniors. The grant funding decreases yearly due to the Foundation policy. Additional resources will be sought to continue providing quality of life for the seniors needing transportation services.

The Arkansas Community Foundation and the Bobbie Atkinson Foundation have been generous to the 60+ population, providing funding for Veteran transportation to VA clinics, iPads for the ombudsman program, computers for the 60+ population to utilize and learn computer basics with the benefits counseling program, and laptop computers for case managers. In addition, local funding has been provided for speakers who educate caregiver clients, as well as professional caregivers in the community who work with the 60+ population.

The communities donate fans yearly for the AAA to provide to the 60+ population. The AAA also receives monetary donations to purchase fans. Fans are distributed throughout the nine counties where there is a need. Needs are recognized through the case managers, transportation drivers, and the IR&A specialist. The AAA has a good relationship with radio stations in most counties. The radio announces the fan drive through public service announcements and at the same time informs anyone needing a fan to call the AAA 800 number. The radio station used reaches all nine of Ark-Tex counties.

The Texarkana Regional Arts & Humanities Council (TRAHC) brings entertainment, art exhibits, and art education to the area. The entertainment is held in the Perot Theatre, a historical landmark since 1924. Ross Perot and his sister Bette restored the theatre in 1979-80. It was originally called the "Gateway to the Southwest" and hosted Johnny Cash and Elvis Presley together for two nights in 1955. The theatre

continues to bring entertainment to Texarkana. The Arts Council provides free art classes for everyone.

Downtown restorations have led to unique shopping, restaurant and entertainment opportunities in Sulphur Springs, Paris, Cooper, Texarkana, Atlanta and Linden.

Employment opportunities in Delta, Morris and Red River Counties are scarce. Many people in those areas commute out of their county for work.

## **Description of Service System**

The AAA information and referral specialist provides resources for people 60+ that will assist the caller with guidance regarding obtaining assistance for the services they are inquiring about. The specialist also transfers the caller within the AAA if agency services can be utilized.

The AAA offers the caregiver in-home respite services for people taking care of a person over 60. Respite services are essential for the caregiver to maintain good health, run an errand, read a book, or simply quiet time away from the tasks of caring for another person. There is also an inpatient hospice facility that provides respite. The care recipient stays at the facility while the caregiver can receive up to two weeks' respite. Most skilled facilities in the region offer respite service as well for longer respite needs.

The AAA offers assistance applying for Medicare Savings Programs, Low-Income Subsidy, Medicaid renewal applications, and food stamps. The AAA is a Community Partner with HHSC as well. The benefits counselor also reviews Medicare Part D plans during open enrollment with Medicare beneficiaries. The AAA works closely with HHSC, Social Security local offices and 2-1-1 to provide a one-stop shop for the client.

The homemaker service is invaluable to people 60+ who are leaving the hospital after an illness or surgery. If the person lives alone with no support, the AAA can have a licensed provider connect with the client and provide light housekeeping or meal preparation.

Minor home modifications are also offered through the AAA. Grab bars, handrails for steps, and minor floor repairs promote independence and allow the person to stay in their home for as long as possible.

The ombudsman advocates for residents in nursing homes and assisted living facilities. Volunteers are crucial to the program. Effort is continually made to increase the number of volunteers.

All AAA staff attend education trainings. Being informed on the disease of dementia, mental illness, and chronic diseases enables staff to help clients through knowledge and empathy. Staff understand person centered and person directed care and how people are empowered when guiding their own care plan.

The evidenced based program of Tai Chi for Arthritis is successfully helping people 60+ by balance improvement. Testimony from participants has expanded the program in the region. Churches, senior centers and ATCOG have opened their doors to give the AAA an opportunity to provide the 8-week program.

Other evidenced based programs through the AAA that promote quality of life and care are the medication comparison and review through the Home Meds software, A Matter of Balance, and Falls Talk.

A Matter of Balance has been successful by word of mouth throughout three communities. The goal is to expand the program throughout the region.

Funding for congregate meals is through the AAA. Most focal points that are listed on the following page have meals served five days a week, with the exception of holidays or inclement weather. Home delivered meals are also funded through the AAA. Providers and AAA case managers assess for nutrition. If the person meets the criteria and are unable to go to congregate sites, they are provided meals at home through the provider service.



## Focal Points

**Table 3. Focal Points in the Planning and Service Area**

<b>Community Served</b>	<b>Name and Address of Focal Point</b>	<b>Services Provided</b>	<b>Services Coordinated with Other Agencies</b>
Hooks, Bowie County	Hooks Senior Center 107 Main Street Hooks, TX 75561	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education. MCO's partner for Bingo and educational programs.
Texarkana, Bowie County	High-Rise Center 1010 Dan Haskins Way Texarkana, TX 75501	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education. MCO's partner for Bingo and educational programs.
Texarkana, Bowie County	Our Place Day Respite Center Alzheimer's Alliance 100 Memory Lane Texarkana, TX 75503	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education. MCO's partner for Bingo and educational programs.
Texarkana, Bowie County	Texarkana Senior Center 3000 Texas Boulevard Texarkana, TX 75503	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education. MCO's partner for Bingo and educational programs.
Wake Village, Bowie County	Wake Village Senior Center 216 Wake Village Road Wake Village, TX 75501	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education. MCO's partner for Bingo and educational programs.

<b>Community Served</b>	<b>Name and Address of Focal Point</b>	<b>Services Provided</b>	<b>Services Coordinated with Other Agencies</b>
Atlanta, Cass County	Atlanta Senior Center 306 W. Miller Street Atlanta, TX 75551	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education, MCOs partner for Bingo and educational programs.
Linden, Cass County	Linden Senior Center 507 Kaufman Street Linden, TX 75563	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education, MCOs partner for Bingo and educational programs.
Lone Star, Morris County	Lone Star Senior Center 150 Alamo Street Lone Star, TX 75668	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education, MCOs partner for Bingo and educational programs.
Mount Pleasant, Titus County	Mount Pleasant Senior Center 1406 North Edwards Mount Pleasant, TX 75455	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education, MCOs partner for Bingo and educational programs.
Paris, Lamar County	Pshigoda Meal Center 2215 East Cherry Street Paris, TX 75460	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education, MCOs partner for Bingo and educational programs.
Paris, Lamar County	Paris Retirement Village 1400 W. Washington Street Paris, TX 75460	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education, MCOs partner for Bingo and educational programs.

Community Served	Name and Address of Focal Point	Services Provided	Services Coordinated with Other Agencies
Cooper, Delta County	Cooper Senior Center 221 E. Bonham Street Cooper, TX 75432	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education, MCOs partner for Bingo and educational programs.
Clarksville, Red River County	Clarksville Senior Center 1809 S. Donaho Street Clarksville, TX 75426	Congregate Meals, Outreach, Evidence Based Programs	Contracted Meal Provider supplies the meal and the nutrition education, MCOs partner for Bingo and educational programs.

## **Role in Interagency Collaborative Efforts**

The Ark-Tex AAA collaborates with many organizations throughout the region. The AAA has working relationships with Community Healthcore with the mental health program, Community Healthcore with the Ark-Tex Aging and Disabilities Resource Center (ADRC), Adult Protective Services (APS), East Texas Center for Independent Living Centers, the Social Security offices in the region, all hospitals in the region, Managed Care Organizations in the region, the Alzheimer's Alliance and Alzheimer's Association, Morris County Collaborative, United Way, and 2-1-1, to name a few. Working in a collaborative effort to provide the best services possible to people 60 and above enables the organizations to assist clients in an efficient and effective manner.

Through grant funding, the Ark-Tex ombudsmen have iPads that are utilized in nursing homes and assisted living facilities to connect residents with high school students via FaceTime. This program adds to the quality of life for both the student and the resident, and the students receive volunteer hours towards college admission requirements. Relationships are formed, which contributes to good health via socialization and purpose.

Ark-Tex AAA is aware of increased demand for older individuals to access services virtually or via online avenues, especially since the COVID-19 pandemic. The AAA has developed basic computer classes to help provide support to the older population that do not have access to virtual platforms or may not be computer literate. Medicare beneficiaries are encouraged to use Medicare.gov to access Medicare resources and information. Individuals applying for benefits assistance programs, enrolling in Social Security, or other services are led to online platforms as a first avenue of communication, rather than one-on-one assistance. In addition to offering in person assistance, the AAA staff will provide education and support to clients that want to also connect and access services virtually. This can include teaching how to use the internet, learning how to create emails and text messaging, creating online accounts for Medicare.gov, SSA.gov, and Your Texas Benefits programs.

Volunteers and staff utilize a grant funded PARO therapeutic robot at nursing homes and Alzheimer's certified facilities to bring quality of life to residents. The PARO brings smiles and comfort to residents, as well as the volunteers and staff.

Within ATCOG, other programs collaborate with the AAA: Transportation Program, Housing Program, Criminal Justice Program, 9-1-1 Program, and Homeland Security Program. The AAA, Criminal Justice, and Homeland Security programs collaborated to bring Teepa Snow with A Positive Approach to Care, to the region. The information received assisted caregivers, police officers, 9-1-1 dispatchers, EMS personnel, nurses, social workers, certified nursing assistants, and administrators of nursing homes and assisted living facilities. Bringing all people who experience someone with dementia together, provides a better understanding of the disease. This can bring quality of life and care to the person living with dementia. The ATCOG programs will continue to collaborate to educate the community on ways to improve older adults' lives.

## **Section 6. Preparedness Assessment**

Legal Reference: OAA 2020 306(b)

### **Projected Population Changes**

According to the demographic and population projection data provided by HHSC for 2025 - 2035, the Ark-Tex PSA will see an increase of 2.0% for the population age 60 and over and a 43.4% increase for the population age 85 and over. The AAA and providers for all services in the region will develop strategies to prepare for the expected increases in population. Some of the service providers for homemaker and respite services have experienced some difficulties with staff retention due to various reasons such as training, availability, or employee rate schedules. The AAA will work to address any issues that may arise by continuing communications with service providers and maintaining a provider pool that would have the ability to provide services as needed.

The nutrition providers in the Ark-Tex region have been stable throughout the last several years and been able to maintain, and exceed in some areas, providing meals to residents in the region. Struggles that have been noted are increasing food costs, fuel, and staff shortages. The providers have met the challenges faced through the COVID-19 pandemic and continue to help the AAA address food insecurities for individuals, especially for those in rural areas. The Ark-Tex AAA is developing plans and moving forward with expanding the nutrition provider pool that should increase visibility and access to nutrition.

## **Analysis of Population Changes**

The projected population change for ages 60 years and over (2.0%) in the Ark-Tex region is fairly minimal compared to the expected increase for ages 85 years and over (43.4%). The average poverty income status in the Ark-Tex PSA for those age 60 and over below 100% poverty level was 9.85% and 28.5% for below 200% poverty in 2015-2019, according to the Demographic and Socioeconomic data provided by HHSC. Also reflected in this data, the Ark-Tex region primarily consists of non-Hispanic white individuals. Titus County has a higher percentage of Hispanic individuals age 60 and over, Bowie and Morris Counties have a higher percentage of non-Hispanic black individuals age 60 and over as shown for years 2015-2019.

The majority of the Ark-Tex PSA is rural, with one urban area located in Bowie County. Older individuals with limited English proficiency have a higher population in Titus County followed by neighboring Franklin County. According to data reported for race-ethnicity, poverty levels, rural areas, and those with English as a second language in the Demographic and Socioeconomic data provided by HHSC, these statistics could show an increase as well for years 2025-2035.

The AAA currently provides resources and assistance that meet the needs of older individuals in the region. Options to improve services to meet the expected growth of individuals age 85 and over would be to increase awareness of the programs available for respite, benefits counseling, homemaker, emergency response, and nutrition. This can be achieved through public outreach conducted by presentations, meeting with medical staff at clinics and hospitals, and educational material disseminated through mailings and social media.

The AAA expects the supportive services will experience an increase in demand due to the growth in the older population, especially for those age 85 and older. The AAA will ensure that resources for supportive services are a priority in the region. In addition, the AAA plans to maintain and develop relationships with agencies in the PSA. These collaborative partnerships would serve as a network of opportunities for the older population to receive the supportive services they need.



## **Capacity Building**

The Ark-Tex AAA currently participates in community events, conducts presentations, and provides educational outreach for the programs available in all nine-counties. In addition to continuing these procedures, the AAA plans to increase efforts to build relationships with local Social Security Administration (SSA) offices and Health and Human Services (HHSC) offices with the goal of strengthening awareness of AAA programs. The anticipated result of these partnerships would be increased referrals from these agencies to the AAA staff for the provision of services from benefits counseling, homemaker, respite, transportation, emergency response, or information and referral assistance.

The AAA is a program housed within the Ark-Tex Council of Governments (ATCOG), which also facilitates the transportation, housing, economic development, homeland security, and 911 programs in the Ark-Tex region. Relationships with these programs are well established. Staff in these entities are educated on the AAA services available. The AAA will continue to ensure ATCOG staff are aware of current and future programs the agency has to offer the older population.

Relationships have been in progress with local housing authorities, public safety, recreation, and protection from elder abuse, neglect, and exploitation through educational outreach. Information and resources have been provided to city community centers in the region. These community centers offer a variety of programs and resources that include recreation, education, and volunteer opportunities. In addition, the AAA has been an advocate for protection of elder abuse, neglect, and exploitation through partnership with Adult Protective Services (APS) and participates through membership on the Bowie County APS Board.

The AAA plans to continue operations to further establish these relationships and reach out to any and all community centers, city and county officials, and organizations in the region that connect with older individuals. This will be accomplished by participating in meetings or conferences and developing relationships with entities that may not be as knowledgeable of the AAA services and programs.

## SWOT Analysis

The SWOT analysis consists of identifying Strengths, Weaknesses, Opportunities, and Threats. In Table 4, list the ways the AAA will address population changes in the PSA (during the 10-year period of 2025 – 2035), including: exploring new solutions to problems, identifying barriers that will limit the ability to achieve goals and/or objectives, deciding on the direction that will be most effective, revealing possibilities and limitations to change, and revising plans to best navigate systems, communities, and organizations.

**Table 4. Strengths, Weaknesses, Opportunities, Threats (SWOT) Analysis**

<b>Strengths</b>	<b>Weaknesses</b>	<b>Opportunities</b>	<b>Threats</b>
Support from ATCOG	Visibility and awareness	Expand collaboration with agencies to avoid duplication of services	Instability of funding
Staff are passionate about working with seniors	Inconsistencies in funding from the State and Federal level	Outreach to promote awareness of programs available for possible increase in funding	Scams and frauds that make seniors skeptical of free services
Community Partnerships		Expand education to assist those caring for people with dementia	Agencies duplicating services
Financial Support from foundations			Urban vs. rural formula for funding
Legislators			
Local religious affiliations			

## Stakeholder and Public Input (Statewide)

In 2021, as part of the [Aging Texas Well Initiative](#), HHSC conducted a statewide survey to identify the current and future needs and priorities of older adults, informal caregivers of older adults, and social service providers supporting older adults. Data analysis identified the following top priorities for each group:

- Older Adults
  - Physical health
  - Access to services and support in the community
  - Access to social engagement opportunities
- Informal Caregivers of Older Adults
  - Mental health
  - Physical health
  - Work strains and issues
- Service Providers Supporting Older Adults
  - Collaboration and coordination
  - Funding
  - Staffing
  - Addressing social isolation
  - Addressing food insecurity
  - Supporting informal caregivers

## Addressing Needs and Priorities within the PSA

**Refer to the list above (in Stakeholder and Public Input subheading) and briefly describe how the identified statewide needs and priorities are potentially impacting the local AAA's planning and service area (PSA). Include information on how the AAA plans to address the identified needs and priorities of the PSA's older individuals, caregivers, and aging services providers over the next 10 years.**

The Ark-Tex PSA older adult population has also experienced the same needs and concerns as shown in the data provided in the Aging Texas Well Strategic Plan 2022-2023. Older adults that are experiencing barriers accessing services and

support, social engagement opportunities, and limited resources to improve physical health are currently priorities interwoven in the Ark-Tex Area Plan. The strategies that have been developed, focus on addressing these needs. Improving access to services and increased social and physical activity can help older adults gain the support they need to thrive independently at home for as long as possible.

The Ark-Tex AAA plans to respond to the priorities shown in the Aging Texas Well surveys by continuing services that have proven to be successful in the region. Specifically, the Evidence-Based Intervention (EBI) programs that concentrate on physical well-being have gained in popularity in several locations. These programs support several needs other than physical health, such as access to social engagement in the community while participating in the activity. The AAA anticipates that these EBI programs will grow in popularity and will increase efforts to reach the rural populations in the region.

Ark-Tex AAA has already developed plans to incorporate other avenues to connect with older adults, caregivers, and service providers that include technology as a social engagement resource. For example, programs and assistance with services can be offered virtually. Services that have been provided virtually include benefits counseling and evidence-based programs. The AAA considers ways to deliver accurate assistance to individuals in the PSA, while maintaining the integrity of the services. In this technology driven world, some older adults experience barriers using technology. To help increase confidence and accessibility for older adults and their caregivers, the AAA is working on ways to utilize multigenerational programs that can help facilitate better access to services and supports that are moving towards web-based services (such as online statements, medical records, virtual doctor appointments, Medicare.gov, and SSA.gov).

To address the priority of Service Providers Supporting Older Adults, Ark-Tex is working on increasing awareness of programs and developing partnerships. Access to services that are needed in the community is essential to help correct the unmet needs in the region. Ark-Tex currently collaborates with partners such as the ATCOG Transportation program to help pay for the cost of transportation for those age 60 and above to meal centers, medical appointments, grocery stores, and other locations. In addition, Ark-Tex has applied for local grant opportunities to help increase the number of rides provided through the AAA.

Nutrition services remains a high priority with the AAA due to the impact food insecurities has on physical health. Congregate meal sites are located throughout the region. These locations provide a free meal to older adults age 60 and over and

their caregivers while also giving opportunities for social connections in the community. Games and other educational classes are occasionally hosted at the meal centers which have helped support companionship to those that may be experiencing social isolation or loneliness.

## Section 7. Outreach

Legal References: OAA 2020 306(a)(4) and 306(a)(5)

### Strategy Effectiveness and Best Practices

The Ark-Tex PSA is a largely rural area with a significant number of older adults considered low-income or below the poverty level. The strategies implemented during the previous area plan included increased outreach and education for AAA services through in-person and virtual presentations, speaking with staff at health care centers, food pantries, Health and Human Service center locations, and Social Security offices.

The AAA has found that outreach provided through these venues can have an impact for several population groups to reach individuals with greatest economic need, greatest social need, low-income minority older adults, and those residing in rural areas. Local churches have been utilized in an effort to reach individuals with limited English proficiency. More outreach and education focus have been conducted in Titus county, which currently has the highest percentage of Hispanic population in the Ark-Tex region.

The results of these strategies have been successful in providing awareness of the Ark-Tex AAA programs. The AAA hopes to continue to use the most effective best practices that encourage opportunities for new partnerships that will enable strong collaborations focusing on serving the older adults in the Ark-Tex PSA.

The COVID-19 pandemic introduced new challenges to providing outreach and education. In addition to affecting social interactions, the pandemic changed how some services were provided to older adults in the region. Outreach that was typically delivered in-person was no longer an option in several areas. Health fairs and other community events were not taking place due to health concerns. Certain planned outreach activities could not be accomplished at the onset of the pandemic. The AAA adapted to these changes by using other avenues to reach the individuals in the region such as increased efforts utilizing social media, flyer distributions, and communicating with agencies via email or phone. Public and community events have begun to take place in the Ark-Tex region on a regular basis. The AAA staff

has resumed participation in these local events and conduct in-person presentations, when available.

The AAA has found that social media and other technological services have remained as an additional source of outreach used by organizations in the PSA. Regular Facebook posts are placed on the ATCOG page as well as a monthly Ark-Tex AAA Coffee and Conversations Facebook Live event. Participation is gaining via the social media platform and the AAA plans to continue using this avenue as a way to reach individuals familiar with this communication.

Participation in health fairs and senior expos have proven to be an effective way to reach both community partners and older adults in each county. Results have shown that this form of outreach and education continues to be valuable as a way to receive information and referral requests to the AAA.

## Targeted Outreach Plan

The Ark-Tex AAA plans to conduct outreach in each county to identify individuals that are eligible for Older Americans Act services by continuing to collaborate with agencies and providers in the region. This will be accomplished by providing presentations in the rural communities at venues such as healthcare centers, Health and Human Service center locations, food pantries, and Social Security offices. The information provided to staff at these locations will be effective in helping provide resources to the older population that reside in rural areas and those with greatest economic and social need.

In order to meet the needs of individuals with Alzheimer's disease and other types of dementia, the AAA will continue to participate in educational groups such as the Alzheimer's Alliance in Texarkana and the area chapter for Alzheimer's Association from Dallas. The Alzheimer's Alliance operates a day respite center to help care for those suffering from dementia.

The Ark-Tex AAA hosted a CARE Conference in May 2023 specifically targeting caregivers of individuals with dementia, social workers, nurses, first responders, and other professionals that provide services to older adults. This has been a successful event in prior years and has proven to increase education and outreach in the community. Additional resources were provided at the event from local organizations and agencies. The impact from this event will carry forward in the new planning period and successes from this conference will be used in future occasions.

AAA staff strive to provide outreach and education regarding all programs available through the AAA. Information is provided at each event for multiple AAA services in order to engage the individual or community in all assistance programs they could be eligible for. The AAA plans to ensure focus is consistent to help meet the needs for transportation, home delivered meals, benefits for low-income individuals, caregiver support, and education regarding dementia diseases.

The majority of the Ark-Tex PSA is rural, with low-income older individuals, and those that need services and support for homemaker, benefits assistance, nutrition, transportation, caregiver respite, and information, referral, and assistance. There is currently not a concentrated population for Native American individuals, but a significant population of Hispanic, limited English individuals are located in Titus and Franklin counties. The AAA plans to increase outreach and education using materials printed in Spanish and presenting information to church leaders regarding



services available. The Language Line is an effective tool the AAA uses to help communicate and facilitate assistance to the Hispanic population. The AAA continues to advertise for Spanish speaking individuals in all job descriptions for any new hires. The addition of bilingual staff would improve outreach in all areas of the region.

## Targeting Report

The purpose of the targeting report is to show how effective the AAA's targeting efforts were in serving specific population groups within the planning and service area (PSA).

**Table 5: PSA Targeting Report**

Characteristic	Population Age 60 and Over in PSA	Percent Population Age 60 and Over in PSA	Number of Registered Service Recipients in PSA	Percent Number of Registered Service Recipients in PSA	Targeting Goals for FFY 2024
Total 60 and over	74,864	1.4%	5,484	7%	10%
Poverty Level (at or below 100% FPL)	7,540	11.3%	4,417	59%	62%
Minority	14,374	19.20%	5,031	35%	38%
Rural Areas	no matching ACS data	no matching ACS data	5,013	Unable to calculate	
Household Status (lives alone)	17,295	25.9%	5,207	30%	34%

Data for the columns, "Population Age 60 and Over in PSA" and "Percent Population Age 60 and Over in PSA" are derived from the U.S. Census Bureau Special Analysis 2015-2019 American Community Survey (ACS) Data Analysis for Population Age 60 and Over, with data located on U.S. Administration for Community Living's [AGID \(Aging, Independence, and Disability Program\) Data Portal/Website](#). Data for the column, "Number of Registered Service Recipients in PSA" is from data pulled from the NAPIS (National Aging Program Information Services) report, where registered services include personal assistance, homemaker, chore, home delivered meals, day activity and health services, case management, assisted transportation, congregate meals, and nutrition counseling.

## Section 8. Goals, Objectives, Strategies

Legal References: OAA 2020 306(a) and 307(a)

This area plan details the interrelated activities which support a responsive, consumer-directed long-term services system that supports older people for each of the Administration for Community Living (ACL) state plan key topic areas. The following Key Topic Areas, State Goals, State Objectives and Outcomes were derived from the ACL approved [2023-2025 Texas State Plan on Aging](#).

Each of the five State Goals is comprised of multiple State Objectives and Outcomes. For each objective and outcome, please provide the corresponding AAA Strategies. Strategies can be thought of as action steps that detail how the needs within the planning and service area (PSA) will be addressed. Identifying the AAA strategies can provide insight to HHSC on how the State Objectives and/or Outcomes are achieved at the local level. ***If there are no AAA strategies associated with a specific objective and/or outcome, please explain (in the AAA Strategies answer) the reason for why it is not applicable within the PSA.***

## **Key Topic Area 1: OAA Core Programs**

OAA core programs are found in Titles III (Supportive Services, Nutrition, Disease Prevention/Health Promotion and Caregiver Programs), VI (Native American Programs), and VII (Elder Rights Programs) and serve as the foundation of the national aging services network.

### **State Goal 1**

**Promote excellence and innovation in the delivery of core Older Americans Act Programs to meet the unique and diverse needs of Older Texans and family caregivers.**

### **State Objective 1.1**

Provide administration and oversight of programs funded through the HHSC Office of Area Agencies on Aging, state general revenue funds, and other federal and/or state funds to ensure a consistent, coordinated, and accountable service delivery model.

#### **Outcome 1.1**

OAA funds are appropriately used to ensure older individuals and their caregivers have access to services that meet their needs and interests.

#### **AAA Strategies 1.1**

The Ark-Tex AAA will maintain quality assurance measures and oversight procedures that ensure state and federal funds are properly used to provide services to older individuals. This will include monitoring service providers and generating reports for services delivered to ensure funds are expended accurately.

### **State Objective 1.2**

Ensure collaboration between Title III (Supportive Services, Nutrition, Disease Prevention and Health Promotion and Caregivers Programs) and Title VI (Native American Programs).

## **Outcome 1.2**

Increase awareness of federally recognized tribes within the state to increase collaboration and appropriate referrals and ensure all eligible older individuals have access to OAAA services provided by Title III or Title VI grantees.

### **AAA Strategies 1.2**

Ark-Tex does not have any federally recognized tribes in the PSA.

## **State Objective 1.3**

Raise awareness and understanding of the impacts of malnutrition through comprehensive policy review, tool development, and marketing campaigns.

## **Outcome 1.3**

Increase awareness of the signs and symptoms of malnutrition and how to mitigate malnutrition in older individuals.

### **AAA Strategies 1.3**

The Ark-Tex case managers and nutrition providers use the Determine Nutritional Risk and Consumer Needs Assessment to assess clients receiving nutrition services and other supportive assistance. The nutrition providers deliver nutrition education for at least fifteen minutes to each meal recipient annually. The AAA will ensure that nutrition education topics include awareness and resources regarding malnutrition.

## **State Objective 1.4**

Protect older Texans from abuse, neglect and exploitation through services designed to detect, assess, intervene, and investigate elder abuse, neglect and financial exploitation.

## **Outcome 1.4**

Increase awareness of the risk for abuse, neglect, and exploitation of older individuals.

### **AAA Strategies 1.4**

The Ark-Tex ombudsmen conduct in-service trainings in nursing homes and assisted living facilities regarding resident rights to bring awareness in an effort to stop abuse, neglect, and exploitation.

Ark-Tex staff are instructed on requirements and procedures for reporting suspected abuse, neglect, and exploitation.

Ark-Tex staff have participated on the Bowie and Cass Adult Protective Services' (APS) Board of Directors in recent years and anticipates continued representation on APS boards in the PSA. The partnership with APS in the region has strengthened the knowledge and understanding of what services they provide to older adults at risk of abuse, neglect, and exploitation.

## **State Objective 1.5**

Enhance cross agency responses to elder abuse by the HHSC Office of the Ombudsman, legal assistance programs, law enforcement, health care professionals, financial institutions, and other essential partners across the state.

### **Outcome 1.5**

Increase awareness of programs and services available for older individuals experiencing abuse, neglect or exploitation.

### **AAA Strategies 1.5**

The services available through APS has been a valuable resource to benefit clients and the public. The Ark-Tex ombudsmen and benefits counselors have an awareness of reporting requirements and assistance programs available to those experiencing abuse, neglect, or exploitation.

Ark-Tex AAA will provide annual training and information to providers regarding abuse, neglect, and exploitation and how to report it.

## **State Objective 1.6**

Strengthen efforts related to dementia and Alzheimer's Disease.

## **Outcome 1.6**

Increase awareness of dementia and Alzheimer's disease.

### **AAA Strategies 1.6**

AAA staff and volunteers receive training and education concerning dementia or Alzheimer's disease. Informational material and resources for support groups are shared with family or caregivers to those living with dementia by AAA staff.

## **State Objective 1.7**

Increase awareness of risks for fall related traumatic brain injuries for older individuals.

## **Outcome 1.7**

AAAs, ADRCs, and providers are aware of risks for older individuals associated to falls and how to prevent them.

### **AAA Strategies 1.7**

The AAA will utilize several evidence-based programs to help increase awareness to older individuals served in the PSA. Each evidence-based program has elements within the instruction that focus on fall risks and how to prevent falls. The AAA will incorporate awareness for fall related traumatic brain injuries and resources available.

## **State Objective 1.8**

Strengthen Title III and Title VII services.

## **Outcome 1.8**

Increase in public awareness of aging services across the state.

### **AAA Strategies 1.8**

Ark-Tex AAA will continue to partner and develop relationships with agencies and organizations to increase awareness of services available to the aging population.

This will include presentations to community civic organizations and other entities to help educate the public regarding the challenges the older population is facing and how AAA services can increase opportunities to keep seniors independent.

Public awareness will include, but not limited to, services such as respite care, homemaker, health maintenance, benefits counseling, information, referral and assistance, Ombudsman, and other AAA services.

## **State Objective 1.9**

Integrate discretionary grant activities with OAA core programs and services.

### **Outcome 1.9**

Increase knowledge and awareness of SHIP, MIPPA and SMP programs and services.

### **AAA Strategies 1.9**

Ark-Tex AAA benefits counselors and staff will use presentation opportunities throughout the regions to increase education and promote information regarding the SHIP, MIPPA, and SMP programs.

The AAA is currently a volunteer with Texas SMP (Senior Medicare Patrol) and regularly provides awareness and education in the region regarding Medicare fraud and scams as well as how to report fraud.

Ark-Tex is an HHSC Community Partner and will provide assistance to individuals needing access to Your Texas Benefits. Benefits counseling staff will continue to increase knowledge of SHIP and MIPPA programs to individuals, organizations, and agencies through one-on-one assistance and presentations. Partnerships will be developed and maintained with local HHSC offices, Social Security offices, and community organizations to enhance awareness of the benefits counseling program.



## **Key Topic Area 2: COVID-19**

COVID-19 highlighted the overall importance of the services that make it possible for older individuals to live independently, created a national awareness of the impact of social isolation on older individuals and caregivers, and increased awareness of the need to plan for future disasters. It also transformed the aging network by driving rapid innovation to create new approaches that will endure beyond recover. Finally, Congress approved the release of supplemental funding, some of which remains available until expended, for services to support evolving needs related to the pandemic nationwide.

### **State Goal 2**

**Prepare for and increase community engagement during emergencies and disasters that improve resiliency and reduce the impacts of social isolation and loneliness on the health and well-being of older Texans, people with disabilities and their caregivers.**

### **State Objective 2.1**

Support older individuals' behavioral health through awareness of the impacts of social isolation and loneliness and establishing resources and tools to encourage engagement.

### **Outcome 2.1**

Increase awareness of the risks and impacts of social isolation for older individuals.

### **AAA Strategies 2.1**

The AAA will promote social connectivity to help increase active participation in community events. Resources and education can be provided during the Ark-Tex AAA Lunch and Learns quarterly programs, health fairs, and during one-on-one assistance on ways to decrease risks of social isolation.

Ark-Tex will provide evidence-based programs such as A Matter of Balance, Falls Talk, Tai Chi for Arthritis, and HomeMeds. A few of these programs are conducted

in group settings which can help older individuals increase socialization and develop relationships with others sharing a common goal.

Informational flyers will be delivered to individuals through our home delivered meal program to promote socialization for elders living at home who are unable to attend meal sites.

## **State Objective 2.2**

Enhance awareness of the available assistive technology supports and strengthen HHSC partnership with the state assistive entity.

### **Outcome 2.2**

Increase awareness of the state assistive technology entity and the need for assistive technology devices for older individuals.

#### **AAA Strategies 2.2**

The AAA will develop relationships with agencies in the region that provide assistive technology devices for those experiencing vision loss and blindness in order to increase awareness for resources available.

## **State Objective 2.3**

Increase the aging services network's use of trauma-informed care practices for serving older individuals and their caregivers.

### **Outcome 2.3**

Increase awareness of trauma-informed care and best practices.

#### **AAA Strategies 2.3**

The AAA will review ways to increase knowledge for staff and providers regarding trauma-informed care.

## State Objective 2.4

Increase the aging services network's knowledge of suicide risks, prevention and resources.

### Outcome 2.4

Increase awareness on how to assess a person's mental and behavioral health status.

#### AAA Strategies 2.4

The AAA will ensure staff and volunteers are informed of suicide risks, prevention, and resources. Ark-Tex staff will receive guidance on steps available to help those with mental and behavioral health concerns.

## State Objective 2.5

Support the aging services network's preventative health efforts through the provision of resources and tools that highlight the importance of regular screenings and immunizations.

### Outcome 2.5

Increase awareness of available resources and best practices related to preventative health measures.

#### AAA Strategies 2.5

Ark-Tex AAA will collaborate with local health agencies and entities that provide screenings and immunizations to older individuals. Access and awareness for these programs will be done through case managers and benefits counselors. Education regarding Medicare preventive services and screenings will continue to be provided through the MIPPA program by benefits counselors.

## State Objective 2.6

Strengthen the aging services network's connections to public health and emergency response networks.

## **Outcome 2.6**

Awareness of the availability of telecommunications and virtual sessions.

### **AAA Strategies 2.6**

Ark-Tex AAA developed ways to assist older adults during the recent public health emergency using telecommunications and virtual assistance. This practice will remain available in case of future disaster emergency situations.

The AAA will continue relationships with Ark-Tex Council of Governments (ATCOG) 9-1-1, Homeland Security, and Criminal Justice programs to ensure awareness of resources available to older adults during disasters and emergency events.

## **State Objective 2.7**

Increase access to services for older individuals with mobility and transportation issues.

## **Outcome 2.7**

Increase awareness of existing public transportation services, the availability of volunteer and private transportation programs, and knowledge of accessible and assisted transportation services for older individuals.

### **AAA Strategies 2.7**

Ark-Tex AAA will continue to partner with the ATCOG Transportation programs available throughout the region. Information and resources will be provided to older individuals in need of transportation to programs available in their area.

## **Key Topic Area 3: Equity**

Serving people with the greatest economic and social need means ensuring equity in all aspects of plan administration.

### **State Goal 3**

**Promote activities that ensure equity and access to services for those with the greatest economic and social need.**

### **State Objective 3.1**

Ensure meals can be adjusted for cultural considerations and preferences.

#### **Outcome 3.1**

Increase awareness for AAAs and service providers of nutritional needs based on cultural and ethnic preferences.

#### **AAA Strategies 3.1**

The AAA will ensure nutrition providers receive knowledge and are aware of nutritional needs based on cultural and ethnic considerations and preferences. Staff and nutrition providers will attend trainings regarding cultural and ethnically appropriate meals as needed.

### **State Objective 3.2**

Prepare, publish, and disseminate educational materials dealing with the health and economic welfare of older individuals.

#### **Outcome 3.2**

Aging network staff are aware of trends impacting the health and economic welfare of older Texans.

### **AAA Strategies 3.2**

The AAA will share information and education resources regarding trends impacting the health and economic welfare of older Texans as they are identified and become available.

## **State Objective 3.3**

Increase awareness of available resources and services for older individuals living with Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS).

### **Outcome 3.3**

HHSC OAAA, AAA, and ADRC staff are aware of information and data sources available for older individuals living with HIV/AIDS.

### **AAA Strategies 3.3**

The AAA will share information, resources, and services available as needed to older adults living with HIV/AIDS.

## **State Objective 3.4**

Support participant-directed and person-centered planning for older individuals and their caregivers across the spectrum of LTSS, including home, community, and institutional settings.

### **Outcome 3.4**

Increase awareness of participant-directed and person-centered planning for older individuals and their caregivers.

### **AAA Strategies 3.4**

The AAA staff will participate in trainings available regarding person-centered care for services provided to older individuals and their caregivers. The AAA staff will use person-centered care skills during assessments and/or any contact with clients.

## State Objective 3.5

Ensure access to services for all older individuals with greatest social need, including populations that experience cultural, social or geographic isolation due to minority religious affiliation, sexual orientation or gender identity.

### Outcome 3.5

Increase in outreach efforts to underserved populations to ensure all older Texans have access to OAA services.

### AAA Strategies 3.5

The AAA will continue efforts to reach older individuals in the region that need services including those with greatest social need. Ark-Tex will provide services to eligible older adults and their families, including those that may be experiencing cultural, social or geographic isolation due to minority religious affiliation, sexual orientation or gender identity.

## **Key Topic Area 4: Expanding Access to Home and Community Based Services**

Home and Community Based Services are fundamental to making it possible for older individuals to age in place.

### **State Goal 4**

**Provide a coordinated system of in-home and community-based long-term care services that enables older Texans and people with disabilities to be active, engaged and supported in their homes and communities.**

### **State Objective 4.1**

Develop a comprehensive, coordinated system of long-term care that enables older individuals to receive long-term care in settings of their choice and in a manner responsive to the needs and preferences.

### **Outcome 4.1**

Increase awareness of long-term care services and supports that enable older individuals to receive long-term care in settings of their choice.

### **AAA Strategies 4.1**

Ark-Tex will continue to provide services and resources to enable older individuals to receive care that meets their needs at home, or other setting. This will be accomplished by AAA case managers, IR&A specialists, benefits counselors, and ombudsmen. Referrals and resources will be provided to individuals needing long-term services and supports, as needed.

The AAA will continue to develop partnerships and relationships with organizations that coordinate services for older individuals. The ombudsman program will be promoted to ensure people know this service is available.



## State Objective 4.2

Ensure care transitions for older individuals at risk of institutionalization.

### Outcome 4.2

Coordinate information sharing across the aging services network to increase awareness of transition assistance services and facilitate connections with long term services and supports agencies and community programs at the local level.

#### AAA Strategies 4.2

Ark-Tex will work to increase awareness on transition services for those at risk of institutionalization. Currently, the AAA works to assist older individuals access services such as Medicaid that could help provide long-term care at home due to the older adult's desire to remain independent at home for as long as possible.

The Ombudsman program assist and advocate for residents and their rights in nursing homes and assisted living facilities.

## State Objective 4.3

Enhance integration of health care and social services systems.

### Outcome 4.3

Increase knowledge and awareness of all health care and social services available for older individuals.

#### AAA Strategies 4.3

The AAA staff will participate in any trainings or resources available that will increase knowledge and awareness of social services and health care options provided to older individuals.

## **Key Topic Area 5: Caregiving**

Enhance services and supports for caregivers.

### **State Goal 5**

**Promote and enhance activities that provide a coordinated system of services and supports for caregivers.**

### **State Objective 5.1**

Enhance awareness of caregiving services and supports.

#### **Outcome 5.1**

Increase awareness of caregiving services and supports.

#### **AAA Strategies 5.1**

Ark-Tex AAA case managers will continue to identify caregiver needs during the service assessment process. Education and information that promote quality of life and care for both the caregiver and care recipient will be provided to the caregiver.

AAA case managers will meet and promote services available for caregivers through case managers in hospitals, home health providers and any profession that works directly with caregivers.

### **State Objective 5.2**

Coordinate Title III caregiving efforts with the Lifespan Respite Care program.

#### **Outcome 5.2**

Increase awareness of caregiving resources within the state to ensure appropriate referrals and assistance is provided by the Lifespan Respite Care program.

### **AAA Strategies 5.2**

The AAA will work with the Lifespan Respite Care program grantee to enhance or improve access and receipt of respite services as needed. AAA staff will share available resources and information with caregivers related to caregiver wellness and community resources.

## **State Objective 5.3**

Coordinate with the National Technical Assistance Center on Grandfamilies and Kinship families.

### **Outcome 5.3**

Increase coordination with AAAs, ADRCs, and providers with the National Technical Assistance Center on Grandfamilies and Kinship families.

### **AAA Strategies 5.3**

The AAA will coordinate with HHSC, ADRCs, and providers involved with the National Technical Assistance Center on Grandfamilies and Kinship families. The AAA staff will share resources on respite services available for caregivers, including grandparents caring for grandchildren.

## **State Objective 5.4**

Monitor and implement recommendations from the Recognize, Assist, Include, Support, & Engage (RAISE) Family Caregiving Advisory Council and Advisory Council to Support Grandparents Raising Grandchildren.

### **Outcome 5.4**

Increase coordination with AAAs, ADRCs, and providers with the National Technical Assistance Center on Grandfamilies and Kinship families.

### **AAA Strategies 5.4**

The AAA will coordinate with HHSC and providers involved with the RAISE Family Caregiving Advisory Council that support family caregivers and care recipients.

## Section 9. Performance Measures

Complete Table 6. Performance Measures using *State Fiscal Year* (SFY) numbers.

**Table 6. Performance Measures**

Performance Measure	Actual SFY 2022	Projected SFY 2024	AAA Strategies
Number of unduplicated active certified Ombudsman	7	9	1.1, 1.5, 4.1, 4.2
Number of unduplicated persons receiving care coordination	311	325	1.1, 1.3, 1.4, 1.8, 2.2, 2.5, 3.2, 3.5, 4.1
Number of unduplicated persons receiving legal assistance (age 60 and over)	83	92	1.1, 1.9, 2.5, 3.4, 4.1, 4.2, 5.3
Total care coordination expenditures	\$135,698	\$137,055	1.1, 1.3, 1.4, 1.8, 2.2, 2.5, 3.2, 3.5, 4.1
Average cost per care coordination client	\$436.32	\$440.00	1.1, 1.3, 1.4, 1.8, 2.2, 2.5, 3.2, 3.5, 4.1
Total legal assistance (age 60 and over) expenditures	\$5,667	\$5,800	1.1, 1.9, 2.5, 3.4, 4.1, 4.2, 5.3
Average cost per person receiving legal assistance	\$68.27	\$63.00	1.1, 1.9, 2.5, 3.4, 4.1, 4.2, 5.3
Cumulative number of visits to assisted living facilities by a certified Ombudsman	201	200	1.1, 1.5, 4.1, 4.2
Total expenditures Ombudsman program (federal, state, other federal, program income, and local cash)	\$204,193	\$205,000	1.1, 1.5, 4.1, 4.2
Unduplicated number of assisted living facilities visited by an active certified Ombudsman	25	25	1.1, 1.5, 4.1, 4.2

<b>Performance Measure</b>	<b>Actual SFY 2022</b>	<b>Projected SFY 2024</b>	<b>AAA Strategies</b>
Percentage of complaints resolved and partially resolved in nursing homes and assisted living facilities	85%	85%	1.1, 1.5, 4.1, 4.2
Number of unduplicated persons receiving congregate meals	408	415	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3
Number of congregate meals served	22,186	23,000	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3
Number of unduplicated persons receiving home-delivered meals	992	1000	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3
Number of home-delivered meals served	530,154	532,000	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3
Number of unduplicated persons receiving home-delivered meals	992	1000	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3
Number of home-delivered meals served	530,154	532,000	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3
Number of unduplicated persons receiving homemaker services	164	166	1.1, 1.3, 1.4, 1.8, 2.2, 2.5, 3.2, 3.5, 4.1
Number of unduplicated persons receiving personal assistance	0	0	
Number of homes repaired/modified (residential repair service)	65	67	1.1, 1.3, 1.4, 1.8, 2.2, 2.5, 3.2, 3.5, 4.1
Number of one-way trips (demand response transportation service)	10,595	10,700	1.1, 1.3, 1.4, 1.8, 2.2, 2.5, 3.2, 3.5, 4.1
Total congregate meal expenditures	\$162,343	\$163,900	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3

<b>Performance Measure</b>	<b>Actual SFY 2022</b>	<b>Projected SFY 2024</b>	<b>AAA Strategies</b>
Average cost per congregate meal	\$7.32	\$7.50	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3
Total home delivered meal expenditures	\$726,544	\$730,000	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3
Average cost per home-delivered meal	\$5.31	\$5.31	1.1, 1.3, 1.8, 2.1, 2.7, 3.1, 3.5, 4.3
Total homemaker services expenditures	\$88,518	\$89,400	1.1, 1.3, 1.4, 1.8, 2.2, 2.5, 3.2, 3.5, 4.1
Average cost per person receiving homemaker services	\$539.74	\$542.00	1.1, 1.3, 1.4, 1.8, 2.2, 2.5, 3.2, 3.5, 4.1
Total personal assistance services expenditures	0	0	
Average cost per person receiving personal assistance services	0	0	
Average cost per modified home (residential repair service)	\$771.02	\$775.00	1.1, 1.3, 1.4, 1.8, 2.2, 2.5, 3.2, 3.5, 4.1

## Section 10. Summary of Services

Legal References: 2020 OAA 306(a)(1), 306(a)(2), 306(a)(7); 26 TAC 213(C)(3)

### Provided Services

Please refer to the [HHSC Services Definitions for Area Agencies on Aging Federal Fiscal Year 2023](#).

**Table 7. Services To Be Provided During This Area Plan (FFY 2024 – FFY 2026)**

<b>Service Name (As of FFY 2023)</b>	<b>Provided During this Area Plan? Yes or No</b>	<b>Direct Service of AAA? Yes or No</b>
Area Agency Administration	Yes	Yes
Assisted Transportation	No	No
Care Coordination (Case Management)	Yes	Yes
Caregiver Counseling	No	No
Caregiver Information Services	Yes	Yes
Caregiver Support Coordination (caregiver Case Management)	Yes	Yes
Caregiver Support Groups	No	No
Caregiver Training	No	No
Chore Maintenance	Yes	No
Congregate Meals	Yes	No
Data Management	Yes	Yes
Day Activity and Health Services	No	No

<b>Service Name (As of FFY 2023)</b>	<b>Provided During this Area Plan? Yes or No</b>	<b>Direct Service of AAA? Yes or No</b>
Emergency Response	Yes	No
Evidence-Based Intervention (Health Promotion)	Yes	Yes
Health Screening and Monitoring (Health Promotion)	No	No
HICAP Assistance	Yes	Yes
Home Delivered Meals	Yes	No
Homemaker	Yes	No
Homemaker - Voucher	No	No
Income Support	Yes	No
Information, Referral and Assistance	Yes	Yes
Instruction and Training	No	No
Legal Assistance – 60 years and older	Yes	Yes
Legal Awareness (Legal Outreach)	Yes	Yes
Mental Health Services (Health Promotion)	No	No
MIPPA Outreach and Assistance	Yes	Yes
Nutrition Consultation	No	No
Nutrition Counseling	No	No
Nutrition Education	Yes	No
Ombudsman	Yes	Yes
Outreach	Yes	Yes
Participant Assessment – Access and Assistance	No	No
Participant Assessment – Nutrition Services	No	No
Personal Assistance	No	No



<b>Service Name (As of FFY 2023)</b>	<b>Provided During this Area Plan? Yes or No</b>	<b>Direct Service of AAA? Yes or No</b>
Physical Fitness (Health Promotion)	No	No
Public Information Services	Yes	Yes
Recreation (Health Promotion)	No	No
Residential Repair	Yes	No
Respite In Home	Yes	No
Respite Out of Home	No	No
Respite Out of Home, Overnight	No	No
Respite - Voucher	No	No
Senior Center Operations	No	No
Social Reassurance	Yes	No
Special Initiative	No	No
Transportation	Yes	No
Transportation - Voucher	No	No
Visiting	No	No

## Service Delivery Narratives

In this section, provide narrative descriptions for **all** services that are anticipated to be provided during this area plan period (FFY 2024 through FFY 2026). Please refer to Table 7 and include all services that were indicated as **Yes** in the column for: *Provided During this Area Plan?*

Describe each service using the “5 Ws and H” approach:

- What service is being provided in the PSA?
- Who is the targeted audience of the service within the PSA?
- Where will the service be provided in the PSA? (for example, the specific geographical area, facility or physical building, provided in-person and/or virtual, etc.).
- When will the service be provided in the PSA? Describe duration and frequency of the service.
- Why is it important to provide the service in the PSA? Describe unmet needs and barriers older individuals experience.
- How is the service being provided in the PSA? Include whether the service is contract, sub-recipient agreement or provided as a direct service. Identify service providers in the PSA and the counties served by each provider.

This section includes sub-headings to categorize similar services together. Although a service may fit into multiple categories, it is only required to provide a single narrative for that particular service. The sub-headings/categories begin on the next page and are as follows: AAA Administrative Functions; Case Management Services; Information and Assistance Services; Transportation Services; Nutrition Services; Legal Services; Caregiver Services; In-Home Services; Health Services (physical, mental and behavioral); Evidenced-Based Interventions (EBIs); and All Other Services To Assist Independence.

## **AAA Administrative Functions**

Ark-Tex AAA will provide Area Agency Administration as a direct service throughout the nine-county region that includes Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus for FY2024-2026 and going forward.

These activities will include the development and implementation of a coordinated system to serve older adults and family caregivers within the AAA's PSA with Older American's Act (OAA) services.

The AAA services will target individuals age 60 or older and give priority to those with greatest economic and social need, living in rural areas, and low-income older adults. As a focal point for aging services, the AAA will provide advocacy, evaluate local resources, identify service gaps, and any other responsibilities listed in the OAA, service definitions for the Area Agencies on Aging, and Area Agency on Aging Policy and Procedures Manual.

Ark-Tex will conduct quality assurance and monitoring procedures to ensure accurate delivery and expenditures of services. Training and education will be provided to staff, volunteers, and contract providers regarding OAA service requirements including service recipient complaints, responsibilities on abuse, neglect, and exploitation, interest lists, targeting, voluntary contributions, and records maintenance.

AAA staff will conduct Data Management that supports activities directly related to data entry and reporting for services not directly provided by the AAA. This will include service authorization and document verification, tracking and reporting of congregate meals, home delivered meals and transportation services. Ark-Tex AAA staff will ensure the complete and accurate data in the HHS information system. They will also generate reports and confirm accurate data in support of the annual State Program Report (SPR) and Quarterly Performance Report (QPR).

## Case Management Services

### Care Coordination

Ark-Tex AAA case managers receive referrals via telephone, email, website, fax, health fairs and through in-office contacts. The case managers assess the needs of the older individual and coordinate services accordingly to meet those needs. Care Coordination is provided to eligible persons age 60 or over in all nine counties within the PSA. Priority is given to those who meet targeting and preference requirements identified as residing in rural areas, have a disabling illness or physical condition, are socially isolated, have limited mobility that impairs their ability to leave the home, lack transportation resources, are food insecure, among others as listed in the Older Americans Act.

Care Coordination is currently a regular service provided directly by the AAA and will continue during this Area Plan. Case Managers remain in regular communication with clients and maintain contacts, at least once a month, to ensure satisfaction with services.

Case management services are a vital part of the coordination of care that clients receive at the AAA. The assessment process includes completing an Intake, Client Rights and Responsibilities, Determine Nutritional Risk assessment, Consumer Needs Evaluation, and any other required forms to meet HIPAA and documentation requirements. Documentation for clients receiving services include all required fields to collect data for the SPR. Information for services delivered is entered into the HHSC information management system.

Older individuals in the Ark-Tex AAA that receive services are primarily rural and low-income. The case managers are able to coordinate services such as homemaker, health maintenance, benefits counseling (Legal Assistance over 60, Legal Awareness, MIPPA, SHIP-HICAP), emergency response services, income support, residential repair, chore maintenance, nutrition, transportation, and connect individuals with resources in the community. Some of these services will be delivered to the client through AAA agreements with providers in the PSA and authorized by case management staff.

These services have, and will continue to, enable clients to continue to live independently at home for as long as possible.

## Information and Assistance Services

The Ark-Tex AAA has several staff certified through Alliance of Information and Referral Systems (AIRS) as Information, Referral, and Assistance (IR&A) specialists. This training has provided necessary tools and knowledge to assist individuals searching for resources in the Ark-Tex PSA and is provided directly by AAA staff.

If a person contacts the AAA office via phone or in-person at the office, AAA staff work to assess the person's needs and help evaluate appropriate resources to meet those needs. Agencies or organizations that could provide assistance are identified and information is given to the individual that will enable them to make an informed choice regarding services. If necessary, the AAA staff will assist the inquirer by participating in warm transfers that help link that person to the needed services and follow up on those referrals to ensure the person received assistance.

Information, Referral, and Assistance is a valuable step in assessing the needs of older individuals in the Ark-Tex region. Once a person contacts the AAA 800 number, every effort is made to connect that individual to services and resources needed whether it's provided directly by the AAA, or through an organization in the region.

## **Transportation Services**

Transportation Demand-Response is provided to clients age 60 or over in the PSA. If needed, transportation services can be provided using a fixed route method for those individuals that are able to utilize that service age 60 or over. However, the demand-response method is the primary mode of transportation for clients in the Ark-Tex region. The majority of the area falls under the Rural Transit District, or TRAX Rural Public Transportation Program, operated by ATCOG.

Fixed route services are operated in the City of Paris (Paris Metro) and the City of Texarkana (T-Line). Paratransit services are offered to clients that reside in the fixed route area and are unable to stand at bus stops for transportation. Paratransit services allow those individuals to receive door to door transportation. The AAA provides funding for fixed route and paratransit transportation for people age 60 and older.

The TRAX office completes required intake documentation for the client and submits monthly rosters with billing documents to the AAA. The unit rate is agreed upon and a provider agreement is completed by the Transportation Director and AAA Director.

Older adults and caregivers are experiencing barriers regarding transportation services in the Ark-Tex region due to inconsistencies in funding. The AAA and ATCOG transportation systems are working to increase access to transportation throughout the rural areas in the region. This has been accomplished in the past through local grants that have provided additional funding sources. Grant proposals will continue to be written in an effort to meet the transportation needs in the community.

Older adults that face transportation barriers find it difficult to maintain regular health visits for chronic illnesses, attend social events, and go to the grocery store. The AAA and ATCOG transportation programs will continue to make efforts to meet these challenges and provide assistance. Resources are given to other transportation services available in the region, if needed.

## **Nutrition Services**

The Ark-Tex AAA provides nutrition services through providers to help older people live independently and to reduce hunger, food insecurity, malnutrition, and promote socialization as required by the OAA. Nutrition services are provided to eligible people through congregate meals, home delivered meals, and nutrition education.

The AAA nutrition providers develop menus that are approved by a licensed dietician. Meals must meet nutrition program requirements from the Dietary Guidelines for Americans (DGAs) and dietary reference intakes (DRIs) to help address prevalent disease conditions for the aging population. Standardized recipes are used by the AAA meal providers to ensure menus meet Texas Model for Menu Planning.

Eligible people must meet the requirements as set forth in the OAA and are screened by AAA nutrition providers for poor nutritional health using the Determine Your Nutritional Health checklist and Consumer Needs Evaluation (CNE) to complete the assessment process for either congregate meals or home delivered meals. These assessments are completed annually for each nutrition client.

Nutrition Education is provided annually to each meal recipient receiving congregate or home delivered meals to help promote nutritional well-being. Education material is developed or approved by a qualified dietician. Participants receive at least fifteen minutes of nutrition education either one-on-one in person, by phone, or in a group setting at a congregate site.

The AAA staff conducts quality assurance monitoring for the nutrition service providers to ensure policies and procedures are followed and nutrition requirements are met. This can include reviewing health department inspections, meal menus, food staff certifications, observation of meal preparations, and ensuring proper documentation for client intakes and assessments are completed properly. Quality assurance is also done through annual surveys to ensure meal recipients are satisfied with the nutrition services.

## **Congregate Meals**

Eligible individuals receive meals in a congregate setting. The Ark-Tex PSA currently has thirteen congregate meals sites. Two sites in Bowie County serve meals less than five days per week but five meals are available to individuals at least 250 days a year through multiple congregate sites. The AAA currently has provider agreements with two meal providers operating congregate sites in seven of the

nine-county Ark-Tex region. Hopkins and Franklin county are currently the only two counties that operate multipurpose senior centers and provide a meal to older adults not funded through the Ark-Tex AAA.

## **Home Delivered Meals**

Eligible individuals receive meals delivered to their homes. The AAA currently has provider agreements with two meal providers that serve home delivered meals in each of the nine counties in the PSA. Referrals are made to the two meal providers by AAA staff and other outside sources. Eligible persons must be 60 or over, frail, homebound, and have a CNE score of at least 20 to receive home delivered meals (HDMs). Meals are available five days per week and are delivered by the AAA nutrition provider in a combination of hot and frozen.



## Legal Services

AAA Benefits Counselors conduct legal assistance services to clients age 60 or over and SHIP-HICAP services to Medicare beneficiaries. The Ark-Tex AAA has two staff certified as Benefits Counselors I and one staff certified as a Benefits Counselor II through Texas Legal Services Center (TLSC) and TX Health and Human Services.

Benefits counseling programs help older adults understand their rights and address priority legal issues related to Medicare and Medicaid, Social Security, long-term care, nutrition (SNAP), and other public entitlements. Assistance is regularly given through one-on-one assistance in person, by phone, or by other virtual means, if necessary. Benefits counselors assist individuals with completing applications and preparing required documentation for Medicare Savings programs that help with health care costs, food stamps, Medicaid, and utility assistance programs offered in the PSA.

AAA staff and benefits counselors regularly provide education and outreach regarding services available throughout the PSA. This is achieved by attending health fairs, in person and virtual presentations, and developing partnerships with local organizations such as local HHSC and SSA offices in the region.

If a client is needing legal representation or advocacy, the AAA will refer that case to Texas Legal Services Center, Lone Star Legal Aid, and other elder law attorneys within the PSA that could assist with legal matters.

The AAA participates in the HHSC Community Partner Program and can assist older adults with accessing the online Your Texas Benefits programs to complete applications.

In addition, AAA staff are also volunteering with the Texas Senior Medicare Patrol. The prevalence of fraud and scams targeting the older population is a concern for the AAA. Education and awareness regarding fraud and scams and how to report them is provided to seniors in the community through events and social media.

## Caregiver Services

The AAA implements processes to assess the needs of caregivers and care recipients to effectively plan, arrange, coordinate and follow-up on services that best meet those identified needs. Services provided through the AAA staff and AAA providers to caregivers and care recipients are caregiver support coordination, caregiver information services, emergency response, nutrition, income support, information referral & assistance, benefits counseling (Legal Assistance over 60, Legal Awareness, MIPPA, SHIP-HICAP), outreach, residential repair, respite in-home, social reassurance, and transportation. Some of these services will be delivered to the client through AAA agreements with providers in the PSA and authorized by case management staff.

Priority is given to those who meet targeting and preference requirements identified as residing in rural areas, have a disabling illness or physical condition, are socially isolated, have limited mobility that impairs their ability to leave the home, lack transportation resources, are food insecure, among others as listed in the Older Americans Act.

Case management services are a vital part of the coordination of care that clients receive at the AAA. The assessment process includes completing a Caregiver Intake, Client Rights and Responsibilities, Caregiver Assessment Questionnaire, Determine Nutritional Risk assessment, Consumer Needs Evaluation, and any other required forms to meet HIPAA and documentation requirements.

Documentation for clients receiving services include all required fields to collect data for the SPR. Information for services delivered is entered into the HHSC information management system.

Case managers with the AAA provide additional resources to caregivers that may need education and support regarding dementia and Alzheimer's disease. This will be done by connecting caregivers to support groups in the area, educational material provided via mail or virtually (online resources), and outreach information at local events such as health fairs. The AAA will preserve existing relationships with case managers at hospitals, clinics, and other caregiving organizations with the intentions of increasing referrals for services and furthering partnerships.

## In-Home Services

The AAA case managers authorize services to be provided to eligible individuals by local providers. Services coordinated by case managers and provided at the client's home by AAA providers include homemaker, respite, emergency response, chore maintenance, health maintenance, residential repair, respite in-home, and social reassurance. These services are provided on a temporary basis and not sustained long-term in order to help as many older persons as possible in the PSA. The AAA case managers provide connections to resources and organizations to individuals that may need long-term support after AAA services are delivered.

Services provided to older individuals and caregivers in the region will adhere to OAA standards and requirements. Quality assurance will be conducted by AAA case managers to ensure satisfactory delivery of services.

## **Health Services (physical, mental, and behavioral)**

The Ark-Tex AAA offers Health Maintenance to eligible individuals that need provisions for medications, nutritional supplements, glasses, dentures, hearing aids or other devices necessary to promote or maintain the health or safety of the older person.

Health Maintenance is coordinated and authorized through case management services and help provide client's with items or products that will enhance their quality of life.

Resources, materials and information are provided to individuals for organizations that meet needs for medical treatments, health education and counseling services, and home health services for physical therapy, speech, or occupational therapy.

## Evidence-Based Interventions (EBIs)

The AAA currently provides Evidence-Based Intervention programs that promote social connectivity, positive mental health and healthy living. Each program offered is provided either one-on-one or in a group setting. Activities include strategies that address lifestyle choices for nutrition, physical activity, stress, and social isolation.

A Matter of Balance is a program that is designed to teach people to be aware of their surroundings to help improve their balance. This course promotes confidence, independence, and positive thinking regarding the fear of falling. Participants in the program are encouraged to discuss experiences with falling and engage in conversations to overcome challenges. This is an eight-week course and has been successful in the Ark-Tex PSA. The AAA currently has one master trainer and five trained coaches who provide the evidence-based intervention program directly. (Included on the Direct Service Waiver Form.)

Tai Chi for Arthritis is a program that is targeted to individuals that may have arthritis, experience joint pain, and have a higher risk of falling. The expected outcomes for this program are improved balance and mobility, improved strength and flexibility, improved relaxation, and decreased pain and falls. The course is provided in a group setting for either 8 or 16 weeks totaling 16 hours. The AAA currently has two instructors who provide the evidence-based intervention program directly. (Included on the Direct Service Waiver Form.)

FallsTalk is a program provided to older adults at risk for falls with a personalized behavior change intervention. This program helps individuals improve recognition of fall threats and increases fall prevention behaviors and skills. FallsTalk is appropriate to meet the needs of homebound participants or those that may not be as receptive to a group setting format. AAA case managers currently provide this evidence-based intervention program directly to eligible individuals. (Included on the Direct Service Waiver Form.)

Tai Ji Quan: Moving for Better Balance is a program that has proven successful in the Ark-Tex PSA and has had a positive impact on participants' balance and overall strength. Older adults participating in the class have reported less falls and improved confidence in mobility and increased quality of life. The AAA currently has two instructors who provide the evidence-based intervention program directly. (Included on the Direct Service Waiver Form.)

HomeMeds is a software program that compares clients' medications to ensure there are no potential medication related problems. The AAA case managers offer this evidence-based intervention program to individuals that are receiving AAA services during the assessment process. They receive permission from the client to input current prescription and over-the-counter medications into the program for evaluation. In addition, the AAA promotes the availability of the program to through outreach and other AAA staff to increase awareness of medication related issues that could impact fall risks. This service is offered to participants in all evidence-based programs that the AAA provides.

After medications are entered into the HomeMeds software database, indicators will alert if there are potential medication related risks. The AAA contracts with a pharmacist that receives reports with flagged issues. He will review for the report for any finding or concerns to the AAA staff if he determines preventive action should be taken. This includes following up with the AAA case manager, the client, or the client physician. Finding duplicate medications or conflicting medications and correcting the issue can promote independence and reduce risks of falls.

All data regarding each evidence-based intervention program is documented as required in the HHS information system. All required intake documentation is completed and recorded in the system for reporting purposes.

## **Other Services to Assist Independence**

The AAA will continue to partner with local agencies and organizations that help meet the needs of the older population in the PSA that offer services to assist with independence and quality of life.

Ark-Tex AAA is aware of increased demand for older individuals to access services virtually or via online avenues, especially since the COVID-19 pandemic. The AAA has developed basic computer classes to help provide support to the older population that do not have access to virtual platforms or may not be computer literate. Medicare beneficiaries are encouraged to use Medicare.gov to access Medicare resources and information. Individuals applying for benefits assistance programs, enrolling in Social Security, or other services are led to online platforms as a first avenue of communication, rather than one-on-one assistance. In addition to offering in person assistance, the AAA staff will provide education and support to clients that want to also connect and access services virtually. This can include teaching how to use the internet, learning how to create emails and text messaging, creating online accounts for Medicare.gov, SSA.gov, and Your Texas Benefits programs.

## Section 11. Direct Service Waiver

Legal References: OAA 2020 307(a)(8); 26 TAC 213.155

To ensure compliance with the OAA direct service provision requirements and the state's approved state plan on aging, AAAs must request HHSC approval to provide Title III services directly. Please refer to the Method of Service Provision column in the [HHSC Services Definitions for Area Agencies on Aging Federal Fiscal Year 2023](#).

As per AAA Bulletin 22-02 AAAs Providing Services Directly (from November 04, 2022), the following services **do not** require HHSC approval:

- Case Management (Care Coordination and Caregiver Support Coordination)
- Information and Assistance (Information, Referral and Assistance and Caregiver Information Services)
- Services directly related to the AAA's administrative functions (Area Agency Administration, Data Management, and Instruction and Training)
- Outreach (Legal Awareness, Outreach and Public Information Services)
- Legal Assistance services which are provided directly by a certified benefits counselor; and
- Ombudsman Services which are provided directly by a certified ombudsman.

Indicate (**yes** or **no**) whether the AAA will provide any direct service that requires HHSC approval during the effective period of this area plan (FFY 2024 through FFY2026). If **yes**, also indicate the direct service(s).




Yes – Evidence-Based Intervention programs.



## Direct Service Waiver Form 1

All area agencies on aging (AAAs) must complete a Direct Service Waiver form to request approval to provide supportive, in-home, or nutrition service as a direct service. A direct service is defined as a service activity provided to an eligible person performed directly by a AAA employee or volunteer.

**Table 8. Direct Service Waiver Form 1**

Topic	Response
Name of AAA.	Ark-Tex
Identify the direct service being requested.	Evidence-Based Intervention
Identify the time period for which the AAA will provide the direct service, not to extend past the effective period of this area plan.	October 1, 2023 – September 30, 2026
 Condition A: Provision of the direct service by the AAA is necessary to assure an adequate supply of such service.	Yes, no provider is available to serve all counties in the PSA.
 Condition B: The service is directly related to the AAA's administrative functions.	Respond with yes or no If yes, enter an explanation
 Condition C: The service can be provided more economically, and with comparable quality, by the AAA.	Yes, it is more cost effective for the AAA due to higher costs associated with a full-time paid contractor.
Specify the area(s) within the PSA for which the AAA will provide the direct service.	Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus Counties.

## Section 12. Data Use Agreement

All AAA staff are required to read the Data Use Agreement (DUA) to understand the AAA requirements for confidentiality set forth by the state. Staff sign an authorized user form stating that they agree to protect the security of Confidential Information as listed in the DUA Section 3.01 (U).

To ensure staff understand what constitutes confidential information, the HIPAA training link for contractors and volunteers through the HHS website is provided for all new employees and revisited annually. Proof of completion is given to the AAA Director/Manager.

To protect written confidential information, locked filing cabinets are provided to each staff member. All staff have keys to their offices and all offices are locked when leaving the building.

To protect electronic confidential information, ATCOG provides security training through the IT department. The employees participate in regular trainings using the KnowBe4 security program. Training material is received via email and KnowBe4 will contact managers via email if staff has not completed assignments. If confidential information is transmitted electronically, AAA staff use email encryption to protect client data.

Destruction of confidential information on a daily basis is via shredding. Destruction of records that have surpassed the retention date are shredded through a certified company that ATCOG hires to destroy documentation.

All providers/subcontractors must agree to and sign the Data Use Agreement before services may be provided to AAA clients. AAA providers must establish methods to protect client confidentiality and send electronic correspondence securely.

## **Section 13. Disaster Plan**

Legal References: OAA 2020 306(a)(17) and 307(a)(17); 26 TAC 213.11 and 213.151

### **Aging Services Disaster Plan**

#### **Introduction:**

The Ark-Tex Area Agency on Aging (AAA) is a program of the Ark-Tex Council of Governments. The staff of the AAA will conduct all agency level response operations using the preparation, communication and documentation protocols identified in the main body of this Business Continuity and Emergency Operations Plan.

In addition, the AAA has contractual responsibilities dictated by the Health and Human Services Commission related to disaster preparedness and services for the elderly per the Texas Administrative Code 26 §213.151 (x):

(x) Emergency management.

(1) When a disaster occurs, a AAA must notify HHSC of its need to provide for emergency management activities, provide information to HHSC regarding the impact of the disaster on the older population in its service area, provide emergency management services in accordance with current Administration on Aging disaster relief guidelines, and collect pertinent data necessary to submit reimbursement requests for disaster services.

(2) A AAA must consult with the appropriate agencies that have an interest or role in meeting the needs of persons 60 years of age or older to plan for the occurrence and aftermath of natural, civil defense, or man-made disasters. To accomplish this, a AAA must:

- (A) develop an emergency disaster plan in accordance with HHSC requirements;
- (B) require by contract or vendor agreement that a service provider develop plans for emergency management; and
- (C) provide technical assistance as necessary to service provider staff persons regarding emergency management activities.

#### **Procedures Related to Providers and Clients:**

The AAA will maintain information concerning its clients in Homemaker, Respite and "lifeline" services that are most at risk in a disaster. Risk factors may include rural, isolated, frail individuals with no family nor means to evacuate. AAA case managers

will assist such clients, upon their consent, to call the 211 registry during their routine evaluations.

Service providers are required by provider agreement to have emergency plans. Plans from Nutrition providers are submitted to the AAA. Nutrition providers are also advised to review and/or update their emergency plans and to assure their 3-day supply of emergency meals is readily available. Current Senior Center Manager contact information is obtained by the AAA and on the ATCOG website: [www.atcog.org](http://www.atcog.org).

During a known event with sufficient warning, such as a hurricane, advance communication is issued to providers. At about 36 hours prior to landfall, providers will be notified to be prepared to activate their emergency response plans, notify clients of possible closures and distribute emergency meals as appropriate. Senior Center staff notifies the AAA of any unusual client circumstances or unmet need so the issue can be directed to the appropriate emergency management authority. Providers report to the AAA regarding status prior, during and post event, to include the number of clients impacted and the scope of the disaster as it relates to their operations. The AAA Director/Manager will compile the data and communicate all required information to the Health and Human Services Commission as directed.

In the event there is no access to the Ark-Tex Council of Governments location, essential personnel will follow the Emergency Contact Chart and notify essential backups and support staff with plan instructions. The AAA 800 number will be forwarded remotely to designated staff. Staff will perform work duties at home. If the emergency prevents working from home, an alternate site will be given to the staff when initially notified.

If the disaster is community-wide, the coordinators will run reports of active III-B lifeline clients receiving services. Clients requiring welfare checks will be coordinated. The coordinators will ensure that providers rendering AAA services are able to provide services assigned.

If the disaster destroys records retained onsite, client information can be retrieved from the State software system. Documents that are not stored in the system are scanned onto the ATCOG/AAA shared drive and can be retrieved.

### **Disaster Coordination:**

The AAA coordinates with many response and recovery organizations to advocate for people over 60 in times of disaster. They include ATCOG Homeland Security, County Emergency Management Personnel, Salvation Army, Red Cross, United Way, Local Emergency Planning Committee, and the local office of the Texas Department of State Health Services.

**Recovery:**

The AAA will request disaster relief funds, as needed, through the Health and Human Services Commission.

**Reconstitution:**

Staff will be updated daily by essential personnel as to the progress of restoration of operations and return to work date.

The following is a list of personnel designated as Essential Personnel, Essential Personnel Backup, and Support Staff:

Essential: Chris Brown and Jenny Butler

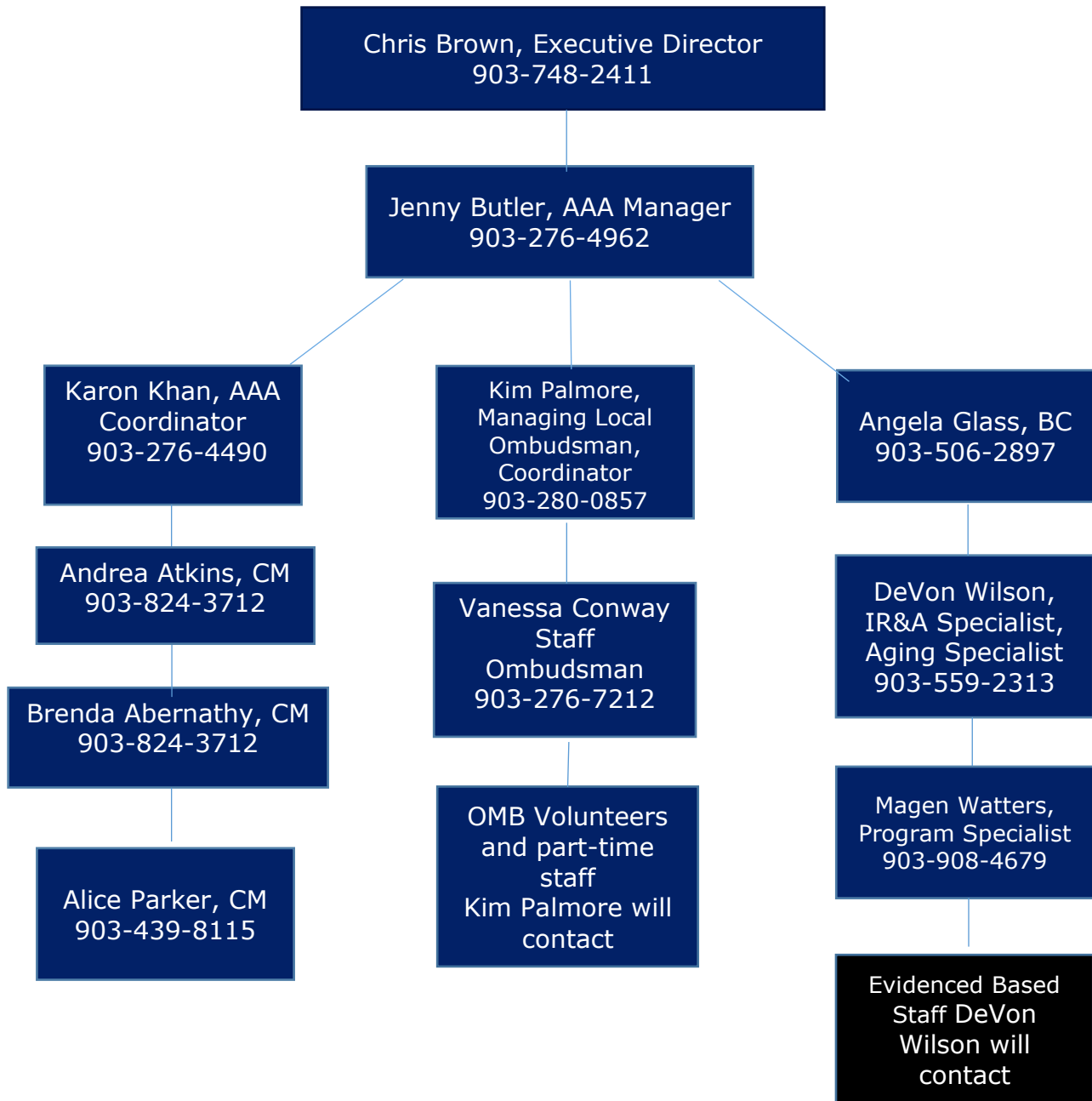
Essential Backup: Karon Khan and Kim Palmore

Support Staff: Vanessa Conway, Brenda Abernathy, Angela Glass, DeVon Wilson, Alice Parker, Magen Watters

Depending on the disaster, providers will be contacted as directed from the Executive Director and/or the AAA Director/Manager.

Contact information for staff is listed on the Emergency Contact Chart. The provider information can be found on the shared drive under Area Agency on Aging, Disaster Plan folder.

# EMERGENCY CONTACT CHART



**ARK-TEX COUNCIL OF  
GOVERNMENTS**

**RURAL TRANSIT DISTRICT  
TITLE VI PLAN**



**4808 Elizabeth Street, Texarkana, TX 75503**

**903.255.3542 [www.atcog.org](http://www.atcog.org)**

# **TABLE OF CONTENTS**

Title VI Plan Approval/Revision Log .....	3
Description of Service .....	4-5
Notice to the Public .....	6-8
Know your Rights .....	9
Complaint Procedures & Forms .....	10-20
Transit-Related Title VI Investigations, Complaints & Lawsuits .....	21
Public Participation Plan .....	22-28
Language Assistance Plan .....	30-44
Membership of Non-Elected Committees & Councils .....	45
Facility Analysis .....	46



## Title VI Plan Approval

### Title VI Plan

Adopted on: TBD

Adopted by: Ark Tex Council of Governments

Signature of Chairman: \_\_\_\_\_

## Title VI Plan Revision Log

Date	Section Reviewed	Summary of Revisions
6/2020	Profile and Contact Information	Updated new Coordinator, as well as email and phone numbers
6/2023	2020 Census Information, Four Factor Analysis	Updated new Title VI Coordinator, contact information, added revision log, number of vehicles in inventory, included cost for translator for LEP assistant, updated new Board members

## **Description of Service**

Ark-Tex Council of Governments' Rural Transit District (TRAX) provides low-cost transportation services (demand response) for residents in Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River, and Titus counties. Transportation is provided to key locations including but not limited to, medical appointments, shopping, social activities, work, etc. Services are provided to the public with special emphasis on transportation for seniors, individuals with disabilities, and low-income families and individuals. Curb-to-curb services are available to all passengers. Fares are charged for non-subsidized trips and 24-hour advance notice is required in order to schedule a trip.

TRAX supervises the demand-response schedules and oversees the operation of the transit system to assure compliance with non-discriminatory provisions pursuant to Title VI of the Civil Rights Act of 1964, as amended.

Of all 49 transit employees (administration, operations and maintenance) 34.69% are members of minority groups. The following is a comparison of all transit agency personnel and the general population of the 9-county region:

	<b><u>Personnel</u></b>	<b><u>Service Area</u></b>
White	65%	88.5%
African-American	26%	20%
Hispanic	6.12%	11%
Native American	2%	1%
Asian	0%	.63%
Other	0%	1.8%

Women are not shown as a minority group in the above percentages. However, women comprise 28.57% of all transit employees at TRAX. According to demographic information released in the 2020 Census, 32% of the entire population of the rural transit district is composed of members of minority groups. The population of the Rural Transit District was reported as 265,231 in the 2020 Census. The Rural Transit District consists of Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus Counties.

All vehicles are ADA accessible with wheelchair lifts and/or ramps. All drivers are trained in Passenger Sensitivity, and have CPR-First Aid Certification.

TRAX operates with 54 vehicles and utilizes a 30 minute to one-hour time window before the scheduled time of pickup. Scheduling and dispatch software monitor the on-time performance of drivers in the nine-county area which can generate reports for review as needed. The software helps to route the buses in a timely manner and helps drivers remain cost effective fuel levels. Our dispatchers are trained in skillful

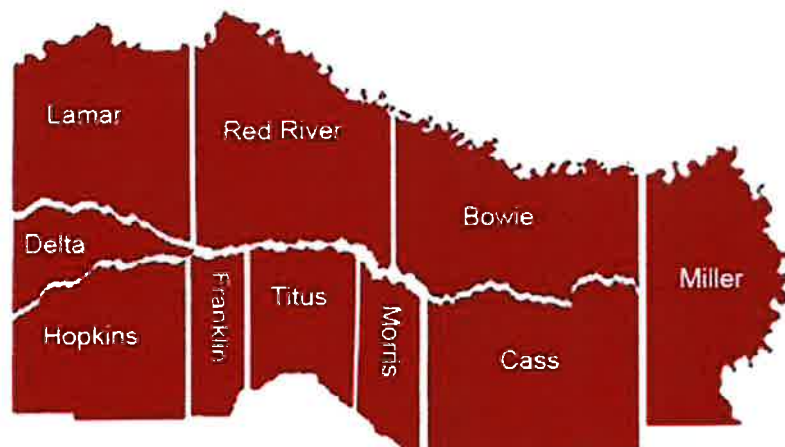
communication with various population groups, including those who need language-assistance to schedule a ride.

TRAX services are based on strong public participation utilizing public meetings, rider surveys, local health and human services agencies and input from our local governments throughout the region to develop services that would meet the needs of the residents in the nine-county region that target low-income, minority, transit generators (i.e., deeply populated census blocks), and transit attractors (i.e., businesses, work sites, health and human service agencies).

TRAX Transportation announces, "Paris Metro" Service Fixed-Route bus service in Paris, TX. Paris Metro Service operates Monday-Friday 6:30am-6:30pm. Both routes combined does about 114 trips per day. Load for each mode is 1.3%, with a 30-minute headway. On-time performance at 94%. Complementary ADA Paratransit service is available for those unable to access the fixed routes with specific amenities included. These are: bus stop signage, benches, shelters, trash receptacles, and schedule information. Each route has a schedule or timetable that lists the departure/arrival times of the bus along that route.

The Transportation Director oversees the Transit System and reports directly to the Executive Director. Listed below is the contact information for the Title VI Coordinator:

Roni Duran, Transportation Coordinator  
4808 Elizabeth Street  
Texarkana, TX 75503  
[903.255.3542](tel:903.255.3542) [rduran@atcog.org](mailto:rduran@atcog.org)



## **Notice to the Public**

Title VI is a federal law that protects individuals or groups, regardless of citizenship, from discrimination on the basis of race, color and national origin. Other related regulations prohibit discrimination based on sex, age and disability. The Title VI plan summarizes how any person who believes him or her, individually, or as a member of any specific class has been subject to discrimination may file a complaint. The TRAX Title VI Plan outlines the department's roles, responsibilities and procedures to ensure compliance with Title VI. The Title VI Plan is required to be updated every three years.

"General Requirements and Guidelines" of the Federal Transit Administration's Circular C 4702.1B.

Executive Committee shall be responsible for carrying out the policies and programs as established by the Board of Directors and be responsible for the management of its funds, the determination of regional plans to be undertaken, the authorization of contracts, and the application for grants.

Ark-Tex Council of Governments (ATCOG) operates its programs and services without regard to race, color, religion, sex, national origin or disability in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Ark-Tex Council of Governments.

For more information on ATCOG's Civil Rights program and the procedures to file a complaint contact 903.255.3452; [rduran@atcog.org](mailto:rduran@atcog.org); or visit our office at 4808 Elizabeth Street, Texarkana, TX 75503. For more information visit [www.atcog.org/ transportation-programs](http://www.atcog.org/transportation-programs).

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5<sup>th</sup> Fl If information is needed in another language, please contact 903.255.3542. Si necesita información en otro idioma, por favor póngase en contacto con 903.255.3452oor-TCR, 1200 New Jersey Ave. SE, Washington, DC 20590 or Texas Department of Transportation, Attn: -PTN, 125 E. 11<sup>TH</sup> Street, Austin, TX 78701-2483.

## **Title VI Information Dissemination**

### **How information will be provided to the public:**

ATCOG's Rural Transit District operates programs without regard to race, color and national origin and public notices clarify that our Title VI program provides procedures

for the public to follow to request additional information on our nondiscrimination obligations.

TRAX will utilize the ATCOG website ([www.atcog.org/transportation-programs](http://www.atcog.org/transportation-programs)) to publish the program's approved Title VI plan. TRAX will also include Title VI language in informational brochures distributed to various social service agencies, to the public during community events, to regular and potential passengers and other opportunities as they arise. Brochures are also available in Spanish.

**How information will be provided to TRAX employees:**

During New Employee Orientation, new employees shall be informed of the provisions of Title VI and ATCOG's expectations that employees will perform their duties accordingly. All employees shall be provided a copy of the approved Title VI plan and are required to sign the Acknowledgement of Receipt. Ongoing reminders of anti-discriminatory behavior and actions will be conducted periodically at the supervisory level during regularly scheduled staff meetings.

### **Monitoring and Updating LEP Plan**

ATCOG will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when data from the LEP Special Tabulation of 2030 Data becomes available for the Ark-Tex Council of Governments region, or when it is clear that higher concentrations of LEP individuals are present in the ATCOG service area. Updates will include the following:

1. The number of documented LEP person contacts encountered annually.
2. How the needs of LEP persons have been addressed.
3. Determination of the current LEP population in the service area.
4. Determination as to whether the need for translation services has changed.
5. Determine whether local language assistance programs have been effective and sufficient to meet the need.
6. Determine whether ATCOG financial resources are sufficient to fund language assistance resources.
7. Determine whether ATCOG fully complies with the goals of this LEP Plan.
8. Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
9. Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

### **Dissemination of the ATCOG LEP Plan**

1. State on agendas and public notices in the language that LEP persons would understand that documents are available in that language upon request at **903.255.3553**. Indique en las agendas y avisos publicos en el idioma que las personas con LEP entenderian que los documentos estan disponibles en ese idioma a pedido al 903-255-3553.
2. When ATCOG sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals.) Additionally, a staff person may greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. Although translation may not be able to be provided at the event, it will help identify the need for future events.

### **Providing Assistance to and Monitoring Sub-recipients**

1. We have no sub-recipients.

## **Know Your Rights**

**Ark-Tex Council of Governments** operates its programs and services without regard to race, color, and national origin in accordance with **Title VI of the Civil Rights Act**. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Ark-Tex Council of Governments.

For more information on ATCOG's Civil Rights program and the procedures to file a complaint contact 903.255.3452; [rduran@atcog.org](mailto:rduran@atcog.org); or visit our office at 4808 Elizabeth Street, Texarkana, TX 75503. For more information visit [www.atcog.org/transportation-programs](http://www.atcog.org/transportation-programs) or Texas Department of Transportation, Attn: -PTN, 125 E. 11<sup>TH</sup> Street, Austin, TX 78701-2483.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave. SE, Washington, DC 20590.

If information is needed in another language, please contact 903.255.3542. Si necesita información en otro idioma, por favor póngase en contacto con 903.255.3452.

## **Conozca sus derechos**

Consejo de gobiernos Ark-Tex opera sus programas y servicios sin importar raza, color y origen nacional según el título VI de la ley de derechos civiles. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja ante el Consejo de gobiernos de Ark-Tex.

Para más información sobre los derechos civiles de ATCOG programa y los procedimientos para presentar una queja con 903.255.3452; [veronicawilliams@atcog.org](mailto:veronicawilliams@atcog.org); o visite nuestra oficina en 4808 Elizabeth Street, Texarkana, TX 75503. Para obtener más información, visite [www.atcog.org/transportation-programs](http://www.atcog.org/transportation-programs) or Texas Department of Transportation, Attn: -PTN, 125 E. 11<sup>TH</sup> Street, Austin, TX 78701-2483.



Un demandante puede presentar una queja directamente con la administración de tránsito Federal por archivar una queja con la oficina de derechos civiles, atención: Coordinador del programa Título VI, edificio Oriente, piso 5 º-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Si necesita información en otro idioma, por favor póngase en contacto con 903.255.3542.

## **Title VI Complaint Procedures**

This section outlines the Title VI Complaint Procedures related to providing programs, services and benefits. However, it does not deny the complainant the right to file formal complaints with the Equal Employment Opportunity Commission, Federal Transit Administration (FTA), and the Texas Department of Transportation (TxDOT), or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs receiving federal financial assistance.

Any person who believes he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with the Ark-Tex Council of Governments Transportation Program Title VI Coordinator at 4808 Elizabeth Street, Texarkana, TX 75503. Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolutions. The Title VI Coordinator will notify the Transportation Manager and Executive Director of all Title VI related complaints as well as all resolutions. TRAX will notify the PTC of any Title VI complaints received no later than 10 business days of the receipt of the complaint.

## **Procedures**

1. The complaint must meet the following requirements:
  - a. Complaint must be in writing and signed by the complainant(s). In cases where the Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Title VI Coordinator will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.



- b. Include the date of the alleged act of discrimination, date when the complainants became aware of the alleged act of discrimination, the date on which that conduct was discontinued or the latest instance of conduct.
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the Title VI Coordinator will determine need for additional information, and will investigate the merit of the complaint.
3. The Complainant will be provided with a written acknowledgement that ATCOG has either accepted or rejected the complaint.
4. A Complaint must meet the following criteria for acceptance:
  - a. The Complaint must be filed within 180 days of the alleged occurrence.
  - b. The allegation must involve a covered basis such as race color or national origin.
  - c. The allegation must involve ATCOG Transportation Services of one of its Federal-Aid Subcontractor or contractors.
5. A complaint may be dismissed for the following reason:
  - a. The Complainant requests the withdrawal of the complaint.
  - b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The Complainant cannot be located after reasonable attempts.
6. Once ATCOG's Title VI Coordinator decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. The complaint will receive a case number and will be tracked on a log that will identify the complainants name, basis, alleged harm, race, color and national origin of the Complainant.
7. Once ATCOG's Title VI Coordinator completes the investigation a report will be submitted to the Executive Director within 90 calendar days from the date of the acceptance of the complaint. The report will include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
8. The report and its findings will be reviewed by the Title VI Coordinator and the Executive Director and in some cases may be reviewed by ATCOG's Legal Counsel. The report will be modified as needed.
9. The Executive Director will make a determination on the disposition of the complaint. Dispositions will be stated as follows:
  - a. In the event ATCOG is in non-compliance with Title VI regulations remedial actions will be listed.

10. Notice of the Executive Director's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an appeal. Notice of appeals are as follows:
  - a. ATCOG will reconsider this determination, if new facts come to light. If Complainant is dissatisfied with the determination and/or resolution set forth by ATCOG, the same complaint may be submitted to the Federal Transit Administrator (FTA) for investigation. Complainant will be advised to contact the Title VI Program Coordinator, Federal Transit Administration Office of Civil Rights, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave. SE, Washington, DC 20590.
11. A copy of the complaint and ATCOG's investigation report/letter of finding and Final Remedial Action Plan, if appropriate will be issued to FTA within 120 days of the receipt of the complaint.
12. A summary of the complaint and its resolution will be included as part of the Title VI updates to The FTA.

If the complainant is not satisfied with ATCOG resolutions, complaint forms (also available in Spanish) can be obtained from the Ark-Tex Council of Governments Rural Transit District, located at 4808 Elizabeth Street, Texarkana, TX 75503 and is also available on the ATCOG website at [www.atcog.org/transportation-programs](http://www.atcog.org/transportation-programs). TRAX will notify TxDOT within 10 working days of any complaints filed with them. If information is needed in another language, please contact 903.255.3542. Si necesita informacion en otro idioma, comuniquese al 903-255-3542.

Complaints can also be directly filed with the following agencies:

Texas Department of Transportation Attn:  
TxDOT-PTN  
125 East Street  
Austin, TX 78701-2483

Federal Transit Administration Region 6 Office  
819 Taylor Street, Room  
8A36 Fort Worth, TX  
76102

U.S. Department of Transportation Office of Civil Rights  
1200 New Jersey Ave., SE  
Washington, DC 20590

## **Record Keeping Requirements**

The Title VI Coordinator will ensure that all records relating to ATCOG's Title VI Complaint Process are maintained with transportation department records. Records will be available for compliance review audits. As a result of the investigation, the Title VI Coordinator will issue one of two letters to the Complainant: a Closure Letter (unsubstantiated) or a Letter of Finding (LOF) (substantiated). A Closure Letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff members, or other action will occur. If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the letter or the LOF to do so.

## **Appeals Process**

Appeal to the ATCOG Executive Director must be in writing, filed within 30 business days of the mailing of findings to the Complainant, and must include the name, address, telephone number of the complainant and must state the basis why the Complainant believes the resolution of the complaint was not correct. The Executive Director will set a mutually agreed upon time and place for review and consideration of the appeal with the Complainant. The Executive Director will issue a written determination of the appeal within 15 business days of the date of the review meeting.

Appeals to the Federal Transit Administration may be submitted to Federal Transit Administration, Office of Civil Rights, Attn: Title VI Coordinator, East Building, 5<sup>th</sup> Floor, TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

## **Implementation of Remedial Actions**

If, at any time, a policy violation is found to exist, the appropriate remedial steps will be taken immediately and documented accordingly.

## **Título VI Procedimientos**

Esta sección describe los título VI procedimientos relacionados a proporcionar programas, servicios y beneficios. Sin embargo, no niega al demandante el derecho de presentar quejas formales con la Comisión de oportunidad igual de empleo, administración de tránsito Federal (FTA) y el Departamento de transporte de Texas (TxDOT), o buscar a Consejo privado para quejas por discriminación, intimidación o represalias de cualquier tipo que esté prohibida por la ley.

Título VI de la ley de derechos civiles de 1964 prohíbe la discriminación por raza, color u origen nacional en programas que reciben asistencia financiera federal.

Cualquier persona que cree que él o ella, individualmente o como miembro de cualquier clase específica de personas, ha sido víctima de discriminación por motivos de raza, color u origen nacional como se indica a continuación puede presentar una queja por escrito con Ark-Tex Consejo de gobiernos transporte Coordinador del programa Título VI en 4808 Elizabeth Street, Texarkana, TX 75503. Los denunciantes tienen el derecho a reclamar directamente a la Agencia federal apropiada. Se hará todo lo posible para obtener la pronta resolución de las quejas. La opción de las reuniones informales entre las partes afectadas y el Coordinador del título VI puede ser utilizada para las resoluciones. El título VI Coordinador notificará al Gerente de transporte y Director Ejecutivo de todo título VI relacionados con quejas, así como todas las resoluciones. TRAX notificará el PTC de quejas título VI recibidas no más tarde de 10 días hábiles de la recepción de la queja. **El Procedimiento**

1. La queja debe cumplir los siguientes requisitos:
  - a. Queja debe ser por escrito y firmado por los reclamantes. En casos donde el demandante es incapaz o incapaces de proporcionar una declaración escrita, se puede hacer una queja verbal. El Coordinador del título VI se entrevista al denunciante y ayudar a la persona convertir quejas verbales a la escritura. Sin embargo, todas las quejas se deben firmado por el demandante o su representante. Incluir la fecha del presunto acto de discriminación, se suspendió la fecha cuando los denunciantes se dio cuenta del presunto acto de discriminación, la fecha en la que realizar o la más reciente instancia de conducta.
  - b. Presentar una descripción detallada de los temas, incluidos los nombres y cargos de los individuos percibidos como partes en la demanda.
  - c. Ley federal y estatal requiere que las quejas se presentada dentro de 180 días después del incidente.
2. Al recibir la denuncia, el Coordinador del título VI determinará la necesidad de información adicional y el mérito de la queja a investigar.
3. El denunciante proporcionará un reconocimiento escrito que ATCOG ha aceptado o rechazado la queja.
4. Una queja debe cumplir los siguientes criterios para la aceptación:
  - a. La queja debe ser presentada dentro de 180 días de la supuesta aparición.
  - b. La denuncia debe incluir una base cubierta tales como raza, color u origen nacional
  - c. El alegato debe involucrar a ATCOG servicios de transporte de uno de sus subcontratistas de ayuda Federal o contratista.
5. Una queja puede ser despedida por la siguiente razón:
  - a. El demandante pide la retirada de la queja.
  - b. La organización querellante no respondió a repetidas solicitudes de información adicional necesaria para procesar la denuncia.
  - c. El demandante no puede ser localizado después de intentos razonables.
6. Una vez título VI Coordinador de ATCOG decide aceptar la denuncia para la investigación, la organización querellante se notificará por escrito de tal determinación. La queja recibirá un número de caso y estará con un registro que identifique nombre de querellantes, base, daño presunto, raza, color y origen nacional de la organización querellante.

7. Una vez que el Coordinador del ATCOG título VI completa la investigación que un informe será presentado al Director Ejecutivo dentro de 90 días calendario desde la fecha de la aceptación de la queja. El informe incluirá una descripción narrativa de los hechos, identificación de las personas entrevistadas, conclusiones y recomendaciones para la disposición.
8. El informe y sus conclusiones serán revisadas por el Coordinador del título VI y el Director Ejecutivo y en algunos casos pueden ser revisadas por el asesor jurídico de ATCOG. El informe se modificará según sea necesario.
9. El Director Ejecutivo hará una determinación sobre la disposición de la queja. Disposiciones se declaró como sigue:
  - a. En el caso de ATCOG es en no cumplimiento con las regulaciones de título VI medidas correctivas se listarán.
10. Aviso de la determinación del Director Ejecutivo se enviará al reclamante. Notificación deberá incluir información sobre los derechos de apelación de la querellante y las instrucciones para iniciar tal apelación. Aviso de apelación son los siguientes:
  - a. ATCOG reconsidere esta determinación, si nuevos hechos salen a la luz. Si el querellante está satisfecho con la determinación o resolución de ATCOG, la misma queja puede presentarse para el administrador de tránsito Federal (FTA) para la investigación. Querellante se aconseja ponerse en contacto con el Coordinador del programa Título VI Federal tránsito Administración Oficina de derechos civiles, este edificio, piso 5 °-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.
11. Una copia de la demanda e investigación informe o carta de ATCOG de conclusión yFinal acción Plan de remediación, si procede emitirá a FTA dentro de 120 días de la recepción de la queja.
12. Un resumen de la denuncia y su resolución se incluirá como parte del título VI actualizaciones al TLC.

Si el demandante no está satisfecho con las resoluciones ATCOG, formularios de queja (también disponibles en Español) pueden obtenerse el Ark-Tex Consejo de gobiernos tránsito distrito Rural, situado en 4808 Elizabeth Street, Texarkana, TX 75503 o en el sitio web ATCOG en [www.atcog.org/transportation-programs](http://www.atcog.org/transportation-programs). TRAX notificará a TxDOT dentro de 10 días hábiles de cualquier denuncias con ellos. Si necesita información en otro idioma, por favor póngase en contacto con 903.255.3542.

Las quejas también pueden presentarse directamente con los siguientes organismos:

Departamento de transporte de Texas Attn: TxDOT-PTN  
125 East Street  
Austin, TX 78701-2483

Oficina de región 6 de la administración de tránsito federal  
819 Taylor Street, Room 8A36  
Fort Worth, TX 76102

Oficina del Departamento de transporte estadounidense de derechos civiles



1200 New Jersey Ave., SE Washington,  
 DC 20590

## **Requisitos de mantenimiento de registros**

El Coordinador del título VI se asegurará de que todos los registros relativos al proceso de denuncia de ATCOG título VI se mantienen con los registros del Departamento de transporte. Los registros estarán disponibles para auditorías de revisión de cumplimiento. Como resultado de la investigación, el Coordinador del título VI emitirá uno de dos letras para el querellante: una carta de cierre (infundada) o una carta de búsqueda (LOF) (justificado). Una carta de cierre resume las acusaciones y afirma que no hubo una violación del título VI y que el caso será cerrado. Un LOF resume las denuncias y las entrevistas en relación con el incidente y explica si cualquier acción disciplinaria, formación complementaria de los miembros del personal, u otra acción ocurrirá. Si el demandante desea apelar la decisión, tiene 10 días hábiles después de la fecha de la carta o el LOF para hacerlo.

## **Proceso de Apelaciones**

Apelación a la Directora Ejecutiva de ATCOG debe ser por escrito, presentada dentro de los 30 días del envío de resultados a la organización querellante y debe incluir el nombre, dirección, número de teléfono del denunciante y debe indicar la base por qué el autor cree que la resolución de la queja no era correcta. El Director Ejecutivo establecerá un mutuo acuerdo sobre tiempo y lugar para su revisión y consideración de la apelación con el denunciante. El Director Ejecutivo emitirá una determinación escrita de la apelación dentro de 15 días hábiles de la fecha de la reunión de examen.

### **Title VI Complaint Form Ark-Tex Council of Governments—Rural Transit District**

TRAX is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator by calling 903.255.3542. The completed form must be returned to the TRAX Title VI Coordinator at 4808 Elizabeth Street, Texarkana, TX 75503. Si necesita informacion en otro idioma. Comuniquese al 903-255-3542.

Name:	Phone:
	Alt. Phone:
	City, State & Zip Code

Person(s) discriminated against (if someone other than complainant):

Name(s):

Street Address, City, State & Zip

Which of the following best describes the reason the alleged discrimination took place? (Circle one) Date of Incident:

Race

## Color

National Origin (Limited English Proficiency)

Please describe the alleged discriminatory incident. Provide the names and titles of all TRAX employees involved, if available. Explain what happened and whom you believe was responsible. Please use the next page of this form if additional space is required.

[illegible]

Have you filed a complaint with any other federal, state or local agencies? (Circle one) Yes No

---

Agency:

Phone: \_\_\_\_\_  
Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_  
 \_\_\_\_\_

Agency: \_\_\_\_\_

Phone: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State &amp; Zip: \_\_\_\_\_

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
 \_\_\_\_\_

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

### **Título VI queja forma Ark-Tex Consejo de Gobiernos--Distrito de Tránsito Rural**

TRAX se compromete a garantizar que ninguna persona es excluida de la participación en o negada los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto por el título VI de la ley de derechos civiles de 1964, enmendada. Quejas de título VI deben ser presentadas dentro de 180 días desde la fecha de la supuesta discriminación. La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, póngase en contacto con el Coordinador del título VI llamando al 903.255.3542. El formulario debe enviarse a la TRAX Coordinador título VI 4808 Elizabeth Street, Texarkana, TX 75503. If information is needed in another language, please contact 903-255-3542. Si necesita informacion en otro idioma, comuníquese al 903-255-3542.

Su nombre: \_\_\_\_\_

Telefono: \_\_\_\_\_

Telefono alternativo: \_\_\_\_\_



	Cuidad, Estado y Codigo Postal:
Persona(s) objeto de discriminacion (si alguien que no sea acusador):   Nombre(s): Direccion, Cuidad, Estado y Codigo Postal	

¿Cuál de los siguientes describe mejor la razón de la discriminación alegada ocurrió? (Circule uno) Fecha del incidente:

Raza                      Color                      Origen Nacional (Dominio Limitado del Ingles)

Por favor describa el incidente discriminatorio. Proporcionar los nombres y títulos de todos los empleados TRAX involucrados, si está disponible. Explicar lo que sucedió y que crees era responsable. Utilice la página siguiente de esta forma si se requiere espacio adicional.

---

---

---

---

---

---

---

---

---

---

¿Se han presentado una denuncia con otras agencias federales, estatales o locales? (Circule uno) Sí No

Agencia: \_\_\_\_\_ Nombre de contacto:  
 Direccion: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Cuidad, Estado y Codigo Postal:

\_\_\_\_\_

Telefono:

\_\_\_\_\_

Agencia: \_\_\_\_\_ Nombre de Contacto:

Direccion: \_\_\_\_\_

\_\_\_\_\_

Cuidad, Estado y Codigo Postal:

\_\_\_\_\_

Telefono:

\_\_\_\_\_

Afirmo que he leído la carga arriba y que es fiel a lo mayor de mi conocimiento, la informacion y la creencia.

Denunciates Firma: \_\_\_\_\_ Fecha: \_\_\_\_\_

Imprima o Escriba el nombre del Demandante: \_\_\_\_\_

Fecha de recepcion: \_\_\_\_\_

Recibido por: \_\_\_\_\_

## **List of Lawsuits or Complaints Alleging Discrimination Summary of Civil Rights Review Activities**

As of April 24, 2023, there are no active lawsuits or complaints naming ATCOG Rural Transit District that allege discrimination on the basis of race, color or national origin.

The person/persons whose signature(s) appear below is/are authorized to sign this assurance on behalf of the grant applicant or recipient.

---

Chris Brown  
Executive Director

---

Date

## **Ark-Tex Council of Governments Rural Transit District Public Participation Plan**

The purpose of this plan is to establish procedures that allow for, encourage, and monitor participation of all citizens in the Ark-Tex Council of Governments Rural Transit District service area, including, but not limited to, low income and minority individuals, and those with limited English proficiency. While traditional public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions throughout the planning process to provide opportunities for historically under-served populations to participate.

This plan outlines procedures to provide opportunities for all area citizens to participate in the development of ATCOG's Rural Transportation programs. ATCOG's Rural Transit District (TRAX) is comprised of the following counties in Texas: Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus. ATCOG coordinates with and is a member of the Texarkana Metropolitan Planning Organization (MPO). The MPO is the agency charged with transportation planning for cities and counties in the ATCOG region and the development of plans such as the Metropolitan Transportation Plan and the Transportation Improvement Plan. A locally developed comprehensive service plan is currently in place that addresses the current transportation service infrastructure and the future transportation needs of our region. A steering committee made up of stakeholders throughout the service area meets regularly to discuss the transportation needs and issues of our region.

### **Dissemination of Plan:**

A notice will be posted in the local newspaper noting the existence of this public participation plan and a copy of the Public Participation Plan will be sent, at a minimum to the Steering Committee Stakeholders identified in Appendix A.

### **Goals and Objectives for the Public Participation Plan:**

The goal of the Public Participation Plan is to offer opportunities for the engagement of all citizens of the TRAX service area to participate in the development of TRAX transportation program.

#### **Objectives:**

1. To determine what non-English languages and other cultural barriers exist to public participation.
2. To provide a general notification of a date and time of meetings particularly forums for public input, in a manner that is understandable to all populations in the nine-county area
3. To hold meetings in locations such as senior centers, local government buildings, and other entities which are accessible and reasonably welcoming to all area residents including, but not limited to, low-income and minority members of the public.
4. To provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.

5. To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
6. To use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, maps and the internet.

### **Identification of Stakeholders:**

Stakeholders are those who are either directly or indirectly affected by a plan or the recommendations of that plan. Those who may be adversely affected or who may be denied benefit of a plan's recommendation(s) are of particular interest in the identification of specific stakeholders. Stakeholders are broken down into several groups: general citizens, minority and low-income persons, public agencies, and private organizations and businesses. TRAX has a stakeholder's group in place—Health & Human Services Coordination Steering Committee which is made up of regional stakeholders with a vested interest in public transportation services. TRAX has made extensive efforts to include representatives from as many health & human service organizations, educational institutions, city and county planning, senior services, workforce, and state government.

### **Strategies to utilize in order to engage target populations and increase outreach efforts:**

- Public Notices in local newspapers (including Spanish versions)
- Public "open house" format meetings
- Public surveys for both current and potential passengers
- Use of local news media
- Focus groups for the purpose of gaining input from a particularly defined portion of the community
- Advocacy groups to disseminate or gather information for minority and low-English proficiency populations
- Presentations to professional, citizen, and student organizations
- Articles in community newsletters
- Press releases in local newspapers and media outlets
- Presentations by experts on various transit-related subjects
- The use of various illustrative visualizations techniques to convey the information including, but not limited to, charts, graphs, photos, maps and social media.

### **General Population:**

There are 265,231 residents in the nine county TRAX service region (2020 Census). 80.4% of the population consider themselves to be a solely white race. In the region 97% of households speak English only and 10% speak a language other than English; of that 10%, .05% do not speak English well.

### **Minority Population:**

Minority populations make up approximately 23% of the population in the TRAX service region. African-Americans make up the largest minority with 17% of the total minority population. Hispanic and Asian persons account for 12% and .01% of the population respectively. There is also a small number of American Indians which represents .01% of the population. We also have .02% who identify themselves as "other". (2020 Census)

**Low Income Population:**

18% of the population within the TRAX service area are below poverty level (2020 Census). The low-income population should be given every reasonable opportunity to provide input on transportation plans and programs to avoid disproportionate harm or lack of benefit of transportation programs and projects. While low-income individuals may have access to all of the traditional means of public involvement, as discussed below they may be less likely to become involved or offer input.

**Public Agencies, Private Organizations & Businesses:**

Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations. Pertinent public agencies include those that have clients who fall into under-represented populations, including but not limited to, minorities, low-income individuals, and limited English proficiency households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing with the provisions of transportation services.

**Community Outreach:**

Hispanic Radio Stations KIMP LA Super K 1798 W. US Hwy.67 Mt. Pleasant, TX 75455	Texarkana Independent School District Mandy McAfee 3413 Summerhill Road Texarkana, Texas 75503	Vero's Latino Store 2106 New Boston Rd. Texarkana, TX 75501 903-794-9515
Amigo News 418 N Main Street Hope, AR 71801 870-722-6081	Hispanic Newspaper La Presnsa Hispana 110 East 2 <sup>nd</sup> Street Mt. Pleasant, TX 75455	Hispanic Banks Red River Credit Union Texarkana, TX 75501
Hispanic Church Iglesia De Dios-Septimo Dia 1605 East 1 <sup>st</sup> Street Mt. Pleasant, TX 75455	Mt. Pleasant Public Library 601 North Madison Mt. Pleasant, TX 75455	Super Plaza Stores 1210 W Ferguson Mt. Pleasant, TX 75455 903-575-9449

**Private Organizations and Businesses:**

Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often, transportation for employees is of critical concern to private sector employers.

**Public Participation Plan:**

This plan will serve as the Public Participation Plan for the Ark-Tex Council of Governments TRAX Transportation Program. Availability of the policy for review will be advertised in a manner reasonably expected to reach the general public, as well as minority populations, low-income persons, and other traditionally under-served populations. People can obtain information about the process or submit info to:

Rural Transit District (TRAX)  
 4808 Elizabeth Street  
 Texarkana, TX 75503  
 903.255.3569; mcompton@atcog.org  
 Contact: Mark Compton, Transportation Director

**Availability of Planning Documents:**

During the planning process TRAX will make documents available for review on our website at [www.atcog.org/transportation-programs](http://www.atcog.org/transportation-programs) or at our office located at 4808 Elizabeth Street, Texarkana, TX 75503. If materials are requested in alternative formats, TRAX will make a reasonable attempt to accommodate those needs.

**Methods of Addressing Comments:**

Comments will be documented, presented to decision-making bodies, modified in the contents of the document as necessary, and will be included in the appendices of planning documents after they are approved and published. Comments after studies and other planning documents are completed and approved will be documented and referenced when amending or updating the planning products in the future.

**Response to Information Requests and Comments:**

Information can be requested from staff in person and by phone, fax, email, and postal mail.

**Community Outreach and Public Participation:**

As an agency receiving federal financial assistance, TRAX has made the following community outreach efforts:

<b>Event Date</b>	<b>TRAX EMPLOYEE</b>	<b>Activity</b>	<b>Communication Method</b>	<b>Notes Summary</b>
7/24/2021	Roni Duran-Transportation Coordinator	Health Fair at Church on the Rock in Dangerfield, TX	In person	Set up booth spoke with clients about our services, brochures and other handouts
10/22/2021	Roni Duran-Transportation Coordinator	Health Fair for Northeast Texas Community College at Civic Center	In person	Set up booth spoke with clients about our services, brochures and other handouts



		Mt Pleasant, TX		
2/17/2022	Roni Duran- Transportation Coordinator	Community Focus Group Christus St. Michaels	In person	Assisted with input on updating Community health needs assessment and health implementation plan
9/9/2022	Roni Duran- Transportation Coordinator	Campaign Kick-off Luncheon with United way Greater Texarkana at Texas Convention Center	In person	Recognition of UWGT board members and recognition of the agencies
1/18/2023	Roni Duran- Transportation Coordinator- Sheena Record - Transportation Coordinator	Public meeting in Paris, Lamar county	In Person	Public meeting to meet on new route study for Paris Metro
3/17/2023	Roni Duran- Transportation Coordinator  Bobby Williams- Operations Manager	Campaign Recognition Breakfast with United Way	In Person	Recognition Breakfast for all agencies, awards
3/15/2023	Roni Duran- Transportation Coordinator	Joined the Texarkana Homeless Coalition	In person	Discuss the population and needs in Texarkana of the homeless



4/17/2023	Roni Duran- Transportation Coordinator	Texarkana Homeless Coalition	In Person	Discuss new Day shelter Texarkana Mission is building
4/19/2023	Roni Duran- Transportation Coordinator  Pam Durham- Transportation Technician	Annual Health Fair 2023- Texarkana Convention Center	In Person	Set up booth spoke with clients about our services, brochures and other handouts
5/19/2023	Roni Duran- Transportation Coordinator	Poverty Simulation- Texarkana Homeless Coalition	In Person	Joined community members to experience homelessness and poverty
5/16/2023	Roni Duran- Transportation Coordinator  Pam Durham- Transportation Coordinator	Health fair at Williams Memorial Church with AAA	In person	Set up booth spoke with clients about our services, brochures and other handouts

- TRAX staff participates in area community events to promote transit and mobility options such as health fairs conducted with the Area Agency on Aging.
- ATCOG and TRAX advertise in newspapers, on the ATCOG website, and at regional planning meetings where the public is invited to attend.
- ATCOG partners with the Texarkana Metropolitan Planning Organization (MPO) by providing input on public transportation issues by serving on both the MPO Technical and Planning Committees.
- TRAX Mobility Management program provides travel training and various other outreach efforts to directly engage the public and other agencies using transportation services.

#### **Planning efforts for 2023-2024 and beyond:**

Ark-Tex Council of Governments Rural Transit District launched the “Paris Metro” Fixed-Route and accompanying Paratransit service in Paris, TX in 2017. Upcoming planning will continue to improve/expand that service.

In 2023 ATCOG has launched a route study for Paris Metro to maximize the current routes and potentially expand into Saturday service.

The goal of the Transit District is to provide safe, efficient and affordable transportation for the residents of the 9 Counties in NE Texas. Through dedicated planning efforts this goal becomes more achievable.

### **Ways we are recruiting new committee members?**

1. Ask someone
2. Bring a guest to meeting
3. Have a clear goal and strategic plan
4. Letters or personal contact with local businesses
5. Email to local businesses asking to join
6. Use word of mouth
7. Network with coworkers, friends, and family
8. Have a booth at a fair or festival etc.

## TITLE VI PUBLIC PARTICIPATION SURVEY RURAL TRANSIT DISTRICT

Title VI of the Civil Rights Act of 1964 requires the Rural Transit District to provide opportunities for everyone in the affected project area(s) to comment on transportation programs and activities that may affect their community. Title VI specifically states, "No person in the United States shall on the grounds of race, color or national origin be excluded from participation or be denied the benefit of, or otherwise be subjected to discrimination under any program, service, or activity receiving federal financial assistance."

Completing this form is strictly voluntary. Completing this form helps TRAX comply with federal data collection and public involvement obligations under Title VI and the National Environmental Protection Act (NEPA) and improve our public service. We appreciate your participation.

**Service(s) Used (Please check all that apply):**

- ( ) Demand Response Service  
 ( ) Paratransit Service  
 ( ) Fixed Route Service

Zip Code: \_\_\_\_\_

**Gender:** ( ) Male ( ) Female

**Race/Ethnic Designation:** ( ) White ( ) African American ( ) Hispanic/Latino  
 ( ) Native Hawaiian/Pacific Islander ( ) 2 or more races  
 ( ) Other

**Age:** ( ) <18 ( ) 18-25 ( ) 26-35 ( ) 36-59 ( ) >60

**Primary Language Spoken:**

- ( ) English  
 ( ) Spanish  
 ( ) French  
 ( ) Korean  
 ( ) Mandarin  
 ( ) German  
 ( ) Japanese ( ) Japanese ( ) Other: \_\_\_\_\_  
 ( ) Other: \_\_\_\_\_

**Secondary Language Spoken:**

- ( ) English  
 ( ) Spanish  
 ( ) French  
 ( ) Korean  
 ( ) Mandarin  
 ( ) German

Would you like information on our services in other language? If yes, please indicate language:

---

## **ARK-TEX RURAL TRANSIT DISTRICT TITLE VI COMPLIANCE: LIMITED ENGLISH PROFICIENCY ANALYSIS AND ASSISTANCE PLAN**

**JUNE 2023**

**Background:**

The U.S. Department of Transportation (DOT) requires that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). DOT recommends that recipients use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP. Executive Order 13166, "Improving Access to Services for Person with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Public transit is a key means of achieving mobility for many LEP persons. According to the 2010 Census, more than 11% of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about 4% of English speakers. Recent immigrants to the United States (including those persons who may not be LEP) use public transportation at higher rates than native-born adults. Agencies that provide language assistance to persons with limited English proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers. Catering to LEP persons may also help increase and retain ridership among the agency's broader immigrant communities in two important ways: (1.) agencies that reach out to recent immigrant populations in order to prepare a language implementation plan send a positive message to these persons that their business is valued;

and (2.) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant populations.

### **Legal basis for language assistance requirements:**

Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination. Executive Order 13166, "Improving Access to Services with Limited English Proficiency" reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

### **The Four Factor Analysis:**

Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors: (1.) The number of proportions of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee; (2.) the frequency with which LEP individuals come in contact with the program; (3.) the nature and importance of the program, activity, or service provided by the recipient to the people's lives; and (4.) the resources available to the recipient and costs.

### **Factor 1: The Number and Proportion of LEP Persons Served/Encountered in Eligible Service Populations**

In the Ark-Tex Rural Transit District there is a small population of people with Limited English Proficiency (LEP). The Ark-Tex Rural Transit District serves a nine-county rural area made up of the Texas counties Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus Counties. As indicated by Tables 1-A through 1-I, the primary demographic that represents the Ark-Tex Rural Transit District LEP population are primarily English-speaking people. The ArkTex Rural Transit District, with 4,858 Spanish speakers who speak English "not well" or "not at all" makes up only 1.92% of all Spanish speakers. Language for LEP individuals can be a barrier to accessing important benefits of services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information regarding federally assisted programs or activities. Recipients should first examine their prior experiences with LEP individuals and determine the breadth and scope of language services that are needed. In conducting this analysis, it is important to: Include language minority populations that are eligible beneficiaries of recipients.

Programs, activities, or services may be underserved because of existing language barriers; and consult additional data, for example, from the census, school systems and community

organizations, and data from state and local governments, community agencies, religious organizations, and legal aid entities.

**Table 1-A**

<b>Population 5 Years &amp; Older By Language Spoken at Home and Ability to Speak English</b>	<b>Bowie County (Number)</b>	<b>Bowie County (Percent)</b>
5 years and older	85,418	97.4%
Speak only English	82,220	93.8%
Language other than English	5,437	6.2%
<b>Spanish</b>	3,926	4.5%
Speaks English "very well"	2,352	59.9%
Speaks English "well"	2912	13.8
Speaks English "not well"	353	10%
Speaks English "not at all"	89	2%
<b>Other Indo-European</b>	629	0.7%
Speaks English "very well"	400	63.6%
Speaks English "well"	89	14%
Speaks English "not well"	229	36.4%
Speaks English "not at all"	52	13.4%
<b>Asian &amp; Pacific Island</b>	783	0.9%
Speaks English "very well"	658	0.8%
Speaks English "well"	45	.01%
Speaks English "not well"	34	9.8%
Speaks English "not at all"	0	0%
<b>All Other Languages</b>	99	100%
Speaks English "very well"	35	46%
Speaks English "well"	41	53.9%
Speaks English "not well"	0	0%
Speaks English "not at all"	0	0%
<b>Ability to Speak English</b>		
5 Years and older	83,487	96.4%
<b>Other than English</b>	4,568	5.5%
5 to 17 years	610	0.7%
18 to 64 years	3,680	4.4%
65 and over	278	0.3%
<b>English less than "very well"</b>	1,221	1.5%
5 to 17 years	252	0.3%



18 to 64 years	847	1%
65 years & over	122	0.1%
<b>Speak English in Household</b>		
Linguistically isolated household (1)	196	(X)
5 Years and Older	76,663	100%
Linguistically isolated household (1)	476	0.6%
5 to 17 years	122	0.2%
18 to 64 years	314	0.4%
65 and over	40	0.1%

**Table 1-B**

<b>Population 5 Years &amp; Older By Language Spoken at Home and Ability to Speak English</b>	<b>Cass County (Number)</b>	<b>Cass County (Percent)</b>
5 years and older	28,289	98.9%
Speak only English	26,992	95.4%
Language other than English	1297	4.6%
<b>Spanish</b>	941	77.7%
Speaks English "very well"	681	86.3%
Speaks English "well"	196	20.2%
Speaks English "not well"	129	19.4%
Speaks English "not at all"	10	1.4%
<b>Other Indo-European</b>	240	83.3%
Speaks English "very well"	111	81%
Speaks English "well"	15	11.8%
Speaks English "not well"	9	7.1%
Speaks English "not at all"	0	0%
<b>Asian &amp; Pacific Island</b>	116	38.8%
Speaks English "very well"	15	100%
Speaks English "well"	8	15.4%
Speaks English "not well"	8	15.4%
Speaks English "not at all"	0	0%
<b>All Other Languages</b>	0	0%
Speaks English "very well"	0	0%
Speaks English "well"	0	0%
Speaks English "not well"	0	0%
Speaks English "not at all"	0	0%
<b>Ability to Speak English</b>		

5 Years and older	22,770	99.6%
<b>Other than English</b>	<b>457</b>	<b>2.0%</b>
5 to 17 years	209	0.7%
18 to 64 years	644	2.3%
65 and over	58	0.2%
<b>English less than “very well”</b>	<b>334</b>	<b>1.2%</b>
5 to 17 years	98	0.3%
18 to 64 years	213	0.7%
65 years & over	23	0.1%
<b>Speak English in Household</b>		
Linguistically isolated household (1)	57	(X)
5 Years and Older	22,770	99.6%
Linguistically isolated household (1)	164	0.7%
5 to 17 years	58	0.2%
18 to 64 years	80	17.5%
65 and over	0	0%

**Table 1-C**

<b>Population 5 Years &amp; Older By Language Spoken at Home and Ability to Speak English</b>	<b>Delta County (Number)</b>	<b>Delta County (Percent)</b>
5 years and older	4,903	99.8%
Speak only English	4,772	97.3%
Language other than English	131	2.7%
<b>Spanish</b>	<b>115</b>	<b>2.3%</b>
Speaks English “very well”	101	98.1%
Speaks English “well”	9	0.2%
Speaks English “not well”	6	0.1%
Speaks English “not at all”	0	0%
<b>Other Indo-European</b>	<b>8</b>	<b>0.2%</b>
Speaks English “very well”	6	0.1%
Speaks English “well”	0	0%
Speaks English “not well”	0	0%
Speaks English “not at all”	2	0%
<b>Asian &amp; Pacific Island</b>	<b>6</b>	<b>0.1%</b>
Speaks English “very well”	18	56.3%
Speaks English “well”	14	43.8%
Speaks English “not well”	0	0%



Speaks English "not at all"	0	0%
<b>All Other Languages</b>	0	0%
Speaks English "very well"	0	0%
Speaks English "well"	0	0%
Speaks English "not well"	0	0%
Speaks English "not at all"	0	0%
<b>Ability to Speak English</b>		
5 Years and older	5,048	100%
<b>Other than English</b>	112	2.2%
5 to 17 years	28	0.6%
18 to 64 years	69	1.4%
65 and over	15	0.3%
<b>English less than "very well"</b>	28	0.6%
5 to 17 years	0	0%
18 to 64 years	15	0.3%
65 years & over	13	0.3%
<b>Speak English in Household</b>		
Linguistically isolated household (1)	2	(X)
5 Years and Older	3,911	96.8%
Linguistically isolated household (1)	0	0%
5 to 17 years	128	3.2%
18 to 64 years	112	2.8%
65 and over	16	0.4%

Table 1-D

<b>Population 5 Years &amp; Older By Language Spoken at Home and Ability to Speak English</b>	<b>Franklin County (Number)</b>	<b>Franklin County (Percent)</b>
5 years and older	9,756	96.1%
Speak only English	8,654	85.2%
Language other than English	1501	14.8%
<b>Spanish</b>	1,351	13.3%
Speaks English "very well"	529	62.2%
Speaks English "well"	163	21.3%
Speaks English "not well"	151	19.8%
Speaks English "not at all"	99	6.5%
<b>Other Indo-European</b>	137	1.3%

Speaks English "very well"	126	1.2%
Speaks English "well"	11	0.1%
Speaks English "not well"	2	1.9%
Speaks English "not at all"	0	0%
<b>Asian &amp; Pacific Island</b>	9	100%
Speaks English "very well"	8	88.9%
Speaks English "well"	1	11%
Speaks English "not well"	0	0%
Speaks English "not at all"	0	0%
<b>All Other Languages</b>	13	0.1%
Speaks English "very well"	18	100%
Speaks English "well"	0	0%
Speaks English "not well"	0	0%
Speaks English "not at all"	0	0%
<b>Ability to Speak English</b>		
5 Years and older	8,897	100%
<b>Other than English</b>	898	10%
5 to 17 years	240	2.7%
18 to 64 years	609	6.8%
65 and over	49	0.6%
<b>English less than "very well"</b>	398	4.5%
5 to 17 years	79	0%
18 to 64 years	298	3.3%
65 years & over	21	0.2%
<b>Speak English in Household</b>		
Linguistically isolated household (1)	64	(X)
5 Years and Older	7,700	98%
Linguistically isolated household (1)	182	2.1%
5 to 17 years	53	0%
18 to 64 years	122	1.4%
65 and over	7	0%

**Table 1-E**

<b>Population 5 Years &amp; Older By Language Spoken at Home and Ability to Speak English</b>	<b>Hopkins County (Number)</b>	<b>Hopkins County (Percent)</b>
5 years and older	32,885	95.6%
Speak only English	26,755	86.5%

Language other than English	4,657	13.5%
<b>Spanish</b>	2,821	66.1%
Speaks English "very well"	1,696	62.0%
Speaks English "well"	570	21.9%
Speaks English "not well"	418	16%
Speaks English "not at all"	182	15.7%
<b>Other Indo-European</b>	272	0.8%
Speaks English "very well"	188	0.5%
Speaks English "well"	29	0.1%
Speaks English "not well"	15	7.5%
Speaks English "not at all"	0	0%
<b>Asian &amp; Pacific Island</b>	120	0.3%
Speaks English "very well"	57	51.4%
Speaks English "well"	54	48.6%
Speaks English "not well"	0	0%
Speaks English "not at all"	0	0%
<b>All Other Languages</b>	25	0%
Speaks English "very well"	25	0%
Speaks English "well"	9	0%
Speaks English "not well"	0	0%
Speaks English "not at all"	0	0%
<b>Ability to Speak English</b>		
5 Years and older	25,696	98.4%
<b>Other than English</b>	2,019	7.7%
5 to 17 years	820	2.7%
18 to 64 years	1,784	6.8%
65 and over	41	0.1%
<b>English less than "very well"</b>	390	4.6%
5 to 17 years	222	0%
18 to 64 years	1,138	3.8%
65 years & over	10	0%
<b>Speak English in Household</b>		
Linguistically isolated household (1)	285	(X)
5 Years and Older	26,127	98.4%
Linguistically isolated household (1)	847	2.9%
5 to 17 years	216	0.7%

18 to 64 years	628	1.7 %
65 and over	7	0%

**Table 1-F**

<b>Population 5 Years &amp; Older By Language Spoken at Home and Ability to Speak English</b>	<b>Lamar County (Number)</b>	<b>Lamar County (Percent)</b>
5 years and older	45,355	97.6%
Speak only English	42,470	91.4%
Language other than English	1,125	28.1%
<b>Spanish</b>	2,221	74.8%
Speaks English "very well"	1,421	75.3%
Speaks English "well"	467	24.7%
Speaks English "not well"	183	15.7%
Speaks English "not at all"	57	3.8%
<b>Other Indo-European</b>	415	71.3%
Speaks English "very well"	265	64%
Speaks English "well"	72	0.2%
Speaks English "not well"	66	15.9%
Speaks English "not at all"	14	3.4%
<b>Asian &amp; Pacific Island</b>	120	69.4%
Speaks English "very well"	135	79.9%
Speaks English "well"	53	30.6%
Speaks English "not well"	12	7%
Speaks English "not at all"	0	0%
<b>All Other Languages</b>	17	100%
Speaks English "very well"	11	64.7%
Speaks English "well"	0	0%
Speaks English "not well"	6	35%
Speaks English "not at all"	0	0%
<b>Ability to Speak English</b>		
5 Years and older	45,106	100%
<b>Other than English</b>	2,117	4.7%
5 to 17 years	462	1%
18 to 64 years	1,541	3.4%
65 and over	114	0.3%
<b>English less than "very well"</b>	783	1.7%
5 to 17 years	132	0.3%
18 to 64 years	616	1.4%
65 years & over	35	0.1%

<b>Speak English in Household</b>		
Linguistically isolated household (1)	161	(X)
5 Years and Older	36,306	98.8%
Linguistically isolated household (1)	458	21.6%
5 to 17 years	136	0.3%
18 to 64 years	260	17.3%
65 and over	198	31.8%

**Table 1-G**

<b>Population 5 Years &amp; Older by Language Spoken at Home and Ability to Speak English</b>	<b>Morris County (Number)</b>	<b>Morris County (Percent)</b>
5 years and older	11,679	97.1%
Speak only English	10,494	89.9%
Language other than English	335	28.3%
<b>Spanish</b>	982	100%
Speaks English "very well"	248	55.7%
Speaks English "well"	212	35.7%
Speaks English "not well"	45	42.5%
Speaks English "not at all"	14	17.7%
<b>Other Indo-European</b>	84	0.07%
Speaks English "very well"	7	53%
Speaks English "well"	4	30%
Speaks English "not well"	2	15.4%
Speaks English "not at all"	0	0%
<b>Asian &amp; Pacific Island</b>	15	0.1%
Speaks English "very well"	15	100%
Speaks English "well"	8	34.8%
Speaks English "not well"	0	0%
Speaks English "not at all"	0	0%
<b>All Other Languages</b>	4	100%
Speaks English "very well"	0	0%
Speaks English "well"	0	0%
Speaks English "not well"	4	100%
Speaks English "not at all"	0	0%
<b>Ability to Speak English</b>		
5 Years and older	9207	100%
<b>Other than English</b>	555	6.0%

5 to 17 years	149	1.2%
18 to 64 years	349	70.5%
65 and over	28	0.2%
<b>English less than “very well”</b>	215	1.7%
5 to 17 years	60	0.7%
18 to 64 years	144	1.2%
65 years & over	11	0.1%
<b>Speak English in Household</b>		
Linguistically isolated household (1)	43	(X)
5 Years and Older	12,138	100%
Linguistically isolated household (1)	123	1%
5 to 17 years	36	0.3%
18 to 64 years	83	0.7%
65 and over	4	0%

**Table 1-H**

<b>Population 5 Years &amp; Older By Language Spoken at Home and Ability to Speak English</b>	<b>Red River County (Number)</b>	<b>Red River County (Percent)</b>
5 years and older	11,462	100%
Speak only English	11,095	98.7%
Language other than English	367	3.2%
<b>Spanish</b>	319	2.8%
Speaks English “very well”	273	52.0%
Speaks English “well”	131	48.0%
Speaks English “not well”	101	14.4%
Speaks English “not at all”	78	11.1%
<b>Other Indo-European</b>	44	0.4%
Speaks English “very well”	55	88%
Speaks English “well”	4	6.5%
Speaks English “not well”	3	4.8%
Speaks English “not at all”	0	0%
<b>Asian &amp; Pacific Island</b>	2	100%
Speaks English “very well”	0	0%
Speaks English “well”	0	0%
Speaks English “not well”	2	100%
Speaks English “not at all”	0	0%
<b>All Other Languages</b>	19	100%



Speaks English "very well"	4	21%
Speaks English "well"	2	10.5%
Speaks English "not well"	13	68.4%
Speaks English "not at all"	0	0%
<b>Ability to Speak English</b>		
5 Years and older	13,492	100%
<b>Other than English</b>	784	5.8%
5 to 17 years	228	1.7%
18 to 64 years	516	3.8%
65 and over	40	0.3%
<b>English less than "very well"</b>	342	2.5%
5 to 17 years	103	0.8%
18 to 64 years	230	1.7%
65 years & over	9	0.1%
<b>Speak English in Household</b>		
Linguistically isolated household (1)	64	(X)
5 Years and Older	9,549	99.1%
Linguistically isolated household (1)	208	7.2%
5 to 17 years	82	0.5%
18 to 64 years	119	0.9%
65 and over	7	0.1%

**Table 1-I**

<b>Population 5 Years &amp; Older By Language Spoken at Home and Ability to Speak English</b>	<b>Titus County (Number)</b>	<b>Titus County (Percent)</b>
5 years and older	30,194	100%
Speak only English	18,267	60.5%
Language other than English	6,611	55.4%
<b>Spanish</b>	11,601	38.4%
Speaks English "very well"	3,489	11.6%
Speaks English "well"	1,632	24%
Speaks English "not well"	1,927	28.4%
Speaks English "not at all"	667	19.1%
<b>Other Indo-European</b>	155	0.5%
Speaks English "very well"	42	27.1%
Speaks English "well"	8	11.9%
Speaks English "not well"	11	16.4%

Speaks English "not at all"	0	0%
<b>Asian &amp; Pacific Island</b>	158	0.5%
Speaks English "very well"	34	21.5%
Speaks English "well"	12	24%
Speaks English "not well"	12	24%
Speaks English "not at all"	0	0%
<b>All Other Languages</b>	13	0%
Speaks English "very well"	0	0%
Speaks English "well"	0	0%
Speaks English "not well"	0	0%
Speaks English "not at all"	0	0%
<b>Ability to Speak English</b>		
5 Years and older	18,664	100%
<b>Other than English</b>	4,085	21.9%
5 to 17 years	2,151	8.4%
18 to 64 years	4,568	17.8%
65 and over	194	0.8%
<b>English less than "very well"</b>	3,860	20.7%
5 to 17 years	1,233	4.7%
18 to 64 years	3,215	31.9%
65 years & over	60	0.2%
<b>Speak English in Household</b>		
Linguistically isolated household (1)	1,326	32.5%
5 Years and Older	25,047	100%
Linguistically isolated household (1)	3,092	12.2%

**Factor 2: The frequency with which LEP individuals come into contact with your programs, activities and services**

TRAX has three primary types of transportation services that we provide to the general public—demand response, paratransit, and fixed route. All of these services are accessible by LEP persons and the areas we predict they originate. Although these services are accessible by LEP populations we would like to grow the number of LEP riders by making materials, training and outreach that would help serve this population better. As part of our LEP plan we would like to adopt such policies and programs to meet the needs of LEP populations.



To determine Ark-Tex Rural Transit District's current interactions with LEP populations, in April 2022 TUTD administered an internal survey of Ark-Tex Rural Transit District employees' experiences with LEP populations. The findings of the survey painted a picture of relatively low levels of TUTD employee interactions with LEP populations. Only 8% of employees said they came into contact with LEP populations in a month, and 5% indicated they came into contact with people from this demographic three or more times per month. The languages they listed as most prevalently spoken amongst this population was English.

**Factor 3: The importance to LEP persons of your program, activities and services**

Demand Response and Paratransit services provide transportation for critical needs that transcend all rider types. These rides provide critical access to medical appointments, nutrition, health and human service organizations, employment, pharmacies, childcare and education. Additionally, Demand Response services provide transportation to places that improve the quality of life including friends, relatives, entertainment, and the arts. The Deviated Fixed Route in Mt. Pleasant (Titus County) provides critical transportation services for all rider types including LEP persons.

**Factor 4: The resources available to the recipient and costs:**

The Ark-Tex Rural Transit District has adequately met the transportation needs of persons with limited English proficiencies and has reviewed its available resources that can be used for providing LEP assistance. TRAX has bi-lingual coordinators and dispatch staff to translate documents in a Spanish translation when needed. TRAX also provides Spanish brochures, as well as hand out cards. ATCOG has weighed the cost and benefits of translating documents for potential LEP groups. ATCOG has \$2000.00 available and set aside for any cost needed for a translator or documents needed for LEP individuals. Due to the high number of LEP individuals that speak Spanish, ATCOG will include the translation of the following documents in both English and Spanish: Notice to the Public, Complaint Forms and Complaint Procedures. For oral communication, bi-lingual staff will be utilized to provide interpretation at no additional cost to the transportation program.

**LEP Program Action Plan**

The Ark-Tex Rural Transit District will continue to implement the following to enhance its LEP Program as it relates to the provisions of transportation services and transit-related benefits:

1. Identify language concentrations by census tract and fixed routes.
2. Post notices of the LEP plan and the availability of interpretation or translation services free of charge in languages LEP persons would understand.
3. Establish relations with more agencies and organizations serving LEP persons.
4. Get feedback from agencies regarding key languages being used in the service area and language services needed.
5. Identify the resources agencies may have to assist TRAX with LEP persons as it related to provisions of transportation services or transit related benefits.
6. Develop contracts or service relationships for language services.

7. Identify key documents requiring translation and translate materials into alternate languages. Although translation may not be able to be provided for all interactions with LEP persons it will help identify the need for additional resources in the future.
8. Identify sources and methods for responding to LEP correspondence.
9. TRAX will place a "Notice of Right to Language Assistance" on the ATCOG website, Transportation page ([www.atcog.org/transportation-programs](http://www.atcog.org/transportation-programs)).
10. Develop training for drivers including how to respond to LEP individuals and awareness of services available in dealing with LEP individuals.
11. Develop training for administrative and dispatch/scheduling staff including awareness of services available, how to respond to LEP individuals in person and over the phone, and to other types of LEP correspondence.
12. Survey TRAX staff annually on their experience concerning any contacts with LEP persons.

BODY	CAUCASIAN	LATINO	AFRICAN AMERICAN	ASIAN AMERICAN	NATIVE AMERICAN
Health & Human Services Coordination Steering Committee	93%	0%	7%	0%	0%

Revised 04.24.2023

Ark Tex Council of Government board members are elected officials from the nine (9) counties we serve which include, Bowie, Cass, Titus, Lamar, Franklin, Hopkins, Morris, Red River, and Delta.

### **Executive Committee Officers**

President Honorable Bobby Howell, Judge, Bowie County  
Vice President Mr. Scott Norton, CEO, TexAmericas Center  
Secretary Honorable Travis Ransom, Judge, Cass County  
Treasurer Honorable Scott Lee, Judge, Franklin County

### **Executive Committee Members**

Honorable Brandon Bell, Judge, Lamar County  
Honorable Ann Rushing Mayor, City of Clarksville  
Honorable Doug Reeder, Judge, Morris County  
Honorable Marc Reiter, Mayor, City of Hooks  
Honorable John Sellers, Mayor, City of Sulphur Springs  
Mr. Stan Wyatt, President, NETX Municipal Water District

# Facility Analysis



**MINUTES  
ARK-TEX COUNCIL OF GOVERNMENTS  
BOARD OF DIRECTORS MEETING**

**June 25, 2020**

The Board of Directors of the Ark-Tex Council of Governments (ATCOG) met at 10:00 a.m., Thursday, June 25, 2020, via teleconference/webinar. (This format was made allowable by Governor Abbott's Office in a press release on March 16, 2020.)

Item 1. Meeting was called to order.

Item 2. Brady Fisher, Northeast Texas Resource & Conservation Area, Inc. gave the invocation.

Item 3. Public Comment.

There were no members of the public present.

Item 4. Chris Brown, Executive Director, presented the following consent agenda items:

- Approval of the minutes as submitted for the ATCOG Board of Directors meeting held Thursday, April 30, 2020.
- Ratification of the contract with Texas Department of Housing and Community Affairs (TDHCA) for the CARES Emergency Solutions Grant (ESG) Program funding.
- Ratification of the project grant agreement with Texas Department of Transportation for CARES Act Rural Area Federal Formula Program funding.

Motion to approve was made by Brian Lee, Judge, Titus County, and seconded by Marc Reiter, Mayor, City of Hooks. It was approved.

**Review and Comment**

Item 5. Paul Prange, Environmental Resources Coordinator, presented for review and comment on an application by the US Department of the Army, Red River Army Depot, to the Texas Commission on Environmental Quality (TCEQ) for the renewal and revision of Federal Operating Permit No. 01646 to authorize the operation of the Red River Army Depot, a National Security facility, located at 100 James Carlrow Drive, Texarkana, Texas.

Motion to approve was made by Scott Norton, CEO, TexAmericas Center, and seconded by Sheryl Collum, Mayor, City of Wake Village. It was approved.

Item 6. Toni Lindsey, Regional Development Coordinator, presented for review and comment on a grant application by the City of Texarkana, Texas, to the US Environmental Protection Agency (EPA) for a Brownfields Program Revolving Loan Supplemental Funding grant.

Motion to approve was made by Bobby Howell, Judge, Bowie County, and seconded by Mayor Reiter. It was approved.

**Regular Business**

- Item 7. Mary Beth Rudel, Deputy Director, presented for consideration approval of revisions to the ATCOG Policies and Procedures Manual.

Motion to approve was made by Mayor Collum and seconded by Judge Brian Lee. It was approved.

- Item 8. Leslie McBride, Human Resources Manager, presented for consideration approval of the Texas Municipal League (TML) Health Rate and Benefit Verification Form to continue providing insurance benefits for Plan Year 2020-2021.

Motion to approve was made by Judge Brian Lee and seconded by Mayor Collum. It was approved.

- Item 9. Melinda Tickle, Finance Director, presented for consideration approval of the Investment Policy that establishes procedures to be followed in investing funds for ATCOG.

Motion to approve was made by Mr. Norton and seconded by Mayor Collum. It was approved.

- Item 10. Ms. Tickle presented for consideration approval of the proposed Salary Schedule for ATCOG for fiscal year ending September 30, 2021.

Motion to approve was made by Mayor Reiter and seconded by Judge Brian Lee. It was approved.

- Item 11. Mae Lewis, Housing Director, presented for consideration approval of the submission of an application to Texas Department of Housing and Community Affairs for 2020 ESG Program funds authorizing the Executive Director as the ATCOG Authorized Official.

Motion to approve was made by Judge Brian Lee and seconded by Becky Wilbanks, Judge, Cass County. It was approved.

- Item 12. Steven McGary, Transportation Planner, presented for consideration approval of revisions to the ATCOG Rural Transit District Title VI Program Plan as required by the Federal Transit Administration.

Motion to approve was made by Mayor Reiter and seconded by Mayor Collum. It was approved.

- Item 13. Mr. Brown presented a review and consider approval of the utilization of ATCOG's indirect cost rate for ATCOG employees working on behalf of the Texarkana Urban Transit District.

Motion to approve was made by Judge Howell and seconded by Judge Wilbanks. It was approved.

- Item 14. Mr. Brown presented for consideration approval of the submission of an interest form to the Texas Water Development Board for consideration as the Region 2 Designated Flood Planning Group Sponsor.

Motion to approve was made by Lowell Walker, Mayor, City of DeKalb, and seconded by Scott Norton, CEO, TexAmericas Center. It was approved.

- Item 15. Mr. Brown presented a review and consider approval/ratification of the ATCOG COVID-19 Returning to Work at the Office Phase 1 Policy and Updated Driver Protocols.

Motion to approve was made by Judge Brian Lee and seconded by Mayor Collum. It was approved.

### Other Business

- Item 16. Whitney Fezell, Homeland Security Coordinator, presented the Homeland Security Special Events Reporting Update. She encouraged the board members to participate in the 2021 Data Call for special events within their jurisdictions. The Texas Division of Emergency Management was responsible for submitting the data for each region in previous years but is asking the Councils of Governments to complete the task this year. The types of events that should be included in the data call are any preplanned special events occurring in calendar year 2021. If the event is significant to the jurisdiction, include it in the data call. The information gathered during the data call will affect the regional Homeland Security Funding allocation. The more events included in the reporting could potentially mean increased funding for the region. The emergency management coordinators will need to include information about the resources required during the event as well. Whitney will be reaching out to the Judges' offices and the chambers of commerce to help collect the information.

### Announcements

The next Executive Committee Meeting will be held Thursday, July 30, 2020. Location and/or meeting format to be determined based on current COVID-19 conditions.

#### EXECUTIVE COMMITTEE MEMBERS PRESENT

Becky Wilbanks, Judge, Cass County  
Bobby Howell, Judge, Bowie County  
Brady Fisher, Northeast Texas Resource & Conservation Area, Inc.  
Brian Lee, Judge, Titus County  
Doug Reeder, Judge, Morris County  
L.D. Williamson, Judge Red River County  
Marc Reiter, Mayor, City of Hooks  
Scott Lee, Judge, Franklin, County  
Scott Norton, CEO, TexAmericas Center

#### BOARD MEMBERS PRESENT

Jean Matlock, Councilwoman, City of Texarkana, Texas  
John Francis, Mayor, City of Deport  
Lowell Walker, Mayor, City of DeKalb  
Sheryl Collum, Mayor, City of Wake Village

#### GUESTS PRESENT

Rea Donna Jones, Texarkana Metropolitan Planning Organization  
Dan Perry, Texas Department of Transportation  
Tim Wilson, Northeast Texas Community College

#### STAFF MEMBERS PRESENT

Chris Brown, Executive Director  
Lisa Reeve, Area Agency on Aging Manager  
Leslie McBride, Human Resources Manager  
Mae Lewis, Housing Manager  
Mary Beth Rudel, Deputy Director  
Melinda Tickle, Finance Director  
Melody Harmon, Economic Development Coordinator  
Paul Prange, Environmental Resources Coordinator  
Rea Washington, 9-1-1 Program Manager  
Steven McGary, Transportation Planner  
Toni Lindsey, Regional Development Coordinator  
Whitney Fezell, Homeland Security Coordinator



L.D. Williamson, President  
Ark-Tex Council of Governments

ATTEST:





**MINUTES  
ARK-TEX COUNCIL OF GOVERNMENTS  
EXECUTIVE COMMITTEE MEETING  
October 28, 2021**

The Executive Committee of the Ark-Tex Council of Governments (ATCOG) met at 10:00 a.m., Thursday, October 28, 2021, at the Titus County Extension Office, located at 1708 Industrial Road, Mt. Pleasant, Texas, as well as, via teleconference/webinar.

Item 1. L. D. Williamson, Judge, Red River County, called the meeting to order.

Item 2. Scott Lee, Judge, Franklin County, gave the invocation.

Item 3. Public Comment.

No members of the public made a comment.

Item 4. Chris Brown, Executive Director, presented the following consent agenda items.

- Approval of the minutes as submitted for the ATCOG Executive Committee meeting held Thursday, August 26, 2021.
- Acceptance of the minutes for the Solid Waste Advisory Committee (SWAC) meeting held Thursday, October 14, 2021.

Motion to approve was made by Scott Lee, Judge, Franklin County, and seconded by John Sellers, Mayor, City of Sulphur Springs. It was approved.

**Review and Comment**

Item 5. Mr. Brown presented, for information only, the Executive Director report. He reviewed the indirect finance reports and explained the percentages of the budget used as in-line with the fiscal year. Mr. Brown also provided updates and statistics for all ATCOG programs.

Mr. Brown provided an update regarding the Build Back Better (BBB) Regional Challenge Grant application. He stated that ATCOG finalized and submitted the BBB grant application and that the grant awards will be announced on December 8, 2021.

Mr. Brown stated that ATCOG closed on the Paris Metro property and is currently working with the Texas Department of Transportation for approval to proceed with the architect selection. Upon approval, ATCOG will solicit bids for the rehab of the Paris facility.

Item 6. Toni Lindsey, Regional Development Director, presented for review and comment on a grant application by Detroit Independent School District Head Start to be submitted to the Department of Health and Human Services, Office of Head Start, for continuation/refunding of Head Start programs.

Motion to approve was made by Brian Lee, Judge, Titus County, and seconded by Brandon Bell, Judge, Lamar County. It was approved.

### Regular Business

Item 7. Paul Prange, Environmental Resources Coordinator, presented for review and consideration approval of funding priorities for the FY2022/2023 Texas Commission on Environmental Quality (TCEQ) Solid Waste Pass-Through Grant Program.

Motion to approve was made by Judge Brian Lee and seconded by Bobby Howell, Judge, Bowie County. It was approved.

Item 8. Mr. Prange presented for review and consideration approval of the submission of the FY2022/2023 application to TCEQ to administer the Solid Waste Pass-through Grant Program.

Motion to approve was made by Judge Howell and seconded by Ann Rushing, Mayor, City of Clarksville. It was approved.

Item 9. Mr. Prange presented for review and consideration approval of the draft 20 Year FY2022/2042 Regional Solid Waste Management Plan (RSWMP).

Motion to approve was made by Judge Scott Lee and seconded by Scott Norton, CEO, TexAmericas. It was approved.

### Announcements

Marla Matthews, Executive Assistant, inquired if any of the Executive Committee would be interested in hosting one of the 2022 ATCOG Board of Directors quarterly meetings. Mr. Brown further advised the committee that due to difficulty in securing a meeting location for the 2022 ATCOG Board schedule, any member willing to host a quarterly board meeting would be welcomed to do so.

Mary Beth Rudel, Deputy Director, announced Mr. Brown's appointment as the 2<sup>nd</sup> Vice-Chair on the National Association of Development Organizations (NADO) Board. The Executive Committee congratulated Mr. Brown on this achievement.

Judge Williamson announced that a Workforce CEO's meeting will be held immediately following the meeting.

The next Board of Directors meeting will be held on December 9, 2021, at 10:00 a.m., located at 1708 Industrial Road, Mt. Pleasant, Texas, as well as teleconference/webinar.

With no other announcements, motion to adjourn was made by Mayor Sellers and seconded by Judge Bell. The meeting was adjourned.

### EXECUTIVE COMMITTEE MEMBERS PRESENT

Ann Rushing, Mayor, City of Clarksville  
Bobby Howell, Judge, Bowie County  
Bob Thorne, Mayor Pro Tem, City of Daingerfield  
Brandon Bell, Judge, Lamar County  
Brian Lee, Judge, Titus County  
Doug Reeder, Judge, Morris County  
John Sellers, Mayor, City of Sulphur Springs  
L.D. Williamson, Judge, Red River County

Robert Newsom, Judge, Hopkins County  
Scott Lee, Judge, Franklin County  
Scott Norton, President/CEO, TexAmericas Center  
Travis Ransom, Mayor, City of Atlanta

BOARD MEMBERS PRESENT

Lowell Walker, Mayor, City of DeKalb  
Harold Nash, Councilman, City of Sulphur Springs

GUESTS PRESENT

April Corbit, Northeast Texas Workforce Solutions  
Dan Perry, Texas Department of Transportation  
JoAnn Gray, Planner, Texarkana Metropolitan Planner Organization  
Nathan Tofoya, Executive Director, Mt. Pleasant Economic Development Corporation  
Randy Reed, Northeast Texas Workforce Solutions  
Todd Kleiboer, Sulphur Springs News-Telegram

STAFF MEMBERS PRESENT

Chris Brown, Executive Director  
Leslie McBride, Human Resources Director  
Lisa Reeve, Area Agency on Aging Director  
Mae Lewis, Housing Director  
Marla Matthews, Executive Assistant  
Mary Beth Rudel, Deputy Director  
Melinda Tickle, Finance Director  
Melody Harmon, Economic Development Director  
Patricia Haley, Criminal Justice Coordinator  
Toni Lindsey, Regional Development Director  
Paul Prange, Environmental Resources Coordinator  
Whitney Fezell, Homeland Security Coordinator

L.D. Williamson

L.D. Williamson, President  
Board of Directors  
Ark-Tex Council of Governments

ATTEST:

Brian Lee

**MINUTES  
ARK-TEX COUNCIL OF GOVERNMENTS  
BOARD OF DIRECTORS MEETING  
December 8, 2022**

The Ark-Tex Council of Governments (ATCOG) met at 10:00 a.m., Thursday, December 8, 2022, at the Ark-Tex Council of Governments Office, EOC Room, 4808 Elizabeth Street, Texarkana, Texas, as well as via teleconference/webinar.

Item 1. L.D. Williamson, Judge, Red River County, called the meeting to order.

Item 2. Brian Lee, Judge, Titus County, gave the invocation.

Item 3. Public Comment.

No members of the public made a comment.

Item 4. Mr. Brown presented the following consent agenda items:

- Approval of the minutes as submitted for the ATCOG Board of Directors Meeting held Thursday, September 29, 2022.
- Acceptance of the minutes as submitted for the ATCOG Regional Criminal Justice Advisory Committee meeting held Thursday, November 17, 2022.

Motion to approve was made by Mr. Scott Norton, Executive Director/CEO, TexAmericas, and seconded by Bobby Howell, Judge, Bowie County. It was approved.

**Review and Comment**

Item 5. Mr. Brown presented, for information only, the Executive Director Report. Mr. Brown presented the indirect finance reports, followed by updates and statistics of all ATCOG programs.

**Regular Business**

Item 6. Ms. Mary Beth Rudel presented for review and consideration approval of a one-year extension to the agreement with Pattillo, Brown & Hill, LLP, to provide auditing services from October 1, 2022, through September 30, 2023.

Motion to approve was made by Judge Howell and seconded by Ann Rushing, Mayor, City of Clarksville. It was approved.

Item 7. Mary Beth Rudel presented for review and consideration approval of revisions to the ATCOG Policies and Procedures Manual.

Motion to approve was made by Mary Hart, Councilwoman, Texarkana, Texas, and seconded by Judge Lee. It was approved.

Item 8. Ms. Sheena Record presented for review and consideration approval of the purchase of Q'Straint Incline Floor Mount Winch Systems for the TRAX and Paris Metro fleets.

Motion to approve was made by Judge Howell and seconded by George Moore, Texarkana College. It was approved.

Item 9. Ms. Patricia Haley presented for review and consideration approval of the revisions to the Regional Criminal Justice Advisory Committee (RCJAC) Bylaws.

The RCJAC conducts an annual review of the current Bylaws. Amendments were necessary for FY23. The Bylaws were reviewed, amendments were discussed, and the RCJAC made the recommendations.

Motion to approve was made by Judge Howell and seconded by Mr. Norton. It was approved.

Item 10. Ms. Patricia Haley presented for review and consideration approval of the revisions to the Regional Criminal Justice Advisory Committee (RCJAC) local priorities and the grant application scoring instrument

The local priorities and the scoring instruments are tools used by the RCJAC to review and score criminal justice grant applications. The local priorities were reviewed and approved by the RCJAC.

Motion to approve was made by Judge Lee and seconded by Brandon Bell, Judge, Lamar County. It was approved.

Item 11. Ms. Whitney Fezell presented for review and approval of continual use of the allocation formula for FY2023 as the method for allocating State Homeland Security Program (SHSP) funds to jurisdictions.

Motion to approve was made by Judge Howell and seconded by Judge Bell. It was approved.

Item 12. Ms. Whitney Fezell presented for review and consideration approval of revisions to the Homeland Security Advisory Committee (HSAC) bylaws.

Motion to approve was made by Mayor Rushing and seconded by Mr. Moore. It was approved.

Item 13. Ms. Whitney Fezell presented for review and consideration approval of the Ark-Tex Council of Governments (ATCOG) Threat and Hazard Identification and Risk Assessment (THIRA), State Preparedness Report (SPR), and the Homeland Security Implementation Plan for 2023.

Motion to approve was made by Councilwoman Hart and seconded by Judge Bell. It was approved.

Item 14. Mr. Chris Brown presented for review and consideration the adoption of a resolution supporting the ATCOG Region Broadband Survey and Awareness Project.

Motion to approve was made by Judge Howell and seconded by Mayor Rushing. It was approved

Item 15. Mr. Chris Brown presented for review and consideration approval of the removal of a current signature authority and approval of new additional signature authorities for Guaranty Bank and Trust.

Motion to approve was made by Judge Lee and seconded by Doug Reeder, Judge, Morris County. It was approved.

Item 16. Mr. Chris Brown presented for review and consideration approval of revisions to the ATCOG Accounting Policies and Procedures.

Motion to approve was made by Mr. Norton and seconded by Mr. Moore. It was approved

Item 17. Mr. Chris Brown presented for review and consideration authorizing the Executive Director to enter into a contract to complete renovations at the Paris office building.

Due to ongoing discussions, Mr. Brown deferred review and approval for Paris office renovations at a later date. No action is required at this time.

#### **Other Business**

Item 18. Mr. Stephen McLemore, Owner/Operator of Ark-La-Tex Processing in Linden, Cass County, Texas, provided a presentation regarding proper scrap tire disposal.

Item 19. Judge Williamson presented Honorable Brian Lee with a plaque for his years of service on the ATCOG Board of Directors and Executive Committee.

Item 20. Judge Brian Lee presented Honorable L.D. Williamson a plaque for his years of service on the ATCOG Board of Directors and Executive Committee.

#### **Announcements**

The NADO Washington Policy Conference will be held March 12<sup>th</sup> – 15<sup>th</sup>. This is a great time to visit with our House and Senate members and their staff. A draft agenda was provided in the packet.

The next ATCOG Executive Committee meeting will be held Thursday, January 26, 2023, at 10:00 a.m., at the Northeast Texas Small Business Development Center (SBDC), 2nd Floor, located at 105 North Riddle Avenue, Mt. Pleasant, Texas, and via teleconference/webinar.

With no further announcements, a motion to adjourn the meeting was made by Judge Lee and seconded by Mr. Norton. The meeting adjourned.

#### **EXECUTIVE COMMITTEE MEMBERS PRESENT**

Bobby Howell, Judge, Bowie County  
Brandon Bell, Judge, Lamar County  
Brian Lee, Judge, Titus County  
Robert Newsom, Judge, Hopkins County  
Scott Norton, Executive Director/CEO, TexAmericas Center  
Doug Reeder, Judge, Morris County  
Ann Rushing, Mayor, City of Clarksville  
L.D. Williamson, Judge, Red River County

#### **ATCOG BOARD MEMBERS PRESENT**

Mary Hart, Councilwoman, City of Texarkana, Texas  
Ronald Humphrey, Mayor, City of New Boston  
George Moore, Texarkana College  
Harold Nash, Councilman, City of Sulphur Springs  
Mihir Pankaj, Councilman, City of Paris  
Lynn Reynolds, Mayor, City of Linden  
Gary Spraggins, Councilman, City of Sulphur Springs  
Lowell Walker, Mayor, City of DeKalb


#### **GUESTS PRESENT**

Gaye Beard, Office of United States Representative Pat Fallon

Dan Boyles, DeKalb, Texas  
Brenda Davis, Guest  
Reece DeWoody, Office of United States Senator John Cornyn  
Wayne Dial, City of New Boston  
Jo Anne Gray, Texarkana MPO  
Virginia Hannan, Office of United States Representative Pat Fallon  
Stephen McLemore, ArkLaTex Tire Processing  
Sharon Pipes, Guest  
Ray Wilson, Office of Texas State Senator Bryan Hughes

STAFF MEMBERS PRESENT


Rea Allen, 9-1-1 Program Director  
Chris Brown, Executive Director  
Whitney Fezell, Homeland Security Coordinator  
Patricia Haley, Criminal Justice Coordinator  
Melody Harmon, Economic Development Director  
Mae Lewis, Housing Director  
Toni Lindsey, Regional Development Director  
Marla Matthews, Executive Assistant  
Leslie McBride, Human Resources Director  
Paul Prange, Environmental Resources Coordinator  
Debbie Purifoy, Compliance and Purchasing Officer  
Claude Ramsey, IT Director  
Sheena Record, Transportation Coordinator  
Lisa Reeve, Area Agency on Aging Director  
Mary Beth Rudel, Deputy Director  
Melinda Tickle, Finance Director  
Veronica Williams, Transportation Planner

  
Bobby Howell (Mar 30, 2024 13:04 CDT)

---

Bobby Howell, President  
Board of Directors  
Ark-Tex Council of Governments

ATTEST:

  
\_\_\_\_\_

**MINUTES**  
**ARK-TEX COUNCIL OF GOVERNMENTS EXECUTIVE COMMITTEE MEETING**  
**April 27, 2023**

The Ark-Tex Council of Governments (ATCOG) Executive Committee met at 10:00 a.m., Thursday, April 27, 2023, at the Northeast Texas Small Business Development Center (SBDC), 2<sup>nd</sup> Floor, located at 105 North Riddle Avenue, Mount Pleasant, Texas, and via teleconference/webinar.

Item 1. Bobby Howell, Judge, Bowie County, called the meeting to order.

Item 2. Kent Cooper, Judge, Titus County, gave the invocation.

Item 3. Public Comment.

No member of the public made a comment.

Item 4. Chris Brown, Executive Director, presented the following consent agenda items:

- Approval of the minutes as submitted for the ATCOG Executive Committee meeting held Thursday, February 23, 2023.
- Acceptance of the minutes as submitted for the ATCOG Homeland Security Advisory Committee meeting held Thursday, November 17, 2022, and Thursday, February 16, 2023.
- Acceptance of the minutes as submitted for the ATCOG Regional Criminal Justice Advisory Committee (RCJAC) meeting held Tuesday, March 28, 2023, and Wednesday, April 5, 2023.

Motion to approve was made by Scott Lee, Judge, Franklin County, and seconded by Doug Reeder, Judge, Morris County. It was approved.

**Review and Comment**

Item 5. Mr. Brown presented, for information only, the Executive Director Report. He reviewed the indirect finance reports and provided updates and statistics for ATCOG Programs.

Mr. Brown introduced Ms. Mary Wormington, ATCOG's new Housing Program Director, to the Executive Committee.

**Executive Closed Session**

Item 6. Judge Howell announced that the Open Session would recess and go into Executive Closed Session as allowed in the Texas Open Meeting Act, Section 551.074, discussion of personnel matters regarding the Operations Coordinator.

**Open Session/Regular Business**

Item 7. The Executive Committee reconvened in Open Session. No action was taken on Item 6 during the Executive Closed Session.



- Item 8. Mr. Brown presented for review and consideration approval of the revised FY2023 Indirect Rate as recommended by Texas Health and Human Services (HHS).

The ATCOG Board of Directors approved an Indirect Rate of 23.15% at the September Board meeting when the FY2023 Financial Workplan was presented. ATCOG had requested HHS to review the indirect rate calculations and provide feedback. Upon review, HHS recommended a revised indirect cost rate of 26.27%.

Motion to approve was made by Judge Lee and seconded by John Sellers, Mayor, City of Sulphur Springs. It was approved.

- Item 9. Mr. Brown presented for review and consideration approval of the utilization of ATCOG's indirect cost rate for ATCOG employees working on behalf of the Texarkana Urban Transit District (TUTD).

TUTD piggybacks on ATCOG's indirect cost rate because ATCOG has signed a contract with TUTD to provide service.

Motion to approve was made by Judge Lee and seconded by Mayor Sellers. It was approved.

- Item 10. Mr. Brown presented for review and consideration approval of authorizing the Executive Director to enter into a contract with Concord Commercial Services, Inc., not to exceed \$525,000, to complete renovations at the Paris office building.

Motion to approve was made by Mayor Sellers and seconded by Judge Lee.

- Item 11. Ms. Roni Williams presented for review and approval of the purchase of one (1) Dodge Ram ProMaster 3500 vehicle for the ATCOG Transportation Program.

Motion to approve was made by Judge Lee and seconded by Mayor Sellers. It was approved.

- Item 12. Ms. Roni Williams presented for review and consideration approval of the purchase of two (2) ADA Minivans for ATCOG expansion of Non-Emergency Medical Transportation.

Motion to approve was made by Judge Lee and seconded by Judge Reeder. It was approved.

- Item 13. Ms. Patricia Haley presented for review and approval of the priorities and recommendations established by the Regional Criminal Justice Advisory Committee (RCJAC) concerning projects being submitted to the Office of the Governor Criminal Justice Division for funding consideration.

The RCJAC met on March 28, 2023, and applicants gave a brief presentation about their project. Applications were scored, and the RCJAC had a follow-up meeting on April 5, 2023, to review the scoring results and discuss/determine funding recommendations for all funding categories. Ms. Haley presented the projects and their scores.

Motion to approve was made by Mayor Sellers and seconded by Judge Lee. It was approved.

- Item 14. Ms. Mary Beth Rudel presented for review and consideration approval of the removal of a current signature authority for Guaranty Bank and Trust.

At the ATCOG Board of Directors' meeting in March 2023, revisions to the ATCOG policies were approved. The revisions included removing the ATCOG Finance Director as a signature authority to ensure better controls. Guaranty Bank has requested a resolution to reflect the approval of the signature authority removal.

Motion to approve was made by Judge Lee and seconded by Mayor Sellers. It was approved.

- Item 15. Ms. Patricia Haley presented for review and consideration the adoption of a resolution authorizing recognition of National Police Week.

The President of the United States has historically acknowledged May 15 of each year as Peace Officers Memorial Day and the week in which it falls as National Police Week. National Police Week will be recognized May 14 – 20, 2023.

Motion to approve was made by Judge Lee and seconded by Mayor Sellers. It was approved.

- Item 16. Ms. Lisa Reeve presented for review and consideration the adoption of a resolution authorizing recognition of Older Americans' Month.

The President of the United States has historically acknowledged the month of May as Older Americans Month.

Motion to approve was made by Judge Lee and seconded by Judge Reeder. It was approved.

#### **Other Business**

- Item 17. Ms. Patricia Haley presented the Computerized Criminal History (CCH) update for information only.

#### **Announcements**

Judge Howell announced that the Texas Department of Transportation (TxDOT) will host a meeting regarding *Connecting Texas 2050*, the ongoing update to the statewide long-range transportation plan, at the TxDOT Paris District office, with a Microsoft Teams link available, on Tuesday, May 2, 2023, from 9:00 to 10:30 a.m. An in-person public meeting will be held that evening starting at 5:30 p.m. at a location within the TxDOT district.

Judge Howell announced that the U.S. Department of Agriculture (USDA) had announced the availability of \$20 million to deliver broadband technical assistance resources for rural communities and to support the development and expansion of broadband cooperatives. Broadband Technical Assistance Program

Judge Howell stated that a Workforce CEOs meeting would be held immediately following this meeting. Judges, please reconvene at the front of the room or remain on Zoom. All others, please move into the hallway or exit the Zoom meeting.

Judge Howell announced that the next ATCOG Executive Committee meeting would be held on May 25, 2023, at 10:00 a.m., at the Northeast Texas Small Business Development Center (SBDC), 2<sup>nd</sup> Floor, 105 North Riddle Avenue, Mt. Pleasant, Texas, as well as via teleconference/webinar.

With no further business, Judge Howell adjourned the meeting.

#### **EXECUTIVE COMMITTEE MEMBERS PRESENT**

Bobby Howell, Judge, Bowie County

Scott Lee, Judge, Franklin County

Robert Newsom, Judge, Hopkins County

Travis Ransom, Judge, Cass County

Doug Reeder, Judge, Morris County  
Marc Reiter, Mayor, City of Hooks  
Ann Rushing, Mayor, City of Clarksville  
John Sellers, Mayor, City of Sulphur Springs

ATCOG BOARD MEMBERS PRESENT


Kent Cooper, Judge, Titus County  
Rosina Duckworth, Mayor Pro Tem, City of Cumby  
Juan Duenez, Mt. Pleasant Independent School District  
Shannon McGuire, Paris Junior College

GUESTS PRESENT

April Corbit, Workforce Solutions Northeast Texas  
Reece DeWoody, Office of United States Senator John Cornyn  
Sherie Houff, Texas Department of State Health Services  
Ryan Jewell, McKinstry  
ReaDonna Jones, Texarkana Metropolitan Planning Organization  
Katie Martin, Texas Department of Transportation  
Calvin Nicholson, Texas Department of State Health Services  
KiAnn Richardson, Workforce Solutions Northeast Texas  
Randy Reed, Workforce Solutions Northeast Texas

STAFF MEMBERS PRESENT

Rea Allen, 9-1-1 Director  
Chris Brown, Executive Director  
Whitney Fezell, Homeland Security Coordinator  
Patricia Haley, Criminal Justice Coordinator  
Melody Harmon, Economic Development Director  
Toni Lindsey, Regional Development Director  
Marla Matthews, Executive Assistant  
Leslie McBride, Human Resources Director  
Debbie Purifoy, Compliance and Purchasing Officer  
Lisa Reeve, Area Agency on Aging Director  
Mary Beth Rudel, Deputy Director  
Melinda Tickle, Finance Director  
Roni Williams, Transportation Planner  
Bobby Williams, Transportation Operations Manager  
Mary Wormington, Housing Director

  
\_\_\_\_\_  
Bobby Howell, President  
Board of Directors  
Ark-Tex Council of Governments

ATTEST:

R. Travis Ransom

R. Travis Ransom (May 30, 2023 13:41 CDT)

## **ATCOG Human Services Transportation Coordination Plan**

**Date:** Wednesday, August 17, 2022 • 10:00 am

**Location:** Texarkana TX, Paris TX and Zoom

---

## **AGENDA**

---

- Welcome
- Review Meeting Agenda
- Introductions Texarkana, Paris and Zoom
- Approve minutes from last Steering Committee meeting
- Goals
- Project Overview
- Transportation Gap Analysis
- Public Transportation Survey Results
- Summary/Next Steps:
- Update New Paris office
- Questions & Discussion:
- Schedule Next meeting
- Adjourn

**Minutes**  
**Ark-Tex Regional Coordination**  
**Steering Committee Meeting**  
**Ark-Tex Council of Governments, 4808 Elizabeth Street, Texarkana, TX**  
**August 17, 2022**

- Item 1 - Veronica Williams, ATCOG Transportation Planner, called the meeting to order at 10:15 a.m. Veronica Williams, asked the Committee members to introduce themselves, including those via conference call from the Paris office.
- Item 2 - Veronica Williams, Transportation Planner, briefed and ask for approval of minutes from last meeting, 1<sup>st</sup> motion to approve Pam Durham, ATCOG Transportation Technician, 2<sup>nd</sup> motion was by Sheena Record, ATCOG Transportation Coordinator.
- Item 3 - Veronica Williams, Transportation Planner, introduced the 5-year Plan, 2021 ATCOG Human Services Coordination Transportation Plan, by reviewing the goals and the project overview to the ones in attendant. HSCTP will be working with Alliance Transportation Group out Austin, Texas.
- Item 4 - Sheena Record, Transportation Coordinator, announced the news of the new permanent home for the Paris Office, along with a transfer station for the Paris Metro. This is made possible by Cares Act Funding.
- Item 5 - Sheena Record, Transportation Coordinator, touched on a route study coming next month for the Paris Metro routes, data will be collected with feedback from the community and ridership from this study.
- Item 6 - Partner Agency Discussion was opened up to the Steering Committee members. Roni announced the next date for quarterly steering Committee would be on November 9<sup>th</sup>, 2022.
- Item 7 - Motion for adjournment, 1<sup>st</sup> motion by Pam Durham, Transportation Technician, 2<sup>nd</sup> motion by Cody Howard, CEO of Mission Texarkana.

## In Person

## Zoom attendance

[illegible]

# PARIS UPDATES

## **Sheena – Update on building....**

The new building will provide a permanent, visible, and safe location for Paris ATCOG staff and passengers located at 1610 Clarksville St, Paris, T.X. 75460.

## **Sheena – Update on Route Study.....**



## **ATCOG Human Services Transportation Coordination Plan**

**Date:** Wednesday, November 9th, 2022 • 10:00 am

**Location:** Texarkana TX, Paris TX and Zoom

---

## **AGENDA**

---

- Welcome
- Review Meeting Agenda
- Purpose of the Steering Committee Meetings
- Introductions Texarkana, Paris and Zoom
- Approve minutes from last Steering Committee meeting
- In Motion-One on one with the Passengers- Bus Rides
- “Your Feedback Matters, You Matter!!” Video
- Project Overview- Continued goals
- Summary/Next Steps:
- Update New Paris office /Update on Route Study for Paris Metro
- Questions & Discussion:
- Schedule Next meeting
- Adjourn



**Minutes**  
**Ark-Tex Regional Coordination**  
**Steering Committee Meeting**  
**Ark-Tex Council of Governments, 4808 Elizabeth Street, Texarkana, TX**  
**November 9, 2022**

- Item 1 - Veronica Williams, ATCOG Transportation Planner, called the meeting to order at 10:10 a.m. Veronica Williams started off with introductions with the members in attendance, including those via conference call from the Paris office.
- Item 2 - Veronica Williams, Transportation Planner, read minutes from the previous meeting and ask for approval of minutes, 1<sup>st</sup> motion to approve Sheena Record, ATCOG Transportation Coordinator, 2<sup>nd</sup> motion was by Pam Durham, ATCOG Transportation Technician.
- Item 3 - Veronica Williams, Transportation Planner, engaged the group on a “In Motion One on One” Bus rides with the passengers.
- Item 4 - Veronica Williams, Transportation Planner, shared a video with the committee members from Trax last Quarterly meeting, “Your Feedback Matters II, You Matter” -video.
- Item 5 – Veronica Williams, Transportation Planner, touched on continued goals for ATCOG Coordinated Human Services Transportation Plan.
- Item 6 - Sheena Record, ATCOG Transportation Coordinator, updated the committee members on the new Paris Office, Paris Metro Route Study.
- Item 7- Veronica Williams, Transportation Planner, opened the floor up for feedback and discussions from committee members.
- Item 8 - Motion for adjournment, 1<sup>st</sup> motion by Marcia Austin, Texarkana Resources, 2<sup>nd</sup> motion by Pam Durham, Transportation Technician. Next meeting will be held on February 15, 2023.



**TEXARKANA** (OR) **PARIS**

## Sign in Sheet -Quarterly Steering Committee Meeting

Wednesday November 9, 2022 10:00 a.m.-11:00 a.m.

### In-Person

Name	Organization	email address
Pam Durham	ATCOG Trax	pdurham@atcog.org
Amelia Yowell	TxDOT	amelia.yowell@txdot.gov
Penny Everett	EXPRESS Employment	penny.everett@expressus.com
Marcia Antr	Texarkana Resources	maustin@texarkanaresources.org
Veronica Williams	Texarkana ATCOG	veronica.williams@atcog.org

### Zoom- (List attendees)

Name	Organization	email address



TEXARKANA

(OR)

PARIS

## Sign in Sheet -Quarterly Steering Committee Meeting

Wednesday November 9, 2022 10:00 a.m.-11:00 a.m.

### In-Person

Name	Organization	email address
Shirena Record	ATCOG	Srecord@atcog.org

### Zoom- (List attendees)

Name	Organization	email address

# PARIS UPDATES

## **Sheena – Update on building....**

The new building will provide a permanent, visible, and safe location for Paris ATCOG staff and passengers located at 1610 Clarksville St, Paris, T.X. 75460.

## **Sheena – Update on Route Study.....**



## **ATCOG Human Services Transportation Coordination Plan**

Date: Wednesday, February 15, 2023 • 10:00 am

Location: Texarkana TX, Paris TX and Zoom

---

## **AGENDA**

---

- Welcome
- Introduction to ATCOG project TEAM
- Review Meeting Agenda
- Introductions Texarkana, Paris and Zoom Audience
- Announce and Approve minutes from last Steering Committee meeting
- “Why are we here?” Opportunity to streamline coordination
- “Community Engagement” -TRAX short Survey -on site visits-community partners
- New Software for the Buses
- Medicaid- Non-Emergency Medical Transportation
- Update New Paris office /Update on Route Study for Paris Metro
- Questions & Discussion:
- Schedule Next meeting -May 17<sup>th</sup> 2023
- Adjourn

## **Minutes**

### **Ark-Tex Regional Coordination**

#### **Steering Committee Meeting**

**Ark-Tex Council of Governments, 4808 Elizabeth Street, Texarkana, TX**

**February 15, 2023**

- Item 1 - Veronica Williams, ATCOG Transportation Planner, called the meeting to order at 10:09 a.m. Veronica Williams started off with introductions with the members in attendance, including those via conference call from the Paris office.
- Item 2 - Veronica Williams, Transportation Planner, read minutes from the previous meeting and ask for approval of minutes, 1<sup>st</sup> motion to approve Sheena Record, ATCOG Transportation Coordinator, 2<sup>nd</sup> motion was by Patrick Cox, T-Line, Administrative/Maintenance Coordinator.
- Item 3 - Veronica Williams, Transportation Planner, engaged the group on “Why are we here”. Importance of our steering committee meetings, needs of service, barriers to service delivery, opportunities to streamline coordination, as well as finding other stakeholders and community partners.
- Item 4 - Veronica Williams, Transportation Planner, touched on “community engagement”, one on one time with the passengers, her “ride-along”, as well as introducing a “5 question survey”-your opinion matters, on site visits with stakeholders and community partners. She will also be visiting the Workforce centers in Texarkana, Mt. Pleasant, and Paris.
- Item 5 - Veronica Williams, Transportation Planner, touched on the new Software Ecolane purchase. She also touched on the Non-Emergency Medical Service purchase of 6 Medicaid Vans, to help transport Medicaid recipient’s with Transportation needs, more information coming on it.
- Item 6 - Sheena Record, ATCOG Transportation Coordinator, updated the committee members on the new Paris Office, Paris Metro Route Study.
- Item 7- Veronica Williams, Transportation Planner, opened the floor up for feedback and discussions from committee members.
- Item 8 - Motion for adjournment, 1<sup>st</sup> motion by Sheena Record, ATCOG Transportation Coordinator, 2<sup>nd</sup> motion by Patrick Cox, T-Line Administrative/Maintenance Coordinator. Next meeting will be held on May 17th, 2023.

## ATCOG Human Services Transportation Coordination Plan

Date: Wednesday, May 17, 2023 • 10:00 am

Location: Texarkana TX, Paris TX and Zoom

---

# AGENDA

---

- Welcome
- Review Meeting Agenda
- Purpose of the Steering Committee Meetings
- Introductions Texarkana, Paris and Zoom
- Approve minutes from last Steering Committee meeting
- Transportation Communication and Upgrades
- Medicaid Project Overview- Continued goals
- Update New Paris office /Update on Route Study for Paris Metro
- Questions & Discussion:
- Schedule Next meeting
- Adjourn



TEXARKANA (OR) PARIS

## Sign in Sheet -Quarterly Steering Committee Meeting

Wednesday, May 17, 2023 10:00 a.m.-11:00 a.m.

### In-Person

Name	Organization	email address
Roni Williams	ATCOG	VeronicaWilliams@atcog.org
Jane Durham	ATCOG	pdurham@atcog.org
Marcia Clark	Texarkana Resources	maustim@texarkanaresources.org
Ahn Hobbs	Texarkana Resources	ahobbs@texarkanaresources.org
Amanda Yowell	TxDOT	amanda.yowell@txdot.gov

Name	Organization	email address





TEXARKANA (OR) **PARIS**

## Sign in Sheet -Quarterly Steering Committee Meeting

Wednesday, May 17, 2023 10:00 a.m.-11:00 a.m.

### In-Person

Name	Organization	email address
<i>Shenequa Beccord</i>	<i>ATCOG</i>	<i>S.beccord@atcog.org</i>
<i>Dede Faskin</i>	<i>RAM</i>	<i>dedefaskin@yahoo.com</i>
<i>Jenny Wilson</i>	<i>United Way</i>	<i>jenny.wilson@lamarcovw.org</i>

Name	Organization	email address

## **Minutes**

### **Ark-Tex Regional Coordination**

#### **Steering Committee Meeting**

**Ark-Tex Council of Governments, 4808 Elizabeth Street, Texarkana, TX**

**May 17, 2023**

- Item 1 - Roni Duran, ATCOG Transportation Planner, called the meeting to order at 10:05 a.m. Veronica Williams, asked the Committee members to introduce themselves, including those via conference call from the Paris office.
- Item 2 - Roni Duran, ATCOG Transportation Planner, began the meeting with information that was discussed in the previous meeting, such as goals for the steering committee, the new scheduling software (Ecolane), in addition to Trax partnering with Medicaid to provide transportation throughout the nine counties of operation.
- Item 3 - Roni Duran, ATCOG Transportation Planner, ask for the approval of the minutes from last meeting held, 1<sup>st</sup> motion to approve Sheena Record, ATCOG, Transportation Coordinator, 2<sup>nd</sup> motion was by Pam Durham, ATCOG Transportation Technician.
- Item 4 - Roni Duran, ATCOG Transportation Planner, brought to the table about engaging in communication between the agencies. Also spoke on the features that Ecolane has, such as the IRV system which sends automated calls to the passengers and in the process of creating online application for clients to create a trip.
- Item 5 – Roni Duran, ATCOG Transportation Planner, updated everyone in attendance on the non-emergency medical transportation that will take place in the coming months ahead. Eight new buses have been purchased and are on the way for the Medicaid transportation.
- Item 6 - Sheena Record, ATCOG, Transportation Coordinator, informed the committee members on the update for the new building in Paris for the Trax & Paris Metro offices. The Paris Metro Route Study will consist of two 1-hour routes and new Paris Metro route maps.
- Item 7- Roni Duran, ATCOG, Transportation Planner, opened the floor for questions and feedback from the committee members in attendance.
- Item 8 - Next Steering Committee will be set on August 16, 2023 from 10am-11am. Motion for adjournment, 1<sup>st</sup> motion by Patrick Cox, Administration and Maintenance Coordinator with T-Line, 2<sup>nd</sup> motion by Marica Austin, Chief Operations Office with Texarkana Resources.

# PARIS UPDATES

## **Sheena – Update on building....**

The new building will provide a permanent, visible, and safe location for Paris ATCOG staff and passengers located at 1610 Clarksville St, Paris, T.X. 75460.

## **Sheena – Update on Route Study.....**









# Paris Metro



## ATCOG Paris Metro Public survey for route study

**August-December 2022**

1. What time of day do you Ride Paris Metro the most?

- (A) 6:30 am - 9:30 am
- (B) 10:00 am – 1:00 pm
- (C) 1:30 pm – 4:30 pm
- (D) 5:00 pm – 6:30 pm

2. What route do you ride the most?

- (A) Route 1
- (B) Route 2
- (C) Route 3
- (D) Route 4

3. How often do you ride Paris Metro?

- (A) Daily
- (B) Weekly
- (C) Other \_\_\_\_\_

4. What Paris Metro Stop do you visit frequently? (Example Wal-Mart or Lamar & 16<sup>th</sup> S.E.)

---

5. **Because your Opinion Matters...**if you could add a Paris Metro stop where would it be located?

---

6. **Because your Opinion Matters...**if you could remove a stop, where would the stop be removed from the Route on Paris Metro, if any?

---

Please use this space for your thoughts, concerns and comments:

---

---

---

---

---

---

---

---

---

---

***Thanks for taking time out to do our Survey!!!***

# THE PARIS NEWS

P.O. Box 1078  
Paris, TX 75461  
903-785-8744

**Proof**

**Date: 01/06/23**

**User: DLARUE**

Date: 01/06/23  
Account: 11793  
Name: Mary Beth Rudel  
Company: Ark-Tex Council Of Governments  
Telephone: (903) 255-3520  
Email: mrudel@atcog.org

Ad Taken By: DLARUE  
Sales Person: Debra LaRue  
Phone: (903) 785-6939  
Email: debra.larue@theparisnews.com

Ad ID: 1078125  
Size: 1x3.528  
# of Lines: 31  
Ad Cost: \$228.48  
PO Number:  
Publication: The Paris News, TheParisNews.com  
Publish Date: 01/10/23, 01/15/23

***\*Please proofread the ad\****  
***For any corrections or changes,***  
***contact your media representative.***

**We Appreciate Your Business!**  
**Thank You!**

## Paris Metro



The Ark-Tex Council of Governments invites you to participate in a public meeting to discuss future changes to the Paris Metro route system.

Why: Because your feedback matters!

Where: Paris Metro Office lobby @240 10th Street S. E. bldg, Paris, TX

When: January 18th @ 10:00 a.m. or January 19th @ 3:00 p.m.

For further information please contact:  
Sheena Record  
Transportation Coordinator  
903-255-3570

*Approved*



# THE PARIS NEWS

P.O. Box 1078  
Paris, TX 75461  
903-785-8744

Date: 01/06/23  
Account: 11793  
Name: Mary Beth Rudel  
Company: Ark-Tex Council Of Governments  
Telephone: (903) 255-3520  
Email: mrudel@atcog.org

Ad Taken By: DLARUE  
Sales Person: Debra LaRue  
Phone: (903) 785-6939  
Email: debra.larue@theparisnews.com

Ad ID: 1078128  
Size: 1x3.75  
# of Lines: 33  
Ad Cost: \$242.25  
PO Number:  
Publication: The Paris News, TheParisNews.com  
Publish Date: 01/10/23, 01/15/23

***\*Please proofread the ad\****  
***For any corrections or changes,***  
***contact your media representative.***

**We Appreciate Your Business!**  
**Thank You!**

**Proof**

**Date: 01/06/23**

**User: DLARUE**

## Paris Metro



El Consejo de Gobiernos de Ark Tex lo invita a participar en una reunion publica para discutir futuros cambios en el sistema de rutas del Metro de Paris.

Porque: sus comentarios son importantes

Donde: el vestibulo de la oficina de Paris Metro en 240 10th street, edificio sureste de Paris, Texas

Sera el 18 de enero a las 10 a.m. o el 19 de enero a las 3 p.m. Para mas informacion, por favor pongase en contacto con el coordinador de transporte de Sheena Record 903-255-3470.

*Approved*

# Paris Metro



The Ark-Tex Council of Governments invites you to participate in a public meeting to discuss future changes to the Paris Metro route system.

Why: Because your feedback matters!

Where: Paris Metro Office lobby @240 10<sup>th</sup> Street S. E. bldg,  
Paris, TX

When: January 18<sup>th</sup> @ 10:00 a.m. or January 19<sup>th</sup> @ 3:00 p.m.

For further information please contact:

Sheena Record

Transportation Coordinator

903-255-3570

# Paris Metro



El Consejo de Gobiernos de Ark Tex lo invita a participar en una reunion publica para discutir futuros cambios en el sistema de rutas del Metro de Paris.

Porque: sus comentarios son importantes

Donde: el vestibulo de la oficina de Paris Metro en 240 10<sup>th</sup> street, edificio sureste de Paris, Texas

Sera el 18 de enero a las 10 a.m. o el 19 de enero a las 3 p.m.

Para mas informacion, por favor pongase en contacto con el coordinador de transporte de Sheena Record

903-255-3470.

## **ATCOG Paris Metro Route Study Public meeting**

Date: Wednesday, January 18, 2023 • 10:00 am

Location: 240 10<sup>th</sup> st Paris, T.X 75460

---

## **AGENDA**

---

- Welcome
- Review Meeting Agenda
- Purpose of the Paris Metro Route Study
- Introductions Paris and Zoom
- Project Overview- Continued goals
- Summary/Next Steps:
- Update New Paris office
- Questions & Discussion:
- Announce Schedule Next meeting
- Adjourn

# Section 3 Presentation

## ATCOG/NETEDD

Cities or Counties that receives Community Development Block Grant funds for:

- Community Development
- Downtown Revitalization/Mainstreet
- FAST Funds
- Planning & Capacity Building

Must Comply With Section 3 Requirements!

## The Community Development Block Grant is funded through:

- U.S. Department of Housing and Urban  
Development

and

- Texas Department of Agriculture

- As a condition of funding, Grant Recipients must comply with Section 3 of the Housing and Urban Development Act of 1968.
- To the greatest extent feasible, Grant Recipients must direct economic opportunities generated by CDBG funds to *low- and very low-income persons*.



In part, this means ensuring that:

- Section 3 Businesses have the information to submit a bid or proposal for the project; and
- Section 3 Workers have information about any available job opportunities related to the project.

For precise definitions, see TxCDBG Policy Issuance 20-01

A company may qualify as a Section 3 Business if:

- it is owned by low-income persons;
- it is owned by Section 8-Assisted housing residents; or
- 75% of all labor hours for the business in a 3 month period are performed by Section 3 Workers

Register at:

- HUD's Section 3 website:  
<https://portalapps.hud.gov/Sec3BusReg/BRegistry/RegisterBusiness>

It is the responsibility of the City or County to make sure that Section 3 companies and/or workers are aware of the project and have the opportunity to bid on or apply for work on a project if job openings exist.

Information can be posted on Websites, Facebook, Courthouse or City Notice Boards, or any community location.

Contractors can register or search for workers at:

- WorkInTexas.gov
- HUD's Section 3 Opportunity Portal  
<https://hudapps.hud.gov/OpportunityPortal/>

The HUD Section 3 Portal will provide specific information relating to your annual income as you complete information.

You may qualify as a Section 3 Worker if:

- Your annual income is below the county threshold for your family size:
- You are a current or recent Youthbuild participant

Section 3 Workers that reside near the project location may also qualify as Targeted Section 3 Workers.

Each project site for a City or County has a specific Section 3 map that relates to their area. The map would need to be included in any postings to show where the project is located and the surrounding area that meets the Section 3 guidelines.

The City or County must track all hours worked on the project based on the categories of workers – there are three.

This will require collection of certain income information relating to the project.



TxCDBG Policy Issuance 20-01

[REVISED Policy Issuance 20-01 Section 3 v1.pdf \(texasagriculture.gov\)](#)

24 CFR Part 75

[Electronic Code of Federal Regulations \(eCFR\)](#)

Section 3 HUD

<https://www.hud.gov/section3>

Section 3 Businesses can search for contracts and register their Section 3 Business

Section 3 Workers search for jobs and training positions & post resumes

[Opportunity Portal](#)

Most of the questions you will have are answered in this document!

<https://www.hud.gov/sites/documents/11SECFAQS.PDF>