

CENTRAL SAVANNAH RIVER AREA
REGIONAL COMMISSION

2016
ANNUAL REPORT



A Regional Commission
CSRA Business
A Area Agency

EXECUTIVE DIRECTOR'S REPORT

CENTRAL SAVANNAH RIVER AREA
REGIONAL COMMISSION

2017

IMPORTANT DATES

JANUARY

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JULY

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AUGUST

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SEPTEMBER

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NOVEMBER

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JANUARY 1

NEW YEAR'S DAY

JANUARY 26

CSRARC BOARD MEETING - 6:30 pm
THOMSON, GA

FEBRUARY 16

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

MARCH 23

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CSRARC OFFICES

CSRARC BOARD MEETING DATES

3626 WALTON WAY EXT. SUITE 300
AUGUSTA, GA 30909

706.210.2000
info@csrarc.ga.gov
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The CSRA Regional Commission actively served its member jurisdictions during FY2016

-
- The Regional Commission successfully moved into its new facility on Walton Way Extension during the fiscal year. The move marked a transition from the Riverwatch Parkway location which the RC occupied for 15 years and places the office in a more centrally located area with easy access to major route corridors in the region.
-
- The Commission's new offices include a training room and two conference rooms. During the year, the Commission dedicated the main conference room to Tim Maund, who served as the Commission's Executive Director from 1962 to 2000. The Tim Maund Conference Room is used by a variety of agencies to convene regional partners as the Commission meets its member jurisdictions' needs.
-
- During FY2016, the CCSP program served 501 clients in the community instead of a nursing facility, saving over \$28 million Medicaid dollars.
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- Community Development staff worked with city and county emergency management and public safety officials to initiate five Hazard Mitigation Plans for McDuffie, Washington, Warren, Wilkes, and Glascock Counties.
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- Planning staff has completed comprehensive plans for the following counties and all contained jurisdictions: McDuffie County, Washington County, and Hancock County and the Cities of Grovetown and Harlem.
-
- Planning staff also successfully completed the Millen, Georgia's Urban Redevelopment Plan which will assist the city in its efforts to receive funding to address issues of infrastructure and housing.
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- The AAA's Nutrition Services Program worked side by side with 21 region wide sites to provide 211,277 congregate and home delivered meals to seniors in the east central Georgia region at a net cost of \$942,402.
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- Planning Staff conducted a "Walk Audit" for Greenbrier Elementary School which provides valuable information to the principal regarding options to improve routes for students and parents travel to and from school.
-
- Economic Development staff continued to provide project consultation, grant writing assistance, and administration of state and federal funding to local governments, and administered more than \$3 million in economic development grant funds for member jurisdictions creating and/or retaining more than 225 jobs.
-
- Community Development staff secured \$2 million in Community Development Block Grant funds for Jenkins and Wilkes Counties and the cities of Wadley and Washington.
-
- The Coordinated Transportation program provided 150,708 one-way trips to 714 consumers for Aging, Department of Labor, Behavioral Health and Developmental Disabilities, and Department of Family and Children Services programs.
-
- For the twenty-second consecutive year, the CSRA RC's Comprehensive Annual Financial Report received the Government Financial Officers Association (GFOA) award for Certificate of Achievement for Excellence in Financial Reporting.
-

This year's Annual Report theme is "Quietly Serving, Quality Driven." The Regional Commission is made up of dedicated staff who perform their jobs professionally on a day-by-day basis. For many, their reward does not come from recognition for the work performed, but from the knowledge that they have helped area residents, local governments and various non-profits. Regional Commission staff understand that the role of the Commission is to provide services to member governments; administer and implement state, local, and federal programs; provide advice and service referrals to the aging and disabled population; and improve the overall quality of life within the region.

Internally, the Commission constantly reviews its operational processes and makes changes as necessary to improve the quality of completed work. Staff attend training programs throughout the year to stay abreast of issues that may impact the region or its local governments. The Commission's staff are recognized for their expertise on a number of topics across the state and nation. Brownfield redevelopment, housing rehabilitation, transportation sales tax implementation, business lending, internal controls and fraud examination, aging service delivery, and economic and workforce development are just a few areas where the Commission's staff excels.

Service Delivery

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

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

In addition, CSRA Business Lending (formerly the CSRA Development Companies) is made up of component units of the CSRA Regional Commission. CSRA Business Lending provides loans to small businesses for a variety of purposes and has operating relationships with the Small Business Administration (SBA), the Economic Development Administration (EDA), and the Department of Agriculture (USDA).

As this year's Annual Report demonstrates, the CSRARC worked on a wide variety of projects during FY2016. This report outlines many of the tasks undertaken and goals achieved during the fiscal year. I encourage you to review it thoroughly so that you can fully appreciate all of the work that the RC is capable of doing for your community.

Sincerely



Andy Crosson,
Executive Director





FINANCE

CENTRAL SAVANNAH RIVER AREA
REGIONAL COMMISSION

2017

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DEPARTMENT OVERVIEW

L. Mack Shealy, CPA, CGFM, COCA
Chief Financial Officer

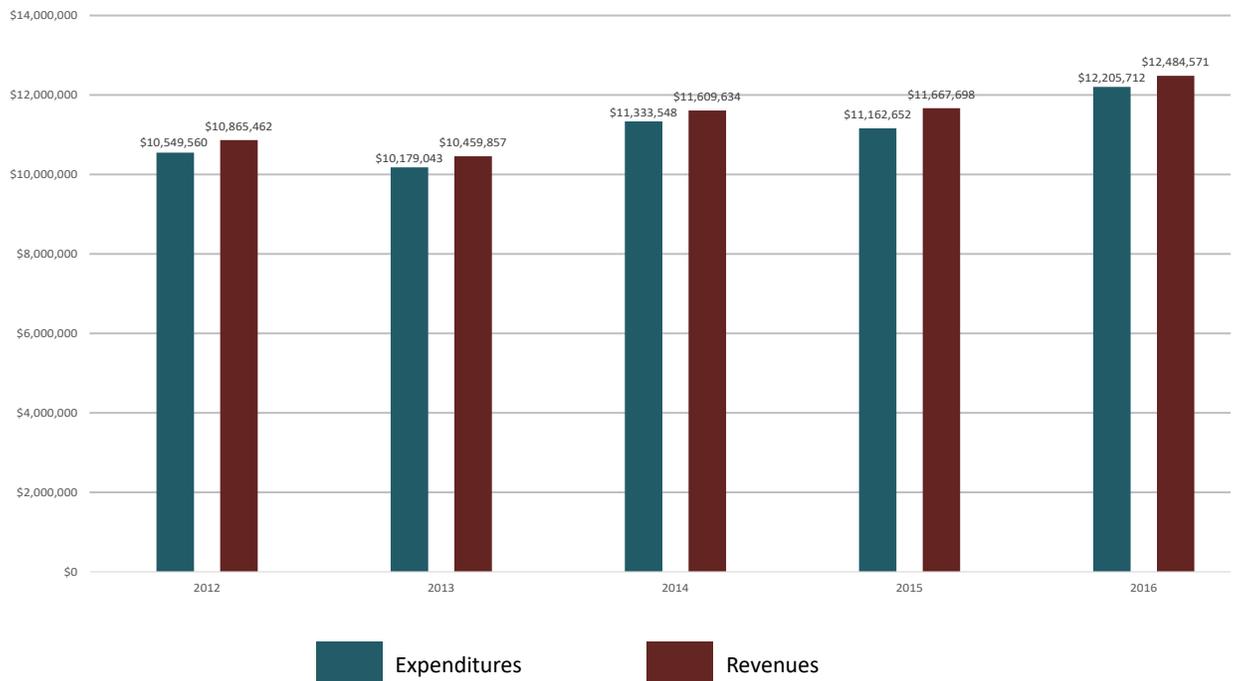


For 22th consecutive year, the CSRA Regional Commission's Comprehensive Annual Financial Report has received the **Government Financial Officers Association (GFOA)** award for Certificate of Achievement for Excellence in Financial Reporting.

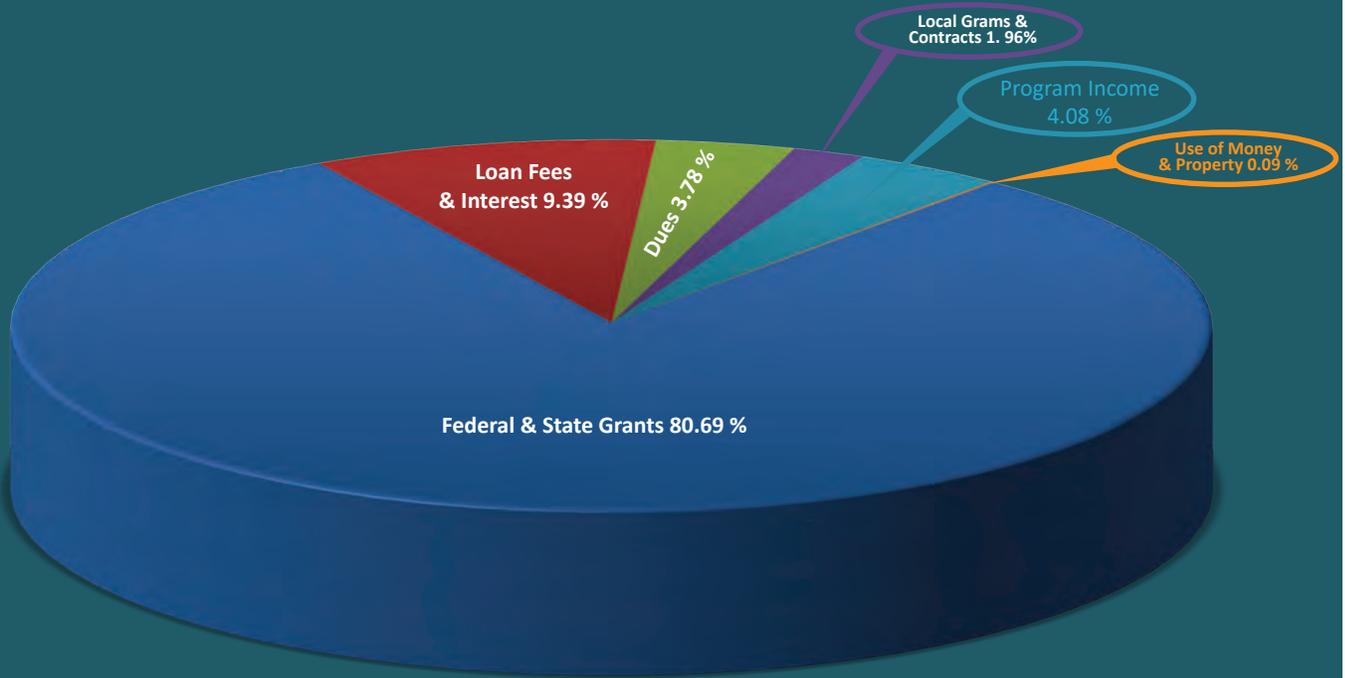
The Department of Finance and Administration manages all internal and external financial activities of the CSRA RC. The Department runs all financial operations required for the day-to-day maintenance of the Commission, such as accounts payable, accounts receivable, payroll, cash management, capital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

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

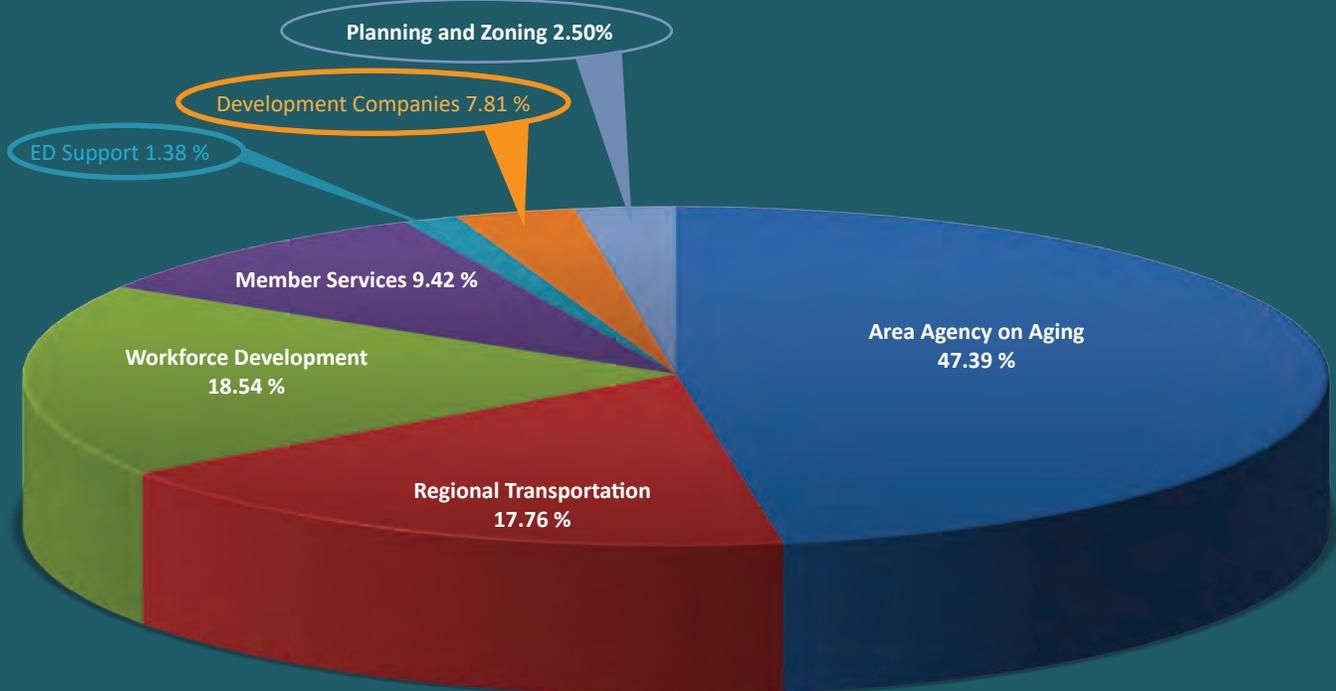
CSRA Regional Commission Financial Summary FY12 -FY16



Total Revenues - FY 2016
\$12,484,571



Total Expenditures - FY 2016
\$12,205,712





COORDINATED
TRANSPORTATION
SYSTEM

CENTRAL SAVANNAH RIVER AREA
REGIONAL COMMISSION

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DEPARTMENT
OVERVIEW

Sherry Utley
Professional Accountant

COORDINATED TRANSPORTATION SYSTEM

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

The CSRA RC served as the primary contractor having sub-contractual agreements with the area transportation service providers. Through these arrangements, the CSRA RC was responsible for

administering the transportation of consumers for AGING, DBHDD, DFCS TANF and GDOL Programs. The CSRA RC's administrative staff solicited potential providers including governmental, private, for-profit, and non-profit operators.

The contract manager was responsible for preparing and submitting proposals and establishing contractual agreements with subcontractors. During FY 2016, the contract manager established contracts with and monitored the operations of each of the eight subcontractors. Throughout the year, technical support and training were provided to subcontractors to ensure that all reports, documents, and correspondence were transmitted and maintained in an accurate, efficient manner.

During the past fiscal year, the CSRA RC's administrative staff **managed contracts totaling \$2,532,536.68** for Burke, Columbia, Glascock, Hancock, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, and Wilkes Counties. **The total number of unduplicated consumers served in Region 7 through the DHS Coordinated System for FY 2016 was approximately 714 for a total of 150,708 one-way trips.** The DHS Coordinated Transportation Contract is comprised of federal, state, and local funding sources.

\$2,532,536.68
Total Contracts

Managed for CSRA
Counties

150,708
One-Way Trips

For 714 unduplicated
consumers

THE FOLLOWING IS A SUMMARY OF LAST YEAR'S EXPENDITURE ACTIVITY:

Local Government	Funding Type(s)	Expenditures
Burke County	SSBG, 5310, State, TANF	\$309,976.65
Columbia County	SSBG, 5310, State, TANF	\$122,895.50
Glascock County	TANF	\$500.00
Hancock County	SSBG, 5310, State, TANF	\$75,605.97
Jenkins County	SSBG, 5310, TANF	\$50,020.00
Lincoln County	SSBG, 5310, TANF	\$11,731.52
McDuffie County	SSBG, 5310, TANF	\$81,726.37
Richmond County	SSBG, 5310, State, TANF	\$962,690.73
Screven County	SSBG, 5310, State, TANF	\$270,394.09
Taliaferro County	SSBG, 5310, TANF	\$5,406.69
Warren County	SSBG, 5310, TANF	\$72,509.12
Washington County	SSBG, 5310, State, TANF	\$568,580.04
Wilkes County	TANF	\$500.00
Total		\$2,532,536.68

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CSRARC OFFICES

MARCH 23

CSRARC BOARD MEETING - 6:30 pm
THOMSON, GA

APRIL 27

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

JUNE 15

CSRARC BOARD MEETING - 6:30 pm
SANDERSVILLE, GA

AUGUST 24

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

SEPTEMBER 28

CSRARC BOARD MEETING - 6:30 pm
THOMSON, GA

OCTOBER 26

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

DECEMBER 7

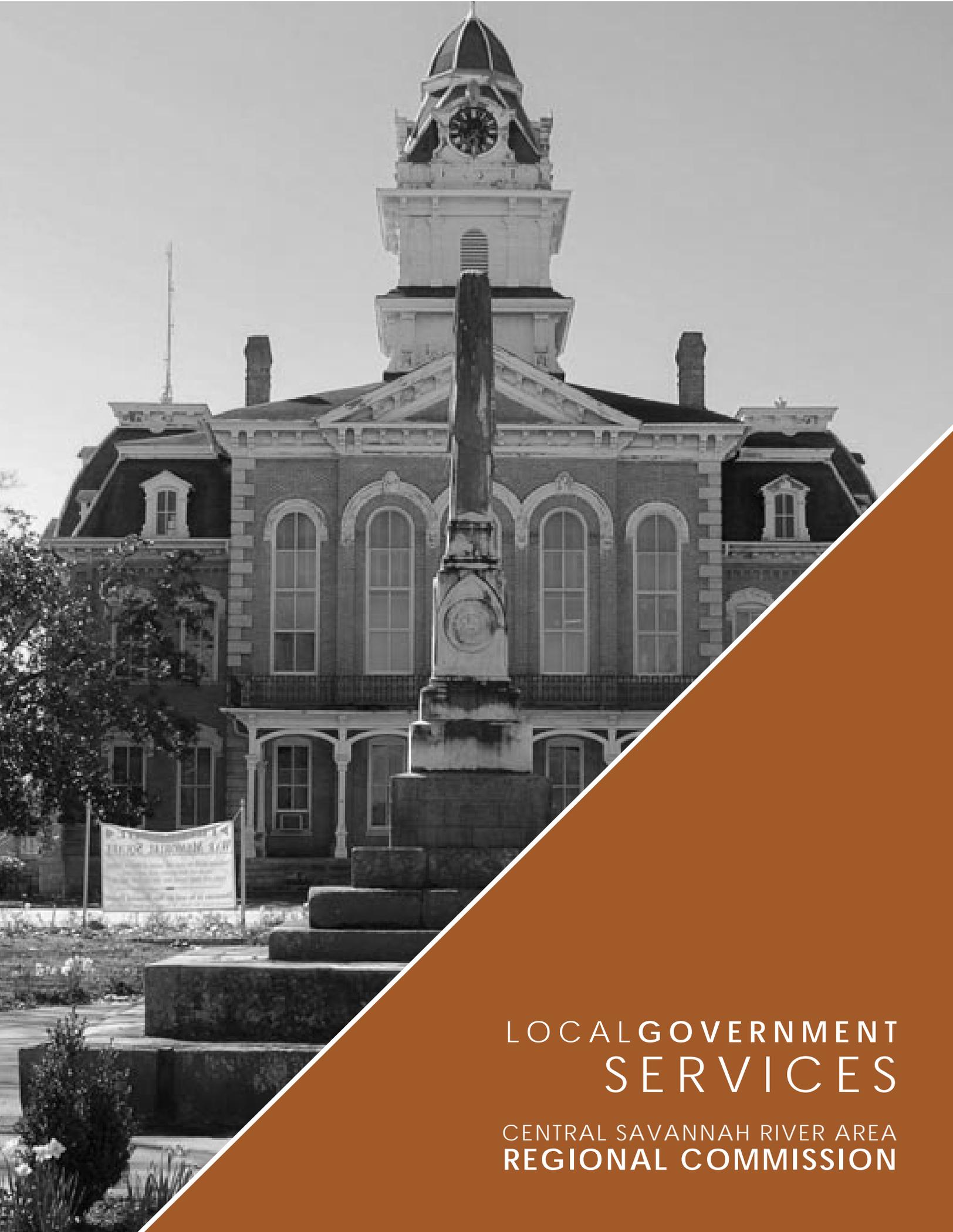
EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

CSRA RC BOARD MEETING DATES

3626 WALTON WAY EXT. SUITE 300
AUGUSTA, GA 30909

706.210.2000
info@csrarc.ga.gov
www.csrarc.ga.gov





LOCAL GOVERNMENT
SERVICES

CENTRAL SAVANNAH RIVER AREA
REGIONAL COMMISSION

DEPARTMENT OVERVIEW

Anne S. Floyd, Director of Local Government Services, Regional Historic Planner
Linda Grijalva, Director of Community Development
Niece Long, Planning and Development Specialist

The Local Government Services department offers a wide variety of services to local governments, citizens and non-profit agencies of the CSRA, including grant preparation and administration (CDBG and Transportation Enhancement primarily), economic development, and historic preservation.

\$4 million

In State and Federal Grants Applied For

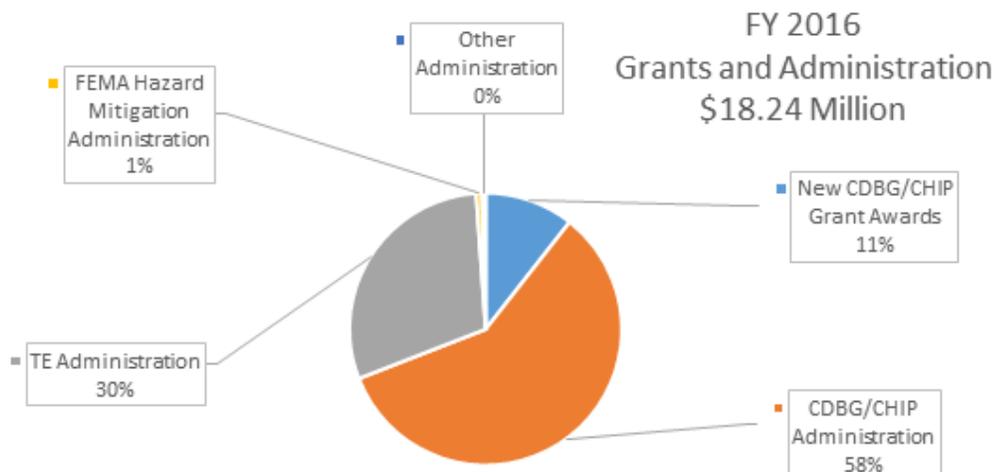
\$14.24 Million

Administering In active Projects

\$18.24 Million

The Regional Commission has applied for & is administering for local jurisdictions

GRANT AWARD HISTORY



COMMUNITY DEVELOPMENT BLOCK GRANTS (\$2 MILLION AWARDED)

In Fiscal Year 2016, eight (8) regular round CDBG applications in the amount of \$4 million were prepared for CSRA local governments by RC staff. All together four (4) Community Development Block Grants (public facility) totaling \$2 million were awarded to member governments. These awards will be made in the RC 2017 Fiscal Year. Local governments will utilize these CDBG funds for the following infrastructure projects to benefit low to moderate-income residents.

\$500,000
Jenkins County

Street Improvements

\$500,000
City of Wadley

Sewer Improvements

\$500,000
City of Washington

Sewer Improvements

\$500,000
Wilkes County

Street Improvements

GRANT ADMINISTRATION

\$7,078,000 in CDBG Grants

Staff Administered 14 CDBG Grants within the CSRA

LGS Staff Administered Grants for:

Jenkins County	City of Millen
Washington County	City of Sandersville
Wilkes County	City of Sardis
City of Davisboro	City of Thomson
Town of Dearing	City of Wadley (two)
City of Lincolnton	City of Washington
City of Louisville	



Before & After 407 Evans Street

GRANT ADMINISTRATION

CHIP ADMINISTRATION

\$2.7 Million
CHIP Grants

Staff Administered Grants
within the CSRA

LGS Staff Administered Grants for:

Taliferro County	City of Sandersville (2)
City of Wrens	City of Thomson
City of Wadley (2)	City of Harlem
City of Washington	City of Millen

TEA-21 ADMINISTRATION (\$4.29 MILLION)

\$4.29 Million

6 Transportation
Enhancement Projects

TEA-21 ACTIVE PROJECT STATUS

City /County	Project	Concept Report	Section 106	Categorical Exclusion	Construction
Columbia County	Trail	Approved	Approved	Approved	ROW
Lincolnton Phase III	Streetscape	Approved	Approved	Approved	ROW
Hancock County	Depot Welcome Center	Approved	Approved	Approved	Underway
Millen Phase III	Streetscape	Approved	Approved	Approved	ROW
Tennille Phase II	Streetscape Depot	Approved	Approved	Approved	ROW
Harlem	Trail	Approved	Approved	-	



FEMA HAZARD MITIGATION PLANS ADMINISTRATION (\$66,000)

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



Updates are underway for the following counties

Burke
Glascocock
Warren
Washington
Wilkes

CITY/COUNTY ADMINISTRATORS WORKING LUNCH

The City/County Administrators Working Lunch is held on the 3rd Thursday of the 2nd month of each quarter at noon. Meetings were hosted by Burke County and the City of Waynesboro (February 18, 2016) the CSRA Regional Commission (November 19, 2015 and March 19, 2016). The August 21, 2015 meeting was cancelled. Grant opportunities and other administrative issues were discussed.

HISTORIC PRESERVATION (\$77,000 ADMINISTERING)

- Assisted with cultural resources section of comprehensive plans for Washington County, Hancock County, Grovetown, and Harlem.
- Administering Wilkes County's DNR/Recreational Trails Grant to construct "War Hill Trail—1779 Battle of Kettle Creek" following the existing .55 mile loop trail. Environmental cleared with archaeological study completed.



- Completed Washington County Tourism Product Development Resource Team for historic preservation with published presentation. Georgia Dept. of Economic Development.
- Georgia Trust for Historic Preservation gave the City of Thomson an "Excellence in Rehabilitation" award for its \$1.5 million project for the Thomson-McDuffie Depot & Streetscape. Attended as team member and grant administrator.

- Section 106 review for property associated with Shoulderbone Mounds, Hancock County.
- Hancock County held its ground-breaking ceremony for the Hancock County Welcome Center Depot, April 26, 2016.
- Hancock County held the grand opening of its Courthouse on August 11, 2016, just two years to the day of the great fire. Many RC staff members attended.
- Served as historic preservation representative for Sandersville Elementary School Asset Mapping workshop. Georgia Dept. of Economic Development
- Speaker, Historic Wrightsborough Foundation Homecoming, telling about the life of the late Dorothy M. Jones, preservationist and tourism director for McDuffie County.
- Assisted with three National Register of Historic Places nominations in Washington and Burke (two) counties.
- RC Historic Preservation Planner serves on the following boards and committees:
 - Chair, Georgia Alliance of Historic Preservation Commissions
 - Trustee Ex-Officio, Historic Augusta, Inc.
 - Member, Endangered Properties Committee of Historic Augusta
 - Member, Advisory Committee, Meadow Garden
 - Ex-officio member Kettle Creek Battlefield Association
- Reviewed 131 early coordination requests for highway, USDA, cell towers, or tax incentive project reports from DNR/HPD or consultants.
- Attended National Trust for Historic Preservation Annual Conference, Washington, D.C. (Nov. 2015)
- Completed Historic Preservation Commission Training, Athens (March 2016)



Hancock County Courthouse Restoration





WARREN COUNTY COURTHOUSE

ECONOMIC WORKFORCE DEVELOPMENT

CENTRAL SAVANNAH RIVER AREA
REGIONAL COMMISSION

2017

IMPORTANT DATES

JANUARY

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JANUARY 1

NEW YEAR'S DAY

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DEPARTMENT OVERVIEW

Stephanie Quattlebaum, Director of Economic and Workforce Development
Jennifer Houston, Assistant Workforce Director
Kiki Murray, Program Coordinator
Lisa Bryant, Program Coordinator

ECONOMIC DEVELOPMENT ACTIVITIES

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



TASKS PERFORMED BY STAFF FOR MEMBER JURISDICTIONS

- Site Selection and Initial Consultations
- Proposed development initiatives
- Project Management Services
- Business Retention Activities
- Adult and Youth Workforce Training

AUGUSTA REGIONAL DEVELOPMENT ALLIANCE

The Augusta Regional Development Alliance (ARDA) is a council of the Chambers of Commerce and other economic development organizations throughout the CSRA. ARDA provides a forum for discussion and the joint pursuit of economic marketing, professional training and enrichment, and other special development related projects. During FY2016, ARDC hosted two events for project managers. ARDC also continues to work on the identification and development of multi-county industrial parks to take advantage of the skilled workforce and affordable living associated with this region.



CSRA UNIFIED DEVELOPEMTN AUTHORITY

The UDA is a joint development authority consisting of 13 counties in the CSRA. This authority serves as a vehicle for local governments and authorities to use for economic development related projects.

9

Number of Economic Development Grants Prepared, Funded or Administered

\$4,283,809

Total amount of Grants Funded or Administered

400

Total Jobs Created by these Projects

New Industry Resources

A variety of resources are available to new industries through state and regional programs. This document highlights the resources that are most relevant to this project. Additional resources may be available

During the fiscal year, Economic Development staff provided project consultation, assistance in application writing, and administration of state and federal funding to local governments.

These programs include grants and loans that finance a variety of economic development activities, such as strategic planning, feasibility studies, and public infrastructure improvements to accommodate existing and new businesses

WORKFORCE DEVELOPMENT

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

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

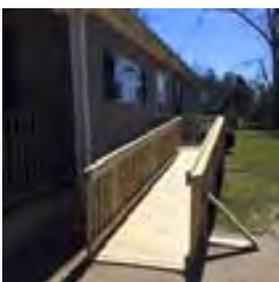
ONE-STOP SERVICE

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

ADULT PROGRAMS

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

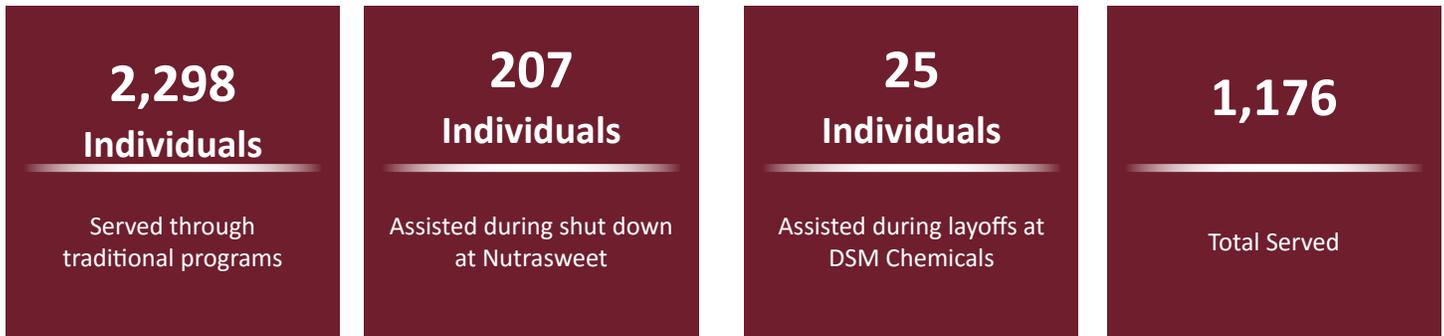
Dislocated Worker services are delivered through the One-Stop system. Dislocated workers typically have access to the same services that are available for adult program participants. Case Workers are instructed to expedite enrollment in training for dislocated workers in order for participants to continue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



YOUTH PROGRAM

The area's youth population faces challenges and barriers to economic security and empowerment that include high rates of poverty, unemployment, and crime, as well as, low educational attainment, teenage pregnancy and drug use. Community collaboration and partnerships foster an integrated system to address educational attainment, preparation for unsubsidized employment, leadership development, mentoring, job placement assistance and long-term follow up.

The Regional Commission, in collaboration with the Youth Council, guides and informs an integrated vision for serving youth in the regional economy within the context of workforce investment, social services, juvenile justice, and integration.



CSRA REGIONAL COMMISSION
WORKFORCE DEVELOPMENT
In-School and Out-of-School Youth Programs



2017

IMPORTANT DATES

JANUARY

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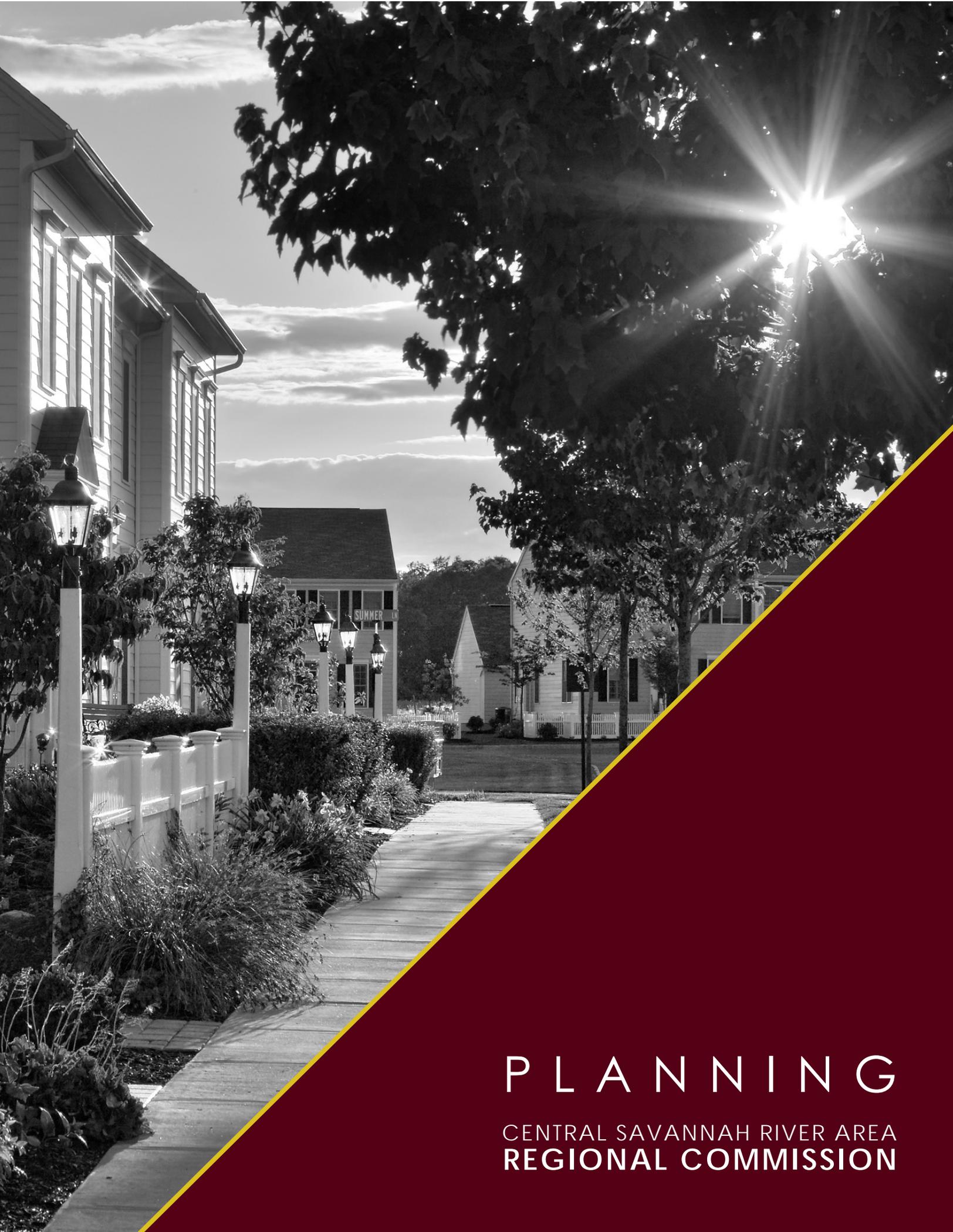
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PLANNING

CENTRAL SAVANNAH RIVER AREA
REGIONAL COMMISSION

DEPARTMENT OVERVIEW

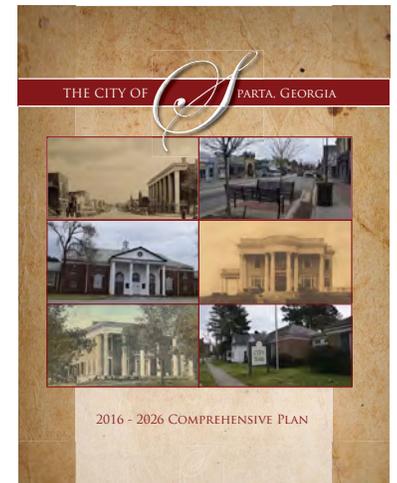
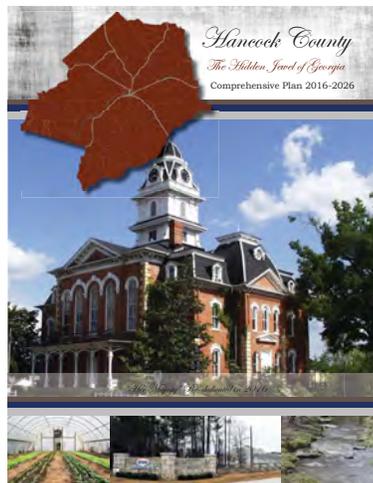
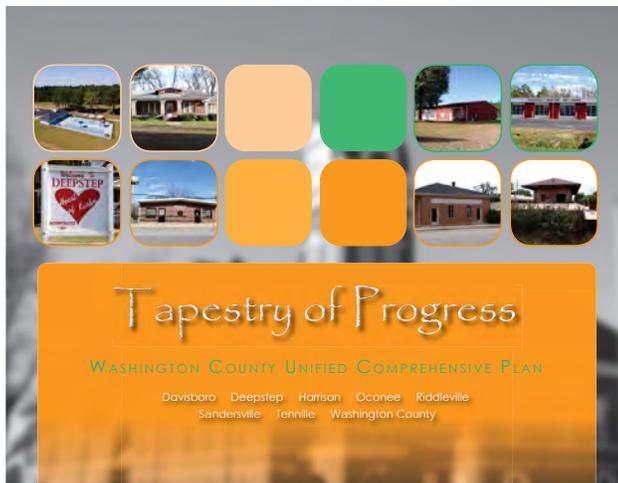
Martin Laws, AICP, Director of Planning
Regina Pyles, AICP, Regional Planner
Gina Ashley, Planner 1

COMMUNITY PLANNING

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

CSRA RC area governments and other quasi-governmental organizations may contract with the Planning Department to prepare comprehensive plans, special area plans, land use, growth management, community facilities, strategic, and economic development plans and studies. For FY 2016, local governments were, or continued to be, assisted through the following projects:

COMPREHENSIVE PLANS

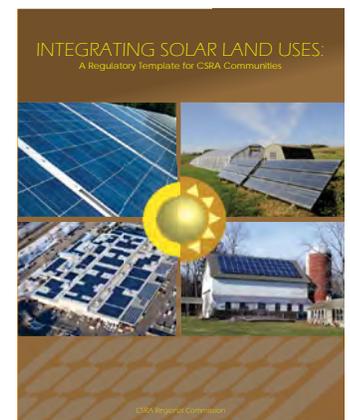


ORDINANCES

The CSRA RC Planning Department has either completed or is working on ordinance language for several jurisdictions on the following topics:

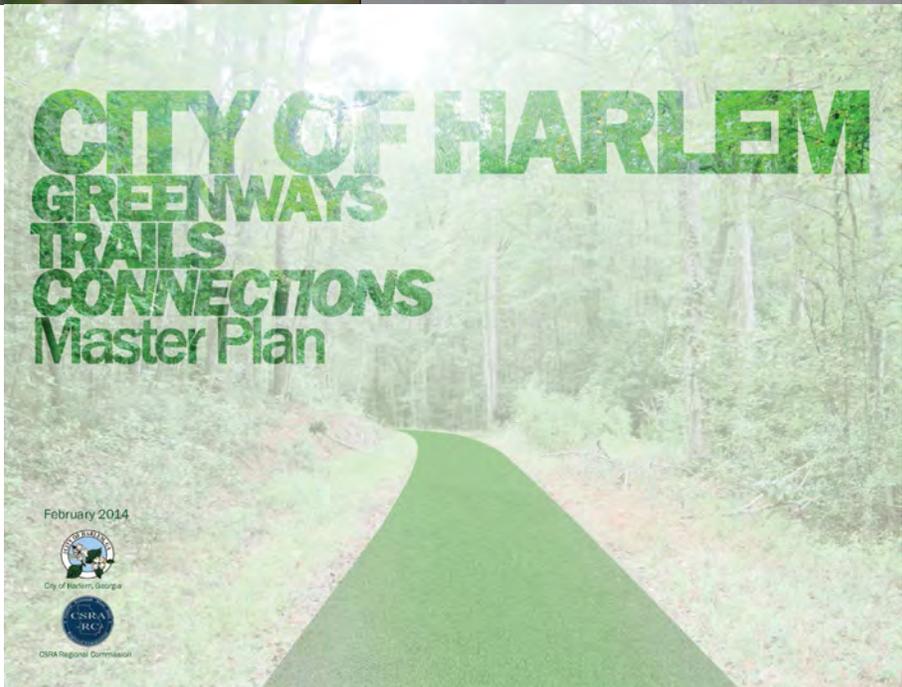
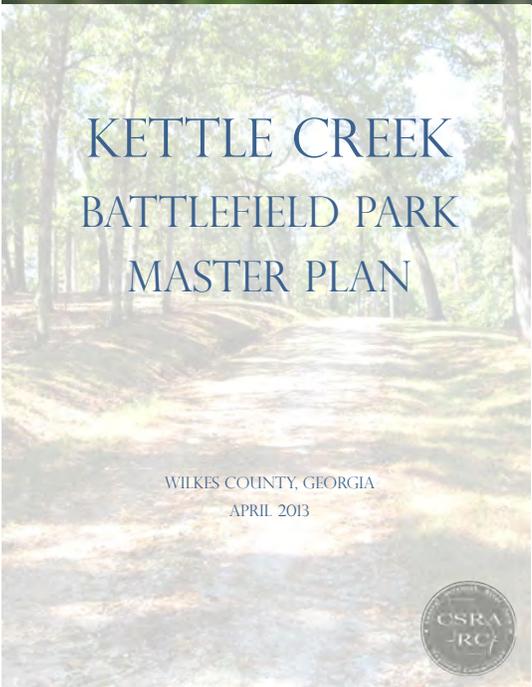
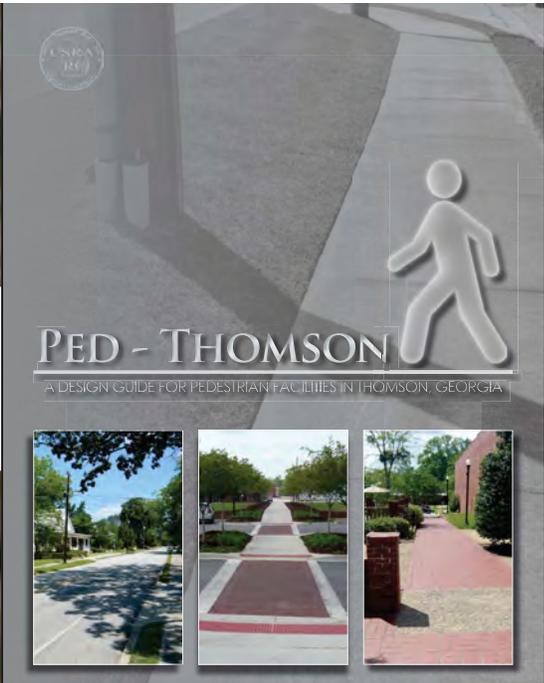
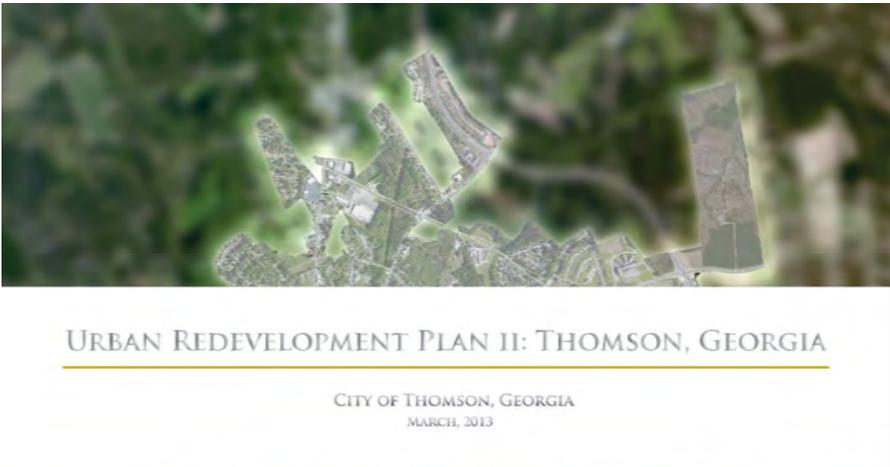
- **Updated Zoning Ordinance for Hancock County**
- **Updated Zoning Ordinance for the City of Midville**
- **Telecommunication Towers for Lincoln County**
- **Heir Property for Lincoln County**
- **Industrial Chicken Houses for Taliaferro County**

The Integrating Solar Land Uses: A Regulatory Template for CSRA Communities is being used by multiple counties and cities throughout the state of Georgia as a guide to address issues regarding the placement of solar facilities within their jurisdictions.



LOCAL GOVERNMENT CAPACITY

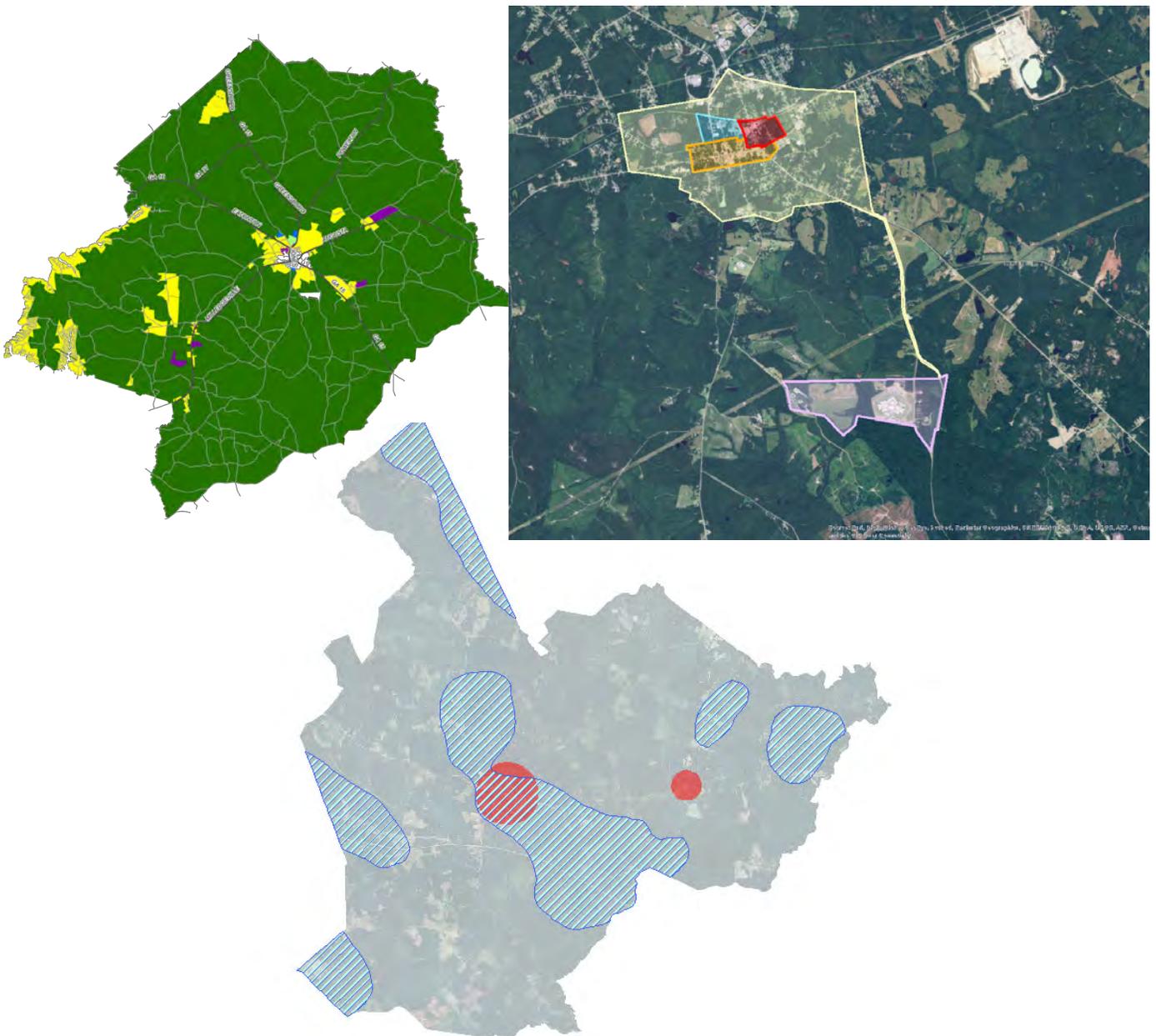
A plan is of little use if it is not supported by subsequent action. The CSRA RC Planning Department contracts with area-wide local governments to assist in local plan implementation and capacity building. Planning Department staff can engage in a wide range of capacity building projects including: land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

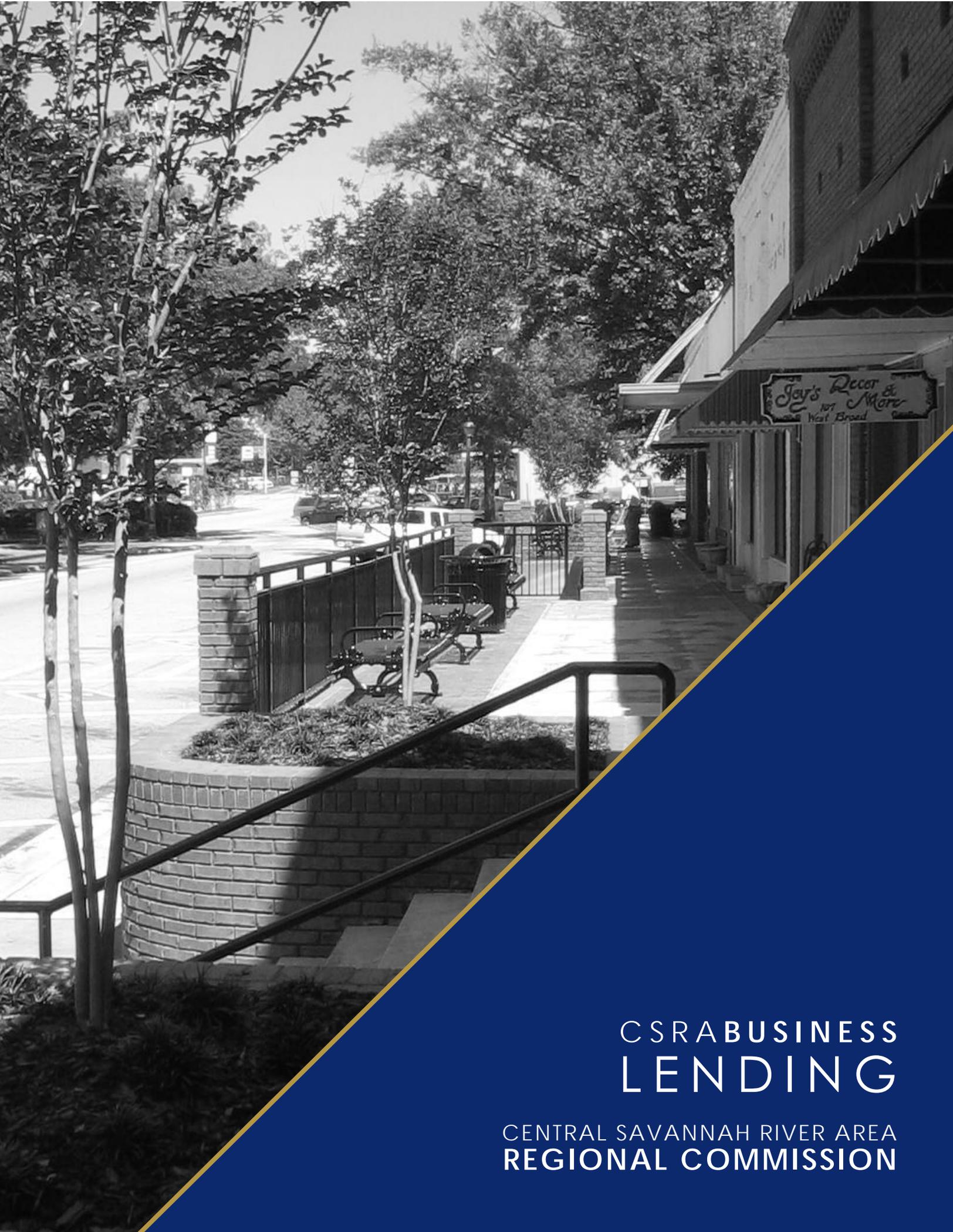


MAPPING SERVICES

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

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





CSRABUSINESS LENDING

CENTRAL SAVANNAH RIVER AREA
REGIONAL COMMISSION

2017

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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JANUARY 1

NEW YEAR'S DAY

JANUARY 26

CSRARC BOARD MEETING - 6:30 pm
THOMSON, GA

FEBRUARY 16

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

MARCH 23

CSRARC BOARD MEETING - 6:30 pm
THOMSON, GA

APRIL 27

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

JUNE 15

CSRARC BOARD MEETING - 6:30 pm
SANDERSVILLE, GA

AUGUST 24

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

SEPTEMBER 28

CSRARC BOARD MEETING - 6:30 pm
THOMSON, GA

OCTOBER 26

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

DECEMBER 7

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

CSRARC BOARD MEETING DATES

3626 WALTON WAY EXT. SUITE 300
AUGUSTA, GA 30909

706.210.2000
info@csrarc.ga.gov
www.csrarc.ga.gov





L E N D I N G

FISCAL YEAR END REPORT

For the Period Ending

JUNE 30, 2016

(With Comparison to Previous Years)

CSRA Business Lending is an affiliate of the CSRA Regional Commission. The company was started in 1979 by banks and local leaders to assist the business financing needs in the CSRA. Over the past five years the company has approved 201 projects totaling \$264 million dollars. Those projects created or retained 1,672 jobs. In fiscal year 2016 loan quality continued to improve following the great recession as only 1.1% of the loans in the portfolio were 30 days or more past due at year end. While the majority of loans CSRA Business Lending makes are in the CSRA, it can now make loans anywhere in the State of Georgia and in seven western South Carolina counties due to expanded lending authority.

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

SUMMARY OF LOAN ACTIVITY

Loan Volume:

	6/30/2014	6/30/2015	6/30/2016
<i>Number of Loans Packaged or Approved</i>	43	32	32
<i>Number Discontinued</i>	1	1	1
<i>Number Carried Forward</i>	42	31	31
<i>CSRA's Portion on Active Loans</i>	\$22,768,904	\$15,950,215	\$16,025,708
<i>Projects Amount on Active Loans</i>	\$58,730,814	\$49,435,543	\$45,716,984
<i>Jobs Created</i>	727	207	341

Type Loan Packaged or Approval:

<i>SBA 504's</i>	25	21	17
<i>CSRA Direct</i>	6	4	5
<i>Revolving Loan Fund</i>	6	3	4
<i>Rural Loan Fund</i>	5	4	6
<i>Herman Lodge Micro Loan Program</i>	0	0	0

SUMMARY OF FINANCIAL PERFORMANCE

Income:

	Audit 6/30/2014	Audit 6/30/2015	Audit 6/30/2016
Income CSRA LDC (SBA) (504's, CSRA Direct)	\$685,390	\$837,655	\$899,228
Income CSRA RDA (EDA) (Revolving Loan Fund)	\$ 90,251	\$ 97,427	\$92,645
Income CSRA RLA (USDA) (Rural Loan Fund)	\$174,174	\$167,780	\$164,019
Interest Income	\$ 8,832	\$ 8,931	\$9,300
TOTAL INCOME	\$958,647	\$1,108,816	\$1,165,192

Expenses:

Depreciation and Amortization	\$ 2,842	\$ 4,407	\$ 8,151
Bad Debt Allowance	\$ 15,019	\$ 0	\$47,450
Interest Expense	\$ 22,812	\$ 21,822	\$20,074
All Operational Expenses	\$772,507	\$867,337	\$949,588
TOTAL EXPENSES	\$813,180	\$893,566	\$1,025,263
REVENUES IN EXCESS/(UNDER) EXPENSES	\$145,467	\$215,250	\$139,929
TOTAL ASSETS	\$7,028,263	\$7,157,759	\$7,141,332
TOTAL FUND EQUITY	\$4,624,326	\$4,839,577	\$5,077,060

LOAN PORTFOLIO PAST DUE RATES:

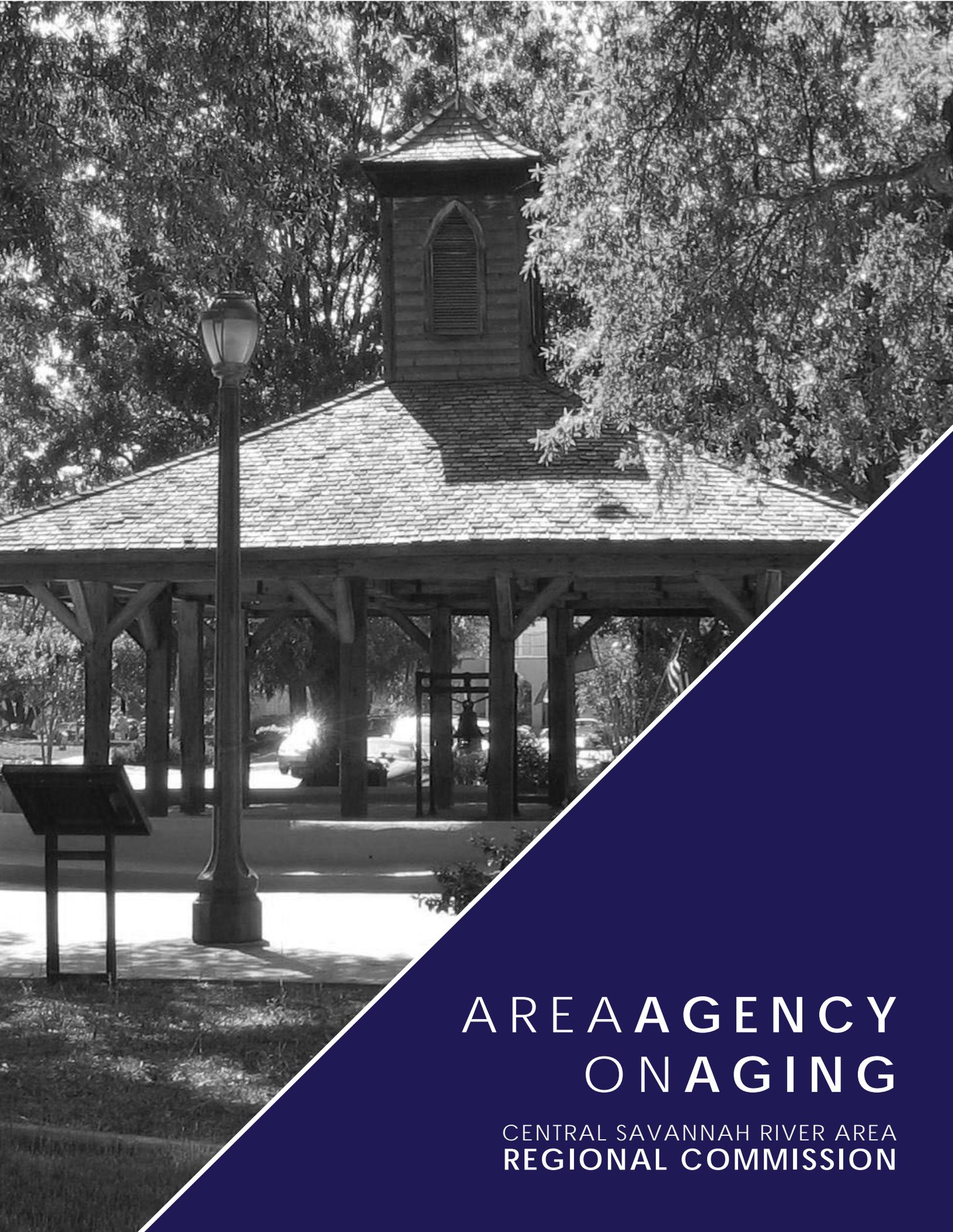
	# Loans	# 29+ Days Past Due	# Deferred	Total # Past Due	% Past Due
SBA 504's	236	1	1	2	.8%
CSRA Direct	14	1	0	1	7.1%
Rural Loan Fund	28	3	0	3	10.7%
CSRA Revolving Loan Fund	15	0	0	0	0%
CSRA Micro Loan Fund	5	1	0	2	40%

HERMAN LODGE MICRO LOAN PROGRAM



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

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



AREA AGENCY ONAGING

CENTRAL SAVANNAH RIVER AREA
REGIONAL COMMISSION

AREA AGENCY ON AGING



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

MAJOR ACTIVITIES AND SUBCONTRACTED SERVICES

- The AAA's One-Call "Gateway" to Aging and Disability Resources (706)210-2018 or (866)552-4464
- Home Aid Solutions (care coordination, meals, bathing, dressing and homemaking)
- Disability Services (modifications and assistive devices such as wheelchair ramps and handrails and program referrals)
- Caregiver Support (individual guidance, support groups, training, respite and adult day care)
- Options Counseling (helping individuals, families and caregivers make service and support choices that fit their needs and preferences)
- Wellness Programs (disease self-management, training for organizers and medication education)
- Elderly Legal Assistance (individualized services for low-income seniors)
- Elder Abuse Prevention (public education about abuse, exploitation, neglect and fraud)
- Nutrition (seminars, classes, congregate and home delivered meals services)
- Advocacy (public policy at state and national levels and grassroots legislative issue education)
- Care Transition Program (partnership with University Hospital Augusta, University Hospital McDuffie and Jefferson Hospital to provide coaching to hospitalized Medicare Fee-for-Service beneficiaries aimed at reducing 30-day all-cause readmission rates)
- Promoting private-pay options for customers
-

GATEWAY / AGING AND DISABILITY RESOURCE CONNECTION



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

Program Performance Report
for FY 2016

5,523
Contacts

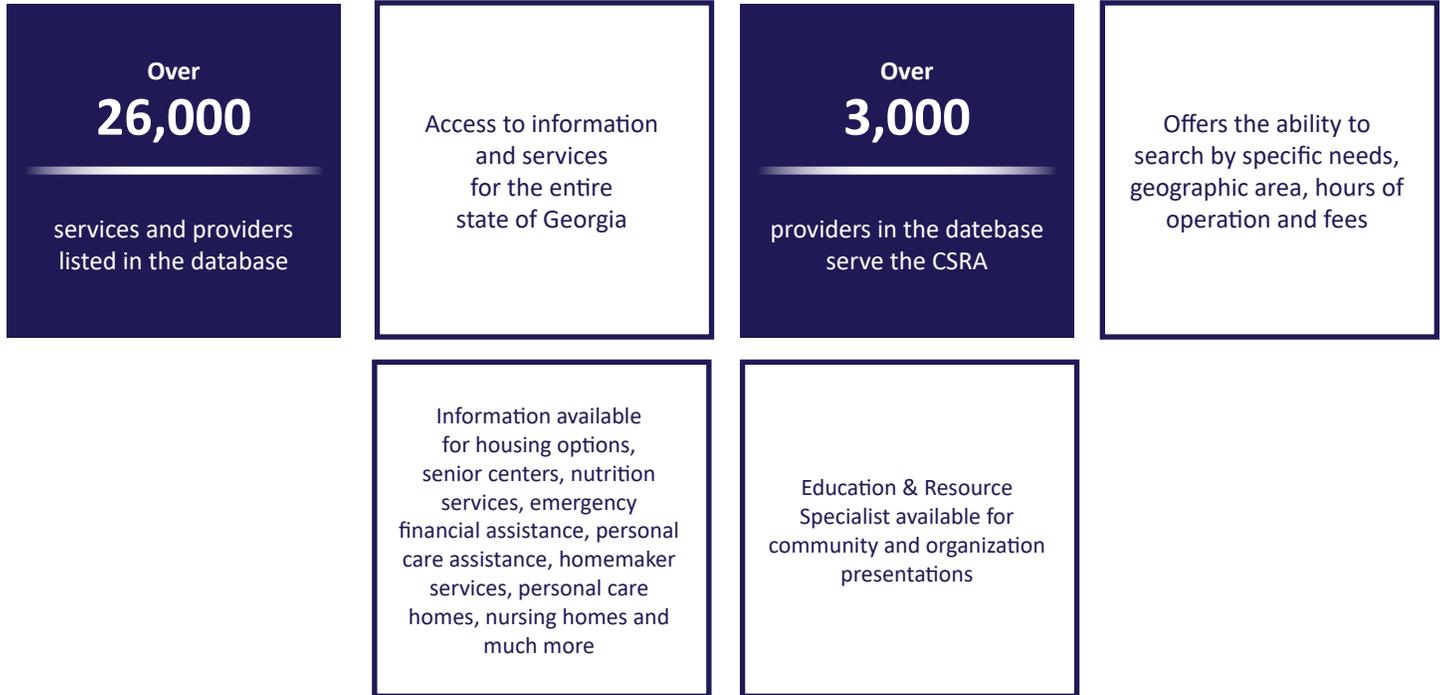
as reported in the Aging
Information Management
System (AIMS)

2,552
**Unduplicated
Clients Served**

as reported in the Aging
Information Management
System (AIMS)

ENHANCED SERVICES PROGRAM STATEWIDE DATABASE

The Enhanced Services Program (ESP) Resource Database is used to strategically collect and distribute information which improves access to services for the elderly and persons with disabilities. Detailed information about services and providers is collected and entered into the database. The information is updated weekly through the use of an updating schedule to ensure timely and accurate data. During the fiscal year, 2,066 records were reviewed and updated.



NUTRITION SERVICES PROGRAM

The AAA's Nutrition Services Program collaborated with 20 sites to provide meals to seniors in the Central Savannah River Area Georgia



NUTRITION SERVICES BY THE NUMBERS

<i>Jurisdiction</i>	<i>Congregate</i>	<i>Home Delivered</i>	<i>Total</i>
Augusta-Richmond County	43,961	42,219	86,180
Burke County	20,440	8,668	29,108
Glascocock Center	3,749	2,662	6,411
Golden Harvest Foodbank	--	4,180	4,180
Grovetown Center	848	404	1,252
Hancock Center	6,805	3,496	10,301
Jenkins Center	4,612	2,832	7,444
Lincoln Center	9,287	2,283	11,570
Jefferson Center	8,179	5,008	13,187
Sylvania Center	5,152	4,666	9,818
Taliaferro County	4,222	934	5,156
Warren County	6,946	3,228	10,174
Washington County	3,635	4,882	8,517
Wilkes Center	3,871	1,708	5,579
New Bethlehem	2,400	--	2,400
Totals	124,107	87,170	211,277

CAREGIVERPROGRAM

The AAA works closely with many groups and organizations such as the Alzheimer's Association and Community Partners for Parkinson Care to provide family caregivers with information, options, and assistance with accessing and developing programs. Classes are provided to prevent "caregiver burnout" through Powerful Tools for Caregivers. After achieving a national certification as a Powerful Tools Master Trainer, the Caregiver Program Manager has implemented a new master plan for provision of the Powerful Tools Classes. The Manager is present in the first and last class of each series to complete pre and post survey's and mentors all teams.



Programs such as stress management, use of community services and long distance caregiving are also provided. Two support groups are available for caregivers through the agency and hosted by community partners. The Kinship Care Program, which supports grandparents raising grandchildren, also provides two support groups for grandparents providing care. The Caregiver Program hosted the 12th Annual Faith and Aging Conference at the Double Tree Hotel on September 24, 2015. The theme focused on faith-based collaborations.



The AAA works closely with many groups and organizations, including the **Rosalynn Carter Institute for Caregiving**, and continues to facilitate the CSRA Area Agency on Aging Care-Net. The Care-Net presented caregiver awards they host the Annual Caregiver Luncheon titled "Art of Caregiving: What Every Caregiver Should Know" on Thursday, November 17, 2015 at Warren Baptist Church in recognition of National Caregivers Month.

Caregivers who participated in the Powerful Tools for Caregivers Program were recognized. Local hospice providers throughout the CSRA were recognized as it was also National Palliative Care Month and National Alzheimer's Month. The AAA continues to be an active member of the Georgia Mental Health Coalition for Older Adults.



COMMUNITYRESOURCE - COLLABORATION WITH PREVENT BLINDNESS GEORGIA

The CSRA AAA continues to collaborate with Walton Options for Independent Living, the local center for independent living and Prevent Blindness Georgia, an organization designed to preserve a lifetime of sight for all Georgians, especially seniors and persons without access to eye care through vision screening, eye exams and education.



63
Seniors

received eye examinations to detect glaucoma, cataracts and eye pressure. Participants with a diagnosis of diabetes were provided a specific disease exam to identify diabetic retinopathy. All received eye glasses at a discounted rate

The following centers participated in the Vision Program:

*McDuffie County Senior Center
Carrie J. Mays Community Center
Sand Hills Community Center
Lincoln County Senior Center
Jefferson County Leisure Center
Burke County Senior Center*

CENTENARIANCLUB - OF THE CSRA

During FY 2015, the AAA launched the Centenarian Club of the CSRA, a club dedicated to honoring and enhancing the lives of individuals age 100 and older. Activities include friendly visits to their homes, hospitals, assisted living communities and nursing homes. Centenarians are recognized by Georgia Department of Human Services, Division of Aging Services with a certificate and a lapel pin. The AAA honors them with birthday cards and an annual celebratory event.

On May 18, 2016, 33 Centenarians, age ranging from 100 to 107 were commemorated during the Annual Centenarian Recognition Program held at the Kroc Center. Each Centenarian received a certificate, a gift and a beautiful bouquet of flowers.

This year's Centenarian Recognition Program was dedicated to the late Mrs. Alpha Westbrook, who would have celebrated her 100th birthday and her enrollment in the Centenarian Club. Mrs. Westbrook was the first Mrs. Senior Augusta in 1997. Also, the AAA recognized the three Skrine sisters of Hancock County, the oldest known sisters in the CSRA, ages 101, 98 and 96.

ELDER RIGHTS AND ADVOCACY

The Eighth Annual Elder Rights Conference was held on June 9, 2016 in conjunction with World Elder Abuse Awareness Day at Trinity on the Hill United Methodist Church in Augusta. The keynote speaker was the Team Leader of the Forensic Special Initiatives Unit in the Georgia Department of Human Services (DHS), Division of Aging Services, Pat King, RN.

Pat is a frequent presenter locally and nationally on the topic of abuse of at-risk adults, specifically neglect and exploitation (financial, sexual, forced labor), human trafficking (of vulnerable adults) and suspicious deaths. She has authored several articles related to the training needs of primary responders, elder death reviews and financial exploitation.

Pat provides training and technical assistance to professionals who are primary and secondary responders to crimes against at-risk adults as a part of and as a result of the At-Risk Adult Crime Tactics (ACT) Certification initiative of DHS. Additionally, Pat is a charter member and co-facilitator of the At-Risk Adult Abuse, Neglect and Exploitation Work Group lead by the Georgia Bureau of Investigation. The GBI-led work group is comprised of state, local and federal agencies tasked with investigations involving allegations of abuse, neglect & exploitation of at-risk adults. Pat is a member of the International Association of Forensic Nurses. The Ninth Annual Elder Rights Conference date will be June 2017 at Trinity on the Hill United Methodist Church. Actual date is TBA.

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



CASE MANAGEMENT PROGRAM

Case management services promote self-determination, independence and empowerment of seniors and their caregivers. Case managers completed a comprehensive assessment and assign a risk level for approximately 550 clients without the use of any Medicaid or Medicare dollars while delaying or preventing nursing home placement. Case management continues to share functions with the in-home and adult day care service providers. This sharing of functions enables the agency to admit an estimated 300 additional seniors annually without the use of additional human resource dollars and to provide comprehensive case management to those individuals who need it most. The program's objective is to consistently admit and provide person-centered care to all seniors who are referred for services rather than place them on the waiting list. In FY2016, case management implemented an interim plan to transition the current case management program to the Redesign of the Model for Access to Services and Case Management.

Case Management completed a comprehensive assessment and assigned a level of care for

550 Clients

Without the use of any
MEDICARE or MEDICAID Dollars (\$)

A 2 year agreement with CCTP and 1 year extension with CTI for transition from hospital to home

20 % Goal

Reduction in hospital 30 day readmission rate during agreement period

On March 31, 2016, case management completed their final year of a three-year agreement working with the Community-Based Care Transitions Program (CCTP). Care Transition Intervention (CTI), utilizing the Coleman Model, in partnership with three community hospitals (University Hospital, University Hospital McDuffie and Jefferson Hospital) was designed to help individuals with complicated care needs and their family caregivers receive specific tools to learn self-management skills that will ensure their needs are met during the transition from hospital to home. The goal was to reduce the hospital 30-

day readmission rate by 20% during the agreement period. Transition Coaches™ did this by helping Medicare patients better understand and manage their health and connect them with community resources. Program highlights concluded with the CSRA team becoming one of six community based organizations out of 45 recognized as a CCTP Collaborative top performer during Learning Session 11 held in Baltimore, Maryland. During the three years, the CSRA team obtained a low 30-day Readmission Rate Among CCTP Participants of 12.6% (Rank 11 out of 65 teams), a reduction in 30-day Readmission Rate Among CCTP Participants of -44.5% (Rank 9 out of 65 teams), provided 2 power point presentations during Learning Session 8, met and exceeded target enrollment, received two CMS site visits to learn best practices and inspired other hospital reductions in hospital readmission initiatives. One of which included the opening of a care transitions clinic. Case management continues to be involved with the Community Healthcare Connections whose goal is to reduce avoidable hospital readmissions and to promote smooth transitions among care settings.

Fall prevention strategies and the Tailored Caregiver Assessment and Referral (TCARE) remain vital integration tools within the case management process as well as the management of Non-Medicaid Home and Community Based Services. TCARE is a process geared toward assisting case managers with identifying the type and level of caregiver burden. The implementation of TCARE, CTI, support services and fall prevention strategies is intended to relieve the stress of caregivers and to keep seniors in the community for as long as possible.

VOLUNTEER & CIVIC ENGAGEMENT

Currently, the AAA has an ongoing volunteer program that boasts 5 active volunteers from diverse backgrounds and professions. During FY 2016, the Agency's active volunteers logged more than 515 volunteer hours assisting seniors throughout the CSRA. The AAA is accepting applications for interested volunteers!!

On May 18, the AAA hosted the 2016 Annual Volunteer Recognition & Awards Luncheon at the Kroc Center Augusta. There were more than 200 participants in attendance. Mrs. Evelyn Smith received the "2016 Clara West Volunteer of the Year" award. Caring Together, Incorporated was the recipient of the "2016 Provider of the Year" award. Also, Walgreens Store # 11827 was the recipient of the "2016 Business of the Year".



COMMUNITY CARE SERVICE PROGRAM

The Community Care Services Program (CCSP) is an income-based Medicaid program that provides in-home services to frail, elderly and disabled individuals at risk for nursing home placement. The CSRA Regional Commission contracts with SABEA, LLC to provide care coordination to Medicaid consumers throughout the region. The CCSP currently has a waiting list of 184 consumers.

501 Clients

served in community instead of a nursing facility

\$28 million

in savings of Medicare dollars

64 %

CCSP consumers were provided Personal Support Services

1/3

the cost of a nursing home stay saved by CCSP Consumers

HEALTH AND WELLNESS PROGRAM

The Health and Wellness Program offers a variety of activities such as the Chronic Disease Self-Management Program (CDSMP), Diabetes Empowerment Education Program (DEEP), Matter of Balance (MOB) and the Senior Farmer's Market Nutrition Program (SFMNP). The CDSMP helps participants learn how to self-manage chronic health conditions to improve daily living. During SFY 16, a total of 70 individuals participated in the program. Matter of Balance focuses on the reduction of falls and safe exercise routines. Matter of Balance delivered a wealth of knowledge to the individuals who attended the coach training and both Thomson-McDuffie and Jenkins County hosted workshops with 30 graduates. The Senior Farmer's Market Nutrition Program makes fresh fruits and vegetables accessible to area seniors. A total of 11 counties and 600 seniors were served during this fiscal year. The Health and Wellness programs provide support and education for older adults in order to increase independence, choose healthier nutrition options and enhance their quality of life.



HEALTH AND WELLNESS PROGRAM

Two Matter of Balance Coach trainings were held, providing the area with 21 certified coaches to conduct workshops. The Senior Farmer's Market Nutrition Program makes fresh fruits and vegetables accessible to area seniors. A total of 10 counties and 600 seniors were served during this fiscal year. The programs provide older adults an opportunity to increase independence, choose healthier nutrition options and enhance their quality of life.

600 Seniors

Benefited from fresh vegetables being available within their area

11 Counties

This program was provided services throughout the CSRA



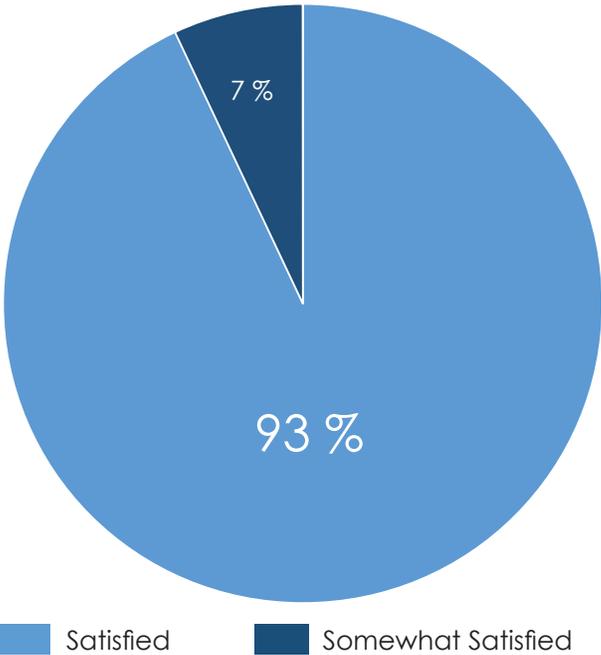
QUALITY ASSURANCE - PROGRAM MONITORING AND EVALUATION

Quality is a very important aspect in any organization and the CSRA AAA is committed to ensuring that its elderly and disabled population receives quality services while focusing on those individuals with the greatest economic and social needs. During this year's annual monitoring review, 23 HCBS subcontractors were evaluated on several areas: Administrative Operations, Client Reporting and Environmental. In FY2016, most of the CSRA Subcontractors adhered to the state mandated guidelines for contractual compliance whereas some areas of need were identified. The majority of subcontractors reported program effectiveness through quantifiable measurements for customer satisfaction as well as some type of improvement processes. Reviewing and improving processes is a continuum of the CSRA AAA, even small incremental changes make an impact, as we can almost always find an opportunity to make things better. The CSRA is proud of its subcontractors' performance for FY 2016.

QUALITY ASSURANCE - CUSTOMER SATISFACTION SURVEY

The CSRA AAA administers surveys to Home and Community Based Services clients annually to improve service delivery. The CSRA processed the following surveys for SFY16: Caregiver, Case Management, Homemaker and Personal Care Services. In comparison to the previous year's (2014, these services are required to be surveyed on "Even Numbered Years") identical surveys administered for these services has seen a significant improvement in the quality of the services provided.

Consumers reported 4% "Negative" comments versus 16% from the previous year which indicates a 12% difference in the quality of services. Furthermore, in FY2016, the consumers reported 97% of the services as "Effective" compared to the previous year which reported 93%. There was no remarkable change as to whether services are being "Met" for the score continued to hover around 90% or 91% for the past years. On the other hand, there was a notable increase of 3% in consumers' satisfaction, 93% reported satisfied to the overall satisfaction question for HCBS Services in SFY16; whereas, SFY14 report reflects 90% satisfied.



The CSRA has surpassed its goal to increase its overall satisfaction by 1%, as stated in the Area Plan, also over the course of the four year strategic planning phase (2012 thru 2016) the CSRA is proud to report that it has met and exceeded its goal for this Area Plan Review.

Alternatively, the CSRA realizes that there is room for improvement per clients' comments. The AAA continues to seek ways to improve the quality of services for its elderly and disabled population.

2017

IMPORTANT DATES

JANUARY

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AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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JANUARY 1

NEW YEAR'S DAY

JANUARY 26

CSRARC BOARD MEETING - 6:30 pm
THOMSON, GA

FEBRUARY 16

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

MARCH 23

CSRARC BOARD MEETING - 6:30 pm
THOMSON, GA

APRIL 27

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

JUNE 15

CSRARC BOARD MEETING - 6:30 pm
SANDERSVILLE, GA

AUGUST 24

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

SEPTEMBER 28

CSRARC BOARD MEETING - 6:30 pm
THOMSON, GA

OCTOBER 26

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

DECEMBER 7

EXECUTIVE COMMITTEE MEETING - 12pm
CSRARC OFFICES

CSRA RC BOARD MEETING DATES

3626 WALTON WAY EXT. SUITE 300
AUGUSTA, GA 30909

706.210.2000
info@csrarc.ga.gov
www.csrarc.ga.gov



PREAMBLE OF THE CSRA REGIONAL COMMISSION

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

MISSION OF THE CSRA REGIONAL COMMISSION

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



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