



*2021 Annual Report &
2022 Personal Planner*



*The new Coastal Regional Coaches
vans have arrived!!!*



***The Coastal Regional Commission is governed by
10 counties and 35 cities that are known as
the Coastal Region of Georgia***

Bryan County

Pembroke
Richmond Hill

Bulloch County

Brooklet
Portal
Register
Statesboro

Camden County

Kingsland
St. Marys
Woodbine

Chatham County

Bloomington
Garden City
Pooler
Port Wentworth
Savannah
Thunderbolt
Tybee Island
Vernonburg

Effingham County

Guyton
Rincon
Springfield



Glynn County

Brunswick

Liberty County

Allenhurst
Flemington
Gumbranch
Hinesville
Midway
Riceboro
Walthourville

Long County

Ludowici

McIntosh

Darien

Screven County

Hiltonia
Newington
Oliver
Rocky Ford
Sylvania

A DIFFICULT YEAR



We are pleased to present the Annual Report of the Coastal Regional Commission (CRC) for the fiscal year ended June 30, 2021. To say that this was a difficult year is an understatement. Just when we thought the worst was behind us, the pandemic came back with a vengeance.

We have learned how to cope with this new way of conducting business, but we do not like it. Our business is one built on building and maintaining relationships. This is not something that works as well with phone and video conferencing.

Our region has suffered many losses this year. Our staff and our board have struggled to work through these. The impact of the deaths of our family and friends will be felt for years to come.

The CRC suffered another loss this year with the passing of Vernon Martin. Vernon worked for our region from 1969 until he retired as Executive Director in 2008. His commitment to this region continues to be felt in his absence.

As always, our region will continue to move forward. The CRC will continue to do the best we can with a bad situation. The pandemic has been difficult, but we look forward to open meetings, no masks, no temperature checks, and the return of handshakes.

We are committed to our focus on family, friends, and our region. As we move out of this pandemic, we know our mission is to benefit this region and the people who call it home. Our charge remains "What can we do for you?"

Sincerely,

Allen Burns
Executive Director



Allen Brown
Chairman



Dionne Lovett
Assistant Executive Director





2021 CRC COUNCIL MEMBER DIRECTORY

BRYAN COUNTY

Chairman Carter Infinger
Bryan Co. Commission

Councilman Steve Scholar
City of Richmond Hill

Steven Asplund
Non-Public

BULLOCH COUNTY

Commissioner Walter Gibson
Bulloch Co. Commission

Mayor Jonathan McCollar
City of Statesboro

Allen Amason
Non-Public

CAMDEN COUNTY

Commissioner Lannie Brant
Camden Co. Commission

Mayor John Morrissey
City of St. Marys

Craig Root
Non-Public

CHATHAM COUNTY

Commissioner Chester Ellis
Chatham Co. Commission

Mayor Van Johnson, II
City of Savannah

Chris Blaine
Non-Public

Vacant
Non-Public

Vacant
Non-Public

EFFINGHAM COUNTY

Commissioner Reggie Loper
Effingham Co. Commission

Mayor Ken Lee
City of Rincon

Herb Jones
Non-Public

GLYNN COUNTY

Chairman Wayne Neal
Glynn Co. Commission

Mayor Pro Tem Julie Martin
City of Brunswick

David Boland
Non-Public

Shaw McVeigh
Non-Public

LIBERTY COUNTY

Chairman Donald Lovette
Liberty Co. Commission

Mayor Allen Brown
City of Hinesville

Shirley Frasier
Non-Public

Richard Hayes
Non-Public

LONG COUNTY

Chairman Robert Parker
Long Co. Commission

Councilwoman Mary Hamilton
City of Ludowici

Ray Howard
Non-Public

MCINTOSH COUNTY

Chairman David Stevens
McIntosh Co. Commission

Mayor Hugh "Bubba" Hodge
City of Darien

Jordy Evans
Non-Public

SCREVEN COUNTY

Commissioner Rosa Romeo
Screven Co. Commission

Mayor Preston Dees
City of Sylvania

Richard Freeman
Non-Public

STATE OF GEORGIA APPOINTMENTS

Tom Ratcliffe
Dan Coty
Chap Bennett
Jason Coley
Vacant

EX-OFFICIO MEMBERS

Chris Fletcher
Fort Stewart

Dina McKain
Fort Stewart

Dorothy Glisson
Screven County



FY22 CRC COUNCIL OFFICERS



Jason Coley
CRC Council
Chairman
State
Non-Public
Appointment



Rosa Romeo
CRC Council
Vice Chairman
Commissioner
Screven County
Commission



Ken Lee
Secretary
Mayor of Rincon

FY21 CRC COUNCIL OFFICERS



Allen Brown
CRC Council
Chairman
Mayor of
Hinesville



Jason Coley
CRC Council
Vice-Chairman
State
Non-Public
Appointment



Rosa Romeo
Secretary
Commissioner
Screven County
Commission



The pine seedlings planted on the CRC's 40 acres in 2019 by the Georgia Forestry Commission are getting bigger!



ADMINISTRATIVE SERVICES

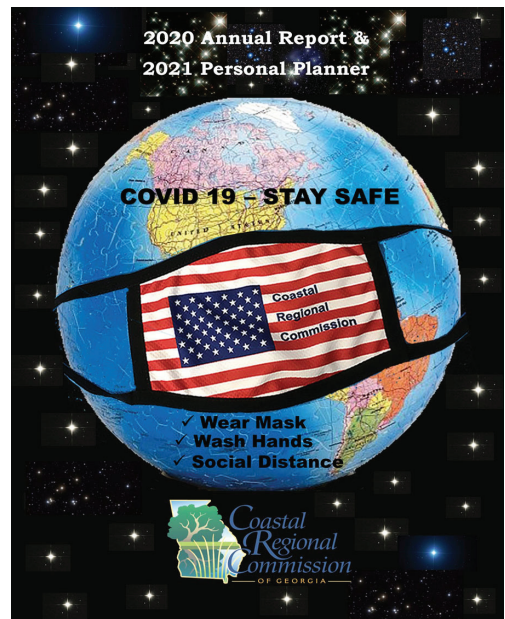
The Administrative Services Department is the service-oriented backbone of the Coastal Regional Commission (CRC) that provides a lasting professional impression through **secretarial, public relations, and maintenance** operations.

Unfortunately, in FY21 the Administrative Department continued filing unemployment for furloughed employees until mid-June when trip demand returned, and drivers and dispatchers were called back to work. PPE and sanitizing supplies continue to be ordered and everyone who enters the CRC office is directed to take their temperature and wear a mask. The building continues to be sanitized weekly by the part-time Facilities Maintenance Coordinator.

This past FY, the **Administrative/IT Assistant** took a more active role in **assisting the GIS/IT department** with help-desk tickets and other related IT tasks. Administrative duties include producing the Annual Report/Calendar, website updates, requisitioning/ordering supplies, and serving as key operator of the copiers and postage machine. Other duties include reconciling bank statements, distributing DRI notices as needed, and providing assistance to the Aging Services department with many various tasks.

The **Administrative/HR Assistant** aided **CRC departments with various projects** and contract management. Filing unemployment, orchestrating paperwork for new hires, orientations, terminations, insurance, open enrollment, 401K, defined benefit and defined contribution plans, FMLA, Workman's Comp, and employee evaluations were completed throughout the year.

This past year, thanks to COVID, CRC Council and Committee meetings were only conducted when there were business items that needed to be voted on. Meetings were held via conference call, and some were held at the CRC office; those who were not comfortable attending in person phoned in to the meeting. The **Administrative Services Director/HR** updated the City/County Directory (available on the CRC's website), **edited the Annual Report and assisted with the cover design**. HR responsibilities include paperwork for new hires, orientation, terminations, insurance, FMLA, employee evaluations, retirement applications, employee service recognition, and updating the employee handbook as needed.



AGING SERVICES



The Coastal Area Agency on Aging (AAA) was formed in 1973. The AAA strives to develop a comprehensive, coordinated system of services which promotes the independence and well-being of older adults, those with disabilities and their caregivers, and to provide these individuals with information and access to needed services. We serve the coastal region, which includes Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long and McIntosh counties.

The AAA remains committed to building lasting partnerships with organizations, private businesses, and local governments, to ensure that our most frail and economically disadvantaged elders receive the care and services necessary to sustain health, independence, and dignified lives. The AAA continues its efforts of support services through various programs and initiatives such as: the **Aging Services Advisory Council, Care Transitions, Nutrition and Wellness, Community Outreach, Information and Assistance** and **Volunteers Services**.

Helping the Community During a Pandemic: The AAA remained **open and operational** as the communities we serve have been impacted by the extended effects of the COVID-19



virus. Following guidance from the Department of Human Services (DHS), Division of Aging Services (DAS) and the Centers for Disease Control (CDC), the AAA rallied to get our clients information, personal protective equipment, services and resources to keep them safe during these uncertain and challenging times. We worked with the Georgia Department of Public Health and many of our service providers and community partners to **get vulnerable older adults vaccinated**. We collaborated with our Transportation Department to **provide clients transportation to vaccination sites at no cost** to them.

With many of our service sites closed for extended periods of time, we worked with the nutrition service providers to **offer curbside pick-up and home delivered meal options** to older adults with limited access to food, at nutritional risk with food insecurity. To help combat loneliness and isolation, we assisted providers in developing virtual programming options, providing wellness-check phone calls, and supplying activity kits that could be completed at home. The AAA **increased the amount of assistive technology services provided** to coastal communities and worked with an AT consultant to **provide material aid and assistive technology devices and services** to shut-in older adults and individuals with disabilities. As the Delta-variant is hitting our communities hard, the AAA is working with our state office to launch a campaign to get information to our hard-to-reach populations about the COVID-19 virus and vaccination options. The AAA is doing our part to make sure coastal residents get the information they need to make the right decisions about their health and protect themselves from the COVID-19 virus. To that end, the AAA continues to support and assist service providers and local government with developing and maintaining long-term plans to service clients during and after the pandemic.



AGING SERVICES

Innovative Programming

Case Management Programs

The AAA contracted with **Georgia DHS/Division of Aging** to provide case management brokering services to clients that are eligible for our Home and Community Based Services, through a pilot project called **4C's (ADRC Counseling/Community Options Counseling/Case-Management/Care Consolidation)**. This combination of services is available through a pilot project sponsored by the DAS. **Support Options** is another grant program through Cares Funding that allows the AAA to provide supportive services to clients that are traditionally eligible through Older Americans Act Funding. This program was developed to assist older adults and give them an opportunity to receive Options Counseling services and in-home support options. Using a consumer-directed approach, older adults and family caregivers take an active role in deciding on a care plan and service options that best suit their individual situation and circumstances. Support Options is a customer-driven service model that empowers the clients we serve, honors the client's choice about services, and supports dignity of risk.

The **Southeast Georgia Health System (SGHS)** and the AAA continued its partnership of the **Coastal Care Transitions Program (CTP)**. This fee-based program is predicated on the evidence-based Bridge Model developed by the Illinois Transitional Care Consortium. It is designed to "reduce the number of readmissions by providing high-risk older adults with care coordination for 30 days after discharge." The program is intended to help older adults with chronic conditions from readmitting to the hospital by providing access to community services and resources, education and coaching. The AAA has **assisted 300+ older adults** with Care Transitions services.

Evidence-Based Programs

The AAA continues to partner with the DAS to offer innovative programming and to better serve people with Alzheimer's disease and related disorders. The AAA provides evidence-based programming and interventions, such as **Care Consultation** and **Powerful Tools for Caregivers (PTC)** to support at-risk clients with Alzheimer's disease and related disorders, and their caregivers. Care Consultation is an information and coaching protocol which offers **ongoing**

support and assistance to family caregivers, as well as those living with chronic illnesses. PTC is an educational program which provides family caregivers with the skills and confidence to better care for themselves while caring for someone with a chronic illness. The AAA has implemented a virtual PTC program allowing family caregivers across the region to take advantage of online classes from the comfort of their homes. The AAA continues to look for ways to expand the evidence-based protocols we offer to coastal communities.





AGING SERVICES

Coastal Living Well Program

As part of our **Coastal Living Well Initiative**, the AAA offers evidence-based educational workshops throughout the region. The evidence-based programs have been studied and proven to work. Wellness Evidence-Based Programs (EBP) expanded with the **assistance of a virtual consultant** and volunteers. These programs target older adults, caregivers, and people with disabilities. The AAA's EBP includes:

- ▶ Chronic Disease Self-Management Program (CDSMP);
- ▶ Chronic Disease Self-Management Education (CDSME);
- ▶ Diabetes Self-Management Program (DSMP);
- ▶ Powerful Tools for Caregivers (PTC);
- ▶ Virtual-Powerful Tools for Caregivers;
- ▶ A Matter of Balance (AMOB);
- ▶ Virtual A Matter of Balance (V-AMOB)
- ▶ Tai Chi for Health (TCH); and
- ▶ Virtual-Bingocize.



During the pandemic, virtual classes were offered throughout the region, which focused on engaging older adults and **reducing social isolation**. Older adults also receive other group and virtual wellness activities in senior and neighborhood centers. Some activities include nutrition education, exercise & stretching classes, art & crafts, word search, crossword puzzles, book clubs, bingo, ceramics, knitting, sewing classes, and field trips. Most of these activities were virtual. Senior center staff provided friendly wellness telephone checks and group conference calls. The AAA assisted service providers in implementing virtual programming to help **keep program participants engaged while they sheltered in place**. The Coastal Living Well Program helps individuals learn skills to better manage their health, while maintaining independence, and improving quality of life.

Georgia Seniors Farmers Market Project

The Georgia Seniors Farmers Market Nutrition Program (GSFMNP) is federally funded by the U.S. Department of Agriculture. The AAA offered the GSFMNP throughout the region and **served 960 older adults**. The AAA achieved a 100% redemption rate. Vouchers were distributed in nine counties, reaching contracted and non-contracted senior centers and contracted adult day care centers. The program participants were pleased to receive a set of vouchers valued at \$20 to **purchase fresh fruits and vegetables**. The seasonal GSFMNP is offered June through September. The AAA collaborated with **certified Georgia farmers** who traveled throughout the region. In an effort to further increase our clients' access to fresh fruits and vegetables, the AAA hosted a second farmer's market event. The **Coastal Senior Hunger Nutrition Education Project** focused on food access to older adults, caregivers, and people with disabilities. This one-time only initiative provided fresh produce (valued at \$20), nutrition education, and the Senior Supplemental Nutrition Assistance Program application to participants. This initiative was held between March and May, and **served 728 older adults**.



AGING SERVICES

Senior Hunger Coalition Initiative

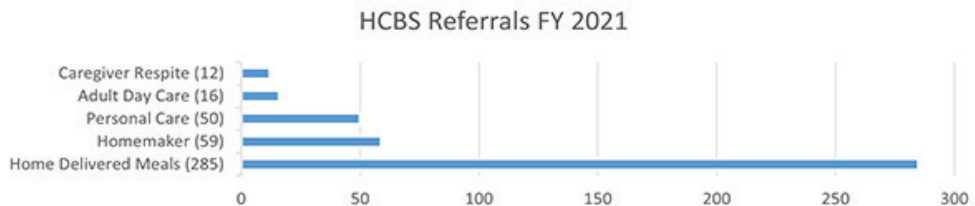
The Coastal Senior Hunger Coalition (CSHC) is a collaborative of various agencies, community partners, universities, senior centers, community centers, faith-based communities, food banks, food pantries, food trucks, farmers, in-home providers, volunteers, and those with a vested interest in reducing senior hunger. CSHC met virtually this past year and attended DHS' virtual Annual Senior Hunger Summit. Through this initiative, three local rural food pantries received mini-grants and were able to help **reduce senior hunger in McIntosh and Camden counties**. The following food pantries received mini-grants:

- ▶ First Credit Hill Baptist Church Food Pantry;
- ▶ Darien United Methodist Church: Charlie's Place Food Pantry; and
- ▶ Camden End Times: Christ Outreach Mission Food Pantry.

Aging Disability Resource Connection (ADRC):

The ADRC is a coordinated system dedicated to providing comprehensive information about publicly and privately financed long-term supports that empower older adults and individuals with disabilities to make informed decisions about their wellbeing. Eight hundred ninety-eight **(898)** Telephone Assessments were completed by ADRC Counselors for individuals seeking services in their homes and community under two different programs

- ▶ **EDWP Assessments - 503 Assessments Completed:** This program is funded by Georgia Medicaid through the Georgia Department of Community Health, and available to anyone over the age of 21 with a physical disability meeting nursing home level of care. There is currently no wait for EDWP Services in our region and clients are referred after assessment and selection of an EDWP Case Management Agency.
- ▶ **HCBS Assessments - 395 Assessments Completed:** This program is funded through the DHS DAS and is available to anyone 60 and older. There is currently a wait list for most HCBS services and referrals occur when openings are available.



Nursing Home Transitions:

During FY21, twenty (20) people were transitioned out of a Nursing Home and back into the community through MDSQ Options Counseling/Transitions Programs.

Information and Referral Assistance:

The ADRC also maintains a detailed database that contains over 23,000 private-pay agencies and publicly-funded service programs. **Information was provided to 1,109 individuals** requesting information on community resources.



AGING SERVICES

Assistive Technology Program:

The AAA is committed to helping people access technology that helps make everyday life more manageable and leisure time more fun! The AAA houses an **on-site Assistive Technology Lab** that is set up like a studio apartment, giving individuals the opportunity to actually place their hands on items that assist with mobility, dementia care, vision loss, communication problems, hearing loss and much more. Unfortunately, due to the pandemic, the Assistive Technology Lab was closed throughout FY21.

Although the lab was closed, the ADRC **continued to provide equipment** to callers when a task like bathing or homemaking was going undone most of the time. Some of the more popular items included: transfer benches, bath chairs, safety rails, bidets, robotic vacuums, long-handled scrub brushes and brooms, washable bed/chair pads, and no-contract emergency alert systems. In FY21 we expanded our scope by also offering dementia items, items to combat caregiver stress, and items to reduce isolation. In FY21:

- ▶ **114** people **received equipment** through the regular assessment process; and
- ▶ **54** people **received equipment** through a special consultation process designed to assist people who were feeling isolated during the pandemic.

Friends of Disabled Adults & Children (FODAC)

FODAC is a statewide and national provider of home health care **equipment-mobility aids** and **daily living devices** for people with disabilities. Twenty people from the coastal region received 36 items of Home Medical Equipment in FY21. The AAA is also a designated drop-off site for used equipment. Anyone who wishes to donate equipment can drop their items off at the CRC; equipment is sent to FODAC for repairs, sanitation, and redistributed to those in need.

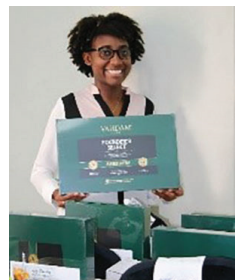
Outreach and Advocacy

The AAA continued to work on projects and collaborations to heighten public awareness, increase knowledge of aging services, especially after the incurred effects of COVID-19 beginning in 2020. Some highlights of this year's activities are as follows:

"Annual Heritage 1K Race/Walk" - The AAA supported community-based non-profit, **The Brunswick African American Cultural Center**, with a sponsorship at the annual Heritage 1K Race/Walk on February 6, 2021. The event was a listening and learning tour as well, designed to provide historical education along the walk. The purpose of the organization is to preserve African American historical sites, landmarks and artifacts that have been lost and neglected in Brunswick, GA.



Care-Net is an organization through **Rosalyn Carter Institute** that supports caregivers and their families. This year we decided as a group, to provide **100 baskets** to caregivers/care receivers in our community in lieu of our Day of Care event 2021. Each basket was created with love and appreciation for what family caregivers do for their loved ones every day.





AGING SERVICES

Quality Assurance - Customer Feedback

Approximately **650 clients** receiving Home and Community based services were randomly selected to provide the AAA feedback on the quality of services they receive. More than 127 client satisfaction surveys were completed: a response rate of 23%. **Survey results were favorable**, and most clients indicated the services they receive through the AAA improve their overall health or everyday life.

Survey Comments

- ▶ "This center is excellent and provided the social contact I needed after my husband died." - **Senior Center**;
- ▶ "They are doing a good job delivering the meals and so nice to me. It is just like I like it. Fresh and hot meals." - **Home Delivered Meals**;
- ▶ "Excellent Service. Very reliable." - **Homemaker**;
- ▶ "I give thanks to the AAA for Personal Care Services." - **Personal Care**; and
- ▶ "...gives me time to go seek healthcare, pay bills, etc., and a time for a break in my daily routine." - **Respite Care**.

Service	# of Actual Units Served
Adult Day Care (hours)	45,008
Adult Day Care Mobile (hours)	2,859
Case Management (hours)	5,022
Congregate Senior Center Meals	146,662
Home Delivered Meals	194,884
Emergency Home Delivered Meals	22,055
Homemaker (hours)	12,892
Personal Care (hours)	9,731
Respite Care (hours)	9,478

Receiving these Services has Improved my Health or Everyday Life		
Service	Yes	No
Senior Center	96%	4%
Home Delivered Meals	97%	3%
Congregate Meals	80%	20%
Adult Day Care	100%	0%
Homemaker/Personal Care	69%	31%
Case Management	91%	1%
Respite	100%	0%

How Satisfied are You with the Services You Receive?			
Service	Satisfied	Somewhat Satisfied	Dissatisfied
Senior Center	90%	10%	0%
Home Delivered Meals	88%	12%	0%
Congregate Meals	50%	47%	3%
Adult Day Care	100%	0%	0%
Homemaker/Personal Care	60%	20%	20%
Case Management	73%	18%	9%
Respite	50%	50%	0%

AGING SERVICES



Coastal Regional Commission of Georgia Aging Services FY21 Budget	
Service Category	Allocation
Administration	\$435,893.00
Advocacy	\$9,114.76
Service Coordination	\$189,382.00
Aging Disability and Resource Connection	\$274,134.75
Care Coordination (CCSP)	\$846,375.00
Program Development	\$62,172.85
MDS-Q Options Counseling	\$146,135.00
Money Follows the Person - Transitions	\$121,131.00
Nursing Home Transitions	\$51,000.00
Elderly Legal Assistance	\$90,216.24
Adult Day Care	\$564,616.84
Caregiver Respite	\$302,017.25
Homemaker Service	\$332,087.75
Personal Care Service	\$255,500.45
Congregate Meals (Senior Centers)	\$1,266,516.13
Cares Support Options	\$144,000.00
Home Delivered Meals (Meals on Wheels)	\$1,716,785.17
Emergency Home Delivered Meals (COVID)	\$357,514.51
FFCRA-Home Delivered Meals	\$53,351.04
Health Promotion (Wellness)	\$50,421.00
Care Consultation	\$18,433.00
Case Management	\$16,211.60
Hospital Transitions-Bridge Model	\$30,000.00
Care Transition Intervention	\$6,125.12
REACH Grant	\$27,300.00
Material Aid - Assistive Technology	\$50,000.00
Total FY21 Budget	\$7,416,434.46



FINANCIAL SERVICES

The mission of the CRC's Financial Services Department is to **provide professional, responsible fiscal management and stewardship with accurate financial reporting** encompassing integrity, accountability and exceptional customer service.

The Financial Services Department manages all internal and external financial activities of the CRC. The Department runs all financial operations required for the day-to-day maintenance of the CRC's finances such as:

- ▶ Accounts Payable;
- ▶ Accounts Receivable;
- ▶ Payroll;
- ▶ Cash Management;
- ▶ Capital Budgeting;
- ▶ Financial Analysis and Reporting; and
- ▶ Internal Control Procedures.



The Department supports other departments in the CRC 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 CRC. The Department plays an integral role in reviewing contracts, bids and proposals; monitoring the status of grants and programs in relation to contractual commitments; preparing requisite financial reports for grantor agencies; and monitoring the performance of subcontractors and their compliance with required guidelines, procedures and reporting. For the fiscal year 2021, **the total combined revenues for the CRC were \$14,527,784.**

Total **expenses were \$12,941,873.** Of this amount:

- ▶ \$6,102,611 was for Aging Services;
- ▶ \$4,032,847 was for Transportation Services;
- ▶ \$584,044 was for Planning & Economic Development Services;
- ▶ \$399,556 was for GIS/Information Technology Services;
- ▶ \$1,724,451 was for WorkSource Investment Services; and
- ▶ \$122,892 was for General Government expenses.

The CRC's Fund Balance had a **net increase of \$1,561,384** and the total **ending fund balance was \$4,207,652.** After transfers to and from the General Fund, the following are the designated fund balances of the CRC, as of June 30, 2021:

- ▶ Assigned for Aging Services - \$209,116;
- ▶ Assigned for GIS Services - \$25,990;
- ▶ Assigned for Transportation Services - \$1,051,373;
- ▶ Non-spendable (prepaids) for General Fund - \$152,290; and
- ▶ Unassigned for General Fund - \$2,768,883.



FINANCIAL SERVICES

Detailed information concerning the CRC's financial condition can be found in the CRC's 2021 **Annual Comprehensive Financial Report (ACFR)**. The purpose of the report is to provide the Council, management, staff, the public and other interested parties with detailed information reflecting the CRC's financial condition. The report also satisfies state law to publish a complete set of financial statements presented in conformity with **Generally Accepted Accounting Principles (GAAP)** and audited in accordance with generally accepted auditing standards by a firm of licensed certified public accountants.

Clifton, Lipford, Hardison & Parker, LLC, audited the CRC's 2021 ACFR. The auditors issued an unmodified (clean) opinion. It was the auditor's opinion that the CRC's financial statements for the fiscal year ended June 30, 2021, presented fairly, in all material respects, the financial position of the CRC. The auditor's report also noted that the CRC complied with the requirements of major federal awards and that **no deficiencies** in internal control over compliance were identified. It should also be noted that there were no findings or questioned costs.

The Government Finance Officers Association (GFOA) awarded a **Certificate of Achievement (COA) for Excellence in Financial Reporting** to the CRC for its' ACFR for the fiscal year ended June 30, 2019. This was the **eleventh consecutive year** the CRC **received this prestigious award**. In order to be awarded a Certificate of Achievement, the CRC has to publish an easily readable and efficiently organized ACFR that satisfies GAAP and applicable legal requirements. A COA is only valid for one year.

We submitted our 2020 ACFR to the GFOA to determine its eligibility for another certificate and we are awaiting the results. We believe that our 2021 ACFR will continue to meet the COA Program's requirements and we will submit it to the GFOA to determine its eligibility as well.

It is the desire of the CRC Council to provide the **highest level of service** at the **most economical cost** to its member governments. The CRC actively participates in regional planning with State and Federal agencies, and counties and municipalities within the CRC to maximize services to the region's citizens and to provide these services as economically reasonable as possible.



Note: For additional information, a complete copy of the CRC's 2021 ACFR is available on our website at www.coastalrc.ga.gov.



FINANCIAL SERVICES

COASTAL REGIONAL COMMISSION

Statement of Revenues, Expenditures, and Changes in Fund Balances-Governmental Funds Fiscal Year Ended June 30, 2021

	General Fund	GA DHS- Area on Aging	GA DCH- Area Agency on Aging	GA DHS- Coordinated Transportation	GDOT Section 5311 Rural Public Transit	TCSG- Worksource Coastal	Other Governmental Funds	Total Governmental Funds
Revenues								
Local government dues	\$ 851,253	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 851,253
Grants and Contracts								
Federal	-	3,306,429	350,344	184,124	3,857,019	1,723,357	321,007	9,742,279
State	-	1,185,265	350,344	301,561	-	-	337,623	2,804,792
Other revenues:								
Investment income, net	574	-	-	-	-	-	-	574
Contributions/Local	-	-	-	200	554,216	-	314,429	868,845
In-kind Revenues	-	166,245	-	966	-	-	-	167,210
Other Income	92,831	-	-	-	-	-	-	92,831
Total Revenues	<u>944,658</u>	<u>5,287,939</u>	<u>700,688</u>	<u>486,851</u>	<u>4,411,235</u>	<u>1,723,357</u>	<u>973,059</u>	<u>14,527,784</u>
Expenditures								
Direct								
Current operating								
Personal services	-	486,037	456,352	824	1,999,313	321,659	574,904	3,839,089
Operating expenditures	49,652	4,743,602	108,939	23,109	1,218,237	1,307,358	266,208	7,717,105
Capital outlay	48,710	-	-	-	197,838	-	-	246,648
Total Direct Expenditures	<u>98,362</u>	<u>5,229,639</u>	<u>565,291</u>	<u>23,933</u>	<u>3,415,489</u>	<u>1,629,017</u>	<u>841,112</u>	<u>11,802,842</u>
Indirect cost								
Cost allocation plan	-	144,203	135,397	244	593,182	95,434	170,570	1,139,030
Total Expenditures	<u>98,362</u>	<u>5,373,842</u>	<u>700,688</u>	<u>24,177</u>	<u>4,008,671</u>	<u>1,724,451</u>	<u>1,011,682</u>	<u>12,941,873</u>
Excess (deficiency) of revenues and other sources over expenditures	<u>846,296</u>	<u>(85,904)</u>	<u>-</u>	<u>462,674</u>	<u>402,565</u>	<u>(1,093)</u>	<u>(38,623)</u>	<u>1,585,912</u>
Other Financing Sources (Uses)								
Transfers In (out)	<u>(222,717)</u>	<u>85,904</u>	<u>-</u>	<u>(462,674)</u>	<u>462,674</u>	<u>1,093</u>	<u>111,190</u>	<u>(24,530)</u>
Total Other Financing Sources (Uses)	<u>(222,717)</u>	<u>85,904</u>	<u>-</u>	<u>(462,674)</u>	<u>462,674</u>	<u>1,093</u>	<u>111,190</u>	<u>(24,530)</u>
Net Change in Fund Balance	623,579	-	-	-	865,238	-	72,567	1,561,384
Fund Balance - Beginning of Year	2,297,594	-	-	-	186,135	-	162,539	2,646,268
Fund Balance - End of Year	<u>\$ 2,921,173</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 1,051,373</u>	<u>\$ -</u>	<u>\$ 235,106</u>	<u>\$ 4,207,652</u>

GEOSPATIAL INFORMATION SYSTEMS/INFORMATION TECHNOLOGY SERVICES

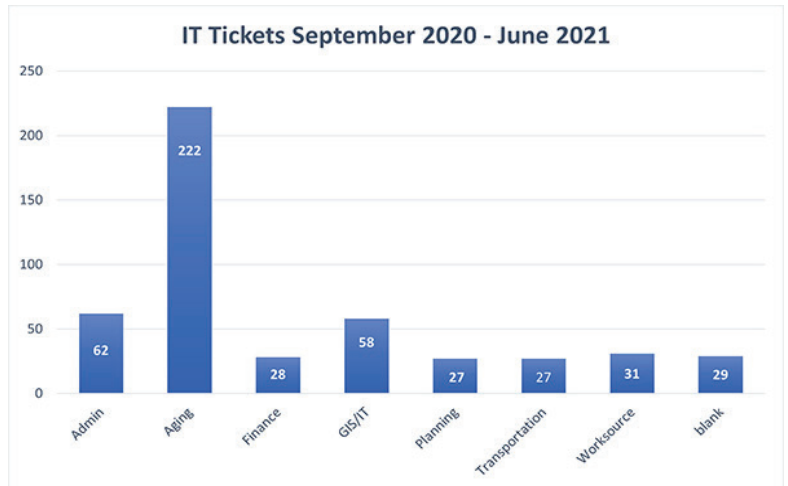


The Department's mission is to provide technology-based services to both internal and external customers. These services include **infrastructure maintenance, website development, Geospatial Information Services (GIS) and general technology support.** The department's goal is to leverage infrastructure, software, and staff experience to elevate and support customer efficiencies. After the previous years of on-boarding then returning Worksource to City of Savannah and the challenges of establishing work from home routines for COVID, the department worked to return to project implementations and technology improvements.

Information Technology

With maintenance contracts and replacement costs providing a sustainability challenge, IT pivoted to cloud-based solutions. This strategy focuses on application management as we systematically assess the cost of replacement. This also sees a transition from large up-front costs and annual maintenance fees to monthly subscriptions for technology solutions. The first of these steps was to **migrate to Office 365** and decommission the on-premises email Exchange server. Additional aspects of this change include a VOIP Phone RFP this summer, an **overhaul of the CRC Website**, and the migration to SharePoint online. All three continue to ensure a remote workforce can be achieved in emergency situations.

In addition, Teresa Townsend with the Administrative Services Department, **began serving as an IT Assistant in a larger capacity** than previous years and the IT department introduced another hybrid IT staff position, **Algertha Taylor**, with the Aging Services Department. They both serve as IT assistants, troubleshooting and resolving internal staff tickets. The new ticket system initiated in September 2020 has seen **484 tickets** submitted in 10 months.



Through this year's ticket system and the embedded IT staff member approach, the IT department has continued to **provide customer service responsive resolutions** to technology related issues.

The GIS team had a strong year finishing up the **implementation of its Southeast Georgia Regional Association for Apatial Solutions (SEGRASS) Address Repository** database. This program received awards from the Georgia Chapter of Government Management Information Services (GMIS) and International GMIS for Outstanding Government to Government program. Camden, Liberty and McIntosh received the award through the CRC SEGRASS program for collectively managing their addresses in a singular NextGen 911 database. This approach not only **recognized by state and international organizations**, is a model of the State of Georgia, and is in the development of guidelines and tools to achieve Next Generation 911 compliance.

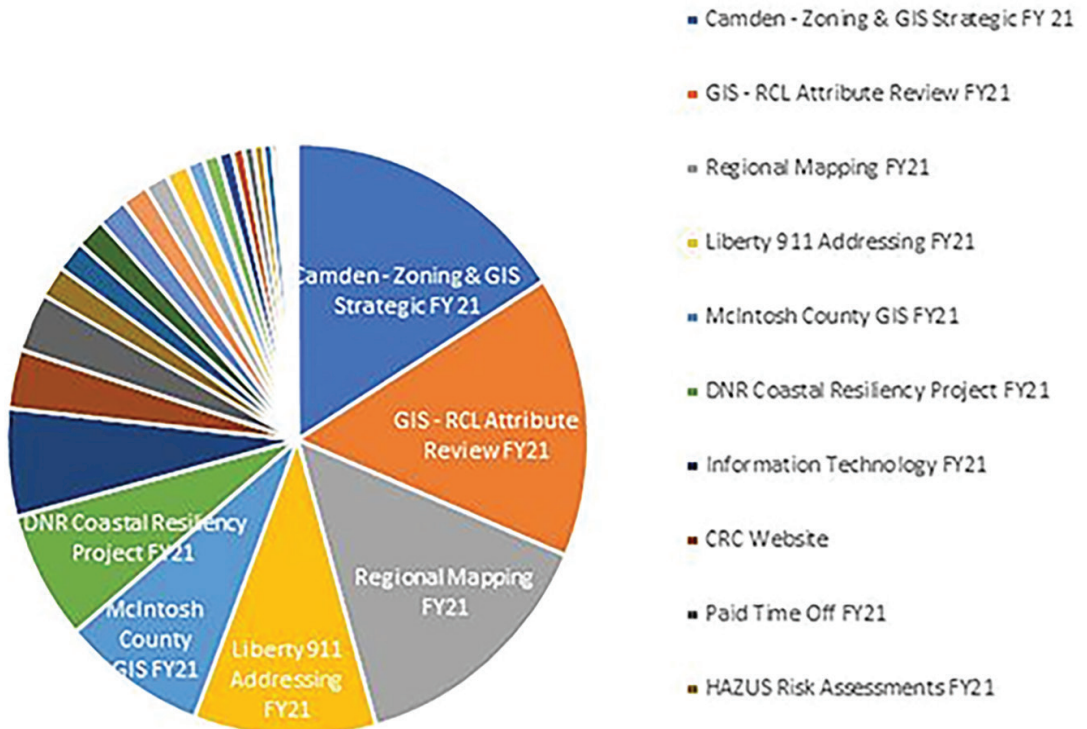


GEOSPATIAL INFORMATION SYSTEMS/ INFORMATION TECHNOLOGY SERVICES

In addition to the SEGRASS program providing address and centerline management, the department has worked to assist counties in the establishment of their own GIS departments. This approach has taken the shape of assisting with the hiring process on city and county interview boards. The Department has also leveraged its own department ticket system and to expedite and respond to GIS needs in the communities we serve. The Department responded to **639 tickets** with an average resolution within two days.

Tickets Assigned	Tickets Resolved	Tickets Reopened	Average 1st Response Time	Average Response Time	Average Resolution Time
GIS					
639	634	189	7 hrs. 12 min.	9 hrs. 5 min.	1 day 9 hrs. 16

As the department responds to incoming immediate needs, the GIS team also has annual projects outlined with benchmarks and program implementation. As depicted below, our primary focus is supporting Camden County, GDOT Road Center project (REVAMP), Regional Mapping for DCA and Planning projects, Liberty Addressing, McIntosh County and the DNR.



PLANNING AND GOVERNMENT SERVICES



The mission of the Planning and Government Services Department is to provide long-range strategic planning and local technical assistance to Coastal Regional Commission (CRC) member governments to help them identify and support beneficial community and regional growth management policies, plans and programs. We support our mission and goals through professional, innovative services.

Planning

As planners and designers, our ability to see the big picture, effectively communicate and visualize ideas, and engage communities helps our clients succeed. Our engaging community outreach and approach to urban planning and design have helped to establish our **award-winning track record**.

Grant Assistance

We provide technical support and feedback on draft **grant applications** and **letters of support**. The CRC provides regular grant alerts regarding opportunities from federal, state and other agencies. We offer peer learning and formal training on grant development, monitoring and administration.

Economic Development

We seek to advance opportunities for **increasing access to capital** that will assist in the **creation of jobs**, while leveraging and maximizing the impact of private investment to enhance the quality of life throughout the State of Georgia's coastal region.

Newsletter

Each month we publish a newsletter that provides readers with topical updates in the region: economic development, grant opportunities, ongoing CRC projects, and staff highlights. This newsletter is designed to keep our local partners informed and engaged. Visit our website at coastal.rc.ga.gov/planning to sign up to receive the newsletter.

Current Projects

Our team leverages its experience to lead regional collaboration and spark local action, expanding opportunity, and improving quality of life equitably to all. We are dedicated to our mission of public service with a regional perspective.

Brunswick Professional Services

The **City of Brunswick** has contracted with us for on-call professional services, which includes planning and grant management assistance.

Comprehensive Economic Development Strategy (CEDS)

The **Comprehensive Economic Development Strategy (CEDS)** brings together public and private sectors to create an economic road map to strengthen Coastal Georgia's economy. This five-year plan helps identify regional opportunities and confront challenges that threaten economic security.





PLANNING AND GOVERNMENT SERVICES

EDA - CARES

In partnership with Economic Development Administration (EDA), we are providing **pandemic recovery assistance** to our local government partners. With the EDA's investment, our staff has increased capacity to continue providing professional services in a post-pandemic world.



GDOT: Rural Transit Planning

The Georgia Department of Transportation (GDOT) **Rural Transit Study** was designed to review on-call transportation bus service data for the purpose of identifying time and geospatial patterns that might aid transportation planning.

Georgia Forestry Partnership: Heirs Property

We work with the Georgia Forestry Commission (GFC) to determine the extent and effect of **heir's title issues** in coastal counties. Following the collection and verification of ownership data, we will develop a contact program with property owners who may be interested in placing their land in **timber management programs**.

Grant Writing and Management

Our grant writing and management team provides grant writing and administration services to our partners. This year's projects include:

- ▶ Assisting the **City of Riceboro** and **Liberty County** with securing an **Assistance to Firefighters Grant**;
- ▶ Providing grant writing and management services to **Chatham County** and **Glynn County** to secure CDBG-CV funds for the expansion of the **Second Harvest Food Banks** in both locations; the projects total \$17 million and \$3 million respectively;
- ▶ Collaborating with **Chatham County** to secure **EDA Good Jobs Challenge** funding for the **Step-Up Savannah** re-entry program for ex-convicts; and
- ▶ We are serving as the lead institution for the **EDA's Build Back Better Regional Challenge**, a grant opportunity with the potential to bring positive economic growth to the region. Included among our numerous partners are: **Camden County, Camden County Joint Development Authority, Chatham County, Liberty County, Liberty County Development Authority, and the Savannah Economic Development Authority**.

PLANNING AND GOVERNMENT SERVICES



Manufacturing Needs Assessment and Economic Impact Analysis

In collaboration with **Georgia Southern University's (GSU) Business Innovation Group (BIG)**, the CRC is investigating the economic impact of coronavirus on the region's economy. BIG is conducting a regional survey to identify how the COVID-19 pandemic has impacted manufacturing businesses in the 10-county region to aid in recovery and resilience planning.

Regional Plan of Coastal Georgia

We are updating the **Regional Plan for Coastal Georgia**. The Regional Plan includes the region's vision for the future as well as the strategy for achieving the vision. The Regional Plan considers issues, opportunities, and resources that multiple neighboring jurisdictions share and may address in a coordination fashion.

USDA: Community Facility Technical Assistance

With support from the US Department of Agriculture (USDA), we created the **Community Facility Assistance program** to provide community facility technical assistance to rural communities throughout the CRC region. Our team is offering preliminary designs assistance, planning, and grant writing assistance to make community facility concepts a reality. Participating communities currently include the cities of Sylvania, Riceboro, Register, and Walthourville.

Zoning Ordinance Updates

We are assisting the **City of Brunswick** and **McIntosh County** with updating their zoning ordinances.





TRANSPORTATION SERVICES

The purpose of the regional transit service is to provide a coordinated transportation system that addresses the needs of the general public and designated human services framework to directly serve the various components of our regional communities.

Administration

Fiscal year 21 was challenging with various levels of **disruptions and precautions attributed to COVID-19**. To minimize the risks to our drivers and clients, **protective measures put in place** by the Federal Transit Administration (FTA), Georgia Department of Transportation (GDOT), and the CRC, allowed us **to continue to provide transit services when needed**. At the height of the pandemic, the FTA and GDOT **provided**, via websites and emails, **recommended preventative measures** to combat the spread of COVID, and procedures to sanitize the buses. FTA and GDOT amended their budget process and funded our costs to purchase materials, supplies, and equipment to implement their recommendations. **Measures implemented by the CRC** included:

- ▶ **mandatory temperature checks** taken before boarding the bus. If temperature exceeded 100.4 degrees, client was not permitted on bus;
- ▶ **plexi-glass shields** installed behind each driver;
- ▶ **masks** provided to all passengers and required to be worn on bus;
- ▶ buses were **fumigated** weekly and **sanitized** on a daily basis;
- ▶ **hand sanitizer dispensers** were provided to all drivers and passengers on each vehicle;
- ▶ every other seat was blocked off to assure safe, social distancing;
- ▶ **signs** were posted on each vehicle and at each facility stating the responsibility to protect against COVID-19 is the responsibility of the individual and not the CRC; and
- ▶ conducted a **customer survey** to assess safety procedures, ridership satisfaction, and solicit any recommendations.

Vehicle Status

The transit program was scheduled to receive 16 new vehicles in FY21, but only received four. We received the transit vans; however, due to the national shortage of micro-chips, the E-350 Ford cutaways were delayed, and we expect to receive them in December/January. In FY22, the CRC will receive two transit vans, four cutaways, and three SUV's for the Field Managers.



An additional disruption this year, was the **national phenomenon of the theft of catalytic convertors**. Our buses, parked throughout our region, had 35 convertors stolen, which put them out of service until they could be repaired. The CRC relocated the buses to safe, well-lit locations, in close proximity to police/municipal parking locations.



TRANSPORTATION SERVICES

With funding from GDOT, **cameras were installed** on the new buses we received last year. Cameras provide safety to our drivers and passengers and are an excellent eye-witness to events that happen on or around the bus.

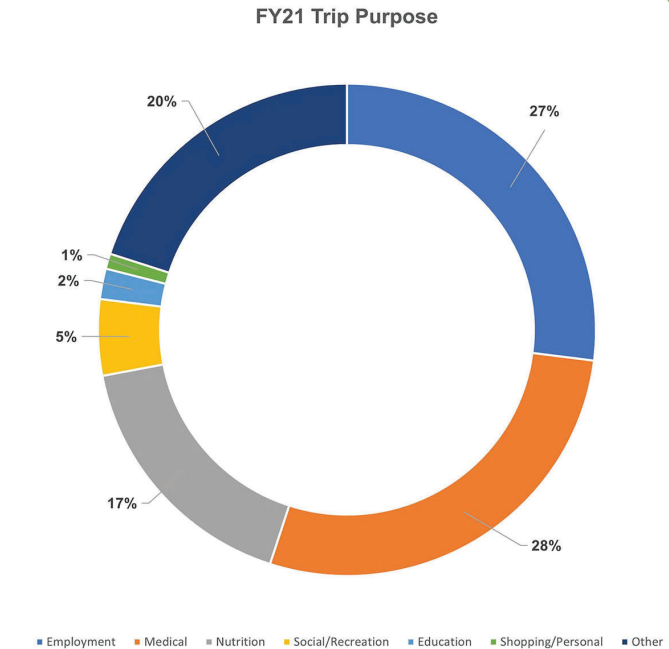
Trip Activity

The Monthly Trip Count chart on the preceding page illustrates that our program's normal trip count was low. Due to the COVID-19 pandemic, **17 senior centers in our region closed**, which reduced scheduled trips. The program saw a substantial increase in May and June, only to be curtailed once again in July and August. The June tabulation witnessed a 34% increase in ridership over the 12-month span; over 55% of the ridership for that period can be attributed to medical and employment categories.

The annual trip count for all seven categories was **46,664** total trips versus the typical annual average of **135,000**; however, with the latest U.S. Census count, the CRC region realized a net increase of 76,820 residents, which influenced additional ridership for transit services to the medical and employment components.

To **determine ridership satisfaction**, a survey was developed and distributed to various buses throughout the region. The survey contained nine questions which included county of residence, type of trip, frequency, and employee's level of courteous service. The number one rating by all respondents was the **COVID-19 safety measures** implemented, and the second highest rating was the **courteous, helpful service** of the drivers. Most of the respondent's trips were for access to senior centers and medical services.

The success of the FY21 transit service can be attributed to the drivers and Call Center staff and their professional commitment to getting the job done. Though several staff and/or family members had been exposed to COVID-19 and had to quarantine, the program was always in a position to address transportation services when and where needed.



■ Employment ■ Medical ■ Nutrition ■ Social/Recreation ■ Education ■ Shopping/Personal ■ Other

State Transit Plan

In FY21, GDOT completed their final report which provides the framework to enhance access to transit service throughout Georgia. A more defined emphasis was placed on rural areas and the benefit of combining the transit services of the GDOT, Georgia Department of Human Services (DHS), and the Department of Community Health (DCH) into a **unified delivery system**. Additional consideration is being given to allow transit systems to operate outside their designated service/political boundary to assist counties currently without transit services. This will allow counties to provide transportation access to their residents for medical and employment opportunities.

November 2021						
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January 2022						
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23	24	25	26	27	28	29
30	31					

NOTES:



SUNDAY	MONDAY	TUESDAY
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WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4
8 <i>No CRC Council Meeting</i>	9	10	11
15	16	17	18
22 <i>CRC Office Closed</i>	23 <i>CRC Office Closed</i>	24	25 <i>Christmas Day</i> 
29	30 <i>CRC Office Closed</i>	31	

DECEMBER 2021

December 2021						
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February 2022						
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NOTES:



SUNDAY	MONDAY	TUESDAY
NOTES:		
2	3	4
9	10	11
16	17 <i>Martin Luther King Jr. Birthday</i> <i>CRC Office Closed</i>	18
23	24	25 <i>CRC Aging Services Advisory Council Meeting</i> <i>10:00 a.m.</i> <i>Richmond Hill City Center</i>
30	31	

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 <i>New Year's Day</i> 
5	6	7	8
12 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	13	14	15
19	20	21	22
26	27	28	29

NOTES:

JANUARY 2022

January 2022						
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March 2022						
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27	28	29	30	31		

NOTES:



SUNDAY	MONDAY	TUESDAY
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27	28	

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
2	3	4	5
9 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	10	11	12
16	17	18	19
23	24	25	26

NOTES:

FEBRUARY 2022

February 2022						
S	M	T	W	T	F	S
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April 2022						
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NOTES:



SUNDAY	MONDAY	TUESDAY
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27	28	29

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
2	3	4	5
9 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	10	11	12
16	17	18	19
23	24	25	26
30	31	NOTES:	

MARCH 2022

March 2022						
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May 2022						
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22	23	24	25	26	27	28
29	30	31				

NOTES:



SUNDAY	MONDAY	TUESDAY
NOTES:		
3	4	5
10	11	12
17	18	19
24	25	26 <i>CRC Aging Services Advisory Council Meeting 10:00 a.m. Richmond Hill City Center</i>



WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2
6	7	8	9
13 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	14	15	16
20	21	22	23
27	28	29	30

APRIL 2022

April 2022						
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June 2022						
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26	27	28	29	30		

NOTES:

SUNDAY	MONDAY	TUESDAY
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8	9	10
15	16	17
22	23	24
29	30 <i>Memorial Day</i> <i>CRC Office Closed</i>  <i>Happy</i> MEMORIAL DAY <i>Remember and honor</i> * * * 	31



WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
4	5	6	7
11 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	12	13	14
18	19	20	21
25	26	27	28

NOTES:

MAY 2022

May 2022						
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July 2022						
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31						

NOTES:




SUNDAY	MONDAY	TUESDAY
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26	27	28

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4
8 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	9	10	11
15	16	17	18
22	23	24	25
29	30	NOTES:	

JUNE 2022

June 2022						
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August 2022						
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21	22	23	24	25	26	27
28	29	30	31			

SUNDAY	MONDAY	TUESDAY
NOTES:		
3	4 <i>Independence Day CRC Office Closed</i> 	5
10	11	12
17	18	19
24	25	26 <i>CRC Aging Services Advisory Council Meeting 10 a.m. - Richmond Hill City Center</i>
31		

NOTES:



WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2
6	7	8	9
13 <i>No CRC Council Meeting</i>	14	15	16
20	21	22	23
27	28	29	30

NOTES:

JULY 2022

July 2022						
S	M	T	W	T	F	S
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September 2022						
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25	26	27	28	29	30	

NOTES:



SUNDAY	MONDAY	TUESDAY
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21	22	23
28	29	30

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
3	4	5	6
10 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	11	12	13
17	18	19	20
24	25	26	27

NOTES:

AUGUST 2022

August 2022						
S	M	T	W	T	F	S
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October 2022						
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30	31					

NOTES:

SUNDAY	MONDAY	TUESDAY
NOTES:		
4	5 <i>Labor Day CRC Office Closed</i> 	6
11	12	13
18	19	20
25	26	27



WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3
7	8	9	10
14 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	15	16	17
21	22	23	24
28	29	30	

SEPTEMBER 2022

September 2022						
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November 2022						
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NOTES:



SUNDAY	MONDAY	TUESDAY
NOTES:		
2	3	4
9	10 <i>Columbus Day CRC Office Closed</i> 	11
16	17	18
23	24	25 <i>CRC Aging Services Advisory Council Meeting 10:00 a.m. Richmond Hill City Center</i>
30	31	

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1
5	6	7	8
12 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	13	14	15
19	20	21	22
26	27	28	29

NOTES:

OCTOBER 2022

October 2022						
S	M	T	W	T	F	S
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December 2022						
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NOTES:



SUNDAY	MONDAY	TUESDAY
NOTES:		1
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WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
2	3	4	5
9 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	10 <i>CRC Office Closed</i>	11 <i>Veterans Day</i> 	12
16	17	18	19
23 <i>CRC Office Closed</i>	24 <i>Thanksgiving Day CRC Office Closed</i> 	25	26
30	NOTES:		

NOVEMBER 2022

November 2022						
S	M	T	W	T	F	S
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January 2023						
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29	30	31				

NOTES:



SUNDAY	MONDAY	TUESDAY
NOTES:		
4	5	6
11	12	13
18	19	20
25 <i>Christmas Day</i>	26 <i>CRC Office Closed</i>	27



WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3
7	8	9	10
14 <i>No CRC Council Meeting</i>	15	16	17
21	22 <i>CRC Office Closed</i>	23	24
28	29	30	31

DECEMBER 2022

CRC Staff Contact Listing

Phone numbers subject to change with CRC phone upgrade in 2022
Please see website for updates - www.coastalrc.ga.gov

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Kameron Dickerson	Transportation Services Fiscal Assistant	437-0834	kdickerson@crc.ga.gov
Tamara Myers	Fiscal Assistant	437-0823	tmyers@crc.ga.gov

GEOGRAPHIC INFORMATION SYSTEM (GIS) INFORMATION TECHNOLOGY (IT) DEPARTMENT

Hunter Key	GIS/IT Director	437-0876	hkey@crc.ga.gov
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PLANNING AND GOVERNMENT SERVICES DEPARTMENT

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TRANSPORTATION DEPARTMENT

Don Masisak	Transportation Director	437-0830	dmasisak@crc.ga.gov
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Andrea Mack	Dispatcher	437-1134	amack@crc.ga.gov



What can we do for you?

Area Agency on Aging—1-800-580-6860

- ◇ **Access to Services**—Serves as the single point of entry for public and private services for the elderly, persons with disabilities and their caregivers. Includes Information & Referral Assistance for those wanting to remain independent at home.
- ◇ **Tools for Life Lab**—Demonstrates and provides for both high (and low) tech assistive living devices to help you remain in your home.
- ◇ **Health & Wellness**—Provides programs and activities to senior centers which promote healthy living and well-being.
- ◇ **Service Coordination**—Works with community agencies and contractors to deliver a wide range of services to ensure seniors and caregivers receive the most appropriate services without duplication.
- ◇ **Contracted Services**—Contracts with community providers to deliver home and community based services including: Adult Day Care, Home Delivered Meals, Senior Center Meals, Homemaker Services, Respite Care, Personal Care Assistance, Legal Assistance, Care Coordination and Medicare Benefits Counseling.

Planning & Government Services

- ◇ Local Comprehensive Plan
- ◇ Transportation Plans - Bike & Pedestrian
- ◇ Zoning Ordinance/Strategic Planning
- ◇ Economic Development/Grant Writing
- ◇ Personnel Assessments/Board Retreats
- ◇ Web Design
- ◇ Design Charette
- ◇ Meeting Facilitation

Geographic Information Systems

- ◇ Parcel Maintenance
- ◇ GIS Web Development
- ◇ GIS Solution Consulting
- ◇ GPS Data Collection
- ◇ GIS Technical Assistance
- ◇ Mapping-Zoning, Transportation, Utilities, etc.
- ◇ Local Update of Census Addresses (LUCA)
- ◇ Cybersecurity Training

Transportation Department

Coastal Regional Coaches - 1-866-543-6744

- ◇ DHR Coordinated Transportation - Dept. of Human Resources (Human Service Transportation, region-wide)
- ◇ Regional Rural Public Transportation - Dept. of Transportation (Sections 5311 and 5317, Demand-response public transportation)
- ◇ Purchase of Service Agreements - A dedicated subscription for trips typically with a community based organization that serves a targeted customer base)