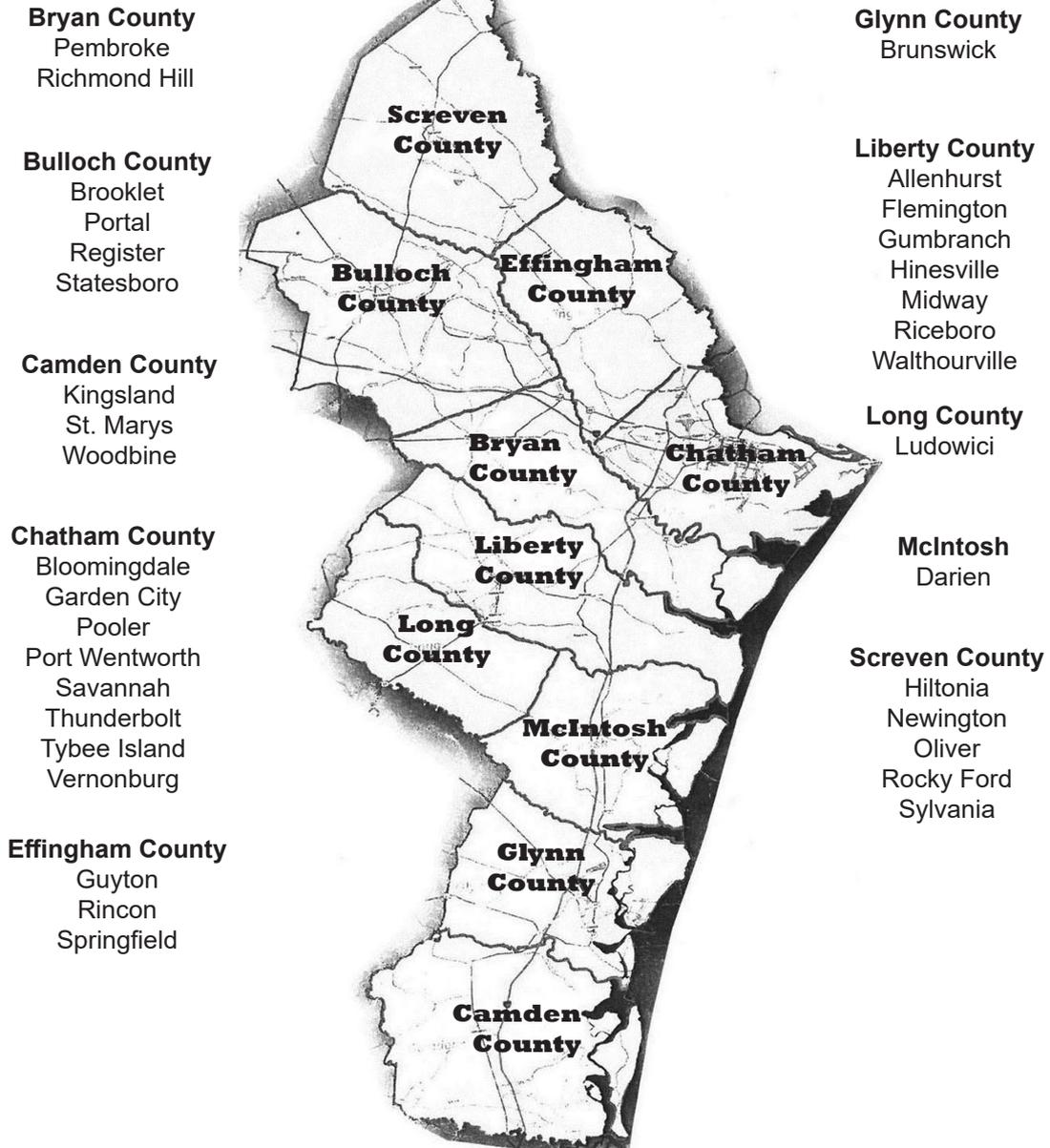


2019 Annual Report &
2020 Personal Planner





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



Cover Photo: Courtesy of Russell Oliver, Senior Planner II. One of the many pine seedlings that was planted on 40 acres of the CRC property by the Georgia Forestry Commission.

A BRIGHT FUTURE



We are pleased to present the Annual Report of the Coastal Regional Commission (CRC) for the fiscal year ended June 30, 2019. We are committed to making our region the best place to live, work and play. Our region is committed to making this the best place for businesses to invest and thrive.

The pine planting on the cover is symbolic of our potential for growth and development. This effort was a partnership with the Georgia Forestry Commission. This 40-acre planting will save the CRC by reducing mowing costs and producing a cash crop in the future. This joint effort will pay dividends.

We feel that all of our efforts will pay dividends for the region. Our staff continues to fulfill its mission of regional growth through their collaborative efforts of leveraging resources and funding. Our dedicated and talented people continuously strive to bring improvements to the areas of comprehensive planning, aging services, geographic information systems, economic development and transportation services. In fiscal year 2020, the CRC will become the fiscal agent for the Coastal Worksource Program. This transition will start January 1, 2020, and will allow the CRC to further serve the region.

In 2019, we bolstered the return on investment of our annual dues, provided critical services to our communities, and strengthened our region through initiatives and opportunities. Looking forward to the growth of these plantings, we see 2020 and beyond as great growth for our region. Our future is bright.

Thank you for for all of your support of the CRC. As we move forward into fiscal year 2020, let us remember that our mission is to benefit our region and the people who call it home. Our charge remains "What Can We Do For You?"

Sincerely,

Allen Burns,
Executive Director



Reggie Loper,
Chairman





2019 CRC COUNCIL MEMBER DIRECTORY

BRYAN COUNTY

Chairman Carter Infinger
Bryan Co. Commission

Councilwoman Tara Baraniak
City of Richmond Hill

Sean Register
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

Alderman Brian Foster
City of Savannah

Chris Blaine
Non-Public

Phil Phillips
Non-Public

Dr. Priscilla Thomas
Non-Public

EFFINGHAM COUNTY

Commissioner Reggie Loper
Effingham Co. Commission

Mayor Ken Lee
City of Rincon

Herb Jones
Non-Public

GLYNN COUNTY

Chairman Michael Browning
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

Vice-Chairman Bill Watson
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

FY19 CRC COUNCIL OFFICERS



FY19 CRC Council Officers (l-r): **Reggie Loper**, CRC Council Chairman, Commissioner - Effingham County Commission; **Allen Brown** - CRC Council Vice Chairman, Mayor of Hinesville; **Jason Coley**, Secretary, State Non-Public Appointment

FY20 CRC COUNCIL OFFICERS



FY20 CRC Council Officers (l-r): **Allen Brown** - CRC Council Chairman, Mayor of Hinesville; **Jason Coley**, CRC Council Vice-Chairman, State Non-Public Appointment; and **Rosa Romeo**, Secretary, Commissioner - Screven County Commission



(l to r): Incoming Chairman Allen Brown, Mayor of Hinesville, presented an Outgoing Chairman Plaque to Reggie Loper, Effingham County Commissioner. Chairman Allen Brown presented 10 Year Service Awards to Sean Register, Bryan County Non-Public and Chris Blaine, Chatham County Non-Public. CRC Council members with Perfect Attendance for FY19 included: Richard Hayes, Liberty County Non-Public; Herb Jones, Effingham County Non-Public; Bulloch County Commissioner Walter Gibson; Screven County Commissioner, Rosa Romeo; and Effingham County Commissioner Reggie Loper.





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.

Henry Holmes joined the administrative team in April as the new **Facilities Maintenance Coordinator (FMC)**. The FMC handles maintenance for the Darien facility and the fleet of CRC vehicles; assists staff with meeting room set up, coffee, water and lunches; and receives and oversees large deliveries received by the Aging Services department.

Three projects that are the responsibility of Teresa Townsend, **Administrative/IT Assistant**, are: the quarterly newsletter, the Annual Report/Calendar, and keeping two CRC websites up-to-date. She continues to provide assistance to the Aging and Disability Resource Connection (ADRC) Manager and other



Welcome to the Coastal Regional Commission of Georgia

ADRC/Aging Services staff with many projects and tasks. IT assistance is provided, as needed, to all departments by troubleshooting computer, server, email and database problems; and updating GMS Accounting & Financial Management System software. This year, she assisted the finance and transportation departments with some of their duties in the absence of two of their staff members. As always, assistance is provided to the departments, as needed, with various projects.

The **Administrative Services Director/HR** leads the administrative team and coordinates Council, Budget & Finance, and other CRC Committee meetings, keeping the minutes and maintaining appointments. The City/County Directory is updated each year, and throughout the year as changes occur, and is available on the CRC's website. Duties also include editing the quarterly newsletter and Annual Report and designing the Annual Report's cover. Human Resources (HR) responsibilities include: paperwork for new hires, orientation, terminations, insurance, FMLA leave, employee evaluations, 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**, **Community Program** and **Volunteers Services**.

Innovative Programming

Evidence-Based Programs

The AAA continues to partner with the Division of Aging Services (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 continues to serve families through its partnership with the **Rosalynn Carter Institute for Caregiving** as a partner in the Georgia Resources for Enhancing Alzheimer's Caregivers Health (REACH) Project. Georgia REACH delivers information and training specific to the needs of each caregiver, through 12 home/telephone based sessions with family caregivers. If you or someone you know is caring for a loved one with Alzheimer's disease or dementia, please **call (800)580-6860** to enroll in the Georgia REACH program.

The **Southeast Georgia Health System (SGHS)** and the AAA continued its partnership of the **Coastal Care Transitions Program (CCTP)**. 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 designed 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 **100+** older adults with Care Transitions services.



AGING SERVICES

Through a grant received from the **Practice Change Leaders for Aging and Health** (in partnership with the **John A Harford Foundation and Atlantic Philanthropies**), the AAA was able to produce a three-minute professional marketing video, which highlights the CCTP impact with hospital systems and patients. The Practice Change Leaders for Aging and Health is a national program to develop, support, and expand the influence of organizational leaders who are committed to achieving transformative improvements in care for older adults. The program provides leaders in the fields of healthcare and aging services, an opportunity to gain enhanced leadership skills and content expertise to positively influence care for older adults.

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) are expanded with the coordination and assistance of 20 volunteers spread throughout the coastal planning service area. 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);
- ▶ A Matter of Balance (AMOB); and
- ▶ Tai Chi for Health (TCH).



The AAA provided a total of **5 (6-week)** series of informational and educational

EBP workshops to 55 participants. Workshops help individuals learn of skills to better manage their health while living with chronic conditions, improve physical activity, prevent falls, and better care for loved ones.

Aging Disability Resource Connection (ADRC)

The ADRC is a coordinated system dedicated to providing comprehensive information about publicly and privately financed long-term support and services that empower older adults, individuals with disabilities and their families, to make informed decisions about long-term care with easily accessible information. The ADRC had a total of **3,184 contacts** in FY19.

Information and Assistance

The ADRC maintains a detailed database that contains information for a variety of both private-pay agencies and publicly-funded service programs. Callers can request detailed lists containing prices, locations, and contact information for over **23,000 agencies and programs.**

AGING SERVICES



Telephone Consultations

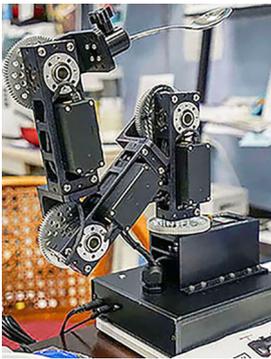
The ADRC provided **1,380** comprehensive telephone consultations for individuals who were struggling to remain independent in their home or community. The majority of these people had needs that went unmet most of the time, and many were at risk of entering a nursing home.

- ▶ **In 509 consultations**, individuals received benefits or options counseling;
- ▶ **In 605 consultations**, individuals were assessed for HCBS services (funded through the Older Americans Act); and
- ▶ **In 266 consultations**, individuals were assessed and referred for services under the Elderly and Disabled Medicaid Waiver Program (funded through the Georgia Dept. of Community Health).

Tools for Life/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 Assistive Technology Lab** is set up like a studio apartment, giving individuals the opportunity to actually put their hands on items that assist with mobility, dementia care, vision loss, communication problems, hearing loss and much more. Support for the lab is provided through **Georgia Tech Tools for Life Program**. During FY19, services included: **15 consultations**; **8 group tours (139 people)**; and **8 mobile demos (151 people)**.

In addition to providing clients and families with educational consultations and tours, **145** individuals over the age of 60 **received equipment** under Older Americans Act funding. Equipment was provided when a task like bathing or homemaking were not being done 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.





AGING SERVICES

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 and the newly injured.



Without this partnership, individuals who wanted to receive equipment through this agency would be required to drive to Macon or Atlanta to pick up the items they requested.



Thirty Five (35) people received equipment through FODAC in FY19. The AAA is also a designated drop-off site for used equipment; anyone who wishes to donate equipment can drop off at the CRC. The equipment will be sent to FODAC for repairs, sanitation, and donation to individuals in the community who are in need of equipment.

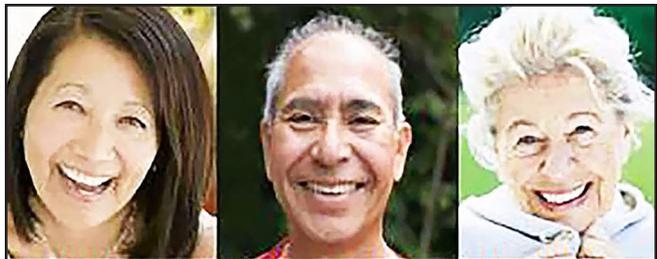
Nutrition/Wellness

The AAA contracts with Nutrition Service Providers to offer seniors healthy nutritious meals, along with nutrition education, wellness, and recreational activities throughout the region.

Meals are provided in congregate and home delivered settings. The **congregate meal** setting allows seniors to connect and socialize. The **home delivered meals** are delivered door-to-door to homebound seniors that are unable to attend the congregate meal site.

Various topics on nutrition, meal preparation, dietary guidelines, food safety, food and drug interactions, lifestyle factors, health and wellness, community nutrition resources, and services that improve nutritional status are provided. Additional educational topics include lifestyle management, physical activity, and program awareness/prevention.

These efforts help seniors in the coastal region age in place and enjoy their golden years.



FEEL BETTER • GAIN ENERGY • ENJOY LIFE



AGING SERVICES



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 **844 older adults**, for a total regional value of **\$16,880**. 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 helped reduce food insecurity in older adults. The AAA collaborated with certified local farmers who traveled throughout the region to deliver fresh produce. The GSFMNP in the coastal region achieved a **100% redemption rate**.



Outreach/Advocacy

The AAA continued to work on many projects and collaborations to heighten public awareness, increase knowledge of aging services and enhance interaction with the community. Some highlights of this year's activity are as follows:

- ▶ **“A Day of Care for the Caregiver”** event in October, hosted by **CARE-Net**, a program of the Rosalynn Carter Institute and the AAA, honoring professional and family caregivers at the **Edel Caregiver Institute in Savannah, GA**;
- ▶ **2019 Annual Southeast Georgia Health System (SGHS) Foundation Bridge Run** - Ten registered members of Team Coastal ran or walked across the **7,780-foot Sidney Lanier Bridge** on February 16, 2019. Of the ten members, two ran the distance with the other eight cheering them on as they participated in the walking portion of the event. The staff at the Agency table distributed helpful information and items to visitors at the Family Festival Area. Proceeds from the Bridge Run benefit cancer programs at SGHS for a resource center, physical and nutritional counseling, and expansion of public cancer screening programs. Team Coastal maintains its pledge to make this an annual challenge to all CRC and AAA staff;





AGING SERVICES

- ▶ **Senior Week at the Capitol** - Twenty-one seniors from Coastal Georgia attended the annual "**Senior Week at the Capitol**" event in Atlanta, February 6 & 7, 2019. Coastal seniors were among over 600 people who visited the Capitol during Senior Week to advocate on behalf of themselves and seniors across the state. Green scarves were provided to identify seniors and other advocates, when meeting with their elected officials to discuss the CO-AGE priorities. Guides were available to help participants navigate the Capitol and arrange these meetings with individual legislators regarding the needs of older Georgians;



- ▶ **Glynn County Spring Fling** hosted by the Brunswick Glynn Council on Disabilities (formerly the Brunswick Glynn County Mayor's Committee on Services for the Disabled); and
- ▶ **Chatham County Older Americans Luncheon (Bingo Bash)** on May 9, 2019, with **500+** older adults from the coastal region gathered for lunch, entertainment, acknowledgment, and to learn about services and resources that promote healthy lifestyles and independence.

AGING SERVICES



Quality Service - Customer Feedback

Approximately **700** clients receiving Home and Community based services were randomly selected to provide the AAA feedback on the quality of services they received. More than 200 client satisfaction surveys were completed: a response rate of 28%. **Survey results were favorable** and most clients indicated that the services they received through the AAA improved their overall health or everyday life.

Survey Comments

- ▶ "It has been the best decision I've made joining the Senior Center. I am more social and have more friends." *Senior Center Services*;
- ▶ "The ladies that feed us are very happy to help us get a good lunch." *Congregate Meals*;
- ▶ "Keep up the good work! We are pleased with the meals our Father receives." *Home Delivered Meals*;
- ▶ "My aide is wonderful!" *Homemaker services*; and
- ▶ "My wife and I thank God and the Coastal AAA for the services." *Adult Day Care*.

How Satisfied are You with the Services You Receive?			
	Satisfied	Somewhat Satisfied	Dissatisfied
Congregate Meals Senior Center	78%	20%	2%
Home Delivered Meals	86%	12%	2%
Homemaker/ Personal Care	96%	4%	0%
Adult Day Care	100%	0%	0%

Receiving these Services has Improved my Health or Everyday Life		
	Yes	No
Congregate Meals/ Senior Center	95%	5%
Home Delivered Meals	94%	6%
Homemaker/Personal Care	93%	7%
Adult Day Care	100%	0%

Service	# of Actual Units Served
Adult Day Care (hours)	57,756
Case Management (hours)	5,131
Congregate Senior Center Meals	155,606
Home Delivered Meals	116,314
Homemaker (hours)	8,184
Personal Care (hours)	6,180
Respite Care (hours)	10,959
ADRC Info & Assistance (calls/contacts)	7,473
Transportation Trips (via Coaches)	87,506



AGING SERVICES

Coastal Regional Commission of Georgia Aging Services FY19 Budget	
Service Category	Total
Administration	\$485,663
Advocacy	\$23,075
Service Coordination	\$78,236
Aging Disability and Resource Connection	\$270,203
Care Coordination (CCSP)	\$812,913
Program Development	\$17,764
MDS-Q Options Counseling	\$93,258
Money Follows the Person - Transitions	\$118,495
Nursing Home Transitions	\$51,000
Elderly Legal Assistance	\$90,216
Adult Day Care	\$461,308
Caregiver Respite	\$212,309
Homemaker Service	\$160,588
Personal Care Service	\$120,195
Congregate Meals (Senior Centers)	\$1,180,433
Home Delivered Meals (Meals on Wheels)	\$1,018,062
Health Promotion (Wellness)	\$50,421
Care Consultation	\$31,936
Case Management	\$126,892
Hospital Transitions	\$77,251
Telephone Reassurance	\$25,350
Senior Hunger Coalition	\$5,000
REACH Grant	\$7,265
Total FY19 Budget	\$5,517,833

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 2019, the **total combined revenues** for the CRC was **\$12,048,906**. Total **expenses were \$11,521,086**. Of this amount:

- ▶ \$5,458,062 was for Aging Services;
- ▶ \$4,785,081 was for Transportation Services;
- ▶ \$614,075 was for Planning & Economic Development Services;
- ▶ \$511,073 was for GIS/Information Technology Services; and
- ▶ \$152,775 was for General Government expenses.

The CRC's Fund Balance had a **net increase** of **\$497,355** and the total **ending fund balance** was **\$1,779,791**. After transfers to and from the General Fund, the following are the designated fund balances of the CRC, as of June 30, 2019:

- ▶ Assigned for Aging Services - \$100,415;
- ▶ Assigned for Planning & Government Services - \$3,367;
- ▶ Assigned for GIS Services - \$31,960;
- ▶ Non-spendable (pre-pays) for General Fund - \$123,392; and
- ▶ Unassigned for General Fund - \$1,520,657.



FINANCIAL SERVICES

Detailed information concerning the CRC's financial condition can be found in the CRC's 2019 Comprehensive Annual Financial Report (CAFR). 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.

The accounting firm of Clifton, Lipford, Hardison & Parker, LLC audited the CRC's 2019 CAFR. The auditors issued an unmodified (clean) opinion. It was the auditor's opinion that the financial statements of the CRC, for the fiscal year ended June 30, 2019, 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.

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 those services as economically reasonable as possible.

Note: For additional information, a complete copy of the CRC's 2019 CAFR is available on our website, www.crc.ga.gov.

Coastal Regional Commission

Darien, Georgia

Comprehensive Annual Financial Report

For the fiscal year ended June 30, 2019



Prepared by:

Lena Geiger, Finance Director

FINANCIAL SERVICES



The following table represents the fund balance of the CRC as of June 30, 2019.

COASTAL REGIONAL COMMISSION						
Statement of Revenues, Expenditures, and Changes in Fund Balances - Governmental Funds Fiscal Year Ended June 30, 2019						
	General Fund	Area Agency on Aging	Coordinated Transportation	Planning & Economic Development Services	GIS/ Information Technology Services	Total Governmental Funds
Revenues						
Local Government Dues	\$851,253	\$ -	\$ -	\$ -	\$ -	\$ 851,253
Federal	-	3,021,622	3,568,503	159,237	-	6,749,362
State	-	2,148,686	457,742	241,984	134,769	2,983,181
Contributions/Local	-	47,754	565,460	119,482	326,884	1,059,580
Sub-recipient Match	-	188,905	43,455	-	-	232,360
Other Income	173,169	-	-	-	-	173,169
Total Revenues	1,024,422	5,406,967	4,635,160	520,703	461,653	12,048,905
Expenditures						
Personal Services	-	947,759	282,989	310,575	209,705	1,751,028
Contract Services	-	3,547,721	2,923,750	91,900	137,166	6,700,537
Operating Expenditures	152,775	375,403	1,131,946	19,185	34,301	1,713,610
Capital Outlay	-	-	271,074	-	-	271,074
Total Direct Expenditures	152,775	4,870,883	4,609,759	421,660	381,172	10,436,249
Indirect Cost Cost Allocation Plan	-	587,179	175,324	192,415	129,921	1,084,839
Total Expenditures	152,775	5,458,062	4,785,081	614,075	511,093	11,521,086
Excess (deficiency) of Revenues and Other Sources Over Expenditures	871,647	(51,095)	(149,921)	(93,372)	(49,440)	527,819
Other Financing Sources (Uses)						
Transfers In (out)	(467,772)	109,247	149,921	96,739	81,400	(30,465)
Total Other Financing Sources (Uses)	(467,772)	109,247	149,921	96,739	81,400	(30,465)
Net Change in Fund Balance	403,875	58,152	-	3,368	31,960	497,355
Fund Balance - Beginning of Year	1,240,173	42,263	-	-	-	1,282,436
Fund Balance - End of Year	\$1,644,048	\$ 100,415	\$ -	\$ 3,368	\$ 31,960	1,779,791



GEOSPATIAL INFORMATION SYSTEMS/ INFORMATION TECHNOLOGY SERVICES

The Department of Information Services' 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 goal of the department is to leverage infrastructure, software, and staff experience to elevate and support customer efficiencies.

GIS Support - County Support

The CRC delivers full-time GIS departmental support to four counties and four cities within the region, and provides project-related support to all 10 counties and cities within. Full contract support includes: 911 address & road centerline maintenance, parcel maintenance, community development zoning, public works support, and ad hoc projects, as needed by jurisdictions.

The CRC has moved to a ticket-based request system and tracks all work in an on-line timekeeping software. Starting in August 2018, the following tickets represent FY19 GIS response to our partners:

Tickets Assigned	Tickets Resolved	Tickets Reopened	Average 1st Response Time	Average Response Time	Average Resolution Time
FY19 Totals					
477	471	97	10 h 16 m	11 h 25 m	23 h 47 m

Tickets are typically requests for an address from a planning office, parcel splits for tax assessment, map requests for decision support, database or system support, and short-term projects such as Insurance Services Office (ISO) or Community Rating System (CRS) support for local insurance evaluation. In addition to ad hoc requests through the GIS ticket systems, there is on-going data maintenance and project implementation. The CRC provides project support for communities with service contracts on project implementation. Some of the highlights for local GIS projects include the following:

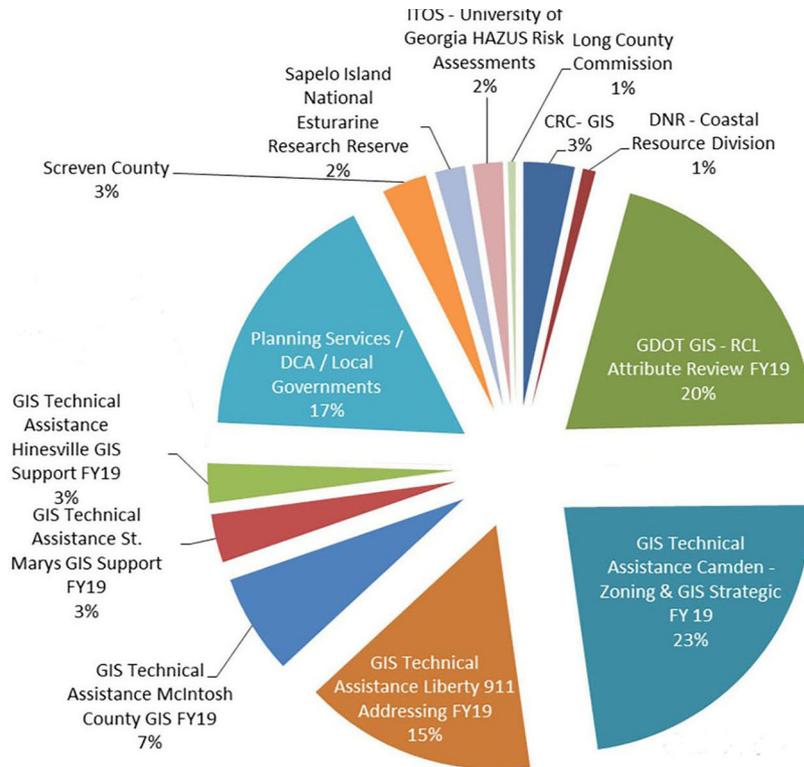
- ▶ **Long** County zoning - digitizing paper to GIS;
- ▶ **McIntosh** County zoning - digitizing paper to GIS;
- ▶ **Liberty** County 911 process scripting;
- ▶ **Camden** County 911 process scripting;
- ▶ **McIntosh** County Damage Assessment Field Application;
- ▶ **Camden** County Damage Assessment Field Application;
- ▶ **St. Marys** GIS staff augmentation;
- ▶ Emergency response dashboards - **Camden & McIntosh** Counties;
- ▶ **Screven** County mapbook & 911 maps; and
- ▶ Community development permit dashboards.

GEOSPATIAL INFORMATION SYSTEMS/ INFORMATION TECHNOLOGY SERVICES



The largest local project the GIS department currently works on is the **update and maintenance of 911 data**. The chart below represents the range and focus of the **6,500 plus staff hours** of the GIS team for FY19.

GIS Projects & Response FY19



GIS Support - Regional & State Projects

In addition to providing direct GIS support to local communities, the CRC serves local communities through state projects and initiates projects on the behalf of the region. Some of the highlights of these type projects for FY19 include:

Regionally Beneficial Projects:

- ▶ Orthoimagery - delivered Dec. 2018;
- ▶ LiDAR flown Dec. 2018 - delivery ETA Dec. 2019;
- ▶ Regional 911 address management - SEGRASS; and
- ▶ Cloud GIS data server - SEGRASS.



GEOSPATIAL INFORMATION SYSTEMS/ INFORMATION TECHNOLOGY SERVICES

State Agency Projects:

Census 2020

Projects included: Local Update to Census Addresses (LUCA), Participant Statistical Areas Program (PSAP), Boundary and Annexation Survey (BAS), LUCA Appeal Process, and New Construction Program.

HAZUS

Hazard Risk Assessments, in support of the Hazard Mitigation Plan, were completed for **Camden, Liberty** and **McIntosh** counties. Bulloch, Chatham and Screven counties will be included in 2020.

MAP-21 GDOT

Attribute validation of all jurisdictions was completed for these attributes: road name, ownership, number of lanes, Operation (1 way/2 way), medians, surface type, and traffic control devices (regulatory signs).

The GIS department continues to leverage state and regional projects to achieve local government goals. An example of this can be seen in the **MAP-21, LUCA, and Next Generation 911** maintenance projects. These projects focus on the same data for different purposes. This allows editors on these projects to focus on the upkeep of road centerlines and addresses, while meeting multiple entities' goals.

Information Technology

The Information Technology division manages and maintains the organization's IT infrastructure, including, but not limited to: the server systems, network infrastructure, cybersecurity, phone system, and general client technology support. This year has seen the following projects of focus:

- ▶ Windows 7 and Windows Server 2008 retirement;
- ▶ Migration of essential network services to new servers;
- ▶ **Network restructuring and segmenting** to increase security;
- ▶ New centralized storage infrastructure implementation;
- ▶ Transportation employees on-boarding and branch;
- ▶ SharePoint to **Office 365 migration**;
- ▶ **Remote backup server replacement** to enhance backup reliability;
- ▶ **Remote monitoring and management software** rollout on all computers and servers; and
- ▶ Cybersecurity training program implementation for all employees.



Additionally, the IT department provides general organizational support including: removal of viruses and malware; replacing hard drives and computer systems; assisting users with computer, phone, SharePoint, and email-related issues; and installing software on employee computers, as necessary.

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 government to help them identify and support beneficial community and regional growth management policies, plans and programs. The Department provides a wide variety of services to member local governments.

US Bike Route 1 Approved through Coastal Georgia *2019 NADO Impact Award Recipient

This spring, the CRC submitted a successful application to the American Association of State Highway and Transportation Officials (AASHTO) for the official designation of **U.S. Bicycle Route 1 (USBR1)**. USBR 1 starts south of the Georgia-South Carolina border in



Clyo, GA, and travels south to connect 22 local communities throughout Coastal Georgia including these counties: **Bryan, Camden, Charlton, Chatham, Effingham, Glynn, Liberty, and McIntosh**; and connects with the existing USBR1 in Florida.

Cyclists along USBR1 can explore Georgia's oldest city, **Savannah**. The route showcases **Savannah Wildlife Refuge, Altamaha Wildlife Management Area, Okefenokee National Wildlife Refuge, and Georgia's barrier islands: Tybee, Sapelo, St. Simons, Jekyll and Cumberland Island National Seashore**. With its oak tree canopies, rural landscapes, marshland views, and barrier islands, Coastal Georgia's USBR 1 is a scenic treasure for cyclists.





PLANNING AND GOVERNMENT SERVICES

A Plan for Downtown Darien *2019 NADO Impact Award Recipient

The CRC partnered with Georgia Power to provide a plan for the future of downtown **Darien**. The purpose is to update the overall vision for downtown and provide concept and design ideas in order to enable the city, property owners, and citizens to make informed, strategic decisions about future developments and enhancements. The plan details a downtown framework system for the following elements: development strategy, streetscape design, parking and circulation, lighting, and parks and open space.



Awarded Coastal Greenway Grants

Chatham County, the **City of St. Marys** and the **City of Brunswick** were selected as projects to be awarded **FY19 Greenway funds**. These funds were used for the continuation of three successful projects: Canebrake Road, Tabby Trail and Marshes of Glynn, that promote bike and pedestrian connectivity within the region. Congratulations to those communities that were selected for funding! Thank you to all who partnered with Department of Community Affairs and the CRC in previous years to make this program a success. We look forward to future successful projects and partnerships.



PLANNING AND GOVERNMENT SERVICES



Communities of Faith and Opportunity

In response to the United States Department of Agriculture's (USDA) invitation to be considered a **Community of Faith & Opportunity**, CRC staff and committee members facilitated meetings that resulted in a **list of top issues** to be addressed in the coastal region. By seeking opportunities to overcome these issues through the commitment of USDA, the CRC desires to **partner with** other key **Federal and State partners, business/industry leaders, local governmental officials, educational institutions, faith-based organizations and non-profits**. With these supporting partnerships, the 10-county coastal region of Georgia will have the capacity to promote enhanced quality of life by: providing treatment and hope to those suffering from mental health conditions and drug abuse; building a skilled and adaptable workforce to create greater employment opportunities and grow local economies; fighting to eliminate poverty and homelessness; and meeting the educational needs of our region.

Launching a New Way to Interact with Comprehensive Plans

The CRC is partnered with multiple counties and cities to update their **Comprehensive Plans**. A new interactive web-based tool was created by CRC Planning staff that allows citizens to take surveys, see minutes, view the upcoming schedule, and keep engaged in the planning process. This new tool was used with **Long, Effingham and Screven counties** as they all completed Joint Comprehensive Plan Updates in partnership with the CRC.



CRC Planning Department Welcomes New Employees Eric Landon and Tayler Hames

This year, the CRC gained two new employees in the Planning and Government Services Department. Eric Landon is the Director of Planning and Government Services, and Tayler Hames is a Grant Specialist/Planner.

Eric has over 16 years of planning experience in the coastal region, most recently as the Planning Director for Camden County. He completed his Bachelor's and Master's degrees



at Georgia Southern University and his graduate study in Effingham County. He has deep roots in the coastal region, having worked in Camden, Glynn, Effingham and McIntosh counties, and having lived in Bulloch, Chatham and Glynn counties.

Tayler recently obtained her Master's of Public Administration from Auburn University, where she also completed her Bachelor's in Political Science and Sociology. Her primary focus at the CRC will be on Economic Development and Grants.



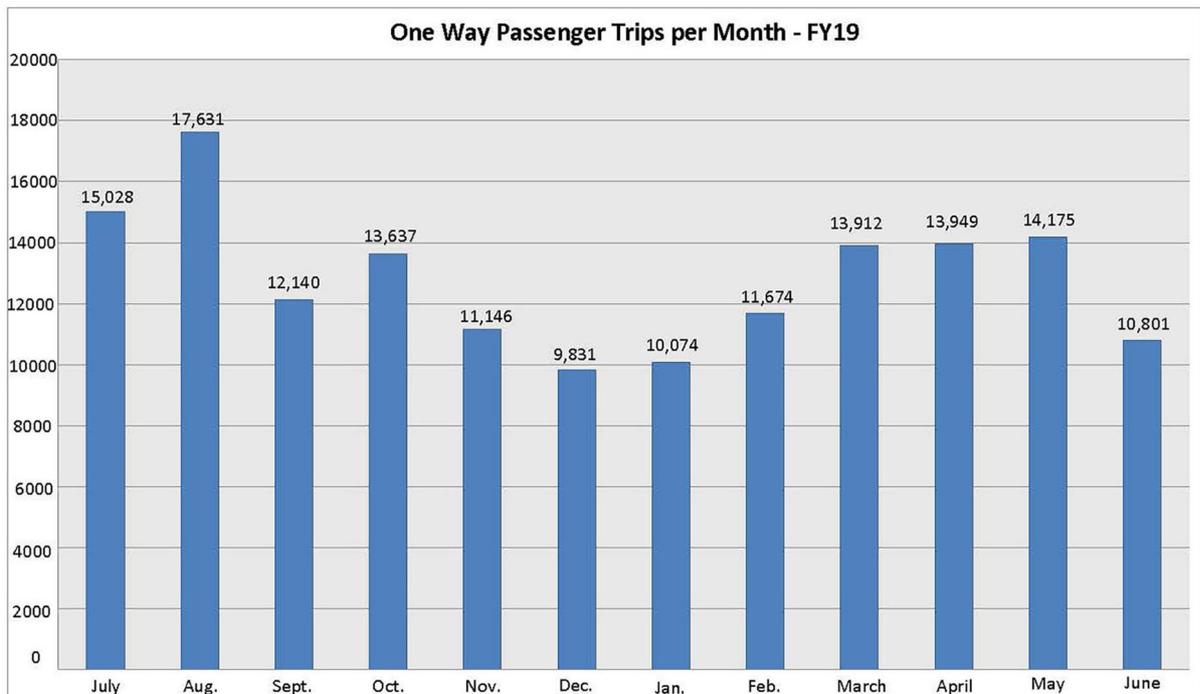


TRANSPORTATION SERVICES

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 agencies. The foundation of the rural, regional coordinated system has provided the framework to directly serve the various components of our regional communities.

This year several initiatives emerged, advocating the importance of regional transportation systems in Georgia and the growing need being placed on rural systems. The Coastal Regional Commission (CRC) is positioned to be an integral part of this expansion. Operating a true regional, rural transit system and having the cooperation, vision and support of the counties, allows implementation of any new legislative measures to be accelerated in the 10-county region. The expanding state-wide system will allow transportation services to be provided to the Department of Community Health's (DCH) client base, which will complement the existing CRC client base and substantially increase the annual ridership.

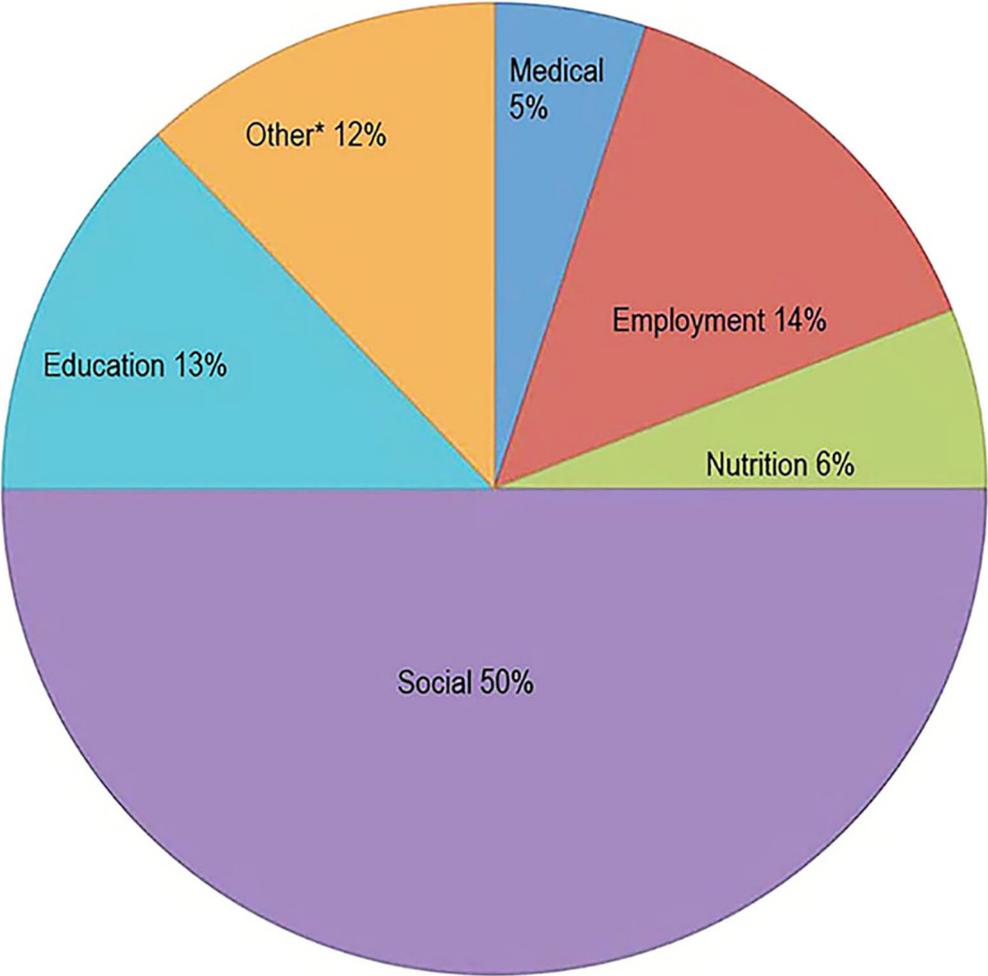
This year, there was an increase in the level of activity from the previous year. The total number of **one-way passenger trips** was **154,043** for a **26% increase**. This reflects an average of **12,837 trips per month** with an **average distance** per trip of **13.7 miles**. As the pie graph on page 23 illustrates, half the trips were attributed to social activity, mainly to the region's senior centers. The other trip categories remained relatively level, with only the "other" category reflecting an increase.



Total 154,043 - an increase of 26% or 39,509 one-way passenger trips

TRANSPORTATION SERVICES

Trip Type for Coastal Region - FY19



**Includes shopping, visiting, and recreation*



TRANSPORTATION SERVICES

The CRC was selected by the Georgia Department of Transportation (GDOT) to be the demo provider for the implementation and testing of a new scheduling program software, **QRyde**. Because of the efficiency of the CRC Call Center staff, adjustments in the scheduling format and data reported on the back end were both completed. The QRyde system is now being used statewide by all 5311 providers. The next phase of the software implementation will include the ability to analyze trip data and provide the experience to accommodate the potential DCH client base. Staff continues to identify opportunities to **increase the client base** and efficiency and proficiency of the transit system to best serve the coastal region.

Community Outreach

The CRC is identifying opportunities to increase ridership through marketing to community-based groups, service organizations, and industry. Department of Human Services (DHS) and 5311 ridership are also increasing. These off-hours and/or fixed routes benefit the transit service at multiple levels: provides options for the contracting entity, creates opportunities for system solvency, and increases responsiveness to the region's constituency base. The transit program continues to provide resources to **11 community-based groups** on a regular basis, and to **two industries** on a daily basis. Through a partnership with DHS and **EmployAbility** in **Savannah**, **over 40 clients** of EmployAbility are able to maintain employment in the Savannah area. It is this type of outreach that solidifies the presence and importance of a 10-county rural regional transportation network. A **"Quality of Life"** initiative from DHS allows the scheduling of transit services for qualifying clients. An individual can receive transportation services for trips related to medical services even though he/she may not be enrolled through a connectional program.



TRANSPORTATION SERVICES



Georgia Transit Association (GTA)

Membership in the **Georgia Transit Association (GTA)** has provided key opportunities for the CRC to be actively involved in many of the transit-related legislation and operational changes that will impact rural Georgia. The key piece of pending legislation, H.B. 511, will be reintroduced in the 2020 session and could significantly complement rural transit services. The program will provide increased and stable funding for rural systems and establish a single entity responsible for coordination of the 5311, DHS and DCH transportation needs. These three entities will be the foundation for a regional coordinated transit system in Georgia, administered under the auspices of the regional commissions. GDOT is currently conducting a statewide survey to quantify the transit needs and support for the consolidation effort. CRC remains active with their GTA membership and will once again host the GTA Annual Conference on Jekyll Island in December 2019. The CRC continues to be involved in the GTA agenda for rural transit to be incorporated into the State's transit agenda, relative to funding and program operations, and to establish rural transit as a priority concern.



Capital Operations

This year, the CRC did not receive any new and/or replacement vehicles; however, replacement vehicles will need to be acquired in the 2020/2021 contract year, allowing the CRC to purchase vans as opposed to all cut-away vehicles. This should **decrease costs** associated with insurance, fuel, and maintenance; and **increase responsiveness** to the clients' needs. New tablets were received for each vehicle, which increases on-time performance and helps with locating clients and monitoring the activity of each vehicle on a daily basis.



November 2019						
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January 2020						
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NOTES:



SUNDAY	MONDAY	TUESDAY
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WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
4	5	6	7
11 <i>No CRC Council Meeting</i>	12	13	14
18	19	20	21
25 <i>Christmas Day CRC Office Closed</i> 	26 <i>CRC Office Closed</i> 	27	28
NOTES:			

DECEMBER 2019

December 2019						
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February 2020						
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NOTES:



SUNDAY	MONDAY	TUESDAY
NOTES:		
5	6	7
12	13	14
19	20 <i>Martin Luther King Jr. Birthday</i> <i>CRC Office Closed</i> 	21
26	27	28 <i>CRC Aging Services Advisory Council Meeting</i> <i>10:00 a.m.</i> <i>Richmond Hill City Center</i>

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<p>1</p> <p><i>New Year's Day</i> <i>CRC Office Closed</i></p> 	<p>2</p>	<p>3</p>	<p>4</p>
<p>8</p> <p><i>CRC Council Meeting</i> <i>10:00 a.m.</i> <i>Richmond Hill City</i> <i>Center</i></p>	<p>9</p>	<p>10</p>	<p>11</p>
<p>15</p>	<p>16</p>	<p>17</p>	<p>18</p>
<p>22</p>	<p>23</p>	<p>24</p>	<p>25</p>
<p>29</p>	<p>30</p>	<p>31</p>	

JANUARY 2020

January 2020						
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March 2020						
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SUNDAY	MONDAY	TUESDAY
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WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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12 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	13	14	15
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FEBRUARY 2020

February 2020						
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April 2020						
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NOTES:



SUNDAY	MONDAY	TUESDAY
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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:			

MARCH 2020

March 2020						
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May 2020						
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31						

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SUNDAY	MONDAY	TUESDAY
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19	20	21
26	27	28 <i>CRC Aging Services Advisory Council Meeting 10:00 a.m. Richmond Hill City Center</i>

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:	

APRIL 2020

April 2020						
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June 2020						
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NOTES:



SUNDAY	MONDAY	TUESDAY
NOTES:		
3	4	5
10	11	12
17	18	19
24	25 <i>Memorial Day CRC Office Closed</i> 	26
31	NOTES:	

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
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MAY 2020

May 2020						
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July 2020						
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SUNDAY	MONDAY	TUESDAY
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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:			

JUNE 2020

June 2020						
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August 2020						
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NOTES:



SUNDAY	MONDAY	TUESDAY
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5	6	7
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19	20	21
26	27	28 <i>CRC Aging Services Advisory Council Meeting 10 a.m. Richmond Hill City Center</i>

WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 <i>Independence Day Observance CRC Office Closed</i> 	3	4 
8 <i>No CRC Council Meeting</i>	9	10	11
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JULY 2020

July 2020						
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September 2020						
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SUNDAY	MONDAY	TUESDAY
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WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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12 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	13	14	15
19	20	21	22
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NOTES:			

AUGUST 2020

August 2020						
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October 2020						
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NOTES:



SUNDAY	MONDAY	TUESDAY
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6	7 <i>Labor Day CRC Office Closed</i> 	8
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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	11	12
16	17	18	19
23	24	25	26
30	NOTES:		

SEPTEMBER 2020

September 2020						
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November 2020						
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NOTES:



SUNDAY	MONDAY	TUESDAY
NOTES:		
4	5	6
11	12 <i>Columbus Day CRC Office Closed</i> 	13
18	19	20
25	26	27 <i>CRC Aging Services Advisory Council Meeting 10:00 a.m. Richmond Hill City Center</i>

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
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OCTOBER 2020

October 2020						
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December 2020						
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SUNDAY	MONDAY	TUESDAY
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WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
4	5	6	7
11 <i>Veterans Day</i> <i>CRC Office Closed</i> 	12 <i>CRC Council Meeting</i> <i>10:00 a.m.</i> <i>Richmond Hill City</i> <i>Center</i>	13	14
18	19	20	21
25	26 <i>Thanksgiving Day</i> <i>CRC Office Closed</i> 	27	28
NOTES:			

NOVEMBER 2020

November 2020						
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January 2021						
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SUNDAY	MONDAY	TUESDAY
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WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
2	3	4	5
9 <i>No CRC Council Meeting</i>	10	11	12
16	17	18	19
23 <i>CRC Office Closed</i>	24 <i>CRC Office Closed</i>	25 <i>Christmas Day</i> 	26
30	31 <i>CRC Office Closed</i>	NOTES:	

DECEMBER 2020

CRC Staff Contact Listing

Allen Burns	Executive Director	437-0810	aburns@crc.ga.gov
ADMINISTRATIVE SERVICES DEPARTMENT			
Colletta Harper	Administrative Services Director/ HR Specialist	437-0811	charper@crc.ga.gov
Teresa Townsend	Administrative/IT Assistant	437-0813	ttownsend@crc.ga.gov
Henry Holmes	Facilities Maintenance Coordinator	437-0815	hholmes@crc.ga.gov
Chrishonda Grant	Administrative/HR Assistant	437-0831	cgrant@crc.ga.gov
AGING SERVICES DEPARTMENT			
Dionne Lovett	Aging Services Director	437-0840	dlovett@crc.ga.gov
Pamela Rogers	Contracts Administrator	437-0842	progers@crc.ga.gov
Loreatha Jenkins	Wellness Manager	437-0843	ljenkins@crc.ga.gov
Peggy Luukkonen	ADRC Program Manager	437-0861	pluukkonen@crc.ga.gov
Tori Windsor Foisy	Case Manager	437-0858	tfoisy@crc.ga.gov
Nikki Dukes	Case Manager	437-0863	ndukes@crc.ga.gov
Algertha Taylor	Special Projects Assistant	437-0844	ataylor@crc.ga.gov
Audrey Massey	ADRC Counselor	437-0854	amassey@crc.ga.gov
Anita Moore	Intake Specialist	437-0852	amoore@crc.ga.gov
Beverly Waid	ADRC Counselor	437-0857	bwaid@crc.ga.gov
Tammy Williams	ADRC Counselor	437-0855	twilliams@crc.ga.gov
Marge Parrish	ADRC Counselor	437-0869	mparrish@crc.ga.gov
Kameron Dickerson	ADRC Counselor	437-0853	kdickerson@crc.ga.gov
Wendy Lynah	ADRC Counselor	437-0862	wlynah@crc.ga.gov
Sharrisse Stanford	ADRC Counselor	437-0866	standford@crc.ga.gov

CRC Staff Contact Listing

FINANCIAL SERVICES DEPARTMENT			
Lena Geiger	Finance Director	437-0820	lgeiger@crc.ga.gov
Gale Barr	Aging Services Fiscal Analyst	437-0821	gbarr@crc.ga.gov
Beth Kersey	Fiscal Assistant II	437-0832	bkersey@crc.ga.gov
Tamara Myers	Fiscal Assistant	437-0823	tmyers@crc.ga.gov
GEOGRAPHIC INFORMATION SYSTEMS (GIS)/ INFORMATION TECHNOLOGY (IT) DEPARTMENT			
Hunter Key	Geographic Information Systems/Information Technology Director	437-0876	hkey@crc.ga.gov
Megan Hunnicutt	Geographic Information Systems Manager	437-0892	mhunnicutt@crc.ga.gov
Tara Lopez	GIS Analyst	437-0883	tlopez@crc.ga.gov
Heather Cummings	GIS Analyst	437-0873	hcummings@crc.ga.gov
Ethan Shafer	IT Analyst	437-0884	eshafer@crc.ga.gov
PLANNING AND GOVERNMENT SERVICES DEPARTMENT			
Eric Landon	Planning & Government Services Director	437-0870	elandon@crc.ga.gov
Russell Oliver	Senior Planner II	437-0872	roliver@crc.ga.gov
Tayler Hames	Grant Specialist/Planner	437-0891	thames@crc.ga.gov
Russ Marane	Senior Planner	437-0875	rmarane@crc.ga.gov
TRANSPORTATION DEPARTMENT			
Don Masisak	Transportation Director	437-0830	dmasisak@crc.ga.gov
David Dantzler	Mobility Manager	437-0835	ddantzler@crc.ga.gov
Charnice Thorpe	Call Center Supervisor	437-1138	cthorpe@crc.ga.gov
Kwanjaklyn Johnson	Assistant Call Center Supervisor	437-1142	kjohnson@crc.ga.gov
Jimmie Green	Transit Manager	689-8351	jgreen@crc.ga.gov
Katie Wells	Operations Specialist	689-9378	kwells@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, Home-maker 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)