

# CRC Staff Contact Listing

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<b>TRANSPORTATION SERVICES</b>			
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<b>Please refer to inside back cover for the Aging Services staff contact information.</b>			

**This personal planner belongs to:**

Name \_\_\_\_\_

Home Phone \_\_\_\_\_

Home Address \_\_\_\_\_

Business Phone \_\_\_\_\_

Business Address \_\_\_\_\_

Emergency Contact \_\_\_\_\_

Emergency Contact Phone \_\_\_\_\_

*Presented compliments of:*



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 To inquire about Transportation Services: 866-543-6744  
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*The Coastal  
Regional  
Commission  
is governed by  
ten 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**  
Bloomingdale  
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 County**  
Darien

**Screven County**  
Hiltonia  
Newington  
Oliver  
Rocky Ford  
Sylvania

## FY 12 - BUILDING FOR THE FUTURE



It is our pleasure to present the 2012 Annual Report of the Coastal Regional Commission. In the pages following this message, you will find a wealth of information about the accomplishments of the Commission on behalf of the 10 counties and 35 municipalities that make up the Coastal region. We feel that the accomplishments reflected in this report are examples of what cooperation can achieve.

Despite the national, state, and local economic distress, FY 2012 marked a very busy year for the Coastal Regional Commission. Detailed information about the fiscal year's activities are included in this annual report.

Our focus remains "Building for the Future of the Region." As part of this forward vision, the CRC embarked on a bold move to relocate to a new facility to better serve the region. The council approved the CRC moving forward to purchase the former Youth Detention Facility from the State of Georgia. This 61,000 square foot facility is sited on a 45-acre tract in McIntosh County. The facility was built in 1999 and closed in 2009.

The building is in great shape and gives the Coastal Regional Commission tremendous opportunities for the future. The purchase of this would not have been possible without help from McIntosh County, City of Darien, McIntosh County Development Board, Senator William Ligon, and Representative Roger Lane.

The CRC staff will be moving to the new facility in FY 2013. This facility will assist the staff in being able to provide a better level of service to all of our cities and counties. As this year's annual report shows, the CRC worked on a wide variety of projects in FY 2012. We encourage you to review it thoroughly to get a better understanding of what we are doing and what we are capable of doing for your community.

Please do not hesitate to contact us if we can ever be of any assistance to you or your community.



Allen Burns,  
Executive Director



Walter Gibson,  
Chairman

Sincerely,

Allen Burns,  
Executive Director

Walter Gibson,  
Chairman



## CRC COUNCIL MEMBER DIRECTORY

### **BRYAN COUNTY**

Chairman Jimmy Burnsed  
Bryan Co. Commission

Mayor Harold Fowler  
City of Richmond Hill

Sean Register  
Non-Public

### **BULLOCH COUNTY**

Walter Gibson  
Bulloch Co. Commission

Mayor Joe Brannen  
City of Statesboro

Russell Keen  
Post Secondary Education

### **CAMDEN COUNTY**

Chairman David Rainer  
Camden Co. Commission

Mayor Bill Deloughy  
City of St. Marys

Craig Root  
Non-Public

### **CHATHAM COUNTY**

Chairman Pete Liakakis  
Chatham Co. Commission

Mayor Edna Jackson  
City of Savannah

Chris Blaine  
Non-Public

*Two Vacancies*

### **EFFINGHAM COUNTY**

Reggie Loper  
Effingham Co. Commission

Mayor Ken Lee  
City of Rincon

Herb Jones  
Non-Public

### **GLYNN COUNTY**

Chairman Richard Strickland  
Glynn Co. Commission

Commissioner Julie Martin  
City of Brunswick

David Boland  
Non-Public

Shaw McVeigh  
Non-Public

### **LIBERTY COUNTY**

Chairman John McIver  
Liberty Co. Commission

Mayor Jim Thomas  
City of Hinesville

Matthew Barrow  
Non-Public

Allen Brown  
Non-Public

### **LONG COUNTY**

Chairman Robert Walker  
Long Co. Commission

Gwendolyn Davis  
Ludowici City Council

William Miller  
Non-Public

### **MCINTOSH COUNTY**

Chairman Kelly Spratt  
McIntosh Co. Commission

Joe Malbasa  
City of Darien

Jason Coley  
Non-Public

### **SCREVEN COUNTY**

Chairman Will Boyd  
Screven Co. Commission

Mayor Margaret D. Evans  
City of Sylvania

Herb Hill  
Non-Public

### **STATE OF GEORGIA**

#### **APPOINTMENTS**

Tom Ratcliffe

Dan Coty

Chap Bennett

Linda Barker

One Vacancy

#### **EX-OFFICIO MEMBERS**

Clarence Knight  
Camden County

Dr. Priscilla Thomas  
Chatham County Commission

Ron Elliott  
Fort Stewart

Dr. Ben Thompson  
Chair, Coastal Regional  
Water Planning Commission

Dorothy Glisson  
Screven County

Dina McKain  
Fort Stewart

## CRC COUNCIL OFFICERS



Commissioner Walter Gibson  
CRC Chairman  
Bulloch County Commission



Mayor Jim Thomas,  
CRC Council Vice-Chairman  
Mayor, City of Hinesville



Jason Coley, CRC Secretary  
Non-Public Representative  
McIntosh County

At their November meeting, the Georgia Association of Regional Commissions (GARC) Board elected Clarence Knight to serve as their Chairman for the next two years. Clarence has served as the RDC/CRC's representative to the GARDC/GARC Board for the past six years. The Association exists to promote the regional efforts of the twelve Regional Commissions in Georgia.



(L-R) Jack Powell (SWGRC) receives a plaque recognizing his service as Chairman of the Board of the Georgia Association of Regional Commissions at the group's 13th Annual Training Conference at St. Simons Island. The award is presented by incoming Chairman Clarence Knight (CRC).



## TRANSPORTATION SERVICES

Fiscal Year 2012 brought accolades, growth, new technology, improved service delivery and efficiencies for the Transportation Department of the Coastal Regional Commission.

### Excellence in Regional Transportation Award

Each year the National Association of Development Organizations (NADO) sponsors an annual competitive award program to nationally recognize the impressive efforts of regional development organizations. The **Excellence in Regional Transportation Award**, a program of NADO's Rural Planning Associations of America and the NADO



Research Foundation's Center for Transportation Advancement and Regional Development, recognizes noteworthy projects and practices in rural and small metropolitan transportation planning, programming, and service delivery. Applicants for this award must show substantial quantitative or qualitative results in their region. In 2011 only 16 programs throughout the nation were selected as recipients of this award. The CRC's Regional Coordinated Transportation Program, Coastal Regional Coaches was selected to receive the Excellence in Regional Transportation Award for 2012.

### Veterans Transportation and Community Living Initiative (VTCLI)

In FY12, the Coordinated Transportation Department of the CRC was one of only two applicants in the State of Georgia selected to receive Veterans Transportation and Community Living Initiative (VTCLI) grant funding. Receipt of the Bus and Bus Facilities Livability Initiative: VTCLI under Section 5309 will provide the ability for the CRC to expand the One-Call Center into a One-Call One-Click Center by building a website and implementing software that will permit veterans and their families, along with all others who request our service, to schedule and cancel their own trips via the internet. Additionally, each rider will receive prior day reminders of their trips and notifications as to an estimated time of arrival. Through funds provided under Section 5312, the CRC will convey substantial public engagement efforts to market this program and ensure all those who need assistance are aware of the service provided as well as establishing relationships with organizations which provide help and care to our veterans and their families, the elderly, persons with disabilities, low-income families, and the general public. It should be noted that this project received 16 letters of support from various organizations throughout our region.

The CRC subcontracts with transit operators across the region for direct provision of service

- Bryan County Transit
- Long County Transit
- Resources Management Systems (RMS)
- TRANSITions



## TRANSPORTATION SERVICES

Funding in our DHS and GDOT grants remained flat for the most part in FY12. The Transportation Department did secure additional funding in FY12 with receipt of the VTCLI grant.

FY12 Transportation Funding	
Department of Human Services	\$2,442,346.00
GA Dept. of Transportation 5311 (Rural Public Transit Funds)	\$1,851,150.00
Job Access and Reverse Commute Funding	\$ 403,006.00
New Freedom Initiative Funding	\$ 117,066.15
ARRA Funds (multi-year funding)	\$ 818,578.48
Local County Match Funds (for 5311)	\$ 162,063.32
VTCLI (Veterans Administration) Funds	\$ 210,000.00
Actual 5311 Farebox Collections by TPOs	\$ 295,627.00
GDOT Section 5311 Capital Funding	\$ 581,949.00

The Coordinated Transportation Department continues to provide coordinated human service and rural public transit across 10 counties and 35 municipalities within the coastal region. Counties served by the regional program include Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh, and Screven counties, and their respective municipalities.

### Coastal Regional Coaches

Coastal Regional Coaches operates

a system of 85 buses and covers a service area of over 5,100 square miles. County boundaries are virtually eliminated under this program allowing passengers to travel regionally to accommodate their trip purpose.



Coastal Regional Coaches is a demand-response, advance-reservation regional rural public transit program that coordinates human services transportation and private contract service on one fleet of vehicles. This generates efficiencies such as better utilization of resources and expansion of transportation options.

When the Coaches program began operations approximately two years ago, approximately 88% of the total trips were human service with 12% of the total trips being rural public transit. In FY12, the ratio of human service to rural public transit changed to 61% human service and 39% rural public trips. Each fiscal year brings the ratio of human service to rural public ridership closer together.

The fare for public transit ridership on Coastal Regional Coaches is \$3 one-way (\$6 round-trip) within the passenger's county of residence or point of origin, and an additional \$3 (one-way) for each county boundary crossed if traveling regionally.



## TRANSPORTATION SERVICES

During FY12, the coordinated system provided 196,272 trips in the coastal region.

Average Unduplicated Passengers and Average Number of Trips Per Month by County										
	Bryan	Bulloch	Camden	Chatham	Effingham	Glynn	Liberty	Long***	McIntosh	Screven
Average Unduplicated Number of Passengers Per Month*	93	126	155	274	122	118	129	4	31	53
Average Number of Trips Per Month**	1,784	2,654	2,275	4,773	2,030	2,919	2,074	97	581	391
*Unduplicated passengers are the number of “different” passengers that schedule a trip.										
**Average trips per month result in passengers having one of more trips per month.										
***Passenger counts and trip numbers for Long county are estimates as this was the last county to have software implementation,										
(Trip numbers are averages because Route Match software was not operational until October 2011.)										

### Tybee Shuttle

A component of the Coastal Regional Coaches program is the Tybee Shuttle, a daily shuttle to and from the Visitor’s Center in Savannah to Tybee Island. There are four shuttles daily to and from Tybee Island for residents and guests visiting Chatham County. Unlike the rural public transit program, reservations are not required for the shuttle. Passengers only need to be at the designated pick up locations at the appropriate times. The shuttle fare is also \$3 one-way, \$6 round-trip.



### Airport Shuttle

Coastal Regional Coaches also provides airport shuttle service from the Savannah/Hilton Head Airport. The service is listed on the Airport’s website and passengers can schedule ground transportation at the same time they book their flight. Again, the fare is the same as for public transit.



## TRANSPORTATION SERVICES

### Call Center

Coastal Regional Coaches implemented the Transit Call Center in October of 2011. Passengers and human service providers now call and speak directly with a dispatcher to schedule transit service. The CRC used ARRA funds to purchase equipment for implementation of the call center.

The Call Center is staffed with a Supervisor, a Lead Customer Service Representative, three Schedulers, a Customer Service Representative, and four Dispatchers. The Supervisor oversees Call Center operations and staff; the Lead Customer Service Representative works as a Scheduler and handles dispatching software issues; the Customer Service Representative handles new calls for transit service and establishes the new customer database. The Dispatchers communicate with the drivers, and passengers looking for their bus.

The Coaches buses are now equipped with Mobile Data Terminals (MDT’s) and Automatic Vehicle Locators (AVL’s) for capturing trip data and real time GPS tracking of each vehicle while in service. Manifests for next day service are now pushed out electronically to each bus daily. When the driver arrives the next morning to start their shift, they power up the tablet, enter their personal PIN to access the manifest, and begin their route.

The MDTs will provide more effective usage of our vehicles in determining the most efficient trips based on times and locations of pick-ups and drop-offs. It will also provide additional data which can be utilized in determining if all fare box dollars are being accounted for, determining if pick-up and drop-off times are within acceptable time frames, and other information which we may deem important to the development of our program.

Dispatchers in the call center use the AVL component of the software to locate a bus and offer assistance remotely if needed.

### Next Steps

While implementation of swipe card/smart card technology to better track fare collections was planned for FY12, this was postponed until FY13 in order to complete implementation of dispatching software and mobile data terminals. The fare cards will replace most cash fares on the buses and will allow the transit operators and the CRC to better track financial collections.

The funding awarded in FY12 to purchase and install video surveillance cameras on each of the transit buses has also been pushed out to FY13. Cameras will provide safety and security for the passengers and the drivers, as well as improve efficiency and service delivery.

And, last, the funding we were awarded in FY12 for installation of bike racks on buses in Chatham and Bulloch counties has been carried over to FY13. Bike racks on buses in these two counties will allow passengers, students, and tourists to carry their bicycles along for travel to other destinations once they disembark the bus.





## ADMINISTRATIVE SERVICES

The Administrative Services Department provided a wide array of support services that ensured the proficient daily operation of the Coastal Regional Commission (CRC). The department consists of the Administrative Services Director, the Publications Secretary, and the Facilities Maintenance Coordinator.

The Publications Secretary produced the Annual Report/Calendar, newsletters, assisted in administrative preparation for the Leadership Southeast Georgia classes, the Community for All Ages and the Tybee Island Charrette, took photos at the Aging Services Walk-a-Thon, and assisted with various other projects of the CRC departments.

In addition to maintaining the CRC facility and vehicles, the Facilities Maintenance Coordinator assisted the transportation department with installing monitors and Smart Boards and removing decals from surplus transportation vehicles. He also assisted the Aging Services Department in setting up meeting rooms/spaces for meetings and events, and helped with the Walk-A-Thon.

The Administrative Services Director coordinated Council, Budget & Finance Committee, and EB-5 Board meetings, taking and keeping the minutes, and maintaining appointments. She also produced the 2012 City/County Directory which contains listing for coastal Georgia's city council members, county commissioners, legislators, Georgia Regional Commissions and the Coastal Regional Commission Council. This year, this position assumed the responsibility of general HR duties, including new hires, terminations, insurance, evaluations, etc.

The Administrative Services Department will also play a vital role in the move to the new facility in Darien.

One of the concerns growing throughout the region is the rising cost of gasoline, and the CRC has been looking at alternative fuel solutions that will help save money for our agency, our city/county governments, schools, and other organizations that have big fleets. In the spring, the CRC purchased its' first-ever propane auto gas vehicle to determine first-hand the benefits and savings of this type of vehicle.

- \* 97% of the propane used in this country comes from domestic sources (US and Canada).
- \* Propane in a vehicle application reduces greenhouse gas emissions by up to 24%. There are significant reductions in NOx, CO and other harmful particulates as well.
- \* Propane provides the same horsepower & torque as the equivalent gasoline engine.
- \* Ford warranty remains in place for the base vehicle.
- \* Propane fuel tanks are packaged in the same locations as the gasoline tank.
- \* Vehicles can be serviced with existing Ford diagnostic/scan tools (called IDS).
- \* Fuel savings in excess of \$1.50 per gallon compared to gasoline. The net savings after paying for the conversion over a typical lifecycle will be at least \$15,000
- \* Propane autogas burns much cleaner than gasoline (lower carbon content) so the engine should last longer and the potential exists to extend oil change intervals as propane will not break down the additive package in the oil like gasoline does.



## INFORMATION TECHNOLOGY SERVICES

The Information Technology Department consists of a Chief Technology Officer and an IT Systems Analyst. The IT Systems Analyst assists with end user support. The following activities were undertaken by the IT Department during this fiscal year.

- \* Finalized Mobile Data terminal solution for Transportation buses and RouteMatch.
- \* Deployed call center application for queuing callers for transportation 800 number.
- \* Phased out blackberry server in favor of migrating all company phone users to iPhones.
- \* Finished redundancy plan for network.
- \* Provided ArcGIS server support.
- \* Developed web interface for majority of company's most frequently used applications and forms.
- \* Created digital forms for use by Case Management deployed distributed file system for employee files for redundancy purposes.
- \* Transitioned all CRC phone and Internet services to GTA, saving the agency over \$1,000 a month
- \* Completed project of moving all virtual server disks to Storage Area Network.
- \* Began relocation of server room to Darien site.





## ECONOMIC DEVELOPMENT

The established mission of the Economic Development department is to support council members, economic development organizations, cities and counties and other community – based organizations in accessing opportunities that can facilitate project development and economic growth. The activities of staff this past year reflects these collaborative efforts within the region and illustrates the accomplishments and successes that benefitted the participating partners of the CRC.

Most evident of this collaboration is the unprecedented level of activity with staff participation in the writing and submission of grant applications to leverage other investments and advance projects deemed important by the region’s communities. Over 30 applications were compiled, written and submitted this past year for an aggregate value of \$6,611,331. To date, these efforts have realized a return of over \$1.3M with several applications pending awards in September/October of FY12. What is reinforced in the summary of activities is the commitment by staff to assist our regional partners in the pursuit of their projects and perhaps more importantly serve as a resource to explore and pursue new areas of opportunities as described in the summary narrative.

### FY 12 Activities

\* With the input from council members, economic development authorities and other community–based organizations, completed the update of the Comprehensive Economic Development Strategy (CEDS) document as required by the U.S Economic Development Administration (EDA). Over 100 projects were identified and included within the projects, programs and activities chapter. A majority of the projects focused on the need to build and/or expand industrial parks with the next highest category being “other” which included business incubators, tourism development, feasibility studies and workforce development. Each county submitted projects and new inclusion in the update

document was a chapter on the assessment of post-disaster business continuity plans in each county.

\* Staff took the lead or participated in the writing of approximately 30 applications seeking either federal, state or foundation funds. The aggregate amount of the requested funds exceeded \$6.5M. Many of the applications submitted reflected an increase in energy and tourism related projects with seven of the applications specifically exploring energy related projects. The concern of alternate types of energy as an avenue to reduce operating costs and to reduce our dependency on foreign energy appeared to be the primary motivations. Staff also witnessed a surge in projects related to the construction of space for the region’s entrepreneurs.



*St. Simons Island Lighthouse Keeper's Dwelling Restoration- CRC is grant administrator*



## ECONOMIC DEVELOPMENT

- Staff assisted the Glynn County and Brunswick Fire Departments in a successful “Assistance to Firefighters” grant application for \$626,960 from the Federal Emergency Management Agency (FEMA). The monies will be used to replace mobile radios, portable radios, station alerting systems, and the purchase of cardiac monitors for EMS teams.



*CRC assisted the City of Riceboro in securing Recreational Trails Program funding to acquire land and extend the Historic Baptismal Trail*

- In relation to tourism/recreation projects, staff provided assistance in preparing two applications approved by the Department of Natural Resources (DNR) for trail projects. One was for the City of Riceboro for \$100,000 to complete phase II of the historical baptismal trail which will include the acquisition of land and construction of a footbridge for a new fishing and observation deck. The other project was for the City of Bloomingdale for \$100,000 to complete phase II of the rail bed trail to include a safety crossing, rest stations, exercise nodes, benches, bicycle racks and signage.
- In FY11, staff committed to advocate regional collaboration and promote partnerships in the development of projects and activities and this realized dividends in FY12. Staff has been recognized as a reliable resource to assist communities in accessing programs that will provide incentives in support of community development efforts. Staff is called upon on a regular basis to assist in the preparation of applications as they relate to an urban redevelopment plan and potential opportunity or enterprise zones.



## AGING SERVICES

The Coastal Area Agency on Aging (AAA) was formed in 1973, as a department of the Coastal Regional Commission (CRC). We strive 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 coastal population is projected to increase by 32% between 2000 and 2015; 51% by the year 2030. Much of that growth is from the population aged 65 and greater. The total senior population (aged 60+) for Coastal Georgia has reached 103,235. By 2030, 1 out every 5 Coastal residents will be aged 65 and greater. The rapid growth of Coastal Georgia's aging population will significantly impact the aging services network and foster a climate for innovative ideas in programming and technology advancements to meet the growing needs of the elderly population. Pursuant to meeting this vital need, 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 healthy, independent, and dignified lives.

### Innovative Programming & Technology Advancements

#### Evidence-Based Programs

Coastal AAA is the recipient of grant dollars through the Administration on Aging (AOA) Alzheimer's Disease Supportive Services Program (ADSSP). The AAA has partnered with the Division of Aging Services to offer innovative programming and to better serve people with Alzheimer's disease and Related Disorders. During FY12, the AAA provided evidence-based programming and interventions, such as Tailored Care (TCARE) and Powerful Tools for Caregivers (PTC) to support at-risk clients with Alzheimer's disease and Related Disorders and their caregivers. TCARE is a case management protocol assisting family caregivers in reducing their levels of stress and burden associated with caregiving. 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. Here is what caregivers are saying about the PTC classes:

- *"This experience has given me the opportunity to encourage those who are caregivers to always know you can't do everything yourself."*
- *"Do not put yourself on a guilt trip. We must always remember to take care of ourselves before we can take care of others."*

Coastal AAA was awarded a grant through the Rosalynn Carter Institute 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 and through five telephone discussions with other caregivers. If you or someone you know is caring for a loved one with Alzheimer's disease or dementia, please call 1-800-580-6860 to enroll in the Georgia REACH program.



## AGING SERVICES

#### Advances in Technology

With the rapid growth in the aging population and the current budget restraints impacting aging services, the Coastal AAA is utilizing advancements in technology to "work smart" and better serve our customers. These advancements include, but are not limited to the following:

- \* Transitioning to electronic forms and records;
- \* Utilizing software applications like Survey Monkey for data collection and analysis;
- \* Utilizing technology (tablets, laptops) in the field and in the client's home;
- \* Conducting meetings via webinar and teleconference;
- \* Maintaining an electronic resource directory for Enhanced Services Program (ESP) with over 1366 local resources.

#### Client Services in FY2012

Throughout the year, Coastal AAA contracts with reputable service providers to offer various services within the coastal region. Below is a synopsis of the service levels provided by the AAA and our local networks of providers.

- \* 834 (unduplicated) consumers served through Community Care Services Program and 2,779 consumers received non-Medicaid Home and Community Based Services
- \* 991 clients were served through the Elderly Legal Assistance Program (ELAP), receiving benefits valued \$467,106 and saving those clients an estimated \$366,977
- \* 1,682 individuals received benefits counseling or assistance with selecting a Medicare Drug Plan, saving \$609,378 in healthcare and prescription drug costs.
- \* GeorgiaCares, the AAA's benefits counseling program, reached 7,000 residents of the Coastal region through presentations, health fairs and open enrollment events
- \* An estimated \$975,539.56 was saved by Medicare Beneficiaries that received extra help through the GeorgiaCares Program.
- \* Provided 94,498 hours of Adult Day Care
- \* Served 271,297 meals to homebound elders and older adults attending senior care congregate meals programs.
- \* Provided 11,177 hours of in-home supportive services including personal support services, personal care assistance, homemaker services, and respite care.

#### Long-Term Care Ombudsman (LTCO)

- \* 506 routine visits to Personal Care Homes
- \* 226 routine visits to Nursing Homes
- \* 7 routine visits to Community Living Arrangements
- \* 253 complaints were investigated and processed

#### Gateway/Aging & Disabilities Resource Connection (ADRC)

- \* 24,135 callers contacted the AAA for information about programs and services
- \* 8,006 contacts made on behalf of clients (phone calls, letters, emails, and in-person)
- \* 1,591 telephone screenings to link clients to community resources
- \* 8,001 referrals made to public or private services to meet the needs of consumers

FY 2012 Budget	
Fund Source	Total for FY12
Alzheimer's Program	\$ 171,622
Aging & Disabilities Resource Connection (ADRC)	\$ 127,393
Community Based Services (CBS)	\$ 937,685
Community Care Services Program (CCSP)	\$ 1,794,895
GeorgiaCares	\$ 67,686
ITCO (Emergency Meals)	\$ 6,244
Long Term Care Ombudsman (LTCO)	\$ 80,510
Title III	\$ 2,357,649
Title VII-2	\$ 29,091
Social Services Block Grant (SSBG)	\$ 461,305
Nutrition Services Incentive Program (NSIP)	\$ 262,230
Money Follows the Person (MFP)	\$ 126,599
<b>Total</b>	<b>\$ 6,422,909</b>



## 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 276 client satisfaction surveys were completed, a response rate of 39%. Survey results were favorable and most clients indicated that the services they received through the AAA improve their overall health or everyday life. Clients receiving information and referral services through the AAA were surveyed, and 90% of clients were satisfied with the assistance they received. 96% indicate they would recommend the AAA to a family member or friend.

Receiving these services has improved my health or everyday life		
	Yes	No
Congregate/Home Delivered Meals	84%	16%
Homemaker/Personal Care	95%	1%

How satisfied are you with the services you receive?			
	Satisfied	Somewhat Satisfied	Dissatisfied
Senior Center Services	78%	19%	3%
Congregate/Home Delivered Meals	72%	24%	4%
Homemaker/Personal Care	95%	5%	0%

### Survey Comments:

- "I am extremely satisfied with my Homemaker. She is wonderful."
- "The center has meant a great deal to me. I live alone; it gives me companionship."
- "I'm thankful for the program; continue the good work."
- "Its all tasty and good to me. I'm grateful for the service and hope it continues. I think many are depending on it."

### Nutrition/Wellness

#### \* Medicare Diabetes Screening Project

The Medicare Diabetes Screening Project allowed the older adults in the coastal region to receive group diabetes education; which included a series of three presentations on the topics of the Benefits of Good Nutrition, Physical Fitness & Vision Care, and Foot Care. The presentations were provided in McIntosh, Glynn, Liberty, Camden and Long counties. The project served a total of 391 Coastal seniors.

#### \* Chronic Disease Self-Management Program (CDSMP)

The Coastal AAA was awarded the ARRA/CDSMP Grant to offer an educational program for older adults with chronic diseases. The AAA successfully reached four-hundred forty-six (446) Coastal seniors through the CDSMP. There were a total 47 workshops that were held over the two year period and 37 Lay-Leaders and 3 master Trainers were certified to teach CDSMP during the project period.

#### \* Farmer's Markets Project & Wellness Activities

The Georgia Senior Farmers Market Nutrition Program (GSFMNP) provides \$15,660 in vouchers for fresh fruits and vegetables to low-income seniors. During 2012, Coastal AAA distributed 783 vouchers to seniors and collaborated with local farmers to bring fresh produce to aging services sites throughout our nine counties.

## AGING SERVICES



### Outreach /Advocacy

The Coastal 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 activities are as follows:

- \* CRC Executive Director, Allen Burns, and AAA staff participated in the "Dance of the Ages" Older Americans Month luncheon. Coastal AAA was recognized as a valuable partner to the City of Savannah Leisure Services Department in their commitment to serving Coastal seniors.
- \* Seniors and Law-Enforcement Together (SALT) Council's annual Consumer College.
- \* Smart Living Expo and Health Fair coordinated by SmartSenior
- \* St. Simons Health Fair
- \* Glynn County Spring Fling hosted by the City of Brunswick Mayor's Committee for Persons with Disabilities
- \* CRC staff members worked together and identified about 100 seniors on the waiting list for home-delivered meals and other services in Glynn County and presented them with holiday baskets in December.



- \* Aging Services staff members have attended and volunteered at events hosted by Alzheimer's of Glynn/Brunswick. Staff members working with the GA REACH program have appeared on WSAV's evening news and WTOC's Mid-Morning Live. Articles were in the Statesboro Herald and in the Brunswick News in June 2012.



- \* The Coastal AAA, along with the Coastal Alliance for the Protection of Elders (CAPE) celebrated community senior citizens by presenting its first annual World Elder Abuse Awareness Day Walkathon: "Let's Stomp-Out Elder Abuse!" at the Glynn Place Mall in Brunswick on June 15, 2012. The event hosted over 300 participants, sponsors, partnerships and presenters from the coastal region.
- \* Annual Volunteer Appreciation Luncheon hosts an inspirational speaker along with an awards ceremony. Over 60 volunteers and Area Agency Advisory members attended the event.

### Volunteer Services

Coastal seniors are looking for more volunteer opportunities, and Coastal AAA responded by developing a Volunteer Services Program in 2012. According to a recent Needs Assessment, 43% of the 55+ population surveyed in 2010 stated that they would like to volunteer five hours a week or more. Future projects for Coastal volunteers include an Advocacy Academy and a Volunteer Respite Program.

If you would like to volunteer please contact the Coastal AAA Volunteer Services program at: 1-800-580-6860. You can also register online at – [www.myvolunteerpage.com](http://www.myvolunteerpage.com). Type in one of our 9 counties we serve (Bulloch, Effingham, Bryan, Chatham, Liberty, Long, McIntosh, Glynn, or Camden) and sign up!!



## AGING SERVICES

### Planning for the Future

On February 8th, Dionne Lovett, Aging Services Director, presented the FY2013 Area Plan to the CRC Council for approval. The presentation included explanations of goals as they related to Census 2010 data, and Coastal Needs Assessment data -- all of which were considered during the Area Plan process. The Area Plan budget allocation process was reviewed with members. After council members had opportunity to ask questions for clarification of any goals contained in the Plan, the Plan was unanimously approved for submission to the Division of Aging Services.



### 2012 Hinesville Charrette

The Coastal AAA partnered with the Planning and Government Services department to conduct an Aging Readiness Survey throughout Coastal's 10 county region. Surveying local government officials, community leaders and aging services providers, the survey's goal was to evaluate the state of aging readiness with respect to the region's community plans, policies, services and programs that support the needs of older adults. The survey revealed the need for widespread implementation of a comprehensive set of policies, programs or services that promote the quality of life and the ability of older adults to live independently and contribute to their communities for as long as they desire. In response to the findings of the Aging Readiness Survey, the Coastal AAA further partnered with the Planning and Government Services department to host the 2012 Hinesville Charrette. The Charrette raised awareness about the increasing population of older adults and how they can age in place.

### New Partnerships

The Coastal AAA is an inaugural member of the College of Coastal Georgia's Service Learning Community Advisory Board. The Center for Service Learning's mission is to initiate and support activities that enhance student learning and respond to the critical needs of the community. Elected courses will be able to participate in service learning projects with partner organizations. Students will learn about local resources and how to help the community overcome social issues.

A new partnership was created with the Brunswick-Glynn Place Mall for seniors beginning in September 2012. The project is an extension of the revitalization of the Coalition Alliance for the Protection of Elders (CAPE) and Aging Education and Wellness Series. The project will include the following:

- \* A walking exercise program called the Coastal Stompers in which participants, while walking, will help bring awareness to help "Stomp-Out Elder Abuse!"
- \* Health Aging Education Program. Informative presentations, education, and resources presented by Area Agency on Aging staff, and health and fitness professionals on a variety of healthy aging topics.
- \* Let's Play BINGO! Hosted by the Brunswick-Glynn Place Mall for seniors.

### Public Hearings

The Coastal AAA conducts annual public hearings to give community members the opportunity to learn more about the AAA and to advocate for the older adults and people with disabilities in the coastal region. In FY12, three public hearings were held in Brunswick, Savannah and Statesboro. Thirty-one community members attended the public hearings.



## PLANNING AND GOVERNMENT SERVICES

**Outstanding Initiative and Regional Practice** – The CRC received an Outstanding Initiative and Best Practice in Regional Planning for successfully implementing the Practicum Series from the Georgia Department of Community Affairs (DCA). The award highlights best practices for knowledge and tools that address a diverse range of community and regional issues. Through the Practicum Series the CRC helps to advance policy reforms; share knowledge of effective strategies and tools; build the capacity of key constituencies; and raise awareness about the interdisciplinary nature of issues.



Certified Planners can earn three continuing education credits per class and local governments can earn up to one performance standard per element in the Regional Plan of Coastal Georgia. The Certification Maintenance program links certified planners to training opportunities to keep the region's planners up-to-date with latest trends, technologies and best practices. The CRC Practicum Series is a recognized continuing education activity and is conducted in partnership with the Sapelo Island National Estuarine Research Reserve.

### Georgia Coast Saltwater Paddle Trail

- Secretary of the Interior and Director of the National Park Service announced the designation of 54 trails as national recreation trails, adding almost 1,400 miles of trails to the National Trails System. Spanning 23 states, the land and water trails provide opportunities for communities to connect to the great outdoors. These national recreation trails provide a gateway to outdoor recreation in both urban and rural areas," said Secretary Salazar. "I am proud to partner with communities across the nation to expand this extraordinary network of trails, allowing more Americans to enjoy the great outdoors." National recreation trail designation recognizes existing trails and trail systems that link communities to recreational opportunities on public lands and in local parks across the nation.



Lush scrub oak forests and expanses of tidal marsh personify Coastal Georgia, and it is home to historic sites and natural protected areas. The Georgia Coast Saltwater Paddling Trail connects Cumberland Island National Seashore, four State Parks, six state protected areas, 77 Historic Sites, National Monuments, and many city, county, and regional parks. The 189-mile route links parks, oak forests and expanses of tidal marsh. It also facilitates short, medium, and long paddle trips with represented access points and available amenities.



## PLANNING AND GOVERNMENT SERVICES

**Green Infrastructure Planning Guidelines for Coastal Georgia** – The CRC prepared the Green Infrastructure Planning Guidelines for Coastal Georgia in cooperation with the U.S. Forest Service through the Georgia Forestry Commission. The Green Infrastructure Planning Guidelines for Coastal Georgia seeks to:

- Inform and educate on Green Infrastructure and related principles;
- Identify key stakeholders and resources essential to a successful Green Infrastructure Planning program;
- Map essential, regional Green Infrastructure network elements;
- Provide guidelines for planning and implementing region-wide green infrastructure initiatives;

- Provide a framework from which to build and expand on in the future via more detailed, local initiatives.



Green infrastructure planning adheres to the Vision of the Regional Plan of Coastal

Georgia. In furtherance of the growth leadership initiatives outlined in the Regional Plan of Coastal Georgia, Green Infrastructure Planning is a proactive approach to future growth that is sustainable and environmentally friendly. Since green infrastructure is a sub-category of Areas of Significant Natural Resources under the Areas Requiring Special Attention (ARSA) section of the Regional Plan, specific implementation measures are necessary for a successful green infrastructure program.

**Hinesville Community of All Ages Charrette** - The City of Hinesville is one of the fastest growing cities in the State of Georgia and home to Ft. Stewart and the 3rd Infantry Division. The Planning & Government Services Department in cooperation with the Area Agency on Aging hosted the Hinesville Community for All Ages Charrette May 2012. The CRC facilitated its third Charrette in the region to raise awareness, strengthen partnerships, develop new ways of thinking for planning as it relates to a Community for All Ages, and assist communities with their aging readiness efforts.

The actions identified are intended to establish the framework for the City of Hinesville to successfully implement livable, sustainable and supportive environments for people of all generations. Engagement of policymakers at all levels of government is critical, but particularly at the local level to move forward energetically, even if incrementally, to address the challenges at hand.



**City of Tybee Island GIS Database** - The CRC is completing a comprehensive inventory of all existing and available GIS datasets for the City. The final inventory is imported into a spatial database designed to store, query, and manipulate geographic information and data. The CRC is inventorying all known water wells and septic systems within the city limits.

The CRC is also coordinating with City staff on the conversion of existing historic structures surveys into an acceptable “GIS-ready” format.



## PLANNING & GOVERNMENT SERVICES

**City of Tybee Island Corridor Charrette** - The Tybee Island Corridor Charrette was conducted March 27-29, 2012 to provide a consensus-based process to develop solutions and a decision-making framework with regards to specific policy and regulatory issues for Tybee Island. The Charrette was hosted with the overall goal of obtaining consensus related to the approach in improving land uses and compatibility within the US 80 Corridor/Arts, Eats, EcoActivity Corridor.

The study area referred to as the “Corridor” follows the boundary of the City of Tybee Island C-2 Highway Business Zoning District. A number of factors converged over time and culminated with the need for a participatory process to examine the planning, development and regulatory issues within the study area including:

- \* Implementating the Tybee Island Master Plan Character Area strategies
- \* Ensuring the City has “Right Rules, Right Places”
- \* Being prepared for the next wave of growth
- \* Accommodate future land development requirements
- \* Improving investment conditions/predictability for market-based development
- \* Improving the quality of life for residents and visitors



The necessity for a focused planning effort was discussed in response to a growing concern and frustration from residents, businesses and property owners. These issues are primarily concerned with the potential for negative impacts from certain land uses and the need to promote appropriate types of development envisioned within the Corridor. The CRC is using the Charrette findings to assist the City in producing language as it relates to permissible land uses applicable for the US 80 Corridor/Arts, Eats, Eco Activity Corridor and ensure compatibility with the Master Plan.

The final report is to act as a platform for the incorporation of amendments to the Comprehensive Plan as well as function as the foundation for the development of an updated zoning ordinance.

**Leadership Southeast Georgia (LSEGA)** – The LSEGA Class of 2012 kicked-off the program at Cabin Bluff in Camden County. Seven building blocks were presented as tools and as a way to examine issues, problems or opportunities. The building blocks to regional success are:

- \* Collaborating
- \* Believing we can
- \* Communicating information
- \* Building social capital
- \* Managing differences
- \* Developing sufficient resources
- \* Focusing on common values



The building blocks draw attention to what it takes to have successful communities, counties and regions. These building blocks help develop the capacity of a place, encouraging the leaders living there to identify assets and what needs to change, involve others in decision making and solve problems effectively. They can also be used to analyze an issue in the region from many different points of view.

LSEGA is sponsored by the LSEGA Alumni Board in cooperation with the CRC. The program provides regional leaders a wide range of learning opportunities including managing one’s strengths, values and how best to perform in leadership roles. Class 2012 studied regional issues and best approaches for meeting the challenges of Regional Planning in Coastal Georgia. The Class of 2012 was the second class to graduate from the newly designed program.



## FINANCIAL SERVICES

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

The Finance 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 Commission such as: accounts payable, accounts receivable, payroll, cash management, capital budgeting, financial analysis and reporting, and internal control procedures. In addition, the Finance Department supports other departments in the Commission by tracking the funding status and expenditure levels of grants received, submitting required reports to grantor agencies, and assuring compliance with federal, state, and local regulations for programs and funding received by the Commission.

The Finance Director is responsible for preparing the 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 a firm of licensed certified public accountants.

The accounting firm of Clifton, Lipford, Hardison & Parker, LLC audited the CRC's 2012 CAFR. It was the auditor's opinion that the financial statements of the CRC, for the fiscal year ended June 30, 2012, 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 for Excellence in Financial Reporting to the CRC for its CAFR for the fiscal year ended June 30, 2011. In order to be awarded a Certificate of Achievement, the CRC had to publish an easily readable and efficiently organized CAFR that satisfied both generally accepted accounting principles and applicable legal requirements. A Certificate of Achievement is valid for a period of one year only. We believe that our current CAFR continues to meet the Certificate of Achievement Program's requirements and we are submitting it to the GFOA to determine its eligibility for another certificate.

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 municipalities within the CRC to maximize services to the region's citizens and to provide those services as economically reasonable as possible.



## FINANCIAL SERVICES

### COASTAL REGIONAL COMMISSION

#### Statement of Net Assets June 30, 2012

ASSETS	Governmental Activities	
	2012	2011
Cash and cash equivalents	\$ 181,722	\$ 659,011
Investments	221,156	218,321
Receivables, net	6,393,063	3,327,203
Prepaid items	145,293	89,898
Capital assets, net of depreciation	2,604,920	2,838,699
Land	1	1
<b>Total Assets</b>	<b>9,546,155</b>	<b>7,133,133</b>
<b>LIABILITIES</b>		
Accounts payable	5,311,820	2,834,193
Accrued liabilities	-	18,612
Unearned revenue	31,654	18,280
Noncurrent liabilities:		
Due within one year	19,238	14,428
Due in more than one year	57,713	43,285
<b>Total Liabilities</b>	<b>5,420,425</b>	<b>2,928,798</b>
<b>Net Assets</b>		
Invested in Capital Assets	2,604,921	2,838,700
Unrestricted	1,520,809	1,365,635
<b>Total Net Assets</b>	<b>\$ 4,125,730</b>	<b>\$ 4,204,336</b>

This table represents the change in net assets of the CRC for fiscal year 2012. Note: The decrease in net assets for 2012 is attributable to depreciation of capital assets in FY 2012. For additional information, a complete copy of the Coastal Regional Commission's Comprehensive Annual Financial Report is available on our website, [www.crc.ga.gov](http://www.crc.ga.gov).



## IMPORTANT DATES

### CRC Holidays and Observances

*The CRC follows the same holiday schedule as the State of Georgia.*

<b>New Year's Day</b>	Tuesday, January 1
<b>Robert E. Lee's Birthday</b>	Saturday, January 19 (will be observed on Friday, November 29)
<b>Martin Luther King, Jr.'s Birthday</b>	Monday, January 21
<b>Washington's Birthday</b>	February 18 (will be observed on Tues., Dec. 24)
<b>Confederate Memorial Day</b>	Monday, April 22
<b>Memorial Day</b>	Monday, May 27
<b>Independence Day</b>	Thursday, July 4
<b>Labor Day</b>	Monday, September 2
<b>Columbus Day</b>	Monday, October 14
<b>Veterans Day</b>	Monday, November 11
<b>Thanksgiving Day</b>	Thursday, November 28
<b>Christmas Day</b>	Wednesday, December 25



## IMPORTANT DATES

### Coastal Regional Commission Regularly Scheduled Meetings

*Please call the CRC office to confirm meetings before traveling long distances*

**CRC Council** meets the second Wednesday of every month. Meetings begin at 10:00 a.m. and are held at the Richmond Hill City Center.

**Aging Services Advisory Council** meets every third month on the third Tuesday. Meetings begin at 10:00 a.m. and are held at the Richmond Hill City Center. Scheduled meetings for FY 13 include:

- \* January 29, 2013 (off-schedule due to Area Plan)
- \* May 21, 2013
- \* August 20, 2013
- \* November 19, 2013

**Aging Services CCSP/CARE-Net** meets every third month on the fourth Tuesday. Meetings begin at 10:00 a.m. and are held at the Richmond Hill City Center. Scheduled meetings for FY 13 include:

- \* February 26, 2013
- \* May 28, 2013
- \* August 27, 2013
- \* November 26, 2013

November 2012						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

January 2013						
S	M	T	W	T	F	S
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NOTES:						1
2	3	4	5	6	7 <i>Pearl Harbor Remembrance Day</i>	8
9	10	11	12 <i>CRC Council Meeting 10:00 a.m.  Richmond Hill City Center</i>	13	14	15
16	17	18	19	20 <i>Winter Begins</i>	21	22
23	24 <i>Christmas Eve CRC Office Closed</i>	25 <i>Christmas Day CRC Office Closed</i>	26	27	28	29
30	31 <i>New Year's Eve</i>	NOTES:				

# DECEMBER 2012



December 2012						
S	M	T	W	T	F	S
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February 2013						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
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17	18	19	20	21	22	23
24	25	26	27	28		

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NOTES:		1 <i>New Year Holiday CRC Office Closed</i>	2	3	4	5
6	7	8	9 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	10	11	12
13	14	15	16	17	18	19 <i>Robert E. Lee's Birthday</i>
20	21 <i>Dr. Martin Luther King, Jr. Observed CRC Office Closed</i>	22	23	24	25	26
27	28	29	30	31		

# JANUARY 2013



January 2013						
S	M	T	W	T	F	S
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

March 2013						
S	M	T	W	T	F	S
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31						

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NOTES:					1	2
3	4	5	6	7	8	9
10	11	12 <i>Lincoln's Birthday</i>	13 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	14 <i>Valentine's Day</i>	15	16
17	18 <i>George Washington's Birthday</i>	19	20	21	22	23
24	25	26	27	28		

# FEBRUARY 2013



February 2013						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

April 2013						
S	M	T	W	T	F	S
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21	22	23	24	25	26	27
28	29	30				

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NOTES:					1	2
3	4	5	6	7	8	9
10 <i>Daylight Saving Time Begins</i>	11	12	13 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	14	15	16
17	18 <i>St. Patrick's Day</i>	19	20 <i>Spring Begins</i>	21	22	23
24 <i>Palm Sunday</i>	25	26	27	28	29 <i>Good Friday</i>	30
31 <i>Easter</i>						

# MARCH 2013



March 2013						
S	M	T	W	T	F	S
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17	18	19	20	21	22	23
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31						

May 2013					
M	T	W	T	F	S
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13	14	15	16	17	18
20	21	22	23	24	25
27	28	29	30	31	

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	11	12	13
14	15	16	17	18	19	20
21	22 <i>Confederate Memorial Day CRC Office Closed</i>	23	24 <i>Administrative Professionals Day</i>	25	26	27
28	29	30	NOTES:			

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# APRIL 2013



April 2013						
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28	29	30				

June 2013						
S	M	T	W	T	F	S
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NOTES:			1	2	3	4
5	6	7	8 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	9	10	11
12 <i>Mother's Day</i>	13	14	15	16	17	18 <i>Armed Forces Day</i>
19	20	21	22	23	24	25
26	27 <i>Memorial Day CRC Office Closed</i>	28	29	30	31	

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# MAY 2013





June 2013						
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August 2013						
S	M	T	W	T	F	S
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4 <i>Independence Day CRC Office Closed</i>	5	6
7	8	9	10 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	NOTES:		

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# JULY 2013





August 2013						
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

October 2013						
S	M	T	W	T	F	S
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 <i>Labor Day CRC Office Closed</i>	3	4	5	6	7
8 <i>Grandparents Day</i>	9	10	11 <i>CRC Council Meeting 10:00 a.m. Richmond Hill City Center</i>	12	13	14
15	16	17	18	19	20	21
22 <i>Autumn Begins</i>	23	24	25	26	27	28
29	30		NOTES:			

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# SEPTEMBER 2013











**Coastal Regional Coaches**

**Hours of Operation:**

**Monday- Friday**

**6 a.m. until 6 p.m.**

**1-866-543-6744**



**Coastal Regional Commission**

**Area Agency on Aging**

**Dial 1-800-580-6860**

**to inquire about services offered  
through the Area Agency on  
Aging**

# CRC Staff Contact Listing

AGING SERVICES			
Dionne Lovett	Aging Services Director	437-0840	dlovett@crc.ga.gov
Tori Raines	Aging Services Resource Specilaist	437-0862	traines@crc.ga.gov
Brenda Butler	Gateway Specialist	437-0853	bbutler@crc.ga.gov
Marvara Green	Gateway Services Program Manager	437-0851	mgreen@crc.ga.gov
Loreatha Jenkins	Nutrition Specialist	437-0843	ljenkins@crc.ga.gov
Peggy Luukkonen	Case Manager	437-0861	pluukkonen@crc.ga.gov
Audrey Massey	Gateway Specialist	437-0854	amassey@crc.ga.gov
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