

2018 Annual Work Program



APPALACHIAN COUNCIL OF GOVERNMENTS

June 9, 2017

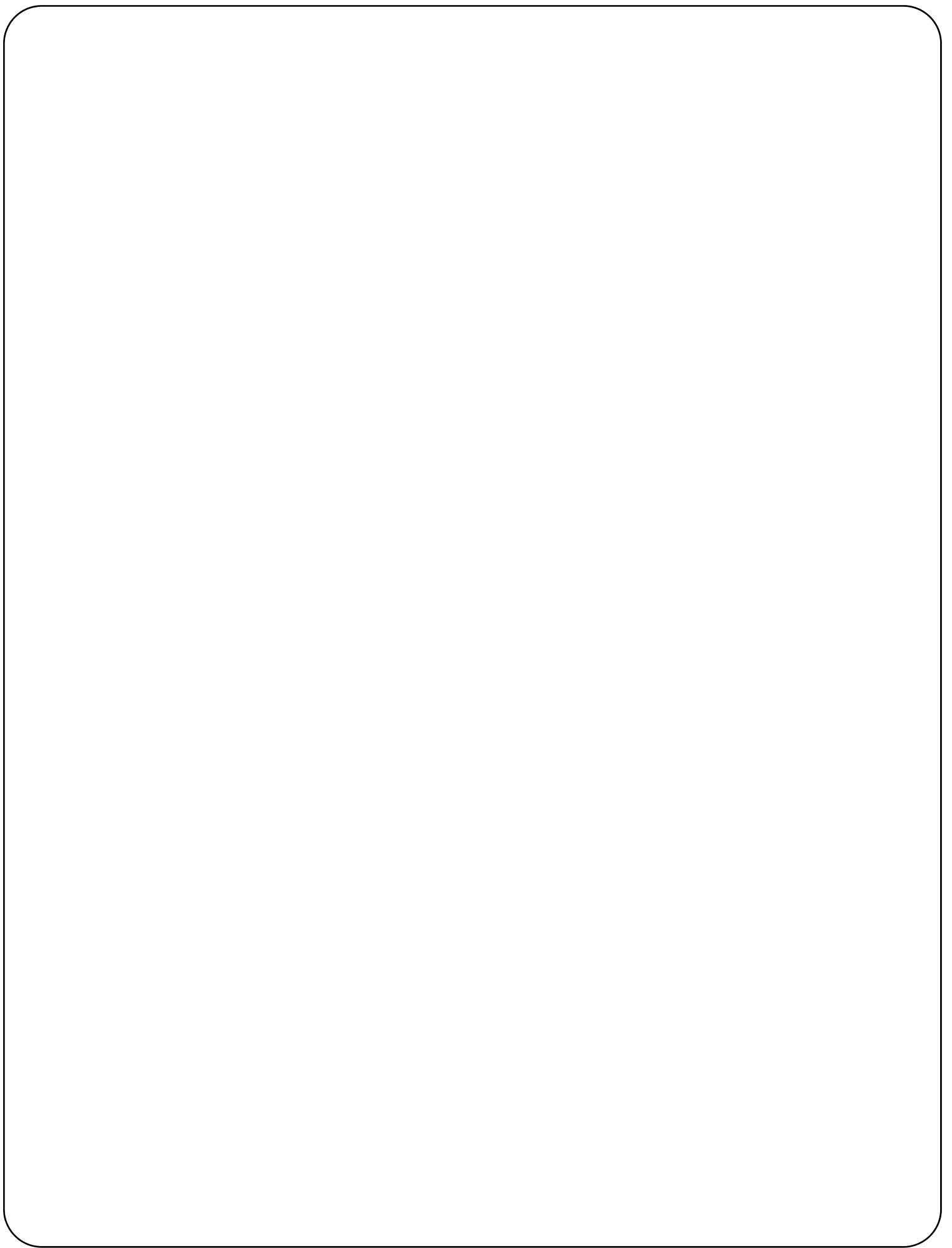


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2018 ANNUAL WORK PROGRAM

INTRODUCTION

The Mission Statement of the Appalachian Council of Governments is to assist the local governments of Anderson, Cherokee, Greenville, Oconee, Pickens, and Spartanburg Counties, and such other organizations as may be decided by the Board, through providing relevant approaches to local and regional needs in economic development, social planning and development, and public administration.

In practical terms, the mission of ACOG is to enhance the lives of the residents of the six county South Carolina Appalachian region. Since its formation in 1965, the way the COG has carried out its mission has changed and evolved. While services to local governments remains a core mission of the agency, the impact of the agency is quite broad. In terms of budget and staff size, ACOG's largest program area is Aging Services. Over the years, activities of the Grants Services program have often been of greatest interest to local governments. With public funding becoming increasingly tight at all levels of government, and with demands for services expanding, Governmental and Planning Services are becoming increasingly sought after components of ACOG's services. The Economic Development Services program has a direct impact on the people and entities served by the agency through the support of economic development in the region in addition to supporting many functions. While the agency's primary focus is to serve the public sector, it is understood that private sector success is critical to the prosperity of the region and the well-being of its citizens. Of course, promoting strong government enhances private sector success. In addition, the agency's workforce development and entrepreneurial loan services provide direct impact to businesses that invest in the region.

The fiscal and political climates have seen tremendous change over the past few years. Councils of Governments must be flexible to adapt to these changing conditions. The constant question is "how do we apply our core mission to the changing environment." It is a challenge to maintain excellence in existing areas of service while exploring new opportunities. The extent to which ACOG meets this challenge will determine its success, as well as its relevance, in the future.

The Appalachian Council of Governments FY 2018 Work Program is focused on accomplishing our historic mission while meeting the needs of the future. Services to local governments, services in support of economic development, and services to people remain our focus. Regionalism also remains at the core of the COG's mission. However, it is not regionalism simply for regionalism's sake. Rather, it is the promotion of regional solutions that target areas of common challenges and regional options that create the best solutions for everyone involved that are the focuses of ACOG's efforts.

AGING SERVICES

OVERALL MISSION

The overall mission of the Appalachian AAA (Area Agency on Aging) is to assist seniors, their caregivers and those with disabilities by maintaining their dignity and independence in their homes and communities. The AAA is the designated regional lead agency for the development of a comprehensive, coordinated and cost-effective home and community based service system. The AAA contracts with local service providers to provide services such as group dining, home delivered meals, in-home services and transportation. The AAA provides direct service for the Family Caregiver, Long Term Care Ombudsman, Information and Assistance and Benefits Counseling programs.

PROGRAM AREA: FAMILY CAREGIVER

Purpose

The Family Caregiver Support Program (FCSP) is designed to reduce the stress of caregivers in order for them to continue to provide quality care in the home. The program assists those who are providing care to a person(s) 60 years or older who is unable to do at least two (2) activities of daily living without significant assistance or who has a diagnosis of Alzheimer's or one of its related diseases. The program offers support, identifies resources, and procures services.



The Seniors Raising Children (SRC) is another component of the FCSP and assists grandparents 55 years and older raising grandchildren ages 0-18 years who live with them full-time and is related by blood, marriage or adoption. Assistance may be financial in nature, providing reimbursement for school supplies, fees and clothing. Respite care is offered through participation in summer camps or programs of the caregiver's choice.

Activities

Family Caregiver Advocates provide the following to all Caregivers including the Seniors Raising Children Program:

- Information, referral and assistance to identified services
- Options counseling that promotes problem solving and decision making
- Limited short-term financial help for:
 - Respite care for both FCSP and SRC.
 - Supplemental supplies such as safety equipment/hardware, incontinent supplies, and nutritional supplements.
 - School supplies/clothes/fees/some incontinent supplies.

Outcomes/Results

- Caregivers and their families are provided with current resources available to them based on an in-depth intake process, which may include:
 - Resource guides
 - Applications

- Program descriptions and brochures
- Advanced directives
- Common documents including durable power of attorney and wills

Through respite care services, the caregivers are afforded the opportunity to receive a needed psychological/emotional/physical break from the responsibility involved with daily care provided by an agency, adult day care, individual or agency solely of their choice.

Changes from Last Year

For the first time in many years, there have been no staff changes. The FCSP has 2 full-time advocates and a full-time administrative assistant. This has greatly increased the productivity of the program. The partnership with the Alzheimer's Association continues.

PROGRAM AREA: OMBUDSMAN

Purpose



The Regional Long Term Care Ombudsman Program investigates complaints made by, or on behalf of, residents in skilled nursing facilities, residential/assisted living facilities and hospice homes.

Ombudsman staff advocate for residents by providing mediation and consultation, as needed. Special trainings are offered and provided per request for facility staff on Residents Rights, the laws regarding Abuse, Neglect and Exploitation and Dealing with Difficult Behaviors. Community presentations are provided to help educate those in the community about the Ombudsman Program. In addition, information about Advance Directives is provided.

Staff also provides friendly visits to facilities to monitor and ensure residents have access to an Ombudsman.

Activities

- Unannounced on-site visits are made to facilities for conducting investigations.
- Continuous efforts are made to ensure timely and responsive access to the services of the Long Term Care Ombudsman Program. Because of the number of cases received, the cases are given priority as to action taken (the most serious cases of abuse and neglect are given top priority).
- Friendly visits to facilities are completed by staff and trained volunteers.
- Quarterly monitoring visits to residents living in facilities in the Greenville County Probate Court system.
- Ongoing community education and training to educate staff on various issues.

Outcomes/Results

- Residents, families, agencies and any other interested parties contact the Ombudsman Program for information and assistance to resolve problems with long term care facilities.
- Public awareness of factors related to Abuse, Neglect and Exploitation will result in increased reporting.
- The Friendly Visitor Program will continue to grow, so that new volunteers are always entering the program as experienced volunteers retire from service. This will prevent service gaps in the participating facilities.

Changes from Last Year

- The Ombudsman Program will be getting a new data entry system, iSight, by the end of 2016. The program goal is to become proficient in entering information and using it to generate more accurate reports.
- The Ombudsman Program will increase the frequency of visits to all facilities. Each facility will be visited at least once quarterly.
- The Friendly Visitor Program will continue to increase the amount of volunteers, thereby increasing the number of Friendly Visits made by the program.

PROGRAM AREA: INFORMATION & ASSISTANCE/BENEFITS COUNSELING

Purpose

This service provides personal assistance in a “one stop shop” environment to older adults, people with disabilities and their caregivers. All pertinent aspects of the individual’s situation are reviewed to ensure that the most appropriate referrals are made to meet their needs. An evaluation of financial resources, age, diagnoses, current insurance coverage, daily living activities, transportation, family supports, rent/mortgage, nutrition, advance directive/legal needs and physical/mental well-being is developed. All of these factors assist in determining qualifications for obtaining assistance to their request.

Activities

- Link older adults, caregivers and disabled adults with needed services.
- Provide information and assistance to consumers unable to access other channels and who prefer locally based services.
- Increase targeted outreach to identify and enroll consumers in eligible benefit programs.
- Develop partnerships with individuals, groups, and organizations that can assist in identifying resources and expand outreach efforts.
- Educate consumers on methods to prevent Medicare waste, fraud and abuse.
- Provide up-to-date information on Medicare, supplements and health insurance to older adults, caregivers and disabled adults.
- Provide information on Medicare Prescription programs, Medicare Advantage Plans, Healthy Connections PRIME, Healthcare Marketplace, and Prescription Assistance Programs.
- Recruit and train volunteers.



Outcomes/Results

- Consumers will be able to understand and access services in their local community.
- Increase the number of beneficiaries contacting the ADRC (Aging and Disability Center) for assistance.
- Consistent, accurate, up-to-date information will be available in all areas of the ADRC website at www.scupstateadrc.org.
- Number of new and regular visitors to the ADRC website (www.scupstateadrc.org) will increase annually.
- Additional partnerships will expand outreach efforts.

Changes from Last Year

- We will be hiring 4 full time employees by July 1, 2017 to perform face-to-face assessments with seniors requesting service(s).

PROGRAM AREA: NUTRITION

This service provides congregate meal dining and home delivered meals within the region. There are currently 24 sites located in the region. The purpose of this program is to provide a nutritious meal to those over age 60 and at nutritional risk. The dining sites also provide socialization and activities to reduce isolation. In addition to a noon-time meal, programs and activities are planned such as: structured fitness and exercise classes, day trips and outings to local points of interest, educational programming, games, computer classes, music and dance, language classes, arts and crafts and other creative programs.

Activities

Home delivered meals benefit those age 60 and over that are:

- Ill and incapacitated;
- Unable to leave home unassisted except for medical/other essential appointments;
- Due to disability;
- Unable to purchase and/or prepare food;
- Do not have anyone in the home that is available to prepare a meal on a daily basis; and
- A spouse of any age in the home can also qualify to receive a meal.



Outcomes/Results

- The outcomes of this program are: to reduce hunger and food insecurity; promote socialization to older individuals; promote the health and well-being of older adults; and delay adverse health conditions through access to nutrition, disease prevention and health promotion services.

Changes from Last Year

In the past 10 months, group dining served 86,784 meals to 1,329 diners region wide. In addition to a hot noon meal, examples of additional activities include:

- physical fitness (arthritis exercise program, line and ballroom dancing, water exercises)
- games (Wii bowling, cards, board, pool, etc.)
- special days observances (holidays, birthdays)
- crafts
- outings to shop, purchase vegetables, fruits, etc.
- field trips to museums, movie theaters, botanical gardens
- gardening (flowers and/or vegetables)
- picnics and recreational outings
- computer classes
- involvement from community groups
- informative speakers
- cooking demonstrations
- educational opportunities

In the same time period, 54,717 frozen home delivered meals were provided to 705 clients, 118,642 hot home delivered meals were provided to 1,568 clients, and 6,208 shelf stable meals were provided to 1,382 clients in the region, along with informational materials on available services such as shots to prevent flu and shingles, nutrition information, and awareness of other available benefits.

PROGRAM AREA: HOME & COMMUNITY BASED SERVICES

Activities

These supportive services enable seniors to remain in their home for as long as possible. The services provided in this region include:

- Transportation
- Chore/housekeeping (Level 1)
- Homemaker with some personal care (Level 2)
- Legal Assistance
- Respite Care
- Evidence Based Health Programs
- Minor Home Repair
- Information and Assistance

Transportation includes rides to doctor's office, grocery stores, pharmacies, senior center meals sites and other critical daily activities. Personal Care, Homemaking and Chore services provide assistance to seniors who are unable to perform (ADLs) Activities of Daily Living (such as eating, dressing, bathing) or (IADLs) Instrumental Activities of Daily Living (such as shopping, housework). Legal Assistance is for assistance on rights, benefits and entitlements.

Changes from Last Year

- Program Activities will not change from the previous year.

PROGRAM AREA: VETERAN DIRECTED HOME & COMMUNITY BASED SERVICES PROGRAM

Activities

The Veteran-Directed Home & Community Based Services (VD-HCBS) program was established at ACOG in 2016 to meet the growing demand for home care services for veterans who want to live at home rather than in a nursing home. The Departments of Veterans Affairs (VA) identifies veterans eligible for the program and assesses the veteran's needs. Upstate veterans are directed to ACOG and staff works with the veteran to develop a personalized service plan to find, choose, and train workers, and acquire needed goods and services that allow the veteran to live safely and independently in their home including:

- Personal care
- Medication assistance
- Transportation
- Errands and chore services
- Housekeeping services
- Caregiver education, training and respite
- Home modification services
- Adult day services
- Assistive technology
- Medical equipment
- Minor home repair
- Information and assistance

The program is open to any age veteran with at least a 70% services-connected disability rating, which meets nursing home level of care and wants to stay at home. The program offers flexibility in services and support and emphasizes respecting the veteran's personal choices which are the foundation of the program. The ultimate goal is to allow eligible veterans to self-direct their care (hire, employ, and supervise workers to help with daily needs) so that they have a better chance of maintaining their independence.

Changes from Last Year

- Following the initial startup of program activities in FY 17, the number of clients assisted is expected to increase consistently as the program gains recognition and veterans begin to better understand the opportunities and benefits.

GOVERNMENT SERVICES

OVERALL MISSION

The overall mission of the Government Services Division is to provide informative, practical services to the local governments in the six county, upstate region of South Carolina thereby improving the knowledge, skills and abilities of administrative and elected officials and working collaboratively to improve the quality of life for the region.

PROGRAM AREA: TRAINING COORDINATION

Purpose

Effective governance is only as successful as the leaders that are guiding it. Elected officials and staff must be adequately trained and up-to-date regarding modern methods and means of conducting city/county government. From initial appointment to many years thereafter it is critical that individuals making decisions are well-versed in all areas of government administration.

Activities

- Customer Service, Time Management, Communications
- Public Relations
- Sexual Harassment Education
- Distance Learning/Training
- ICMA Effective Supervisory Practices
- ICMA Certificate in Management Series
- Dealing with Problem Employees



Outcomes/Results

More knowledgeable administrative staff and elected officials.

Changes from Last Year

The coming year will be a transition period following the departure of Government Services Manager Donna Kazia in December. Loretta Smith was hired in January as Training Coordinator and Human Resources Manager to fill part of the previous role. Mrs. Smith's focus will be on Training and Education that supports local government's efforts to work more efficiently for their communities. More classes will be developed for the training programs offered in the coming year.

PROGRAM AREA: PERSONNEL SERVICES

Purpose

Many local governments are not blessed with a human resource director, and rely heavily on ACOG to assist with issues dealing with personnel policies, FMLA, FLSA, etc. It is the purpose of this program to provide technical, legal and pragmatic information and solutions to our local governments.

Activities

- Policy and Procedure Manuals
- FMLA Training
- FLSA Training
- Employee Handbooks
- Research on Employment Law
- Employee Evaluations and Forms
- Administrator Searches

Outcomes/Results

To improve community's human resource procedures and reduce the cities and counties risk of litigation resulting from human resource conflicts or disputes.

Changes from Last Year

Program Activities will not change from previous year.



PROGRAM AREA: GOVERNMENTAL SUPPORT

Purpose

Provide technical and legal information to all appointed and elected officials.

Activities

- Seminars for Elected Officials
- Council orientations and retreats
- Organizational Plans
- Guidance on Home Rule Issues
- Annexation
- FOIA
- A-Tax, H-Tax, LOST

Outcomes/Results

Providing support and technical assistance to communities to ensure administrative and elected officials are informed and knowledgeable about current issues. Staff will continue to engage with elected officials and City/County Administrators to discuss needs and challenges in their communities and look for opportunities to assist with meeting those challenges where appropriate.

Changes from Last Year

The departure of Donna Kazia as Government Services Director will necessitate the creation of a new position to support both government services and planning in the areas of governmental issues and specialized services. Given the challenges local governments face in providing necessary services, support to local governments will continue to be a priority.

GRANT SERVICES

OVERALL MISSION

The overall mission of the ACOG Grants Services Department includes assisting local governments and other public and non-profit agencies in determining needs, anticipating developments, and designing strategies for economic growth and community development; for increasing employment opportunities; assisting local governments and other eligible recipients in obtaining financial assistance through federal, state, and other appropriate funding sources; and administering such funds in accordance with federal and state regulations.

PROGRAM AREA: ECONOMIC AND COMMUNITY DEVELOPMENT

Purpose

The Grants Services staff works with local and state economic and community development officials and service providers to facilitate the location or expansion of business and industry in the region and to identify needs and obtain funding for a variety of critical infrastructure and community development projects such as water and sewer lines, community centers, parks and recreation facilities, senior centers, medical clinics, emergency services, etc.



Activities

Staff assists local governments, service providers, non-profits, and educational institutions in identifying sources of funds and to prepare and submit applications to federal and/or state funding agencies. These programs/agencies include:

- Community Development Block Grant (CDBG) program through the SC Department of Commerce
- Appalachian Regional Commission (ARC)
- Economic Development Administration (EDA)/US Department of Commerce
- USDA Rural Development (RD)
- State Department of Commerce/Coordinating Council for Economic Development
- State Department of Parks, Recreation, and Tourism
- US Department of Homeland Security/FEMA
- SC Rural Infrastructure Authority

Outcomes/Results

The outcomes of these efforts include the construction of new, or the upgrade of existing, infrastructure including water lines, water storage tanks, sewer lines, storm drainage, and streets. Other outcomes include the construction of new workforce training facilities, community centers, parks and recreation facilities, and health clinics. The results of these activities include a healthier or cleaner environment, an increased quality of life for the citizens of the region, a better prepared workforce, and new job creation.

PROGRAM AREA: PROJECT ADMINISTRATION

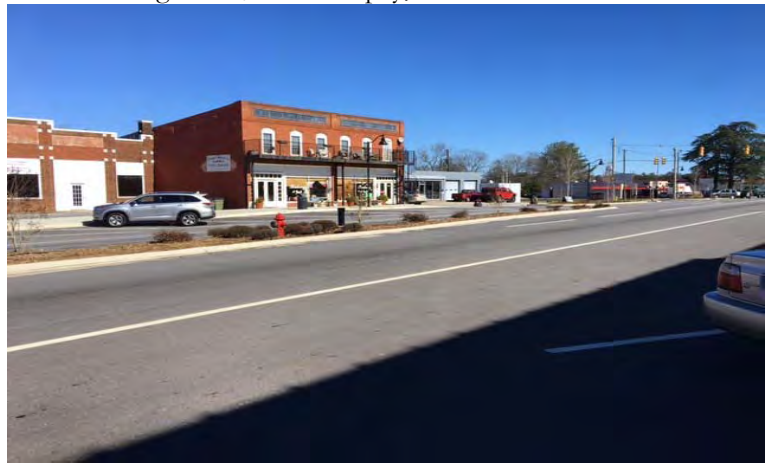
Purpose

Project administration can be a very complicated and time-consuming aspect of federal and state grant programs. The Grants Services staff provides project administration assistance to local governments to assure efficient management, project accountability, and conformance with federal and state regulations.

Activities

Project administration involves all aspects of managing a grant from award through close-out. Each funding agency has its own requirements which must be followed. The typical activities include:

- Conducting public hearings
- Undertaking an environmental review
- Acquisition of rights-of-way
- Procuring engineering/architectural services
- Preparing bid documents
- Procuring contractors
- Approval of change orders
- Approval of pay requests
- Drawdown of grant funds
- Submission of quarterly/annual/final reports
- Tracking beneficiary information
- Close-out of grant
- Overseeing regulations relating to construction such as Davis-Bacon, payment of prevailing wage rates/overtime pay, etc.



Outcomes/Results

Proper project administration insures the grantee of compliance with state and federal regulations. Non-compliance could lead to the grantee having to repay all or a portion of improperly spent funds. Also, future funding decisions are oftentimes linked to previous compliance with grant rules and regulations.

Changes from Last Year

The Grants Department has experienced a significant change in personnel during the last year. Long time Department Director Dirk Reis retired at the end of 2016. The Project Manager position was also vacant during the first half of FY 2017. Both positions were filled in January, 2017. In addition, a part time Program Assistant position was created and filled in March, 2017. The new position will enable Grant Services to provide an enhanced level of service to our clients.

PLANNING SERVICES

OVERALL MISSION

The overall mission of the Planning Services program is to support activities that promote prosperity and orderly development of the South Carolina Appalachian region. Planning related to economic development, growth management, natural resource management, transportation, tourism, recreation, infrastructure and service provision, as well as the provision of technical assistance to local governments, are components of the Planning Services program in support of this objective.

PROGRAM AREA: TRANSPORTATION PLANNING

Purpose

With continued growth and development, pressure on the region's transportation network is increasing. Coordinated planning among the state and local governments is becoming increasingly important due to disjointed planning areas, multiple funding sources, and limited overall funding. The ACOG works to help identify and promote projects within the rural areas of the region that improve traffic conditions and safety. This includes coordinating a range of activities including identification of transportation projects eligible for federal and state programming and working with SCDOT to monitor the transportation system. The goal of this program is to provide the technical tools to assess trends in land use and transportation and provide technical assistance to local governments and state partners to help in identifying strategic projects that improve the transportation system.

Activities

Appalachian Regional Freight Mobility Study – As the Upstate region of South Carolina continues to grow, its economy becomes more diverse and consumes an even wider range of goods and services. In an effort to understand the present and future impacts that increased trade flowing through South Carolina will have on the transportation infrastructure, the ACOG, in collaboration with regional MPO's and SCDOT, will develop the region's first Freight Mobility Study. The study will focus on major trade corridors where such analyses can assist local, regional and state leadership in identifying opportunities to improve efficiency in goods movement.



Transit Technical Assistance and Programming – The Planning Services staff will continue to work with partner agencies to support improved coordination activities and promote improved mobility management. Staff will work with local governments and on-demand transit service providers to increase the efficiency of demand response and subscription transit services. The ultimate goal is to assist residents and transit agencies with transportation coordination efforts, ride scheduling, and planning efforts in the Appalachian Region.

Rural Transportation Planning and Coordination – ACOG works with a wide range of stakeholders on transportation issues throughout the region in support of SC Department of Transportation Planning efforts. Planning Services staff will work with stakeholders from the rural and urban areas of the region to identify transportation planning challenges; help formulate solutions and strategies; and seek the necessary resources to implement programs and/or technical assistance. In addition, staff will work with SCDOT as they implement a new Performance Measure Planning System that will be used to help guide infrastructure spending at DOT. This will require staff to receive training on new goal setting and measuring programs that the COG will be responsible for.

Outcomes/Results

- Work with MPOs and local governments to develop a Regional Freight Mobility Study for the Appalachian Region.
- Coordinate with SC DOT staff on the implementation of new performance measures that will monitor road conditions and improvements as well as guide future investment in road infrastructure spending.
- Maintain public copies of STIP, DOT Plans, and DOT project announcements and attend regular DOT/ACOG/MPO partnering meetings.
- Serve on or coordinate with Greenville-Pickens Area Transportation Study, Spartanburg Area Transportation Study Committee, and the Anderson Area Transportation Study (ANATS).
- Support communities' efforts to secure funding for transportation projects through facilitation of meetings with state and federal agencies and preparation of applications for funding.
- Oversee application process for 5310 transit funds and prioritize projects for SCDOT funding.

Changes from Last Year

- The Planning Services staff will shift their focus to developing a Freight Mobility Study for the region this year.

PROGRAM AREA: COMMUNITY PLANNING/DEVELOPMENT

Purpose

Assisting communities to promote continued growth while providing a high quality of life is a core goal of the Planning Department. Planning Services staff works with communities on specialized tasks that they are not prepared to staff. Services include facilitation of goal setting, strategic planning, land use planning, community involvement processes, and service planning. Planning Services also monitors regional planning issues, provides information, and coordinates strategies as appropriate. Planning Services staff will participate in regional planning initiatives and assist planning efforts in the region as appropriate.

Activities

Anderson HOME Consortium – The Anderson HOME Consortium is a partnership of Anderson County, City of Anderson, and City of Belton. The Consortium receives HOME funding from the US Department of Housing and Urban Development to support housing rehabilitation efforts. Planning Services staff provides support services for the Consortium's grant administration and housing rehabilitation activities.

Community Development Needs Assessments – Needs Assessments are required for communities to apply for Community Development Block Grants through the SC Department of Commerce. Planning Services staff will work with the Grants Department to identify potential CDBG applicants and develop needs assessments as necessary to support applications for CDBG application periods during the year.



Local Planning Services –

The Planning Services Department provides a variety of services to local governments from plan development to meeting facilitation. Staff will provide assistance as requested on issues from simple technical assistance to contractual projects for plan or ordinance development.

Planning Administration Services – Planning Services staff assist communities in the upstate with ongoing planning and zoning administrative services on a contractual basis. Currently the ACOG is working with the Cherokee County Planning Commission to provide planning services.

Planning Awareness and Education – Planning Services staff provides continuing planning education for local planning officials and topic specific training as requested by local governments. The Planning Services Department will continue to provide this training across the region to meet state law requirements that local planning commission and board of appeals members to receive training through a state certified program.

Outcomes/Results

- Work with the Anderson HOME Consortium - prepare Annual Action Plan and CAPER report, oversee administrative activities for the Consortium, and provide housing rehabilitation project oversight for Anderson County and City of Belton.
- Working with communities to update local plans and ordinances including the Cherokee County Comprehensive Plan; Update Comprehensive Plans for the City of Lyman, City of Woodruff, Town of Central, Town of Pendleton, and the City of Anderson.
- Provide on-going planning administration for Cherokee County
- Provide Local Technical assistance as requested.
- Identify communities with projects that fit CDBG program criteria as set out by SC Dept. of Commerce.
- Provide 8-10 continuing planning education programs and 2-4 planning orientation sessions during FY 18 for planning commissions, board of appeals, and board of architectural review members.
- Participate in regional planning groups addressing regional concerns of local city and county governments.

Changes from Last Year

- An increase in requests for Comprehensive Plan updates will see the department shift focus in the coming year to local planning. We also anticipate adding 2-3 additional local community projects as well as potentially entering into a planning administration services contract with a community in the coming year.



PLANNING AND CODES

PROGRAM AREA: NATURAL RESOURCE PLANNING

Purpose

Proper growth management and natural resource planning will facilitate continued growth and development in the region by ensuring infrastructure and services are available in a timely manner. In addition, planning serves to develop and implement a vision for the region that results from the wide variety of interests and needs that are present in the Upstate. Management principles are developed to utilize natural and man-made resources in a manner that provides for the greatest benefit to citizens, while ensuring that resources will be preserved into the future.

Activities

Appalachian Regional Water Quality Management Plan - The Regional Water Quality Management Plan's goal is to ensure there is adequate wastewater treatment capacity in the region to meet growth and economic development related demands for a twenty year period. Planning Services continues work to review existing basin plans and update them as needed to reflect needed changes to the current goals and strategies laid out in the Regional Water Quality Management Plan. Staff will be working to complete the update to the Tyger Basin Plan as well as begin working on updating the Saluda Basin Pln.

Outcomes/Results

- Finalize update of the Tyger and Enoree Basin Plan updates for amendment to the Regional Water Quality Plan
- Begin review of Saluda basin plans as part of Regional Water Quality Plan maintenance.
- 208 Conformance Review Process – ongoing permit review.
- Provide technical assistance to communities as they address sewer issues.



Changes from Last Year

Expanding outreach efforts to the Saluda and Savannah Basins to improve coordination of development plans between sewer service agencies in the Upstate. As the Enoree basin portion of the 208 Plan is finalized the focus will transition to implementation of new partnerships and strategies to support development in the future.

ECONOMIC DEVELOPMENT SERVICES

OVERALL MISSION

The mission of E.D. Services is to support regional economic development through professional planning, grant support, mapping, and database-driven technical services for communities in the South Carolina Upstate. The EDS staff provides services and information products to facilitate the competitive growth and development of the Upstate.

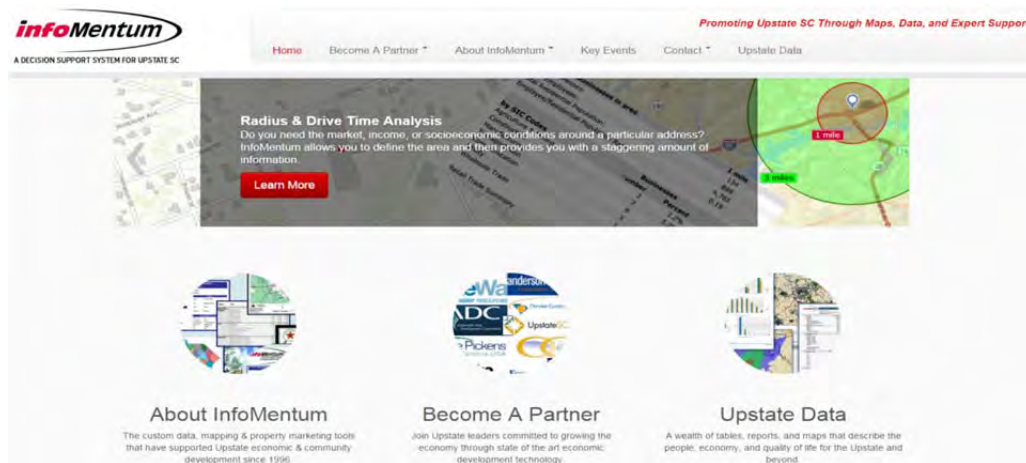
PROGRAM AREA: INFOMENTUM SUITE OF SERVICES

Purpose

The *InfoMentum* suite of services provides GIS-based research tools, robust market data, and an on-line industrial property database that assist economic developer's efforts to attract industry and create jobs in the South Carolina Upstate. *InfoMentum* is integrated into the E.D. activities and websites of its investors, which include ties, neighboring Councils of Government, utilities, non-profits, university programs, and the Upstate South Carolina Alliance. The *InfoMentum* suite of services enables users to quickly create maps and reports to help meet their recruitment, marketing, research, and planning needs. A board of program investors called the "Economic Development Information Systems Partnership" provides direction for InfoMentum and meets on a quarterly basis.

Activities

Program Marketing - In FY 2018, the ED Services team will conduct personal appointments, capitalize on public speaking engagements, and execute written marketing efforts (print, website, and social media) in order to identify and sign on new investors.



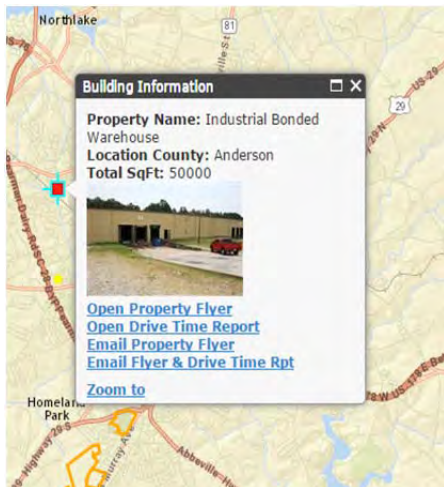
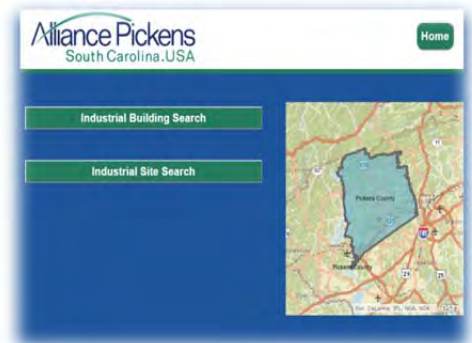
The image above is the homepage of the program's marketing website, www.InfoMentum.org.

The InfoMentum Investor-Branded Property Search Websites - Powered by *InfoMentum's* central industrial property database, customized property search websites will be embedded in the websites of Economic Development Organizations (EDOs) who invest in InfoMentum. Current EDOs who utilize the Investor-Branded Property Search Websites include:

- Anderson County Economic Development Office
- Cherokee County Development Board
- City of Anderson Economic Development Dept.
- City of Mauldin Economic Development Dept.
- Greenville Area Development Corporation
- Greenwood Partnership Alliance
- Oconee Economic Alliance
- Alliance Pickens
- Spartanburg Economic Futures Group
- Upstate SC Alliance
- Upper Savannah Council of Governments
- Catawba Council of Governments

The sites allow each respective organization to help market their available industrial sites and buildings and provide visitors with the ability to download the property's 2-page informational flyer (PDF) and a geographic drive-time report of the property's surrounding demographic and market conditions.

InfoMentum Online – This tool is a private log-in site exclusively available to investors. With its ability to generate a large variety of demographic and economic reports, investors use this tool to evaluate market conditions within a specific radius or drive-time distance from any point they select on the map. Many map layers are also available (traffic counts, surrounding manufacturers, nearby colleges/universities, etc.) to enable the creation of informative maps – printable or exportable. *InfoMentum Online* is an invaluable analytical tool for Upstate economic development, planning, and socioeconomic research.



InfoMentum Mobile – InfoMentum Mobile, found at gis.scacog.org/mobile/, is a free mobile website for phones and tablets. It allows visitors to search for Upstate industrial sites and buildings, retrieve a property flyer for each property, and access a geographic drive time report of each property's surrounding conditions. The site also allows visitors to e-mail flyers and reports directly from their phone or tablet. The program currently offers an InfoMentum Mobile website to each EDO investor.

Fact Finder On-Line Upgrades – This tool is a comprehensive socio-economic database for the SC Upstate. Free to the public, it is found at www.factfinder.scacog.org and used by economic developers, planners, and researchers throughout the region. Factfinder also includes data-rich, 2-page fact sheets for the 10 counties and 62 municipalities of the Upstate. During FY 18 the program will explore ways to aesthetically and technologically upgrade the Factfinder website.

Bi-Monthly User Group Meetings and On-Going Investor Training The EDS team will continue to offer hands-on technical assistance and regular training to help investors reach InfoMentum Online's full potential. "User Group Meetings" are typically held in the ACOG Boardroom on the fourth Tuesday of every other month at 9:30 a.m. Training and technical assistance with investors otherwise takes place throughout the year.

EDIS Partnership – The Economic Development Information Systems (EDIS) is a partnership of county governments, businesses, schools, utilities, and other investors that guide development of the *InfoMentum* suite of services. The EDIS Board represents the investing members and oversees work program, budget, and policy development. The EDIS Board meets on a quarterly basis.

Special Projects – The EDS Staff also works on unique projects for investors and other COG-related parties. Projects for the upcoming FY 2018 work plan include:

- **The Cherokee County Parcel Viewer** – Staff hosts and maintains a public website to provide access to local GIS data including parcel, ownership, streets and other selected data layers. Updates will be processed and made available online as Cherokee County staff provides data.
- **Blue Ridge Rural Water Mapping Tool** – the InfoMentum server houses Blue Ridge Water data (lines, service dates, etc). Blue Ridge technicians are able to access this data from their mobile devices while in the field so that they can gather real time information and increase efficiency. InfoMentum primarily plays a hosting role.

Outcomes/Results

- Program marketing of the InfoMentum Suite of Services has helped promote the addition of new investors in the program each of the last two years. Staff will strive to continue this trend in FY 18.
- Staff will continue to work with the SC Department of Commerce (DOC) staff and GIS consultants to coordinate the transfer data on available sites and buildings collected by DOC into the InfoMentum Online program. Changes to the database of properties by DOC, begun in FY 2017, have increased the time needed to update data for the region. His process will enable staff to ensure data is as accurate and up to date as possible as well as improve the overall user experience significantly.
- The team will work to update the Upstate Factfinder website and database.
- EDS will continue to deliver the following services:
 - Provide innovative analytical tools for the public, economic developers, planners, and researchers.
 - Retain current investors through consistent, customer-friendly services.
 - Continue to meet with EDIS partnership (quarterly) and program users (bi-monthly) for program governance and education.

Changes from Last Year

- The Economic Development Manager, David Shellhorse, stepped down at the beginning of FY 17. The position was upgraded to Economic Development Director and filled in October of 2016. The new Director, Brooke Ferguson, has been overseeing the department and will continue to build on the work that Mr. Shellhorse did before his departure.
- InfoMentum Online evolved to a new Java Script application that has vastly improved the user experience and flexibility in researching project data.
- Staff developed a process for building custom branded websites for searching sites and buildings that can now be embedded into the website of each Economic Developer's office. This allows for more seamless integration of InfoMentum Online into each EDs web site that helps with marketing and selling a community.

PROGRAM AREA: ECONOMIC DEVELOPMENT PLANNING

Purpose

The Department offers a variety of local and regional economic development planning services. This is necessary to not only to help guide and coordinate economic development efforts in the SC Upstate, but also to increase the region's competitiveness for federal economic development grant funding from key partner agencies such as the U.S. Appalachian Regional Commission (ARC) and the U.S. Economic Development Administration (EDA). E.D. planning services offered by the division include the regional CEDS, neighborhood revitalization planning, Business Retention and Expansion (BRE) studies, Tax Increment Finance (TIF) planning, and other planning and research initiatives as they are requested.

Activities

Comprehensive Economic Development Strategy (CEDS) – The CEDS document outlines a roadmap for regional economic development. In order for economic development projects in the region to be eligible and competitive for federal grant funding, applicants must be able to cite their project as being consistent with the CEDS. The current SC Appalachian Regional CEDS, entitled, “CEDS 2013-2017: Building 21st Century Economic Development Capacity”, was written and submitted to the U.S. EDA in the fall of 2012 (FY 2013). In the fall of 2017 (FY 2018), staff will continue to work with the ACOG Economic Development Committee to complete the 5-year update for submission in the fall of 2017.

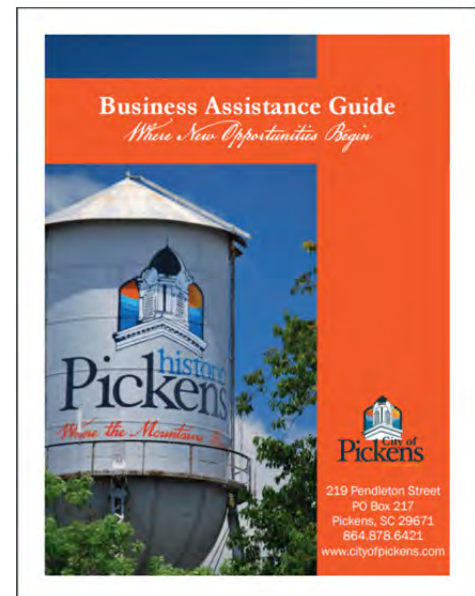
The Entrepreneur Friendly Toolkit – Development of the EF Toolkit project concluded on 6/30/15 with the launch of the EF Toolkit website. The Toolkit provides an on-line planning tool for communities who wish to create a more “entrepreneur friendly” local culture. Several communities have expressed interest in the online tool. ACOG staff will work with communities to facilitate the process starting with the City of Inman during the first half of FY 18.

Geographic Information Systems (GIS) Analysis – The EDS team will offer general GIS support to communities in the region as requested. Support is also provided to the ACOG Grants Division for CDBG and other related grant applications, as well as to the Aging Division, as requested.

Special E.D. Planning Projects – The EDS team will continue to provide planning assistance to communities in areas such as neighborhood revitalization, Business Retention and Expansion analysis, Tax Increment Finance, and other specialized areas, as requested.

Outcomes/Results

- The 5-year update of the CEDS document will be completed in fall 2017.
- The Entrepreneur Friendly Toolkit will be implemented in 2-3 communities in FY 2018.
- GIS Analysis and Special E.D. Planning Projects will continue to be performed upon request in FY 2018.



Changes from Last Year

- The focus of staff will be to market the Entrepreneur Friendly Toolkit program to additional communities and offer support services to facilitate the development of the plans.
- The CEDS 5-year update cycle will be the focus of the first half of FY 2018 and will be more extensive than the progress report cycle.

PROGRAM AREA: GRANT SUPPORT

Purpose

The EDS team is regularly involved in grant applications produced by ACOG. This grant support comes in three categories: (1) technology grant applications that support the InfoMentum suite of services, (2) collaboration with the ACOG Grants Division on economic development grant apps, such as incubator projects, and (3) GIS support (map-making) for grant applications produced by the Grants Division.

Activities

- **Grant application for the next evolution of the Regional Fact Finder** - The EDS team will continue searching for potential grant programs that will support a major aesthetic and functional upgrade to the regional FactFinder website. In FY 2018, a grant application(s) will be submitted on behalf of this project.
- **Continued collaboration with the Grants Division on economic development grant applications, as requested.** EDS will continue to provide support on E.D. grant applications – particularly when the application narrative requires a CEDS reference or data that is more easily produced by the EDS team. As incubator projects have become more in demand throughout the region, EDS will continue to help communities coordinate their partners and resources while also helping the Grants Division to write application narratives for these projects.
- **Continued GIS support (map-making) for grant applications produced by the Grants Division.**

Outcomes/Results

- Successful collaboration in FY 2018 with the Grants Division on E.D. grant applications,
- Successful GIS support in FY 2018 for the ACOG Grants Division.

Changes from Last Year

Grant support services will remain consistent as new projects arise throughout the course of FY 2018.

