

1. Call to Order & Declaration of a Quorum
2. Approval of Minutes: August 19, 2025 – **Page 2**
3. Action Items

1. Approve CSBG 5-year Strategic Plan – **Page 10**
2. Review and approve TCOG's Mission

"Mission statement: TCOG's CSBG program mobilizes resources to provide education, economic opportunities, and to advocate for the needs of low-income families and communities of Northeast Texas, through a range of services in order to promote self-sufficiency."

3. Review and approve satisfaction survey for Utility Assistance Program – **Page 17**

4. Program Reports

1. Caseworker Report – Ruby Zoghbi, Case Manager
 - Point in Time Count & Texoma Homeless Coalition
2. Program Report – Judy Fullylove, Energy Services Director
 - Federal Funding update
 - Monitoring Report from TDHCA **Page 28 & Page 33 and Page 38**
 - Resignation and Replacement of Fannin Co Poverty Rep
 - Replacement of Grayson Co Private Sector Rep
 - 2026 Community Action Plan and Budget approved

5. Financial Report Card – **Page 39**

6. 2025 Meeting Dates

Tuesday, December 9, 2025 (if needed)

7. 2026 Meeting Dates

- February 17, 2026
- April 21, 2026
- June 16, 2026
- August 18, 2026
- October 20, 2026
- December 15, 2026 (if needed)

8. Adjourn

KEY:

CEAP: Comprehensive Energy Assistance Program

CSBG: Community Services Block Grant

LIHEAP: Low-Income Housing Energy Assistance Program

DOE: Department of Energy

DOE-BIL: Department of Energy-Bipartisan Infrastructure Law

WAP: Weatherization Assistance Program

TACAA: Texas Association of Community Action Agencies

TDHCA: Texas Department of Housing and Community Affairs

*Please note that pursuant to Section 551.127 of the Texas Government Code, a videoconference/Zoom option will be available. **IMPORTANT:** Under the provisions of Section 551.127, Community Services Advisory Council members (and TCOG staff) may participate remotely by means of videoconference call **ONLY** if the **video AND audio** of the member's participation is broadcast live at the meeting. Therefore, any council member (and TCOG staff) participating in the meeting via Zoom **MUST** have and **MUST** maintain **both audio and video** capabilities for the entire duration of the meeting. Any disruption to either at any point during the meeting will result in that Member being considered absent from that portion of the meeting. The above agenda is posted at www.tcog.com as well as the Texoma Council of Governments offices in a place readily accessible to the public on October 15, 2025.

BOARD MEETING MINUTES			DATE: AUGUST 19, 2025		
MEETING CALLED TO ORDER BY:	Meeting was called to order at: 10:07am				
TYPE OF MEETING	Regular		QUORUM MET:	Yes @ 10:07am	
BOARD MEMBER ATTENDEES	Private Sector: Yvonne Sandmann, Poverty Sector: Kim Starrett, Sandra Pimenta Public Sector: Wendy Velotti, Allen Sanderson				
BOARD MEMBERS ABSENT	Private Sector: Jason Myers, Julie Craig Poverty Sector: Marsha Gaddis Public Sector: Ken Keeler				
STAFF ATTENDEES	Judy Fullylove, Energy Services Director Ruby Zoghbi, CSBG Caseworker				
GUEST ATTENDEES	None				
Agenda Topics					
TOPIC 1:	Approval of minutes from June 17, 2025		PRESENTER	Wendy Vellotti, Chair	
DISCUSSION					
CONCLUSIONS					
ACTION		PERSON RESPONSIBLE		OUTCOME	
Motion to approve.		Yvonne Sandmann		YEA: 4	NAY: 0
Motion seconded.		Allen Sanderson			
TOPIC 2:	Approve Community Services Member Applications		PRESENTER	Judy Fullylove	
DISCUSSION		Ken Keeler was appointed by County Judge John Roane to represent Cooke County as the Public Sector Representative. Sandra Pimenta works for Abigail’s Arms and expressed interest in representing the Poverty Sector because she works with so many impoverished clients at the Crisis Center (Abigail’s Arms).			
CONCLUSIONS					
ACTION		PERSON RESPONSIBLE		OUTCOME	
Motion to approve		Allen Sanderson		Yea: 5	Nay: 0
Motion seconded		Yvonne Sandmann			
TOPIC 3:	Recommend approval of the 2026 Community Action Plan and Budget to TCOG’s Governing Board.		PRESENTER	Judy Fullylove	
DISCUSSION		Judy Fullylove reviewed each page of the Community Action Plan and Budget to the Advisory Council.			
CONCLUSIONS					
ACTION		PERSON RESPONSIBLE		OUTCOME	

BOARD MEETING MINUTES		DATE: AUGUST 19, 2025		
MEETING CALLED TO ORDER BY:		Meeting was called to order at: 10:07am		
Motion to approve		Allen Sanderson	Yea:	Nay:
Motion seconded		Kim Starrett	5	0
				Abstain:
				0
TOPIC 4:	NA	PRESENTER		
DISCUSSION				
CONCLUSIONS				
ACTION		PERSON RESPONSIBLE	OUTCOME	
			Yea:	Nay:
				0
				Abstain:
				0
Ruby Zoghbi presented a thorough Case Management report covering direct services provided to clients from January through July 2025. The full report is attached. Judy Fullylove reported on all programs under the Energy Services umbrella, which included utility assistance, weatherization, and the Community Services Block Grant. She noted that funding for 2026 remains a concern for these programs. Fullylove also reviewed the financial report card for June 2025. The report indicates that each funding source is on track to fully expend funds by the end of 2025. The financial report is attached. The meeting adjourned at 11:21 a.m.				
BOARD CHAIR SIGNATURE:		BOARD SECRETARY SIGNATURE:		
		 Yvonne Sandmann Board Secretary		

CSBG Caseworker Report

Activities I completed by 08/18/2025

A- Other services that CSBG provide to the community:

- Denison Soup Kitchen serving,
 - Rent assistance
 - Wate Bill
 - Driver License
 - Phone call with the courthouse (regarding judiciary appointment)
 - Buy shoes and socks
- We are working in coordination with Aging Services (Cara Lavender) on other cases where they need our assistance
 - Sherman - Grand Central Station Soup Kitchen
 - Donation - box fans, water bottles, and insulated lunch bags

B- Community Meeting

- Community Services Advisory Council
- Social service meeting at Salvation Army
- Meeting Texoma Housing partners – schedule meetings every month with Fannin County clients
- Workforce-Cooke County – schedule meetings every month with Cooke County clients.
- Grayson College - Director, Counseling and Social Service,
- Tri County Social Service meeting
- Texoma Homeless Coalition Meeting

C- Family Assistance

- CSBG – Family Services collaborates with the community to support families in Grayson, Cooke, and Fannin counties, working together to improve lives.
 - 17 – Tuition Assistance
 - 46 – Rent or Mortgage Assistance
 - 19 – Other Assistance: Car Repair, Medication, Water bills, Stove, Shoes, socks, Gift cards.

CSBG Caseworker Report

APPLICATION DATE	# HOUSE HOLD MEMBERS	NEED ASSISTANCE	QUALIFIED YES/NO	CASE MANAGEMENT	MEETING DAY	AMOUNT
TUITION						
1/2/2025	2	G.C. – Tuition: Nurse Aide	Yes	Qualified for Tuition Assistance – Nurse Aide	1/14/2025	\$1,349.00
1/2/2025	5	Tuition	Yes	Quality for Tuition Assistance	4/2/2025	\$328.20
1/28/2025	3	HSTA – Tuition: CNA	Yes	Qualified for Tuition Assistance – CNA	1/28/2025	\$1,020.00
1/22/2025	3	L.S. – Tuition: Phlebotomy	Yes	Qualified for Tuition Assistance – Phlebotomy	1/29/2025	\$1,300.00
2/4/2025	2	Tuition Sleep Technology Course	Yes	Qualified for Tuition Assistance	7/2/2025	\$2,900.00
2/4/2025	2	America Academy of sleep Medicine	Yes	Qualified for Tuition Assistance	7/3/2025	\$500.00
3/3/2025	4	L.S. – Tuition: Phlebotomy	Yes	Qualified for Tuition Assistance – Phlebotomy	3/3/2025	\$1,300.00
3/3/2025	2	L.S. – Tuition: Phlebotomy	Yes	Qualified for Tuition Assistance – Phlebotomy	3/3/2025	\$1,300.00
3/25/2025	3	HSTA – Tuition: CNA	Yes	Qualified for Tuition Assistance – CNA	3/25/2025	\$1,020.00
3/27/2025	4	L.S. – Tuition: Phlebotomy	Yes	Qualified for Tuition Assistance – Phlebotomy	3/27/2025	\$1,300.00
4/1/2025	4	L.S. – Tuition: Phlebotomy	Yes	Qualified for Tuition Assistance – Phlebotomy	3/28/2025	\$1,300.00
4/10/2025	3	Tuition Phlebotomy	Yes	Qualified for Rent Assistance	5/22/2025	\$1,300.00
4/21/2025	4	HSTA – Tuition: CNA	Yes	Qualified for Tuition Assistance – CNA	4/21/2025	\$1,310.00
4/22/2025	3	HSTA – Tuition: CNA	Yes	Qualified for Tuition Assistance – CNA	4/22/2025	\$1,310.00
5/5/2025	5	HSTA – Tuition: CNA	Yes	Qualified for Tuition Assistance – CNA	5/5/2025	\$1,310.00
5/13/2025	3	L.S. – Tuition: Phlebotomy	Yes	Qualified for Tuition Assistance – Phlebotomy	5/13/2025	\$1,300.00
5/28/2025	1	HSTA – Tuition: CNA	Yes	Qualified for Tuition Assistance – CNA	5/28/2025	\$1,311.00
6/30/2025	4	Murray state College-RN- Tuition	Yes	Qualified for Tuition Assistance – RN	6/30/2025	\$1,480.00
7/1/2025	5	HSTA – Tuition: CNA	Yes	Qualified for Tuition Assistance – CNA	7/1/2025	\$1,200.00
7/1/2025	3	HSTA Nursing Aide - Clinical Practice	Yes	Qualified for Tuition Assistance – Nursing Aide - Clinical Practice	7/1/2025	\$550.00
7/3/2025	3	HSTA – Tuition: Medical Aide	Yes	HSTA – Tuition: Medical Aide	7/3/2025	\$1,200.00
Total people proved Tuition Assistanuntil as of 08/18/2025"						

CSBG Caseworker Report

APPLICATION DATE	# HOUSE HOLD MEMBER S	NEED ASSISTANCE	QUALIFIE S YES/NO	CASE MANAGEMENT	MEETING DAY	AMOUNT
RENT						
1/6/2025	3	Rent – Apartment	Yes	Qualified for Rent Assistance	1/7/2025	\$3,235.00
1/6/2025	4	Rent – Apartment	Yes	Qualified for Rent Assistance	1/7/2025	\$1,054.68
1/14/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	1/27/2025	\$995.00
1/22/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	3/17/2025	\$2,495.00
1/28/2025	3	Rent	Yes	Qualified for Rent Assistance	7/15/2025	\$1,100.00
1/30/2025	1	Rent – Apartment	Yes	Qualified for Rent Assistance	2/4/2025	\$1,900.00
2/3/2025	1	Rent – Apartment	Yes	Qualified for Rent Assistance	2/3/2025	\$935.00
2/4/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	2/10/2025	\$1,150.00
2/6/2025	1	Rent – RV	Yes	Qualified for Rent Assistance	2/6/2025	\$537.00
2/6/2025	4	Rent – Apartment	Yes	Qualified for Rent Assistance	2/6/2025	\$1,680.22
2/10/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	3/12/2025	\$929.00
2/18/2025	3	Rent – Apartment	Yes	Qualified for Rent Assistance	2/12/2025	\$1,521.30
2/24/2025	3	Rent – House	Yes	Qualified for Rent Assistance	2/24/2025	\$2,200.00
3/12/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	3/12/2025	\$898.00
3/12/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	3/12/2025	\$1,700.00
3/17/2025	2	Rent	Yes	Quality for Rent Ass	4/24/2025	\$1,351.06
3/19/2025	4	Rent – Apartment	Yes	Qualified for Rent Assistance	3/19/2025	\$3,375.00
3/20/2025	3	Rent – Apartment	Yes	Qualified for Rent Assistance	3/20/2025	\$1,100.00
3/28/2025	1	Rent – Apartment	Yes	Qualified for Rent Assistance	3/31/2025	\$911.04
3/31/2025	3	Rent – Apartment	Yes	Qualified for Rent Assistance	3/31/2025	\$1,184.00
3/31/2025	4	Rent – Apartment	Yes	Qualified for Rent Assistance	3/31/2025	\$1,400.00
3/31/2025	1	Rent – House	Yes	Qualified for Rent Assistance	5/14/2025	\$2,139.00
4/1/2025	4	Rent – House	Yes	Qualified for Rent Assistance	4/1/2025	\$2,600.00
4/2/2025	3	Rent – House	Yes	Qualified for Rent Assistance	4/2/2025	\$862.00
4/2/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	4/2/2025	\$1,136.66
4/3/2025	4	Rent – Apartment	Yes	Qualified for Rent Assistance	4/3/2025	\$1,336.00
4/8/2025	4	Rent – Apartment	Yes	Qualified for Rent Assistance	4/8/2025	\$1,542.96
4/10/2025	1	Rent – Apartment	Yes	Qualified for Rent Assistance	4/10/2025	\$1,800.00
4/10/2025	4	Rent / Tuition – Apartment	Yes	Qualified for Rent Assistance	4/10/2025	\$1,322.48
4/21/2025	4	Rent	Yes	Qualified for Rent Assistance	6/30/2025	\$1,521.14
4/22/2025	3	Rent – Apartment	Yes	Qualified for Rent Assistance	4/22/2025	\$2,895.00
4/22/2025	5	Rent – Apartment	Yes	Qualified for Rent Assistance	4/23/2025	\$3,300.00
4/22/2025	5	Rent – House	Yes	Qualified for Rent Assistance	4/22/2025	\$3,100.00
4/24/2025	4	Rent – House	Yes	Qualified for Rent Assistance	4/24/2025	\$3,400.00
5/20/2025	5	Utilities - Rent House	Yes	Qualified for Rent Assistance	7/31/2025	\$3,338.00
5/22/2025	1	Rent – Apartment	Yes	Qualified for Rent Assistance	5/22/2025	\$963.00
6/3/2025	5	Rent – Apartment	Yes	Qualified for Rent Assistance	6/5/2025	\$1,183.00
6/5/2025	5	Rent – Apartment	Yes	Qualified for Rent Assistance	6/6/2025	\$1,400.00
6/18/2025	3	Rent – Apartment	Yes	Qualified for Rent Assistance	7/1/2025	\$1,184.00
6/23/2025	4	Rent – Apartment	Yes	Missing pay check and she will move because the eviction.		
7/8/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	07/0/2025	\$1,244.10
7/13/2025	1	Mortgage	Yes	Qualified for Mortgage Assistance	7/13/2025	\$3,434.40
7/15/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	7/15/2025	\$489.00
7/16/2025	4	Rent – Apartment	Yes	Qualified for Rent Assistance	7/17/2025	\$1,165.80
7/22/2025	2	Rent – Apartment	Yes	Qualified for Rent Assistance	7/22/2025	\$825.00
7/23/2025	3	Rent-House	Yes	Qualified for Rent Assistance	7/31/2025	\$2,440.00
7/28/2025	2	Rent	Yes	Qualified for Rent Assistance	7/28/2025	\$2,291.08
7/29/2025	1	Rent	Yes	Qualified for Rent Assistance	7/29/2025	\$787.00
7/30/2025	3	Rent Lot	Yes	Qualified for Rent Assistance	7/30/2025	\$700.00
7/30/2025	1	Rent	Yes	Qualified for Rent Assistance	7/30/2025	\$1,199.58
7/30/2025	1	Rent	Yes	Qualified for Rent Assistance	8/4/2025	\$1,231.99
8/4/2025	3	Rent	Yes	Qualified for Rent Assistance	8/4/2025	\$2,929.50
Total people proved Rent Assistanuntil as of 08/18/2025						
Water / Car Repair / Others						
1/2/2025	5	Water Bill	Yes	Quality for Water bill Assistance	1/13/2025	\$165.19
		Car Repair	Yes	Quality for car repair Assistance	1/15/2025	\$385.32
1/22/2025	2	Gas & Food	Yes	Qualified for Gift Card Assistance	3/25/2025	\$50.00
2/20/2025	2	Water Heater	Yes	Quality for water Heater Assistance	2/20/2025	\$1,679.00
2/6/2025	1	Car Repair	Yes	Quality for Car Repair Ass	3/18/2025	\$2,082.16
		Gas gift car	Yes	Gas gift car	5/14/2025	\$50.00
2/24/2025	3	Water	Yes	Qualified for water bill Assistance	7/30/2025	\$261.97
		Gas & Food	Yes	Qualified for Gift Card Assistance	7/30/2025	\$100.00
3/1/2025	1	Gas & Food	Yes	Qualified for Gift card	2/11/2025	\$50.00
3/18/2025	5	Water Bill	Yes	Quality for Water bill Assistance	3/18/2025	\$254.92
3/17/2025	2	Gas gift car	Yes	Gas Gift card	3/17/2025	\$50.00
		Car Repair	Yes	Quality for Car Repair Ass	3/18/2025	\$1,155.38
		Letter for Food stamps	Yes	I write a letter to the state	6/4/2025	
Page 7		Utilities	Yes	Referral to Utilities	7/2/2025	

CSBG Caseworker Report

APPLICATION DATE	# HOUSE HOLD MEMBERS	NEED ASSISTANCE	QUALIFIED YES/NO	CASE MANAGEMENT	MEETING DAY	AMOUNT
3/24/2025	1	Car Repair	Yes	Quality for Car Repair Ass	3/24/2025	\$1,155.38
3/25/2025	3	Gas	Yes	Qualified for a gift card	5/5/2025	\$50.00
4/7/2025	1	Giftcard	Yes	She is leaving in her car	4/7/2025	\$50.00
4/22/2025	1	Car Repair	Yes	Quality for Car Repair Ass	4/22/2025	\$3,276.74
4/22/2025	4	Gas & Food	Yes	Gas & Food	5/21/2025	\$50.00
5/5/2025	4	Utilities & Stove	Yes	Quality for Stove Assistance	5/5/2025	\$776.13
		Mortgage	Yes	Quality for Stove Assistance	6/30/2025	\$2,728.03
5/14/2025	1	Gas & Food	Yes	Qualified for Walmart Gift Card Assistance	5/14/2025	\$50.00
6/3/2025	5	Water bill	Yes	Quality for Water bill Assistance	6/3/2025	\$305.36
6/3/2025	1	Gas & Food	Yes	Qualified for Walmart Gift Card Assistance	6/3/2025	\$50.00
6/9/2025	2	Car Repair	Yes	Quality for Car Repair Ass	6/9/2025	\$2,938.21
7/10/2025	1	Shoes and socks	Yes	HEAT KITCHEN-Quality for Basic needs Ass	07/10/2025	\$51.92
7/10/2025	1	Shoes and socks	Yes	HEAT KITCHEN-Quality for Basic needs Ass	07/10/2025	\$54.62
7/10/2025	3	Medication	Yes	HEAT KITCHEN-Waiting for prescription	7/10/2025	
7/13/2025	1	Water	Yes	Qualified for Water Bill Assistance	7/14/2025	\$72.75
		Car Repair	Yes	Qualified for Car repair Assistance	7/28/2025	\$1,414.62
7/23/2025	3	Water bill,	Yes	Qualified for Water bill Assistance	7/23/2025	\$245.93
7/23/2025	3	Car Repair	Yes	Quality for Car Repair Ass	7/23/2025	\$3,601.20
7/23/2025	1	Gas & Food	Yes	Qualified for Walmart Gift Card Assistance	7/23/2025	\$50.00
7/30/2025	3	kids shoes	Yes	Qualified for Gift card Assistance	7/31/2025	\$100.00
7/30/2025	1	Food	Yes	Qualified for gift card Assistance	7/30/2025	\$50.00
7/30/2025	1	Food	Yes	Qualified for gift card Assistance	7/31/2025	\$50.00
8/13/2025	1	Gas & Food	Yes	Qualified for Walmart Gift Card Assistance	8/13/2025	\$51.00
Total people proved Rent Assistanuntil as of 08/18/2025						

Energy Services Director Report 8/19/2025

General – Departmental Activities

- Energy Services Director serves on TAPS Advisory Council.
- Ruby Zoghbi participates in the CRCG meetings in Cooke Co; 1st Friday of each month. The meeting also serves as a networking opportunity for the county.
- Zoghbi also attends Grayson County Social Services meetings and the Homeless Coalition meetings monthly, 3rd Wednesday of each month.
- Energy Services introduced new TCOG staff to our services through an orientation session as part of their onboarding.

Utility Assistance

Processed 4041 applications for utility assistance since January

- There are approximately 200 applications that are not processed due to missing documents.
 - Each applicant has received a letter requesting the missing document.
 - The Program Mgr will assign each caseworker 40 files to contact by phone
- Of the original \$6,140,655.00 we have approximately \$1,073,581.95 left to expend.
- There is a smaller UA contract of \$236,000 that has not been expended to date.

Weatherization

- Has weatherized 42 homes in 2025 using DOE-BIL, LIHEAP and TACAA funding sources

CSBG

- All direct services are temporarily suspended except for Case Management
 - Rental assistance
 - Tuition assistance
 - Auto repair and other emergency services
- Fall classes for Getting Ahead classes in Grayson and Fannin Counties begin this week (Aug 18th)
 - Getting Ahead in a Just Getting By World is a small-group program where people living in poverty become *Investigators* of their own lives. Over several weeks, they analyze the barriers they face, learn how community systems work, and create a plan to build stability and move forward. It not only empowers individuals with tools and confidence but also strengthens the community by raising up voices with lived experience to inform long-term solutions.
 - CSBG supports the program by buying and donating the participant and facilitator workbooks.
 - All social services like Section 8 housing, 211, CSBG, Utility Assistance and Weatherization participate in Community Needs Assessment night in each county. We answer questions about Education, Government, Infrastructure, Jobs, Housing, Healthcare, etc.
- Ruby keeps monthly office hours in each county utilizing community partner office spaces to visit with clients
 - Fannin Co – Texoma Housing Partners
 - Cooke Co – Workforce Solutions
 - Grayson Co - TCOG

Texoma Council of Governments Community Services Block Grant 5-year Strategic Plan: 2025 - 2029

Executive Summary

Texoma Council of Governments (TCOG) is a voluntary association of local governments in Cooke, Fannin, and Grayson Counties that works directly with citizens and local jurisdictions to improve and advance economic vitality and quality of life in Texoma. In collaboration with our public and private sector partners, TCOG delivers various programs and services designed to support the health, welfare, and future of our citizens, our communities, and the region as a whole. TCOG employees work hand-in-hand with elected officials and community leaders to develop sustainable and economically viable community and regional development solutions.

Many projects are funded through a state or federal funding allocation to the region. TCOG provides a vast array of direct social services, including the Community Services Block Grant (CSBG). This program seeks to mobilize resources to provide education, economic opportunities, and advocacy for low-income families and communities of Northeast Texas. Services offered by CSBG are designed to promote self-sufficiency.

Other social services include: Section 8 rental assistance (over 600 vouchers each year), benefits counseling, care coordination for the elderly and disabled, caregiver support services, senior volunteer programs, employment and education support, utility assistance, home weatherization, and comprehensive information and referral assistance to seniors, individuals with disabilities, and low-income families.

Collectively, through the planning and development services offered to cities and counties as well as the direct social services provided to citizens, TCOG has played a crucial role in the growth and development of the region since 1968. An Economic Impact Analysis conducted in 2022 estimated TCOG's overall impact at \$20.6 million for the 2021 fiscal year, including 102 permanent jobs with \$5.3 million total earnings, 4,635 volunteer hours served valued at over \$135,157, and an additional \$558,720 in tax revenues to local jurisdictions. Directly through projects and services and indirectly through overall economic impact to the region, TCOG is touching lives and changing communities.

The Texoma region consists of three north-central Texas counties, all bordering the Red River and the state of Oklahoma (see Figure A). These counties are Cooke, Fannin, and Grayson. Grayson County is the central county, the most populous, and the most urban (Sherman/Denison Metropolitan Area). Grayson is also the largest, at 979 square miles, followed by Fannin and Cooke at 899 and 898 square miles respectively.

Figure A



Grayson County, with the largest population 140,596 (American Community Survey 2018-2022) is also the center for major retail, industry, medical facilities, physician specialists, and higher education (Austin College and Grayson College) for the region. Sherman is the county seat of Grayson County and is the largest numerically 43,671. Denison, also in Grayson County, is closest to the Red River. Denison has an estimated population of 24,460. The county is home to 47 social services, seven hospitals, eleven public libraries, two colleges, ten school districts, and ten law enforcement agencies covering 979 square miles. Grayson County is also home to a national wildlife reserve and Lake Texoma.

Cooke County is the westernmost county in the region, with a population of 41,107. It has only one large town, Gainesville, with a population of 17,380. The Cooke County economy centers on oil and gas production, and associated industries. The county is served by 21 social service agencies, one community college, five public libraries, two hospitals, nine school districts and nine law enforcement agencies covering an area of 875 square miles.

The easternmost county, Fannin, has an estimated population of 33,020. Bonham, the county seat and largest city in the county, has an estimated population of 10,408 with an estimated 2,000 incarcerated at any given time (three prisons/jails in the town). Fannin County is more rural and more agricultural. The county is served by ten social service agencies; five public libraries, a federally qualified clinic, one public hospital as well as a Veterans Administration hospital; nine school districts and five law enforcement agencies covering an area of 899 square miles.

Introduction

In 2015, United States Health and Human Services (USHHS) issued Information Memorandum No. 138 establishing Community Services Block Grant (CSBG) Organizational Standards (OS) which require Community Action Agencies (CAAs) to have their governing/advisory body develop and approve a strategic plan every 5 years.

A) Strategic Plan Workgroup

The Results Oriented Management Accountability, ROMA, logic model was utilized in the development of the plan. The Texas Department of Housing and Community Affairs provided a planning guide as a tool to progress through the stages of preparation.

Input was provided from a variety of stakeholders including: social service agencies, city and county officials, consumers of services, TCOG staff as well as board members.

Over the course of a year members of the workgroup reviewed federal and state mandates impacting CSBG operations, conducted a review of TCOG's vision, mission and values; and, engaged stakeholders in an examination of the organization's services through focus groups, surveys and interviews.

Workgroup Members

- 1) Ruby Zoghbi, CSBG Caseworker
- 2) Seth Evilsizer, Weatherization
- 3) Bonnie Arrington, Americorp Senior
- 4) Hope Whitson, Nursing Home Ombudsman
- 5) Rayleen Bingham, Section 8 Housing
- 6) Kenisha Golston, CEAP Utility Assistance
- 7) Amy Willits, 9-1-1 Public Safety
- 8) Alexis Taylor, Regional Services
- 9) Cara Lavender, Area Agency on Aging
- 10) Mary Rodriguez, 2-1-1 Texas

B) Key Data from Community Needs Assessment

The 2025-2027 Community Needs Assessment prioritized the needs of the region.

- ✓ Housing This is a major need, both for the families of the region, but also for the economic development (jobs) of each county.
- ✓ Mental Health Needs mental and behavioral health challenges are increasingly visible across the Texoma region.
- ✓ Child Care For low-income families, the high cost of care often limits employment especially for single

- ✓ Medical Health The lack of health insurance is considered a key driver of health status and is a barrier to regular primary care, specialty care and other health services that contribute to poor health status.
- ✓ Education Head Start and preschool programs are in the region through the public school system, there are not enough to accommodate the number of children who qualify for the program.

The CSBG strategic plan addresses housing through rental/mortgage assistance, utility and weatherization assistance.

Prioritization, domains, and family or community level of issues in the strategic plan are:

Safe and Affordable Housing

Domain: Housing

Level of Need: Family and/or Community

C. Customer Satisfaction Data and Customer Input

The survey questions from the 2025-2027 Community Needs Assessment were used to gather information from local organizations, focus groups, clients, frontline staff and city/county officials. Responses were cataloged and analyzed.

Community Organization & Service Agency Survey

Community and service provider agencies for impoverished households in each of the three counties completed an online survey through Survey Monkey.

Focus Groups in Each County

Focus group participants were the Tripartite Board and program recipients. Each focus group lasted for approximately 60 minutes.

City/County Official Interviews

Telephone interviews were held with city and county officials. All three counties were represented by both county and city level elected office holders.

D. Integrating ROMA and the SP

Every effort has been made to adhere to ROMA standards in the preparation of the strategic plan. Judy Fullylove, Energy Services Director is currently the only staff member certified in ROMA.

3. Vision, Mission and Values of Organization

On Thursday, September 11, 2025 and Monday, September 22, 2025 TCOG Program Managers met to review TCOG's Vision, Mission, and Values. Each group maintained and upheld the vision statement, the mission statement as well as the guiding principles or values of the organization.

Vision statement: Better Leaders Building Better Lives

Mission statement: TCOG's CSBG program mobilizes resources to provide education, economic opportunities, and to advocate for the needs of low-income families and communities of Northeast Texas, through a range of services in order to promote self-sufficiency.

Guiding principles (values): commitment, integrity, courage, trust, support and celebration remains unchanged.

TCOG's vision, mission and values connects the organization to our efforts and plans for bringing additional resources into the region; for organization growth and expansion of programs; making life better for more people. This effort is essential, as growth and progress in Texoma is ultimately measured by the quality of life.

4. Strengths, Weaknesses, Opportunities, Threats (SWOT)

A summary of organizational strengths, weaknesses, opportunities and threats are summarized in figures B1, B2 and C. Figures B1 and B2 highlights TCOG's internal strengths and weaknesses. Figure C highlight external opportunities and threats. The source documents were the 2025-2027 Community Needs Assessment and stakeholder input.

Figure B1

STRENGTHS	
Areas of Strength	Options to Take Advantage of Strengths
Direct services to households through programs: Area Agency on Aging and Housing Programs: Section 8, Utility Assistance and Weatherization. Diverse program offerings	More collaboration and coordination between staff, departments and programs.
9-1-1 Criminal Justice and Mapping is strongly associated with local jurisdictions throughout the region. Program is very visible and provide a tangible service to Cooke, Fannin, and Grayson counties.	Coordinate visits to city council/commissioner court meetings by assigning a city/county to program managers and directors.
Community Needs Assessment/CSBG	Many local social services use the demographic information and data in the CNA to write grants for their agencies.
Tenured employees/Passionate employees	Use tenured employees to assist in training and knowledge of newer employees; especially during the onboarding process.

Figure B2

WEAKNESSES	
Areas of Weakness	Options to Overcome Weaknesses
Staff knowledge of services offered through TCOG/programs and staff seem siloed	Quarterly opportunities for employees to participate in departmental training and TCOG events.
Lack of signage on each floor and throughout the building. Lobbies are not inviting to visitors. Bathrooms are untidy.	Have a greeter in main lobby on first floor.
Outdated website and call tree	Hire a public relations person for upkeep of website, call tree, and social media.
Limited to little public relations	Hire a public relations person for upkeep of website, call tree, and social media.
Lack of sustainable funding	Research and apply for non-federal funding opportunities.
Lack of social media presence	Hire a public relations person for upkeep of website, call tree, and social media.

Figure C

Worksheet Step 3c: External Assessment	
Areas to Consider: Economic Climate Political Climate Social Demographic Changes Legal Issues Budget/Funding Technology Other	
OPPORTUNITIES	
External Opportunities	Options to Take Advantage of Opportunities
Design a comprehensive plan for safe/affordable housing for all citizens.	Work with cities/counties on integrated housing plan for citizens
Educate legislators about federal funding that address poverty and are effective in our region	Visit local federal/state representatives about the effectiveness of our programs. Become the go-to staff for information about housing, utility assistance weatherization, aging and criminal justice programs.
Address increasing homeless population	Recruit more agencies and volunteers to help with Point in Time Count.
THREATS	
External Threats	Options to Take to Overcome Threats
Federal funding cuts	Coordinate an effort to educate and advocate for level or increased funding with federal representatives
Grant restrictions	Find unrestricted funding opportunities
Aggressive public/criminal activity	Friendly visitor stationed in main lobby and/or on each floor
Building security	Install cameras in high traffic areas of building/give access to directors on each floor
Economy	

5. Strategic Issues Identified

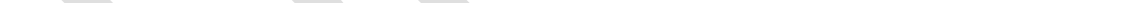
TCOG strategic plan includes an agency goal of 100% compliance of National Organizational Standards and effective program outcomes, Figure D.

Figure D

Worksheet Step 4 – Key Strategic Issues				
Subrecipient:	Texoma Council of Governments			
Time Period (years) covered by the Strategic Plan:	2025-2029			
Strategic Issue	What Makes It A Strategic Issue?	Consequences Of Not Addressing Issue	Benefits Of Addressing Issue	Steps To Address Issue
Compliance with CSBG Organizational Standards	Federal requirement to comply with CSBG organizational standards	Possible loss of CSBG eligible entity status	Retain CSBG eligible status	Engage HR director, Finance Director to review related compliance.
Year-long onboarding of new employees	Increase knowledge of employees.	Client is not served well.	Silos are broken. More interaction among employees.	Design a comprehensive educational series for employees with HR.
Improve case management results	A general concern listed in the last monitoring report of 2025	Could result in a program finding	Positive outcome for clients	Training w/state office staff and ongoing training with ROMA, state conferences.
Update TCOG's public facing documents i.e. website, call tree, Public Relations	Public does not know what services are available or who to contact about services.	Public cannot rely on information posted on TCOG's website. Oct 2025	TCOG is seen as a reliable source for information and services.	Hire in-house public relations staff.

Figure E

Note: This form can be used to plan what programs or services or activities (community, family, and organizational) will be offered and to set targets. Look at the Top 5 Needs from most recent CNA. Performance will be reported in CSBG monthly performance report. Actual Results column to be completed at end of year (or more frequently). Form can be used give board updates and Org Std requirements.



CSBG has a full-time caseworker dedicated to the delivery of services and to transitioning households out of poverty (TOP) goals. Achieving self-sufficiency is a major objective, if not mandate, of the CSBG program. Client success is largely dependent on higher wage earnings for the household overall. Therefore, throughout the next five years CSBG will concentrate its efforts on opportunities for individuals to overcome impoverishment and succeed through enrolling in case management. Figure F.

Figure F

Subrecipient:			Texoma Council of Governments								
Time Period covered by the Strategic Plan:		2025	thru	2029	Date Approved:			Type of Goal: (Agency,	Family		
Goal #1:			the number of households that achieve a living wage or					Area to Address:		Employment	
Objective:			Transition Housholds out o Poverty								
Strategy - Method:			Case management								
Year Start	Year 1		Year 2		Year 3		Year 4		Year 5		
	Target	Actual Performance	Planned per SP	Adjustment	Planned per SP	Adjustment	Planned per SP	Adjustment	Planned per SP	Adjustment	
Output:	9		9		10		10		11		
Output:											
Output:											
Outcome:											
Outcome:											

6. Agency Capacity Building

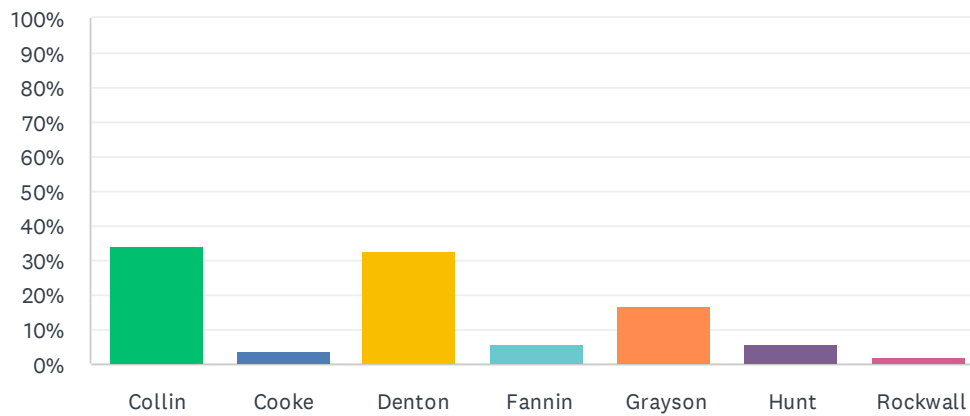
TCOG's Energy Services Department includes utility assistance, weatherization and CSBG programs. As a Public Community Action Agency, TCOG complies with federal and state mandates. The CSBG tripartite advisory council is comprised of 1/3 public sector, 1/3 private sector, and 1/3 low-income sector and governs under approved bylaws. In 2024, TCOG received approval of the 2025-2027 Community Needs Assessment.

7. Board Approval

Texoma Council of Governments Governing Board will review the CSBG Strategic plan for approval on Thursday, October 16, 2025.

Q1 What is your county of residency?

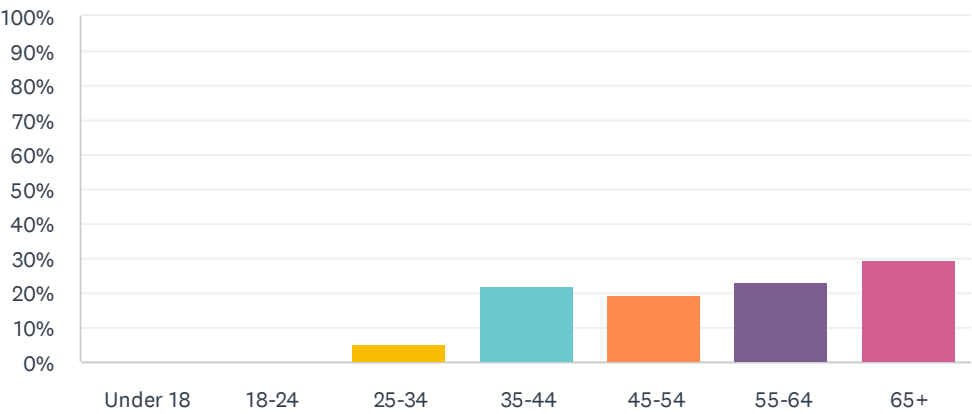
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Collin	34.13%	142
Cooke	3.61%	15
Denton	32.69%	136
Fannin	5.53%	23
Grayson	17.07%	71
Hunt	5.53%	23
Rockwall	1.92%	8
Total Respondents: 416		

Q2 What is your age?

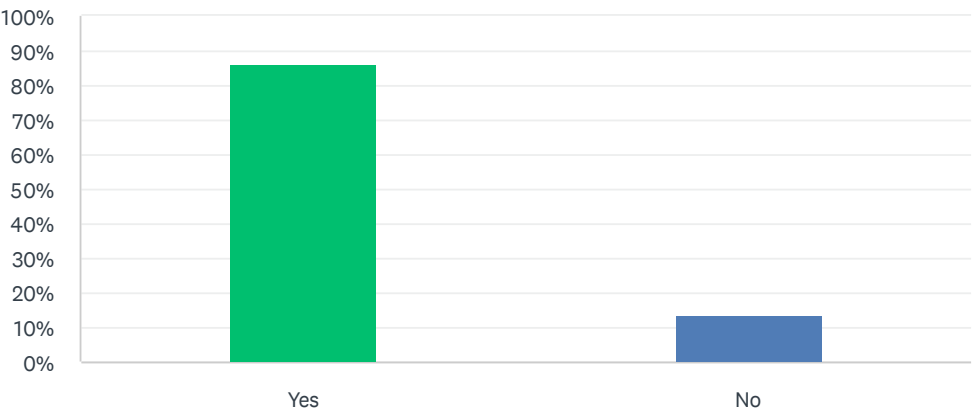
Answered: 416 Skipped: 0



ANSWER CHOICES		RESPONSES	
Under 18		0.00%	0
18-24		0.00%	0
25-34		5.05%	21
35-44		22.36%	93
45-54		19.71%	82
55-64		23.32%	97
65+		29.57%	123
TOTAL			416

Q3 I was assisted in a timely manner.

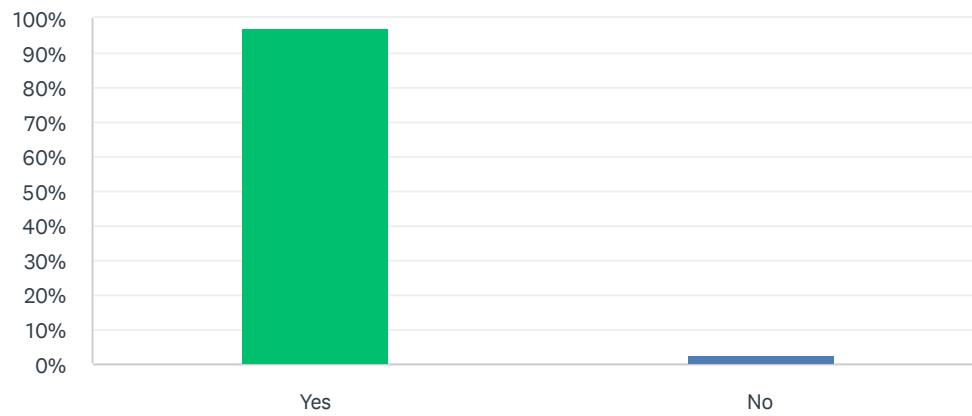
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	86.54%	360
No	13.46%	56
TOTAL		416

Q4 I was treated with respect by staff.

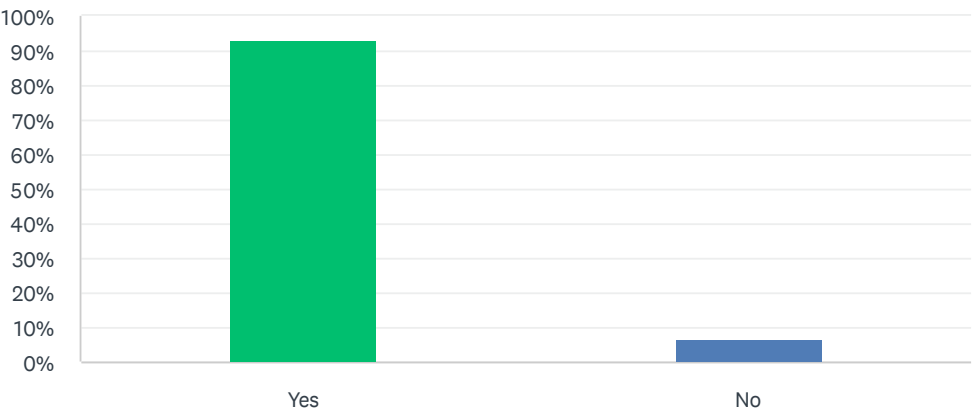
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	97.60%	406
No	2.40%	10
TOTAL		416

Q5 I received the services that I needed.

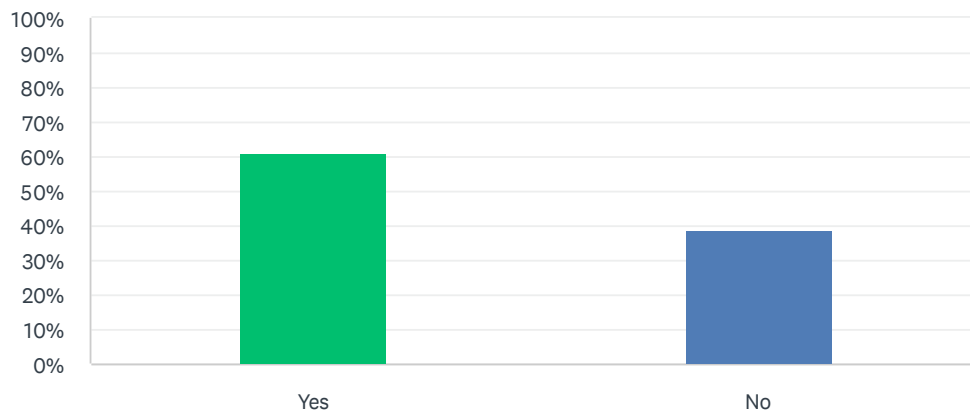
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	93.03%	387
No	6.97%	29
TOTAL		416

Q6 I was informed about other TCOG programs and services.

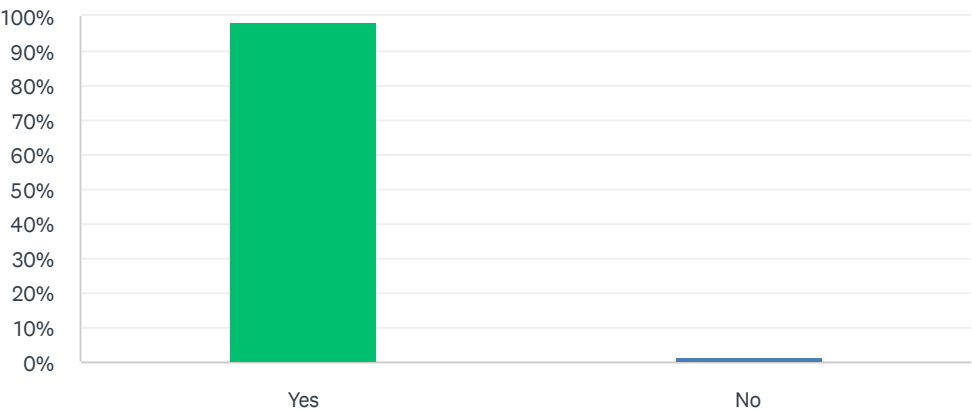
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.06%	254
No	38.94%	162
TOTAL		416

Q7 I would recommend TCOG to friends and family.

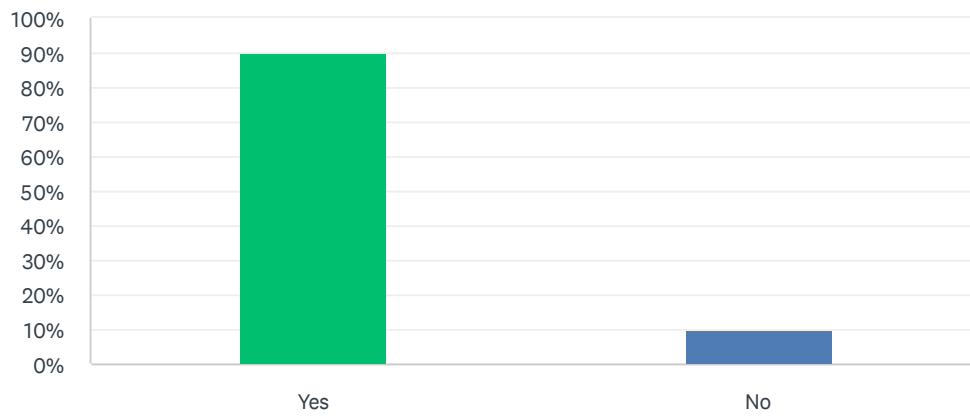
Answered: 412 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	98.54%	406
No	1.46%	6
TOTAL		412

Q8 The office hours and location were convenient for me.

Answered: 413 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	89.83%	371
No	10.17%	42
TOTAL		413

Q9 If you answered NO to any of the questions above, please provide additional comments on how we can improve or serve you better.

Answered: 143 Skipped: 273

Q10 Would you be willing to participate in a discussion group to help TCOG improve services? If so, please include your name and telephone number.

Answered: 153 Skipped: 263



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

www.tdhca.texas.gov

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GOVERNOR

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August 27, 2025

(512) 475-4608

earnest.hunt@tdhca.state.tx.us

Eric Bridges
Executive Director
Texoma Council of Governments
Sherman, TX
Email: ebridges@texoma.cog.tx.us

RE: MONITORING REPORT ONSITE REVIEW CONDUCTED APRIL 14, 2025 – APRIL 17, 2025

CEAP CONTRACT NO. 58940004185, CEAP CONTRACT NO. 58240004037, CSBG CONTRACT NO. 61240004150, CSBG DISC CONTRACT NO. 61240004326, DOE CONTRACT NO. 56240004276, DOE BIL CONTRACT NO. 55220004065, LIHEAP CONTRACT NO. 81240004113

Dear Mr. Bridges:

The Texas Department of Housing and Community Affairs (the Department) conducted a monitoring review of the above-mentioned contracts. The goal of the review was to provide reasonable but not absolute assurance regarding compliance with federal and state requirements and program objectives.

To achieve this goal, a sample of client files/expenditures were selected and tested. The attached report details the findings and concerns identified during the review and requires corrective action. Please provide all requested documentation no later than September 26, 2025.

If Texoma Council of Governments applies for funding from the Department a Previous Participation review will be conducted. The findings noted in this report, as well as the timeliness and effectiveness of the corrective action provided will be taken into consideration. Therefore, if you do not agree with the findings in this letter or require additional time to correct the matter, please contact me, prior to the corrective action deadline.

The Department wishes to express our appreciation for the cooperation of your staff in facilitating this review. If you have any questions or concerns regarding this visit, please feel free to contact me or Greg Reed via email at Greg.Reed@tdhca.texas.gov

Sincerely,

A handwritten signature in black ink that reads "EARNEST L. HUNT".

Earnest L. Hunt
Director of Subrecipient Monitoring

glr
cc: Michael De Young, Director of Community Affairs
Community Affairs Training & Technical Assistance, Stephen Jung, Manager of Multifamily Weatherization, Doug Misenheimer

Finding 1: Inadequate Final Inspections (DOE, DOE BIL, LIHEAP)*(repeat issue)*

Physical inspection of eight (8) Texoma Council of Governments (TCOG) weatherized units revealed all eight (8) units require a return to correct multiple measures not meeting minimum program requirements.

Prior to this report TCOG completed returns for corrective actions for measures in the units inspected. Table #1 below details the correction of measures where verification was submitted during the returns, measures not supported by the program and measure costs removed from the project.

TABLE #1

Job No.	Funding	Issue	Disposition
059GR24	DOE	Provide corrected attic ventilation worksheet and add required ventilation	Resolved
		Cut flaps in water heater blanket for labels.	Resolved
		Provide DOE Priority List	Resolved
		90% Gas furnace installed with LIHEAP Priority List. Not allowed with DOE Priority List	Disallowed Cost \$5,645.00
		12 Filters left with occupant- not allowed with DOE funds	Disallowed Cost \$115.00
		Complete degradation calculator	Resolved
061DN24	DOE BIL	Installed solar screens- not permitted with DOE funds	Disallowed Cost \$577.50
		Correct attic insulation. Install baffles at eaves, correct access panel insulation and add insulation to even out low areas.	Resolved
		Provide corrected attic ventilation worksheet and add required ventilation, if needed.	Resolved
		Registers not sealed as shown on BWR. Seal registers and provide video of repeated duct blaster test.	Resolved
		Correct insulation baffles / blocking at flues in attic per SWS TX Field Guide 3-1 Seal Around Chimneys and Flues	Resolved
062DN24	LIHEAP	Registers not sealed as shown on BWR. Seal registers and provide video of repeated duct blaster test.	Resolved
		Correct insulation baffles / blocking at flues in attic per SWS TX Field Guide 3-1 Seal Around Chimneys and Flues	Resolved
92GR24	DOE / LIHEAP	Provide DOE & LIHEAP Priority Lists	Resolved
		Provide quantity for solar screens which is blank on BWR	Resolved
		Provide corrected attic ventilation worksheet and add required ventilation, if needed.	Resolved
		Correct attic insulation. Install baffles at eaves, correct access panel insulation (2) and add insulation to even out low areas.	Resolved
		Add smoke detector and CO detector at primary bedroom	Resolved
110GR24	DOE	Provide corrected attic ventilation worksheet and add required ventilation, if needed.	Resolved
		Provide DOE Priority List	Resolved
		Installed refrigerator at \$1050. DOE allowable cost \$850	Disallowed Cost \$200

138GR23	LIHEAP	Insulate water heater tank and pipes per BWR	Resolved
105FN24	LIHEAP	Seal registers per BWR	Resolved
129GR23	LIHEAP / DOE	Provide DOE Priority List	Resolved

CRITERIA:

Weatherization Assistance Program State Plan

V.5.3 Final Inspection

The Department has provided Subgrantees with sufficient T&TA funding to obtain and/or maintain required QCI and MF-QCI certifications by an IREC certified training provider. The Department tracks Subgrantee compliance with unit inspection requirements of WPN 22-4.

All units are required to be in compliance with DOE/SWS guidelines and successfully pass a local QCI inspection. If a local QCI fails to adequately inspect a unit to meet the most recent DOE/SWS guidelines, the Subgrantee would be out of compliance and reported to the TDHCA Compliance Department for the appropriate action. Any unit that fails to be brought into compliance with current DOE/SWS requirements and/or successfully pass a QCI inspection will require TDHCA to disallow the unit and associated costs. A report will be generated issuing the Subgrantee a finding(s) for the reason(s) of the disallowed cost. In severe or repetitive cases the local QCI will be reported to the certifying agency for further action. In less severe or isolated cases the local QCI would be provided individualized T&TA or a referral to the appropriate Comprehensive training provider.

DOE, DOE BIL and LIHEAP WAP Contracts

Section3. Subrecipient Performance

Subrecipient shall implement a Weatherization Assistance Program (“WAP”) in accordance with the Texas DOE State Plan, including the Department’s Weatherization Health and Safety Plan, as revised from time to time, currently posted on the Department’s website, and the implementing State regulations at Title 10, Part I, Chapters 1 and 2 of the Texas Administrative Code and Title 10, Part I, Chapter 6, Subchapters A and D of the Texas Administrative Code, as amended or supplemented from time to time (collectively, “WAP State Rules”). The work will be completed in accordance with NREL Standard Work Specifications (SWS), the International Energy Conservation Code, and the minimum requirements set in the State of Texas adopted International Residential Code or in jurisdictions authorized by State law to adopt later editions.

DOE & LIHEAP Contract Section 15 requires the following:

Subrecipient shall inspect all subcontractors’ work and shall be responsible for ensuring that it is completed in a good and workmanlike manner. Subrecipient shall make no payment to subcontractor until all work is complete and has passed a final inspection.

DOE & LIHEAP Contract Section 19 requires the following:

Department may issue technical guidance to explain the rules and provide directions on the terms of this Contract. Installation of weatherization materials shall be in accordance with the Standard Work Specifications (SWS).

DOE Contract Exhibit C requires the following:

1. Subrecipient shall weatherize eligible dwelling units using only weatherization materials which meet or exceed the standards prescribed by DOE in Appendix A of 10 CFR Part 440.
2. All weatherization measures installed shall meet or exceed the standards prescribed by DOE in Weatherization Program Notice (WPN) 22-4 regarding Standard Work Specifications (SWS). SWS is required on every unit.
3. All weatherization work must be performed in accordance to the DOE-approved energy audit procedures, 10 CFR Part 440 Appendix A, State of Texas adopted International Residential Code (or that of jurisdictions authorized by State law to adopt later editions).
4. Subrecipient will include the substance of this Exhibit C in all subcontracts

Weatherization Program Notice (WPN) 22-7

10 CFR 440.18(d)(15) defines allowable energy related H&S actions as those actions necessary to maintain the physical well-being of both the occupants and weatherization workers where:

- *Costs are reasonable and are in accordance with the Grantee's approved Annual Plan.*
- *The actions must be taken to effectively and safely complete weatherization work or the actions are necessary as a result of weatherization work.*

Additional References:

[Weatherization Program Notices and Memorandums](#)

[Texas Administrative Code Chapter 6, Subchapter D Weatherization Assistance Program](#)

[2015 International Residential Code \(IRC\)](#)

Required Corrective Action:

Disallowed Costs Pending Reimbursement:

- (A) Open contract (55220004065 DOE BIL \$577.50) reimbursement requires,
 - I. Update BWR with only installed measures submitted to Compliance,
 - II. Updated GL clearly showing the costs is removed,
 - III. Updated MER showing the reimbursement in the adjustment column.
- (B) Closed contract (56240004276 DOE \$5,760.00) reimbursement is required in the form of a check to,

Texas Department of Housing and Community Affairs
221 E. 11th Street,
Austin, TX 78701

Please include:

TDHCA contract number

"Attention Compliance Contract Monitoring"

As a reminder, disallowed cost cannot be reimbursed with federal funds.

- (C) Alternative reimbursement process approved by Department program staff.

Finding 2: Non-compliant Quality Control Inspections

(repeat issue)

Review of selected Texoma Council of Governments (TCOG) client files and physical unit inspection of these files revealed the lack of a final inspection aligned with DOE Quality Work Plan (QWP) requirements. The weatherized units were reported as complete with client files containing the signed and dated Building Weatherization Report (BWR) Certification and Quality Control Inspector Final Inspection of DOE Weatherized Unit Certification Form. Both certifications state an inspection was performed, measures were visually inspected and adhere to required program standards and are eligible to be reported as a completed unit.

Physical inspections verified TCOG WAP staff were capable of performing required testing. However, test results were not consistently documented and numerous measure installation deficiencies were identified. Table #1 details measures that do not align with DOE QWP, NREL JTAs, SWS, 2015 IRC and appropriate DOE Weatherization Program Notices (WPN). Prior to the release of this report, TCOG WAP staff submitted documentation showing measure deficiencies were adequately corrected.

Criteria:

[Weatherization Program Notice 22-4](#)

Requires the Subgrantee, or its authorized representative, to perform a final inspection and certify that the work has been completed in accordance with the energy audit procedures required by 10 CFR 440.21, prior to reporting the dwelling unit to DOE as a completed unit. The QWP provides the specificity of the qualifications required of the individual completing the final inspections.

[10 CFR 440.16\(g\)](#)

No dwelling unit may be reported to DOE as completed until all weatherization materials have been installed and the subgrantee, or its authorized representative, has performed a final inspection(s) including any mechanical work performed and certified that the work has been completed in a workmanlike manner and in accordance with the priority determined by the audit procedures required by § 440.21;

Additional Guideline References

DOE Weatherization Assistance Program Contract

EXHIBIT C, MATERIALS AND WORK STANDARDS

[Quality Control Inspector \("QCI"\) Final Inspection Certification Form](#)

[Weatherization Assistance Program - Quality Work Plan](#)

Required Corrective Action:

Texoma Council of Governments (TCOG) must submit the following.

1. At minimum, schedule and attend two IREC accredited training facility classes within the next four months.
2. Classes must be focused with Quality Control Inspector Job Task Analysis Section 5.2 Domain II: Postwork Evaluation requirements.
 - a. The first class must focus on 5.2.1 D2-Task 1: Compare work completed in relation to the initial assessment and work scope (Evaluate the work of the EA).
 - b. The second class must/should? focus on 5.2.2 D2-Task 2: Evaluate installed measures for compliance with standards and targets (Evaluate the work of the contractor[s] and/or crew[s]).
 - c. With strong attention to required guidelines from the NREL SWS, SWS-TX Field Guide, 2015 International Residential Code and DOE Weatherization Program Notices requirements.

NOTE: Training must be focused on providing a complete assessment, post assessment accuracy and verification that measure installations align with all program requirements. Continued non-compliance will initially result in questioned costs that could lead to disallowed costs and removal of home reported as complete.

General Concerns:

During the case file review of CEAP CONTRACT NO. 58940004185, CEAP CONTRACT NO. 58240004037, CSBG CONTRACT NO. 61240004150, CSBG DISC CONTRACT NO. 61240004326, DOE CONTRACT NO. 56240004276, DOE BIL CONTRACT NO. 55220004065, LIHEAP CONTRACT NO. 81240004113, Department staff noted the following items of concern which do not require corrective action submitted to the Department. Concerns may be subject to subsequent review. Repeat concerns may be elevated to deficiencies. Procedures must be developed to ensure these concerns are corrected in the future:

Concern 1: Ensure Compliance with Program RequirementsDOE, DOE BIL, LIHEAP *(repeat issue)*

A review of eight (8) WAP client files revealed the need to update existing practices to meet DOE/LIHEAP rules and regulations. Specifically, four (4) of the eight (8) client files reviewed were missing one or both required Priority Lists. Additionally, seven of eight Whole House Assessments had missing or incorrect information. Table #1 above listed measures requiring corrective action. This Concern is reinforcement to TCOG of the requirement for all program required documentation.

Criteria:[10 TAC Chapter 6, Subchapter D, Rule §6.407 Program Requirements](#)[10 TAC Chapter 6, Subchapter 6, Rule §6.416 Whole House Assessment](#)

DOE, DOE BIL and LIHEAP contract Recording Keeping

Required Corrective Action:

Texoma Council of Governments must develop procedures to assure that the proper Priority Lists are used for the program funding the individual weatherization measures. Additionally, Texoma Council of Governments must review [10 TAC Chapter 6 Subchapter 6, Rule §6.416](#) and ensure Assessments meet program requirements and are complete.

Concern 2: Ensure Case Management Activities are Provided

CSBG

A review of five (5) CSBG client files identified a case management system that does not fully comply with minimum case management requirements. Texoma Council of Government (TCOG) case management system lacks an effective process or procedure to address the actual needs of the household. The following items were identified during the review.

1. Required documentation to assist with the case management and transition out of poverty (TOP) were inconsistently completed such as case management service plan, record of referral resources, consistent follow-up and case notes indicating what TCOG provided besides payments for training, etc.,
2. Staff who hold certifications that increase agency capacity to achieve family and community outcomes,
3. Organizations, both public and private, that the CSBG Eligible Entity actively works with to expand resources and opportunities in order to achieve family and community outcomes,
4. Inconsistent services reported to support reported outcomes

Criteria:[10 TAC Chapter 6, Subchapter B, Rule §6.207](#) - Eligible Entity Requirements (i) Case Management (1), (2) & (3).**Required Corrective Action:**

Texoma Council of Government (TCOG) must modify its existing processes and incorporate systems and actions that document the opportunities provided to transition individuals and households out of poverty. After implementation, TCOG must evaluate its effectiveness of the case management system and make modifications as necessary. Additionally, the Department recognizes the need for direct programmatic oversight to allow for separation of duties that would provide consistent program focus for quality control, collection of required NPI data and success. As a condition of this report TCOG must arrange training for case management requirements and processes and reporting through Community Affairs Training and Technical CSBG Program Specialist Karen Keith at (512) 475-0471 or by [CA Program Assistance Request](#).

Concern #3: Not Meeting DOE-BIL Benchmarks

Review of DOE-BIL production showed that TCOG has not met the contractual production benchmarks. Low or slow DOE-BIL production and expenditures has at least two impacts: (1) not meeting benchmarks could result in de-obligation of funds from the local Subrecipient, and (2) if the network does not spend DOE-BIL funds collectively, the state will not receive the second 50% of DOE-BIL funds, resulting in less funding received and therefore fewer houses being served.

Benchmark Requirement	DOE-BIL Units Completed	Units Projected to Be Completed at Benchmark	% Expended
10% of BIL Units Completed @ 25% of Contract Term Expired (April 2024)	5	11	%
25% of BIL Units Completed @ 40% of Contract Term Expired (August 2024)	11	29	%
50% of BIL Units Completed @ 60% of Contract Term Expired (April 2025)	20 <i>(Reported through April 2025)</i>	57	18.12%
80% of BIL Units Completed @ 80% of Contract Term Expired (November 2025)	TBD	91	TBD
100% of BIL Units Completed @ 100% of Contract Term Expired (June 2026)	TBD	114	TBD
DOE-BIL Contract Term: 7/15/2023 – 6/30/2026 TCOG projects to complete 114 total units with DOE-BIL funds. Projected Units Based on most recent completed TCOG Production Schedule submitted in July 2024.			

Criteria:

DOE-BIL Contract Exhibit B states:

The original amount of funds awarded under this Contract can be found in Section 4B.

1. 10% of BIL units weatherized at 25% of contract term expired;
2. 25% of BIL units weatherized at 40% of contract term expired;
3. 50% of BIL units weatherized at 60% of contract term expired;
4. 80% of BIL units weatherized at 80% of contract term expired.

Required Corrective Action:

TCOG should consistently review and evaluate the WAP production schedules to meet all applicable benchmarks, and fully spend each WAP contract, DOE, LIHEAP, and DOE-BIL, by the contract by the end of each contract term. Moving forward, TCOG must establish a plan to increase production in order ensure all benchmarks are met, with the end goal of full contract expenditure, for each WAP contract, within the original contract term. As part of the response to this report, TCOG must submit to Department Training Staff a timeline and a plan of action, which could include additional hires, increased contracting capacity, demonstrates increased unit assessments and sufficient staffing to provide timely final inspections, for increased production to demonstrate TCOG is actively working to achieve compliance with required benchmarks and expenditures. Failure to submit the required documentation in a timely manner could result in de-obligation of funds and/or further compliance related action.

General Observations:

During the case file review of CSBG CONTRACT No. 61240004150, DOE CONTRACT No. 56240004276, DOE BIL CONTRACT No. 55220004065, LIHEAP CONTRACT No. 81240004113, Department staff noted the following observations which do not require corrective action submitted to the Department:

Observation #1: CSBG Expenditures

Review of historical CSBG expenditures for TCOG is shown below. TCOG should consistently review and evaluate the CSBG to fully spend the contract, on allowable expenditures, by the end of the original contract term.

Contract	% Expended @ Original Contract Term	Original Contract End Term
PY20 CSBG #61200003235	86.91%	12/31/20
PY21 CSBG #61210003466	77.72%	12/31/21
PY22 CSBG #61220003659	95.49%	12/31/22
PY23 CSBG #61230003812	90.15%	12/31/23
PY24 CSBG #61240004150	61.28%	12/31/24

Observation #2: WAP Production

Review of historical WAP Performance reporting for TCOG is shown below. TCOG should consistently review and evaluate the WAP production schedules to fully spend the contract by the end of the original contract term.

Contract	% Expended @ Original Contract Term	Original Contract End Term
PY21 LIHEAP #81210003428	99.01%	12/31/21
PY21 DOE 56210003523	65.13%	6/30/22
PY22 LIHEAP #81220003620	99.69%	12/31/22
PY22 DOE #56220003770	91.86%	6/30/23
PY23 LIHEAP #81230002888	88.93%	12/31/23
PY23 DOE #56230004087	83.32%	6/30/24
PY24 LIHEAP #81240004113	99.7%	12/31/24
PY24 DOE #56240004276	98%	6/30/25
DOE-BIL #55220004065	22.97% (reported through July 2025)	6/30/26

Observation #3: Low Training & Technical Assistance (“T&TA”) Expenditures

Review of historical WAP T&TA reporting showed that TCOG is not utilizing available T&TA funds. TCOG should consistently review and evaluate the available T&TA funds to fully utilize them to further grow and enhance staff experience and knowledge. The Department has noted a trend where Subrecipients who struggle to remain in compliance, meet production expectations, and meet WAP requirements typically do not spend their available T&TA budget.

Contract	T&TA Budget	% of T&TA Funds Expended
PY22 LIHEAP #81220003620	\$2,000	100%
PY22 DOE #56220003770	\$2,259.98	100% <i>(moved significant % to M/L/PS)</i>
PY23 LIHEAP #81230002888	\$843.71	100% <i>(moved significant % to M/L/PS)</i>
PY23 DOE #56230004087	\$39,268.72	27.16%
PY24 LIHEAP #81240004113	\$2,000	100%
PY24 DOE #56240004276	\$50,000	86.6%
DOE-BIL #55220004065	\$350,000	2.36% <i>(reported through July 2025)</i>

TCOG is reminded T&TA expenses for DOE and DOE-BIL must be tracked and submitted to the Department in their annual [T&TA Tracking Form](#). T&TA activity is required to be reported to DOE annually.

Observation #4: Low Weatherization Readiness Funds (“WRF”) Expenditures

Review of WRF expenditures through January 2025 shows that TCOG has spent 0% of their WRF budget; TCOG has \$71,498.00 WRF funds remaining to spend by 6/30/25.

Monitoring Scope:

The scope of the monitoring review covered contract activity from Program Year 2024 to determine if funds were used to assist eligible households and whether those funds were expended in accordance with applicable federal and state regulations and contractual requirements. Department staff conducted the following steps:

- 8 WAP Client files and financial records
- 10 CEAP Client Files and financial records for contract 58940004185.
- 5 CEAP Client Files and financial records for contract 58240004037.
- 15 CSBG Client Files (5 Eligibility, 5 Denial and 5 Case Management) as well as financial records.
- CSBG Board Testing
- CSBG_DISC Eligibility and Financial Records
- Procurement

September 15, 2025

Mr. Earnest Hunt
Director of Subrecipient Monitoring
Texas Department of Housing and Community Affairs
Austin, TX
Email: earnest.hunt@tdhca.state.tx.us

Regarding: Monitoring Report Response

Texoma Council of Governments submits the following response and corrective actions to Onsite Review Conducted April 14, 2025 to April 17, 2025.

Finding 1: Inadequate Final Inspections (DOE, DOE BIL, LIHEAP)

Physical inspection of eight (8) Texoma Council of Governments (TCOG) weatherized units revealed all eight (8) units require a return to correct multiple measures not meeting minimum program requirements.

Required Corrective Action

Disallowed Costs Pending Reimbursement:

- (A) Open contract (55220004065 DOE BIL \$577.50) reimbursement requires,
 - I. Update BWR with only installed measures submitted to Compliance
 - II. Updated GL clearly showing the costs is removed
 - III. Updated MER showing the reimbursement in the adjustment column
- (B) Closed contract (56240004276 DOE \$5,760.00) reimbursement if the form of a check to,
Texas Department of Housing and Community Affairs
221 E. 11th Street
Austin, TX 78701

TCOG Response (DOE Contract #56240004276): TCOG will submit a check to TDHCA for the disallowed costs referenced in paragraph (B) above. In addition, staff will receive additional training on the difference between when to complete LIHEAP and/or DOE Priority Lists to ensure compliance.

TCOG Response (DOE BIL Contract # 55220004065): As an open contract TCOG will update BWR with only installed measures and submit to Compliance. Update the GL showing the cost is removed. Update the MER showing the reimbursement in the adjustment column.

Finding 2: Non-compliant Quality Control Inspections

Review of selected Texoma Council of Governments (TCOG) client files and physical unit inspection of these files revealed the lack of a final inspection aligned with DOE Quality Work Plan (QWP) requirements. The weatherized units were reported as complete with client files containing the signed and dated Building Weatherization Report (BWR) Certification and Quality Control Inspector Final Inspection of DOE Weatherized Unit Certification Form. Both certifications state an inspection was performed, measures were visually inspected and adhere to required program standards and are eligible to be reported as a completed unit.

Physical inspections verified TCOG WAP staff were capable of performing required testing. However, test results were not consistently documented, and numerous measure installation deficiencies were identified. Table #1 details measures that do not align with DOE QWP, NREL JTAs, SWS, 2015 IRC and appropriate DOE Weatherization Program Notices (WPN). Prior to the release of this report, TCOG WAP staff submitted documentation showing measure deficiencies were adequately corrected.

Required Corrective Action:

Texoma Council of Governments (TCOG) must submit the following.

1. At minimum, schedule and attend two IREC accredited training facility classes within the next four months.
2. Classes must be focused with Quality Control Inspector Job Task Analysis Section 5.2 Domain II: Post work Evaluation requirements.

NOTE: Training must be focused on providing a complete assessment, post assessment accuracy and verification that measure installations align with all program requirements. Continued non-compliance will initially result in questioned costs that could lead to disallowed costs and removal of home reported as complete.

TCOG Response: Within the next four months, TCOG will solicit and complete training from an IREC facility that aligns with DOE QWP, NREL JTAs, SWS, 2015 IRC and appropriate DOE Weatherization Program Notices.

Please let me know if there is anything else you require.

Regards,



Eric M. Bridges
Executive Director

STATUS AS OF: AUGUST 2025

CFDA	PROGRAM	Federal Revenue	State Revenue	Local Revenue	Non-Cash Inkind	Total Revenue	Performance Period		Period Length (Months)	Months into Period	\$ Expended (Target)	% Expended (Target)	\$ Expended (Actual)	% Expended (Actual)	\$ Remaining for Expenditure	% Difference (Actual / Target)	Notes
14.871	SECTION 8	\$ 10,318,032				\$ 10,318,032	1/1/2025	12/31/2025	12	8	\$ 6,878,688	66.67%	\$ 6,757,311	65.49%	\$ 3,560,721.34	-1.18%	ON TRACK
93.791	ADRC	\$ 69,723	\$ 100,282			\$ 170,005	9/1/2024	8/31/2025	12	12	\$ 170,005	100.00%	\$ 169,925	99.95%	\$ 80.34	-0.05%	ON TRACK BASED ON ACTIVITIES
MULT.	211 TIRN	\$ 212,521	\$ 212,778			\$ 425,299	9/1/2024	8/31/2025	12	12	\$ 425,299	100.00%	\$ 418,404	98.38%	\$ 6,895.67	-1.62%	ON TRACK
93.568	CEAP	\$ 6,140,655				\$ 6,140,655	1/1/2025	12/31/2025	12	8	\$ 4,093,770	66.67%	\$ 4,891,028	79.65%	\$ 1,249,626.89	12.98%	ON TRACK BASED ON ACTIVITIES
93.568	CEAP SUPPLEMENTAL	\$ 236,190				\$ 236,190	1/1/2025	12/31/2025	12	8	\$ 157,460	66.67%	\$ -	0.00%	\$ 236,190.00	-66.67%	ON TRACK. NEED TO EXPEND ALL CEAP 2025 FUNDS
93.569	CSBG 2025	\$ 242,515				\$ 242,515	1/1/2025	12/31/2025	12	8	\$ 161,677	66.67%	\$ 147,570	60.85%	\$ 94,945.41	-5.82%	ON TRACK BASED ON ACTIVITIES
93.568	LIHEAP 2025	\$ 851,042				\$ 851,042	1/1/2025	12/31/2025	12	8	\$ 567,361	66.67%	\$ 563,858	66.26%	\$ 287,184.01	-0.41%	ON TRACK
81.042	DOE BIL	\$ 1,558,047				\$ 1,558,047	7/1/2023	6/30/2026	36	26	\$ 1,125,256	72.22%	\$ 422,533	27.12%	\$ 1,135,514.05	-45.10%	ON TRACK BASE ON ACTIVITIES.
94.011	FGP	\$ 229,546			\$ -	\$ 229,546	7/1/2024	6/30/2025	12	14	\$ 267,804	116.67%	\$ 230,913	100.60%	\$ (1,366.55)	-16.07%	ON TRACK
94.002	RSVP	\$ 125,000			\$ -	\$ 125,000	5/29/2025	4/30/2026	12	4	\$ 41,667	33.33%	\$ 27,333	21.87%	\$ 97,666.97	-11.47%	ON TRACK BASED ON ACTIVITIES.
N/A	FGP STATE		\$ 5,316			\$ 5,316	9/1/2024	8/31/2025	12	12	\$ 5,316	100.00%	\$ 5,316	100.00%	\$ -	0.00%	ALL SPENT
N/A	RSVP STATE		\$ 24,937		\$ 16,500	\$ 41,437	9/1/2024	8/31/2025	12	12	\$ 41,437	100.00%	\$ 41,437	100.00%	\$ 0.01	0.00%	ALL SPENT
11.303	EDA PLANNING	\$ 70,000		\$ 15,000	\$ 55,000	\$ 140,000	1/1/2024	12/31/2026	36	20	\$ 77,778	55.56%	\$ 36,831	26.31%	\$ 103,168.80	-29.25%	ON TRACK BASED ON ACTIVITIES. MOST OF THE TIME/SALARIES ARE BEING CHARGED TO EDA PUBLIC WORKS
11.303	EDA PW	\$ 200,000		\$ 10,000	\$ 200,000	\$ 410,000	3/1/2023	2/28/2026	36	30	\$ 341,667	83.33%	\$ 315,907	77.05%	\$ 94,093.25	-6.28%	ON TRACK BASED ON ACTIVITIES
N/A	MSW		\$ 130,673			\$ 130,673	9/1/2024	8/31/2025	12	12	\$ 130,673	100.00%	\$ 128,706	98.50%	\$ 1,966.42	-1.50%	ON TRACK - YEAR 2
N/A	TXCDBG		\$ 14,898			\$ 14,898	9/1/2024	8/31/2025	12	12	\$ 14,898	100.00%	\$ 8,743	58.68%	\$ 6,155.53	-41.32%	ON TRACK - ROLLS OVER
N/A	CJD		\$ 71,427	\$ 23,113		\$ 94,541	9/1/2024	8/31/2025	12	12	\$ 94,541	100.00%	\$ 94,541	100.00%	\$ -	0.00%	ON TRACK BASED - ROLLS OVER
N/A	911-2025		\$ 1,183,695			\$ 1,183,695	9/1/2024	8/31/2025	12	12	\$ 1,183,695	100.00%	\$ 934,505	78.95%	\$ 249,190.24	-21.05%	ON TRACK - ROLLS OVER
N/A	HSGD IL		\$ 18,375	\$ 12,434		\$ 30,809	9/1/2024	8/31/2025	12	12	\$ 30,809	100.00%	\$ 30,809	100.00%	\$ -	0.00%	ON TRACK-ROLLS OVER
97.067	HLSEC PLANNING	\$ 50,000				\$ 50,000	1/1/2025	12/31/2025	12	8	\$ 33,333	66.67%	\$ 38,979	77.96%	\$ 11,021.42	11.29%	ON TRACK BASED ON ACTIVITIES
MULT.	AAA	\$ 1,751,329	\$ 130,228	\$ 446,487	\$ 35,000	\$ 2,363,044	10/1/2024	9/30/2025	12	11	\$ 2,166,124	91.67%	\$ 2,137,236	90.44%	\$ 225,808.43	-1.22%	ON TRACK BASED ON ACTIVITIES
Total		\$ 22,054,600	\$ 1,892,611	\$ 677,585	\$ 306,500	\$ 24,931,295						\$ 4,603,705	\$ 17,401,882	\$ 7,529,413			