

Appalachian Council of Governments

Annual Report

2017

Our purpose is to enhance the lives of people living in the six-county South Carolina Appalachian Region. Since our establishment in 1965, we have maintained a commitment to provide quality services to local governments and special purpose districts in Anderson, Cherokee, Greenville, Oconee, Pickens, and Spartanburg County.

The heart of the organization is its team: trusted, committed, multi-disciplined, analytical, and solutions-oriented individuals who love the Appalachian region they serve. We build and foster regional relationships, provide solutions for clients, and fill gaps in staff and administrative resources. The team serves as a regional facilitator, bringing diverse stakeholders to the table to address the most important issues facing the region, delivering holistic and collaborative planning, and facilitation for a wide range of constituents.

In 2017, the Appalachian Council of Governments improved the lives of the region's citizens through economic and community development, transportation, infrastructure development, resource management, senior advocacy, and workforce development. Our programs for the elderly, such as home-delivered meals, congregate dining, transportation, and counseling, benefit seniors across our region every day. Our focus on work skills development ensures people in our region keep up with the ever changing skill sets required by business and industry. Our focus on economic development through our InfoMentum economic development support system, assistance with grant funding for infrastructure, workforce development programs, and transportation planning, we ensure our region is equipped to compete in a global economy.

While our programs are broad and widely varied, they all come back to serving the people of the Upstate. Whether it is general administration, assistance with grants, planning, or economic development support, we want to be a key resource for getting the job done.

We are pleased to provide this Annual Report for the Appalachian Council of Governments, covering our activities and accomplishments in 2017. I hope that you find it informative and thank you for supporting our region.

Respectfully,

A handwritten signature in cursive script that reads "Dennis Claramunt".

Dennis Claramunt, Chair
Board of Directors



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About ACOG

The Appalachian Council of Governments (ACOG) is a voluntary organization of local governments in Anderson, Cherokee, Greenville, Oconee, Pickens, and Spartanburg counties of Upstate South Carolina. The organization began in 1965 as the Appalachian Advisory Commission, a 12-member board created to advise the Governor on the use of Appalachian Regional Commission funds.

Authorized by referendum, the Council of Governments system emerged in 1971. A 44-member Board of Directors sets policy for the Council of Governments. Two-thirds of the members are local elected officials, including state legislators, county council members, and mayors or city council members. County councils appoint the remaining citizen and minority members. The Executive Director is responsible for the overall management, running the day-to-day operations and delegating specific responsibilities to department directors and staff.

In the years since 1971, the ACOG has evolved into a multifaceted service organization for local governments, providing public administration, planning, information systems and technology, grants, workforce development, and services for the elderly population. The ACOG works in close collaboration with our community partners towards building a competitive economy and promoting healthy, livable communities that preserve our residents' quality of life.

Funding for ACOG's programs and services comes from a variety of sources, including grants from federal and state agencies as well as dues from member local governments. Major federal funding sources include the Appalachian Regional Commission, Economic Development Administration, US Department of Housing and Urban Development, Workforce Innovation and Opportunity Act (WIOA), and Older Americans Act. In 2017, approximately 75% of ACOG revenue came from federal sources, allowing us to provide many services at no charge. We encourage all community partners in our region to utilize this funding.

Who We Serve

Anderson

Anderson
Belton
Honea Path
Iva
Pelzer
Pendleton
Starr
West Pelzer
Williamston

Cherokee

Blacksburg
Gaffney

Greenville

Fountain Inn
Greenville
Greer
Mauldin
Simpsonville
Travelers Rest

Oconee

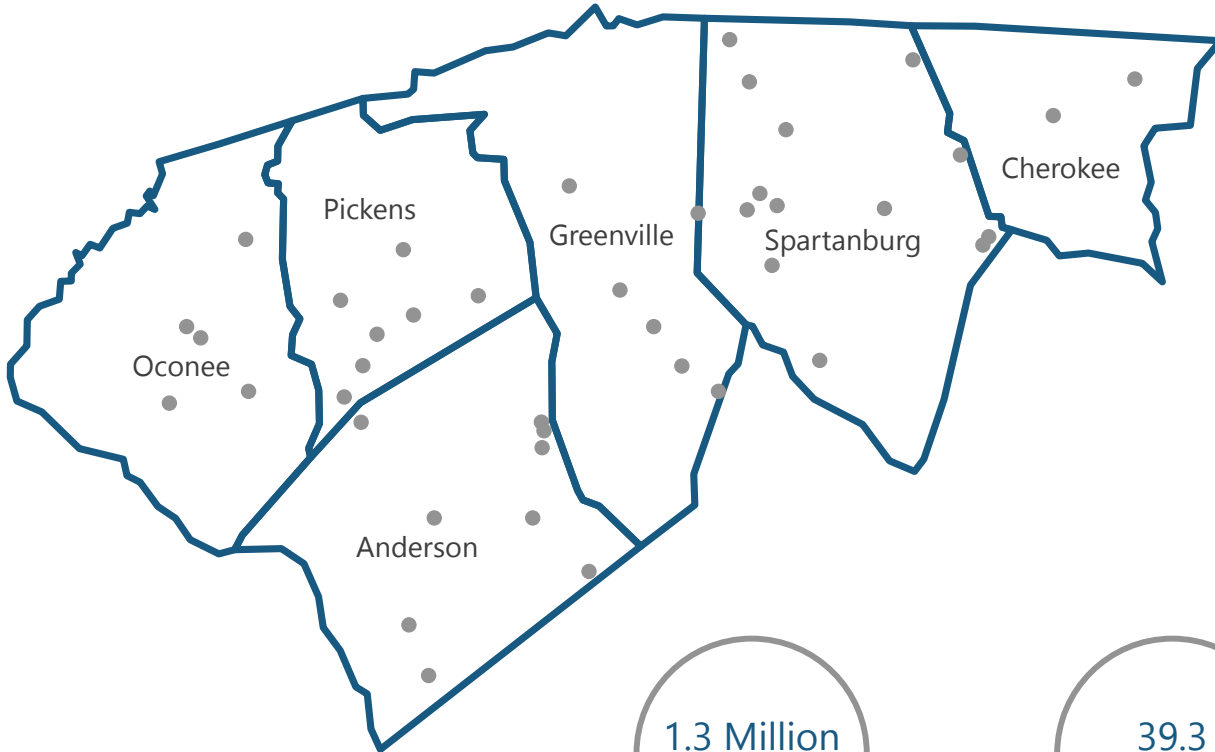
Salem
Seneca
Walhalla
West Union
Westminster

Pickens

Central
Clemson
Easley
Liberty
Norris
Pickens
Six Mile

Spartanburg

Campobello
Central Pacolet
Chesnee
Cowpens
Duncan
Greer
Inman
Landrum
Lyman
Pacolet
Reidville
Spartanburg
Wellford
Woodruff



1.3 Million
People

39.3
Median Age

332,205
Families

492,594
Households

\$48,241
Median
Household
Income

Area Agency on Aging

The Appalachian Area Agency on Aging (AAA) is designated by the Lieutenant Governor's Office on Aging as the coordinating and planning body for services for older persons in Anderson, Cherokee, Greenville, Oconee, Pickens, and Spartanburg Counties. The principal goal of the AAA is to develop and promote a comprehensive, coordinated, community-based service delivery system with simple access that will improve the quality of life for all older adults in the region and enable them to lead independent lives with dignity in their own homes for as long as possible. Aging programs are funded by federal (59%) and state (41%) dollars.

Programs Include:

Regional Long Term Care Ombudsman Program
Family Caregiver Support Program
I-CARE Benefits Counseling
Senior Farmers Market Program
Information & Referral/Assistance
Veteran-Directed Home and Community Based Services

Ombudsman Program

The Ombudsman Program provides complaint resolution for residents of long-term care facilities. This year, the program consulted with **1,714** people, providing information to seniors, family members, caregivers, and facilities in the region. The Ombudsman Staff received an additional **1,192** calls for complaints concerning abuse, neglect, exploitation, or other quality of care issues on behalf of residents living in long term care facilities. Of those complaints, **179** were verified.

In 2017, our Ombudsmen staff led **161** trainings and **13** community education events on topics such as the Ombudsman Program, recognizing and reporting abuse, neglect, and exploitation, resident's rights, dealing with difficult behavior, communication, and dementia dialogue. These trainings and community education events are crucial to building awareness throughout the region.

In addition, our Ombudsman Staff went on **517** "friendly" visits and the Volunteer Ombudsman Program went on **692** visits to our region's facilities.



Volunteer Ombudsman Program

Hollis Strozier was presented with the 2017 Volunteer of the Year award by our Ombudsmen, Jessica Winters (left) and Amanda Plumley (right) at the Annual Volunteer Ombudsman Luncheon.

// The Information, Referral and Assistance Specialists assisted **14,940** seniors and caregivers in our region in 2017. //



Senior Angel Tree Project

The Senior Angel Tree Christmas Project collects donations of warm clothes and other needed items for seniors in long term care facilities. Here, two seniors wear hats gifted to them through this program.

Medicare Guidance

Certified Insurance Counselors provided on-site awareness, education, and enrollment assistance to **10%** more Medicare beneficiaries in 2017 with **5,673** served. Expanded outreach throughout the region was the main driver of the increase.

More than **814** applications were completed for the Medicare Savings Program, and over **1,021** applications were filed for extra help with the Medicare Drug Program.

Family Caregiver Support Program

The Family Caregiver Support Program provides information, referral, and assistance for services needed, options counseling, support groups, and limited short-term financial help for respite care and supplemental supplies. The Family Caregiver Support Program helps those who are responsible for persons age 60 or older who cannot perform essential tasks without aid, those with Alzheimer's, or those raising a child (0-18) or adult child (19-59) with severe disabilities. In 2017 the program provided **\$372,759** in supplies, in-home respite, educational tutoring, clothes, shoes, and school supplies.



Farmers Market Nutrition Program

Through a partnership with the United States Department of Agriculture and the South Carolina Department of Social Security, the Seniors Farmers Market Nutrition Program generates revenue for local farmers as well as promotes healthy nutrition for seniors.

County	Total Population	65+ Population
Anderson	198,293	35,692
Cherokee	57,037	9,411
Greenville	506,457	77,488
Oconee	76,972	17,319
Pickens	124,779	20,089
Spartanburg	305,813	49,847
Region Total	1,269,351	209,846





Grants Services

The primary function of the Grants Services Department is to assist local governments in identifying, securing, and administering funds for a wide range of community and economic development activities. These include water and sewer facilities, road improvements, housing rehabilitation, community and senior centers, downtown revitalization projects, and streetscaping.

Appalachian Regional Commission

- Infrastructure improvement grants for economic development and tourism
- Grants for education and workforce training
- Grants for healthcare improvement

Community Development Block Grant

- Infrastructure improvement grants for economic development
- Commercial water and sewer system rehabilitation
- Community facilities improvements / construction

Economic Development Association

- Infrastructure improvement grants for economic development

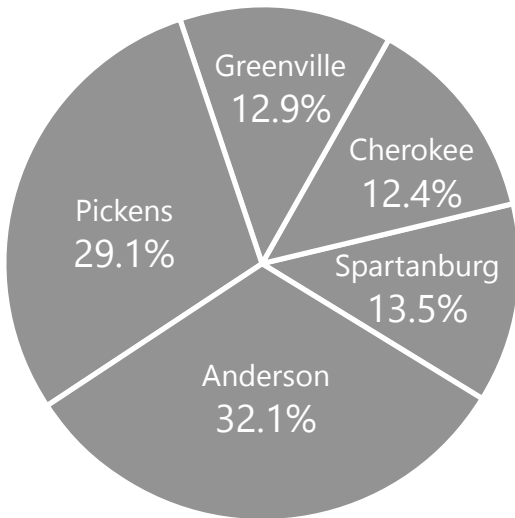
Services include application preparation and packaging, and grants administration. The Grants Services Department is funded by federal and local dollars. Most of the department's revenue is associated with grants administration fees.

State Grant Programs

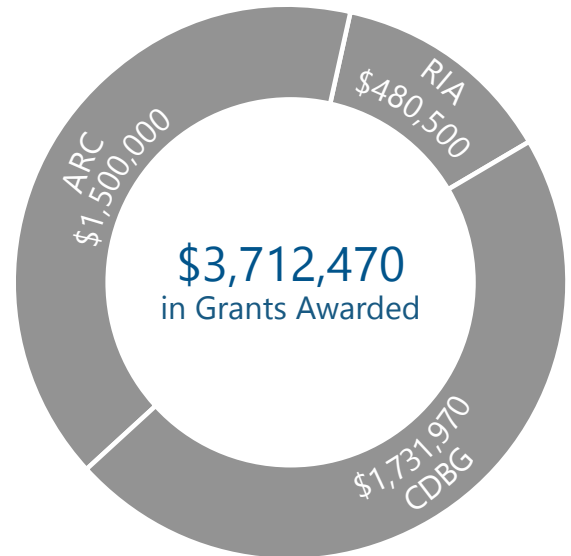
- Parks, Recreation, and Tourism (PRT)
- Permanent Improvement Program through the Lieutenant Governor's Office on Aging
- Rural Infrastructure Authority (RIA)

USDA Rural Development

- Infrastructure improvement grants for economic development
- Community facilities improvements
- Residential water and sewer upgrades



Distribution of 2017 Grant Funds



2017 Grants Awarded

Project	Source	Grant	Project Cost
Anderson County Regional Airport Terminal	ARC	500,000	1,367,785
Town of Williamston Belton Dr. Sewer Improvements	CDBG	692,000	789,600
Town of Blacksburg I-85 Sewer Improvements	RIA	480,500	557,965
Greer CPW Bent Creek Sewer Extension	ARC	500,000	1,290,000
City of Easley West End Sewer Improvements Phase 4	CDBG	580,000	1,940,187
City of Clemson Cochran Rd WWTP Improvements	ARC	500,000	14,784,000
City of Woodruff Downtown Streetscape Project	CDBG	459,970	548,870
Total		\$3,712,470	\$20,278,407

Government Services

The Government Services Department works closely with the towns, cities, and counties in the six-county region of the Upstate, providing a variety of technical and professional support. The division serves as a resource for problem information and resolution by providing hands-on expertise, cost-effective consulting services and general information. The vast majority of funding for the Government Services

Department comes from federal monies. An Appalachian Regional Commission (ARC) grant provides staff with the necessary resources to give free services to our local governments. Please contact a staff member for additional information.

In 2017 the Government Services Department:

- Provided technical assistance to local governments and special purpose districts in the six-county region in the areas of personnel, municipal court administration, organizational behavior, retirement and health insurance, finance and taxation, and other local government issues
- Facilitated three HomeTown Connection meetings at ACOG on behalf of South Carolina Municipal Association to Upstate elected officials
- Provided a seven-week basic management/supervisory training programs for lower-level and first-time supervisors to local governments and special purpose districts

Appalachian Development Corporation

The Appalachian Development Corporation (ADC) is a non-profit economic development lending corporation offering multiple financing options that can be structured to meet client needs through "gap-financing" loans. The ADC works in conjunction with local lending institutions to provide a structure that works by including long-term, fixed-rate funding sources that lower the overall debt service requirements and allows for the maximum leverage of the applicant's resources. The funding comes primarily from public dollars, thus the ADC's purpose is to create jobs for our area.

Among the ADC programs is the Appalachian Loan Fund (ALF). The ALF is a loan pool capitalized by grants from the Appalachian Regional Commission, the State of South Carolina, and from borrowings from the USDA. The ALF is a locally controlled source of low-cost, long-term, fixed-rate financing for businesses whose projects will result in the creation of permanent full time jobs and leverage private sector investment.

Just over **\$1 million** in ARC and USDA

Intermediary Relending Program loans were closed in 2017, thereby leveraging more than **\$5.2 million** in additional private capital.

WorkLink

The WorkLink Workforce Development Board (WDB) develops the link between employers and employees in Anderson, Oconee, and Pickens Counties. The volunteer board of directors ensures that the local workforce development system is market-driven and responsible in meeting the employment and training needs of businesses and job seekers. The board implements the Workforce Innovation and Opportunity Act of 2014 in partnership with local service providers through a comprehensive SC Works system that provides access points for employment and training services.

WorkLink funds programs for adults, dislocated workers, and youth ages 17 to 24, along with supporting employers and businesses through the On-the-Job Training and Incumbent-Worker Training programs. In 2017, WorkLink partnered with SCDEW and other partner agencies in their three-county service region to offer a variety of hiring events, workshops and job fairs, as well as the Business & Industry Showcase, to connect companies with job seekers and ensure those jobseekers have the skills needed to find employment.

- **23,833** unique customers accessed job search services
- **18,469** customer visits to SC Works Centers
- **1,009** soft skills workshops and other group activities were held
- **2,171** job seekers were served through **208** hiring events
- **739** job seekers found employment
- **4,500** eighth-graders attended the Anderson-Oconee-Pickens Business & Industry Showcase
- **\$348,262** was invested in incumbent worker training to support skill upgrades for existing industry and their employees
- WorkLink partnered with Electric City Transit to provide a **\$150,000** transportation grant to extend bus service to the Belton and Honea Path communities in Anderson County



WorkLink's goal is to have a fully employed, skilled workforce, and to that end, we help job seekers find the tools to build their careers, and we work with businesses to hire quality employees.

Economic Development

The Economic Development Services Department works to create a regional environment that is conducive to economic and community growth. The Department's primary role is support of regional economic development efforts through its delivery of the national-award-winning InfoMentum suite of GIS-based economic information services. Staff also assist local communities in the areas of research and localized economic development plans that help improve the local business environment and quality of life for business owners and residents alike.

2018-2022 Comprehensive Economic Development Strategy

In September 2017, the Economic Development Services Department completed a new Comprehensive Economic Development Strategy (CEDS) for the Appalachian Region of South Carolina. This five-year strategic plan not only charts the course for economic development efforts, but also allows the region to maintain eligibility for federal grant and program funding which can be used to assist with a wide variety of projects designed to create and retain jobs, leverage private capital, and enhance the region's competitiveness.

The 2018-2022 CEDS is a product of the work of many committed individuals from both the private and public sectors, including the ACOG Board's Economic Development Committee, local economic developers, and the staff of the Upstate SC Alliance. Utilizing their expertise and insight, the 2018-2022 CEDS highlights eight areas around which economic development efforts should focus: target industries and regional innovation capacities, workforce development, product development and availability, infrastructure, entrepreneurship, access to capital, local asset-based economic development, and global competitiveness. Annual updates will be provided to track performance measures in each area of emphasis and to highlight the significant developments in region.

In 2017, the ACOG facilitated local economic developers in the retainment and recruitment 32 existing companies and 16 new companies. These announcements generated \$1,419,624,800 in capital investment and 5,438 new jobs.

InfoMentum Online Program

- In 2017, an updated InfoMentum Online investor application was launched. The new platform offers expanded search, analysis, and mapping tools, as well as a cleaner, more user-friendly interface. As part of the release, three training sessions were held to ensure all users received proper instructions on navigating the new tools and interface. In addition, a comprehensive training manual was published in both electronic and print form to allow users to access training materials on-demand.
- To allow users to analyze unemployment in small geographic areas, the census tract layer in the application has been enhanced with the addition of labor force and unemployment data. There is currently a tool in development that will allow the selection of multiple tracts within the application for exporting associated labor force data.
- The process for accessing LocateSC property information, the underlying data source that populates the site and building information within InfoMentum Online, has been revamped in response to changes made by the SC Department of Commerce. In addition, the search tools implemented on the public-facing websites and within the InfoMentum Online application have been reconciled.

Planning

The Planning Services Department works with communities to improve local and regional efforts to promote community development and improve quality of life. The role of the department is broad, ranging from transportation and regional sewer coordination to local planning efforts and planning administrative services. The efforts of the department are focused on assisting communities with developing goals and identifying actions to help achieve their vision.

Planning Assistance

- Assisted Belton, Pendleton, and Westminster with updates to their Comprehensive Plans and continue to serve as a source of technical assistance for each during implementation.
- Worked with Pendleton, Honea Path, Woodruff, Chesnee and Cherokee County on updates to their zoning ordinances.
- Provided state required planning education to 220 staff, planning commission, and board of appeals members in communities throughout the region. Hosted 56 students in 6 orientation classes and 164 students in 11 continuing education classes.
- Assisted the Anderson HOME Consortium with administration of the HOME Housing Rehabilitation Program. Provided administrative support and construction management for 10 home rehabilitation projects that supported improved housing conditions for low income households.

Transportation

- Completed work on the Regional Long Range Transportation Plan (LRTP) focusing on transportation activities within the rural portion of our region. The LRTP defines overarching goals for transportation in our region, establishes existing and future transportation needs, and allocates projected revenue to transportation programs and projects that address those needs. The LRTP identifies 16 projects for implementation over the next 5 years totaling \$9.15 million.
- Assisted local transit providers in developing applications for funding from the 5310 Program for the purchase of vehicles for transit needs in the region. Six agencies submitted applications requesting total funding of \$242,447. Four applications received funding totaling \$192,447.

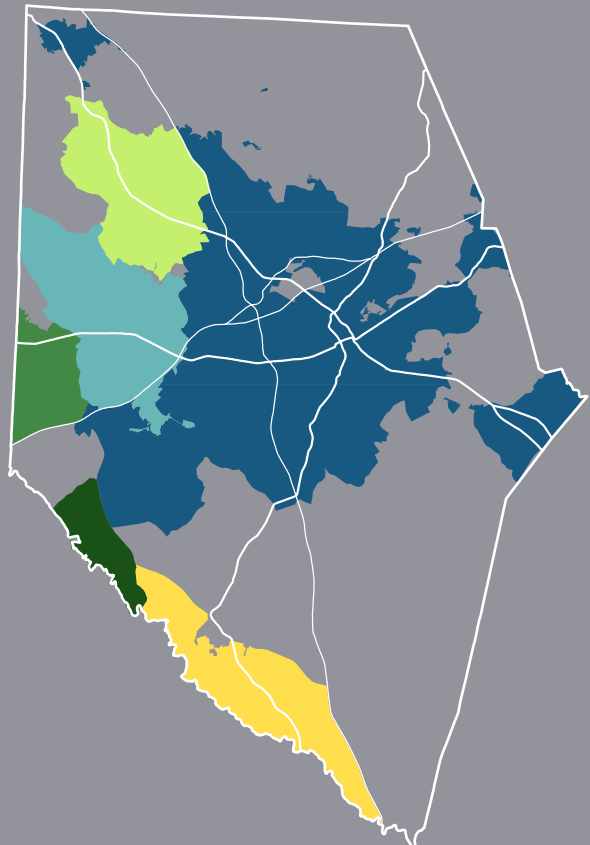
Water Resources Planning

- Coordinated the Federal Clean Water Act Section 208 Water Quality Management Plan activities and reviewed 198 Section 208 compliance applications.

Project Highlight

Spartanburg Sewer Coordination Project

The Planning Services Department worked with Spartanburg County, Spartanburg Water System, Greer Commission of Public Works, and the municipalities of Duncan, Inman, Lyman, and Woodruff to establish agreements on service boundaries for sewer services and policies. These agreements are important for cooperation on future service extensions in the county.





Anderson County

This year, our Aging Services department provided \$911,150 in services to seniors in Anderson County which included home-delivered meals, congregate meals, transportation, health promotion, homemaker services, legal assistance, minor home repair, family caregiver support, and education. We also maintain the South Carolina Upstate Aging and Disability Resource Center website (www.scupstateadrc.org), which provides valuable information and tools for aging and disabled citizens, their caregivers, and service providers in Anderson County. The Ombudsman Program investigated 639 cases on behalf of residents living in long term care facilities in 2017, 78 of those cases were in Anderson County.

Our Economic Development department works closely with the Anderson County Office of Economic Development and the Upstate Alliance, providing customized research and mapping services, access to the Infomentum Online Investor application, maintaining Upstate Alliance socioeconomic data tables, and maintaining the Anderson County property search tool and flyers. We continuously update map layers within Infomentum Online and property information for the customized property search tool to ensure all information is as up-to-date and accurate as possible. Our efforts aid the Anderson County Office of Economic Development with industry recruitment and retention, as well as support the South Carolina Small Business Development Center with assisting small business owners.

Our Grants Services department worked closely with Anderson County on the administration and preparation of over \$1 million in grants for projects across the county that will improve the quality of life for county residents in 2017. One of the grants awarded this year was for \$500,000 from the ARC Grant program to construct a larger modern airport terminal at the Anderson Regional Airport. Other grants will improve streetscaping for municipalities like Iva and Pendelton, upgrade sewer systems for municipalities like Belton, Pendelton, and Williamston, and extend water lines for the Powdersville Water District.

Our Planning department assists Anderson County and its municipalities by providing expertise and consulting in areas ranging from transportation and land use planning to regional sewer coordination and community development. This year, we provided technical assistance to the municipalities of Honea Path, Pendelton, and Williamston on land use planning and zoning matters, worked with the Town of Belton to update their Zoning Ordinances and the Town of Pendelton to update their



Comprehensive Plan. Our Planning department also administered the Anderson HOME Consortium including development of the Annual Action Plan, Consolidated Area Performance and Evaluation Report (CAPER), day-to-day administration, and coordination of housing rehabilitation projects in support of the partnership between the City of Anderson, City of Belton, and Anderson County. The Consortium completed rehabilitation of 10 homes during 2017 with a total investment of \$327,385.

Our Government Services department serves as a resource for problem resolution and information by providing hands-on expertise, cost-effective consulting services, and general information for the local governments and special purpose districts in the six-county region. This year we conducted a seven-week basic management/supervisory training program for lower-level and first-time supervisors with local governments and special purpose districts. seven-week basic management/supervisory training program for lower-level and first-time supervisors with local governments and special purpose districts.

2017 Return on Investment | Anderson County

Community Economic Development Grants	\$1,192,000
Private Capital Resulting from Loans	\$2,356,000
Services to Seniors	\$911,150
Small Business and Entrepreneurial Loan Program	\$145,000
Transit Services	\$50,000
Workforce Development	\$1,043,707
Total Funding into Anderson County	\$5,697,857
Annual County Contribution to ACOG	\$81,260
Return on County Investment	\$70.12



Cherokee County

This year, our Aging Services department provided \$494,319 in services to seniors in Cherokee County which included home-delivered meals, congregated meals, transportation, health promotion, homemaker services, legal assistance, minor home repair, family caregiver support, and education. We also maintain the South Carolina Upstate Aging and Disability Resource Center website (www.scupstateadrc.org), which provides valuable information and tools for aging and disabled citizens, their caregivers, and service providers in Cherokee County. The Ombudsman Program investigated 639 cases on behalf of residents living in long term care facilities in 2017, 28 of those cases were in Cherokee County.

Our Economic Development department works closely with the Cherokee County Development Board and the Upstate Alliance, providing customized research and mapping services, access to the Infomentum Online Investor application, maintaining Upstate Alliance socioeconomic data tables, and maintaining the Cherokee County property search tool and flyers. We continuously update map layers within Infomentum Online and property information for the customized property search tool to ensure all information is as up-to-date and accurate as possible. Our efforts aid the Cherokee County Development Board with industry recruitment and retention, as well as support the South Carolina Small Business Development Center with assisting small business owners.

Our Grants Services department works with Cherokee County on the administration and preparation of grants for projects that improve the quality of life for county residents. This year we administered a \$480,500 grant from the Rural Infrastructure Authority (RIA) to make sewer improvements in the Town of Blakesburg. We also administered an ARC grant to construct sewer lines along Highway 5 in the Town of Blakesburg, as well as, a Community Development Block Grant to fund the Tank Branch Neighborhood Revitalization Project and an ARC grant to fund the Park and Amphitheater Project in the City of Gaffney.

Our Planning department assists Cherokee County and its municipalities by providing expertise and consulting in areas ranging from transportation and land use planning to regional sewer coordination and community development. Over the course of 2017 we continuously provided the municipalities of Blakesburg and Gaffney with technical assistance related to



community development, planning, and zoning issues. During 2017 we provided staffing to the Cherokee County Planning Commission and Compliance Board of Appeals to support the administration of the County's Unified Development Standards Ordinance.

Our Government Services department serves as a resource for problem resolution and information by providing hands-on expertise, cost-effective consulting services and general information for the local governments and special purpose districts in the six-county region. This year we conducted a seven-week basic management/supervisory training program for lower-level and first-time supervisors with local governments and special purpose districts. The International City/County Management Association (ICMA) course covers all aspects of supervision from planning and organizing to evaluating performance, from building a work team to addressing discipline problems. It also teaches skills supervisors need to deal with new trends in local government, such as quality management; workplace diversity; and changes in technology, legislation, and values.

2017 Return on Investment | Cherokee County

Community Economic Development Grants	\$480,500
Services to Seniors	\$494,319
Transit Services	\$50,000
Total Funding into Cherokee County	\$1,024,819
Annual County Contribution to ACOG	\$25,685
Return on County Investment	\$39.90



Greenville County

This year, our Aging Services department provided \$1,684,509 in services to seniors in Greenville County which included home-delivered meals, congregate meals, transportation, health promotion, homemaker services, legal assistance, minor home repair, family caregiver support, and education. We also maintain the South Carolina Upstate Aging and Disability Resource Center website (www.scupstateadc.org), which provides valuable information and tools for aging and disabled citizens, their caregivers, and service providers in Anderson County. The Ombudsman Program investigated 639 cases on behalf of residents living in long term care facilities in 2017, 309 of those cases were in Greenville County.

Our Economic Development department works closely with the Greenville Area Development Corporation and the Upstate Alliance, providing customized research and mapping services, access to the Infomentum Online Investor application, maintaining Upstate Alliance socioeconomic data tables, and maintaining the Greenville County property search tool and flyers. We continuously update map layers and property information for the customized property search tool within Infomentum Online to ensure all information is as up-to-date and accurate as possible. Our efforts aid the Greenville Area Development Corporation with industry recruitment and retention, as well as support the South Carolina Small Business Development Center with assisting small business owners.

Our Grants Services department works with Greenville County on the administration and preparation of grants for projects across the county that will improve the quality of life for county residents. This year, our Grants Services department prepared an Environmental Review that was required by the National Park Service for two properties, as well as prepared and administered a \$500,000 grant for the Greer Commission of Public Works to extend sewer in the Bent Creek area.

Our Planning department assists Greenville County and its municipalities by providing expertise and consulting in areas ranging from transportation and land use planning to regional sewer coordination and community development. Over the



course of 2017 we served on the Greenville County Hazard Mitigation Task Force, Piedmont Health Foundation, and the Technical and Study team committees for the Greenville-Pickens Area Transportation Study.

Our Government Services department serves as a resource for problem resolution and information by providing hands-on expertise, cost-effective consulting services and general information for the local governments and special purpose districts in the six-county region. This year we conducted a seven-week basic management/supervisory training program for lower-level and first-time supervisors with local governments and special purpose districts. The International City/County Management Association (ICMA) course covers all aspects of supervision from planning and organizing to evaluating performance, from building a work team to addressing discipline problems. It also teaches skills supervisors need to deal with new trends in local government, such as quality management; workplace diversity; and changes in technology, legislation, and values.

2017 Return on Investment | Greenville County

Community Economic Development Grants	\$500,000
Private Capital Resulting from Loans	\$2,571,283
Services to Seniors	\$1,684,509
Small Business and Entrepreneurial Loan Program	\$637,100
Total Funding into Greenville County	\$5,392,892
Annual County Contribution to ACOG	\$161,274
Return on County Investment	\$33.44



Oconee County

This year, our Aging Services department provided \$399,180 in services to seniors in Oconee County which included home-delivered meals, congregate meals, transportation, health promotion, homemaker services, legal assistance, minor home repair, family caregiver support, and education. We also maintain the South Carolina Upstate Aging and Disability Resource Center website (www.scupstateadrc.org), which provides valuable information and tools for aging and disabled citizens, their caregivers, and service providers in Oconee County. The Ombudsman Program investigated 639 cases on behalf of residents living in long term care facilities in 2017, 30 of those cases were in Oconee County.

Our Economic Development department works closely with the Oconee Economic Alliance and the Upstate Alliance, providing customized research and mapping services, access to the Infomentum Online Investor application, maintaining Upstate Alliance socioeconomic data tables, and maintaining the Oconee County property search tool and flyers. We continuously update map layers within Infomentum Online and property information for the customized property search tool to ensure all information is as up-to-date and accurate as possible. Our efforts aid the Oconee Economic Alliance with industry recruitment and retention, as well as support the South Carolina Small Business Development Center with assisting small business owners.

Our Grants Services department works with Oconee County on the administration and preparation of grants for projects that improve the quality of life for county residents. Our Grants Services department continues to administer a CDBG grant funding the Hampton Street Sewer Upgrade Project for the City of Westminster and a CDBG funded water system improvement project in the Schroeder Street/ Burns Mill Road area in the Town of West Union.

Our Government Services department serves as a resource for problem resolution and information by providing hands-on expertise, cost-effective consulting services and general information for the local governments and special purpose districts in the six-county region. This year we conducted a seven-week basic management/supervisory training program for lower-level and first-time supervisors with local governments and special purpose districts. The International City/County Management



Association (ICMA) course covers all aspects of supervision from planning and organizing to evaluating performance, from building a work team to addressing discipline problems. It also teaches skills supervisors need to deal with new trends in local government, such as quality management; workplace diversity; and changes in technology, legislation, and values.

Our Planning department assists Oconee County and its municipalities by providing expertise and consulting in areas ranging from transportation and land use planning to regional sewer coordination and community development. Over the course of 2017 we provided technical assistance to the municipalities of Seneca, Wallhalla, and Westminster on land use planning matters.

2017 Return on Investment | Oconee County

Services to Seniors	\$399,180
Transit Services	\$50,000
Workforce Development	\$436,937
Total Funding into Oconee County	\$886,117
Annual County Contribution to ACOG	\$31,632
Return on County Investment	\$28.01



Pickens County

This year, our Aging Services Department provided \$584,537 in services to seniors in Pickens County which included home-delivered meals, congregate meals, transportation, health promotion, homemaker services, legal assistance, minor home repair, family caregiver support, and education. We also maintain the South Carolina Upstate Aging and Disability Resource Center website (www.scupstateadc.org), which provides valuable information and tools for aging and disabled citizens, their caregivers, and service providers in Pickens County. The Ombudsman Program investigated 639 cases on behalf of residents living in long term care facilities in 2017, 47 of those cases were in Pickens County.

Our Economic Development department works closely with Alliance Pickens and the Upstate Alliance, providing customized research and mapping services, access to the Infomentum Online Investor application, maintaining Upstate Alliance socioeconomic data tables, and maintaining the Pickens County property search tool and flyers. We continuously update map layers within Infomentum Online and property information for the customized property search tool to ensure all information is as up-to-date and accurate as possible. Our efforts aid Alliance Pickens with industry recruitment and retention, as well as support the South Carolina Small Business Development Center with assisting small business owners.

Our Grants Services department works with Pickens County on the administration and preparation of grants for projects that improve the quality of life for county residents. This year we administered and prepared a \$580,000 grant from the Community Development Block Grant (CDBG) for the City of Easley for phase four of the West End Sewer Project and a \$500,000 Appalachian Regional Commission (ARC) grant for the City of Clemson to make improvements to the Wastewater Treatment Plant on Cochran Road. We continue to administer the CDBG grant for phase three of the West End Sewer Project and the ARC-funded Doodle Trail Trailhead Project in the City of Easley, the CDBG-funded project to undertake water and sewer improvements along Ann Street and the ARC-funded project to renovate the Hagood Community Center auditorium in the City of Pickens, as well as a CDBG-funded purchase of a new fire truck in the Town of Norris.

Our Planning department assists Pickens County and its municipalities by providing expertise and consulting in areas ranging from transportation and land use planning to regional sewer coordination and community development. Over the course



of 2017 we provided technical assistance to the municipalities of Central, Liberty, Easley, Pickens, and Six Mile on land use planning matters.

Our Government Services department serves as a resource for problem resolution and information by providing hands-on expertise, cost-effective consulting services and general information for the local governments and special purpose districts in the six-county region. This year we conducted a seven-week basic management/supervisory training program for lower-level and first-time supervisors with local governments and special purpose districts. The International City/County Management Association (ICMA) course covers all aspects of supervision from planning and organizing to evaluating performance, from building a work team to addressing discipline problems. It also teaches skills supervisors need to deal with new trends in local government, such as quality management; workplace diversity; and changes in technology, legislation, and values.

2017 Return on Investment | Pickens County

Community Economic Development Grant	\$1,080,000
Services to Seniors	\$584,537
Small Business and Entrepreneurial Loan Program	\$136,700
Workforce Development	\$831,492
Total Funding into Pickens County	\$2,632,729
Annual County Contribution to ACOG	\$50,939
Return on County Investment	\$51.68



Spartanburg County

This year, our Aging Services Department provided \$754,372 in services to seniors in Spartanburg County which included home-delivered meals, congregate meals, transportation, health promotion, homemaker services, legal assistance, minor home repair, family caregiver support, and education. We also maintain the South Carolina Upstate Aging and Disability Resource Center website (www.scupstateadrc.org), which provides valuable information and tools for aging and disabled citizens, their caregivers, and service providers in Spartanburg County. The Ombudsman Program investigated 639 cases on behalf of residents living in long term care facilities in 2017, 47 of those cases were in Spartanburg County.

Our Economic Development department works closely with the Spartanburg Economic Futures Group and the Upstate Alliance, providing customized research and mapping services, access to the Infomentum Online Investor application, maintaining Upstate Alliance socioeconomic data tables, and maintaining the Spartanburg County property search tool and flyers. We continuously update map layers within Infomentum Online and property information for the property search tool to ensure all information is up-to-date. This year, we embedded code into the Spartanburg Economic Futures Group and Upstate SC Alliance websites for our property search tool, thereby eliminating the need to redirect visitors to external websites. Our efforts aid the Spartanburg Economic Futures Group with industry recruitment and retention, as well as support the South Carolina Small Business Development Center with assisting small business owners.

Our Grants Services department works with Spartanburg County on the administration and preparation of grants for projects that improve the quality of life for county residents. This year we administered and prepared a \$459,970 grant from the Community Development Block Grant (CDBG) for the City of Woodruff for the Downtown Streetscape Project. We continue to administer the CDBG and ARC grants funding a downtown streetscape project in the City of Inman and a CDBG grant funding a project to demolish a city-owned building for greenspace in the City of Woodruff.

Our Planning department assists Pickens County and its municipalities by providing expertise and consulting in areas ranging from transportation and land use planning to regional sewer coordination and community development. Over the course of



2017 we provided technical assistance to the municipalities of Inman, Landrum, Lyman, Pacolet, and Woodruff on planning matters. We began the process of developing an updated comprehensive plan for the municipalities of Inman and Woodruff.

Our Government Services department serves as a resource for problem resolution and information by providing hands-on expertise, cost-effective consulting services and general information for the local governments and special purpose districts in the six-county region. This year we conducted a seven-week basic management/supervisory training program for lower-level and first-time supervisors with local governments and special purpose districts. We also assisted the Town of Reidville with personnel search and financial matters. The International City/County Management Association (ICMA) course covers all aspects of supervision from planning and organizing to evaluating performance, from building a work team to addressing discipline problems. It also teaches skills supervisors need to deal with new trends in local government, such as quality management; workplace diversity; and changes in technology, legislation, and values.

2017 Return on Investment | Spartanburg County

Community Economic Development Grant	\$459,970
Services to Seniors	\$754,372
Small Business and Entrepreneurial Loan Program	\$86,000
Transit Services	\$50,000
Total Funding into Spartanburg County	\$1,350,342
Annual County Contribution to ACOG	\$119,567
Return on County Investment	\$11.29

2017 Board

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