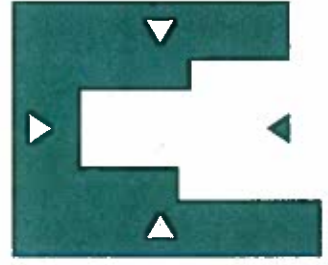


**PANHANDLE REGIONAL  
PLANNING COMMISSION**

**FY18 PRODUCTIVITY AND PERFORMANCE REPORT**



**P**ANHANDLE  
**R**EGIONAL  
**P**LANNING  
**C**OMMISSION

**PANHANDLE REGIONAL  
PLANNING COMMISSION  
FY18 PRODUCTIVITY AND PERFORMANCE REPORT**

{Developed and submitted pursuant to the Texas Local Government Code,  
Chapter 391, Section 391.0095(a)}

**December 17, 2018**

## **FY18 PRODUCTIVITY/PERFORMANCE REPORT**

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**PANHANDLE REGIONAL PLANNING COMMISSION  
FY18 Productivity/Performance Report**

**AREA AGENCY ON AGING PROGRAM GOAL STATEMENT:**

The goal of the Area Agency on Aging of the Panhandle is to be a visible advocate and leader in the planning, development and implementation of a system of comprehensive and coordinated services which promote dignity, independence and quality of life for the senior citizens of the Panhandle region.

**I. ADMINISTRATION WORK PROGRAM OBJECTIVE:**

To provide the administrative support necessary to ensure that Area Agency on Aging program performance and accountability are maintained at the highest possible standard.

**PRIMARY WORK TASKS**

1. Implement the approved FY17-19 Area Plan.
2. Develop FY18 Area Agency on Aging budget.
3. Analyze and develop performance measures for all services provided by the Area Agency.
4. Compile and submit all required reports to funding sources.
5. Develop, negotiate and maintain agreements with service providers.
6. Maintain coordination of DADs three front doors to address needs of region.
7. Coordinate activities and provide administrative support to the Area Agency on Aging Advisory Council.
8. Provide technical assistance to senior groups and their initiatives.

**PRINCIPLE PERFORMANCE MEASURES<sup>(a)</sup> – PRPC measure; <sup>b</sup> – HHSC measure)**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. <sup>b</sup> Submission of area plan progress report as requested by DADS .....</li> <li>2. <sup>b</sup> Submission of FY18 Area Agency on Aging budget.....</li> <li>3. <sup>b</sup> Submission of performance standards and adherence to within 5% of projects .....</li> <li>4. <sup>b</sup> Completion and submission of 36 agency wide program reports .....</li> <li>5. <sup>b</sup> Maintenance of 12 service provision vendor agreements .....</li> <li>6. <sup>a</sup> Conduct 3 Area Agency on Aging Advisory Council meetings .....</li> <li>7. <sup>a</sup> Provision of technical assistance as needed to senior groups .....</li> </ol> | <p><b>RESULT</b></p> <p>No report was requested<br/>Budget submitted 8/2018</p> <p>Performance standards submitted to within 5% of projections<br/>36 reports submitted<br/>Maintained 18 service vendor agreements<br/>No meetings were held*<br/>Assistance provided to City of Amarillo, Senior Ambassador Coalition, and United Way</p> |
|---|---|

\* No meetings were necessary as there were no time-sensitive items to be Addressed by the Area Agency on Aging Advisory Council.

## II. BENEFITS COUNSELING WORK PROGRAM OBJECTIVE:

To educate and assist the senior and disabled or Medicare population of the Panhandle and their caregivers in obtaining client-specific advice, counseling and representation on matters involving insurance, public/private benefits, consumer problems and other legal issues.

### PRIMARY WORK TASKS

1. Educate Panhandle seniors and their caregivers of the public/private benefits available to them.
2. Provide client specific legal related advise/counseling and document preparation assistance.
3. Recruit and provide Benefits Counselor Level I certification training to volunteers.
4. Provide education to Medicare Beneficiaries on Part D options prior and during open enrollment.
5. Provide Medicare Fraud and Abuse education.

### PRINCIPLE PERFORMANCE MEASURES ( <sup>a</sup> – PRPC measure; <sup>b</sup> – HHSC measure)

#### RESULT

1. <sup>a</sup> Education of available services to seniors on benefits . . . . . 86 outreach events held
2. <sup>b</sup> Provision of legal-related assistance to 450 seniors . . . . . Legal assistance provided to 1,097 seniors
3. <sup>b</sup> Recruitment, certification and retention of two volunteers . . . . . 4 volunteers certified
4. <sup>a</sup> Provision of 6 outreach sessions . . . . . Provided 14 sessions
5. <sup>a</sup> Provision of 10 Medicare Fraud/Abuse outreach sessions . . . . . Provided 80 sessions

## III. CAREGIVER SUPPORT WORK PROGRAM OBJECTIVE:

To identify caregivers and provide support to assist them in maintaining their caregiver roles.

### PRIMARY WORK TASKS

1. Develop Caregiver Newsletter.
2. Compile resources to assist the role of caregivers.
3. Develop, negotiate and maintain vendor agreements for respite care.
4. Provide respite care services to caregivers.
5. Coordinate Caregiver Support Groups.
6. Provide individual in-depth counseling to caregivers.
7. Coordinate annual education and training during National Caregiver Month in November.

### PRINCIPLE PERFORMANCE MEASURES ( <sup>a</sup> – PRPC measure; <sup>b</sup> – HHSC measure)

#### RESULT

1. <sup>a</sup> Distribute monthly newsletter . . . . . 12 newsletters distributed
2. <sup>a</sup> Maintain 5 caregiver libraries . . . . . 6 libraries maintained
3. <sup>b</sup> Maintain 3 service provider contracts . . . . . 6 contracts maintained
4. <sup>b</sup> Provision of 6,000 hours of respite care . . . . . 9,121 respite care hours provided
5. <sup>b</sup> Provision of monthly Support Group Meetings . . . . . 12 meetings conducted
6. <sup>b</sup> Provision of counseling to 65 caregivers . . . . . 93 caregivers counseled
7. <sup>b</sup> Provision of regional caregiver seminar . . . . . Seminar conducted on 12/13/2017

**IV. CASE MANAGEMENT (HOMECARE OPTIONS) WORK PROGRAM OBJECTIVE:**

To provide comprehensive care plans to include in-home assistance and access to other community programs to elderly clients in the Panhandle in order that they may remain at home in a safe environment for as long as possible.

**PRIMARY WORK TASKS**

1. Complete assessment document on clients qualifying for assistance.
2. Develop individualized care plans and arrange for services as identified.
3. Reassess client needs.
4. Administer the provision of in-home assistance services, including homemaker and personal assistance as funding allows.
5. Develop, negotiate and maintain contracts with service providers.
6. Coordinate minor home repairs and modifications.

**PRINCIPLE PERFORMANCE MEASURES** (a - PRPC measure; b - HHSC measure)

**RESULT**

1. <sup>b</sup> Completion of 140 full assessments ..... 134 assessments completed \*
2. <sup>a</sup> Completion of care plans and arrange for services for 120 clients.. Care plans and services arranged for 87 clients\*
3. <sup>b</sup> Reassessment of client needs every 180 days ..... Needs reassessed every 180 days
4. <sup>b</sup> Manage over 3,000 hours of assistance ..... 2,934 hours of assistance managed\*
5. <sup>a</sup> Maintenance of 10 service provision agreements..... 10 agreements maintained
6. <sup>b</sup> Provision of assistance to 10 households ..... Residential repair provided to 24 households

\*The need for care coordination has dropped due to the expansion of the PACE program and enrollment in Medicaid Managed care programs.

**V. EVIDENCE BASED INTERVENTION SERVICES WORK PROGRAM OBJECTIVE:**

To provide intervention services utilizing Administration on Aging approved evidence based programs to assist older individuals and their family caregivers in learning about and making behavioral changes intended to reduce the risk of injury, disease, and disability among older individuals and caregivers.

**PRIMARY WORK TASKS**

1. Complete initial intake and assessments of clients participating in evidence based services.
2. Coordinate with Matter of Balance Master Trainers and lay coaches to oversee Matter of Balance classes region-wide.
3. Coordinate with Powerful Tools for Caregivers Master Trainers and Class Leaders to oversee the classes region-wide.

**PRINCIPLE PERFORMANCE MEASURES** (a - PRPC measure; b - HHSC measure)

**RESULTS**

1. <sup>b</sup> Conduct 50 intakes ..... 367 unduplicated clients
2. <sup>b</sup> Completion of 10 Matter of Balance classes region-wide ..... 28 classes completed
3. <sup>b</sup> Completion of 5 Powerful Tools for Caregivers classes region-wide ... 1 classe completed\*

\*It was been difficult to get Caregivers to participate in these classes. Still working to get more classes scheduled.

**VI. INFORMATION, REFERRAL AND ASSISTANCE WORK PROGRAM AND EXPENDITURE BUDGET:**

To provide information and assistance to the elderly, their family members and caregivers in the Panhandle.

**PRIMARY WORK TASKS**

1. Provide free access to information and assistance services.
2. Promote staff awareness of senior issues.
3. Provide one-on-one information, referral and assistance services.
4. Participate in regional access coordination.
5. Identify and become familiar with potential senior related programs and resources.

**PRINCIPLE PERFORMANCE** (a - PRPC measure; b - HHSC measure)

1. Maintenance and staffing of local and toll-free number.....
2. Provision of monthly staff meetings and review of publication relating to senior issues.....
3. Provision of assistance to 4,000 situations.....
4. Attend monthly Senior Ambassador Coalition meeting.....
5. Maintenance of senior resources and their eligibility criteria.....

**RESULT**

- 806-331-2227 and 1-800-642-6008 maintained and staffed
- 7 staff meetings conducted
- Provided assistance to 3,224 situations\*
- attended 12 meetings
- Resources maintained

\*The ADRC also had calls but can't be included in the count as it is not Title III funding.

**VII. LONG TERM CARE OMBUDSMAN WORK PROGRAM OBJECTIVE:**

To provide advocacy for the rights of individuals residing in Panhandle assisted-living and nursing facilities.

**PRIMARY WORK TASKS**

1. Locate volunteers to serve as Ombudsmen for nursing homes and assisted living facilities.
2. Provide initial and re-certification training for volunteers and area agency staff.
3. Identify and provide assistance to nursing or assisted-living facilities.
4. Assign Ombudsmen to area long-term care facilities.
5. Identify resident problems and issues.
6. Coordinate activities with the Long Term Care Protective and Regulatory Division of the Texas Health and Human Services Commission.
7. Compile and submit all required reports.

**PRINCIPLE PERFORMANCE MEASURES** (a - PRPC measure; b - HHSC measure)

1. Recruitment and training of 2 new volunteers.....
2. Provision of biannual training sessions.....
3. Conduct formal meetings with staff of new facilities within 30 days of opening.....
4. Assignments to all 68 long-term care facilities.....
5. Resolution of 60 complaints or issues.....
6. Provision of information as requested from Regulatory Staff.....
7. Submission of 12 reports.....

**RESULT**

- 1 volunteer trained and certified
- 2 sessions conducted
- Completed, as necessary
- Ombudsman assigned to 70 facilities
- 98 complaints resolved
- Provided, as requested
- 12 reports submitted

**VIII. AGING CONTRACTOR SERVICES WORK PROGRAM OBJECTIVE:**

To authorize, as funds allow, resources for seniors throughout the Panhandle area to obtain nutrition, transportation, Day Activity and Health Services (DAHS), health maintenance, and income support services through contractor agreements with regional providers.

**PRIMARY WORK TASKS**

1. Obtain intake, functional and nutritional assessments of clients needing support services.
2. Purchase nutrition services.
3. Purchase transportation services.
4. Purchase DAHS services.

**PRINCIPLE PERFORMANCE MEASURES**<sup>(a)</sup> – PRPC measure; <sup>b</sup> – HHSC measure)

- |    |   |                       |                                   |
|----|---|-----------------------|-----------------------------------|
| 1. | <sup>b</sup> Maintain client files and authorize services to 2,500 regional clients ... | <b><u>RESULTS</u></b> | 2,868 clients maintained          |
| 2. | <sup>b</sup> Purchase of 118,000 congregate and home-delivered meals .....              |                       | 180,080 meals provided            |
| 3. | <sup>b</sup> Purchase of 3,100 one-way trips .....                                      |                       | 2,808 trips provided *            |
| 4. | <sup>b</sup> Purchase of 350 half-days of DAHS .....                                    |                       | 298 half-days of DAHS provided ** |

\*The cost of trips increased so less trips were purchased

\*\*Facility moved toward making all clients P.A.C.E. clients, so did not have to purchase as many units

**IX. AGING AND DISABILITY RESOURCE CENTER PROGRAM OBJECTIVE:**

To educate and assist individuals of all ages and income levels regarding the full range of long term support services available in the region.

**PRIMARY WORK TASKS**

1. Develop formal relationships with Red River Aging and Disability Resource Center (ADRC).
2. Educate the public regarding long term support service options.

**PRINCIPLE PERFORMANCE MEASURES**<sup>(a)</sup> – PRPC measure; <sup>b</sup> – HHSC measure)

- |    |   |                       |                           |
|----|---|-----------------------|---------------------------|
| 1. | <sup>b</sup> Maintain interlocal agreement with NorTex AAA/Red River Aging and Disability Resource Center ..... | <b><u>RESULTS</u></b> | Maintained agreement      |
| 2. | <sup>b</sup> Provide a minimum of 10 education presentations .....  |                       | Provided 79 presentations |



**CRIMINAL JUSTICE PROGRAM GOAL STATEMENT:**

The goal of the Criminal Justice Program is to plan, develop and implement local/regional projects or initiatives which serve to improve the Panhandle's criminal justice systems.

**I. PLANNING AND COORDINATION WORK PROGRAM OBJECTIVE:**

To satisfy contractual obligations with CJD and to facilitate the Panhandle's criminal justice planning process in order to identify and prioritize local and regional needs; identify and secure resources to meet those needs; and assist in implementing projects to meet such needs.

**PRIMARY WORK TASKS**

1. Notify potential Criminal Justice Division (CJD) applicants of the planning/grant making processes and requirements.
2. Provide technical assistance in process to be used in applying for grant funding.
3. Serve as staff support to the Regional Criminal Justice Advisory Committee (CJAC).
4. Facilitate the development of the annual grant program's operating guidelines.
5. Support the development of a Regional Strategic Plan for prioritizing the region's criminal justice needs.
6. Facilitate the CJAC's prioritization of the FY18 CJD grants.
7. Participate in trainings and workshops as required by CJD.
8. Compile and submit all required reports to funding sources.

**PRINCIPLE PERFORMANCE MEASURES** (\* – PRPC measure; <sup>b</sup> – CJD measure)

- |    |  |                            |
|----|--|----------------------------|
| 1. | <sup>b</sup> Distribution of approximately 500 notices regarding the availability of funding opportunities through the CJD | 503 notices mailed         |
| 2. | <sup>b</sup> Conduct of at least 2 workshops to explain the CJD process(es) to potential applicants in the region          | Conducted 5 workshops      |
| 3. | <sup>b</sup> Coordination and staffing of a minimum of 2 CJAC meetings   | 3 meetings conducted       |
| 4. | <sup>b</sup> Completion and approval of the CJAC's annual program operating procedures                                     | Procedures adopted 10/2017 |
| 5. | <sup>b</sup> PRPC Board approval of the FY18 Regional Criminal Justice Strategic Plan                                      | Plan approved 06/2018      |
| 6. | <sup>b</sup> Submission of PRPC-board approved CJD grant prioritization forms to CJD                                       | Forms submitted 05/2018    |
| 7. | <sup>b</sup> Attendance at CJD-mandated trainings and/or workshops   | Attended 2 trainings       |
| 8. | <sup>b</sup> Submission of progress reports and quarterly reports  | 12 reports submitted       |

**II. PANHANDLE REGIONAL LAW ENFORCEMENT ACADEMY (PRLEA) WORK PROGRAM OBJECTIVE:**

To ensure the provision of basic and in-service training to the local peace officers of the Panhandle.

**PRIMARY WORK TASKS**

1. Develop an executable contract for law enforcement training services.
2. Assist PRLEA in developing curriculum of training.
3. Provide management oversight of the law enforcement training services contract.
4. Monitor the relevancy and quality of training.
5. Collect and redistribute tuition co-pays to support out of region training.
6. Assist with the identification of Basic Academy Scholarship recipients.
7. Provide Non-PRLEA funded in-region training to the region's law enforcement community.
8. Serve on the PRLEA Advisory Board.
9. Compile and submit all required reports to CJD.

**PRINCIPLE PERFORMANCE MEASURES<sup>(a)</sup> – PRPC measure; <sup>b</sup> – CJD measure)**

**RESULT**

- |    |  |   |
|----|--|---|
| 1. | <sup>b</sup> Approval and acceptance of training services contract.....  | Contract executed 09/2017   |
| 2. | <sup>b</sup> Provision of two basic certification classes and a minimum of 23,000 hours of in-service training ..... | 2 Academies conducted and 15,000 hours of in-service training provided* |
| 3. | <sup>b</sup> Verification of contract expenditures and enforcement of the contract terms .....                       | 154 invoices reviewed and paid  |
| 4. | <sup>a</sup> Evaluation of basic certification classes and in-service training .....                                 | 2 academies evaluated; 53 in-service courses evaluated                  |
| 5. | <sup>a</sup> Provision of out-of-region training for 3 area peace officers .....                                     | 3 officers provided training  |
| 6. | <sup>a</sup> Award approximately 6 scholarships to the PRLEA's Academy .....   | 10 scholarships awarded   |
| 7. | <sup>a</sup> Maintenance of the regional training web-based bulletin board .....                                     | Website updated monthly   |
| 8. | <sup>a</sup> Representation at the PRLEA Advisory Committee's meetings .....   | Attended 4 meetings   |
| 9. | <sup>b</sup> Submission of semi-annual reports .....   | 2 reports submitted   |

\* No additional in-service training requests were received.

III. PANHANDLE ELECTRONIC WARRANTS SYSTEM (PEWS) WORK PROGRAM OBJECTIVE:

To maintain a system of electronically exchanging criminal warrants and/or criminal complaints between the region's law enforcement agencies, prosecutor offices and judicial system to create efficiencies and enhance public safety, as allowed by the E-Sign Act of 2000 (PL 106-299).

PRIMARY WORK TASKS

1. Maintain the regional contract for the e-signature services.
2. Maintain the templates used by law enforcement and prosecutors to process warrants and/or complaints on a portal accessible to the PEWS user group.
3. Update and supplement the PEWS templates on the portal as requested.
4. Provide PEWS user training, as requested, to participating agencies.
5. Invoice participating agencies in accordance with the PEWS Interfocal Cooperation Agreements.
6. Maintain coordination with the judicial system.
7. Increase awareness of the PEWS system in areas of the region outside of Potter and Randall Counties.

PRINCIPLE PERFORMANCE MEASURES (\* – PRPC MEASURE; † – CJD MEASURE) RESULT

1. \* Renewal of the annual contact on or about October 15..... Contract renewed 10/2017
2. \* Maintenance of the PEWS templates on a PRPC-managed portal to be accessed and searched by appropriate agencies..... 43 templates maintained
3. \* Supplement the templates on the PEWS portal as needed..... 10 templates added
4. \* Provision of user training with the PEWS system..... 5 training sessions
5. \* Invoicing each PEWS participating agency ..... Agencies invoiced on schedule
6. \* Ensuring the distribution of the on-call judges rotation to the dispatchers in the participating counties..... List distributed
7. \* Promotion of the PEWS system..... 2 demonstrations

**DISPUTE RESOLUTION CENTER PROGRAM GOAL STATEMENT:**

The goal of the Dispute Resolution Center is to provide conflict resolution services to the residents and institutions of the Panhandle.

**I. DISPUTE RESOLUTION CENTER WORK PROGRAM OBJECTIVE:**

To plan, develop, maintain and administer the activities necessary to support the operations of the Dispute Resolution Center (DRC).

**PRIMARY WORK TASKS**

1. Market DRC services to the legal community and the judiciary.
2. Coordinate scheduling of calendars and mediators for pending cases.
3. Provide information and referral services for various types of disputes.
4. Provide family law update workshop.
5. Compile and submit performance reports to the Office of Court Administration.
6. Coordinate continuing education opportunities for mediators.
7. Support the activities of the DRC Advisory Board.
8. Represent DRC to the region.

**PRINCIPLE PERFORMANCE MEASURES** (\* – PRPC measure)

**RESULT**

1. <sup>a</sup> Conduct annual visits with 4 referral sources ..... Conducted 6 visits
2. <sup>a</sup> Provision of mediation services for 200 cases ..... 228 cases mediated
3. <sup>a</sup> Assistance to 2,300 Panhandle residents through DRC services ..... 2,300 residents served
4. <sup>a</sup> Provision of a family law update workshop as needed ..... 1 workshop provided
5. <sup>a</sup> Submission of monthly reports ..... 12 reports submitted
6. <sup>a</sup> Provision of two continuing education workshops as needed ..... 2 workshop provided
7. <sup>a</sup> Conduct 2 Advisory Board meetings ..... 2 meetings conducted
8. <sup>a</sup> Make 3 presentation to regional civic and educational organizations ..... 3 presentations made

**ECONOMIC DEVELOPMENT PROGRAM GOAL STATEMENT:**

The goal of the Economic Development Program is to assist units of local government and area businesses in enhancing the economic environment and encouraging the sustainable development of the Panhandle.

**I. ECONOMIC DEVELOPMENT ADMINISTRATION (EDA) PROJECT WORK PROGRAM OBJECTIVE:**

To plan and implement local and regional economic development projects and programs designed to create or retain jobs in the Panhandle.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC measure, <sup>b</sup> -EDA measure)	<u>RESULT</u>
1. Update the Comprehensive Economic Development Strategy for the Panhandle.	<sup>b</sup> Submission of updated Comprehensive Economic Development Strategy .....	Submitted 06/2018
2. Coordinate activities and provide administrative support to the Economic Development Advisory Committee.	<sup>b</sup> Conduct a minimum of 4 Economic Development Advisory Committee meetings .....	4 meetings conducted
3. Serve as a technical resource for area local economic development interests.	<sup>a</sup> Sponsor or participate in 2 workshops on regional economic development issues.....	2 workshops hosted
4. Assist local governments in the development of EDA grant projects.	<sup>a</sup> Completion and submission of EDA grant applications for local projects, as requested .....	2 application submitted
5. Assist local governments in developing Texas Capital Fund and other economic development applications.	<sup>a</sup> Completion and submission of Texas Capital Fund or other grant applications for local projects, as requested .....	2 applications submitted
6. Participate in and support regional initiatives dedicated to economic development.	<sup>a</sup> Participation in the High Ground Program, Panhandle Tourism and Marketing Council, and the Panhandle Area Chamber Executives Association .....	1 meeting attended
7. Compile and submit reports to EDA.	<sup>b</sup> Submission of 2 reports to EDA .....	2 reports submitted
8. Promote microloan programs.	<sup>b</sup> Submission of 2 microloan proposals .....	1 proposal submitted*

\*Only 1 proposal requested

**II. AMARILLO MSA MICRO LOAN PROJECT WORK PROGRAM OBJECTIVE:**

To provide businesses located in Potter and Randall Counties increased access to capital to start or enhance their businesses through loans with reasonable rates and terms.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC measure)	<u>RESULT</u>
1. Inform businesses, banks and other appropriate entities in the service area of program availability.	<sup>a</sup> Distribution of 1 marketing piece .....	1 piece distributed
2. Package Amarillo MSA Micro-Loan applications.	<sup>a</sup> Completion of a minimum of 1 MSA Micro-loan applications .....	1 application completed
3. Coordinate the activities and provide administrative support the Amarillo MSA Micro-Loan Committee.	<sup>a</sup> Provision of administrative actions and loan servicing on loan portfolio consisting of a minimum of 5 loans .....	6 loans administered
4. Provide administrative actions and servicing actions required by existing loan portfolio.	<sup>a</sup> Provision of report to all investment partners .....	2 report submitted
5. Compile and submit a report to partners.		

**III. RURAL MICRO LOAN PROJECT WORK PROGRAM OBJECTIVE:**

To provide businesses located in the rural 24 counties of the Texas Panhandle increased access to capital to start or enhance their businesses through loans with reasonable rates and terms.

**PRIMARY WORK TASKS**

1. Inform businesses, banks and other entities in the service area of program availability.
2. Package Rural Micro-Loan applications.
3. Coordinate the activities and provide administrative support to the Rural Micro-Loan Committee.
4. Provide administrative actions and servicing actions required by existing loan portfolio.

**PRINCIPLE PERFORMANCE MEASURES**(<sup>a</sup>-PRPC measure)

1. <sup>a</sup> Distribution of 1 marketing piece.....Marketing piece distributed
2. <sup>a</sup> Completion of a minimum of 1 Rural Micro-loan applications..... 1 application developed
3. <sup>a</sup> Provision of administrative actions and loan servicing on loan portfolio consisting of a minimum of 6 loans.....Administrative action completed as necessary

**LOCAL GOVERNMENT SERVICES PROGRAM GOAL STATEMENT:**

The goal of the Local Government Services Program is to assist the Panhandle's local governments in identifying, obtaining and managing resources to address local community needs.

**I. COMMUNITY AND ECONOMIC DEVELOPMENT ASSISTANT WORK PROGRAM OBJECTIVE:**

To provide staff support necessary to implement the Panhandle's Texas Community and Economic Development Assistance Program.

**PRIMARY WORK TASKS**

1. Assist eligible localities with the collection and analysis of necessary data in order to assist in their access of Texas Community Development Program (TCDP) funds.
2. Facilitate participation among localities in TCDP meetings and hearings, and provide information on TCDP requirements.
3. Conduct activities to further fair housing within the region.
4. Compile and submit all required reports to the Texas Department of Rural Affairs (TDRA).

**PRINCIPLE PERFORMANCE MEASURES** <sup>(<sup>a</sup>-PRPC measure, <sup>b</sup> - TDRA measure)</sup>

1. <sup>a</sup> Distribution of requested data to 15 localities seeking TCDP funds ..... 25 data requests distributed
2. <sup>a</sup> Distribution by mail of 3 notices regarding TCDP meeting and hearings ..... 10 Notices mailed to 63 entities
3. <sup>b</sup> Approval of fair housing proclamation by PRPC Board of Directors and proclamation in PRPC newsletter..... Board approval on 1/25/2018
4. <sup>b</sup> Submission of quarterly progress reports ..... 4 reports submitted

**RESULTS**

**II. CONSULTING MANAGEMENT SERVICES WORK PROGRAM OBJECTIVE:**

Pursuant to interlocal agreements, provide city management services for area entities.

**PRIMARY WORK TASKS**

1. Serve as City's Chief Administrative Officer or Technical Advisor.
2. Prepare agendas and attend all governing body meetings for contracted localities.
3. In accordance with interlocal agreement work tasks, assist in the preparation of budget(s).
4. Develop and submit relevant policies and procedures for governing body consideration.
5. In accordance with interlocal agreement work tasks, supervise entity employees.
6. Recommend as necessary ordinances, resolutions and contracts to the governing body.
7. Recommend, as appropriate, personnel actions.
8. In accordance with interlocal agreement work tasks, prepare and submit required reports and plans.
9. Maintain availability for municipalities in transition.

**PRINCIPLE PERFORMANCE MEASURES** (\*-PRPC measure)

1. <sup>a</sup> Successfully perform consulting management functions to 2 interlocal agreements ..... 2 agreements managed
2. <sup>a</sup> Prepare 12 agenda and attend governing body meetings ..... 24 agendas prepared; 24 meetings attended
3. <sup>a</sup> Assist in preparation of the FY18-19 budgets in accordance with interlocal agreements ..... 2 budgets prepared
4. <sup>a</sup> Prepare and submit a minimum of 6 policies and procedures ..... 6 policy documents submitted
5. <sup>a</sup> Recommendation of personnel actions in accordance with interlocal agreements ..... 2 actions recommended
6. <sup>a</sup> Develop at least 5 ordinances, resolutions and contracts ..... 37 recommendations
7. <sup>a</sup> Represent entities in requested matters with various state and federal agencies a minimum of 2 times per entity ..... 4 interactions
8. <sup>a</sup> Represent entities in matters regarding franchise agreements ..... 2 occasions
9. <sup>a</sup> Contact at least one entity in a city manager transition ..... 2 entities contacted

**RESULTS**

**III. LOCAL PROJECTS MANAGEMENT WORK PROGRAM OBJECTIVE:**

Pursuant to interlocal agreements, provide project management services for local governments receiving state/federal funds to implement local projects.

**PRIMARY WORK TASKS**

1. Prepare grant applications on behalf of area local governments for a variety of project funds.
2. Administratively manage TCDP projects for Panhandle localities.
3. Establish and maintain adequate project files for each PRPC-managed project.
4. Facilitate the invitations for bids on PRPC-managed construction activities.
5. Assist in the award of bids on PRPC-managed construction activities.
6. Administratively manage construction contracts.
7. Direct each PRPC-managed project toward timely completion.
8. Compile and submit all required reports on behalf of local governments.
9. Provide specialized assistance services to local governments.
10. Administer EDA/economic development projects.

**PRINCIPLE PERFORMANCE MEASURES** (\*-PRPC measure)

1. <sup>a</sup> Preparation of approximately 30 grant applications as appropriate to funding cycles ..... 32 applications prepared
2. <sup>a</sup> Successfully manage a minimum of 12 on-going TCDP projects ... 12 contracts managed
3. <sup>a</sup> Production and preservation of dual sets of complete project files for at least 12 managed TCDP projects ..... 13 sets maintained
4. <sup>a</sup> Issue a minimum of 5 invitations for bids for managed projects ..... 6 invitations issued
5. <sup>a</sup> Execution of a minimum of 5 construction services contract for managed projects ..... 5 contracts executed
6. <sup>a</sup> Inspection of each construction project site on at least 2 occasions ..... Projects inspected 5 times
7. <sup>a</sup> Closure and auditing of at least 5 managed projects ..... 5 projects closed/audited
8. <sup>a</sup> Submission of at least four reports ..... 4 reports submitted
9. <sup>a</sup> Provision of at least 2 specialized assistance service events to area local governments per request ..... Assistance on 2 occasions
10. <sup>a</sup> Administer at least 2 EDA/economic development projects ..... 2 EDA project administered

**RESULT**



**IV. TEXAS REVENUE RECOVERY ASSOCIATION WORK PROGRAM OBJECTIVE:**

To provide staff support necessary to serve as the administrative agent of the Texas Revenue Recovery Association (TRRA) for its member cities through interlocal agreements in collecting delinquent utility bills.

**PRIMARY WORK TASKS**

1. Maintain current membership and billing documentation for all TRRA member cities.
2. Facilitate the addition of new TRRA member cities.
3. Keep all account information current and updated in the TRRA system.
4. Maintain and host TRRA hardware and software.
5. Provide notice of and coordination to TRRA meeting activities.
6. Upgrade TRRA system as directed.

**PRINCIPLE PERFORMANCE MEASURES (\*-PRPC measure)**

1. <sup>a</sup> Provide 2 reports to TRRA Board on membership and billing status ..... 4 reports provided
2. <sup>a</sup> Assist at least 3 new entities in joining TRRA annually ..... 5 entities added
3. <sup>a</sup> Conduct a minimum of 52 weekly updates to TRRA data records ..... 52 updates
4. <sup>a</sup> Conduct a minimum of 52 weekly system backups on server ..... 52 backups
5. <sup>a</sup> Host a minimum of 1 TRRA Board meeting annually ..... 4 meetings hosted
6. <sup>a</sup> Conduct 1 comprehensive system upgrade ..... no upgrade required

**RESULTS**

**REGIONAL 9-1-1 NETWORK PROGRAM GOAL STATEMENT:**

The goal of the Regional 9-1-1 Network Program is to protect lives and save property in 24 Panhandle counties through the design, development, implementation and maintenance of the 9-1-1 communications system.

**I. REGIONAL 9-1-1 EQUIPMENT UPGRADE WORK PROGRAM OBJECTIVE:**

To provide and maintain accurate customer and facility location information for telephone subscribers and service providers in the 24 county Panhandle 9-1-1 program.

**PRIMARY WORK TASKS**

1. Determine recorder, backup power, and networking needs at all 23 9-1-1 call centers.
2. Develop procurement plan for equipment needs.
3. Evaluation of vendor proposals, cooperative purchasing opportunities and contract negotiation.
4. Coordination of equipment installation with call centers, selected vendors and contractors.

**PRINCIPLE PERFORMANCE MEASURES** (\*-PRPC measure, <sup>a</sup>-CSEC measure)

**RESULT**

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. <sup>a</sup> Replace front room call taking equipment at all 23 call centers.....</li> <li>2. <sup>a</sup> Create a procurement plan based on severity of need for 23 9-1-1 call centers .....</li> <li>3. <sup>a</sup> Contractual agreements for the replacement of 9-1-1 call taking equipment .....</li> <li>4. <sup>a</sup> Installations, testing and deployment of new 9-1-1 equipment.....</li> </ol> | <p>1 plan created</p> <p>23 contracts renewed</p> <p>Postponed</p> |
|---|--|

\*Due to age of front room equipment, the front room equipment will be replaced in 2019.

**II. REGIONAL 9-1-1 NETWORK OPERATIONS WORK PROGRAM OBJECTIVE:**

To provide the 24 county area with reliable emergency communication systems through the effective stewardship of the 9-1-1 Network equipment, training, mapping, and telephone data.

**PRIMARY WORK TASKS**

1. Administer and oversee agreement with vendors of the 9-1-1 Network's equipment and database services.
2. Maintain interlocal agreements with local governments.
3. Monitor 9-1-1 answering point operations to ensure compliance with State guidelines and provide quarterly reports to the Commission on State Emergency Communications (CSEC).
4. Coordinate activities and provide administrative support to the Regional 9-1-1 Network Advisory Committee.
5. Maintain mapping and address data to provide information to emergency service providers, local governments, utility providers and CSEC.
6. Monitoring of telephone customer and cellular tower records for accuracy.
7. Provide rural road signs to the 24 program counties, as needed.
8. Improve accuracy with State's mapping data contractor.

**PRINCIPLE PERFORMANCE MEASURES** <sup>(<sup>a</sup>-PRPC measure, <sup>b</sup>-CSEC measure)</sup>

1. <sup>a</sup> Administration and oversight of 18 vendors for 9-1-1 services and equipment..... 18 vendor contracts administered
2. <sup>a</sup> Maintenance of 23 interlocal agreements with local governments..... 23 interlocal agreements maintained
3. <sup>a</sup> Conduct biannual monitoring visits to all 23 9-1-1 answering points and provide quarterly reports to CSEC..... 23 bi-annual visits
4. <sup>b</sup> Conduct and assist with a minimum of four advisory committee meetings..... 4 meetings conducted
5. <sup>a</sup> Distribute at least 500 county maps annually and provide address assistance for 24 counties..... 720 maps distributed; 993 rural addresses assigned
6. <sup>a</sup> Compliance with CSEC's error percentage thresholds and quarterly testing..... All targets met with 1 exception\*
7. <sup>a</sup> Provide at least 200 road signs..... 317 signs created
8. <sup>a</sup> Improve mapping data accuracy with CSEC's data contractor from prior year..... Corrected 81.2% of quality control errors that existed at beginning of year

\*Area telephone companies were delayed in correcting telephone records that our staff had submitted for correction. This delay resulted in a higher percentage of errors than expected.

**III. REGIONAL 9-1-1 NETWORK CONNECTIVITY WORK PROGRAM OBJECTIVE:**

To provide resources to support the equipment and network operations for the delivery of 9-1-1 service in 24 Panhandle counties.

**PRIMARY WORK TASKS**

1. Maintain 9-1-1 equipment, circuits, and database services to ensure proper call delivery.
2. Contract with appropriate provider for translation services to assist non-English speaking 9-1-1 callers.
3. Maintain Redundant Network Links using PANCOM.
4. Ensure text connectivity.

**PRINCIPLE PERFORMANCE MEASURES** <sup>(<sup>a</sup>-PRPC measure, <sup>b</sup>-CSEC measure)</sup>

1. <sup>b</sup> Ensure 99% 9-1-1 call delivery in 24 Panhandle counties..... 99% call delivery
2. <sup>b</sup> Provision of 500 minutes of translation services..... Provided 3,440 minutes of translation services
3. <sup>b</sup> Maintain and test backup functionality at all 24 9-1-1 locations..... Tested backup on 2 occasions at 24 locations
4. <sup>b</sup> Provision and test backup functionality at all 23 call centers..... Maintained text occasions at 23 call centers

**REGIONAL EMERGENCY PREPAREDNESS PROGRAM GOAL STATEMENT:**

The goal of the Regional Emergency Preparedness Program is to develop local and regional plans to improve the Panhandle's ability to defend against/respond to large-scale, man-made and natural disasters and to facilitate the utilization of available resources to support the implementation of those plans/projects.

**I. PANCOM INTEROPERABLE COMMUNICATIONS SYSTEM OPERATIONS AND MANAGEMENT WORK PROGRAM OBJECTIVE:**

To use State Homeland Security Program (SHSP) funds, as administered by the Office of the Governor's Homeland Security Grant Division (HSGD), funds provided by the region's cities and counties and other regional funds to maintain the operation of the regional interoperable communications system, PANCOM, on behalf of the public safety agencies in the region.

**PRIMARY WORK TASKS**

**PRINCIPLE PERFORMANCE MEASURES** (°-PRPC measure, °-HSGD measure)

**RESULT**

- |  |  |   |
|--|--|---|
| <ol style="list-style-type: none"> <li>1. Ensure lease payments on privately-owned towers used in support of PANCOM are paid.</li> <li>2. Provide 24/7/365 support for the maintenance of the PANCOM system.</li> <li>3. Arrange for system repairs, as needed, on a timely basis.</li> <li>4. Work to further improve coverage areas in region.</li> <li>5. Maintain a MCU which can be dispatched quickly to temporarily replace a disabled tower site.</li> <li>6. Provide insurance coverage on critical elements of the PANCOM system.</li> <li>7. Ensure that all PANCOM-related Federal Communications Commission (FCC) licenses are kept current.</li> <li>8. Upgrade dated PANCOM PSAP consoles.</li> <li>9. Compile and submit all required reports to the SAA.</li> </ol> | <ol style="list-style-type: none"> <li>1. ° Maintain leases on 25 privately-owned communications towers</li> <li>2. ° Accessibility to PRPC staff to address provided nights/days/weekends</li> <li>3. ° System issues are quickly diagnosed and as necessary, a repair team is dispatched to correct problem within 12 hours of receipt of notice</li> <li>4. ° Refinements and equipment adjustments are made to improve reception in radio-challenged areas of the Panhandle</li> <li>5. ° Maintenance of the PRPC's MCU; deploying it, as needed, within 2 hours</li> <li>6. ° Maintenance of PANCOM equipment inventory log with insurance carried on the major components of the system</li> <li>7. ° Monitor the PANCOM FCC license log; activating scheduled renewals on a timely basis and applying for new licenses as necessary</li> <li>8. ° Replacement of 38-42 dated PANCOM PSAP consoles</li> <li>9. ° Submission of required reports to the HSGD</li> </ol> | <ol style="list-style-type: none"> <li>29 tower leases maintained on call round the clock year long</li> <li>Resolved 100% service calls within 12 hours</li> <li>2 generators added; 6 microwave sets replaced</li> <li>MCU maintained</li> <li>inventory updated 01/2018; premiums paid</li> <li>4 licenses renewed/ 3 licenses modified</li> <li>47 dispatch consoles replaced</li> <li>2 reports submitted</li> </ol> |
|--|--|---|

**II. REGIONAL HOMELAND SECURITY PLANNING AND COORDINATION PROJECT WORK PROGRAM OBJECTIVE:**

To utilize State Homeland Security Program (SHSP) funding to implement, maintain and enhance a regional homeland security strategy to prevent, protect against, mitigate, respond to, and recover from potential terrorist attacks and other hazards and help to support achievement of the National Preparedness Goal in the Panhandle.

**PRIMARY WORK TASKS**

1. Maintain the Panhandle Regional Emergency Management Advisory Committee (PREMAC).
2. Facilitate the development of the regional homeland security plans.
3. Maintain the regional response plan and the regional mutual aid plan.
4. Assist Panhandle jurisdictions in meeting the annual eligibility for SHSP funding.
5. Maintain an inventory of regional response assets on the PARIS database.
6. Facilitate the scheduling of preparedness training.
7. Coordinate the scheduling and conduct of preparedness exercise.
8. Submit required progress reports to the HSGD.

**PRINCIPLE PERFORMANCE MEASURES** (<sup>a</sup>-PRPC measure, <sup>b</sup>-HSGD measure) **RESULT**

1. <sup>a</sup> Provision of staff support for a minimum of 4 PREMAC meetings ..... 4 meetings conducted
2. <sup>b</sup> Submission of a PRPC-approved FY18 Implementation Plan, Threat and Hazard Identification and Risk Assessment and State Preparedness Report to the HSGD ..... Plans submitted in 10/2017 and 11/2017
3. <sup>b</sup> Promote awareness of purpose and value of the regional response and regional mutual plan ..... Mutual Aid Plan activated on 5 occasions
4. <sup>b</sup> Achieving GH18 SHSP-eligible status for 99% of the region's cities and counties ..... 100% of the region's jurisdictions were SHSP-eligible
5. <sup>a</sup> Manage the PARIS system to keep asset information current ..... PARIS system maintained; 1 update
6. <sup>a</sup> Conduct of the annual regional preparedness conference and provide staff support for the quarterly training meetings of the Panhandle Emergency Management Association ..... Conference held in 09/2017
7. <sup>a</sup> Coordination of local, regional, state or federally-sponsored exercises... Facilitated 3 regional exercises
8. <sup>b</sup> Submission of bi-annual progress reports to HSGD ..... 2 reports submitted

**III. REGIONAL LAW ENFORCEMENT TERRORISM PREVENTION ACTIVITIES (LEPTA) WORK PROGRAM OBJECTIVE:**

To utilize State Homeland Security Program (SHSP) Law Enforcement Terrorism Prevention Activities (LEPTA) funding provided through the Office of the Governor's (OOG) Homeland Security Grant Division (HSGD) to continue the delivery of a cross-discipline, active shooter response training, called the Advanced Threat Integrated Response Course (ATIRC) to the region's Law, Fire and EMS agencies.

**PRIMARY WORK TASKS**

- |   |  |                          |
|---|--|--------------------------|
| 1. Provide active shooter response training to response agencies in the region. | 1. <sup>b</sup> Conduct of 3-4 ATIRC training courses with a maximum of 30 students in each course ..... | 3 courses conducted      |
| 2. Monitor the relevancy and quality of the training.                           | 2. <sup>a</sup> Conduct of post-training survey of the of the participating agencies .....               | Survey completed 05/2018 |
| 3. Pay for the delivery of training services                                    | 3. <sup>a</sup> Reimbursement of training invoices for each course delivered .....                       | 3 invoices paid          |
| 4. Compile and submit required reports to the SAA.                              | 4. <sup>a</sup> Submission of progress reports to the HSGD .....   | 2 reports submitted      |

**PRINCIPLE PERFORMANCE MEASURES** (<sup>a</sup>-PRPC measure, <sup>b</sup>-HSGD measure)

**RESULT**

**IV. REGIONAL EMERGENCY MANAGEMENT SPECIAL INITIATIVES WORK PROGRAM OBJECTIVE:**

To utilize State Homeland Security Program (SHSP) funds provided through the Office of the Governor's Homeland Security Grant Division (HSGD) to support the implementation of various programs and projects designed to enhance preparedness and response capabilities in the Panhandle.

**PRIMARY WORK TASKS**

- |   |  |  |
|---|--|--|
| 1. Maintain the Panhandle Area Regional Information System (PARIS). | 1. <sup>b</sup> Payment of the annual renewals on the 50 PARIS system licenses maintained .....  | 50 licenses renewed IN 03/2018   |
| 2. Provide user training on the PARIS system.                       | 2. <sup>b</sup> Provision of the user instruction of the PARIS system and the conduct of 6 bi-monthly regional tests to exercise user skills .....               | Provided 19 training sessions; 3 regional bi-monthly tests; 2 real world incidents |
| 3. Contract for a regional damage assessment software program.      | 3. <sup>b</sup> Execution of a contract to provide damage assessment technology to each county in the Panhandle .....  | Contract executed in 12/2017   |
| 4. Provide training on the damage assessment software program.      | 4. <sup>a</sup> Provision of training and technical assistance to groups that will be operating each county's damage assessment program .....                    | Training on 11 occasions   |
| 5. Test local damage assessment capabilities.                       | 5. <sup>b</sup> Conduct of facility pre-disaster assessments to identify vulnerabilities for hardening; one assessment run in each county of the Panhandle ..... | 25 facilities assessed   |
| 6. Compile and submit all required reports to the HSGD.             | 6. <sup>b</sup> Submit reports to HSGD .....   | 2 reports submitted  |

**PRINCIPLE PERFORMANCE MEASURES** (<sup>a</sup>-PRPC measure, <sup>b</sup>-HSGD measure)

**RESULT**

**V. LOCAL EMERGENCY OPERATIONS PLANNING WORK PROGRAM OBJECTIVE:**

To utilize FY17 State Homeland Security Funding (SHSP) to assist Panhandle counties which are not receiving federal Emergency Management Performance Grant (EMPG) funding for this purpose, to keep their Emergency Operations Plans (EOPs) current to standards set by the Texas Division of Emergency Management (TDEM).

**PRIMARY WORK TASKS**

1. Coordinate with local planning teams to facilitate update discussions.
2. Confirm TDEM's receipt of the jurisdictional plan update submissions.
3. Ensure that TDEM's Preparedness Planning Assessment rating for each jurisdiction is maintained at or above the intermediate level.
4. Compile and submit required reports to TDEM.

**PRINCIPLE PERFORMANCE MEASURES** (<sup>a</sup>-PRPC measure, <sup>b</sup>-TDEM measure)

1. <sup>a</sup> Conduct of 21 local planning team meetings to discuss and complete plan updates..... 26 meetings conducted
2. <sup>b</sup> Monitor the monthly TDEM profile reports to check the status of the agency's receipt of planning documents being submitted for review ..... 12 reports reviewed
3. <sup>b</sup> Maintain the 21 non-EMPG county-level EOPs and 1 single jurisdiction EOP's at the Intermediate level ..... 22 EOPs Maintained\*
4. <sup>b</sup> Submission of quarterly reports to HSGD ..... 2 reports submitted

**VI. REGIONAL HOMELAND SECURITY PROGRAM FUNDING PRIORITIZATION WORK PROGRAM OBJECTIVE:**

To work through the Panhandle Regional Emergency Management Advisory Committee (PREMAC) to determine how the Panhandle's FY178 allocation of State Homeland Security Program (SHSP) funds will be used to meet the critical goals and objectives of the region's 2018 Texas Homeland Security Strategic Plan (THSSP) Regional Implementation Plan and support the priority Core Capability targets of the Panhandle's 2017 Threat and Hazard Identification & Risk Assessment (THIRA).

**PRIMARY WORK TASKS**

1. Identify list of regional projects on the Elements of Preparedness.
2. Distill the list down to a final prioritized list based on the critical Core Capability Targets.
3. Develop and present a recommended final prioritized project funding list to PRPC Board.
4. Submit a PRPC-Board approved FY18 SHSP project list to the HSGD.
5. Provide FY18 grantees with technical assistance on the use of the HSGD's grant management system – eGrants.
6. Coordinate regional SHSP program with the HSGD.
7. Compile and submit all reports to the HSGD.

**PRINCIPLE PERFORMANCE MEASURES** (<sup>a</sup>-PRPC measure, <sup>b</sup>-HSGD measure)

1. <sup>a</sup> Identification by the PREMAC of a preliminary FY18 SHSP project list..... List identified 11/2017
2. <sup>b</sup> Completion by the PREMAC of a final prioritized FY18 SHSP project list..... List finalized 03/2018
3. <sup>b</sup> Presentation of the PREMAC's FY18 SHSP project recommendations to the PRPC Board ..... Presented on 03/29/2018
4. <sup>b</sup> Submission of the Panhandle's FY18 SHSP project list to the HSGD ..... Submitted on 03/21/2018
5. <sup>b</sup> Provision of assistance to FY18 SHSP grantees on e-Grants system..... Assistance provided on 15 occasions
6. <sup>b</sup> Participate in bi-weekly calls with the HSGD ..... Participated in 100% of calls
7. <sup>b</sup> Submission of reports to the HSGD ..... 2 reports submitted

**VII. REGIONAL HAZARD MITIGATION PLAN UPDATE PROJECT WORK PROGRAM OBJECTIVE:**

To utilize funding provided from the Federal Emergency Management Agency (FEMA) under the Hazard Mitigation Grant Program (HMGP) through the Texas Division of Emergency Management (TDEM) to complete the development of the 5-year hazard mitigation plan updates for the Panhandle region.

**PRIMARY WORK TASKS**

1. Maintain a MAT in each mitigation planning area.
2. Maintain an accounting practice for recording the in-kind contributions made by the MAT(s) members and others.
3. Complete the initial draft of the remaining hazard mitigation plans being updated in the region.
4. Respond to corrections requested by TDEM after review of the initial drafts.
5. Respond to corrections requested by FEMA after the TDEM approved plan drafts have been submitted.
6. Facilitate the local adoption of plan updates.
7. Post 5-year plan updates in appropriate locations for public.
8. Compile and submit all required reports.

**PRINCIPLE PERFORMANCE MEASURES** (\*-PRPC measure, <sup>b</sup>-TDEM measure)

- |   |   |               |
|---|---|---------------|
| 1. <sup>b</sup> Staff the region's MATs .....                                       | 18 MATs supported                           | <b>RESULT</b> |
| 2. <sup>b</sup> Capturing, documenting and reporting the 25% in-kind match .....    | In-kind match from 18 MAT meetings recorded |               |
| 3. <sup>b</sup> Submission of all remaining plan drafts to TDEM .....               | 18 drafts submitted                         |               |
| 4. <sup>b</sup> Submission of corrections as requested by TDEM .....                | 100% revisions submitted                    |               |
| 5. <sup>b</sup> Submission of corrections as requested by FEMA .....                | 100% revisions submitted                    |               |
| 6. <sup>b</sup> Local adoption of the 5-year hazard mitigation plan updates .....   | 14 plans adopted                            |               |
| 7. <sup>b</sup> Publication of the FEMA approved plan updates on PRPC website ..... | 100% plans posted on PRPC website           |               |
| 8. <sup>b</sup> Submission of quarterly reports to TDEM .....                       | 4 reports submitted                         |               |



VIII. **PANHANDLE RESIDENTIAL SAFE ROOM REBATE PROGRAM PHASE 3 WORK PROGRAM OBJECTIVE:**

To utilize funding provided from FEMA under the Hazard Mitigation Grant Program through the TDEM to implement a new phase of the Panhandle Residential Safe Room (SR) Rebate Program.

**PRIMARY WORK TASKS**

1. Update the regional SR guide.
2. Conduct a Phase 3 SR program kick-off.
3. Advertise the PRPC's Phase 3 SR program.
4. Receive and process applications.
5. Ascertain National Environmental Policy Act (NEPA) compliance.
6. Notify residents of rebate awards.
7. Facilitate the timely installation of shelters.
8. Confirm compliance with FEMA-320 standards.
9. Process rebate payment.
10. Issue rebate payment checks.
11. Submit quarterly reports.

**PRINCIPLE PERFORMANCE MEASURES** (<sup>a</sup>-PRPC measure, <sup>b</sup>-TDEM measure)      **RESULT**

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. <sup>b</sup> Revision of SR guide to ensure conformance with TDEM's new Residential SR Rebate Program Handbook</li> <li>2. <sup>b</sup> Issuance of press release announcing Phase 3 SR program</li> <li>3. <sup>b</sup> Publication of public notice and posting of the updated guide on the PRPC website</li> <li>4. <sup>b</sup> Verification of application completeness; recording of each application in the order received</li> <li>5. <sup>b</sup> Confirm rebate homes are not in a flood hazard nor historically vulnerable</li> <li>6. <sup>b</sup> Issuance of award letters to residents selected for rebates</li> <li>7. <sup>b</sup> Corresponding routinely with rebate recipients to maintain focus on completing and installation of their shelter</li> <li>8. <sup>b</sup> Verification that rebate shelters have been built and installed per FEMA's residential shelter standards</li> <li>9. <sup>b</sup> Compliance and submission of documents to verify shelters have been installed per FEMA standards for payment by TDEM</li> <li>10. <sup>b</sup> Payment made to each resident due a rebate</li> <li>11. <sup>b</sup> Submission of quarterly reports to TDEM</li> </ol> | <p>Guide updated 09/2017</p> <p>Release issued 04/2018</p> <p>Notice issued 04/2018</p> <p>Received 155 applications</p> <p>34 confirmed; 155 verified</p> <p>74 letters issued</p> <p>Communication daily by phone, mail &amp; e-mail</p> <p>39 verified</p> <p>39 invoices submitted</p> <p>0 payments *</p> <p>4 reports submitted</p> |
|--|---|

\*At this time, no reimbursement funds have been received from TDEM.

**REGIONAL SERVICES PROGRAM GOAL STATEMENT:**

The goal of the Regional Services Program is to provide a variety of planning, coordination, training, technical assistance, grant development/review and other services in response to the needs of Panhandle local governments.

**I. REGIONAL PLANNING AND ASSISTANCE ACTIVITIES WORK PROGRAM OBJECTIVE:**

To provide support necessary to encourage intergovernmental planning and cooperation and to deliver of training/education, technical assistance and coordination services to area local governments and state agencies.

**PRIMARY WORK TASKS**

1. Promote intergovernmental planning and coordination with member governments, nonmember governments and relevant state agencies.
2. Provide assistance to local governments.
3. Facilitate the work of the Texas Panhandle Inspectors Association.
4. Facilitate the activities of the Texas Municipal League – Region 2.
5. Assist State Agencies in planning, implementing and coordinating state programs at the regional level.

**PRINCIPLE PERFORMANCE MEASURES (\*-PRPC measure)**

1. <sup>a</sup> Regular interaction with 88 area local governments and a variety of relevant state agencies; conduct 12 workshops ..... Interactions with 88 local governments; 22 workshops conducted
2. <sup>a</sup> Provide grant writing assistance to local governments as requested ..... 38 grant applications prepared
3. <sup>a</sup> Conduct quarterly meetings of the Texas Panhandle Inspectors Association ..... 4 meetings conducted
4. <sup>a</sup> Coordination of 3 meetings of the Texas Municipal League ..... 3 meetings coordinated
5. <sup>a</sup> Coordination with State Agencies in the delivery of state Programs at the regional level as necessary ..... 4 trips to Austin; Numerous hours of phone calls

**RESULT**

**II. POTTER COUNTY LAW ENFORCEMENT CENTER PROJECT MANAGEMENT WORK PROGRAM OBJECTIVE:**

To administratively assist in facilitating the successful and cost-effective completion of a project, funded solely by Potter County, to construct a new County Law Enforcement Center, to better serve the public safety needs of the County's residents.

**PRIMARY WORK TASKS**

1. Provide staff support for and participate in monthly meetings of the County's project advisory committee.
2. Participate in monthly meetings with the County, the project architect and general contractor.
3. Serve as liaison between the committee and Commissioner's Court.
4. Assist with financial administration of project.
5. Facilitate the acceptance of change orders and project modifications.
6. Maintenance of project records
7. Assist with the project close-out.

**PRINCIPLE PERFORMANCE MEASURES (\*-PRPC measure)**

1. <sup>a</sup> Participation of 6-7 agendas and attendance at those meetings ..... 6 agendas prepared; 6 meetings attended
2. <sup>a</sup> Participation in 6-7 progress meetings ..... 7 meetings attended
3. <sup>a</sup> Serve as liaison for the purpose of presenting projects updates to the Commissioner's Court ..... 5 presentations made
4. <sup>a</sup> Processing of 6-7 monthly general contractor pay applications and tracking of project costs, payments and retainage ..... 12 invoice paid
5. <sup>a</sup> Securing all-party acceptance of project changes and distributing to all contracting parties ..... 9 change orders executed
6. <sup>a</sup> Archiving all documents processed by the PRPC during the project ..... All documents archived
7. <sup>a</sup> Facilitation of County's final acceptance of the project ..... Project to be competed 07/2018

**RESULT**

**III. PRPC-OWNED PANCOM TOWER SITE OPERATIONS WORK PROGRAM OBJECTIVE:**

To maintain the PANCOM towers, titled in the name of the PRPC, ensuring that the sites are kept in good working order and being properly managed for the benefit of the entire PANCOM system.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> <sup>(a-PRPC measure)</sup>	<u>RESULT</u>
1. Maintain agreements with tenants leasing space on the PRPC-titled PANCOM tower sites.	1. <sup>a</sup> Ensuring a valid lease agreement is in place with each tenant on a PRPC-titled, PANCOM tower lease .....	6 leases managed
2. Manage the PRPC-titled PANCOM tower site lease agreements.	2. <sup>a</sup> Receiving lease payments from each PANCOM tower lessee.....	Payments received from 6 lessees
3. Maintain proper utilities at each PRPC-titled PANCOM tower site.	3. <sup>a</sup> Payment of monthly utilities at sites .....	monthly payments on 7 PANCOM-owned Towers made
4. Ensure the tower sites are operated in accordance with the rules set by the agencies that govern the operations of radio communications towers (e.g., FCC, FAA).	4. <sup>a</sup> Adherence with the state and federal rules that apply to the operation of radio communications towers .....	100% of regulations maintained
5. Maintain communications with the tenants leasing space on a PANCOM tower site.	5. <sup>a</sup> Maintenance of point of contact information for each PANCOM tower site lessee.....	100% of contact information updated
6. Keep the PRPC-titled PANCOM tower sites insured.	6. <sup>a</sup> Payment of appropriate insurance premiums on tower sites.....	100% premiums paid
7. Account for all revenues generated off the leases on the PRPC-titled PANCOM tower sites; applying them to the maintenance of the site or to the general benefit of the entire PANCOM system.	7. <sup>a</sup> Recording lease payments; payment of tower site operational costs .....	6 tower leases fully paid
8. Submit reports as required.	8. <sup>a</sup> Submit reports and documents if required.....	No reports were required in FY18

**REGIONAL SOLID WASTE MANAGEMENT PROGRAM GOAL STATEMENT:**

The goal of the Solid Waste Management Program is to support the development, funding and implementation of local/regional projects designed to achieve the goals and objectives of the Panhandle Regional Solid Waste Management Plan.

**I. REGIONAL SOLID WASTE MANAGEMENT COORDINATION WORK PROGRAM OBJECTIVE:**

To provide staff support to facilitate the fair and orderly distribution of Texas Commission on Environmental Quality (TCEQ) solid waste grant funds, coordinate local/regional solid waste planning efforts to improve the region's solid waste management system(s), and to maintain and make publicly accessible, the region's Closed Landfill Inventory (CLI).

**PRIMARY WORK TASKS**

1. Serve as staff support to the Panhandle Regional Solid Waste Management Advisory Committee (RSWMAC).
2. Assist applicants with the development of their FY18 solid waste program grant applications.
3. Facilitate the review of Municipal Solid Waste permit applications and registrations.
4. Coordinate the pick-up of recyclable materials from jurisdictions participating in the Panhandle Environmental Partnership (PEP).
5. Ensure proper payment for recyclable materials sold by PEP members is received.
6. Promote recycling throughout the region.
7. Maintain a current inventory of all equipment funded under the SW Grant Program.
8. Maintain the accuracy of the Panhandle's CLI.
9. Compile and submit reports to the TCEQ.

**PRINCIPLE PERFORMANCE MEASURES** (\*-PRPC measure, <sup>a</sup>-TCEQ measure, <sup>b</sup>-TCEQ measure)

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. <sup>a</sup> Coordination and staffing of a minimum of 2 RSWMAC Meetings.....</li> <li>2. <sup>a</sup> Proper preparation of the applications to be reviewed and prioritized by the RSWMAC under the FY18 competition .....</li> <li>3. <sup>b</sup> Submission to TCEQ of a RSWMAC-developed comment on each permit application/registration received in accordance with the regional solid waste management plan.....</li> <li>4. <sup>b</sup> Arrange for the shipment of recyclable materials from PEP locations .....</li> <li>5. <sup>b</sup> Process payments to PEP jurisdictions.....</li> <li>6. <sup>b</sup> Issue monthly newsletters to PEP members and conduct the FY17 Annual PEP Regional Recycling Award program.....</li> <li>7. <sup>b</sup> Submission of an Equipment Inventory Report to TCEQ.....</li> <li>8. <sup>b</sup> Updating of the CLI with newly acquired information as appropriate.....</li> <li>9. <sup>b</sup> Submission of semi-annual progress reports.....</li> </ol> | <p><b><u>RESULT</u></b></p> <p>2 meetings conducted</p> <p>13 applications prepared</p> <p>1 comment submitted</p> <p>105 loads coordinated</p> <p>\$165,218 in payments processed</p> <p>12 newsletters issued</p> <p>1 inventory update</p> <p>maintained CLI</p> <p>2 reports submitted</p> |
|---|--|

**II. REGIONAL SOLID WASTE MANAGEMENT PLAN IMPLEMENTATION WORK PROGRAM OBJECTIVE:**

To provide resources necessary to carry out a variety of TCEQ-funded solid waste reduction and management programs and projects under contracts with local entities.

**PRIMARY WORK TASKS**

1. Contract with the FY18 Solid Waste Grants program grantees.
2. Facilitate the purchase of equipment and/or services needed for project implementation.
3. Support local/regional FY18 project-related public awareness and education activities.
4. Manage and make appropriate amendments to the FY18 implementation project contracts.
5. Maintain an inventory of the equipment and vehicles purchase in whole or part with FY18 grant funds.
6. Assist FY18 project grantees in meeting their contractual program reporting requirements.
7. Compile and submit all required reports to the TCEQ.

**PRINCIPLE PERFORMANCE MEASURES** (<sup>a</sup>-PRPC measure, <sup>b</sup>-TCEQ measure)

**RESULT**

- |    |   |   |
|----|---|---|
| 1. | <sup>b</sup> Execution of approximately 7 FY18 Solid Waste Grants Program Implementation Project Contracts.....   | 9 contracts executed                          |
| 2. | <sup>a</sup> Procurement of bids and quotes on contract-approved equipment/services for FY18 grantees .....   | Assistance to 9 grantees                      |
| 3. | <sup>a</sup> Supply the media with periodic updates on the productivity of the FY18 Solid Waste Grants Program Implementation Projects .....              | 1 media update                                |
| 4. | <sup>b</sup> Provision of staff assistance to facilitate the grant reimbursement process and contract amendment process .....                             | 8 grantees assisted; 1 deferred their project |
| 5. | <sup>b</sup> Inclusion of the equipment purchased under the FY18 Solid Waste Grants Program to the Regional Solid Waste Program Equipment Inventory ..... | 100% inventory items added                    |
| 6. | <sup>b</sup> Prompt and assist FY18 Solid Waste Program grantees to ensure compliance with their contractual reporting obligations .....                  | Assistance to 8 grantees                      |
| 7. | <sup>b</sup> Inclusion of the FY18 Implementation Projects information on the semi-annual reports submitted to TCEQ.....                                  | Included on the 2 reports submitted           |

**REGIONAL TRANSPORTATION PLANNING PROGRAM GOAL STATEMENT:**

The goal of the Regional Transportation Planning Program is to develop plans to address the public transportation needs of the area served by the Panhandle Regional Organization to Maximize Public Transportation (PROMPT) on an ongoing basis.

**I. REGIONAL PUBLIC TRANSPORTATION PLANNING WORK PROGRAM OBJECTIVE:**

To provide planning and coordination services in the region that will provide increased capacity of transportation, generate efficiencies in operations, enhance customer satisfaction and encourage cooperation and coordination of transportation providers.

**PRIMARY WORK TASKS**

1. Provide direct support to the Panhandle Regional Organization to Maximize Public Transportation (PROMPT) by facilitating input and coordination between TXDOT, consultants and interested parties.
2. Provide communication between PROMPT and Panhandle cities, counties and health and human service providers.
3. Seek and develop management position to continue coordination efforts in the region.
4. Manage Rural Planning Organizations in the region.
5. Develop comprehensive phone application for use by the general public to access information on public transportation in the region.
6. Develop a public awareness campaign to inform Panhandle residents of public transportation options in the region.

**PRINCIPLE PERFORMANCE MEASURES** <sup>(<sup>a</sup>-PRPC measure - <sup>b</sup> TXDOT)</sup>

**RESULT**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. <sup>a</sup> Coordination and staffing of four PROMPT meetings .....</li> <li>2. <sup>a</sup> Maintain and update the PROMPT website and provide notice to each Panhandle city and county of the PROMPT meetings .....</li> <li>3. <sup>a</sup> Research, seek and apply for funding opportunities that would fund the creation of a transit-coordination/mobility management position in the region .....</li> <li>4. <sup>a</sup> Conduct at least 4 Rural Planning Organization meetings.....</li> <li>5. <sup>a</sup> Secure contractual services for and develop one phone Application for public transportation purposes .....</li> <li>6. <sup>a</sup> Secure contractual services for and develop area public awareness campaign for public transportation purposes.....</li> </ol> | <ol style="list-style-type: none"> <li>9 meetings conducted</li> <li>Website maintained; 4 updates complete</li> <li>2 opportunities sought</li> <li>6 meetings held</li> <li>1 contract awarded</li> <li>1 contract awarded</li> </ol> |
|---|---|

**II. RURAL TRANSPORTATION PLANNING ORGANIZATIONS WORK PROGRAM OBJECTIVE:**

To provide ongoing administrative support necessary to facilitate the collaboration of area local governments with the Region's Texas Department of Transportation (TXDOT) District Offices through the state recognized mechanism of Rural Planning Organizations.

**PRIMARY WORK TASKS**

1. Serve as staff support to the Rolling Plains Organization for Rural Transportation (RPORT).
2. Serve as staff support to the Panhandle Rural Planning Organization (PRPO).
3. Provide coordination between the region's Rural Planning Organizations (RPO) and their respective TXDOT District offices.
4. Serve as the primary point of contact between the RPO's and appropriate state agencies.
5. Serve as the fiduciary agent for the RPO's as funds potentially come available
6. Prepare and post agendas for each RPO in accordance with the Texas Open Meetings Act.
7. Monitor and report on state developments relating to RPO's.

**PRINCIPLE PERFORMANCE MEASURES** <sup>(<sup>a</sup>-PRPC measure - <sup>b</sup> TXDOT)</sup>

**RESULT**

1. <sup>a</sup> Coordination and staffing of 2 RPORT meetings annually ..... 1 meeting conducted\*
2. <sup>a</sup> Coordination and staffing of 2 PRPO meetings annually ..... 2 meetings completed
3. <sup>a</sup> Execution of 6 coordination calls with District TXDOT offices ..... 6 calls completed
4. <sup>a</sup> Attendance or teleconference with Austin TXDOT once annually ..... 2 occasions
5. <sup>a</sup> Establishment and maintenance of the accounting controls needed to manage funds associated with RPO activities ..... Controls established
6. <sup>a</sup> Posting of RPO meetings in the region ..... 3 meetings posted
7. <sup>b</sup> Provide state updates to RPO's as appropriate ..... 3 updates provided

\*Only 1 meeting was necessary

**REGIONAL WATER PLANNING PROGRAM GOAL STATEMENT:**

The goal of the Regional Water Planning Program is to develop a long-range plan to address the water needs of the 21 area counties within the Panhandle Water Planning Area and to coordinate those efforts with the regional water planning processes effecting the remaining 5 Panhandle counties.

**I. REGIONAL WATER PLANNING ADMINISTRATION AND COORDINATION WORK PROGRAM OBJECTIVE:**

To provide the administrative support necessary to facilitate the Regional Water Plan development responsibilities of the Panhandle Water Planning Group (PWPG) and to oversee the daily management and fiscal activities associated with that planning process.

**PRIMARY WORK TASKS**

1. Serve as staff support to the PWPG and coordinate the development of the 2016 Regional Water Plan.
2. Conduct public information activities and serve as the point of contact for media news releases related to water planning.
3. Serve as the primary point of contact between the PWPG, the contractors, and the Texas Water Development Board (TWDB).
4. Serve as fiduciary agent for the PWPG; submit the required reports to the TWDB and PWPG.
5. Provide oversight of the oversight and coordination of contracts awarded from TWDB.

**PRINCIPLE PERFORMANCE MEASURES (\*-PRPC measure)**

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. <sup>a</sup> Coordination and staffing of approximately 4 PWPG and PWPG sub-committee meetings .....</li> <li>2. <sup>a</sup> Maintain and update website at least four times and respond to any media request for information website updates .....</li> <li>3. <sup>a</sup> Distribution and coordination of planning related reports and information among contractors, TWDB and the PWPG.....</li> <li>4. <sup>a</sup> Establishment and maintenance of accounting controls; submission of quarterly reports to TWDB and the PWPG .....</li> <li>5. <sup>a</sup> Coordinate and facilitate the activities of the contractors to maintain performance toward the completion of water related contracts administered by PRPC with at least 24 instances .....</li> </ol> | <ol style="list-style-type: none"> <li>3 meetings conducted</li> <li>4 website updates</li> <li>3 reports shared</li> <li>4 reports submitted</li> <li>30 calls/emails</li> </ol> |
|--|---|



**II. GROUNDWATER MANAGEMENT AREA #1 (GMA #1) WORK PROGRAM OBJECTIVE:**

To provide the administrative support necessary to facilitate the Groundwater Management Area #1's (GMA#1) establishment of Desired Future Conditions in the major aquifers in the GMA#1 planning area. Additionally, to provide the daily management, fiscal activities, and record keeping duties necessary for GMA#1 to meet all legislative requirements laid out in Texas Administrative Code Chapter 356 and Texas Water Code Chapter 36.

**PRIMARY WORK TASKS**

1. Develop and distribute administratively complete agendas for public meetings and public hearings as directed by GMA#1 membership.
2. Conduct public information activities and serve as the point of contact for media news releases relating to the GMA process.
3. Serve as primary point of contact between the GMA#1 and the Texas Water Development Board (TWDB).
4. Prepare all Desired Future Conditions requests to be submitted to TWDB subject to member review.
5. Develop and maintain comprehensive and complete files of all meeting records, minutes, and postings as required by law.
6. Issue quarterly billing to the four groundwater conservation districts comprising the GMA#1.

**PRINCIPLE PERFORMANCE MEASURES (P-PRPC measure)**

1. <sup>a</sup> Documented certified receipt of at least one agenda packet annually with additional agendas issued as determined by GMA #1.....2 meetings conducted
2. <sup>a</sup> Include GMA #1 information on the website of the PWPG and respond to 100% of media inquiries .....2 website updates; 100% media inquiries handled
3. <sup>a</sup> Distribution and coordination of planning related reports and information among groundwater conservation districts, TWDB, PWPG and GMA #1 with at least 4 pieces of formal Correspondence issued..... Issued 4 pieces of correspondence
4. <sup>a</sup> Submission of complete Desired Future Conditions (DFC) packets according to TWDB document and Texas Administrative Code Chapter 31 - Section 356.34 as requested..... None requested
5. <sup>a</sup> Maintain posting, record and minute filing system to meet TWDB guidelines and all applicable open meetings regulations ..... 2 sets of minutes recorded
6. <sup>a</sup> Receipt of payment from each GMA #1 district annually .....4 payments received

**RESULT**

**III. 2021 REGIONAL WATER PLAN DEVELOPMENT WORK PROGRAM OBJECTIVE:**

To provide services directly necessary in the development of the 2021 Regional Water Plan for the Panhandle Water Planning Area.

**PRIMARY WORK TASKS**

1. Execute tasks delineated in 2021 Plan.
2. Procure and coordinate contractors and subcontractors.
3. Provide direct support to the PWPG by working with PWPG, TWDB, consultants and other parties.
4. Coordinate and conduct required public hearings and meetings.
5. Conduct public information activities.
6. Provide communication between PWPG and area cities and counties.
7. Represent PWPG as requested.

**PRINCIPLE PERFORMANCE MEASURES (P-PRPC measure)**

1. <sup>a</sup> Successful progress on each of 12 tasks .....3 meetings; tasks completed as appropriate
2. <sup>a</sup> Establish lines of communication between all parties.....25 direct contacts
3. <sup>a</sup> Successful completion of public hearings or meetings .....3 conducted
4. <sup>a</sup> Conduct at least 6 public information activities.....6 activities conducted
5. <sup>a</sup> Update to PWPG website at least 6 times annually.....4 updates to website\*
6. <sup>a</sup> Respond to at least 6 requests and inquiries annually for information regarding PWPG throughout plan development..... Responded to 10 requests
7. <sup>a</sup> Development of Round V Water Plan as identified in planning contract schedule..... Tasks completed on schedule

**RESULT**

\*Only 4 updates were necessary.

**WORKFORCE DEVELOPMENT PROGRAM GOAL STATEMENT:**

The goal of the Workforce Development Program is to support the Panhandle Workforce Development Board in developing and implementing a region-wide employment and training system that yields the competent, skilled labor force needed for economic prosperity.

**I. SUPPLEMENTAL NUTRITIONAL ASSISTANCE WORK PROGRAM OBJECTIVE:**

To provide administrative support necessary to ensure that eligible supplemental nutritional assistance recipients receive training services and support to help them improve their basic and occupational skills, enter employment and become self-sufficient.

**PRIMARY WORK TASKS**

1. Prepare the FY18 plan and budget.
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.
3. Ensure that Contractor conducts outreach to 100% of the clients who receive benefits.
4. Ensure the Contractor gives priority of service to the client population.
5. Oversight of the delivery of services the by procured Service Delivery Contractor.
6. Monitor and evaluate performance of contractor with regard to the provision of SNAP services.

**PRINCIPLE PERFORMANCE MEASURES** (-PRPC MEASURE, °-TWC MEASURE)

1. <sup>b</sup> Submission of FY18 integrated plan and budget..... Submitted 08/2018
2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings..... 8 meetings conducted
3. <sup>b</sup> Review monthly outreach reports, resolution of related compliance issues through technical assistance and provision of training ..... 12 reports reviewed
4. <sup>b</sup> Issuance of local program policies and procedures..... 6 policies issued
5. <sup>b</sup> Ensure the TWC's required monthly performance of "outreach within 10 days" is met..... 100% outreach within 10 days
6. <sup>b</sup> Conduct a minimum of 4 monitoring reviews of all SNAP services including resolution of related compliance issues..... 4 reviews completed

**RESULT**

**II. CHILD CARE WORK PROGRAM OBJECTIVE:**

To provide administrative support necessary to ensure the provision of childcare to eligible families, to promote children's healthy development and safety, improve the quality of child care and provide support for parents who are working or in training or education.

**PRIMARY WORK TASKS**

1. Prepare the FY18 plan and budget.
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.
3. Conduct child care provider claims processing for disbursement.
4. Develop local program policies and procedures.
5. Oversight of the delivery of child care services.
6. Ensure compliance with client eligibility for services requirements.
7. Secure agreements for the purpose of obtaining additional federal funds for additional child care services through a "local match" process.

**PRINCIPLE PERFORMANCE MEASURES** (-PRPC MEASURE, °-TWC MEASURE)

1. <sup>b</sup> Submission of FY18 plan and budget..... Submitted 08/2018
2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings ..... 8 meetings conducted
3. <sup>b</sup> Submit approved child care reports through the State's data collection system biweekly ..... 26 reports submitted
4. <sup>b</sup> Issuance of local program policies and procedures ..... 7 policies issued
5. <sup>b</sup> Review and analyze TWC's monthly performance and expenditure reports and take appropriate action related to the "number of children serviced" per day..... 12 reports reviewed and analyzed and action taken where necessary
6. <sup>b</sup> Conduct a minimum 4 monitoring reviews of active child care cases files during the month ..... 4 reviews completed
7. <sup>b</sup> Meet the TWC's minimum local match requirement of \$690,910 for the Panhandle in order to receive the funds..... \$690,910 match secured

**RESULT**

**III. TEMPORARY ASSISTANCE TO NEEDY FAMILIES – CHOICES NON-CUSTODIAL PARENT WORK PROGRAM OBJECTIVE:**

To provide administrative support necessary to ensure that non-custodial parents who have an open Office of the Attorney General (OAG) case; and have been court-ordered to enroll in the NCP workforce program, receive services and support to help them improve their basic and occupational skills, enter and retain employment, become self-sufficient, and fulfill their child support responsibilities.

**PRIMARY WORK TASKS**

1. Prepare the FY18 plan and budget.
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.
3. Participate in monthly NCP meetings with the OAG and service delivery contractor staff.
4. Compile and submit all required reports to funding sources.
5. Develop program policies and procedures.
6. Monitor and evaluate performance of contractor.

**PRINCIPLE PERFORMANCE MEASURES (←-PRPC MEASURE, →-TWC MEASURE)**

**RESULTS**

1. <sup>b</sup> Submission of FY18 plan and budget..... Submitted 08/2018
2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings ..... 8 meetings conducted
3. <sup>b</sup> Attend 12 monthly meetings with OAG and Service Delivery Contractor staff ..... 12 meetings attended
4. <sup>b</sup> Submission of 12 monthly progress reports ..... 12 reports submitted
5. <sup>b</sup> Issuance of local program policies and procedures ..... 5 policies issued
6. <sup>b</sup> Conduct a minimum of 4 monitoring reviews of all services including resolution of related compliance issues through technical assistance and provision of staff training as needed ..... 4 reviews completed

**IV. TEMPORARY ASSISTANCE TO NEEDY FAMILIES - CHOICES WORK PROGRAM OBJECTIVE:**

To provide administrative support necessary to ensure that eligible temporary assistance to needy families (TANF) applicants and recipients receive training services and support to help them improve their basic and occupational skills, enter employment and become self-sufficient.

**PRIMARY WORK TASKS**

1. Prepare the FY18 plan and budget.
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.
3. Develop program policies and procedures.
4. Oversight of the delivery of Temporary Assistance to Needy Families (TANF)/CHOICES program services by the procured service delivery contractor
5. Monitor and evaluate performance of contractor with regard to the provision of TANF/CHOICES services as required by the funding agency.

**PRINCIPLE PERFORMANCE MEASURES (←-PRPC MEASURE, →-TWC MEASURE)**

**RESULTS**

1. <sup>b</sup> Submission of FY18 plan and budget..... Submitted 08/2018
2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings ..... 8 meetings conducted
3. <sup>b</sup> Issuance of local program policies and procedures ..... 6 policies issued
4. <sup>b</sup> Ensure the TWC's required performance measures of "CHOICES Full Work Rate – All Family Total" is met..... performance measure met
5. <sup>b</sup> Conduct a minimum of 4 monitoring reviews of all TANF/CHOICES services including resolution of related compliance issues through technical assistance and provision of staff training as needed..... 4 reviews completed

**V. VETERANS EMPLOYMENT SERVICES WORK PROGRAM OBJECTIVE:**

To provide for the co-location of Texas Veterans Commission (TVC) employees serving veterans at the Amarillo workforce center.

**PRIMARY WORK TASKS**

1. Arrange for office space and related services for TVC employees at area workforce centers and prorate associated costs.
2. Compile and submit all required reports.
3. Promote and support the integration of workforce services provided to veterans.

**PRINCIPLE PERFORMANCE MEASURES (A-PRPC MEASURE, B-TWC MEASURE) RESULT**

1. <sup>b</sup> Co-location of 2 TVC employees at area workforce centers .....2 employees co-located
2. <sup>b</sup> Submission of Budget Worksheet and Final Expenditure Report as requested by Texas Veterans Commission .....2 reports submitted
3. <sup>b</sup> Assist in the development of 4 quarterly Program Manager reports ..No state action requested

**VI. WAGNER-PEYSER EMPLOYMENT SERVICES WORK PROGRAM OBJECTIVE:**

To provide for the co-location of Texas Workforce Commission (TWC) employees providing labor-exchange services to employers and job seekers at area's workforce centers and to fund additional TWC initiatives.

**PRIMARY WORK TASKS**

1. Arrange for office space and related services for state employees at area workforce centers and prorate associated costs.
2. Promote and support the integration of workforce service providers to employers & job seekers
3. Participate in community coordination efforts.
4. Participate in community coordination efforts to expose youth to career pathways and education/training opportunities available in the Panhandle area.
5. Participate in community coordination efforts to promote the hiring of veterans.

**PRINCIPLE PERFORMANCE MEASURES(A-PRPC MEASURE, B-TWC MEASURE) RESULT**

1. <sup>b</sup> Negotiation and execution of a contract and oversight of its implementation to co-locate staff at the area's workforce centers ..... 8 employees co-located
2. <sup>b</sup> Ensure the TWC's two "Reemployment and Employer Engagement" performance measures are met ..... 2 measures met
3. <sup>b</sup> Co-sponsor a minimum of 2 job fairs ..... 9 job fairs co-sponsored
4. <sup>b</sup> Host or enhance at least one youth career fair in the Panhandle ..... 1 youth career fairs hosted
5. <sup>b</sup> Host an annual local Red, White and You veteran job fair ..... 1 veteran job fair hosted

**VII. WORKFORCE INNOVATION AND OPPORTUNITY ACT – ADULT WORK PROGRAM OBJECTIVE:**

To provide administrative support necessary to ensure that eligible adults, who meet the priority standards, receive individualized career and training services, including supportive services, in order to prepare them for jobs in high demand occupations throughout the region. The delivery of these services enhances the skills, education, and literacy levels of individual adults which subsequently leads to better employment opportunities, job retention and higher earning potential.

**PRIMARY WORK TASKS**

1. Prepare the FY18 integrated plan and budget.
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board (PWDB) and Panhandle Workforce Consortium's Governing Body.
3. Develop local program policies and procedures.
4. Oversight of the delivery of adult services by the procured service delivery contractor.
5. Confirm that the subcontractor adheres to all federal, state and local regulations, policies, and directives.

**PRINCIPLE PERFORMANCE MEASURES** (<sup>1</sup>-PRPC MEASURE, <sup>2</sup>-TWC MEASURE)

1. <sup>b</sup> Submission of FY18 plan and budget..... Submitted 08/2018
2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings..... 8 meetings conducted
3. <sup>b</sup> Issuance of local program policies and procedures..... 8 policies issued
4. <sup>b</sup> Review and analyze TWC's monthly performance reports and take appropriate actions related to the four adult and three all participant WIOA outcome measures ..... 12 reports reviewed/analyzed; action taken where necessary
5. <sup>b</sup> Conduct at a minimum 4 monitoring reviews of all activities including resolution of related compliance issues through technical assistance and provision of staff training as needed ..... 4 reviews completed

**VIII. WORKFORCE INNOVATION AND OPPORTUNITY ACT -- DISLOCATED WORKER WORK PROGRAM OBJECTIVE:**

To provide administrative support necessary to ensure that eligible dislocated workers, who have become unemployed through "no-fault of their own," receive services and support to help them improve their basic and occupational skills, enter and retain employment and become self-sufficient.

**PRIMARY WORK TASKS**

1. Prepare the FY18 plan and budget.
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.
3. Develop local program policies and procedures.
4. Oversight of the delivery of dislocated worker services by the procured service delivery contractor.
5. Provide oversight in planning and delivery of WIOA "Rapid Response" services.
6. Confirm that the subcontractor adheres to all federal, state and local regulations, policies and directives.

**PRINCIPLE PERFORMANCE MEASURES** (<sup>1</sup>-PRPC measure, <sup>2</sup>-TWC measure)

1. <sup>b</sup> Submission of FY18 plan and budget..... Submitted 08/2018
2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings... 8 meetings conducted
3. <sup>b</sup> Issuance of local program policies and procedures..... 8 policies issued
4. <sup>b</sup> Review and analyze TWC's monthly performance reports and take appropriate action related to the four dislocated worker and three all participant WIOA outcome measures..... 12 reports reviewed/analyzed; action taken where necessary
5. <sup>b</sup> Review staff reports of Rapid Response services and activities provided to Rapid Response participants ..... 4 Rapid Response reports reviewed
6. <sup>a</sup> Conduct a minimum of 4 monitoring reviews of all activities including resolution of related compliance issues through technical assistance and provision of staff training as needed ..... 4 reviews conducted

## IX. CHILD CARE QUALITY IMPROVEMENT WORK PROGRAM OBJECTIVE:

To provide administrative support necessary to implement child care quality improvement activities throughout the region. Quality improvement activities may include but are not limited to providing mentoring services to directors of child care facilities, providing consumer information to parents regarding the selection of quality child care, providing parenting education information, professional development for child care providers, directors, and employees, and providing educational materials for children served by child care providers.

### PRIMARY WORK TASKS

1. Compile and submit all required reports to funding agency.
2. Develop local program policies and procedures.
3. Ensure the subcontractor confers priority with regard to quality child care initiatives benefiting child care facilities that working toward Texas Rising Star (TRS) Certification or are existing TRS providers working toward a higher star level.
4. Monitor and evaluate performance of the contractor.
5. Confirm that the subcontractor adheres to all federal, state and local regulations.

### PRINCIPLE PERFORMANCE MEASURES (<sup>1</sup>-PRPC measure, <sup>2</sup>-TWC measure)

1. <sup>b</sup> Submission of quarterly progress reports and other reports as requested by funding agency ..... 4 reports submitted
2. <sup>b</sup> Issuance of local program policies and procedures ..... 1 policy issued
3. <sup>b</sup> Conduct quarterly reviews of grant expenditures and child care quality activities facilitated by the subcontractor to certify that priority service is given to the facilities ..... 4 reviews conducted
4. <sup>b</sup> Review of financial and program reports submitted to PRPC workforce development staff on a quarterly basis ..... 4 reviews conducted
5. <sup>a</sup> Conduct quarterly monitoring reviews of all quality Child Care activities including resolution of related compliance Issues through technical assistance and provision of training .... 4 reviews conducted

### RESULT

## X. WORKFORCE INNOVATION AND OPPORTUNITY ACT – YOUTH WORK PROGRAM OBJECTIVE:

To provide administrative support necessary to ensure that eligible youth and young adults, ages 14-24, who face barriers to employment, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations.

### PRIMARY WORK TASKS

1. Prepare the FY18 integrated plan and budget.
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.
3. Develop local program policies and procedures.
4. Oversight of the delivery of youth services by the procured service delivery contractor.
5. Confirm that the subcontractor adheres to all federal, state and local regulations.

### PRINCIPLE PERFORMANCE MEASURES (<sup>1</sup>-PRPC measure, <sup>2</sup>-TWC measure)

1. <sup>b</sup> Submission of FY18 integrated plan and budget ..... Submitted 08/2018
2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings ..... 8 meetings conducted
3. <sup>b</sup> Issuance of local program policies and procedures ..... 9 policies issued
4. <sup>b</sup> Review and analyze TWC's monthly performance reports and take appropriate action related to three youth and three participant WIOA outcome measures ..... 12 reports reviewed/analyzed; action taken where necessary
5. <sup>a</sup> Conduct a minimum of 4 monitoring reviews of activities including resolution of related compliance issues through technical assistance and provision of staff training ..... 4 reviews completed

### RESULTS