

**PANHANDLE REGIONAL  
PLANNING COMMISSION  
FY17 PRODUCTIVITY AND PERFORMANCE REPORT**

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

**December 11, 2017**

## FY17 PRODUCTIVITY/PERFORMANCE REPORT

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**PANHANDLE REGIONAL PLANNING COMMISSION  
FY17 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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES<sup>a</sup> – PRPC measure, <sup>b</sup> – HHSC measure)</u>	<u>RESULT</u>
1. Implement the approved FY17-19 Area Plan.	1. <sup>b</sup> Submission of area plan progress report as requested by DADS .....	No report was requested
2. Develop FY17 Area Agency on Aging budget.	2. <sup>b</sup> Submission of FY17 Area Agency on Aging budget.....	Budget submitted 6/2017
3. Analyze and develop performance measures for all services provided by the Area Agency.	3. <sup>b</sup> Submission of performance standards and adherence to within 5% of projects .....	Performance standards submitted to within 5% of projections 11/2017
4. Compile and submit all required reports to funding sources.	4. <sup>b</sup> Completion and submission of 36 agency wide program reports .....	36 reports submitted
5. Develop, negotiate and maintain agreements with service providers.	5. <sup>b</sup> Maintenance of 12 service provision vendor agreements .....	Maintained 16 service vendor agreements
6. Maintain coordination of DADs three front doors to address needs of region.	6. <sup>b</sup> Participation with DADs three front doors as Area Agency on Aging representative of the Aging & Disability Resource Center .....	Subcontracted*
7. Coordinate activities and provide administrative support to the Area Agency on Aging Advisory Council.	7. <sup>a</sup> Conduct 3 Area Agency on Aging Advisory Council meetings .....	Conducted 2 meetings**
8. Provide technical assistance to senior groups and their initiatives.	8. <sup>a</sup> Provision of technical assistance as needed to senior groups .....	Assistance provided to City of Amarillo on 21 <sup>st</sup> Century Senior Services Advisory Council

\*Panhandle AAA contracted with Red River ADRC to provide outreach and Education to our 26-county region. Panhandle AAA participated in 4 conference calls.  
\*\* Only 2 meetings were necessary as there were no time-sensitive items to be Addressed by the Area Agency on Aging Advisory Council on a third occasion.

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (* – PRPC measure; <sup>b</sup> – HHSC measure)	<u>RESULT</u>
1. Educate Panhandle seniors and their caregivers of the public/private benefits available to them.	1. <sup>a</sup> Education of available services to seniors on benefits .....	154 outreach events held
2. Provide client specific legal related advise/counseling and document preparation assistance.	2. <sup>b</sup> Provision of legal-related assistance to 450 seniors .....	Legal assistance provided to 736 seniors
3. Recruit and provide Benefits Counselor Level I certification training to volunteers.	3. <sup>b</sup> Recruitment, certification and retention of two volunteers .....	3 volunteers certified and 2 retained
4. Provide education to Medicare Beneficiaries on Part D options prior and during open enrollment.	4. <sup>a</sup> Provision of 6 outreach sessions .....	Provided 14sessions
5. Provide Medicare Fraud and Abuse education.	5. <sup>a</sup> Provision of 10 Medicare Fraud/Abuse outreach sessions .....	Provided 123 sessions*
	*Staff started including these topics in ALL presentations regarding Medicare.	

**III. CAREGIVER SUPPORT WORK PROGRAM OBJECTIVE:**

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (* – PRPC measure; <sup>b</sup> – HHSC measure)	<u>RESULT</u>
1. Develop Caregiver Newsletter.	1. <sup>a</sup> Distribute monthly newsletter .....	12 newsletters distributed
2. Compile resources to assist the role of caregivers.	2. <sup>a</sup> Maintain 5 caregiver libraries .....	5 libraries maintained
3. Develop, negotiate and maintain vendor agreements for respite care.	3. <sup>b</sup> Maintain 3 service provider contracts .....	5 contracts maintained
4. Provide respite care services to caregivers.	4. <sup>b</sup> Provision of 6,000 hours of respite care .....	8,227 respite care hours provided
5. Coordinate Caregiver Support Groups.	5. <sup>b</sup> Provision of monthly Support Group Meetings .....	12 meetings conducted
6. Provide individual in-depth counseling to caregivers.	6. <sup>b</sup> Provision of counseling to 65 caregivers .....	78 caregivers counseled
7. Coordinate annual education and training during National Caregiver Month in November.	7. <sup>b</sup> Provision of regional caregiver seminar .....	Seminar conducted on 11/2016
	*AAA used some of this funding to purchase extra respite hours	

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (* – PRPC measure; <sup>b</sup> – HHSC measure)	<u>RESULT</u>
1. Complete assessment document on clients qualifying for assistance.	1. <sup>b</sup> Completion of 140 full assessments .....	90 assessments completed *
2. Develop individualized care plans and arrange for services as identified.	2. <sup>a</sup> Completion of care plans and arrange for services for 1200 clients .....	Care plans and services arranged for 90 clients*
3. Reassess client needs.	3. <sup>b</sup> Reassessment of client needs every 180 days .....	Needs reassessed every 180 days
4. Administer the provision of in-home assistance services, including homemaker and personal assistance as funding allows.	4. <sup>b</sup> Manage over 3,000 hours of assistance .....	1,048 hours of assistance managed*
5. Develop, negotiate and maintain contracts with service providers.	5. <sup>a</sup> Maintenance of 10 service provision agreements .....	9 agreements maintained**
6. Coordinate minor home repairs and modifications.	6. <sup>b</sup> Provision of assistance to 10 households .....	Residential repair provided to 18 households
	*The need for care coordination has dropped due to the expansion of the PACE program and enrollment in Medicaid Managed care programs. This is also a result of funding decreasing from the federal level.	
	**One contractor did not renew with the Area Agency on Agency.	

**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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (* – PRPC measure, <sup>b</sup> – HHSC measure)	<u>RESULTS</u>
1. Complete initial intake, functional assessment and medication lists of clients needing evidence based services.	1. <sup>b</sup> Conduct 50 intakes .....	276 unduplicated clients
2. Coordinate with Matter of Balance Master Trainers to oversee Matter of Balance classes region-wide.	2. <sup>b</sup> Completion of 10 Matter of Balance classes region-wide .....	24 classes completed

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE</u> ( <sup>a</sup> – PRPC measure, <sup>b</sup> – HHSC measure)	<u>RESULT</u>
1. Provide free access to information and assistance services.	1. <sup>b</sup> Maintenance and staffing of local and toll-free number.....	806-331-2227 and 1-800-642-6008 maintained and staffed
2. Promote staff awareness of senior issues.	2. <sup>a</sup> Provision of monthly staff meetings and review of publication relating to senior issues.....	7 staff meetings conducted
3. Provide one-on-one information, referral and assistance services.	3. <sup>b</sup> Provision of assistance to 4,000 situations .....	Provided assistance to 3,686 situations*
4. Participate in regional access coordination.	4. <sup>a</sup> Attend monthly Senior Ambassador Coalition meeting.....	attended 12 meetings
5. Identify and become familiar with potential senior related programs and resources.	5. <sup>a</sup> Maintenance of senior resources and their eligibility criteria .....	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 elderly residing in Panhandle long-term care facilities.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> – PRPC measure, <sup>b</sup> – HHSC measure)	<u>RESULT</u>
1. Locate volunteers to serve as Ombudsmen for nursing homes and assisted living facilities.	1. <sup>b</sup> Recruitment and training of 2 new volunteers .....	2 volunteers trained and certified
2. Provide initial and re-certification training for volunteers and area agency staff.	2. <sup>b</sup> Provision of biannual training sessions .....	2 sessions conducted
3. Identify and provide assistance to nursing or assisted-living facilities.	3. <sup>b</sup> Conduct formal meetings with staff of new facilities within 30 days of opening .....	Completed, as necessary
4. Assign Ombudsmen to area long-term care facilities.	4. <sup>b</sup> Assignments to all long-term care facilities.....	Ombudsman assigned to all 68 facilities
5. Identify resident problems and issues.	5. <sup>a</sup> Resolution of 60 problems or issues .....	123 problems resolved
6. Coordinate activities with the Long Term Care Protective and Regulatory Division of the Department of Aging and Disability Services.	6. <sup>b</sup> Provision of information as requested from Regulatory Staff.....	Provided, as requested
7. Compile and submit all required reports.	7. <sup>b</sup> Submission of 12 reports.....	12 reports submitted

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

To authorize, as funds allow, resources for seniors throughout the Panhandle area to obtain nutrition, transportation, adult daycare, emergency response, medication management, health maintenance, and income support services through subcontractor agreements with regional providers.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> – PRPC measure, <sup>b</sup> – HHSC measure)	<u>RESULTS</u>
1. Obtain intake, functional and nutritional assessments of clients needing support services.	1. <sup>b</sup> Maintain client files and authorize services to 2,500 regional clients ...	2,889 clients maintained
2. Purchase nutrition services.	2. <sup>b</sup> Purchase of 120,000 congregate and home-delivered meals .....	169,079 meals provided
3. Purchase transportation services.	3. <sup>b</sup> Purchase of 3,200 one-way trips.....	3,100 trips provided *
4. Purchase adult day care services.	4. <sup>b</sup> Purchase of 1,100 half-days of care .....	1,044 days of care provided **
	*The cost of trips increased so less trips were purchased	
	**Facility if moving towards 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 options available in the region.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> – PRPC measure, <sup>b</sup> – HHSC measure)	<u>RESULTS</u>
1. Develop formal relationships with Red River Aging and Disability Resource Center (ADRC).	1. <sup>b</sup> Maintain interlocal agreement with NorTex AAA/Red River Aging and Disability Resource Center .....	Maintained agreement
2. Educate the public regarding long term support service options.	2. <sup>b</sup> Provide a minimum of 10 education presentations.....	Provided 12 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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> <sup>a</sup> – PRPC measure, <sup>b</sup> – CJD measure)	<u>RESULT</u>
1. Notify potential Criminal Justice Division (CJD) applicants of the planning/grant making processes and requirements.	1. <sup>b</sup> Distribution of approximately 500 notices regarding the availability of funding opportunities through the CJD .....	540 notices mailed
2. Provide technical assistance in process to be used in applying for grant funding.	2. <sup>b</sup> Conduct of at least 2 workshops to explain the CJD process(es) to potential applicants in the region .....	Conducted 2 workshops; 5 – 1on1 workshops
3. Serve as staff support to the Regional Criminal Justice Advisory Committee (CJAC).	3. <sup>b</sup> Coordination and staffing of a minimum of 2 CJAC meetings.....	3 meetings conducted
4. Facilitate the development of the annual grant program's operating guidelines.	4. <sup>b</sup> Completion and approval of the CJAC's annual program operating procedures .....	Procedures adopted 10/2016
5. Support the development of a Regional Strategic Plan for prioritizing the region's criminal justice needs.	5. <sup>b</sup> PRPC Board approval of the FY16 Regional Criminal Justice Strategic Plan.....	Plan approved 02/2017
6. Facilitate the CJAC's prioritization of the FY16 CJD grants.	6. <sup>b</sup> Submission of PRPC-board approved CJD grant prioritization forms to CJD .....	Forms submitted 05/2017
7. Participate in trainings and workshops as required by CJD.	7. <sup>b</sup> Attendance at CJD-mandated trainings and/or workshops .....	Attended 3 trainings
8. Compile and submit all required reports to funding sources.	8. <sup>b</sup> Submission of progress reports and quarterly reports.....	16 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 fees 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 - PRPC measure; b - CJD measure)</sup>

**RESULT**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. <sup>b</sup> Approval and acceptance of training services contract.....</li> <li>2. <sup>b</sup> Provision of two basic certification classes and a minimum of 10,000 hours of in-service training .....</li> <li>3. <sup>b</sup> Verification of contract expenditures and enforcement of the contract terms.....</li> <li>4. <sup>a</sup> Evaluation of basic certification classes.....</li> <li>5. <sup>a</sup> Provision of out-of-region training for 3 area peace officers .....</li> <li>6. <sup>a</sup> Award approximately 6 scholarships to the PRLEA's Academy .....</li> <li>7. <sup>a</sup> Maintenance of the regional training web-based bulletin board .....</li> <li>8. <sup>a</sup> Representation at the PRLEA Advisory Committee's meetings .....</li> <li>9. <sup>b</sup> Submission of semi-annual reports .....</li> </ol> | <p>Contract executed 09/2016</p> <p>2 Academies conducted and 14,177 hours of training provided</p> <p>Payment of 13 PRLEA invoices</p> <p>2 academies evaluated</p> <p>No out-of-region training provided*</p> <p>5 scholarships awarded</p> <p>Website updated monthly</p> <p>Attended 3 meetings</p> <p>2 reports submitted</p> |
|--|--|

\* No requests were received; purchased additional in-service training

**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 Interlocal 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 (<sup>a</sup> – PRPC MEASURE; <sup>b</sup> – CJD MEASURE) RESULT**

- |  |                                       |
|--|---------------------------------------|
| 1. <sup>a</sup> Renewal of the annual contact on or about December 15 .....  | Contract renewed<br>12/2016           |
| 2. <sup>a</sup> Maintenance of the PEWS templates on a PRPC-managed portal to be accessed and searched by appropriate agencies ..... | 43 templates<br>maintained            |
| 3. <sup>a</sup> Supplement the templates on the PEWS portal as needed .....  | 1 template added                      |
| 4. <sup>a</sup> Provision of user training with the PEWS system .....  | 3 training sessions                   |
| 5. <sup>a</sup> Invoicing each PEWS participating agency .....   | 8 agencies invoiced<br>every 6 months |
| 6. <sup>a</sup> Ensuring the distribution of the on-call judges rotation to the dispatchers in the participating counties .....      | List distributed                      |
| 7. <sup>a</sup> Promotion of the PEWS system .....   | 5 demonstrations                      |

**IV. REGIONAL VICTIM SERVICES TRAINING AND EDUCATION WORK PROGRAM OBJECTIVE:**

To utilize FY17 STOP Violence Against Women Act (VAWA) funding provided through the Office of the Governor's (OOG) Criminal Justice Division (CJD) to support a program of cross-discipline training to increase awareness of the needs of women victims of sexual abuse and/or domestic violence and to strengthen the working relationships between Panhandle agencies engaged in addressing the problem of women victimization.

**PRIMARY WORK TASKS**

1. Develop an executable contract for Regional Victim Services Training and Education services.
2. Facilitate participation by the region's Victims' Services Agencies at the 2017 International Conference on Sexual Assault, Domestic Violence and Systems Change.
3. Coordinate the delivery of in-region STOP Violence Against Women training.
4. Monitor the relevancy and quality of training.
5. Pay for the delivery of training services.
6. Compile and submit reports to the CJD.

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

- |  |                                      |
|--|--------------------------------------|
| 1. <sup>b</sup> Approval and acceptance by affected parties of a Regional Victim Services Training and Education contract .....                  | Contract approved<br>11/2016         |
| 2. <sup>a</sup> Payment of VAWA funded training and travel expenses on behalf of agencies attending the 2017 Conference .....                    | 8 individuals<br>assisted            |
| 3. <sup>a</sup> Conduct 2-3 regional trainings on issues related to women's violence with law enforcement, the courts and medical services ..... | 5 trainings conducted                |
| 4. <sup>a</sup> Conduct a post-training survey of the participating agencies .....   | 5 surveys conducted                  |
| 5. <sup>a</sup> Reimbursement of training invoices for each course delivered .....   | 5 reimbursements<br>11/2016          |
| 6. <sup>b</sup> Submission of required reports to the CJD .....  | 2 reports submitted;<br>1 assessment |

**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).

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (° – PRPC measure)	<u>RESULT</u>
1. Market DRC services to the legal community and the judiciary.	1. ° Conduct annual visits with 4 referral sources .....	Conducted 4 visits
2. Coordinate scheduling of calendars and mediators for pending cases.	2. ° Provision of mediation services for 205 cases .....	225 cases mediated
3. Provide information and referral services for various types of disputes.	3. ° Assistance to 2,000 Panhandle residents through DRC services .....	2,150 residents served
4. Provide family law update workshop.	4. ° Provision of a family law update workshop as needed .....	1 workshop provided
5. Compile and submit performance reports to the Office of Court Administration.	5. ° Submission of monthly reports .....	12 reports submitted
6. Coordinate continuing education opportunities for mediators.	6. ° Provision of two continuing education workshops as needed .....	1 workshop provided*
7. Support the activities of the DRC Advisory Board.	7. ° Conduct 2 Advisory Board meetings .....	2 meetings conducted
8. Represent DRC to the region.	8. ° Make 3 presentation to regional civic and educational organizations .....	3 presentations made
9. Provide basic and advance mediation training for new mediators.	9. ° Provision of basic and advanced mediation training as needed .....	Not necessary

\* It was only necessary to provide 1 continuing education workshop.

**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.	1. <sup>b</sup> Submission of updated Comprehensive Economic Development Strategy .....	Submitted 06/2017
2. Coordinate activities and provide administrative support to the Economic Development Advisory Committee.	2. <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.	3. <sup>a</sup> Sponsor or participate in 2 workshops on regional economic development issues.....	3 workshops hosted
4. Assist local governments in the development of EDA grant projects.	4. <sup>a</sup> Completion and submission of EDA grant applications for local projects, as requested .....	1 application submitted
5. Assist local governments in developing Texas Capital Fund and other economic development applications.	5. <sup>a</sup> Completion and submission of Texas Capital Fund or other grant applications for local projects, as requested.....	3 applications submitted
6. Participate in and support regional initiatives dedicated to economic development.	6. <sup>a</sup> Participation in the High Ground Program, Panhandle Tourism and Marketing Council, and the Panhandle Area Chamber Executives Association.....	2 meetings attended
7. Compile and submit reports to EDA.	7. <sup>b</sup> Submission of 2 reports to EDA.....	2 reports submitted
8. Promote microloan programs.	8. <sup>b</sup> Submission of 2 microloan proposals .....	2 proposals submitted

**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.	1. <sup>a</sup> Distribution of 1 marketing piece .....	1 piece distributed
2. Package Amarillo MSA Micro-Loan applications.	2. <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.	3. <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.	4. <sup>a</sup> Provision of report to all investment partners .....	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** (\*-PRPC measure)

- | <b><u>PRINCIPLE PERFORMANCE MEASURES</u></b> (*-PRPC measure)  | <b><u>RESULT</u></b>        |
|--|-----------------------------|
| 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..... | 3 loans administered*       |
- \*Loan servicing was only requested by 3 applicants.

**IV. ECONOMIC DEVELOPMENT PROJECT MANAGEMENT WORK PROGRAM OBJECTIVE:**

Pursuant to interlocal agreements, provide project management services for Panhandle local entities receiving state/federal funds to implement local economic development projects.

**PRIMARY WORK TASKS**

1. Manage economic development projects for local governments.
2. Establish and maintain required project files for the projects.
3. Facilitate the request for proposals for engineering services.
4. Facilitate the invitations for bids for the construction activities.
5. Assist in the award of bids on construction activities.
6. Compile and submit all required reports on behalf of the local entities.

**PRINCIPLE PERFORMANCE MEASURES** (\*-PRPC measure – <sup>b</sup>-other measure) **RESULT**

- |   |                      |
|---|----------------------|
| 1. <sup>a</sup> The successful management of 2 local projects .....           | 3 projects managed   |
| 2. <sup>a</sup> Production and preservation of 2 project files.....           | 3 files maintained   |
| 3. <sup>a</sup> Issue request for proposal for engineering services .....     | 3 requests issued    |
| 4. <sup>a</sup> Issue invitation for bid for construction services .....      | 3 invitations issued |
| 5. <sup>a</sup> Inspection of the construction project site on 2 occasions... | 4 inspections        |
| 6. <sup>b</sup> Submission of 4 reports .....                                 | 4 reports submitted  |

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC measure, <sup>b</sup> - TDRA measure)	<u>RESULTS</u>
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.	1. <sup>a</sup> Distribution of requested data to 15 localities seeking TCDP funds .....	20 data requests distributed
2. Facilitate participation among localities in TCDP meetings and hearings, and provide information on TCDP requirements.	2. <sup>a</sup> Distribution by mail of 3 notices regarding TCDP meeting and hearings .....	3 Notices mailed to 63 entities
3. Conduct activities to further fair housing within the region.	3. <sup>b</sup> Approval of fair housing proclamation by PRPC Board of Directors and proclamation in PRPC newsletter .....	Board approval on 1/26/2017
4. Compile and submit all required reports to the Texas Department of Rural Affairs (TDRA).	4. <sup>b</sup> Submission of quarterly progress reports .....	4 reports submitted

## II. CONSULTING MANAGEMENT SERVICES WORK PROGRAM OBJECTIVE:

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (*-PRPC measure)	<u>RESULTS</u>
1. Serve as City's Chief Administrative Officer or Technical Advisor.	1. <sup>a</sup> Successfully perform consulting management functions to 2 interlocal agreements .....	3 agreements managed
2. Prepare agendas and attend all governing body meetings for contracted localities.	2. <sup>a</sup> Prepare 12 agenda and attend governing body meetings .....	24 agendas prepared; 24 meetings attended
3. In accordance with interlocal agreement work tasks, assist in the preparation of budget(s).	3. <sup>a</sup> Assist in preparation of the FY16-17 budgets in accordance with interlocal agreements .....	2 budgets prepared
4. Develop and submit relevant policies and procedures for governing body consideration.	4. <sup>a</sup> Prepare and submit a minimum of 6 policies and procedures .....	6 policy documents submitted
5. In accordance with interlocal agreement work tasks, supervise entity employees.	5. <sup>a</sup> Recommendation of personnel actions in accordance with interlocal agreements .....	4 actions recommended
6. Recommend as necessary ordinances, resolutions and contracts to the governing body.	6. <sup>a</sup> Develop at least 5 ordinances, resolutions and contracts .....	30 recommendations
7. Recommend, as appropriate, personnel actions.	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. In accordance with interlocal agreement work tasks, prepare and submit required reports and plans.	8. <sup>a</sup> Represent entities in matters regarding franchise agreements .....	2 occasions
9. Maintain availability for municipalities in transition.	9. <sup>a</sup> Contact at least one entity in a city manager transition .....	2 entities contacted

## III. LOCAL PROJECTS MANAGEMENT WORK PROGRAM OBJECTIVE:

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (*-PRPC measure)	<u>RESULT</u>
1. Prepare grant applications on behalf of area local governments for a variety of project funds.	1. <sup>a</sup> Preparation of approximately 30 grant applications as appropriate to funding cycles .....	25 applications prepared*
2. Administratively manage TCDP projects for Panhandle localities.	2. <sup>a</sup> Successfully manage a minimum of 12 on-going TCDP projects ...	13 contracts managed
3. Establish and maintain adequate project files for each PRPC-managed project.	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. Facilitate the invitations for bids on PRPC-managed construction activities.	4. <sup>a</sup> Issue a minimum of 5 invitations for bids for managed projects .....	6 invitations issued
5. Assist in the award of bids on PRPC-managed construction activities.	5. <sup>a</sup> Execution of a minimum of 5 construction services contract for managed projects .....	6 contracts executed
6. Administratively manage construction contracts.	6. <sup>a</sup> Inspection of each construction project site on at least 2 occasions .....	Projects inspected 4 times
7. Direct each PRPC-managed project toward timely completion.	7. <sup>a</sup> Closure and auditing of at least 5 managed projects .....	6 projects closed/audited
8. Compile and submit all required reports on behalf of local governments.	8. <sup>a</sup> Submission of at least four reports .....	4 reports submitted
9. Provide specialized assistance services to local governments.	9. <sup>a</sup> Provision of at least 2 specialized assistance service events to area local governments per request .....	Assistance on 3 occasions

\*Grant application assistance was requested by only 25 local governments.

**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)**

- |   | <b><u>RESULTS</u></b> |
|---|-----------------------|
| 1. <sup>a</sup> Provide 2 reports to TRRA Board on membership and billing status... | 3 reports provided    |
| 2. <sup>a</sup> Assist at least 3 new entities in joining TRRA annually .....       | 2 entities assisted*  |
| 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 .....               | 3 meetings hosted     |
| 6. <sup>a</sup> Conduct 1 comprehensive system upgrade .....                        | 1 upgrade complete    |

\*Assistance was only requested by 2 entities.



**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 NETWORK ADMINISTRATION WORK PROGRAM OBJECTIVE:**

To provide Panhandle citizens with reliable emergency communication systems through effective stewardship of program resources.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> <sup>(<sup>a</sup>-PRPC measure, <sup>b</sup>-CSEC measure)</sup>	<u>RESULT</u>
1. Administer and oversee agreements with telephone companies for the provision of 9-1-1 network equipment and data base services.	1. <sup>b</sup> Administration of 20 agreements with telephone companies for 9-1-1 services and equipment.....	26 agreements maintained
2. Maintain interlocal contracts with local governments.	2. <sup>b</sup> Maintenance of 23 interlocal contracts with local governments.....	23 agreements maintained
3. Monitor answering point equipment to ensure compliance with State guidelines.	3. <sup>a</sup> Conduct biannual monitoring visits to 23 area answering points.....	46 visits conducted
4. Coordinate activities and provide administrative support to the 9-1-1 Network Advisory Committee.	4. <sup>a</sup> Conduct a minimum of 4 advisory committee meetings.....	4 meetings conducted
5. Compile and submit all required reports to the Regional Advisory Committee, PRPC Board and the State 9-1-1 Commission.	5. <sup>b</sup> Submission of quarterly performance reports.....	4 reports submitted

**II. 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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> <sup>(<sup>a</sup>-PRPC measure, <sup>b</sup>-CSEC measure)</sup>	<u>RESULT</u>
1. Determine recorder, backup power, and networking needs at all 23 9-1-1 call centers.	1. <sup>a</sup> Upgrade or replace call recorders at 18 of the 23 call centers and replace at least 2 backup power generators.....	22 call recorders replaced; 3 generators replaced
2. Develop procurement plan for equipment needs.	2. <sup>a</sup> Create a procurement plan based on severity of need for 23 9-1-1 call centers.....	1 plan created
3. Evaluation of vendor proposals, cooperative purchasing opportunities and contract negotiation.	3. <sup>a</sup> Contractual agreements for the replacement of 9-1-1 call recording equipment.....	23 renewed contracts
4. Coordination of equipment installation with call centers, selected vendors and contractors.	4. <sup>a</sup> Installations, testing and deployment of new 9-1-1 equipment.....	All equipment installed and deployed

**III. REGIONAL 9-1-1 NETWORK OPERATIONS 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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> <sup>(<sup>a</sup>-PRPC measure, <sup>b</sup>-CSEC measure)</sup>	<u>RESULT</u>
1. Maintain and enhance 24 county 9-1-1 maps.	1. <sup>a</sup> Increase accuracy of at least 1,000 mapping elements to improve all 24 county maps.....	accuracy met on 24,600 mapping elements
2. Disseminate addressing maps and information to emergency services providers, local governments, public utilities, telephone companies.	2. <sup>a</sup> Distribution of 500 county maps .....	2,100 maps distributed
3. Provide addressing services for all 24 program counties.	3. <sup>a</sup> Validate more than 300 new addresses and maintain address list management for 24 counties.....	2,995 new addresses assigned/validated
4. Continued maintenance of the street and address validation database (Master Street Address Guide or MSAG).	4. <sup>b</sup> Compliance with the State 9-1-1 Commission's error percentage threshold.....	threshold not met*
5. Monitor telephone customer records for accuracy.	5. <sup>a</sup> Monthly reconciliation of telephone customer records with respective phone companies .....	12 reconciliations performed
6. Maintenance of cellular tower, sector, and routing database.	6. <sup>a</sup> Quarterly testing and reconciliation of cellular tower information with wireless service providers .....	4 tests performed
7. Add civic address points to incorporated cities within 24 county area.	7. <sup>a</sup> Coordinate civic address points with at least 2 cities within area.....	Coordinated with 3 cities
8. Provide rural address signs to 24 counties, as needed.	8. <sup>a</sup> Provide at least 200 rural address signs .....	400 signs created
9. Improve accuracy with State's mapping data contractor.	9. <sup>a</sup> Improve accuracy with GeoComm at least 5% .....	Improved 6.8%

\*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

**IV. 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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> <sup>(<sup>a</sup>-PRPC measure, <sup>b</sup>-CSEC measure)</sup>	<u>RESULT</u>
1. Maintain 9-1-1 equipment, circuits, and database services to ensure proper call delivery.	1. <sup>b</sup> Ensure 99% 9-1-1 call delivery in 24 Panhandle counties. ....	99% call delivery
2. Improve call taking information by updating map layers.	2. <sup>b</sup> Install updated maps on all 47 regional call taking computers .....	Installed all 47 updates
3. Contract with appropriate provider for translation services to assist non-English speaking 9-1-1 callers.	3. <sup>b</sup> Provision of 500 minutes of translation services .....	Provided 1,324 minutes of translation services
4. Maintain Redundant Network Links using PANCOM.	4. <sup>b</sup> Provision and test backup functionality at all 24 9-1-1 locations .....	Tested backup on 2 occasions at 24 locations; 48 total

**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 State Administrative Agency (SAA), 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, <sup>b</sup>-SAA 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. Compile and submit all required reports to the SAA.</li> </ol>	<ol style="list-style-type: none"> <li>1. <sup>b</sup> Maintain leases on 25 privately-owned communications towers .....</li> <li>2. <sup>b</sup> Accessibility to PRPC staff to address provided nights/days/weekends .....</li> <li>3. <sup>b</sup> 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. <sup>b</sup> Refinements and equipment adjustments are made to improve reception in radio-challenged areas of the Panhandle .....</li> <li>5. <sup>b</sup> Maintenance of the PRPC’s MCU; deploying it, as needed, within 2 hours .....</li> <li>6. <sup>b</sup> Maintenance of PANCOM equipment inventory log with insurance carried on the major components of the system .....</li> <li>7. <sup>b</sup> Monitor the PANCOM FCC license log; activating scheduled renewals on a timely basis and applying for new licenses as necessary .....</li> <li>8. Submission of required reports to the SAA .....</li> </ol>	<p>lease payments on 32 towers; and 2 land leases on call round the clock year long</p> <p>Resolved 158 service calls within 12 hours</p> <p>2 generators added; 8 radios upgraded</p> <p>MCU maintained</p> <p>15 new items added to inventory; premiums paid</p> <p>3 licenses renewed/ 2 new licenses obtained</p> <p>2 reports submitted</p>
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**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.

<b><u>PRIMARY WORK TASKS</u></b>	<b><u>PRINCIPLE PERFORMANCE MEASURES</u></b> (*-PRPC measure, <sup>b</sup> -SAA measure)	<b><u>RESULT</u></b>
1. Maintain the Panhandle Regional Emergency Management Advisory Committee (PREMAC).	1. <sup>a</sup> Provision of staff support for a minimum of 4 PREMAC meetings .....	4 meetings conducted
2. Facilitate the development of the regional homeland security plans.	2. <sup>b</sup> Submission of a PRPC-approved FY17 Implementation Plan, Threat and Hazard Identification and Risk Assessment and State Preparedness Report to the SAA .....	Plans submitted in 10/2016 and 11/2016
3. Facilitate the update or development of regional homeland security plans and strategies.	3. <sup>b</sup> Maintain and update the Regional Response Plan .....	Maintained plan
4. Aid local jurisdictions in meeting the NIMS training requirements.	4. <sup>b</sup> Completion of PREPCAST survey by 75% or more of the region's jurisdictions; In-region NIMS training opportunities provided as needed ...	Survey not conducted by state; 7 NIMS-related trainings
5. Maintain an inventory of regional response assets on the PARIS database.	5. <sup>a</sup> Manage the PARIS system to keep asset information current .....	PARIS system maintained; 25 assets added
6. Facilitate the scheduling of TDEM-sponsored local/regional exercise.	6. <sup>a</sup> Support the conduct of TDEM-sponsored local/regional exercises .....	Facilitated 6 regional exercises
7. Compile and submit required reports to the SAA.	7. <sup>b</sup> Submission of progress reports to SAA .....	12 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) State Administrative Agency (SAA) to support 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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC measure, <sup>b</sup> -SAA measure)	<u>RESULT</u>
1. Develop an executable contract for ATIRC active shooter response training services.	1. <sup>a</sup> Approval and acceptance by the affected parties of an ATIRCA training contract .....	Contract executed 10/2016
2. Create a regional training cadre to deliver the ATIRC training.	2. <sup>a</sup> Conduct of a ATIRC train-the trainer course .....	Course conducted 11/2016
3. Provide active shooter response training to response agencies in the region.	3. <sup>b</sup> Conduct of 3-4 ATIRC training courses with a maximum of 30 students in each course .....	3 courses conducted
4. Monitor the relevancy and quality of the training.	4. <sup>a</sup> Conduct of post-training survey of the of the participating agencies .....	3 surveys conducted
5. Pay for the delivery of training services	5. <sup>a</sup> Reimbursement of training invoices for each course delivered .....	4 invoices paid
6. Compile and submit required reports to the SAA.	6. <sup>a</sup> Submission of progress reports to the SAA .....	2 reports submitted

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

To utilize State Homeland Security Program (SHSP) funds provided through the State Administrative Agency (SAA) to support the implementation of various programs and projects designed to enhance preparedness and response capabilities in the Panhandle.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC measure, <sup>b</sup> -SAA measure)	<u>RESULT</u>
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
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 23 training sessions; 4 regional tests
3. Facilitate the implementation of the FY16 Dumas Regional Hazmat Trailer Restocking Project.	3. <sup>b</sup> Purchase of the testing supplies and equipment being procured on behalf of the City of Dumas .....	95 items purchased
4. Document the SHSP-funded purchases being made on behalf of the City of Dumas.	4. <sup>a</sup> Delivery of a detailed manifest to the City Dumas of all supplies and equipment purchased for the re-provision of the City's hazmat truck .....	95 items in manifest
5. Compile and submit all required reports to the SAA.	5. <sup>b</sup> Submit reports to SAA .....	2 reports submitted

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

To utilize FY16 State Homeland Security Funding (SHSP) to facilitate the updating of the Emergency Operations Plans (EOP) of those Panhandle counties that are not receiving Emergency Management Performance Grant (EMPG) funds directly from the Texas Division of Emergency Management (TDEM) to support that particular planning activity.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> <sup>(<sup>a</sup>-PRPC measure, <sup>b</sup>-TDEM measure)</sup>	<u>RESULT</u>
1. Coordinate with local planning teams to facilitate update discussions.	1. <sup>a</sup> Conduct of 21 local planning team meetings to discuss and complete plan updates.....	28 meetings conducted
2. Confirm TDEM's receipt of the jurisdictional plan update submissions.	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. Ensure that TDEM's Preparedness Planning Assessment rating for each jurisdiction is maintained at or above the intermediate level.	3. <sup>b</sup> Maintain the 21 non-EMPG county-level EOPs and 1 single jurisdiction EOP's at the Intermediate level .....	21 EOPs Maintained*
4. Compile and submit required reports to TDEM.	4. <sup>b</sup> Submission of quarterly reports to TDEM .....	2 reports submitted

\*18 at Advanced Level and 3 at Intermediate Level.

**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 FY17 allocation of State Homeland Security Program (SHSP) funds will be used to meet the critical goals and objectives of the region's 2017 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).

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> <sup>(<sup>a</sup>-PRPC measure, <sup>b</sup>-SAA measure)</sup>	<u>RESULT</u>
1. Identify list of regional projects on the Elements of Preparedness.	1. <sup>a</sup> Identification by the PREMAC of a preliminary FY17 SHSP project list .....	List identified 11/2016
2. Distill the list down to a final prioritized list based on the critical Core Capability Targets.	2. <sup>b</sup> Completion by the PREMAC of a final prioritized FY17 SHSP project list .....	List finalized 03/2017
3. Develop and present a recommended final prioritized project funding list to the PRPC Board.	3. <sup>b</sup> Presentation of the PREMAC's FY17 SHSP project recommendations to the PRPC Board .....	Presented on 03/23/2017
4. Submit a PRPC-Board approved FY17 SHSP project list to the SAA.	4. <sup>b</sup> Submission of the Panhandle's FY17 SHSP project list to the SAA .....	Submitted on 03/31/2017
5. Provide FY17 grantees with technical assistance on the use of the SAA's grant management system – eGrants..	5. <sup>b</sup> Provision of assistance to FY17 SHSP grantees on eGrants system.....	Assistance provided on 7 occasion
6. Coordinate regional SHSP program with the SAA.	6. <sup>b</sup> Participate in bi-weekly calls with the SAA .....	Participated in 10 available calls
7. Compile and submit all reports to the SAA.	7. <sup>b</sup> Submission of reports to the SAA .....	12 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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC measure, <sup>b</sup> -TDEM measure)	<u>RESULT</u>
1. Maintain a MAT in each mitigation planning area.	1. <sup>b</sup> Staff the region's MATs.....	9 MAT meetings
2. Maintain an accounting practice for recording the in-kind contributions made by the MAT(s) members and others.	2. <sup>b</sup> Capturing, documenting and reporting the 25% in-kind match .....	\$11,987.88 match recorded
3. Complete the initial draft of the remaining hazard mitigation plans being updated in the region.	3. <sup>b</sup> Submission of all remaining plan drafts to TDEM .....	5 drafts submitted
4. Respond to corrections requested by TDEM after review of the initial drafts.	4. <sup>b</sup> Submission of corrections as requested by TDEM .....	4 revisions submitted
5. Respond to corrections requested by FEMA after the TDEM approved plan drafts have been submitted.	5. <sup>b</sup> Submission of corrections as requested by FEMA .....	4 submitted
6. Facilitate the local adoption of plan updates.	6. <sup>b</sup> Local adoption of the 5-year hazard mitigation plan updates .....	3 plans adopted
7. Post 5-year plan updates in appropriate locations for public.	7. <sup>b</sup> Publication of the FEMA approved plan updates on PRPC website .....	3 plans posted on PRPC website
8. Compile and submit all required reports.	8. <sup>b</sup> Submission of quarterly reports to TDEM .....	4 reports submitted

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

To utilize funding provided from FEMA under the Hazard Mitigation Grant Program through the TDEM to conclude in the next fiscal year the current phase of the Panhandle Residential Safe Room Rebate Program and to set the stage for future program phases once the region's 5-year hazard mitigation plan updates have been finally approved by FEMA.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC measure, <sup>b</sup> -TDEM measure)	<u>RESULT</u>
1. Facilitate the installation of shelters that were approved for rebate.	1. <sup>b</sup> Installation of 250 shelters approved for rebate .....	0 installed*
2. Confirm that shelters comply with FEMA standards.	2. <sup>b</sup> Verification by physical examination that each shelter bears a uniquely numbered seal by the approved organizations.....	0 verified*
3. Process rebate payment requests.	3. <sup>b</sup> Visit each shelter site to document units and record GPS coordinates .....	0 visits*
4. Issue rebate checks to residents.	4. <sup>b</sup> Payment made to each resident due a rebate .....	0 payments*
5. Compile and submit all required reports.	5. <sup>b</sup> Submission of quarterly reports to TDEM .....	4 reports submitted
6. Receive any additional HMGP funding that might be made available by TDEM.	6. <sup>b</sup> Expend supplemental funding if received by TDEM.....	No funding received

\*This project was put on hold as TDEM Mitigation is working to secure additional funding for the PRPC's previous regional shelter program. The previous program funding must be ascertained before the new shelter program can move forward.

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (*-PRPC measure)	<u>RESULT</u>
1. Promote intergovernmental planning and coordination with member governments, nonmember governments and relevant state agencies.	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; 18 workshops conducted
2. Provide assistance to local governments.	2. <sup>a</sup> Provide grant writing assistance to local governments as requested .....	28 grant applications prepared
3. Facilitate the work of the Texas Panhandle Inspectors Association.	3. <sup>a</sup> Conduct quarterly meetings of the Texas Panhandle Inspectors Association .....	4 meetings conducted
4. Facilitate the activities of the Texas Municipal League – Region 2.	4. <sup>a</sup> Coordination of 3 meetings of the Texas Municipal League .....	3 meetings coordinated
5. Assist State Agencies in planning, implementing and coordinating state programs at the regional level.	5. <sup>a</sup> Coordination with State Agencies in the delivery of state Programs at the regional level as necessary .....	3 trips to Austin; Numerous hours of phone calls

**II. POTTER COUNTY LAW ENFORCEMENT CENTER PROJECT MANAGEMENT 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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (*-PRPC measure)	<u>RESULT</u>
1. Support the County's Facilities Director in staffing meetings.	1. <sup>a</sup> Participation in the staffing of 12-15 meetings .....	12 meetings attended
2. Present project recommendations to Court.	2. <sup>a</sup> Serve as liaison for the purpose of presenting projects updates to the Commissioner's Court .....	7 presentations made
3. Assist in developing various bid packets.	3. <sup>a</sup> Assistance with the finalization of all bidding documents .....	2 bid document prepared
4. Facilitate the County's bid award process.	4. <sup>a</sup> Participation in the discussions and meetings of the bid award .....	1 meeting attended
5. Assist with financial administration of project.	5. <sup>a</sup> Preparation of verified invoices for processing and payment .....	12 invoices prepared
6. Maintenance of project records	6. <sup>a</sup> Archiving all documents processed by the PRPC during the project .....	All documents archived
7. Assist with construction administration.	7. <sup>a</sup> Participation in 10-12 project progress meetings .....	12 meetings attended
8. Assist with the project close-out.	8. <sup>a</sup> Facilitation of County's final acceptance of the project .....	Project to be completed 02/2018



**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.

**PRIMARY WORK TASKS**

1. Maintain agreements with tenants leasing space on the PRPC-titled PANCOM tower sites.
2. Manage the PRPC-titled PANCOM tower site lease agreements.
3. Maintain proper utilities at each PRPC-titled PANCOM tower site.
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).
5. Maintain communications with the tenants leasing space on a PANCOM tower site.
6. Keep the PRPC-titled PANCOM tower sites insured.
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.
8. Submit reports as required.

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

	<b><u>RESULT</u></b>
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. <sup>a</sup> Receiving lease payments from each PANCOM tower lessee .....	Payments received from 6 lessees
3. <sup>a</sup> Payment of monthly utilities at sites .....	60 monthly payments made
4. <sup>a</sup> Adherence with the state and federal rules that apply to the operation of radio communications towers .....	Regulations maintained*
5. <sup>a</sup> Maintenance of point of contact information for each PANCOM tower site lessee .....	Contact information updated
6. <sup>a</sup> Payment of appropriate insurance premiums on tower sites .....	Premiums paid
7. <sup>a</sup> Recording lease payments; payment of tower site operational costs .....	6 tower leases fully paid
8. <sup>a</sup> Submit reports and documents if required .....	1 tower owner change filed; 1 new ASR obtained

\*3 sets of aviation lights replaced on 3 towers

**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) .

<b><u>PRIMARY WORK TASKS</u></b>	<b><u>PRINCIPLE PERFORMANCE MEASURES</u></b> <small>(<sup>a</sup>-PRPC measure, <sup>b</sup>-TCEQ measure)</small>	<b><u>RESULT</u></b>
1. Serve as staff support to the Panhandle Regional Solid Waste Management Advisory Committee (RSWMAC).	1. <sup>a</sup> Coordination and staffing of a minimum of 2 RSWMAC Meetings .....	2 meetings conducted
2. Assist applicants with the development of their FY17 solid waste program grant applications.	2. <sup>a</sup> Proper preparation of the applications to be reviewed and prioritized by the RSWMAC under the FY17 competition .....	8 applications prepared
3. Facilitate the review of Municipal Solid Waste permit applications and registrations.	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.....	1 comment submitted
4. Coordinate the pick-up of recyclable materials from jurisdictions participating in the Panhandle Environmental Partnership (PEP).	4. <sup>b</sup> Arrange for the shipment of recyclable materials from PEP locations.....	107 loads coordinated
5. Ensure proper payment for recyclable materials sold by PEP members is received.	5. <sup>b</sup> Process payments to PEP jurisdictions.....	\$171,260 in payments processed
6. Promote recycling throughout the region.	6. <sup>b</sup> Issue monthly newsletters to PEP members and conduct the FY16 Annual PEP Regional Recycling Award program.....	12 newsletters issued
7. Maintain a current inventory of all equipment funded under the SW Grant Program.	7. <sup>b</sup> Submission of an Equipment Inventory Report to TCEQ.....	1 inventory update
8. Maintain the accuracy of the Panhandle's CLI.	8. <sup>b</sup> Updating of the CLI with newly acquired information as appropriate.....	maintained CLI
9. Compile and submit reports to the TCEQ.	9. <sup>b</sup> Submission of semi-annual progress reports.....	2 reports submitted

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC measure, <sup>b</sup> -TCEQ measure)	<u>RESULT</u>
1. Contract with the FY17 Solid Waste Grants program grantees.	1. <sup>b</sup> Execution of approximately 7 FY17 Solid Waste Grants Program Implementation Project Contracts .....	8 contracts executed
2. Facilitate the purchase of equipment and/or services needed for project implementation.	2. <sup>a</sup> Procurement of bids and quotes on contract-approved equipment/services for FY17 grantees .....	Assistance to 3 grantees
3. Support local/regional FY17 project-related public awareness and education activities.	3. <sup>a</sup> Supply the media with periodic updates on the productivity of the FY17 Solid Waste Grants Program Implementation Projects .....	1 media update
4. Manage and make appropriate amendments to the FY17 implementation project contracts.	4. <sup>b</sup> Provision of staff assistance to facilitate the grant reimbursement process and contract amendment process .....	8 grantees assisted
5. Maintain an inventory of the equipment and vehicles purchase in whole or part with FY17 grant funds.	5. <sup>b</sup> Inclusion of the equipment purchased under the FY17 Solid Waste Grants Program to the Regional Solid Waste Program Equipment Inventory .....	7 inventory items added
6. Assist FY17 project grantees in meeting their contractual program reporting requirements.	6. <sup>b</sup> Prompt and assist FY17 Solid Waste Program grantees to ensure compliance with their contractual reporting obligations .....	Assistance to 8 grantees
7. Compile and submit all required reports to the TCEQ.	7. <sup>b</sup> Inclusion of the FY17 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.

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

- |   | <b><u>RESULT</u></b>           |
|---|--------------------------------|
| 1. ° Coordination and staffing of four PROMPT meetings .....  | 6 meetings conducted           |
| 2. ° Maintain and update the PROMPT website and provide notice to each Panhandle city and county of the PROMPT meetings .....                                   | Website maintained and updated |
| 3. ° Research, seek and apply for funding opportunities that would fund the creation of a transit-coordination/mobility management position in the region ..... | 1 opportunity sought           |
| 4. ° Conduct at least 4 Rural Planning Organization meetings .....  | 6 meetings held                |

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** (\*-PRPC measure - <sup>b</sup> TXDOT)

**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 conducted |
| 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<br>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.

<b><u>PRIMARY WORK TASKS</u></b>	<b><u>PRINCIPLE PERFORMANCE MEASURES</u></b> <small>(<sup>a</sup>-PRPC measure)</small>	<b><u>RESULT</u></b>
1. Serve as staff support to the PWPG and coordinate the development of the 2016 Regional Water Plan.	1. <sup>a</sup> Coordination and staffing of approximately 4 PWPG and PWPG sub-committee meetings.....	4 meetings conducted
2. Conduct public information activities and serve as the point of contact for media news releases related to water planning.	2. <sup>a</sup> Maintain and update website at least four times and respond to any media request for information website updates .....	4 website updates
3. Serve as the primary point of contact between the PWPG, the contractors, and the Texas Water Development Board (TWDB).	3. <sup>a</sup> Distribution and coordination of planning related reports and information among contractors, TWDB and the PWPG.....	6 reports shared
4. Serve as fiduciary agent for the PWPG; submit the required reports to the TWDB and PWPG.	4. <sup>a</sup> Establishment and maintenance of accounting controls; submission of quarterly reports to TWDB and the PWPG .....	4 reports submitted
5. Provide oversight of the oversight and coordination of contracts awarded from TWDB.	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.....	50+ calls/emails

**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 (\*-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.....   | 1 meeting conducted                                |
| 2. <sup>a</sup> Include GMA #1 information on the website of the PWPG and respond to 100% of media inquiries .....  | 3 website updates;<br>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 10 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 .....  | 1 set of minutes recorded                          |
| 6. <sup>a</sup> Receipt of payment from each GMA #1 district annually .....   | 4 payments received                                |

**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 (\*-PRPC measure)**

- |   |                             |
|---|-----------------------------|
| 1. <sup>a</sup> Successful progress on each of 12 tasks .....   | 12 tasks completed          |
| 2. <sup>a</sup> Establish lines of communication between all parties.....   | 24 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.....   | 6 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 15 requests    |
| 7. <sup>a</sup> Development of Round V Water Plan as identified in planning contract schedule.....                                    | Tasks completed on schedule |

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (*-PRPC MEASURE, *-TWC MEASURE)	<u>RESULT</u>
1. Prepare the FY17 plan and budget.	1. <sup>b</sup> Submission of FY17 integrated plan and budget.....	Submitted 08/2017
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.	2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings ....	8 meetings conducted
3. Ensure that Contractor conducts outreach to 100% of the clients who receive benefits.	3. <sup>b</sup> Review monthly outreach reports, resolution of related compliance issues through technical assistance and provision of training.....	12 reports reviewed
4. Ensure the Contractor gives priority of service to the client population.	4. <sup>b</sup> Monthly review of financial and program reports submitted to staff ...	12 reports reviewed
5. Oversight of the delivery of services the by procured Service Delivery Contractor.	5. <sup>b</sup> Negotiation and execution of contract and the oversight of their implementation, such that supplemental nutrition recipients receive services.....	980 recipients served
6. Monitor and evaluate performance of contractor with regard to the provision of SNAP services.	6. <sup>b</sup> Conduct a minimum of 6 monitoring reviews of all SNAP services including resolution of related compliance issues .....	6 reviews conducted

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (*-PRPC MEASURE, *-TWC MEASURE)	<u>RESULT</u>
1. Prepare the FY17 plan and budget.	1. <sup>b</sup> Submission of FY17 plan and budget.....	Submitted 08/2017
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.	2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings ....	8 meetings conducted
3. Conduct child care provider claims processing for disbursement.	3. <sup>b</sup> Submit approved child care reports through the State's data collection system biweekly.....	26 reports submitted
4. Develop local program policies and procedures.	4. <sup>b</sup> Issuance of local program policies and procedures .....	4 policies issued; 2 policies updated
5. Oversight of the delivery of child care services.	5. <sup>b</sup> Ensure the TWC's required performance measure of "number of children services" per day is met .....	Served an average of 1,605 children/day
6. Ensure compliance with client eligibility for services requirements.	6. <sup>b</sup> Conduct a minimum 6 monitoring reviews of active child care cases files during the month .....	17 reviews conducted
7. Secure agreements for the purpose of obtaining additional federal funds for additional child care services through a "local match" process.	7. <sup>b</sup> Meet the TWC's minimum local match requirement of \$717,645 for the Panhandle in order to receive the funds.....	\$798,112 match secured



**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES (-PRPC MEASURE, *-TWC MEASURE)</u>	<u>RESULTS</u>
1. Prepare the FY17 plan and budget.	1. <sup>b</sup> Submission of FY17 plan and budget.....	Submitted 08/2017
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.	2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings ....	8 meetings conducted
3. Participate in monthly NCP meetings with the OAG and service delivery contractor staff.	3. <sup>b</sup> Attend 12 monthly meetings with OAG and Service Delivery Contractor staff.....	12 meetings attended
4. Compile and submit all required reports to funding sources.	4. <sup>b</sup> Submission of 12 monthly progress reports .....	12 reports submitted
5. Develop program policies and procedures.	5. <sup>b</sup> Issuance of local program policies and procedures .....	2 policies issues; 1 policy updated
6. Monitor and evaluate performance of contractor.	6. <sup>b</sup> Conduct a minimum of 6 monitoring reviews of all services including resolution of related compliance issues through technical assistance and provision of staff training as needed .....	6 monitoring reviews conducted

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES (-PRPC MEASURE, *-TWC MEASURE)</u>	<u>RESULTS</u>
1. Prepare the FY17 plan and budget.	1. <sup>b</sup> Submission of FY17 plan and budget.....	Submitted 08/2017
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.	2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings ....	8 meetings conducted
3. Develop program policies and procedures.	3. <sup>b</sup> Issuance of local program policies and procedures .....	3 policies issued; 1 policy updated
4. Oversight of the delivery of Temporary Assistance to Needy Families (TANF)/CHOICES program services by the procured service delivery contractor	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. Monitor and evaluate performance of contractor with regard to the provision of TANF/CHOICES services as required by the funding agency.	5. <sup>b</sup> Conduct a minimum of 6 monitoring reviews of all TANF/CHOICES services including resolution of related compliance issues through technical assistance and provision of staff training as needed .....	6 monitoring reviews conducted

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES (*-PRPC MEASURE, *-TWC MEASURE)</u>	<u>RESULT</u>
1. Arrange for office space and related services for TVC employees at area workforce centers and prorate associated costs.	1. <sup>b</sup> Co-location of 2 TVC employees at area workforce centers .....	2 employees co-located
2. Compile and submit all required reports.	2. <sup>b</sup> Submission of Budget Worksheet and Final Expenditure Report as requested by Texas Veterans Commission .....	2 reports submitted
3. Promote and support the integration of workforce services provided to veterans.	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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES(*-PRPC MEASURE, *-TWC MEASURE)</u>	<u>RESULT</u>
1. Arrange for office space and related services for state employees at area workforce centers and prorate associated costs.	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. Compile and submit all required reports to funding source.	2. <sup>b</sup> Submission of reports as required by the funding source .....	1 annual report submitted
3. Promote and support the integration of workforce service providers to employers & job seekers	3. <sup>b</sup> Ensure the TWC's three "Reemployment and Employer Engagement" performance measures are met .....	3 measures met
4. Participate in community coordination efforts.	4. <sup>b</sup> Co-sponsor a minimum of 2 job fairs .....	2 job fairs co-sponsored
5. Participate in community coordination efforts to expose youth to career pathways and education/training opportunities available in the Panhandle area.	5. <sup>b</sup> Host or enhance at least one youth career fair in the Panhandle .....	5 youth career fairs hosted
6. Participate in community coordination efforts to promote the hiring of veterans.	6. <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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC MEASURE, <sup>b</sup> -TWC MEASURE)	<u>RESULT</u>
1. Prepare the FY17 integrated plan and budget.	1. <sup>b</sup> Submission of FY17 plan and budget .....	Submitted 08/2017
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board (PWDB) and Panhandle Workforce Consortium's Governing Body.	2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings .....	8 meetings conducted
3. Develop local program policies and procedures.	3. <sup>b</sup> Issuance of local program policies and procedures .....	8 policies issued; 2 policies updated
4. Procure and develop contract with workforce center operator to deliver program services.	4. <sup>b</sup> Negotiation and execution of contract and the oversight of their implementation, such that adults receive services and all performance measures are met or exceeded .....	446 adults served
5. Confirm that the subcontractor adheres to all federal, state and local regulations, policies, and directives.	5. <sup>b</sup> Conduct monitoring reviews of all activities including resolution of related compliance issues through technical assistance and provision of staff training as needed .....	5 reviews conducted

**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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ( <sup>a</sup> -PRPC measure, <sup>b</sup> -TWC measure)	<u>RESULT</u>
1. Prepare the FY17 plan and budget.	1. <sup>b</sup> Submission of FY17 plan and budget .....	Submitted 08/2017
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.	2. <sup>b</sup> Conduct a minimum of 4 PWDB and 4 Governing Body meetings .....	8 meetings conducted
3. Develop local program policies and procedures.	3. <sup>b</sup> Issuance of local program policies and procedures .....	8 policies issued; 2 policies updated
4. Procure and develop contracts with workforce center operator to deliver program services.	4. <sup>b</sup> Negotiation and execution of contracts and the oversight of their implementation, such that dislocated workers receive services .....	123 dislocated workers served
5. Provide oversight in planning and delivery of WIOA "Rapid Response" services as well as WIOA "Additional Assistance" services.	5. <sup>b</sup> Provide review and reporting of "Rapid Response" services and review and activities provided to "Rapid Response" participants .....	7 Rapid Response Events; 7 WARN reports submitted
6. Confirm that the subcontractor adheres to all federal, state and local regulations, policies and directives.	6. <sup>a</sup> Conduct monitoring reviews of all activities including resolution of related compliance issues through technical assistance and provision of staff training as needed .....	5 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 benefitting 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>(<sup>a</sup>-PRPC measure, <sup>b</sup>-TWC measure)</sup>**

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 .....2 policies updated
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 monthly basis..... 12 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 FY17 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 to incorporate new intake and eligibility system.
4. Procure and develop contract with workforce center operator to deliver program services.
5. Provide oversight in planning and delivery to ensure the contractor gives priority of service to out-of-school youth and secures non-financial agreements.
6. Confirm that the subcontractor adheres to all federal, state and local regulations.

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

1. <sup>b</sup> Submission of FY17 integrated plan and budget ..... Submitted 08/2017
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;  
2 policies updated
4. <sup>b</sup> Negotiation and execution of contracts and the oversight of their implementation, such that youth receive services.....209 youth served
5. <sup>b</sup> Provide review and reporting to ensure that no less than 75% of WIOA direct program funds were expended on out-of-school Youth program participants; and submit expenditure reports to ensure than no less than 20% is expended on work experience ..... 80% funds expended;  
20% met work experience
6. <sup>a</sup> Conduct monitoring reviews of all activities.....5 reviews conducted

**RESULTS**

**XI. WORKFORCE INNOVATION AND OPPORTUNITY ACT – SPECIAL INITIATIVES WORK PROGRAM OBJECTIVE:**

To provide administrative support necessary to implement Texas Workforce Commission (TWC) Special Initiatives throughout the region. These include workforce development activities that support the delivery of services to workers and employers.

**PRIMARY WORK TASKS**

1. Compile and submit all required reports to the funding agency.
2. Ensure oversight of expenditures and activities for facilitated by the service Delivery Contractor to include youth career fair awareness programs; labor market career information related activities; hiring red, white and you veteran's job fair
3. Monitor and evaluate the performance of the Service Delivery Contractor as required by funding agency.

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

**RESULTS**

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|--|---|
| <ol style="list-style-type: none"> <li>1. <sup>b</sup> Submission of progress reports and other reports as requested by funding agency .....</li> <li>2. <sup>b</sup> Conduct reviews of expenditures and activities facilitated by the service delivery contractor .....</li> <li>3. <sup>b</sup> Review of financial and program reports submitted to PRPC workforce development staff on a quarterly basis .....</li> </ol> | <p>3 reports submitted</p> <p>see below *</p> <p>4 reports reviewed</p> |
|--|---|

\*Hosted 5 career fairs; developed career video series of over 20 occupations, coordinated with 5 schools to participate in career fairs, hired a workforce development business-labor program specialist January-October 2017; developed videos to use on website and social media; showcased "Reality Check" LMI tool at Career in Texas Week event; participated in "Hiring Red, White and You" Veterans only job fair