

**PANHANDLE REGIONAL
PLANNING COMMISSION
FY19 PRODUCTIVITY AND PERFORMANCE REPORT**

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

December 17, 2019

FY19 PRODUCTIVITY/PERFORMANCE REPORT

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**PANHANDLE REGIONAL PLANNING COMMISSION
FY19 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</u> (^a – PRPC measure, ^b – HHSC measure)	<u>RESULT</u>
1. Implement the approved FY17-19 Area Plan.	1. ^b Submission of area plan progress report as requested by DADS	No report was requested
2. Develop FY19 Area Agency on Aging budget.	2. ^b Submission of FY19 Area Agency on Aging budget.....	Budget submitted 6/20/19
3. Analyze and develop performance measures for all services provided by the Area Agency.	3. ^b Submission of performance standards and adherence to within 5% of projects	Not applicable for FY19
4. Compile and submit all required reports to funding sources.	4. ^b Completion and submission of 36 agency wide program reports.....	36 reports submitted
5. Develop, negotiate and maintain agreements with service providers.	5. ^b Maintenance of 12 service provision vendor agreements	Maintained 12 service vendor agreements
6. Coordinate activities and provide administrative support to the Area Agency on Aging Advisory Council.	6. ^a Conduct 2 Area Agency on Aging Advisory Council meetings	Meeting conducted in October, January, April and July
7. Provide technical assistance to senior groups and their initiatives.	7. ^a Provision of technical assistance as needed to senior groups	Assistance provided to City of Amarillo, and Senior Ambassador Coalition

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, ° – HHSC measure)	<u>RESULT</u>
1. Educate Panhandle seniors and their caregivers of the public/private benefits available to them.	1. ° Education of available services to seniors	50 outreach events held
2. Provide client specific legal related advise/counseling and document preparation assistance.	2. ° Provision of legal-related assistance to 600 seniors	Legal assistance provided to 766 seniors
3. Recruit and provide Benefits Counselor Level I certification training to volunteers.	3. ° Recruitment, certification and retention of two volunteers	3 volunteers recruited; 2 volunteers certified; and 2 volunteers retained
4. Provide education to Medicare Beneficiaries on Part D options prior and during open enrollment.	4. ° Provision of 6 outreach sessions	Provided 11 sessions
5. Provide Medicare Fraud and Abuse education.	5. ° Provision of 10 Medicare Fraud/Abuse outreach sessions.	Provided 95 sessions

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, ° – HHSC measure)	<u>RESULT</u>
1. Develop Caregiver Newsletter.	1. ° Distribute monthly newsletter	12 newsletters distributed
2. Compile resources to assist the role of caregivers.	2. ° Maintain 5 caregiver libraries	5 libraries maintained
3. Develop, negotiate and maintain vendor agreements for respite care.	3. ° Maintain 3 service provider contracts.	10 contracts maintained
4. Provide respite care services to caregivers.	4. ° Provision of 6,000 hours of respite care	9,762 respite care hours provided
5. Coordinate Caregiver Support Groups.	5. ° Provision of monthly Support Group Meetings.	12 meetings conducted
6. Provide individual in-depth counseling to caregivers.	6. ° Provision of counseling to 65 caregivers	127 caregivers counseled
7. Coordinate annual education and training during National Caregiver Month in November.	7. ° Provision of regional caregiver seminar	Seminar conducted on 11/16/2018

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> (^a – PRPC measure; ^b – HHSC measure)	<u>RESULT</u>
1. Complete assessment document on clients qualifying for assistance.	1. ^b Completion of 100 full assessments	240 assessments completed
2. Develop individualized care plans and arrange for services as identified.	2. ^a Completion of care plans and arrange for services for 75 clients....	Care plans and services arranged for 81 clients
3. Reassess client needs.	3. ^b 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. ^b Manage over 2,000 hours of assistance	2,742 hours of assistance managed*
5. Develop, negotiate and maintain contracts with service providers.	5. ^a Maintenance of 10 service provision agreements.....	10 agreements maintained
6. Coordinate minor home repairs and modifications.	6. ^b Provision of assistance to 10 households	Residential repair provided to 39 households

V. EVIDENCE BASED INTERVENTION SERVICES WORK PROGRAM OBJECTIVE:

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (^a – PRPC measure; ^b – HHSC measure)	<u>RESULTS</u>
1. Complete initial intake and assessments of clients participating in evidence based services.	1. ^b Conduct 50 intakes	283 unduplicated clients
2. Coordinate with Matter of Balance Master Trainers and lay coaches to oversee Matter of Balance classes region-wide.	2. ^b Completion of 10 Matter of Balance classes region-wide.....	20 classes completed
3. Coordinate with Powerful Tools for Caregivers Master Trainers and Class Leaders to oversee the classes region-wide.	3. ^b Completion of 3 Powerful Tools for Caregivers classes region-wide ...	2 classes completed*

*Only 2 classes completed due to late start of getting Caregiver Specialist certified as Master Coach.

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> (^a – PRPC measure; ^b – HHSC measure)	<u>RESULT</u>
1. Provide free access to information and assistance services.	1. ^b 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. ^a Provision of 6 staff meetings and review of publications relating to senior issues.....	8 staff meetings conducted
3. Provide one-on-one information, referral and assistance services.	3. ^b Provision of assistance to 3,000 situations	Provided assistance to 3,650 situations
4. Participate in regional access coordination.	4. ^a Attend monthly Senior Ambassador Coalition meeting.....	attended 12 meetings
5. Identify and become familiar with potential senior related programs and resources.	5. ^a Maintenance of senior resources and their eligibility criteria	Resources maintained

VII. LONG TERM CARE OMBUDSMAN WORK PROGRAM OBJECTIVE:

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (^a – PRPC measure; ^b – HHSC measure)	<u>RESULT</u>
1. Locate volunteers to serve as Ombudsmen for nursing homes and assisted living facilities.	1. ^b Recruitment and training of 2 new volunteers.....	2 volunteer trained and certified
2. Provide initial and re-certification training for volunteers and area agency staff.	2. ^b Provision of biannual training sessions	2 sessions conducted
3. Identify and provide assistance to nursing or assisted-living facilities.	3. ^b 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. ^b Assignments to all long-term care facilities	Ombudsman assigned to all facilities
5. Identify resident complaints and issues.	5. ^a Resolution of 60 complaints or issues.....	98 complaints resolved
6. Coordinate activities with the Long Term Care Protective and Regulatory Division of the Texas Health and Human Services Commission.	6. ^b Provision of information as requested from Regulatory Staff.....	Provided, as requested
7. Compile and submit all required reports.	7. ^b Submission of 12 reports.....	12 reports submitted

VIII. AGING CONTRACTOR SERVICES WORK PROGRAM OBJECTIVE:

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (^a – PRPC measure, ^b – HHSC measure)	<u>RESULTS</u>
1. Obtain intake, functional and nutritional assessments of clients needing support services.	1. ^b Maintain client files and authorize services to 2,500 regional clients ...	3,467 clients maintained
2. Purchase nutrition services.	2. ^b Purchase of 150,000 congregate and home-delivered meals	198,906 meals provided
3. Purchase transportation services.	3. ^b Purchase of 3,100 one-way trips.....	3,389 trips provided
4. Purchase DAHS services.	4. ^b Purchase of 350 half-days of DAHS	1,210 half-days of DAHS provided

IX. AGING AND DISABILITY RESOURCE CENTER PROGRAM OBJECTIVE:

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (^a – PRPC measure, ^b – HHSC measure)	<u>RESULTS</u>
1. Develop formal relationships with Red River Aging and Disability Resource Center (ADRC).	1. ^b 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. ^b Provide a minimum of 10 education presentations	Provided 26 presentations

CRIMINAL JUSTICE PROGRAM GOAL STATEMENT:

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

I. PLANNING AND COORDINATION WORK PROGRAM OBJECTIVE:

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

PRIMARY WORK TASKS

PRINCIPLE PERFORMANCE MEASURES (* – PRPC measure; ^b – CJD measure)

RESULT

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| <ol style="list-style-type: none"> 1. Notify potential Criminal Justice Division (CJD) applicants of the planning/grant making processes and requirements. 2. Provide technical assistance in process to be used in applying for grant funding. 3. Serve as staff support to the Regional Criminal Justice Advisory Committee (CJAC). 4. Facilitate the development of the annual grant program's operating guidelines. 5. Support the development of a Regional Strategic Plan for prioritizing the region's criminal justice needs. 6. Facilitate the CJAC's prioritization of the FY18 CJD grants. 7. Participate in trainings and workshops as required by CJD. 8. Compile and submit all required reports to funding sources. | <ol style="list-style-type: none"> 1. ^b Distribution of approximately 500 notices regarding the availability of funding opportunities through the CJD527 notices mailed 2. ^b Conduct of at least 2 workshops to explain the CJD process(es) to potential applicants in the region Conducted 2 workshops 3. ^b Coordination and staffing of a minimum of 2 CJAC meetings.....3 meetings conducted 4. ^b Completion and approval of the CJAC's annual program operating proceduresProcedures adopted 10/2018 5. ^b PRPC Board approval of the FY18 Regional Criminal Justice Strategic Plan Plan approved 06/2019 6. ^b Submission of PRPC-board approved CJD grant prioritization forms to CJD Forms submitted 05/2019 7. ^b Attendance at CJD-mandated trainings and/or workshops..... Attended 2 trainings 8. ^b Submission of progress reports and quarterly reports..... 12 reports submitted |
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II. **PANHANDLE REGIONAL LAW ENFORCEMENT ACADEMY (PRLEA) WORK PROGRAM OBJECTIVE:**

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

PRIMARY WORK TASKS

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

PRINCIPLE PERFORMANCE MEASURES(^a – PRPC measure; ^b – CJD measure)

RESULT

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| <ol style="list-style-type: none"> 1. ^b Approval and acceptance of training services contract..... 2. ^b Provision of two basic certification classes and a minimum of 50 in-service trainings..... 3. ^b Verification of contract expenditures and enforcement of the contract terms..... 4. ^a Evaluation of basic certification classes and in-service training..... 5. ^a Provision of out-of-region training for 3 area peace officers 6. ^a Award approximately 5 scholarships to the PRLEA's Academy 7. ^a Maintenance of the regional training web-based bulletin board..... 8. ^a Representation at the PRLEA Advisory Committee's meetings..... 9. ^b Submission of semi-annual reports | <p>Contract executed 08/2018</p> <p>2 Academies conducted and 68 in-service trainings conducted</p> <p>10 invoices reviewed and paid</p> <p>2 academies evaluated; 68 in-service courses evaluated</p> <p>4 ORT requests funded</p> <p>10 scholarships awarded</p> <p>Website updated monthly</p> <p>Attended 4 meetings</p> <p>2 reports submitted</p> |
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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 (* – PRPC MEASURE; ^b – CJD MEASURE) RESULT

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| <ol style="list-style-type: none"> 1. ^a Renewal of the annual contact on or about October 15..... 2. ^a Maintenance of the PEWS templates on a PRPC-managed portal to be accessed and searched by appropriate agencies..... 3. ^a Supplement the templates on the PEWS portal as needed..... 4. ^a Provision of user training with the PEWS system..... 5. ^a Invoicing each PEWS participating agency 6. ^a Ensuring the distribution of the on-call judges rotation to the dispatchers in the participating counties..... 7. ^a Promotion of the PEWS system..... | <p>Contract renewed
10/2018</p> <p>43 templates
maintained</p> <p>1 template added</p> <p>10 training sessions</p> <p>Agencies invoiced
In Spring and Fall</p> <p>List distributed</p> <p>2 demonstrations
to counties; 1
to a city</p> |
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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. ^a Conduct annual visits with 4 referral sources	Conducted 5 visits
2. Coordinate scheduling of calendars and mediators for pending cases.	2. ^a Provision of mediation services for 193 cases.....	191 cases mediated
3. Provide information and referral services for various types of disputes.	3. ^a Assistance to 2,300 Panhandle residents through DRC services	2,300 residents served
4. Provide family law update workshop.	4. ^a Provision of a family law update workshop as needed	2 workshops provided
5. Compile and submit performance reports to the Office of Court Administration.	5. ^a Submission of monthly reports.....	12 reports submitted
6. Coordinate continuing education opportunities for mediators.	6. ^a Provision of one continuing education workshop as needed.....	1 workshop provided
7. Support the activities of the DRC Advisory Board.	7. ^a Conduct 2 Advisory Board meetings.....	2 meetings conducted
8. Represent DRC to the region.	8. ^a Make 3 presentation to regional civic and educational organizations....	3 presentations made

II. SPECIAL PROJECTS REVENUES PROGRAM OBJECTIVE:

To administer specific programs for the Dispute Resolution Center (DRC) including administration and expansion of the Pre Plea diversion program for minors in addition to facilitating mediation for Tenant-Landlord disputes.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (* – PRPC measure)	<u>RESULT</u>
1. Market the Pre Plea Diversion program.	1. ^a Meet with stakeholders on Pre Plea program	Conducted meetings
2. Coordinate with Justice of the Peace Courts and City Attorneys to administer the Pre Plea program.	2. ^a Provision of 25 Pre Plea mediation cases.....	32 cases mediated
3. Market the Tenant-Landlord cases to the local Justice of the Peace Courts.	3. ^a Meet with stakeholders to provide information and seek interest on the Tenant-Landlord program....	Conducted meetings
4. Coordinate with Legal Aid to administer Tenant-Landlord mediation cases.	4. ^a Provision of 30 tenant-landlord mediations	1 case mediated *

*The coordination of mediation cases with Legal Aid did not result in the referrals originally anticipated by staff.

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> (^a -PRPC measure, ^b -EDA measure)	<u>RESULT</u>
1. Update the Comprehensive Economic Development Strategy for the Panhandle.	1. ^b Submission of updated Comprehensive Economic Development Strategy	Submitted 06/2019
2. Coordinate activities and provide administrative support to the Economic Development Advisory Committee.	2. ^b 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. ^a 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. ^a 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. ^a 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. ^a 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. ^b Submission of 2 reports to EDA.....	2 reports submitted
8. Promote microloan programs.	8. ^b Submission of 2 microloan proposals.	1 proposal submitted*

*Only 1 proposal requested

II. AMARILLO MSA MICRO LOAN PROJECT WORK PROGRAM OBJECTIVE:

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (^a -PRPC measure)	<u>RESULT</u>
1. Inform businesses, banks and other appropriate entities in the service area of program availability.	1. ^a Distribution of 1 marketing piece	1 piece distributed
2. Package Amarillo MSA Micro-Loan applications.	2. ^a 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. ^a Provision of administrative actions and loan servicing on loan portfolio consisting of a minimum of 5 loans.....	7 loans administered
4. Provide administrative actions and servicing actions required by existing loan portfolio.	4. ^a Provision of report to all investment partners	2 report submitted
5. Compile and submit a report to partners.		

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

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

PRIMARY WORK TASKS

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

PRINCIPLE PERFORMANCE MEASURES^(PRPC measure)

RESULT

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

LOCAL GOVERNMENT SERVICES PROGRAM GOAL STATEMENT:

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

I. COMMUNITY AND ECONOMIC DEVELOPMENT ASSISTANT WORK PROGRAM OBJECTIVE:

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

PRIMARY WORK TASKS

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

PRINCIPLE PERFORMANCE MEASURES (^a-PRPC measure, ^b – TDRA measure)

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| <ol style="list-style-type: none"> 1. ^a Distribution of requested data to 15 localities seeking TCDP funds 2. ^a Distribution by mail of 3 notices regarding TCDP meeting and hearings 3. ^b Approval of fair housing proclamation by PRPC Board of Directors and proclamation in PRPC newsletter..... 4. ^b Submission of quarterly progress reports | <p>22 data requests distributed</p> <p>5 Notices mailed to 62 entities</p> <p>Board approval on 1/24/2019</p> <p>4 reports submitted</p> |
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RESULTS

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> ^(^a-PRPC measure)	<u>RESULTS</u>
1. Serve as City's Chief Administrative Officer or Technical Advisor.	1. ^a Successfully perform consulting management functions to 2 interlocal agreements	2 agreements managed
2. Prepare agendas and attend all governing body meetings for contracted localities.	2. ^a 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. ^a Assist in preparation of the FY19-20 budgets in accordance with interlocal agreements.....	2 budgets prepared
4. Develop and submit relevant policies and procedures for governing body consideration.	4. ^a 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. ^a Recommendation of personnel actions in accordance with interlocal agreements	1 action recommended
6. Recommend as necessary ordinances, resolutions and contracts to the governing body.	6. ^a Develop at least 5 ordinances, resolutions and contracts.....	18 recommendations
7. Recommend, as appropriate, personnel actions.	7. ^a Represent entities in requested matters with various state and federal agencies a minimum of 2 times per entity	6 interactions
8. In accordance with interlocal agreement work tasks, prepare and submit required reports and plans.	8. ^a Represent entities in matters regarding franchise agreements	2 occasions
9. Maintain availability for municipalities in transition.	9. ^a 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 local governments receiving state/federal funds to implement local projects.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ^(^a-PRPC measure)	<u>RESULT</u>
1. Prepare grant applications on behalf of area local governments for a variety of project funds.	1. ^a Preparation of approximately 30 grant applications as appropriate to funding cycles.....	28 applications prepared
2. Administratively manage TCDP projects for Panhandle localities.	2. ^a Successfully manage a minimum of 12 on-going TCDP contracts ..	12 contracts managed
3. Establish and maintain adequate project files for each PRPC-managed project.	3. ^a Production and preservation of dual sets of complete project files for at least 12 managed TCDP projects	12 sets maintained
4. Facilitate the invitations for bids on PRPC-managed construction activities.	4. ^a 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. ^a Execution of a minimum of 5 construction services contract for managed projects	6 contracts executed
6. Administratively manage construction contracts.	6. ^a Inspection of each construction project site on at least 2 occasions.....	Projects inspected 5 times
7. Direct each PRPC-managed project toward timely completion.	7. ^a Closure and auditing of at least 5 managed projects	5 projects closed/audited
8. Compile and submit all required reports on behalf of local governments.	8. ^a Submission of at least four reports	4 reports submitted
9. Provide specialized assistance services to local governments.	9. ^a Provision of at least 2 specialized assistance service events to area local governments per request	Assistance on 3 occasions
10. Administer EDA/economic development projects.	10. ^a Administer at least 2 EDA/economic development projects	3 EDA project administered

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.

PRINCIPLE PERFORMANCE MEASURES (*-PRPC measure)

RESULTS

1. ^a Provide 2 reports to TRRA Board on membership and billing status 3 reports provided
2. ^a Assist at least 3 new entities in joining TRRA annually..... 6 entities added
3. ^a Conduct a minimum of 52 weekly updates to TRRA data records 52 updates
4. ^a Conduct a minimum of 52 weekly system backups on server..... 52 backups
5. ^a Host a minimum of 1 TRRA Board meeting annually 2 meetings hosted

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 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> <small>(^a-PRPC measure, ^b-CSEC measure)</small>	<u>RESULT</u>
<ol style="list-style-type: none"> 1. Maintain 9-1-1 Equipment, circuits, and database services to ensure proper call delivery. 2. Contract with appropriate provider for translation services to assist non-English speaking 9-1-1 callers. 3. Maintain Redundant Network Links using PANCOM. 4. Ensure text connectivity. 	<ol style="list-style-type: none"> 1. ^a Ensure 99% 9-1-1 call delivery in 24 Panhandle counties..... 2. ^a Provision of 500 minutes of translation services..... 3. ^a Maintained and test backup functionality at all 24 9-1-1 locations..... 4. ^a Provide text connectivity to 23 call centers..... 	<p>99% call delivery</p> <p>Provided 2,112 minutes of translation services</p> <p>Goal met and backup tested frequently at 23 locations*</p> <p>Maintained text connectivity at 22 call centers*</p>

*Reduced because 1 call center closed.

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

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ^(^a-PRPC measure, ^b-CSEC measure)	<u>RESULT</u>
1. Administer and oversee agreement with vendors of the 9-1-1 Network's equipment and database services.	1. ^a Administration and oversight of 18 vendors for 9-1-1 services and equipment	32 vendor contracts administered
2. Maintain interlocal agreements with local governments.	2. ^a Maintenance of 23 interlocal agreements with local governments.....	23 interlocal agreements maintained
3. Monitor 9-1-1 answering point operations to ensure compliance with State guidelines and provide quarterly reports to the Commission on State Emergency Communications (CSEC).	3. ^a Conduct biannual monitoring visits to all 23 9-1-1 answering points and provide quarterly reports to CSEC.....	22 bi-annual visits*
4. Coordinate activities and provide administrative support to the Regional 9-1-1 Network Advisory Committee.	4. ^b Conduct and assist with a minimum of four advisory committee meetings	4 meetings conducted
5. Maintain mapping and address data to provide information to emergency service providers, local governments, utility providers and CSEC.	5. ^a Distribute at least 500 county maps annually and provide address assistance for 24 counties	720 maps distributed; 454 rural addresses assigned
6. Monitoring of telephone customer and cellular tower records for accuracy.	6. ^a Compliance with CSEC's error percentage thresholds and quarterly testing	All targets met
7. Provide rural road signs to the 24 program counties, as needed.	7. ^a Provide at least 200 road signs	206 signs created
8. Improve mapping data accuracy with CSEC's data contractor.	8. ^a Improve mapping data accuracy with CSEC's data contractor from prior year	Data accuracy improved to greater than 99.99

*Reduced because 1 call center closed.

REGIONAL EMERGENCY PREPAREDNESS PROGRAM GOAL STATEMENT:

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

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

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (^a -PRPC measure, ^b -HSGD measure)	<u>RESULT</u>
1. Ensure lease payments on privately-owned towers used in support of PANCOM are paid.	1. ^b Maintain leases on 29 privately-owned communications towers	29 tower leases maintained
2. Provide 24/7/365 support for the maintenance of the PANCOM system.	2. ^b Accessibility to PRPC staff to address provided nights/days/weekends	on call round the clock year long
3. Arrange for system repairs, as needed, on a timely basis.	3. ^b System issues are quickly diagnosed and as necessary, a repair team is dispatched to correct problem within 12 hours of receipt of notice	Resolved 100% service calls within 12 hours
4. Work to further improve coverage areas in region.	4. ^b Refinements and equipment adjustments are made to improve reception in radio-challenged areas of the Panhandle	2 microwave sets replaced
5. Provide insurance coverage on critical elements of the PANCOM system.	5. ^b Maintenance of PANCOM equipment inventory log with insurance carried on the major components of the system.....	inventory updated 01/2019; premiums paid
6. Ensure that all PANCOM-related Federal Communications Commission (FCC) licenses are kept current.	6. ^b Monitor the PANCOM FCC license log; activating scheduled renewals on a timely basis and applying for new licenses as necessary.....	2 licenses renewed
7. Compile and submit all required reports to the SAA.	7. ^b Submission of required reports to the HSGD.....	4 reports submitted

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

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

PRIMARY WORK TASKS

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

PRINCIPLE PERFORMANCE MEASURES (a-PRPC measure, b-HSGD measure) RESULT

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|--|---|
| <ol style="list-style-type: none"> 1. ^a Provision of staff support for a minimum of 4 PREMAC meetings..... 2. ^b Submission of a PRPC-approved FY19 Implementation Plan, Threat and Hazard Identification and Risk Assessment and State Preparedness Report to the HSGD 3. ^b Promote awareness of purpose and value of the regional response and regional mutual plan 4. ^b Achieving GH19 SHSP-eligible status for 99% of the region's cities and counties 5. ^a Manage the PARIS system to keep asset information current..... 6. ^a Conduct of the annual regional preparedness conference and provide staff support for the quarterly training meetings of the Panhandle Emergency Management Association..... 7. ^a Coordination of local, regional, state or federally-sponsored exercises... 8. ^b Submission of bi-annual progress reports to HSGD | <p>5 meetings conducted</p> <p>Plans submitted in 10/2018 and 11/2018</p> <p>Mutual Aid Plan activated on 2 occasions</p> <p>100% of the region's jurisdictions were SHSP-eligible</p> <p>PARIS system maintained; 2 updates</p> <p>Conference held in 09/2018</p> <p>Facilitated 3 regional exercises</p> <p>2 reports submitted</p> |
|--|---|

III. REGIONAL EMERGENCY MANAGEMENT SPECIAL INITIATIVES WORK PROGRAM OBJECTIVE:

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (^a -PRPC measure, ^b -HSGD measure)	<u>RESULT</u>
1. Maintain the Panhandle Area Regional Information System (PARIS).	1. ^b Payment of the annual renewals on the 50 PARIS system licenses maintained	50 licenses renewed in 03/2019
2. Provide user training on the PARIS system.	2. ^b Provision of the user instruction of the PARIS system and the conduct of 6 bi-monthly regional tests to exercise user skills	Provided 15 training sessions; 6 regional bi-monthly tests
3. Compile and submit all required reports to the HSGD.	3. ^b Submit reports to HSGD.....	2 reports submitted

IV. LOCAL EMERGENCY OPERATIONS PLANNING WORK PROGRAM OBJECTIVE:

To utilize FY18 State Homeland Security Funding (SHSP) to assist Panhandle counties which are not receiving federal Emergency Management Performance Grant (EMPG) funding for this purpose, to keep their Emergency Operations Plans (EOPs) current to standards set by the Texas Division of Emergency Management (TDEM).

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (^a -PRPC measure, ^b -TDEM measure)	<u>RESULT</u>
1. Coordinate with local planning teams to facilitate update discussions.	1. ^a Conduct of 21 local planning team meetings to discuss and complete plan updates.....	24 meetings conducted
2. Confirm TDEM's receipt of the jurisdictional plan update submissions.	2. ^b 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. ^b Maintain the 21 non-EMPG county-level EOPs and 1 single jurisdiction EOP's at the Intermediate level	22 EOPs Maintained
4. Compile and submit required reports to HSGD.	4. ^b Submission of quarterly reports to HSGD.....	4 reports submitted

V. 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 2019 allocation of State Homeland Security Program (SHSP) funds will be used to meet the critical goals and objectives of the region's 2019 Texas Homeland Security Strategic Plan (THSSP) Regional Implementation Plan and support the priority Core Capability targets of the Panhandle's 2018 Threat and Hazard Identification & Risk Assessment (THIRA).

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ^(^a-PRPC measure, ^b-HSGD measure)	<u>RESULT</u>
1. Identify list of regional projects on the Elements of Preparedness.	1. ^a Identification by the PREMAC of a preliminary FY19 SHSP project list	List identified 11/2018
2. Distill the list down to a final prioritized list based on the critical Core Capability Targets.	2. ^b Completion by the PREMAC of a final prioritized FY19 SHSP project list	List finalized 03/2019
3. Develop and present a recommended final prioritized project funding list to PRPC Board.	3. ^b Presentation of the PREMAC's FY19 SHSP project recommendations to the PRPC Board	Presented on 03/28/2019
4. Submit a PRPC-Board approved FY19 SHSP project list to the HSGD.	4. ^b Submission of the Panhandle's FY19 SHSP project list to the HSGD.....	Submitted on 03/31/2019
5. Provide FY19 grantees with technical assistance on the use of the HSGD's grant management system – eGrants.	5. ^b Provision of assistance to FY19 SHSP grantees on e-Grants system	Assistance provided on 17 occasions
6. Coordinate regional SHSP program with the HSGD.	6. ^b Participate in monthly calls with the HSGD	Participated in 100% of calls
7. Compile and submit all reports to the HSGD.	7. ^b Submission of reports to the HSGD	2 reports submitted

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

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> ^(^a-PRPC measure, ^b-TDEM measure)	<u>RESULT</u>
1. Receive and process applications.	1. ^b Verification of application completeness; recording of each application in the order received	Received 339 applications
2. Ascertain National Environmental Policy Act (NEPA) compliance.	2. ^b Confirm rebate homes are not in a flood hazard nor historically vulnerable	332 confirmed
3. Notify residents of rebate awards.	3. ^b Issuance of award letters to residents selected for rebates	86 letters issued
4. Facilitate the timely installation of shelters.	4. ^b Corresponding routinely with rebate recipients to maintain focus on completing and installation of their shelter.....	Communication daily by phone, mail & e-mail
5. Confirm compliance with FEMA-320 standards.	5. ^b Verification that rebate shelters have been built and installed per FEMA's residential shelter standards.....	98 site visits
6. Process rebate payment.	6. ^b Compliance and submission of documents to verify shelters have been installed per FEMA standards for payment by TDEM	43 invoices submitted
7. Issue rebate payment checks.	7. ^b Payment made to each resident due a rebate	43 payments
8. Submit quarterly reports.	8. ^b Submission of quarterly reports to TDEM	4 reports submitted

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. ^a Regular interaction with 88 area local governments and a variety of relevant state agencies; conduct 12 workshops.....	Interactions with 88 local governments; 22 workshops conducted
2. Provide assistance to local governments.	2. ^a Provide grant writing assistance to local governments as requested.....	33 grant applications prepared
3. Facilitate the work of the Texas Panhandle Inspectors Association.	3. ^a Conduct quarterly meetings of the Texas Panhandle Inspectors Association	4 meetings conducted
4. Facilitate the activities of the Texas Municipal League – Region 2.	4. ^a 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. ^a 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. 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)

RESULT

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|---|---|
| <ol style="list-style-type: none"> 1. ^a Ensuring a valid lease agreement is in place with each tenant on a PRPC-titled, PANCOM tower lease 2. ^a Receiving lease payments from each PANCOM tower lessee..... 3. ^a Payment of monthly utilities at sites 4. ^a Adherence with the state and federal rules that apply to the operation of radio communications towers 5. ^a Maintenance of point of contact information for each PANCOM tower site lessee..... 6. ^a Payment of appropriate insurance premiums on tower sites..... 7. ^a Recording lease payments; payment of tower site operational costs .. 8. ^a Submit reports and documents if required..... | <p>5 leases managed</p> <p>Payments received from 5 lessees</p> <p>monthly payments on 7 PANCOM-owned Towers made</p> <p>100% of regulations maintained</p> <p>100% of contact information updated</p> <p>100% premiums paid</p> <p>7 tower leases fully paid</p> <p>No reports were required in FY19</p> |
|---|---|

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) .

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> <small>(^a-PRPC measure, ^b-TCEQ measure)</small>	<u>RESULT</u>
1. Serve as staff support to the Panhandle Regional Solid Waste Management Advisory Committee (RSWMAC).	1. ^a Coordination and staffing of a minimum of 2 RSWMAC Meetings	2 meetings conducted
2. Assist applicants with the development of their FY19 solid waste program grant applications.	2. ^a Proper preparation of the applications to be reviewed and prioritized by the RSWMAC under the FY19 competition	15 applications prepared
3. Facilitate the review of Municipal Solid Waste permit applications and registrations.	3. ^b Submission to TCEQ of a RSWMAC-developed comment on each permit application/registration received in accordance with the regional solid waste management plan.....	No applications/registrations received
4. Coordinate the pick-up of recyclable materials from jurisdictions participating in the Panhandle Environmental Partnership (PEP).	4. ^b Arrange for the shipment of recyclable materials from PEP locations.....	71 loads coordinated
5. Ensure proper payment for recyclable materials sold by PEP members is received.	5. ^b Process payments to PEP jurisdictions.....	\$165,218 in payments processed
6. Promote recycling throughout the region.	6. ^b Issue monthly newsletters to PEP members and conduct the FY19 Annual PEP Regional Recycling Award program.....	12 newsletters issued
7. Maintain a current inventory of all equipment funded under the SW Grant Program.	7. ^b Submission of an Equipment Inventory Report to TCEQ.....	Inventory submitted March 2019
8. Maintain the accuracy of the Panhandle’s CLI.	8. ^b Updating of the CLI with newly acquired information as appropriate.....	maintained CLI
9. Compile and submit reports to the TCEQ.	9. ^b 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> (^a -PRPC measure, ^b -TCEQ measure)	<u>RESULT</u>
1. Contract with the FY19 Solid Waste Grants program grantees.	1. ^b Execution of approximately 7 FY19 Solid Waste Grants Program Implementation Project Contracts.	9 contracts executed
2. Facilitate the purchase of equipment and/or services needed for project implementation.	2. ^a Procurement of bids and quotes on contract-approved equipment/services for FY19 grantees	Assistance to 9 grantees
3. Support local/regional FY19 project-related public awareness and education activities.	3. ^a Supply the media with periodic updates on the productivity of the FY19 Solid Waste Grants Program Implementation Projects	4 media contacts made
4. Manage and make appropriate amendments to the FY19 implementation project contracts.	4. ^b Provision of staff assistance to facilitate the grant reimbursement process and contract amendment process	12 grantees assisted
5. Maintain an inventory of the equipment and vehicles purchase in whole or part with FY19 grant funds.	5. ^b Inclusion of the equipment purchased under the FY18 Solid Waste Grants Program to the Regional Solid Waste Program Equipment Inventory	100% inventory items added
6. Assist FY19 project grantees in meeting their contractual program reporting requirements.	6. ^b Prompt and assist FY19 Solid Waste Program grantees to ensure compliance with their contractual reporting obligations	Assistance to 9 grantees
7. Compile and submit all required reports to the TCEQ.	7. ^b Inclusion of the FY19 Implementation Projects information on the semi-annual reports submitted to TCEQ.....	Included on the 2 reports submitted

REGIONAL TRANSPORTATION PLANNING PROGRAM GOAL STATEMENT:

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

I. REGIONAL PUBLIC TRANSPORTATION PLANNING WORK PROGRAM OBJECTIVE:

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

PRIMARY WORK TASKS

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

PRINCIPLE PERFORMANCE MEASURES (^a-PRPC measure -- ^b TXDOT)

RESULT

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

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 - ^b TxDOT)

RESULT

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

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.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (*-PRPC measure)	<u>RESULT</u>
1. Serve as staff support to the PWPG and coordinate the development of the 2021 Regional Water Plan.	1. ^a Coordination and staffing of approximately 4 PWPG and PWPG sub-committee meetings.....	7 meetings conducted
2. Conduct public information activities and serve as the point of contact for media news releases related to water planning.	2. ^a 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. ^a Distribution and coordination of planning related reports and information among contractors, TWDB and the PWPG.....	4 reports shared
4. Serve as fiduciary agent for the PWPG; submit the required reports to the TWDB and PWPG.	4. ^a 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. ^a 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.....	27 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)

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| <ol style="list-style-type: none"> 1. ^a Documented certified receipt of at least one agenda packet annually with additional agendas issued as determined by GMA #1..... 2. ^a Include GMA #1 information on the website of the PWPG and respond to 100% of media inquiries 3. ^a 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..... 4. ^a Submission of complete Desired Future Conditions (DFC) packets according to TWDB document and Texas Administrative Code Chapter 31 - Section 356.34 as requested..... 5. ^a Maintain posting, record and minute filing system to meet TWDB guidelines and all applicable open meetings regulations 6. ^a Receipt of payment from each GMA #1 district annually | <p>4 meetings conducted</p> <p>4 website updates;
100% media inquiries handled</p> <p>Issued 4 pieces of correspondence</p> <p>In development</p> <p>4 sets of minutes recorded</p> <p>4 payments received</p> |
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RESULT

III. 2021 REGIONAL WATER PLAN DEVELOPMENT WORK PROGRAM OBJECTIVE:

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

PRIMARY WORK TASKS

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

PRINCIPLE PERFORMANCE MEASURES (*-PRPC measure)

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| <ol style="list-style-type: none"> 1. ^a Successful progress on each of 12 tasks..... 2. ^a Establish lines of communication between all parties..... 3. ^a Successful completion of public hearings or meetings 4. ^a Conduct at least 6 public information activities..... 5. ^a Update to PWPG website at least 6 times annually..... 6. ^a Respond to at least 6 requests and inquiries annually for information regarding PWPG throughout plan development..... 7. ^a Development of Round V Water Plan as identified in planning contract schedule..... | <p>3 meetings; tasks completed as appropriate</p> <p>21 direct contacts</p> <p>3 conducted</p> <p>6 activities conducted</p> <p>6 updates to website</p> <p>Responded to 8 requests</p> <p>Tasks on going and on schedule</p> |
|--|---|

RESULT

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 enter and retain employment and become self-sufficient.

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES</u> (^a -PRPC MEASURE, ^b -TWC MEASURE)	<u>RESULT</u>
1. Prepare the FY19 plan and budget.	1. ^b Submission of FY19 integrated plan and budget	Submitted 07/2019
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.	2. ^b Conduct a minimum of 4 PWDB and 4 Governing Body meetings....	9 meetings conducted
3. Ensure that Contractor conducts outreach to 100% of the clients who receive benefits.	3. ^b 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. ^b Issuance of local program policies and procedures.....	9 policies issued
5. Oversight of the delivery of services the by procured Service Delivery Contractor.	5. ^b Ensure the TWC's required monthly performance of "outreach within 10 days" is met	100% outreach within 10 days
6. Monitor and evaluate performance of contractor with regard to the provision of SNAP services.	6. ^b Conduct a minimum of 4 monitoring reviews of all SNAP services including resolution of related compliance issues.....	4 reviews completed

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> (^a -PRPC MEASURE, ^b -TWC MEASURE)	<u>RESULT</u>
1. Prepare the FY19 plan and budget.	1. ^b Submission of FY10 plan and budget	Submitted 07/2019
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.	2. ^b Conduct a minimum of 4 PWDB and 4 Governing Body meetings	9 meetings conducted
3. Conduct child care provider claims processing for disbursement.	3. ^b Submit approved child care reports through the State's data collection system biweekly.....	26 reports submitted
4. Develop local program policies and procedures.	4. ^b Issuance of local program policies and procedures	11 policies issued
5. Oversight of the delivery of child care services.	5. ^b Review and analyze TWC's monthly performance and expenditure reports and take appropriate action related to the "number of children serviced" per day.....	12 reports reviewed and analyzed and action taken where necessary
6. Ensure compliance with client eligibility for services requirements.		
7. Secure agreements for the purpose of obtaining additional federal funds for additional child care services through a "local match" process.	6. ^b Conduct a minimum 4 monitoring reviews of active child care cases files during the month	4 reviews completed
	7. ^b Meet the TWC's minimum local match requirement of \$656,894 for the Panhandle in order to receive the funds.....	\$656,894 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 FY19 plan and budget.	1. ^b Submission of FY19 plan and budget.....	Submitted 07/2019
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.	2. ^b Conduct a minimum of 4 PWDB and 4 Governing Body meetings	9 meetings conducted
3. Participate in monthly NCP meetings with the OAG and service delivery contractor staff.	3. ^b 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. ^b Submission of 12 monthly progress reports	12 reports submitted
5. Develop program policies and procedures.	5. ^b Issuance of local program policies and procedures	8 policies issues
6. Monitor and evaluate performance of contractor.	6. ^b Conduct a minimum of 4 monitoring reviews of all services including resolution of related compliance issues through technical assistance and provision of staff training as needed.....	4 reviews completed

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

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

<u>PRIMARY WORK TASKS</u>	<u>PRINCIPLE PERFORMANCE MEASURES (-PRPC MEASURE, *-TWC MEASURE)</u>	<u>RESULTS</u>
1. Prepare the FY19 plan and budget.	1. ^b Submission of FY19 plan and budget.....	Submitted 07/2019
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.	2. ^b Conduct a minimum of 4 PWDB and 4 Governing Body meetings	9 meetings conducted
3. Develop program policies and procedures.	3. ^b Issuance of local program policies and procedures	8 policies issued
4. Oversight of the delivery of Temporary Assistance to Needy Families (TANF)/CHOICES program services by the procured service delivery contractor	4. ^b 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. ^b Conduct a minimum of 4 monitoring reviews of all TANF/CHOICES services including resolution of related compliance issues through technical assistance and provision of staff training as needed.....	4 reviews completed

V. VETERANS EMPLOYMENT SERVICES WORK PROGRAM OBJECTIVE:

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

PRIMARY WORK TASKS

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

RESULT

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| <ol style="list-style-type: none"> 1. Arrange for office space and related services for TVC employees at area workforce centers and prorate associated costs. 2. Compile and submit all required reports. 3. Promote and support the integration of workforce services provided to veterans. | <ol style="list-style-type: none"> 1. ^b Co-location of 2 TVC employees at area workforce centers2 employees co-located 2. ^b Submission of Budget Worksheet and Final Expenditure Report as requested by Texas Veterans Commission2 reports submitted 3. ^b Assist in the development of 4 quarterly Program Manager reports ..No state action requested |
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VI. WAGNER-PEYSER EMPLOYMENT SERVICES WORK PROGRAM OBJECTIVE:

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

PRIMARY WORK TASKS

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

RESULT

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| <ol style="list-style-type: none"> 1. Arrange for office space and related services for state employees at area workforce centers and prorate associated costs. 2. Promote and support the coordination of TWC employees and Contractor staff to ensure services are provided to employers & job seekers to meet performance requirements. 3. Participate in community coordination efforts to serve employers and job seekers. 4. Participate in community coordination efforts to promote the hiring of veterans. | <ol style="list-style-type: none"> 1. ^b 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. ^b Ensure the TWC's two "Reemployment and Employer Engagement" performance measures are met 2 measures met 3. ^b Co-sponsor a minimum of 2 job fairs 8 job fairs co-sponsored 4. ^b Host an annual local Red, White and You veteran job fair 1 veteran job fair hosted |
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VII. WORKFORCE INNOVATION AND OPPORTUNITY ACT – ADULT WORK PROGRAM OBJECTIVE:

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

PRIMARY WORK TASKS

1. Prepare the FY19 integrated plan and budget.
2. Coordinate activities and provide administrative support to the Panhandle Workforce Development Board (PWDB) and Panhandle Workforce Consortium's Governing Body.
3. Develop local program policies and procedures.
4. Oversight of the delivery of adult services by the procured service delivery contractor.
5. Confirm that the subcontractor adheres to all federal, state and local regulations, policies, and directives.

PRINCIPLE PERFORMANCE MEASURES ^(^a-PRPC MEASURE, ^b-TWC MEASURE)

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| <ol style="list-style-type: none"> 1. ^b Submission of FY19 plan and budget 2. ^b Conduct a minimum of 4 PWDB and 4 Governing Body meetings 3. ^b Issuance of local program policies and procedures 4. ^b Review and analyze TWC's monthly performance reports and take appropriate actions related to the four adult and three all participant WIOA outcome measures 5. ^b Conduct at a minimum 4 monitoring reviews of all activities including resolution of related compliance issues through technical assistance and provision of staff training as needed | <p>Submitted 07/2019</p> <p>9 meetings conducted</p> <p>9 policies issued</p> <p>12 reports reviewed/analyzed; action taken where necessary</p> <p>4 reviews completed</p> |
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VIII. WORKFORCE INNOVATION AND OPPORTUNITY ACT -- DISLOCATED WORKER WORK PROGRAM OBJECTIVE:

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

PRIMARY WORK TASKS

1. Prepare the FY19 plan and budget.
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium's Governing Body.
3. Develop local program policies and procedures.
4. Oversight of the delivery of dislocated worker services by the procured service delivery contractor.
5. Provide oversight in planning and delivery of WIOA "Rapid Response" services.
6. Confirm that the subcontractor adheres to all federal, state and local regulations, policies and directives.

PRINCIPLE PERFORMANCE MEASURES ^(^a-PRPC measure, ^b-TWC measure)

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| <ol style="list-style-type: none"> 1. ^b Submission of FY19 plan and budget 2. ^b Conduct a minimum of 4 PWDB and 4 Governing Body meetings... 3. ^b Issuance of local program policies and procedures 4. ^b Review and analyze TWC's monthly performance reports and take appropriate action related to the four dislocated worker and three all participant WIOA outcome measures 5. ^b Review staff reports of Rapid Response services and activities provided to Rapid Response participants 6. ^a Conduct a minimum of 4 monitoring reviews of all activities including resolution of related compliance issues through technical assistance and provision of staff training as needed | <p>Submitted 07/2019</p> <p>9 meetings conducted</p> <p>9 policies issued</p> <p>12 reports reviewed/analyzed; action taken where necessary</p> <p>5 Rapid Response reports reviewed</p> <p>4 reviews conducted</p> |
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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 ^(^a-PRPC measure, ^b-TWC measure)

1. ^b Submission of quarterly progress reports and other reports as requested by funding agency4 reports submitted
2. ^b Issuance of local program policies and procedures 11 policies issued
3. ^b Conduct quarterly reviews of grant expenditures and child care quality activities facilitated by the subcontractor to certify that priority service is given to the facilities4 reviews conducted
4. ^b Review of financial and program reports submitted to PRPC workforce development staff on a quarterly basis4 reviews conducted
5. ^a Conduct at a minimum of 2 internal reviews of all quality Child Care activities including resolution of related compliance Issues through technical assistance and provision of training ...2 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 FY19 integrated plan and budget.
2. Coordinate activities and provide administrative support to the PWDB and Panhandle Workforce Consortium’s Governing Body.
3. Develop local program policies and procedures.
4. Oversight of the delivery of youth services by the procured service delivery contractor.
5. Confirm that the subcontractor adheres to all federal, state and local regulations.

PRINCIPLE PERFORMANCE MEASURES ^(^a-PRPC measure, ^b-TWC measure)

1. ^b Submission of FY18 integrated plan and budgetSubmitted 07/2019
2. ^b Conduct a minimum of 4 PWDB and 4 Governing Body meetings9 meetings conducted
3. ^b Issuance of local program policies and procedures9 policies issued
4. ^b Review and analyze TWC’s monthly performance reports and take appropriate action related to three youth and three participant WIOA outcome measures..... 12 reports reviewed/analyzed; action taken where necessary
5. ^a Conduct a minimum of 4 monitoring reviews of activities including resolution of related compliance issues through technical assistance and provision of staff training4 reviews completed

RESULTS

XI. TEXAS WORKFORCE COMMISSION – 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 grant expenditures and activities facilitated by the Service Deliver Contractor and the Board.
3. Oversight of the delivery of Special Initiatives by the procured service delivery contractor and the Board.

PRINCIPLE PERFORMANCE MEASURES (¹-PRPC measure, ²-TWC measure)

RESULTS

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| 1. Submission of progress reports and other reports as requested by funding agency..... | 8 reports filed |
| 2. Conduct quarterly reviews of the process reports grant expenditures and activities..... | 4 reviews completed |
| 3. Review of financial and program reports submitted on a quarterly basis regarding the performance of the initiatives... | 12 meetings held and financials reviewed |