



**Capital Area Council of Governments**  
**Actual Productivity and Performance**  
**FY 2015**

*Comparison of Planned to Actual Performance*

**Area Agency on Aging**

<sup>a</sup> - CAPCOG performance measure, <sup>b</sup> - DADs measure

<b>1</b>	<b>Goal: To connect individuals who are older and their families with information and services to maintain or improve quality of life.</b>		
<b>1.1</b>	<b>Objective:</b> Connect older individuals, their families, and informal caregivers to helpful and updated information and resources and assist them in accessing needed services and benefits.		
<b>1.1.1</b>	<b>Strategy:</b> Use the AAA Information, Referral, and Assistance program to link individuals; ensure information is updated and readily available.		
<b>Performance Measure</b>	<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>a</sup> Number of contacts receiving information, referral, and assistance.	3,700	3500	<b>Below Meets. 15 Consumer calls below the 5% met standard</b>

<b>2</b>	<b>Goal: To ensure the preservation of the rights of older persons residing in long-term care (LTC) facilities.</b>		
<b>2.1</b>	<b>Objective:</b> Educate LTC residents throughout the region and advocate for their rights.		
<b>2.1.1</b>	<b>Strategy:</b> Maintain the Ombudsman Program in nursing home facilities throughout the region.		
<b>Performance Measure</b>	<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>a</sup> Number of certified Ombudsmen	35	20	<b>Revised LBB Target Met</b>
<sup>b</sup> Number of assisted living facilities visited.	100 facilities	148 Facilities visited for a total of 645 visits	<b>New State Ombudsman requirement required 645 visits</b>
<sup>b</sup> Percent of complaints resolved and partially resolved by Ombudsman program staff.	85%	93%	<b>Met</b>

<b>3</b>	<b>Goal: To ensure provision of services to the maximum number of older individuals, their families, and informal caregivers with the funds available.</b>		
<b>3.1</b>	<b>Objective:</b> Assist individuals who are older with available government benefit programs.		
<b>3.1.1</b>	<b>Strategy:</b> Provide benefits counseling (legal assistance) services to older individuals, their families, and the public.		

Performance Measure	Projected Outcome/Output	Actual Outcome/Output	Result
<sup>b</sup> Number of people receiving legal assistance.	1,038 people	1023	Met
<sup>a</sup> Percent of individuals served describe the assistance received as helpful.	90%	98.5%	Exceeded

**3.2 Objective:** To assist with service coordination/planning for older individuals and their caregivers.

**3.2.1 Strategy:** Provide care coordination to the older individuals without significant support.

Performance Measure	Projected Outcome/Output	Actual Outcome/Output	Result
<sup>b</sup> Number of people receiving care coordination.	450 people	450	Met

**3.2.2 Strategy:** Provide caregiver support coordination to the older individuals and their families, and informal caregivers.

Performance Measure	Projected Outcome/Output	Actual Outcome/Output	Result
<sup>b</sup> Number of persons receiving caregiver support coordination	226 people	610	Exceeded
<sup>a</sup> Percent of individuals served describe the service coordination received as helpful.	90%	98%	Exceeded

**3.3 Objective:** To provide nutrition services to older individuals.

**3.3.1 Strategy:** Maintain congregate meals sites for elderly individuals.

Performance Measure	Projected Outcome/Output	Actual Outcome/Output	Result
<sup>b</sup> Number of congregate meals served (funded by DADS).	111,999 meals	108,443	Met

**3.3.2 Strategy:** Maintain home-delivered meal programs for elderly individuals.

Performance Measure	Projected Outcome/Output	Actual Outcome/Output	Result
<sup>b</sup> Number of home-delivered meals served (funded by DADS).	310,324 meals	298,021	Met

<b>4</b>	<b>Goal: To implement and develop an aging and disability resource center (ADRC) for the region.</b>			
<b>4.1</b>	<b>Objective:</b> Identify key staff and roles for all partner agencies.			
<b>4.1.1</b>	<b>Strategy:</b> Define housing navigator roles across the region.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>b</sup> Liaison to connect with the local housing authorities and list demographic information for consumers seeking affordable and accessible housing.		Establish housing navigator function in 10 county region	Function established in ADRC	<b>Met</b>
<b>4.1.2</b>	<b>Strategy:</b> Define option counselors' roles across the region.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>b</sup> Facilitate and convene partner agencies to serve as referral sources for consumers eligible for ADRC services.		Convene partners at least quarterly; identify technical liaisons.	22 partners met bimonthly as ADRC Steering Committee in initial year.	<b>Met</b>
<b>4.1.3</b>	<b>Strategy:</b> Sponsor resource training for identified navigators across the region.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>b</sup> Sponsor training to include understanding the roles of partner agencies, resources and services directed to seniors, children, veterans and the disabled.		Host and provide training.	Trainings hosted by ADRC. Training tracks included person centered awareness and counseling.	<b>Met</b>
<sup>b</sup> Sponsor train-the-trainer training for options counselors in partner agencies.		Host and provide training.	There has been no formal training.	<b>Not met. The ADRC Coordinator has located web-based trainings from ADRC counselors, ACL Technical Assistance, National Institute on Aging and the White House Conf. on Aging.</b>

<b>4.2</b>	<b>Objective:</b> Functional ADRC status as defined by the Administration on Community Living (ACL).			
<b>4.2.1</b>	<b>Strategy:</b> Provide information, referral and assistance.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>b</sup> Establish dedicated phone line on the zip code- driven, toll-free, statewide number.		ADRC line is manned daily by and Information and Referral navigator from 8-5 pm, since January 9, 2015.	45 calls to 65 calls answered each week	<b>Met. Referrals also received by email and walk-ins.</b>
<sup>b</sup> Develop an ADRC-Capital Area Webpage and resource guide.		Establish webpage with links to area partners and referrals, with resource guide for use and distribution.	Webpage running; calendar dates and links in progress. A resource guide has been gathered and operational with staff. The need to print is still being determined.	<b>In progress, initiative has been deferred by the steering committee due to size and cost of reproducing resource guide.</b>
<b>4.2.2</b>	<b>Strategy:</b> Provide core functions of the ADRC by integrating, coordinating, and strengthening different pieces of the existing long term supports and services systems, including AAAs, Centers for Independent Living, state and local Medicaid offices, and other community-based organizations.			
<sup>b</sup> Provide options counseling, advice and assistance.		Establish Local Contact Agency (LCA) program.	Local Contact Agency (LCA) program operational	<b>Met.</b>
<sup>b</sup> Provide streamlined eligibility determination for public programs.		Create referral systems and institute use of LTSS screens	Referral systems developed by partner agencies and LTSS screen is operational.	<b>Met.</b>
<sup>b</sup> Provide person-centered transitions.		Establish Local Contact Agency (LCA) program.	Local Contact Agency (LCA) program operational.	<b>Met.</b>

<sup>b</sup> Ensure quality assurance and continuous improvement.	Third-party assessment and completion of ADRC work plan.	In progress - UT School of Nursing completed comprehensive assessment of functionality and progress completion of ADRC work plan.	<b>Partially met.</b>
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**AGING SERVICES - PERFORMANCE ANALYSIS FY 2015**

CAPCOG’s Area Agency on Aging (AAACAP) provides quality services to support and advocate for the health, safety, and well-being of older individuals in the region. In most areas listed above, the Area Agency on Aging met or exceeded the planned performance for FY 2015, with the exception of one measure that is not a Legislative Budget Board (LLB) required metric.

Some accomplishments in fiscal year 2015:

- All LBB performance measures were met within the 5± % required metric.
- AAACAP hosted a highly successful Striking a Balance Caregiver Conference with long term partner AGE of Central Texas in September 2015. Over 160 family caregivers attended.
- AAACAP hosted 5 additional Caregiver Conferences throughout the region in FY2015.
- Care Coordination staff assess the needs of and coordinate in-home services for individuals experiencing a recent health crises or hospitalization. AAACAP served 450 individuals through this program. Care Coordination support services include; care coordination, homemaker, personal assistance, health screenings, emergency response systems, adaptive equipment for personal safety, and connection to other available community services to meet individual consumer needs.
- The Caregiver Support Coordination program provides much needed support services to family caregivers to ensure they have the tools, education and resources needed to care for themselves while caring for others. This program provided support to 610 caregivers and care receivers in fiscal year 2015. Services included; caregiver assessment and support coordination, information, education and training, evidence-based interventions for self-care and respite services. Access to caregiver support services helps maintain care in the community and delays facility-based placements for older individuals.
- The Ombudsman program made 1,705 visits to nursing homes and assisted livings in FY2015, closing 204 cases which represents a 58% increase in closed cases from FY2014.
- Added additional meal site in Buda Texas in order to meet the needs of the Cities growth in population.

- The Benefits Counseling Program assisted 1023 seniors over the age of 60 plus 211 unduplicated Individuals with disabilities with Medicare applications on selection of appropriate Medicare Part D prescription drug plans. This program also provided Medicare information to an estimated additional 7,720 beneficiaries by conducting targeted outreach in the counties and at health fairs and other events.
- The Benefit Counseling Program partnered with several agencies in Bastrop, Burnet, Hays and Lee County to provide additional outreach and one-on-one assistance to our targeted population. Our Benefits Counselors created a promotional flyer prior to schedule sessions and emailed or mailed to the sites. These announcements/schedules and regularity of these events proved to be effective in reaching our target population.
- With the continuation of a generous grant from the St. David's Foundation, AAACAP provided a much needed Medication Screening service for individuals taking 5 medications or more. Individuals receive a free screening and consultation with a contracted pharmacist. The pharmacist creates a report of potential medication interactions, instructions for communicating with physicians and information about safe over-the counter prescription use. Since January 2015, 241 individuals have received a medication screening. Seventy-five percent of participants report the medication screening and pharmacist consultation has positively affected their health.
- The ADRC staff have been trained and/or certified in the following programs CTT, CPP, LTSSS
- The ADRC steering committee has been developed with three subcommittees: Education, Evaluation, and Outreach

**Emergency Communications**

*All measures are locally determined performance measures for the Capital Area Emergency Communications District (CAECD)*

<b>1</b>	<b>Goal: Plan and implement state-of-the-art emergency communications systems.</b>			
<b>1.1</b>	<b>Objective:</b> Provide technical assistance, equipment, and training to support fiscally responsible, high-quality 9-1-1 emergency communications throughout the district.			
<b>1.1.1</b>	<b>Strategy:</b> Move toward implementation of an Internet Protocol (IP) Next Generation NG9-1-1 system based on the NENA i3 standard.			
<b>Performance Measure</b>		<b>Projected Outcome</b>	<b>Actual Outcome</b>	<b>Result</b>
Implement NG9-1-1 based services at 31 PSAPs within our region.		31 PSAPs connected	Next Generation 9-1-1 capable equipment and IP network is at each PSAP.	<b>Delivery of text to 9-1-1 service is anticipated during calendar year 2016.</b>
<b>1.2</b>	<b>Objective:</b> Provide appropriate 9-1-1 training opportunities to PSAP staff within the region.			
<b>1.2.1</b>	<b>Strategy:</b> Conduct a broad range of training classes throughout the year.			
<b>Performance Measure</b>		<b>Projected Output</b>	<b>Actual Output</b>	<b>Result</b>
<sup>a</sup> Number of PSAP staff completing training in use of 9-1-1 equipment and call processing procedures.		1,130 persons completing training	135% of the goal achieved with 1,524 students completing training classes.	<b>PSAP staff properly trained in use of 9-1-1 equipment and call processing procedures.</b>
<sup>a</sup> Number of off-site classes conducted.		9 off-site classes	122% of the goal achieved with 11 off site classes held.	<b>PSAP staff properly trained in use of 9-1-1 equipment and call processing procedures. Reduced travel costs for supported agencies.</b>



<b>1.3</b>	<b>Objective:</b> Ensure the successful timely delivery of 9-1-1 calls to each PSAP.		
<b>1.3.1</b>	<b>Strategy:</b> Monitor all Classes of Service (COS) and networks.		
	<b>Outcome:</b> 9-1-1 calls route and plot properly with applicable 9-1-1 data.		
Performance Measure	Projected Outcome/Output	Actual Outcome/Output	Result
<sup>a</sup> Total number of 9-1-1 calls processed.	1,350,000	1,589,923	<b>Exceeded; 118% of the goal achieved.</b>
<sup>a</sup> Number of wireless 9-1-1 calls received.	1,093,500	1,305,345	<b>Exceeded; 119% of the goal achieved.</b>
<sup>a</sup> Percentage of 9-1-1 calls answered within 10 seconds.	90%	95.44%	<b>Exceeded; citizens requiring emergency services properly served.</b>
<sup>a</sup> Percentage of 9-1-1 calls answered within 20 seconds.	95%	97.76%	<b>Exceeded; citizens requiring emergency services properly served.</b>

**EMERGENCY COMMUNICATIONS - PERFORMANCE ANALYSIS FY 2015**

**CAPCOG’s Emergency Communications Division** provides planning, technical, implementation, training and public education assistance to public safety agencies throughout the ten-county region to enable those agencies to deliver high quality 9-1-1 service to citizens. The EC Division achieved or exceeded the planned performance for FY 2015. Projected performance measures for FY 2016 have been identified and outlined in the CAPCOG Projected Performance Reports, with the anticipation that all measures will be achieved.

Some of the activities involved in completing these action steps are as follows:

**Operational Support.** Maintaining the 31 PSAPs within the CAPCOG region in top running condition is an on-going process; this past year all 31 PSAPs were operating on Next Generation 9-1-1 capable equipment and the division continued to work with Bexar Metro 9-1-1 District to move toward implementation of the South Texas NG9-1-1 system.

**Monitoring the performance of all CAPCOG PSAPs,** 9-1-1 Database Coordinators and the 9-1-1 network to ensure the accurate delivery of every 9-1-1 call. With over 85% of 9-1-1 calls in the region originating from wireless and Voice Over Internet (VOIP) devices, ensuring proper routing and operation of Phase II wireless and VOIP location technologies continued to be a top priority.

**Homeland Security**

<sup>a</sup> - CAPCOG performance measure, <sup>b</sup> – TXDPS/THSSAA measure

<b>1</b>	<b>Goal:</b> Increase response capability in the region for terrorism and other major public safety events.		
<b>1.1</b>	<b>Objective:</b> Assist fire, EMS, public health and police agencies in obtaining and coordinating equipment and training to facilitate multi-jurisdictional regional response.		
<b>1.1.1</b>	<b>Strategy:</b> Promote regional homeland security planning, training and funding opportunities for local governments and public health/safety agencies.		
	<b>Outcome:</b> Coordination among all disciplines throughout the ten-county region at the city and county level.		
Performance Measure	Projected Outcome/Output	Actual Outcome/Output	Result
<sup>a</sup> Percentage of jurisdictions participating in preparedness and response coordination.	95%	100%	<b>Exceeded. CAPCOG made multiple contacts to jurisdictions. All counties and cities included in the regional WebEOC.</b>
<sup>a</sup> Provide training to jurisdictions in the use of the Regional Notification System (RNS) and WebEOC crisis management software in order to use technology to the greatest advantage regionally.	Continuous	Personnel trained in 31 PSAPs and 10 counties – 10 training sessions, plus as requested.	<b>Met standard. New ENS vendor necessitated training on new system. WebEOC training ongoing and assistance provided during events.</b>
<sup>a</sup> Review and revise the CAPCOG Regional Mutual Aid Plan annually.	Annual update	Annual Review	<b>Met standard. In addition, a Regional Mass Fatality plan was completed.</b>
<sup>b</sup> Follow-up with cities and counties in the CAPCOG region in order to meet state-mandated emergency preparedness standards at the Intermediate level.	Follow-up with 80% of cities and counties	Monthly follow-up with 100% of cities and counties in the CAPCOG region	<b>Exceeded standard. The HS Grant Program awarded \$1.9 million to eligible jurisdictions for 29 projects.</b>
<sup>a</sup> Participate in the coordination at least one regional full-scale exercise annually in the CAPCOG region.	At least one (1) regional exercise annually	Regional All Hazards exercise conducted Nov. 3, 5, and 7 <sup>th</sup> .	<b>Met. CAPCOG participated in Williamson county-based scenario concerning schools.</b>

**HOMELAND SECURITY - PERFORMANCE ANALYSIS FY 2015**

**CAPCOG's Homeland Security Division** provides assistance and support to governmental entities and first responders in building regional strategies for response to natural and man-made disasters. Activities include prioritization of federal funding to coincide with emergency response planning, facilitation of training, and long-term communications planning. In all areas listed above except one, Homeland Security met or exceeded the planned performance for FY 2015. Projected performance measures for FY 2016 have been identified and outlined in the CAPCOG Annual Budget and Projected Performance Report, with the anticipation that all measures will be achieved.

Some of the activities involved in completing these action steps are as follows:

**Planning.** The Homeland Security Division completed two major planning efforts during 2015 – the annual update of the Regional Mutual Aid Plan and the finalization of a Mass Fatality Response Plan, the development of which spanned the last three years. The Mass Fat Plan required collaboration of public health experts, first responders, and area justices of the peace (who conduct inquests).

**Regional Grant Program.** CAPCOG facilitated the allocation of about \$1.9 million to 29 regional projects that support interoperable communications, citizen volunteer response, rescue and terroristic threat response equipment, and other homeland security programs.

**Regional WebEOC® Improvements.** CAPCOG's regional implementation of the WebEOC crisis management information system continues to demonstrate its usefulness. Local governments, school districts and hospitals and various state-affiliated emergency management and response personnel continue to rely on the system to share time-sensitive, mission-critical information. It has been used to manage events surrounding last year's Formula 1 United States Grand Prix automobile race at the Circuit of the Americas track, as well as South by Southwest events, flooding and severe weather events, and exercises. Moving into FY 2016, the costs of the WebEOC program will be covered by the Capital Area Emergency Communications District (CAECD), as a function of emergency communications.

**Enhancements to the Regional Emergency Notification System.** CAPCOG upgraded the regional emergency notification system to a cloud-based, larger capacity system the year prior, therefore FY 15 required significant training for the jurisdictions on the use of the system. The upgraded system allows a wider variety of notification options; however, there have been some challenges with regard to capacity when used for larger events. The costs of this program are now covered by the Capital Area Emergency Communications District (CAECD), and training responsibilities for the program will transfer to Emergency Communications staff in FY 16.

**Regional Training and Exercises.** CAPCOG staff members continued to work with local emergency management and public safety personnel to coordinate and share scheduling of training activities in the region. CAPCOG training activities were focused on WebEOC and Regional Notification System training.

**Regional Law Enforcement Academy**

<sup>a</sup> - CAPCOG performance measure, <sup>b</sup> - TCOLE, <sup>c</sup> - CJD measure

<b>1</b>	<b>Goal: To provide regional law enforcement education and training to meet the needs of local law enforcement agencies.</b>		
<b>1.1</b>	<b>Objective:</b> Provide required training to assist law enforcement agencies to in hiring and sustaining high quality officers.		
<b>1.1.1</b>	<b>Strategy:</b> Provide Basic Peace Officer Courses (BPOC), Basic County Corrections Courses (BCCC), and Continuing Education based on identified demand of local law enforcement agencies of the region.		
	<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>b</sup> Percentage passing rate for cadets on the state licensing exam for BPOC courses.	96% (80% required)	100%	<b>Met performance measures</b>
<sup>b</sup> Percentage passing rate for cadets on the state licensing exam for Basic county Corrections (BCCC) courses.	96% (80% required)	100%	<b>Met performance measures</b>
<sup>c</sup> Number of Basic Peace Officer Courses conducted.	2 classes total	3 classes	<b>Exceeded performance measures</b>
<sup>c</sup> Number of BPOC cadets trained.	50 cadets	40 cadets	<b>Did not meet performance measures</b>
<sup>c</sup> Number of BCCC officers trained.	30 cadets	10	<b>Did not meet performance measures</b>
<sup>a</sup> Number of in-service schools provided and sponsored, including courses necessary to facilitate license renewal requirements.	40	49	<b>Exceeded performance measures</b>
<sup>a</sup> Number of officers/persons trained in-service.	Officers/persons 400	560	<b>Exceeded performance measures</b>
<b>1.2</b>	<b>Objective:</b> Support law enforcement agencies in the region in obtaining their internal training and certifications.		
<b>1.2.1</b>	<b>Strategy:</b> Provide administrative services and sponsorship to local law enforcement agencies, including approval for lesson plans, reporting TCOLE credit, and archiving training documents.		
<sup>a</sup> Number of classes sponsored at local law enforcement agencies.	50 classes	54 classes	<b>Exceeded performance measures</b>

**REGIONAL LAW ENFORCEMENT ACADEMY - PERFORMANCE ANALYSIS FY 2015**

**CAPCOG's Regional Law Enforcement Academy** provides classes for basic peace officer certification and basic jailer's certification, as well as TCLEOSE-mandated training and continuing education for law enforcement officers. In most areas listed above, the RLEA met or exceeded the planned performance for FY 2015. Projected performance measures for FY 2016 have been identified and outlined in the CAPCOG Projected Performance Reports, with the anticipation that all measures will be achieved. Some of the activities involved in completing these action steps are as follows:

***Basic Peace Officer (BPOC)***

The basic peace officer courses comprise 780 hours of classroom and field instruction in law enforcement. In 2015, the RTA held three (3) BPOC classes, training a total of 40 cadet students. The projected number during the 2015 grant year was 30 grant funded cadet students and 10 non-grant funded cadet students. The BPOC first- attempt pass rate for the state mandated TCOLE test for new peace officers was 100% in 2015.

***Basic County Corrections Officer Course (BCCOC)***

RLEA provided one Basic Jailers course in 2015. The course consisted of 96 hours of in corrections officer training with subjects ranging from inmates with mental disabilities to inmate correspondence. A total of 10 new correction officers passed the course along with a 100% pass rate on the State Examination.

***In-service Training***

In 2015 the RLEA held 49 separate in-service classes with a total of 560 law enforcement officers attending. The classes ranged from mandated subjects to Firearms Instructor, Basic Instructor, New Supervisor, Legislative Updates, Standard Field Sobriety Testing, Crisis Intervention Training, Patrol Rifle, Human Trafficking, and Use of Force.

***Administrative Sponsorship***

The RLEA assists other agencies with TCOLE reporting and administrative support for training they conduct internally for their own officers. In 2015, CAPCOG RLEA assisted Round Rock Police Department, Sunrise Beach PD, Austin Independent School District PD, Cedar Park PD, Elgin PD, Blanco County Sheriff's Office, Bastrop SO, and Lee County SO. The sponsored classes include State and Federal Law Updates, Taser, Intermediate Spanish, Human Trafficking, and Tactical Exercises. The assistance from RLEA included approval for lesson plans, reporting TCOLE credit, and archiving training documents. There were 54 sponsored classes across all of these agencies, with a total of 625 participants.

**Regional Services**

<sup>a</sup> - CAPCOG performance measure, <sup>b</sup> - TCEQ measure, EDA measure, or CJD measure

<b>1</b>	<b>Goal: Promote regional planning and collaboration to sustain natural resources, leverage infrastructure, and coordinate growth policies.</b>			
<b>1.1</b>	<b>Objective:</b> Provide forums for local communities, policy officials and other regional stakeholders to identify, assess, and develop strategies to maximize natural resources			
<b>1.1.1</b>	<b>Strategy:</b> Coordinate and host meetings for routine, ad hoc, or regional committees working on air quality, solid waste management, and other environmental issues identified by stakeholders.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>a</sup> Coordinate and conduct three (3) Clean Air Coalition meetings, four (4) Regional Environmental Task Force meetings, and two (2) Solid Waste Advisory Committee meetings and other natural resources and/or environmental focus meetings on an as needed basis.		3 CAC meetings 4 RETF meetings 2 SWAC meetings	4 CAC Meetings 4 RETF Meetings 3 SWAC Meetings 2 SWAC Conformance Review Subcommittee Meetings	<b>Stakeholder participation in environmental committees.</b>
<b>1.2</b>	<b>Objective:</b> Provide appropriate data through scientific measurement and assessment to support regional air quality planning, education and the selection and implementation of effective emission reduction strategies.			
<b>1.2.1</b>	<b>Strategy:</b> Reduce and prevent air pollution by monitoring and assessing air quality, developing plans to address problems, evaluating emission reduction measures and completing performance verification of selected control strategies.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>a</sup> Update emissions inventory data for at least one significant source categories.		Inventory data updated.	Point Source data update Non-Road Agricultural Equipment data update	<b>Additional emissions inventory datasets available for regional air quality planning considerations.</b>
<sup>a, b</sup> Operate six (6) ozone air quality monitoring sites for the ozone season.		Operate and report data for 6 ambient air ozone monitoring stations.	Increased to 8 ambient air ozone monitoring stations	<b>Region's ozone design value maintained in compliance with federal standard.</b>
<sup>b</sup> Complete an annual report on the region's air quality status and the implementation of the regional air quality plan.		Annual reporting completed and provided to TCEQ.	Completed on time	<b>Met</b>

<b>1.3</b>	<b>Objective:</b> To provide effective application of solid waste management resources in the region.			
<b>1.3.1</b>	<b>Strategy:</b> Provide outreach and education regarding solid waste management strategies and availability of funding resources through the Regional Solid Waste Grant Program.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>b</sup> Coordinate grant application workshops, technical assistance meetings and educational workshops held in the region.		Four (4) workshops.	Hosted three (3) Disaster Debris Management Planning workshops.	<b>Met - Grant writing workshops were already held the previous year.</b>
<b>1.4</b>	<b>Objective:</b> Provide support to city and county planning and management activities for natural resources, transportation, economic development, and emergency services.			
<b>1.4.1</b>	<b>Strategy:</b> Augment and enhance CAPCOG's geospatial data, tabular data, mapping, and publications.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>a</sup> Outreach to communities and other regional organizations as well as to new organizations in other regions to increase GeoMap participation.		Ongoing annual aerial photo coverage of the CAECD area targeting 11 participants	GeoMap 2014 completed w/ 11 participants GeoMap 2015 initiated w/ 8	<b>Met</b>
<sup>a</sup> Produce higher resolution imagery to support increased accuracy of mapping.		Offer higher resolution product to participating entities	Created CAARMAP 12" coverage to for full region 6" coverage for City of Austin	<b>Met</b>
<b>2</b>	<b>Goal: To provide effective planning and application of state resources to support regional and community goals related to transportation, criminal justice, and other community development programs.</b>			
<b>2.1</b>	<b>Objective:</b> Provide regional coordination activities to support transportation projects and policy discussions and support community planning efforts.			
<b>2.1.1</b>	<b>Strategy</b> Conduct and participate in technical discussions and project planning for transportation activities that enhance the region's economic competitiveness.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>a</sup> Continue to manage CARTPO activities as well as participate in RTCC, CAMPO, and other regional organizations furthering mobility.		Staff CARTPO meetings; participate in RTCC, CAMPO.	4 CARTPO Meetings 4 RTCC Meetings 10 CAMPO TAC Meetings	<b>Met</b>
<sup>a, b</sup> Provide transportation planning to one county per year.		Planning for Llano County	Deliverables on time.	<b>Partially met – contract extended.</b>

<b>2.2</b>	<b>Objective:</b> Provide support for the planning and funding of criminal justice activities in the region.			
<b>2.2.1</b>	<b>Strategy:</b> Provide data and trends analysis to support the targeting of funds that address identified needs at the community and regional levels.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>b</sup> Conduct meetings with stakeholders from issue areas including but not limited to family violence, support for crime victims, and juvenile programs.		3 Stakeholder meetings	3 stakeholder meetings	<b>Met</b>
<sup>a</sup> Produce updates to regional criminal justice plan.		Annual update	Updated in January 2015	<b>Met</b>

<b>3</b>	<b>Goal: To serve as an advocate for regional economic competitiveness through information, technical assistance, and outreach activities to support and advance the practice of economic development within the region.</b>			
<b>3.1</b>	<b>Objective:</b> Serve as a central resource for economic developers, policy makers and other stakeholders within the region and promote a broader understanding of the factors that lead to successful economic development.			
<b>3.1.1</b>	<b>Strategy:</b> Work with the region’s communities on local and regional economic development planning, including activities focused on providing current demographic data, conducting trends analyses and benchmarking, and providing subject-specific studies relating to economic development.			
<b>Performance Measure</b>		<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>a</sup> Publish and distribute newsletters and provide commentary through external publications and events.		Publish and distribute twelve (6) “Data Points” newsletters and provide commentary through at least twelve (12) external publications and events	Six (6) Data Points publications and twelve (12) external publications and events	<b>Recognized resource for economic developers, policy makers, regional, state, and federal stakeholders on matters that relate to economic development.</b>
<sup>a</sup> Preparation and delivery of annual “State of the Region” presentation.		State of the Region presentation	CEDS Completed January Executive Committee presentation	<b>Awareness of current economic &amp; demographic dynamics</b>
<b>3.2</b>	<b>Objective:</b> Promote strategies that advance the region’s economic competitiveness through planning, training, and technical assistance.			
<b>3.2.1</b>	<b>Strategy:</b> Participate in regional and community projects and activities that promote innovation and entrepreneurship, education and workforce development, and expansion of business investment.			
<b>Outcome:</b> Comprehensive Economic Development Strategy maintained in compliance with federal standard.				



Performance Measure	Projected Outcome/Output	Actual Outcome/Output	Result
<sup>a,b</sup> Conduct regional economic development meetings quarterly for elected officials and economic development professionals.	Organize and staff CAEDD meetings	Quarterly Meetings held	Met
<b>4</b>	<b>Goal: Promote economic competitiveness at the regional and community levels through place-making as a key strategy.</b>		
<b>4.1</b>	<b>Objective:</b> Provide customized analytics to promote the investment in sustainable communities' strategies that incorporate a jobs/housing/transportation balance.		
<b>4.1.1</b>	<b>Strategy:</b> Work with cities, counties, and regional organizations during planning stage to assess the impact of development on existing and future conditions.		
<sup>b</sup> Direct assistance to communities.	4 communities per year	Provided direct assistance to four (4) communities	<b>An integrated decision-making process that demonstrates benefits of leveraging existing infrastructure to increase investment and tax base.</b>

**REGIONAL SERVICES - PERFORMANCE ANALYSIS FY 2015**

**CAPCOG's Regional Services Department** strives to offer an area-wide perspective to local planning needs. Regional Services activities are centered on enhancing regional mobility, improving air quality, planning for solid waste management and waste reduction, data and planning services to cities and counties, Geographic Information System (GIS) support for the CAPCOG region, maintaining a regional grant process to support criminal justice programs, and offering a broad set of services that support economic and community development. In all areas listed above, Regional Services met and/or exceeded the planned performance for FY 2015. Projected performance measures for FY 2016 have been identified and outlined in the CAPCOG Annual Budget and Projected Performance Report, with the anticipation that all measures will be achieved.

Some of the activities involved in completing these action steps are as follows:

***Regional Planning and Sustainability***

- Continued implementation of the MyPermitNow software to the Capital Area.
- Continued support of the Capital Area Regional Transportation Planning Organization (CARTPO)
- Assistance to TXDOT in rural transportation planning for Llano County.

***Air Quality Planning***

Local governments in the five-county Austin-Round Rock-San Marcos Metropolitan Statistical Area have continued to support air quality planning activities under the coordination of the Central Texas Clean Air Coalition (CAC) to achieve compliance with the federal ground-level ozone standard. The new NAAQS for Ozone was set at 70 ppb and CAPCOG's current level is 68 ppb. Officials in the 5-county area subject to a possible nonattainment designation have agreed to continue supporting a series of proactive programs for achieving continued emission reductions to remain in attainment. In addition, CAPCOG has upgraded two temporary monitoring stations to permanent monitoring stations and continues to coordinate the operation of 8 air quality monitoring stations.

***Geographic Information System (GIS) Services***

Regional Services also provides GIS support services to CAPCOG, member governments, and the public. In 2015, the program continued to improve the performance of the digital maps used by 9-1-1 call takers and dispatchers – achieving an average 99.68% for landline and 99.52% for VoIP. 'hit rate'. The Program continued with the Capital Area Geospatial Map (GeoMap) Program, a cost sharing initiative to produce and maintain current geospatial base map data for the region. As well, the Program created a Capital Area Areal Resources Map (CARRMAP) for sale of licensed data that consists of a stripped down version of the CAECD data which includes the most up to date data on street centerlines, address points, emergency service zones, city limits, etc.

***Solid Waste Management and Environmental Enforcement***

In 2015, CAPCOG closed-out \$239,479.05 in grants to local governments for seven HHW Collection Events, six Community Collection Events, three Source Reduction & Recycling Programs, and a new forklift for a recycling center. CAPCOG facilitated Conformance Reviews for a Hays County C&D Landfill permit modification and for a newly proposed Type V Grease/Grit processing facility, provided three (3) Regional Disaster Debris Management Plan development stakeholder meeting, and facilitated two Basic Environmental Law Training Courses and two Intermediate Environmental Law Training Courses. CAPCOG received 91 illegal dumping reports through the Illegal Dumping Hotline (1-877-No-Dumps). The Solid Waste Program facilitated a surveillance camera program where local government enforcement officers can checkout equipment to place in illegal dumping prone areas. The cameras were used in almost 1,000 hours of field surveillance. In FY 2015, with programmatic savings, the Solid Waste Program realized an additional \$75,000 in pass-through funding. The funds were distributed to five of the eight counties included in the May 2015 Federal Disaster Declaration to aid with debris removal.

***Criminal Justice Planning***

In 2015, CAPCOG provided data and trends analysis to help identify needs at the community and regional levels for family violence, support for crime victims, and juvenile programs. In addition, meetings with stakeholders were held to discuss these needs and to develop priorities for funding as a part of a regional criminal justice plan. The 2015 plan was submitted to the Office of the Governor's Criminal Justice Division in January, 2015.

***Economic Development.*** In 2015, CAPCOG served as a central resource for technical guidance on regional economic conditions and for expert assistance in economic development efforts throughout the capital area. CAPCOG's Economic Development Program provided support to several communities in identifying and applying for federal grant opportunities and was a frequent source for local press and regional leadership in the evaluation of economic trends.

In addition to expanding the role of CAPCOG in the economic development efforts of the region as a whole, the Economic Development Program worked with several individual communities to analyze demographic, market and economic conditions and to prepare strategies for improving the local economy. A few notable activities by the Economic Development Program include:

- Region-wide Economic and Demographic Benchmarking
- Llano County Transportation and Economic Development Strategy
- Community Economic Development Strategy (CEDS) completed and published

***Regional Review committee.*** In 2015 the priorities identified during the 2014 RRC were utilized to help score and rank applications for 2015 funding for Community Development Block Grant Program.

**Administration**

<sup>a</sup> - CAPCOG performance measure, <sup>b</sup> – grant agreement or contractual requirement, <sup>c</sup> – Chapter 391, Local Government code requirement

<b>1</b>	<b>Goal:</b> Maintain accurate administration of CAPCOG finances and program reporting in compliance with all applicable guidelines, rules, and government regulations.		
<b>1.1</b>	<b>Objective:</b> Provide accurate and timely financial reports and information that comply with appropriate state and federal requirements as well as general accounting principles.		
<b>1.1.1</b>	<b>Strategy:</b> Prepare budgets and issue financial reports to program areas and funding agencies in a timely manner.		
<b>Performance Measure</b>	<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>
<sup>b</sup> Percentage of all financial reports, as required by grant agreements, submitted in a timely manner.	90%	90%	<b>Additional staff enabled catch-up on the submittal of receivables, particularly Homeland Security. TXDOT contract not met.</b>
<sup>c</sup> Preparation of a Single Audit in accordance with state and federal regulations prior to June 30, 2015 deadline	Approval by June Exec meeting	Approval on 6/10/15 Submittal on 6/12/15	<b>Both internal goal and the legal requirements were met.</b>
<sup>a</sup> Preparation of the annual budget for CAPCOG and individual program areas.	10 months of timely financials	8 months of timely financials	<b>Partially met. Financial reports provided, budgets per program lagged in the MIP system.</b>
<sup>a</sup> Respond to audit and monitoring reports within 30 days or sooner if required.	1 agency audit, 1 monitoring and 1 desk review	3 agency responses, two within 30 days	<b>Met. Additional follow-up resolved.</b>

<b>2</b>	<b>Goal:</b> Ensure CAPCOG implements appropriate administrative and program procedures in compliance with all applicable guidelines, rules, and government regulations and in the interest of best practices and efficient management.		
<b>2.1</b>	<b>Objective:</b> Maintain accurate and effective policies and procedures.		
<b>2.1.1</b>	<b>Strategy:</b> Update and/or develop policies and procedures related to administration of the agency's activities and programs.		
<b>Performance Measure</b>	<b>Projected Outcome/Output</b>	<b>Actual Outcome/Output</b>	<b>Result</b>

<sup>a</sup> Standardize contracting practices across department.	Process for management review refined, begin development of database.	Process reviewed with administrative support staff. Contract training for Admin Director.	<b>Performance met.</b>
<sup>a</sup> Develop and implement policies, in compliance with statutes and current federal and state requirements.	Policies developed, updates scheduled.	Personnel, investment policies adopted; ethics policies and fixed assets researched.	<b>Performance met.</b>

<b>3</b>	<b>Goal:</b> Enhance the distribution of information for all CAPCOG programs that support member governments, staff, and other organizations.
<b>3.1</b>	<b>Objective:</b> Disseminate information about CAPCOG programs, services, and activities to ensure it reaches member organizations and regional partners.
<b>3.1.1</b>	<b>Strategy:</b> Coordinate and compile information from all CAPCOG departments for timely distribution across the appropriate media.

Performance Measure	Projected Outcome/Output	Actual Outcome/Output	Result
<sup>a</sup> Produce a monthly newsletter in print and electronic formats..	Newsletter distributed monthly, annual report presented in December.	Monthly newsletter, annual report presented 12/11/14.	<b>All publications were produced and distributed in a timely manner.</b>
<sup>a</sup> Integrate email and website announcements to promote training programs which can be found on training website that serves all programs.	News releases as needed, public information requests systemized, website maintained.	News releases provided, public info process refined, website content updated on a regular basis.	<b>Performance met.</b>

**ADMINISTRATIVE SERVICES - PERFORMANCE ANALYSIS FY 2015**

**Administrative Services** is responsible for the internal and external services for all CAPCOG program areas including accounting, budgeting, financial management and reporting, personnel/payroll, benefits administration, purchasing, and records management. In most areas listed above, Administration met or exceeded the planned performance for FY 2015. Projected performance measures for FY 2016 have been identified and outlined in the Projected Performance Reports, with the anticipation that all measures will be achieved. Some of the activities involved in completing these action steps are as follows:

***General Management***

The federal government released an update of grant management requirements as the Uniform Grant Guidance, effective December 29, 2014. This has necessitated a review of financial, procurement and contracting policies and procedures to ensure compliance. In addition, the state initiated additional contracting requirements that have affected contracting, records retention, and conflict of interest policies. To further assist in appropriate response to these measures, the Director of Administration also began contract administration certification with the state, to be completed in FY 2016. Another major project begun in the spring of 2015 concerned planning for office space – the lease for current space is up in 2017, requiring the start of a market search for potential new space, planning for individual department space needs, and the appointment of a building committee and broker to assist in the process.

***Finance***

Finance initiated a new electronic payroll system intended to improve compliance with federal payroll and grant requirements, and to provide for more accurate accounting of pay records. The changeover required a few months of planning in addition to setup and transition to a new software interface with accounting software. Finance staff have also worked with individual directors on changes to financials and budgets to provide more up to date information for grant reporting and projections.

***Information Technology Services***

A new position for a director of information technology services was created to enhance the planning and capacity of the ITS team with 911 emergency communications as well as CAPCOG generally. In FY 2015, the team revamped planning for ITS infrastructure, replaced aged out backup equipment, and initiated a transition to cloud operations for agency email. The year also saw new requirements for management of client-related records and data in the Aging services program, which required implementing additional encryption capability to staff computers, as well as new policies and assurances for data management for the Aging program.