

The Headwaters Grant Fund  
Grantee Self-Evaluation – Final Report

The information requested on this form will allow the Headwaters Fund to better understand its funding and report to the public. A positive or negative self-evaluation will not impact your future chances in applying for and obtaining Headwaters funding; thus, please be candid. We also will not rate or otherwise evaluate grantees in our public reports.

You must return this form within 30 days of your Final Quarterly Report to the Headwaters Fund. Headwaters Fund staff may contact you with further questions about your project. If you have any questions, please contact Headwaters staff. Thank you.

Today's Date: **November 10, 2010**

Organization Name: **Community Development Services Department**

Project Title: **Permit Streamlining**

Project Start Date: **8/4/2008**

Project End Date: **12/31/2010**

Please answer the following questions, using as much space as necessary on a separate page:

1. What were the project goals and were they achieved? Why or why not?  
**The goals of the project was to modernize systems used for managing and issuing permits. In particular was the goal to provide an online portal of public access to permit project information. These goals were achieved.**
2. What are the lasting benefits of the project (provide quantitative and qualitative benefits)?  
**The lasting benefits of the project include better accountability through data reporting, more real-time information for the public and decreased processing time through the elimination of redundant tasks.**
3. What challenges did you encounter during the project?  
**Staff turnover, high workload and technical glitches were the most significant challenges.**
4. How will you continue the work started by this project?  
**The software platform continues to be expanded and scaled toward other uses. Current projects include configuring the system for timesheets and billing.**
5. What, if any, are your comments about working with the Headwaters Fund and its staff?  
**Headwaters staff were reliably responsive and helpful.**
6. Do you have any advice for the Headwaters Fund?  
**No.**
7. Do you have any other comments?  
**No.**

Please attach any press releases, media stories, or other materials that have been published regarding the project/program funded by the Headwaters grant.

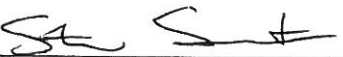
**The public information handout has already been given to Headwaters staff. A formal press release will be distributed in conjunction with a public demonstration to the Board of Supervisors scheduled after the first of the year. A copy of the press release will be given to staff when it is available.**

**The Community Development Services Department will also provide updates to Headwaters staff from time to time as other major developments are achieved with the platform.**

I, the undersigned, certify that the information reported in this document is complete and accurate to the best of my knowledge.

Name (print): **Steven Santos**

Title: **Development Assistance Manager**

Signature:  \_\_\_\_\_