

National Goal #	Goal Type	Goal	National Performance Indicators	Identified Issues	Current Services and Activities Addressing Needs
1	Family Goal	Low-income people become more self-sufficient	<ul style="list-style-type: none"> • 1.1B employed and maintained a job for at least 90 days • 1.2.A obtained skills/competencies required for employment • 1.2.B completed ABE/GED and received certificate or diploma • 1.2. completed post-secondary education program and obtained certificate or diploma • 1.2.I obtained food assistance at new North Utah County food pantry • 1.3.D participants demonstrating ability to complete and maintain a budget • 1.3.F participants who increased savings through regular savings accounts • 1.3.K Other – participants who understand and work to improve credit score 	<p>Employment wage sufficient to meet needs of family</p> <p>Financial coaching and credit counseling</p> <p>Budgeting</p> <p>Help in starting savings</p> <p>Lack of education and training to get good paying jobs</p> <p>Need for adult literacy, GED and other basic adult education</p> <p>Asset development (home ownership, VITA, savings, etc.)</p>	<p>1.1A obtained a job</p> <p>1.2.F obtained access to reliable transportation and/or driver’s license</p> <p>1.3.A VITA tax preparation</p> <p>1.3.E participants opening an IDA</p> <p>1.3.I participants purchasing a home with IDA savings</p>
2	Community Goal	The conditions in which low-income people live are improved. (Community goals)	<ul style="list-style-type: none"> • 2.1.I accessible or increased educational and training placement opportunities that are available for low-income • 2.2.A Increase in community assets due to change in law, regulation or policy – i.e. Cliff effect, protection for income as protected class in rental units 	<p>Challenges and complexity of accessing educational and training programs and services</p> <p>Need for affordable housing units</p> <p>Increase in knowledge and engagement of community members in resolving poverty</p>	<p>2.1.C safe and affordable housing units created in the community</p> <p>2.2A Increase in community assets due to change in law, regulation or policy</p> <p>2.3.A Number of</p>

					community members mobilized 2.3.B Number of volunteer hours
3	Community Goal	Low-income people own a stake in their community	<ul style="list-style-type: none"> 3.2.D number of low-income people engaged in non-governance community activities or groups created or supported by Community Action 	Need for bonding and bridging social capital	3.1.A volunteer hours donated by low-income individuals to Community Action 3.2.A number of low-income people participating in formal community organizations, government, boards or councils 3.2.B number of low-income people acquiring businesses in their community 3.2.C number of low-income people purchasing their own home in their community
4	Agency goals	Partnerships among supporters and providers of services to low-income people are achieved	<ul style="list-style-type: none"> 4.1.A Non-profit – partner with Habitat for Humanity to share facility for new food pantry 4.1.A Non-profit – 211, UW, FSTC, others – partner to educate volunteers about poverty 4.1.A Non-profits – 211, DWS, UW, others – partner to distribute consumer guide on payday lending 4.1.A Non-profit – partner with Centro Hispano to access health education and other services for clients 4.1.A – Non-profits – partner with 	Need for food pantry location in North Utah County Increase understanding and knowledge of poverty in the community Challenges and complexity of accessing government, educational and training programs and services Increase access to health education and services	4.1 – all (A-M)

			<p>advocates to address cliff effect and other public policy issues</p> <ul style="list-style-type: none"> • 4.1.D Partner with DWS and others to work to simplify processes • 4.1.H Housing collaboration – support work of Housing Solutions work group • 4.1.J institutions of postsecondary education/training. Partner with Utah Valley University to increase retention of first generation and low-income students • 4.1.L Partner with IHC to provide basic health screenings to clients • 4.1.M Statewide collaboration – partner with CAP Utah, Utah Housing Coalition, UAH to address public policy issues that impact low-income 	<p>Address the cliff effect</p> <p>Increased access to training and educational resources</p> <p>Increase affordable housing stock</p> <p>Address predatory lending public policy and consumer education</p>	
5	Agency goals	Agencies increase their capacity to achieve results	<ul style="list-style-type: none"> • 5.1.E Number of staff attending trainings – specifically for financial coaching and credit counseling certification 	<p>Need for financial coaching and credit counseling</p>	<p>5.1.C family development certified staff</p> <p>5.1.E number of staff attending trainings</p> <p>5.1.F number of board members attending trainings</p> <p>5.1.G hours of staff in trainings</p> <p>5.1.H hours of board members in trainings</p> <p>5.1.I Other number of certified housing counselors, financial counselors, and home buyer educators</p>

6	Family Goals	Low-income people, especially vulnerable populations, achieve their potential by strengthening family and supportive systems	<ul style="list-style-type: none"> • 6.2.A expansion of food assistance to food pantry in North Utah County • 6.2.C expansion of rent assistance to homeless youth transitioning out of foster care 	<p>Access to nutritious food</p> <p>Access to affordable housing</p> <p>Issue of being able to pay bills and meet basic needs of family</p> <p>High stress of living in poverty and impact on family and child development</p>	<p>6.2.A emergency food</p> <p>6.2.B emergency fuel or utility help</p> <p>6.2.C emergency rent or mortgage assistance</p> <p>6.2.E emergency shelter assistance</p> <p>6.2.H emergency legal assistance</p> <p>6.2.J emergency disaster relief</p> <p>6.2.K emergency clothing</p> <p>6.2.L I & R</p> <p>6.2.M Other emergency help – furniture and household goods</p> <p>6.3.J Parents learn and exhibit improved parenting skills</p> <p>6.3.K Parents learn and exhibit improved family functioning skills</p> <p>6.4.E obtained and/or maintained housing</p> <p>6.4.F obtained food</p> <p>6.5.A Food boxes</p> <p>6.5.B Pounds of food</p> <p>6.5.C Units of clothing</p> <p>6.5.E I & R calls</p>
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Goals

Goal #1 – Increase bonding and bridging social capital for people with low-income					
Priority Issue	Long-term Goal	Long-term Output	Long-term Outcome	Measure	Linkage or Partnership
Social capital is essential to supporting people as they seek to build self-sufficiency	<ul style="list-style-type: none"> - Engage 80 persons with low-income at 3 Circles sites between 10/1/2016 to 9/30/2017 - Partner with nonprofits in three other counties and begin planning process to establish a Circles Initiative in those communities - Develop way to increase capacity of case managers to spend more time with clients 	<ul style="list-style-type: none"> - Hold weekly meetings for 80 Circles Leaders over 50 weeks at each site (Provo, Orem/Lindon, and Salem)service - Provide meals, child and youth activities at weekly meeting - Hold 12 week Circle classes for 40 new participants in fiscal year - Recruit, train and match at least 2 volunteer Allies with Circle Leaders - Seek and use variety of other community in-kind donations and volunteers to support the three sites - Engage and assist three nonprofits in preparing to initiate Circles - One plan in place to increase case management time with clients 	<ul style="list-style-type: none"> - 50% of 80 families will decrease debt - 60% of 80 families will increase income - 3 families will move out of poverty and reach 200% FPG - 80% of Circle Leaders will attend 75% of weekly meetings - 50% of 80 Circles Leaders will decrease public assistance - Three new communities outside of our region will complete planning process and be successful in preparing for Circles - Case management support for clients is increased resulting in better outcomes 	<p>Initial participant interview and assessment and new assessments every six months thereafter.</p> <p>Records of meetings, community assessments and plans written by communities</p> <p>Plan and training</p>	<ul style="list-style-type: none"> - Utah Circles - TANF I funding; - Foundation funding; - BYU Service Learning; - CNCS VISTA project
	Short Term	Short Term	Short Term		
	Long Term	Long Term	Long Term		

Goal #2 – Emergency financial assistance

Priority Issue	Intermediate Goals	Intermediate Outputs	Intermediate and Long-Term Outcomes	Measure	Linkage or Partnership
<p>Individuals and families struggle to pay bills and meet their basic needs</p>	<ul style="list-style-type: none"> - Emergency shelter for homeless households (families and individuals) - Rapid rehousing or homeless prevention assistance for individuals and families - Rapid rehousing for homeless youth transitioning out of foster care - Other emergency assistance (gas, bus tokens, identification, birth certificates, clothing, furniture, apartment kits, etc.) to meet other needs - Diversion case management and financial assistance 	<ul style="list-style-type: none"> - 400 households will seek motel voucher assistance for emergency shelter - 175 households will seek financial assistance for first month's rent, deposit or eviction prevention - 30 homeless youth will seek financial assistance to secure housing - 1,100 people will seek variety of assistance to meet other needs 	<ul style="list-style-type: none"> - 250 household will receive temporary shelter in motels - 130 families with children will be diverted from shelter to other temporary housing - 75 host families will receive some food, utility or rent assistance (use flex fund) - 150 households will acquire or maintain permanent housing - 25 homeless youth will acquire permanent housing - 950 people will have their immediate need met in regards to transportation, furniture, clothing, apartment kits, identification, birth certificates, etc. 	<p>Services provided will be recorded in individual client case files and in agency client database; quarterly reports will be reviewed by management and the team</p>	<ul style="list-style-type: none"> - TANF funding; - HUD RRH CoC funding; - HUD RRH CoC finding for youth; - H2H TANF Diversion funding - UC Flex Fund - LDS Church shelter and case management funding; - UTA transportation MOU - LDS Church ID funding; - EFSP Utah County
	<i>Short Term</i>	<i>Short Term</i>	<i>Short Term</i>		
	<i>Long Term</i>	<i>Long Term</i>	<i>Long Term</i>		

Goal #3 – Increase knowledge of poverty and community engagement in resolving poverty					
Priority Issue	Long-term Goals	Long-term Outputs	Long-term Outcomes	Measure	Linkage or Partnership
Lack of public knowledge and awareness of the realities of poverty and support are major deterrents in Utah to financial security and opportunity for people to create a more prosperous future. There is low community engagement in service and civic service opportunities.	<ul style="list-style-type: none"> - Increase number of committed agency volunteers including Circle Leaders and low-income persons - Increase knowledge of poverty of targeted groups - Increase knowledge of poverty in 9 other communities throughout Utah in partnership with a nonprofit in that area - Engage major employers in increasing knowledge of workers living in poverty - Engage retention office etc at UVU in improving services to first generation and under-resourced students - Increase number of certified Bridges trainers at the agency - Initiate and carry out social media and 	<ul style="list-style-type: none"> - Number of agency committed volunteers will increase by 25% - 10 community presentations to specific groups - Hold 10 agency tours - 3 times/weekly social media posts and 12 media articles - Hold five Poverty Simulations - Hold 10 targeted Bridges Out of Poverty orientations (faith-based, government/policy makers, partner agencies, general community members, public entities, health care, public safety, K-12 education, college/ and higher education) - Hold Bridges “Workplace Stability” training with HR of two major employers and assist in developing a plan to use the curriculum 	<ul style="list-style-type: none"> - 300 people will participate in Poverty Simulations and will indicate increased understanding and knowledge of poverty - 100 people will participate in Bridges Out of Poverty orientations and report increased knowledge and understanding of poverty - Each Bridges trainer in other regions will hold 2 community orientations with attendance of 10 persons in each (Utah Circles) - 10% or 40 participants of orientations and simulations will become agency volunteers or champions - 25% increase in overall agency volunteering - “Workplace Stability: program will result in 10% increase in retention and productivity of entry-level workers with two major employers 	<ul style="list-style-type: none"> - Calendar of events - Roll sheets of participants in events - Evenbrite registration records - Record of training and meetings with employers - Volunteer database - UVU participation in certification and changes made in retention office services 	<ul style="list-style-type: none"> - Utah Circles - Utah Valley Chamber of Commerce - Utah Valley Ministerial Association - Two major employers (still to be recruited) - DWS - United Way, 211, UW agency directors group - BYU - CNCS/VISTA project

	media campaigns	<ul style="list-style-type: none"> - UVU has a life time certified Bridges trainer that trains educators, admin, student leadership and under-resourced students in Bridges Out of Poverty principles and curriculum - Minimum of two more people on staff become Bridges certified trainers. - Minimum of nine persons in other counties become certified Bridges trainers (Utah Circles). 	<ul style="list-style-type: none"> - UVU sees increase in retention and success of under-resourced students (low-income, first generation, culturally diverse). 		
	<i>Short Term</i>	<i>Short Term</i>	<i>Short Term</i>		
	<i>Long Term</i>	<i>Long Term</i>	<i>Long Term</i>		

Goal #4 – Improvement in public policies and processes that impact persons with low-income					
Priority Issue	Long-term Goals	Long-term Outputs	Long-term Outcomes (multiple years)	Measure	Linkage or Partnership
The data and research supports the importance of public policy which can bring about positive change for people with low-income. CFED ranks Utah 37 th out of 44 states in terms of having policies in place that promote financial security and opportunities for people	<ul style="list-style-type: none"> - Educate and advocate with local, state and federal elected officials and government representatives about the following policy issues: <ul style="list-style-type: none"> • Cliff Effect • Payday lending • Income as protected class 	<ul style="list-style-type: none"> - Engage minimum of 10 elected officials and government officials in Poverty Simulations and Bridges Out of Poverty training - Participate in CAP Utah legislative work - Participate on Family Investment Coalition - Meet with and 	<ul style="list-style-type: none"> - In FY 2017 we may see movement in one public policy. - Most outcomes will occur in future years - In FY 2017 we will test process solution(s) with Circle Leaders and persons with low-income 	<ul style="list-style-type: none"> - Records of meetings - Call logs - Staff time and activity logs - Draft processes 	<ul style="list-style-type: none"> - Utah Circles - DWS - CAP Utah - Voices for Utah Children - Utahns Against Hunger - Utah Health Policy Project - UVU

<p>to create a more prosperous future.</p> <p>Complexity of services and systems; people don't know or don't understand processes, systems, formal application processes to access assistance</p>	<p>in rental units</p> <ul style="list-style-type: none"> • Expansion of Medicaid • Funding for housing and homeless solutions • Public transportation accessibility • Zoning for alternative housing <p>- Engage persons with low-income in sharing their stories and advocating on issues</p> <p>- Work with DWS, persons with low-income (Circle Leaders, low-income board members) and other nonprofits to simplify processes and better communicate them to persons with low-income</p>	<p>advocate for change with minimum of 5 key state and federal legislators</p> <ul style="list-style-type: none"> - Assist in completion of UHC landlord study and share results with targeted persons - Hold meetings to complete analysis of processes (pain points, complexities, etc.) in adult education and training programs, in financial assistance programs and in employment assistance services 			<p>- BYU</p>
	Short Term	Short Term	Short Term		
	Long Term	Long Term	Long Term		

Goal #5 - Address the impact of hunger					
Priority Issue	Intermediate Goals	Intermediate Outputs	Intermediate Outcomes	Measure	Linkage or Partnership
Individuals and families lack adequate and nutritious foods	<ul style="list-style-type: none"> - Operate regional food bank and food pantries - Distribute food to persons with low-income through pantries and through partner agencies - Hold variety of food drives and donation drives - Operate community gardens - Expand food assistance to North Utah County - Refer food pantry clients to SNAP, WIC, school nutrition programs, etc. - Assist families in applying for SNAP and held address issues with cases - Participate on EAT Coalition 	<ul style="list-style-type: none"> - Obtain almost 5 million pounds of donated canned goods and perishable foods - Hold four major food drives - Establish a new food pantry in North Utah County in new Habitat ReStore facility - Establish mobile food distribution sites and schedule in South Utah County - Update freezer, warehouse capacity and vehicles - Manage four current community gardens - Develop one new community garden in Provo and start process for a future garden in Orem and Heber City - EAT Coalition goals 	<ul style="list-style-type: none"> - 7,000 households will receive food orders - 1,250 children will receive nutrition sacks - 40 partner agencies will receive food - 200 people will participate in gardens and receive harvest - 30 children will participate in gardens and receive harvest - Establish site of new Provo community garden - Establish issues to address through EAT Coalition 	<ul style="list-style-type: none"> - Client case files - Client database - Schedule of deliveries at schools and food distribution database - Food distribution database showing distributions to other nonprofits - Time and activity logs of VISTA managing gardens - Records of volunteers in food bank, gardens, etc. 	<ul style="list-style-type: none"> USU Extension United Way Boy Scouts of America Schools BYU UVU Grocers Farmers Habitat for Humanity QEFAP funding EFN funding Community donations EAT Coalition Utahns Against Hunger
	<i>Short Term</i>	<i>Short Term</i>	<i>Short Term</i>		
	<i>Long Term</i>	<i>Long Term</i>	<i>Long Term</i>		

Goal #6 – Increase financial capability, asset development and understanding of tenant rights and responsibilities					
Priority Issue	Goal	Output	Outcome	Measure	Linkage or Partnership
<p>There is a gap and need for financial coaching and credit counseling services.</p> <p>In financial emergencies families sometimes turn to payday lending as a solution.</p> <p>Individuals and families may face an eviction or homelessness due to situations which arise with their landlords</p>	<ul style="list-style-type: none"> - Financial coaching for individuals and families with low-income - Credit counseling for persons with low-income - Operate Financial Learning Center and expand its services to out-lying communities - Educate persons with low-income about the costs, etc. of payday lending, etc. - Educate persons with low-income about homeownership opportunities (instruction and counseling) - Support VITA site in our building - Hold three Advanced Financial Literacy classes for IDA eligibility 	<ul style="list-style-type: none"> - 300 persons with low-income will participate in financial coaching activities - 200 persons with low-income will participate in credit counseling - 200 persons will participate in home buyer education classes (2 classes a month) - 200 people will participate in home buyer counseling - 600 people will participate in VITA at the site in our building - 40 kids and youth will participate in financial literacy activities - 300 people will receive information about payday lending - 100 people will learn about tenant rights and responsibilities - 50 people will 	<ul style="list-style-type: none"> - 225 families will report in improvement in their financial status over time - 225 families will develop and work to sustain a working household budget - 60 families will open a bank account - 60 families will start and maintain a savings plan - 90 families will follow a plan to pay off debts - 150 people will set a goal and work toward improving their credit score - 160 people will demonstrate ability and set a plan to purchase a home - 100 families will purchase a home - 10 people will open an IDA - 30 kids and youth will start savings or other financial goals 	<ul style="list-style-type: none"> Client case files Client database Regular client database reports Class rolls Initial and regular assessment of financial goals in client case files Pre and post assessment in classes 	<ul style="list-style-type: none"> USU Extension Habitat for Humanity Self-Help Homes Provo City Down Payment Assistance Program Wasatch County Housing Authority Mountainlands Community Housing Trust United Way VITA Program TANF II funding through CAP Utah CAP Utah oversight and training and technical support for TANF II project Funding from financial institutions Neighbor Works and CFED training

		participate in Advanced Financial Literacy classes	<ul style="list-style-type: none"> - 300 people will better understand the costs and aspects of payday lending - 100 people will indicate increased understanding of tenant rights and responsibilities - 575 participants in VITA will receive EITC and/or income tax payment 		and certification
	<i>Short Term</i>	<i>Short Term</i>	<i>Short Term</i>		
	<i>Long Term</i>	<i>Long Term</i>	<i>Long Term</i>		

Goal #7 – Address lack of affordable housing					
Priority Issue	Intermediate Goals	Long-term Outputs	Long-term Outcomes	Measure	Linkage or Partnership
There is a significant need for additional affordable housing units in the region.	<p>Increase the number of new affordable housing units in the region.</p> <p>Increase the number of existing housing units that may be committed for homeless households</p> <p>Increase the number of landlords and property management companies who would be willing to receive Housing Choice vouchers</p>	<ul style="list-style-type: none"> - Bring together 3 existing housing work groups to share purposes - Review and give feedback on minimum of 3 city housing plans - Educate elected officials, zoning commissions, etc. on the need for affordable housing - Work with CoC to prepare and submit 	<ul style="list-style-type: none"> - 3 work groups will come to common understanding and perhaps may collaborate on solutions - 3 improved city housing plans to result in increase in housing units in the future - Increased understanding for need for affordable housing in 3 cities 	<p>Meeting minutes and attendance records</p> <p>3 amended housing plans</p> <p>CoC funded projects</p> <p>Housing authority record of participating landlords</p>	<p>Mountainland Continuum of Care</p> <p>Housing Authority of Utah County</p> <p>Utah Housing Coalition</p> <p>Provo City Housing Authority</p>

		annual Collaborative Application - Support CoC work - Use results of statewide landlord study to inform and engage landlords - Support efforts of Housing Solutions work group to develop housing projects	- Maintenance and increase of CoC housing and homeless services – 1 new project - Increase by 5% the number of landlords willing to take Housing Choice vouchers - One apartment complex housing development under way		
	Short Term	Short Term	Short Term		
	Long Term	Long Term	Long Term		

Goal #8 - Access to health care					
Priority Issue	Goal	Output	Outcome	Measure	Linkage or Partnership
People with low-income may not be insured and are often not able to access needed health care (preventative, mental health and dental)	Increase access to preventative health care services Increase access to special health care education services at Centro Hispano Provide basic health care checks at the agency in partnership with Intermountain	- Orient case managers and other staff about services available at Centro Hispano - Request and post information about their services in the agency - Educate clients about the Centro Hispano services and encourage their participation	- 300 clients will learn about services available at Centro Hispano - 100 adults and children will participate in health care checks provided by IHC	Client case notes Roll of people participating in IHC project	Centro Hispano Intermountain Healthcare

	Healthcare	- Develop a program where in IHC provides health care checks at Community Action for families and children			
	Short Term	Short Term	Short Term		
	Long Term	Long Term	Long Term		

Goal #9 – increase in earned income and unearned income to better meet household needs					
Priority Issue	Goal	Output	Outcome	Measure	Linkage or Partnership
<p>Finding and keeping a job that pays enough to support the family</p> <p>Having enough income that will support the family</p>	<p>Work with low-income entrepreneurs to start and/or expand their food businesses to increase household income and create jobs</p> <p>Assist persons with low-income (and/or homeless persons) to access employment and training programs to assist them in acquiring and/or maintaining good employment</p> <p>Seek resources and partnerships to establish a commercial kitchen in Heber Valley</p>	<p>Provide case management and referrals for 300 persons and assist them in accessing employment and training resources.</p> <p>Provide case management and referrals for 200 persons in accessing mainstream resources (TANF, SSI, GA, etc.) to increase income</p> <p>Operate and manage the commercial kitchen for the use of food entrepreneurs to prepare foods for sale</p> <p>Connect entrepreneurs with community resources which can assist them in growing their businesses</p> <p>Reach out to UVU and other potential sites for a</p>	<p>- 15 people with use the commercial kitchen and will increase their sales over time and therefore increase their income</p> <p>- 200 people will be successful in accessing employment and training resources and will see an increase in earned income</p> <p>- 125 people will apply for mainstream resources and therefore increase income</p> <p>- Establish a potential located for a</p>	<p>Use of commercial kitchen schedule</p> <p>Case files on food businesses</p> <p>Client case files</p> <p>Client database</p> <p>Notes from calls and meetings in Heber Valley</p>	<p>Moutainland Association of Governments small business services</p> <p>USU</p> <p>DWS</p> <p>LDS Employment</p>

		commercial kitchen	commercial kitchen in Heber Valley		
	Short Term	Short Term	Short Term		
	Long Term	Long Term	Long Term		

Goal # 10 – Increase agency capacity to achieve results					
Priority Issue	Goal	Output	Outcome	Measure	Linkage or Partnership
To ensure that the agency has the capacity to carry out this work plan and to continue to adapt to changing community needs.	<p>Provide ongoing training for staff and key volunteers</p> <p>Provide ongoing training and orientation for board members and volunteer committee members</p>	<p>6 employees will participate in NeighborWorks and/or CFED financial coaching/credit counseling training and certification</p> <p>5 employees will participate in the annual Circles conference</p> <p>3 employees will recertify or certify as Brides Out of Poverty trainers</p> <p>2 employees will participate in Family Development certification if it is offered in Utah</p> <p>All lead staff will participate in ROMA Next Gen training</p> <p>Board members will participate in ROMA Next Gen training Key employees and volunteers will participate in Poverty Conference,</p>	<p>- Agency employees will have the knowledge and expertise to continually improve in their ability to carry out their jobs</p> <p>- Board members will understand ROMA and their duties as a board member</p>	<p>Conference schedules</p> <p>Training registrations</p> <p>Conference registrations</p> <p>Roll in some meetings</p>	<p>State Community Services Office</p> <p>CAP Utah</p> <p>NeighborWorks</p> <p>CFED</p> <p>NASCSP</p> <p>AHA Process – Bridges</p> <p>Circles USA</p> <p>Family Development Program – Washington State CAP Association</p>

		<p>Hunger Conference and UNA Conference</p> <p>1 employee will participate in ROMA and NASCSP conference training</p> <p>Minimum of two employees will participate in fundraising and grant writing training</p> <p>2 employees will recertify or will certify as home buyer educators and housing counselors</p> <p>5 employees will continually engage in case management, HMIS and other state CSO training opportunities</p> <p>All staff and key volunteers will participate in monthly staff meetings</p> <p>All staff and key volunteers will participate in twice annual recharge training</p>			
	Short Term	Short Term	Short Term		
	Long Term	Long Term	Long Term		

