



Agenda

Community Action Board of Directors

TUESDAY, March 26, 2024, 5-6:30 pm

Zoom Link: <https://us06web.zoom.us/j/89792326464?pwd=bzdsZ1FhMVZpb2swTmxYUlubzdSQT09>

Meeting ID: 897 9232 6464

Passcode: 955279

Phone: +1 (253) 215-8782

Welcome/introductions/sharing

5:00 pm

Consent Agenda			
Item	Action	Description	
2	Minutes	Information	Minutes from the February 22 Board of Directors Meeting
3	Correspondence	Information	Skagit Valley Herald: County awarded grant to identify land for affordable housing Community Action's Resource Centers/ CDBG Request to MV City Council
4	Division Reports	Information	Reports from Melissa Self, Jazmin Flores, Sandi Phinney, Philip Prud'homme, Michele Metcalf & Elizabeth Jennings
5	Motions	Approve	Motion to approve Minutes of February 22 Board meeting
		Approve	Motion to approve March Finance Report (thru January 2024)

5:05 pm

Discussion Agenda					
Item	Action	Description	Responsible	Time	
	Board President's vision	Discussion	Getting back to the basics (and potential Board mini-retreat in May)	Davidson	5:15
6	State of the agency	Briefing	Highlights from agency dashboard	Henkel	5:45
	Program presentation	Discussion	"Do you still do housing?" – tales from the front line; what we mean by "walking alongside"	Phinney; Flores; Self	6:00
	Donor Development	Discussion	Ambassador-ship at Thursday's Spirit of Hope! (and thank you's after)	Bennett; Prudhomme	6:15
	Adjourn				6:30

Equity-Informed Decision-Making Questions

Broad Questions:

- How might this disproportionately affect people of color?
- Is it positive, negative, or neutral in dismantling system racism?

Specific questions for Committees to consider:

- **Equity:** What are the equity questions we should be asking about this decision?
- **Voice:** What do the people impacted have to say about this? What do our staff say? Who should be at the table?
- **Gaps:** What is our most vulnerable population, or what population isn't being served?
- **Data:** What does the data tell us? What don't we know, and how do we find out?
- **Asset map:** What are our partners doing? What do they think our role should be?



BOARD OF DIRECTORS

March 2024

CLIENT SECTOR MEMBERS		Term Ends
LAC CREAT	KATI ORTIZ Skagit Valley College (360) 421-4400 kati.ortiz@skagit.edu	Dec 2024
CREAT Donor Develop LAC	CHRISTINA SOLTERO Burlington-Edison School District (360) 421-0704 csoltero@be.wednet.edu	Dec 2025
CREAT Housing Develop	JAMIE THORNBERRY Veterans Advisory Board of Skagit County (360) 503-9485 thornjb242@gmail.com	Dec 2026
	HEATHER WALLACE Head Start Policy Council (360) 202-5895 heatherhelpsall@gmail.com	Dec 2025
PUBLIC SECTOR MEMBERS		Term Ends
Bd Plan & Engmt Donor Develop Finance Housing Devel	RICHARD BROCKSMITH Mount Vernon City Council Member (360) 826-2094 richardb@mountvernonwa.gov	Dec 2024
TREASURER CREAT Executive	DANNY HAGEN Skagit County Assessor (425) 275-1947 hagen.danny@outlook.com	Dec 2026
Housing Devel	TINA TATE Hospital District 304 Commissioner (360) 708-2144	Dec 2025
Bd Plan & Engmt	RON WESEN Skagit County Commissioner (360) 336-9300 ronw@co.skagit.wa.us	Dec 2027
PRIVATE SECTOR MEMBERS		Term Ends
VICE PRESIDENT Donor Develop	KATE BENNETT True North Consulting (360) 395-8727 bennettrk@comcast.net	Dec 2025
PRESIDENT Donor Develop Executive	GREGG DAVIDSON (360) 708-2292 gregg-davidson@msn.com	Dec 2024
Finance CREAT	CAROLYN MOULTON Lautenbach Recycling (360) 472-0335 cymoulton@gmail.com	Dec 2026
SECRETARY Bd Plan & Engmt Executive LAC	SILVIA REED Mount Vernon Chamber of Commerce (360) 395-2944 silvia@mountvernonchamber.com	Dec 2025



Important Upcoming Dates: All are Invited

If you would like to get added to Committee Communications, please reach out to the following people:

- **Finance Committee:** Ayumi Orthmeyer, ayumio@communityactionskagit.org
- **Board Planning & Engagement:** Sandi York, sandiy@communityactionskagit.org
- **Donor Development Committee:** Philip Prud'homme, philipp@communityactionskagit.org
- **Housing Work Group:** Michele Metcalf, michelem@communityactionskagit.org
- **Latinx Advisory Committee:** Isabela Ordonez, isabelao@communityactionskagit.org
- **Skagit Housing Consortium:** Matt Johnson Money: matthew@skagit.org

Tuesday March 26, 3:30-5:00 pm, Donor Development Committee

- **Zoom:** <https://us06web.zoom.us/j/9436029776?pwd=Y1U1bWQxdXVodHJjcEzb0lSeTNEUT09>
- **Meeting ID:** 943 602 9776
- **Passcode:** 2023
- **Phone:** +1 (253) 215-8782

Tuesday March 26, 5-6:30 pm, March Board Meeting

- **Link:** <https://us06web.zoom.us/j/89792326464?pwd=bzdsZ1FxMVZpb2swTmxxYUlubzdSQT09>
- **Meeting ID:** 897 9232 6464
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Thursday March 28, 5-7:30 pm, **2024 Spirit of Hope!**

- Address: Walton Event Center @ Swinomish Casino & Lodge (12885 Casino Drive, Anacortes, WA 98221)

Wednesday April 3, 9-10 am, Brunch & Learn

- **Link:** <https://us06web.zoom.us/j/85985412986?pwd=bGNJSFdjZGRLOVF4KzBSWnBGd20rdz09>
- **Meeting ID:** 859 8541 2986
- **Passcode:** 359781
- **Phone:** +1 (253) 215 8782

Wednesday April 3, 3-4 pm, CREAT Committee

- **Link:** <https://us06web.zoom.us/j/87174559991?pwd=SFxROGpKS1dwZHI0c2xaOUNucWhCQT09>
- **Meeting ID:** 871 7455 999
- **Passcode:** 450580
- **Phone:** +1 (253) 215-8782

Friday April 5, 9:30-10:30 am, Rental Housing Advisory Team

- **Zoom:** <https://us06web.zoom.us/j/88626093860?pwd=gc9Bi3oVh7PX5sjYDbb5NoyPMslQuE.1>
- **Meeting ID:** 886 2609 3860
- **Passcode:** 218802
- **Phone:** +1 (253) 215 8782

Wednesday April 10, 7:30-9 am, Board Executive Committee

- **Link:** <https://us06web.zoom.us/j/84754093621?pwd=elh5QjhVL2tEblRVaGRXK1BQQTJ1dz09>

Thursday April 11, 8:30-9:30 am, Latinx Advisory Committee

- **Link:** <https://zoom.us/j/91488283677?pwd=aXpmdVNPa0FraFj1Q3lrUUQ4cStMz09>
- **Meeting ID:** 914 8828 3677
- **Passcode:** 022650
- **Phone:** +1 (253) 215-8782

Monday April 15, 4:30-5:30 pm, Board Planning and Engagement

- **Zoom:** <https://us06web.zoom.us/j/83551235291?pwd=dGpuL3gvlzJvRlBPd2s0RW5hUk9wdz09>
- **Meeting ID:** 835 5123 5291
- **Passcode:** 168564
- **Phone:** +1 (253) 215-8782

Wednesday April 17, 3-4:30 pm, Board Finance -Please note new meeting link!

- **Zoom:** <https://us06web.zoom.us/j/84112278237?pwd=iEJcAAcMb61EJ0iq2u5mU1aGM65LLW.1>
- **Meeting ID:** 841 1227 8237
- **Passcode:** 657785
- **Phone:** +1 (253) 215 8782

Friday April 19, 9:30-10:30 am, Housing Work Group

- **Link:** <https://us06web.zoom.us/j/86951287129?pwd=VXhnTVRENUdKZldCMHBFSjZqdEM0QT09>
- **Meeting ID:** 869 5128 7129
- **Passcode:** 407622
- **Phone:** +1 (253) 215-8782



Important Upcoming Dates: All are Invited

Tuesday April 23, 3:30-5:00 pm, Donor Development Committee

- **Zoom:** <https://us06web.zoom.us/j/9436029776?pwd=Y1U1bWQxdXVodHJiczEzb0lSeTNEUT09>
- **Meeting ID:** 943 602 9776
- **Passcode:** 2023
- **Phone:** +1 (253) 215-8782

Thursday April 25, 5-6:30 pm, April Board Meeting

- **Link:** <https://us06web.zoom.us/j/89792326464?pwd=bzdsZ1FzMVZpb2swTmxYUlubzdSQOT09>
- **Meeting ID:** 897 9232 6464
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2023 Board Retreat





330 Pacific Place
 Mount Vernon, WA 98273
 (360) 416-7585
 www.communityactionskagit.org

MINUTES OF THE BOARD OF DIRECTORS' MEETING
 February 22, 2024, 5pm

In attendance:

Members of the Board:

Public Sector:

Richard Brocksmith - present
Ron Wesen – present
Danny Hagen – present
Tina Tate – present

Private Sector:

Kate Bennett – present
Carolyn Moulton – present
Silvia Reed – present
Gregg Davidson - present

Client Sector:

Jamie Thornberry – present
 Kati Ortiz – not present
 Heather Wallace – not present
 Christina Soltero – not present

Guests: Lauren Christian (Seattle University student)

Staff: Bill Henkel, Ayumi Orthmeyer, Sandi Phinney, Melissa Self, Liz Jennings, Philip Prud'homme, Jazmin Flores

I. CALL TO ORDER

Board President Gregg Davidson called the meeting to order at 5:03 pm.

QUORUM PRESENT

II. CONSENT AGENDA

Minutes from the January 25, 2024 Board of Directors Meeting
 February 2024 Finance Report (thru December 2023)

Correspondence: FAQ from Skagit Public Health: VOA WW to Become Skagit County's Coordinated Entry Leader
 Provider Starting February 1, 2024.
 Division Reports

Motion to pass the consent agenda made by Brocksmith, second by Tate, passed unanimously.

III. DISCUSSION AGENDA

6. 2024 Budget; Hagen, Orthmeyer, Phinney

Danny introduced the 2024 Budget for full Board review, and he thanked Ayumi, Sandi and staff for the significant work put into it to have it complete for today's Board meeting. The budget includes a narrative, and a list of its major assumptions. Ayumi then provided an overview of the budget and ran through the assumptions (see packet for details), as well as what was included, such as the Board-approved 3.2% COLA, and the significant fundraising lift needed by the development committee. To Richard's question about the change in the Resident Services Program, Ayumi explained it was no longer under Admin, but its own program with own budget. Gregg said we recognize we may need to do a budget amendment in the middle of the year when we have more information, depending on some of our revenue projections and various funding work out in reality. Danny said is committed to making sure the Board has accurate information along the way to track our status versus our budget projections. The Finance committee's recommendation is to approve the 2024 budget as presented.

Motion to pass the 2024 budget made by Tate, second by Bennett, passed unanimously.

7. Donor Development; Bennett

Kate provided an overview of Spirit of Hope planning and preparation. We still have some tables available for sponsorship and/or seats, and we're grateful for our variety of sponsors. Kate also provided a peak at our growing list of online silent auction items, which will go live for bidding prior to the event. If Board members have more ideas for silent auction experiences or items, please let us know! Not everyone can do everything, but everyone can do something.

8. State of the Agency; Henkel

Bill introduced and welcomed Jazmin Flores, our new division director over Care Coordination, to her first Board meeting in that role. He also thanked Tina for chairing the new rental advisory committee for Cascade Landing, which is planning its first community meeting for tenants in March. We're learning a lot about the challenges of being a landlord, and are in the process of switching to Coast Rental Management, who will eventually include a 24-hour onsite manager.

From Olympia, as the legislature moves towards the close of the short session, we've talked about document recording fees, a major point in our state advocacy, which in Skagit experienced a 59% drop in revenue (from \$1.7 million to \$700,000). These are a key source of support locally and at the state level for homeless housing services. We were relieved to learn that the County's NOFA (Notice of Funding Availability) for crisis response and housing included \$1.2 million in a new pot of state funding, Emergency Housing Funds, which will help balance out this substantial gap, at least in the short term. Because resources are scarce and the need continues to grow, we will continue to advocate for backfilling those doc fees. It's an issue the state is grappling with – how to not have homelessness funding be so reliant on the health of the housing market.

Melissa shared some updates on life after the switch of the Coordinated Entry contract away from the agency. Internally, we are continuing to screen everyone coming through our doors. It has been challenging because we are short staffed, and we're trying to do hiring to get back to normal. Because the switch just happened February 1, there's still some confusion on the referral process on the part of our staff. It appears faxing Coordinated Entry intakes (for clients dealing with issues like Domestic Violence) is still an issue because it's a Commerce requirement, even though Community Action had earlier received criticism about the practice (which we also grappled with Commerce about). There's a lot of back and forth with 211 in terms of who does what on the intake. Phones can be a challenge because intake and assessment for Coordinated Entry can last 1-2 hours, and people don't necessarily have that much charge or coverage. There will be a partner meeting at the Y on the 29th to

troubleshoot issues. Key take away that Board members can share: "Community Action is still here to walk alongside community members." Though we are still sorting through internally how we best work with this new system, the message is that we are still working with people on a wide variety of areas, including housing.

Bill said that one of Gregg's focus areas is supporting and building collaboration. This is certainly a focus of CREAT, which is all about building partnerships and relationships with elected and other community leaders. We are also reaching out to connect and maintain relationships with cities and other partners.

In reviewing highlights from the Agency Dashboard, Bill shared briefly on Kulshan View project. The Housing Work Group is working with our development consultants, GS Consultants, on options for a path forward on that project, as well as on the property at Cascade Place, including Cascade Landing. They will likely present recommendations to Finance and to the full Board in the coming months. Bill also went over the full and newly expanded Core Management team, including information in the Board packet on each director's roles, and their own personal and professional background. Bill and the board thanked Richard Brocksmitth for his four amazing years of service as Board President. We're grateful that Richard will continue his service as a regular board member, and as chair of our Housing Work Group.

Before adjourning, Gregg shared upcoming events including the next Board Executive in person at O'Donnells (also known as the Farmhouse Restaurant), as well as the Spirit of Hope on March 28, and a Veteran's event in partnership with Skagit Valley College and Robert Gates on May 8.

IV. ADJOURN: Meeting adjourned at 6:30 pm.

BOARD REVIEW & APPROVAL:	<input type="checkbox"/> Approved as submitted	<input type="checkbox"/> Approved with changes noted below
x _____	_____	_____
<input type="checkbox"/> Board Secretary <input type="checkbox"/> Acting Board Secretary		Date Signed

Correspondence 1: [County awarded grant to identify land for affordable housing](#)

Skagit Valley Herald

March 20, 2024

The state Department of Commerce awarded \$50,000 to Skagit County, with backing from the cities of Mount Vernon, Burlington, Sedro-Woolley, Anacortes and the Skagit County Council of Governments, to inventory public land for affordable housing.

The offered funding is the largest amount available under the grant program.

The county and cities have recently started preliminary work to identify publicly owned parcels that could be used for affordable housing development, as part of the North Star housing effort

The grant will accelerate that process, said George Kosovich, Skagit County Public Health public health analyst and community services division manager.

By the end of September, the county hopes to have a prioritized list of possible parcels.

Parcels could be prioritized by categories such as number of units possible, zoning, access to public transportation, proximity to urban growth area, and if it is vacant or already in use, said Kosovich.

Staff will also work to understand next steps, including any feasibility studies or environmental assessments, and what type of model would best suit the property — using a land trust, or a lease, for example.

The grant is split into two parts for two years. The second portion will fund any necessary changes to city or county development codes.

The grant is one of five awarded by Commerce. The other four went to partnerships in Kittitas, Okanogan, Walla Walla and Yakima counties.

Correspondence 2: Community Action's Resource Centers/ CDBG Request to MV City Council

March 13, 2024

My name is Dulce Vazquez and I am the Resource Center Manager at Community Action of Skagit County.

Tonight I am here to request your support in securing funding for Community Action's Mount Vernon Resource Center and the vital services we offer. Just over 1 year ago, our agency adjusted our service delivery by integrating 1:1 human-to-human care. This allowed us to connect people to immediate relief and establish personalized ongoing support to Mount Vernon residents and people in neighboring cities. This service especially focuses ongoing support on some of your most vulnerable and marginalized citizens.

At the Mount Vernon Resource Center, we offer a wide range of services aimed to address immediate and long-term needs of your community members. Currently our MV Resource Center collaborates with our Street Outreach team to provide immediate relief by providing hygiene supplies, food, coats, and other essentials. Not only does our office provide immediate care, but we are also able to meet with clients to immediately connect them with some of the many other Community Action programs, such as Energy assistance, employment assistance, Veteran support services, and our homeless Diversion program. Through the services, we have witnessed countless success stories, such as a senior on a fixed income once unable to pay their rent and utilities now stably housed through the support of our Energy and Utilities program, or an unhoused family who became housed when our Diversion program helped them cover their rental deposit, which they otherwise could not have afforded.

In 2023, our Resource Center and Street Outreach program have helped 1,479 clients with clothes and 423 with hygiene supplies, while 987 clients who came in hungry were met with food. All of these individuals were engaged in ongoing services. In being able to provide immediate-needs items, we are also able to develop professional and supportive relationships of trust with clients and develop opportunities to offer other services and support over time. Your CDBG support is essential to sustaining this Resource Center and its life changing services.

I am pleased to share that Community Action has recently secured a Washington State Department of Transportation grant to acquire a fleet of vehicles, which will allow us to provide transportation services to all age ranges. To address our clients' mobility barriers, this new individually focused transportation resource will permit us to take our services to MV residents and neighboring city residents to meet them where they are within the county. We will also be able support clients and participants by offering transportation services to and from behavioral health programs, medical care, and other vital appointments.

Your investment will not only enable us to provide immediate care, but also engage individuals and families in ongoing support and care, especially for your residents who need it most. Our organization's dedication to making a lasting difference in the lives of those we serve is evident in the positive outcomes we have helped our clients and participants achieve. As detailed in our 2023 Impact Report, we assisted 2,565 people avoid homelessness, 512 were touched by our Street Outreach team, and 227 people were housed – a remarkable achievement in an historically tight housing market. Your support will not only help us continue our important work, but also contribute to the overall well-being and resilience of our community. I invite you to join us in making a difference in building a stronger, more inclusive and equitable city for all.

Thank you for your consideration.

Dulce

February 2024
Division Director Report
Melissa Self – Community Services Division

Mount Vernon and Whidbey WIC and Infant/Young Family Case Management

Wende Dolstad - WIC Manager, Jhaveena Broadnax – Site Supervisor

Accomplishments:

- In kind donations for 2023 totaled \$7,000. Primary donation items were baby quilts, diapers, and clothing. WIC staff completed required training on discussing lead screenings for children. WIC NASWI is fully staffed. WIC monitor corrective action plan finalized.

Challenges:

- Unable to supply supplemental diapers again this month due to lack of funds. Funding for ICM case management has not increased for 30 years, despite inflation.

Equity:

- Ability to provide case management assistance to the most vulnerable through WIC case manager is limited due to funding.

Emerging issues:

- Congress appears ready to pass the WIC budget including added funds for inflation and caseload and continuing the extra fruit and vegetable (cash value benefit) funds.
-

Skagit Food Distribution Center

Madeline McGonagle, Food Access Manager

Accomplishments:

- Our Food Resources coordinator, has been improving our inventory system as well as our order management system. This has improved the way we keep track of product coming in and out of the distribution center and streamlines our communication with food pantries.
- We've been cleaning up and re-organizing the warehouse to better keep track of inventory and set us up for success when receiving donations and purchased product throughout the summer

Challenges:

- We are in the process of purchasing a new vehicle for the food distribution center utilizing grant funding from Food Lifeline, one of our partner organizations. It has been a challenge to source the kind of vehicle we need but we are also excited about the opportunity to expand our capacity to deliver to home bound seniors and to the food pantries.

Emerging trends, opportunities or threats:

- We attended the Skagit Food Bank Association quarterly meeting in February and engaged in a productive conversation with all the food pantries about how to equitably share funding and food products in the future. We are looking forward to creatively problem solving with our partner food pantries in the future as need continues to rise in our community for food assistance
-

Senior & Disabled and Transportation Services

Julie Meyers – Mobility & Senior Services Manager

Accomplishments:

- We are proud of the Volunteer Services Program's (VSP) efforts to support the safety and independence of many of Skagit County's most vulnerable older adults.
- In late February, the VSP Coordinator, connected an East County senior dependent on others to transport him to Mount Vernon three times a week for kidney dialysis with a volunteer who is willing to help the senior's family ensure he makes it to every treatment.
- Earlier in the month the VSP Coordinator received a referral from NWRC for a senior in need of help with house cleaning. Upon visiting the client at his apartment, they found reason to be concerned for his welfare and contacted Adult Protective Services who followed up with him.

Challenges:

- The VSP Program has limited capacity to expand the reach of the Volunteer Services Program with only one employee managing client and volunteer communications and coordination.
- We expect to reactivate our contract with NWRC to provide a Non-Emergency Medicaid Transportation services (NEMT) on a limited basis very soon. Our goal is to utilize NEMT ride reimbursement funding to support an assistant for the VSP Coordinator, and ultimately to better meet the community need, particularly in the East County and Fidalgo Island.

Emerging trends:

- Over the past few weeks we have continued to connect with transportation program providers throughout the state to benchmark their community transit programs. We have also conducted an internal vehicle and client transportation needs assessment survey.

- In the coming weeks the information provided by this research, as well as by surveying clients and additional meetings with staff will inform the Mobility and Senior Services Manager's initial proposal for implementation of new WSDOT Operations and Capital funding. The goal is to purchase a fleet of new vehicles to be utilized both for agency staff to bring services to clients and for staff and/or volunteers to our offices and to other vital services.

Utility Assistance Program

Misty Velazquez- Energy Program Manager

Accomplishments:

- Last season we served around 2,200 households and so far this season we have served almost 2,900 households with PSE Help program. Currently booking into May for appointments.
- Using Daysmart appointment system has really benefited us with clients being able to schedule their own appointments and allowing agency partners to schedule appointments for their clients without having to call into the Energy line.
- Being invited from NEUAC to present in a session at the national Conference in Chicago on how to better serve our clients where they are by using better techniques, and technology if possible. I will be co-hosting a session with Lewis, Mason, Thurston County in May.

Challenges:

- Energy is still trying to get caught up with PSE Files, as we have seen 21% more clients in the 6 months we have been open for this season.
- 2024-2025 LIHEAP funding running out soon, we have to keep about \$200,000 to 300,000 out of this budget to start out the season in October, November and December.
- The Energy Program Coordinator has worked with the East County office to help them understand what we need when they help a client schedule an appointment, hoping to work with ARC in near future to help them better serve their customers when referring customers to Energy Assistance.

Emerging Trends:

- Still waiting for the 2024 budget to be passed by Congress, so the additional 10% of funding can be disbursed to agencies.
- It was brought to my attention that Helping Hands may be getting a grant that will help pay Seniors utility bills, waiting to see how this will work with or against the LIHEAP grant.

Equity:

- Energy has implemented a new scheduling system that gives all of our customers a way to schedule appointments at their convenience 24 hours a day.
- Our staff who may not speak the language of our customer are using Google Translate to communicate with our Spanish and Ukrainian and Russian speakers if we don't have a translator available. Making sure our staff are comfortable with google translate has been a big help as we have seen an increase in translation services needed this season.

Division and Strategy Report - March 2024**Sandi Phinney, Chief Strategy Officer**

This is my first report as CSO and not as a Division Director. In addition to including reports from the programs I oversee, each month, I will try to call out two or three big overarching points that relate either to the agency work plan goals or to agency-wide strategy.

Accomplishments

Last fall, we identified “Resource Center Alignment” as a major goal and wrote it into our Agency Work Plan as one of our key agency wide goals. During the last two Transformation Team meetings, we have made progress on this topic. Dulce’s presentation to the County Commissioners on CDBG funding highlighted that resource centers are a place for someone to come for immediate assistance and to get connected with someone who can walk alongside them for however long they need to stabilize and work toward their goals. See the Board correspondence for her presentation narrative.

We have had other accomplishments along the same vein: 1) we have a draft of a resource center description that will go on the website shortly, 2) we have created a new screening tool to better assess clients and make better referrals, 3) we have allotted a few funding sources to other resource centers to ensure they have access to the same resources as the MV center. All of these are important steps, and 4) Dulce has begun to gather people together for our “Resource Center Alignment Committee” to help lead us through this alignment and consistency.

Challenges

Navigating the impending move of the Energy back to the Pacific Place building has been a challenge. The logistics of space are challenging on their own, but navigating staff needs, assumptions, and attitudes is more complicated. We hosted a great conversation in the Leadership Team Meeting this week about how to bring your best self forward as we prepare for this major change and (inevitable) challenges. We asked staff to reflect and share what would get in the way of their having honest conversations to solve problems, and what would help them. What would not be helpful, and what can we all do to be supportive? It was a rich discussion. Directors and managers are having conversations about how to navigate this, and staff themselves suggested they have an informal, fun gathering beforehand of all teams affected to help them get to know each other better.

Education and Employment

Marissa Davison, E & E Manager

Claudia Morell, Instructional Coordinator

Accomplishments

- Adult Education: The new batch of students in the Fast-track GED class is now at the point where they can take practice tests. We are also getting the ELA students tested!

- Financial Education: We have gotten financial education workshops back off the ground again in February, and are set to have the next round in both English and Spanish in April. We are using a curriculum and volunteers of Financial Beginnings.
- Employment: We had excellent results of our recent monitoring of the WorkFirst program, with one of the highest rates in the state of connecting participants with unsubsidized employment - 63% placement, which is 23% above target.

Emerging Issues

- Adult Education: I (Claudia) am still trying to solve the need for multiple volunteer writing teachers – to accommodate the different levels and personalize instruction – for the Pre-GED class. Today, I was supposed to interview a potential volunteer, and she didn't show up, didn't notify me either. We advertised for a volunteer to help our children's activities staff member in the evenings, but no one applied. Because she is the lone employee, we have to limit the number of children, which means students can't come to class if they can't bring their children. There is no money to hire an assistant for the children's activities lead, so we have a lot of student absences.
- Financial Education: Sandi attended a webinar last week about on the Economic Security for All (ESA) initiative, run through the local Workforce Development Councils, which will eventually have an Individual Development Account (IDA) program available statewide. Bill and Sandi are in the process of scheduling a meeting with our local WDC, who reached out to us recently.

Challenges

- Adult Education: Budget Constraints. And closer monitoring by SBCTC. We experimented with keeping an online class after Covid, but the lack of student engagement and difficulty getting them to post-test or to make measurable gains brought down our performance well below target. Sandi has had a long conversation with the SBCTC to talk about the disconnection between the funding we receive and the performance expectations. They assured us they would like us to stay at the table as a CBO, and we talked about how we might be able to take the lead in designing a model for workplace literacy that other providers can learn from. Given Marissa's expertise in supportive employment and our excellent FCS employment results, I believe this is doable.
- Employment: James departed as our Employment Coordinator, and we are searching for a new one to help us build relationship with businesses and to oversee our excellent employment specialists.

Equity/Access/Accommodation

- Adult Education: I (Claudia) have taken on individual tutoring in addition to planning lessons for the evening Pre-GED class and teaching the morning GED class so that students can remain in the Workfirst program even if they can't come to class. Three of my students are diabetic. I've made sure to have complex carb snacks on hand just in case of a blood sugar low due to insulin.
- Financial Education: April's classes will be offered in Spanish.

East County

Stephanie Semro, East County Manager

1. What accomplishment are you most proud of:

Continuing to have the ability to utilize diversion fund, in doing so we were able to assist a family with their deposit, first and last month's rent to obtain housing in Marblemount.

2. What challenge are you currently facing?

We are seeing more people aging into the senior class and finding it hard to make ends meet. With this occurring I am afraid we will be seeing an increase in our senior homeless population. Unfortunately, seniors don't qualify for most programs because they are on Medicare not Medicaid.

3. What emerging trends, opportunities, or threats are you watching?

I am seeing an increase of need for emergency food and utilization for the foodbanks, the rise in cost of everything has put a huge need for all services across the board. People are having to struggle with what to pay for....do you buy groceries or do you pay your insurance that just went up \$200, do pay your power or do pay your property taxes. It's hard because there just isn't enough out there to assist with everything that is happening in the community right now.

4. Reducing Barriers: We are attending the Marblemount food bank twice a month to provide access to services further upriver.

Data

Megan Breedlove-Speece, Data and Assessment Manager

1. What accomplishment are you most proud of?

Completing the Module 4 CSBG reporting ahead of schedule.

2. What challenge are you currently facing?

Reporting functions within empowOR are slow, or sometimes break when the system gets an update.

3. What emerging trends, opportunities, or threats are you watching?

We have a big focus on internal referrals right now, and establishing a system for tracking those referrals so we can better learn which programs act as a front door, even if they aren't necessarily a "front door".

4. Answer ONE of the following equity questions: Provide an example of a way in which you are taking (or have taken) into consideration equity in making programmatic or service decisions?

Adding a "data lead" from each department that will serve on the Data for Process Improvement Committee is something that allows me to have more hands on experience with each program's needs. It also ensure that I'm hearing from all programs, especially the ones that may not have been interested in speaking up before. I can't know if there's a need if I'm never hearing about it.

Care Coordination Division Report – March 2024

Jazmin Flores, Care Coordination Director

Mount Vernon and Anacortes Resource Centers

Dulce Vazquez-Cruz, Resource Center Manager

Accomplishments

MV Resource Center has transitioned one of our most valuable Service Screeners into a Care Specialist role. She's eager to developed new skills, establish on-going care with clients, and support her team. We're happy to have her in her new role. We have plans to transition our other amazing Service Screener into a Care Specialist role in mid-MARCH/ early April, or as soon as we hire Service Screeners. Anacortes Resource Center – volunteers all started, A-town article was submitted. Our Resource Center Coordinator assisted a single mother find possible resources to help her move out of her motel. The Resource Coordinator will also is working on recruiting vendors for our Anacortes office.

Emerging Issues

MVRC - We are currently hiring for two Service Screeners. We need to have the posted on our website, and start interviewing!

ARC – we need to begin planning for an open house. Resource Coordinator has reached out to Community Engagement team to begin the process.

Challenges

MVRC – limited staff limits the services we offer. We're eager to get all Care Specialists trained on Diversion, FCS, and ACH.

ARC – We need to work closely with Community Engagement to advertise ARC services.

Street Outreach and Recovery Navigator Program

Steven Simmons, Outreach Programs Manager

What accomplishment are you most proud of?

Getting accepted as a site for the VPR "free malpractice insurance" program for retired doctors to provide street medicine services.

What challenge are you currently facing?

Trying to work with other departments on background check policies that make sense beyond simply saying "this is our policy" or "this is how we do it". As a formerly incarcerated professional, I feel that our background checks need to be sparing, and intentional. When there is a need- they are a useful tool.

However, background checking a retired medical professional who is maintaining licensure, and who has been approved for \$6m in malpractice insurance, simply does not have a basis in need or logic. I am attempting to find out if maintaining licensure or applying for the free malpractice insurance includes

background checks that can remove the need for us triplicating the process.

What emerging trends, opportunities, or threats are you watching?

Winter shelters are closing. We will see around 30-40 folks returning to the streets from all programs most likely.

Provide an example of something you have done or changed in order to reduce a barrier or increase access (to services, employment opportunities, etc).

We have applied and been approved as a site to host free malpractice insurance for retired physicians who are maintaining their licensure and who want to volunteer to provide "street medicine". The Skagit Street Medicine Project is currently working with its first provider, Dr. Eric Stark, formerly of Peace Health. He is currently working with us in the field on Monday mornings, and at the office during drop-in hours on Wednesdays. We look forward to growing the program and to working with partners to place volunteer providers with them as well, in order to reach the maximum number of unhoused Skagitonians. My hope is to be able to onboard our next provider and to spare them the indignity of screening them for a conviction history. I will provide an update next month.

Care Coordination/Rental Assistance

Kathleen Morton

Accomplishments

Staff have been working hard on new referrals into the rental assistance program. With moving all FCS clients over to a separate care specialist, this has opened up some availability for Housing Care Specialists. We worked with the county to determine how to improve our success with referrals and have been utilizing the prevention lookr report (a list we pull for referrals). We had some great success with making contact with these households and are back on track for spending out the grant on time for CHG standard.

Challenges

It has been challenging staff to adjust to additional changes within the Care Coordination program, however, they have been settling in well to the changes with supervision. Staff had also been adjusting to the changes in workspace as Energy prepares to move into Pacific Place building.

Emerging Issues

We need to utilize our TBRA Home grant and make referrals into this program however, our current care specialists are close to capacity and the number of referrals would not be able to equal 1 FTE care specialist. We will need to determine how best to balance fully utilizing our grants and staff expenses for the program.

Equity Question: Provide an example of something you have done or changed in order to reduce a barrier or increase access (to services, employment opportunities, etc).

We will be collaborating with the Employment Department on Glidepath to determine how we can support HEN clients who are FCS enrolled and about to exit the program with benefits navigation.

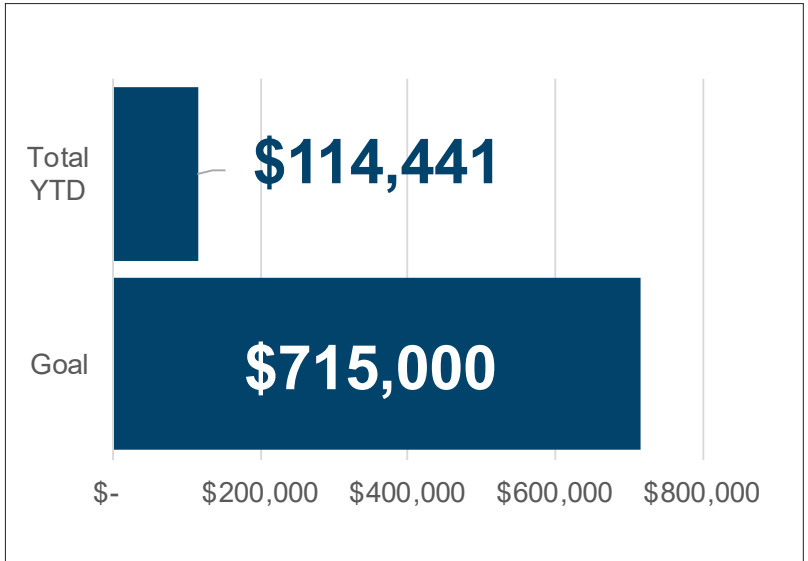
2024 Fundraising Progress January 1, 2024 - February 29, 2024

2024 Fundraising Goal & Progress

As of February 29, 2024 we have raised **\$114,441** which is about **16%** our goal.

Breakdown of Distribution

\$45,971	Greatest Need
\$5,000	Maternity Support Services
\$1,360	SFDC
\$1,000	Anacortes Resource Center/Point-in-Time-Count
\$760	Mountain of Hope
\$300	East County
\$50	Seniors & Disabled

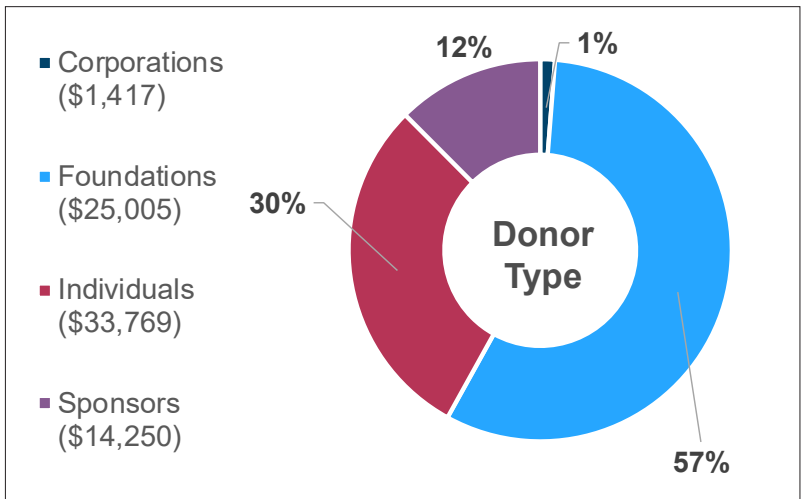
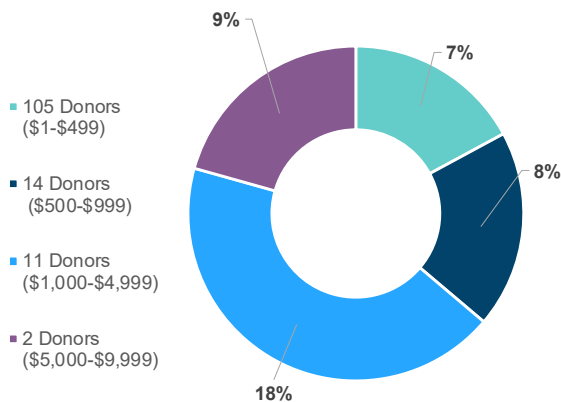


Donor Count by Giving Levels

- \$0-\$499 ■ \$500-\$999 ■ \$1,000-\$4,999
- \$5,000-\$9,999 ■ \$10k-\$40k



Total Raised by Giving Levels



\$114,441
Raised YTD

98
Active Donors

6
New Donors

\$98
Median Gift Amount

Special thanks to our amazing Donor Development Committee!

Kate Bennett
Ray Horak

Jill Rohrs
Gregg Davidson

Darlene Mindrum
Richard Warsinske



March 2024 Development Board Report

2024 Fundraising Progress

January 1, 2024 - February 29, 2024

2024 February Highlights

Spirit of Hope Updates

- Table Sponsor Commitments - 11 individuals
- Heart Sponsor Commitments - 5 Businesses
- Stability Sponsor Commitments - 7 Businesses
- Resiliency Sponsor Commitments - 2 Businesses
- Unity Sponsor Commitments - 2 Businesses
- Individuals Tickets Purchased - 10
- Total Reserved Seats - 249

Donor Heart eNewsletter Results

- Headline - Warmth and Support for Families and Seniors
- Topics - Energy and Utility Assistance
- Sent - 1727
- Open Rate - 35%
- Click Rate - 1.1%

Last Month's In-Kind Donations

- 4 in-kind donors in February
- \$800 total fair value of in-kind donations

Grants Program Updates

- Last month, the Development Team submitted a total of 6 grants requesting a total of \$190,000 to the follow organization:
 - Employee Community Fund of Boeing
 - Janson Foundation
 - Skagit Community Foundation
 - Umpqua Bank
 - Cambia
- In progress requests include:
 - Fisher Service Award
 - Key Bank
 - Haggen Foundation

Last Month's Generous Gifts

- Susan Wilson and Eric Hall
- Bud and Jackie Anderson
- Community Foundation of the North State
- PeaceHealth
- Anacortes Soroptimist
- United Steelworkers Local 12-591
- US Bank
- Washington Federal Bank Foundation
- Medina Foundation

New Donors in February

- Nancy and Clay Campbell
- HKP Architects
- Nello Battari
- Graciela Sandoval

Thanks and Acknowledgements

- If you are interested in personally thanking our donors or requesting a social media acknowledgement, please reach out to the Development Team at: Donations@CommunityActionSkagit.org

\$114,441
Raised YTD

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Active Donors

6
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Housing Projects Director Report- Michele Metcalf

March 15, 2023

Cascade Landing

This month has seen significant developments at Cascade Landing. We opened a new management office jointly operated by Community Action and Cascade Landing, strategically located at the south end of the Cascade Place building, adjacent to the tenant parking lot. This office now serves as the hub for the Housing Project Director, Resident Services Coordinator, and Property Manager.

We also extend a warm welcome to Tammy Mendivil, the new Resident Property Manager, onboarded by Coast Property Management. Tammy will be an integral part of the community, residing onsite at Cascade Landing to ensure prompt and effective management.

A notable highlight was our first Cascade Landing Community Meeting held on March 14, where residents were briefed on the latest developments and changes. Tammy has been actively engaging with residents and has outlined several key goals, including implementing a guest parking policy, addressing issues such as shopping carts and debris in corridors, and conducting one-on-one lease updates with residents.

In late February, Coast Property Management conducted comprehensive unit inspections at Cascade Landing. While the majority of units passed the inspection, a few units encountered issues related to trash accumulation, debris, or excessive belongings. As a proactive measure, our Resident Services Coordinator will leverage this opportunity to provide valuable information on unit upkeep, preventative maintenance, hoarding, and recycling. To bolster these efforts, utility carts for trash and recycling will be procured and stored on the second level, facilitating regular and sanitary waste disposal.

During the inspections, Coast identified several units that were vacated but not included in the rent roll list received from the previous property management company. Coast has already begun meeting with applicants to fill these units. It's important to note that one of the vacant units will be occupied by the resident manager.

As of March 2024, Cascade Landing is 76% occupied, with eight vacant studios on the market. The unit by unit inspections discovered that two units were left vacant and in addition, there three households where lease termination is pending.

CA Rental Housing Advisory Committee

The CA Rental Housing Advisory Team meeting on February 23 focused on setting goals and planning the agenda for the March 14 Cascade Landing Community meeting. Elizabeth Jennings, our Community Engagement Director, led the discussion on strategies for effectively engaging with residents.

The Cascade Landing community meeting was highly successful. Liz's ongoing facilitation support ensured that we captured valuable insights from residents regarding the type of living environment they envision at Cascade Landing. With approximately 15 residents in attendance, the meeting was well-attended and productive.

During the discussion, residents expressed their preferences for safety improvements, suggested activities and programming for the community room, and raised other concerns such as the need for increased bus stops near Cascade Landing. These inputs will inform our ongoing efforts to enhance the living experience at Cascade Landing.

The next CA Rental Housing Advisory Team meeting will be held on Friday, April 5 from 9:30 to 10:30 AM.

Kulshan View

On March 6, Community Action hosted a crucial meeting with GS affordable housing consultants and the project consultant team for Kulshan View, focusing on reviewing the draft budget prepared by GSC for a 28-unit project without LIHTC involvement. To explore viable strategies for a scaled-down approach, Paul Woodmansee from BYK Construction and Mel Maertz from M2 Architects were engaged.

During the meeting, GSC highlighted a potential funding opportunity provided by the Federal Home Loan Bank (FHLB), supporting projects up to 24 units, with a May 1 deadline for schematic concept submission. GSC confirmed the eligibility of using Paul Woodmansee as the third-party cost estimator and suggested that only an RFQ would be required. The primary objective of maximizing site density led to discussions on a phased construction concept for 3-story walk-up style buildings, eliminating the need for elevators or underground parking. This approach would enable Community Action to facilitate phased construction as funding becomes available.

Decisions regarding whether to pause design work pending FHLB award notification (December 2024) or proceed with design and permitting, considering a potential year-long permitting process, may be on the horizon.

The meeting concluded with the decision that Mel from M2 Architects would develop new concepts for Kulshan View based on the revised direction, emphasizing maximum density on the site through a phased approach rather than a single structure. In line with the FHLB funding opportunity, the initial phase will encompass approximately 24 units. Mel will present these concepts for group discussion at the March 15 Housing Work Group meeting.

Housing Work Group

During February, the Housing Work Group made the decision not to hold its regular meeting to allow for crucial discussions between project and development consultants.

At the March 15 Housing Work Group meeting, key discussions revolved around the Kulshan View project. Mel Maerts of M2 Architects presented a revised project plan comprising two phases, each with two buildings housing 12 units per floor, totaling 24 units per phase and 48 units overall. However, a parking shortfall was identified, prompting the exploration of various solutions, including adjusting unit sizes and potentially increasing the number of one-bedroom units. There was consideration for incorporating ground-level garage bays to address parking needs, albeit at the expense of reducing larger units. Additionally, the feasibility of a four-story building was discussed, but concerns were raised regarding elevator requirements and financial implications.

The last portion of the meeting, Ginger presented pro forma plans for the first phase, which included four (4) 540 SF one-bedroom units, (14) 720 SF two-bedrooms, and six (6) 1100 SF three-bedrooms. The project's unit distribution includes four units for teacher certification students, five for families experiencing homelessness with Project-Based Section 8 vouchers, nine for families at 50% of the Area Median Income (AMI), and six for families at 60% of AMI. There's also one non-income-producing staff unit.

Financing sources include state housing trust funds, Federal Home Loan Bank funds, city and county funds, WCRA loans, and state direct allocations. The project also qualifies for the Connecting Housing and Infrastructure (CHIPS) program for stormwater management. Preliminary capital budgeting suggests construction costs at \$300 per square foot with additional funds for stormwater detention, estimated at \$600,000. Soft costs include developer fees and consulting fees. Additional expenses include financing fees, capitalized reserves, and permit and impact fees.

The preliminary project schedule involves completing preliminary design and obtaining cost estimates for funding applications in 2024, with design and permitting planned for 2025 and construction slated to begin in 2026. The Federal Home Loan Bank application requires design concepts and cost estimates by May 1st, necessitating quick turnaround on design updates.

In conclusion, Mel will explore adjustments to building footprints and apartment sizes to address parking requirements, with ground-level one-bedroom units with tandem parking as a potential option.

The next HWG meeting is scheduled for April 19, from 9:30 to 10:30 AM.

Resident Service Coordination Programs

This month, the Resident Service Coordination Program has concentrated on improving its collaboration with property management to enhance the delivery of services to our residents. Key efforts have involved integrating our program services more closely with the operational practices of property management, ensuring a seamless support system for our community.

In addition to these coordination efforts, the team has been busy with several other initiatives. Planning and scheduling upcoming resident events have been a significant focus, leading to an updated annual event calendar designed to engage and benefit our community members throughout the year. We're also streamlining our administrative processes, particularly around the management of resident files. This involves the development of new systems for archiving obsolete documents, including redundant personal information from various service applications, such as energy assistance and benefits, that do not require long-term storage. This effort is not only about efficiency but also about enhancing the privacy and security of our residents' personal information.

On the administrative side, the housing project director and the finance director have taken proactive steps towards establishing a more structured and identifiable program specifically for our housing projects, which includes the resident services coordination program. A pivotal part of this initiative has been the creation of new program codes. These codes are designed to streamline the expansion of the housing projects department by simplifying the billing process for FCS, API, and activities related to Cascade Landing, and Kulshan View. This structural enhancement will facilitate better tracking, reporting, and management of the various components within our housing projects, leading to more effective service delivery and program development.

For more details on the Resident Service Coordination program, please refer to Sam and Rachel's accompanying reports.

Resident Service Coordination - Cascade Landing

Sam LeBrun, Resident Services Coordinator

March 2024

Accomplishments:

- The transition to COAST property management is mostly complete, unit inspections were completed on February 23rd. Most residents passed the inspections, RSC is working with those who did not to help them get into compliance.
- RSC joined the CA Rental Housing Advisory Committee on February 23rd where we planned our first Cascade Landing Community Meeting. This was an important step in bringing Cascade Landing residents together to shape the trajectory of the project moving forward.
- Last month we reported criminal activity and trespassing at Cascade Landing which led to trespassing a guest and posting notices to residents. These notices seem to have made a positive difference. The trespassed individual has not returned, resident complaints have reduced, and a number of the unauthorized vehicles are no longer in the parking lot.

Challenges:

- RSC and FCS coordinator completed setup for FCS billing in Empower. Cascade Landing currently has 14 residents who are enrolled in FCS. This number is below what RSC projected, meaning the previous goal of 10 FCS billable units is currently unlikely. RSC Currently is averaging about 5 FCS services per week and the remaining services are non-billable. We have 8 vacant units, so the number of billable services could increase soon.

Emerging Issues & Future Focus:

- The Rental Housing Advisory Committee will be hosting a community meeting at Cascade Landing on March 14th. This will be an opportunity for residents to meet the new property manager and learn about the different roles of Community Action, RSC, and COAST. This will also be the start of rolling out the new changes at Cascade Landing.
- RSC and COAST are moving to a new office at the back of Cascade Landing. This is a larger space with improved visibility and safety for staff. The larger space will also make it easier for residents to contact property management and meet with RSC. The office will need some work but it has the potential to be a significant upgrade for both residents and staff.

Resident Service Coordination – Mount Vernon Manor

Rachel Cathey, Resident Services Coordinator

March 2024

Accomplishments:

- RSC introduction letter was sent out last month to reassess resident's needs, and interests. RSC has slowly started meeting with residents individually, and will continue to throughout the next couple of months.
- 21 residents were served through the Mobile Food Bank held at the end of the month. Residents were able to get food and necessity items provided by the Skagit Food Distribution Center at no cost.

Challenges and Action Plan:

- Food from the SFDC for the Mobile Food Bank is often close to if not already expired, leaving residents disinterested in coming to food bank or getting food from it. The SFDC reached out to RSC about starting two food banks each month, in order to have a quicker turn around for produce to prevent spoiling. March will be the first month the Manor will have two food bank days.

Emerging Issues and Future Focus:

- With the agency's newly added transportation program, RSC is hopeful residents will be able to utilize the program as another resource for transportation needs.
- The resident Gardner's Club has had several meetings the past few months in order to restructure the club operations and guidelines. Skagit Council Housing has given the club authority to be fully resident lead and run. Residents will be able to bring requests or proposals to RSC that will then be passed on to the Skagit Council Housing Board through Property Management.

Equity:

- For residents that have barriers to off-site transportation, RSC has developed relationships and coordinated reoccurring tabling events with the Public Health Department, as well as continuing partnership with the SFDC in order to hold an on-site food bank, to provide residents with health and wellness resources.
- RSC continues to listen to resident feedback of past successful tabling partners, as well as emerging needs and interests for future collaborations with community organizations and partners.

Resident Engagement:

- This month RSC has met individually with 14 residents and provided the following services:
 - Assessments (1)
 - Application Assistance (3)
 - Document Verification and Copies (3)
 - Education and Information (1)

- Review and Follow Up (1)
- Education/Employment (3)
- Health Care Services (2)
- Homemaking (1)
- Resources and Referrals (1)
- ROIs/Consent Forms (1)
- Outreach (1)
- 34 residents received meals

Ongoing Projects:

- Updating and condensing resident files to contain only relevant information is still ongoing.

Resident Feedback and Suggestions:

- Residents with garden beds who actively attend and participate in the Gardener’s Club meetings, expressed positive feedback about the club being independently resident run. Residents have expressed excitement about having more autonomy over the club, and thus far the decision has been met with approval.

Resident Service Coordination – Mount Vernon Manor Annex

Sam LeBrun, Resident Services Coordinator

March 2024

Accomplishments:

- (1) Annex resident served through Mobile food bank. Food provided and delivered by the Skagit Food Distribution Center, about 10 pounds of food went to the resident.
- (5) residents served through Commodity Food Box Program. Residents received a box of dry and canned goods delivered to their door.
- RSC meeting with Blue Lake Property Management to share information and improve collaboration.

Challenges:

- It’s been difficult finding a consistent time of day for RSC hours where residents are awake and active. RSC will be joining Bingo event next month to try and familiarize with more residents.

Emerging Issues:

- Three residents need to complete Section 8 applications, RSC is working to help them complete this.

March 2024

Community Engagement Team Report to the Board of Directors

Elizabeth Jennings, Director of Community Engagement

2024 STRATEGIC Priority: Communication Action is well-known and respected in the community.

- **Strategies: Learn > Volunteer > Advocate > Give > Coordinate**

VOLUNTEER Strategy:

- **Board members invited to attend these upcoming events:**
 - **National Volunteer Week & Skagit Volunteer Month Proclamation:**
 - **11:45-12:45 a.m., Tuesday, April 9: In person at County Commissioners Chambers or via Zoom.** Look for your invitation in email in the next week! Led by five Skagit Volunteer Center partners will present about the impact of volunteers, interns, and BOARD MEMBERS in Skagit County.
 - **Skagit Lead & Serve Expo: Open to the public Friday, Noon-2:00 p.m. April 12: Cardinal Center Cafeteria, Skagit Valley College.** In partnership with the Skagit Community Foundation and Leadership Skagit, Community Action's Skagit Volunteer Center organized 20 nonprofit partners to table at this first-of-its-kind volunteer and community leadership fair.
 - **SPECIAL EVENT: 11:00 a.m.-noon: LEADERSHIP SKAGIT ONLY private event** for Class of 2025 and all LS alumni. Community Action Board Members are encouraged to attend during the 11:00-12:00 Leadership Skagit private event to share about your experience and promote engagement and committee participation.
 - **Bonus! Board member Kati Ortiz will be representing Community Action** earlier in the day at a panel at Leadership Skagit's challenge day on nonprofits and board service, reaching 35+ current and future leaders.

ADVOCATE/EQUITY Strategy:

- **2024 Washington State Legislative Session:** See attached summary for outcomes for our priority issues.
 - **Board Learning Opportunity: At the April 3 CREAT meeting,** we will have Linda Garcia, Advocacy Director for the Washington State Community Action Partnership, give a short briefing on the upcoming ballot initiatives in November, and their impact on Community Action agencies. See the attached legislative summary for more information.
- **Federal Advocacy Issues: Spending bills likely to pass, and includes good news for Community Action's clients!**
 - As of noon on 3/22 when this report was submitted, it appears Congress will pass several spending bills to avert a government shutdown. Good news:
 - **LIHEAP is getting a \$25m increase.** This is an amazing accomplishment, considering that cuts were anticipated. Our Energy & Utility Assistance Manager, Misty Velasquez, helped lead similar energy programs from across Washington State to advocate with Congress for this important utility assistance increase.
 - **Community Services Block Grant funding remains at current levels and not cut! In addition, the income range of people who can be helped by CSBG increased from 125% Federal Poverty Level to 200% Federal Poverty Level!** Here at Community Action of Skagit County, this federal support has come in at around \$250,000 annually, and is flexible funding so we can use it where it's needed most.

Highlights from Olympia Legislative Session

From WA State Community Action Partnership

March 2024

Community Services Block Grant (CSBG) \$5.725 million

- No extra for CSBG, as anticipated (remains at \$4m for biennium). This additional CSBG funding would have been targeted at addressing poverty in rural and marginalized communities, through the Community Action network across the state.
- It would have restored state CSBG funding to the amount two years ago, when WA became the first state to match the federal CSBG allocation (about \$7.7m/year).

Food and Hunger (and basic needs)

- \$10m in new funding for Emergency Food Assistance Program (EFAP). This is in addition to \$15m in new EFAP funding last year, or \$20m above normal allocation
- Fully Funded (\$12.23m) Summer EBT (this is Basic Food funding to support low income families with school aged children when schools are closed for summer)
- \$767k to fully fund College Basic Needs navigators (.75 FTE on all college campuses), to help connect low income students with basic needs supports

Energy Assistance

- \$150M for \$200 Energy Bill Credits for families earning up to 80% AMI, and up to 150% AMI after lower bracket prioritized (September 15 deadline for these funds because of Climate Commitment Action Repeal Initiative)
- \$3M for Energy Ambassadors (delayed start until January 1 dependent on whether CCA initiative passes) – spread equity of energy efficiency resources for low income families

Document Recording Fees (funds housing and homeless services)

- \$59M for Document Recording Fees, because of the sharp reduction in revenue generated by these locally collected funds (a 59% drop in Skagit).
- This is short of \$69M request, but there was also some updated data in the recent revenue forecast that showed the fee recovering so that might have played a role.
- Note that the Senate's original budget was at \$20m, while the House's was at \$70m, so it is good news it came closer to the higher number

Housing Trust Fund (supports capital construction of affordable housing)

- \$127.5M in new money for Housing Trust Fund:
 - \$17M competitive,
 - \$20M unsheltered homelessness,
 - \$18M Homeownership,
 - \$22M Developmental Disabilities,
 - \$13.5M Mobile Homes,
 - \$5M Affordable Housing Repair Fund,
 - Remainder is special projects including CAP projects in Spokane and Bremerton!

Board Motions
Community Action of Skagit County
March 26, 2024 Board of Directors Meeting

Draft Motions within Consent Agenda

Note: Any Board member may ask that an item within the consent agenda be pulled for separate discussion prior to a vote.

Motion to Approve March Consent Agenda:

1. Approve Minutes from February 22, 2024, Board meeting

Background on Consent Agenda Motion: Please see attached draft minutes from the February 22 Board meeting (Item 2).

2. Approve March 2024 Finance Report (through month of January 2024)

Background on Consent Agenda Motion: The Board Finance Committee reviewed at its March 20 meeting the attached March Finance report (through the month of January 2024) and is recommending it for full Board approval items 5a.

Potential Motion: Approve Consent Agenda (Items 1-2)

January Finance Reports 2024

Balance Sheet Comparison	*Preliminary Year-end 2023	Through 1/31/24	Change in Value
Asset			
Cash and Cash Equivalents	532,796	483,238	(49,558) [b]
Short-Term Investments	13,020	13,020	0 [b]
Long-Term Investments	968,705	968,511	(194) [b]
Accounts Receivable	1,841,711	1,855,736	14,026
Prepays and Deposits	43,708	33,790	(9,918)
Fixed Assets	4,878,095	4,850,442	(27,653)
Depreciation	(1,708,650)	(1,715,667)	(7,017)
Furniture and Equipment	1,051,879	1,051,879	0
Total Asset	7,621,262	7,540,949	(80,313)
Liabilities			
Accounts Payable	(47,931)	(16,958)	30,973
Mortgage	644,303	642,054	(2,249)
Vacation Liability	138,123	148,276	10,153
Other Payroll Liabilities	327,480	350,648	23,168
Other Liabilities	(12,057)	(12,057)	0
Deferred Revenue	43,543	43,543	0 [a]
Total Liabilities	1,093,461	1,155,507	62,046
Net Assets			
Beginning Net Assets			
Other	6,599,998	6,561,547	(38,451)
Total Beginning Net Assets	6,599,998	6,561,547	(38,451)
Total Current Net Income (Loss)	(72,196)	(176,105)	(103,909)
Total Net Assets	6,527,802	6,385,442	(142,360)
Total Liabilities and Net Assets	7,621,262	7,540,949	(80,313)

Days Cash on Hand	15.57	[3]
Days Investment Cash on Hand	30.38	[3]
Days Cash in A/R	58.22	[3]

P&L	Through 1/31/24	2024 Operation Budget	% of Budget
Revenue			
Federal Grants	334,938	4,356,003	7.7%
State Grants	161,967	1,671,287	9.7%
Local Grants	197,167	3,192,137	6.2%
Foundations & Corporations	16,069	201,952	8.0%
Contributions	8,981	484,186	1.9%
In-Kind	438,147	6,048,418	7.2%
Program Revenue	92,935	1,713,437	5.4%
Miscellaneous Revenue	0	0	0.0%
Sponsorship Income	1,500	7,950	18.9%
Total Revenue	1,251,704	17,675,370	7.1%
Expenses			
Wages and Benefits	577,109	6,533,412	8.8%
Program Expenses	322,019	4,268,654	7.5%
Supplies/Equipment	3,217	63,784	5.0%
Travel and Training	6,850	66,042	10.4%
Telephone	14,089	66,935	21.0% [4]
Professional Fees	15,758	115,174	13.7%
Licenses, Dues, Subscriptions	20,699	119,225	17.4% [5]
Printing and Postage	2,482	38,081	6.5%
Insurance	8,037	73,023	11.0%
In-Kind	438,147	6,048,418	7.2%
Occupancy	11,678	290,950	4.0%
General and Administrative	0	0	0.0%
Miscellaneous Expense	0	0	0.0%
Marketing/Advertising	515	31,672	1.6%
Total Expenses	1,420,599	17,715,370	8.0%
Net Income (Loss) Before Depreciation & Unrealized Gains/Losses	(168,895)	(40,000)	[1]
Depreciation (non-cash expense)	7,017		
Unrealized Gains/Losses	(194)	40,000	[2]
Net Income (Loss) Including Depreciation and Unrealized Gains & Losses	(176,105)	0	[1]
		% should be	8.3%

January Finance Reports 2024

General Notes:

Through January 2024, we have received \$221,284.29 from Key Northwest as total net income up to December 2023 from Cascade Landing. This income would normally have offset the master lease expense, but the master lease has been charged to REET grant funding. REET funding ends 12/31/2023. These funds have been deposited in our operational bank account and recorded on the balance sheet to offset our investment in the Leasehold Improvements as our contribution to the CL project. These funds were incorporated as such by our Auditor due to the complexity of the project and will be reconciled during the 2023 audit.

Notes to Finance Reports: this is preliminary

[1] As of 1/31/24, we are reflecting YTD net loss of \$168,895 before Depreciation Expense and Unrealized Gains & Losses; and loss of \$176,105 YTD after Depreciation Expense and Unrealized Gains & Losses.

[2] Unrealized loss on our investments January was \$194.00

[3] Days Cash on Hand at the end of January was 15.57, Days Investment Cash on Hand is 30.38, and Days Cash in A/R is 58.22. For a combined total 104.17. Days cash on hand is calculated by taking our "normal" annual operating budget, less in-kind, dividing by 366 days. "Normal" daily operation amount has increased for 2024 to **\$31,877**.

[a] YTD Deferred Revenue internal journal entry process has not been done yet for 2023 to 2024, and will work with auditor this process and make sure that income will be reflected on our audited financials report.

[b] **Definition** of what cash is counted in which account: **Cash and cash equivalents:** Checking account **Short-term investments:** NCCU CDs **Long-Term Investments:** Baird Funds and Skagit Community Foundation. All cash, short-term and long-term investments are liquid and are used in calculating Days Cash on Hand.

[4] Telephone expense 12.7% higher than should be: Annual Interlocal IS support Svcs fee \$5k. Zply Fiber (new phone system) have two months bills.

API	Account	Document Number	Document Date	Document Description	Document Amount	Source/ID	Effective Date
API	2024-API 0011	12222023.8235	1/4/2024	11/28/23 to 12/27/23	1,068.25	V - ZplyFiber8235	1/4/2024
API	2024-API 0011	12182023.1235	1/1/2024	11/24/23 to 12/23/23	1,587.16	V - ZplyFiber1235	1/1/2024
API	2024-API 0011	01172024.1235	1/1/2024	12/24/23 to 1/23/24	1,530.10	V - ZplyFiber1235	1/1/2024
API	2024-API 0011	01222024.8235	1/1/2024	12/28/23 to 1/27/24	1,068.73	V - ZplyFiber8235	1/1/2024
API	2024-API 0023	01252024.0730	1/1/2024	720 N 4th St 12/1/2023-12/31/2023	498.59	V - CityofMV00009	1/1/2024
API	2024-API 0022	12272023.7985	1/1/2024	220 Michael St Jan 07, 2024 to Fe...	191.81	V - Comcast7985	1/1/2024
API	2024-API 0016	IS-0463	1/1/2024	Interlocal IS Support Svcs	5,000.00	V - CityofMV00009	1/1/2024

[5] Licences, Dues, subscriptions 9.1 % higher than should be: "abila" accounting software additional users \$2,482.56. Threaddown (anti-malware subscription) for each PC 200 qty x\$29.98, plus 10 server x \$105 - annual fee

Period								Amount
Current Period Actual								15,261.78
Transaction Source	Session ID	Document Number	Document Date	Document Description	Document Amount	Source/ID	Effective Date	Applied Amount
JV	2024-JV 0047	6584	1/31/2024	January Shared Expenses- Softw...	0.00		1/31/2024	0.00
API	2024-API 0067	1050-1000208574	1/30/2024	2 MIP On-Premise: Additional User...	2,482.56	V - Abila	1/30/2024	2,482.56
API	2024-API 0066	WEBYEDT 1.21.2024	1/21/2024	Payment for software CARD CAN...	34.98	V - USBank	1/21/2024	34.98
API	2024-API 0058	11114235	1/15/2024	Duo Monthly Essentials	300.00	V - USBank	1/15/2024	300.00
API	2024-API 0058	11112768	1/13/2024	Duo Essentials Monthly	2.60	V - USBank	1/13/2024	2.60
API	2024-API 0054	INV01805234	1/7/2024	BambooHR Payment	1,273.89	V - USBank	1/7/2024	1,273.89
API	2024-API 0019	INV00643961	1/1/2024	01/01/2024-01/31/2024 Platinum ...	974.39	V - DaySmartAppointments	1/1/2024	974.39
API	2024-API 0013	IN100239889	1/1/2024	Threaddown (Malwarebytes)-End...	7,666.05	V - USBank	1/1/2024	7,666.05
API	2024-API 0013	11088855	1/1/2024	Duo Essentials Monthly 12.15.23-...	270.00	V - USBank	1/1/2024	270.00
API	2024-API 0041	IN1484998	1/1/2024	Docuware Professional Server	1,840.91	V - KelleyConnect2352	1/1/2024	1,840.91
								\$15,261.78

Community Action DASHBOARD

Financials as of January 31, 2024

Assets	\$ 7,540,949
Liabilities	\$ 1,155,507
Fund Balance	\$ 6,561,547

Net Income/Loss

Month	\$ (176,105)
YTD	\$ (176,105)

March
2024

Spirit of Hope!

HOT TOPICS

New enterprises and Revenue. Donor Development raised \$114,441 thru February, including \$60k from Peace Health (\$20k street outreach; \$40k Residential Services Coordinator over two years); \$40k from Medina Foundation (greatest need); and \$11k from an anonymous donor (who will be at Spirit of Hope!). May Thursday's Spirit of Hope be a success (it's already brought in \$27k in tickets/sponsors)! Please help spread the word and help appreciate and make welcome!

Recent Progress on Strategic Plan

- Resource Center Alignment – the last two months, the Transformation Team has been working on establishing language for all resource centers, a universal screening, and a plan for aligning process and referrals and improving access.
- Kulshan View housing project – we are looking at a potential two-phase project, with about 24 units for each phase. The Housing Work Group is working on this with our development consultants (GS consultants), as well as with our local building consultants and architect, including Paul Woodmansee, Dan Mitzel and architect Mel Mertz.
- Operationalizing Equity – our DEI committee will soon move into the Work Plan development.

Service Highlights:

We re-introduced financial education workshops in February, and our next round will be three workshops in April, which will be offered in both English and Spanish. One notable adjustment to our Adult Education program is that we will be moving toward workplace literacy options.

How can I help this month? Help be a welcoming ambassador for our guests at this Thursday's Spirit of Hope, and thank you!

Trends in Needs and Services

Skagit's Population Health Trust formed a Food Security Work Group, which our Food Access Manager Madeline McGonagle serves on, along with several partners in emergency food system, nutrition education and agriculture. They recently released a Food Security Report, highlighting:

- 11% of adults and 16% of children in Skagit County experience some level of food insecurity
- The Asset Limited Income Constrained Employed (ALICE) data rose from 22% in 2019 to 29% in 2021 in Skagit County, indicating increased difficulty among working families to make ends meet.
- The recommended goals for improving Food Security are focused on improvements in farming, production, and processing; storage and distribution; resources, programs, and education; and food surplus and waste.
- The full report can be found here:
<https://www.skagitcounty.net/PHTAC/Documents/Health%20rust%20Food%20Security%20Report.pdf>
- It will be important for us to keep up to date on how we can be a vital part of improving the food systems here in Skagit County.

Community Conversations and Partnerships

3-14: Cascade Landing community meeting with residents and staff (Michele, Liz, Sam), our new rental managers from Coast, and Heather Wallace from our board.

2024 Agency Strategic Work Plan SUMMARY

Key 2024 Goals	Strategy	Action/Tactic	Responsible/Lead	Status
KEY AGENCY-WIDE INITIATIVES				
Stabilize the Agency	Structure the agency with the future in mind: training, resources, and tools are documented and updated; workloads are appropriate; and expectations, support, KPIs, and accountability processes for each level or position are clear.	Analysis/evaluation of problematic areas that affect operational cashflow, and identify clarity, efficiencies, processes for improved operation.	Sandi and Bill, staff support	Done
		Role Clarity between levels and clear expectations for all jobs, including: - responsibility, KPIs, and decision-making capabilities at different levels - expectations by Directors and managers around financial conversations & revenue generation, - expectations of Finance for necessary tools and support so that it is easier to keep expenses in line w/ income.	Mindy, with Compensation Committee	In Process
		Identify structural/process adjustments to meet needs and budget and move forward with a transition plan.	Bill, with support Core	Done
		Develop SOPs & Succession plans for all roles	Mindy, with supervisors	In Process
		Rework 2024 budget based on new realities and post-Coord.Entry structures and needs.	Ayumi, with Core support	Done
		Design and implement supervisory training (including project planning and performance measurement)	Mindy, Core support	In Process
		Streamline all-staff meetings to align with communication and training needs.	Sandi and Mindy	In Process
		Core creates a decision log that shows the state of topics brought up for discussion, deliberation, discussion so that all can see. Core updates added to Stand Up agenda.	Sandi	In Process
		Operationalize Equity		The DEI committee will focus on 2-3 outcomes and identify "agency" indicators to work toward. Reconfigure DEI charter to reflect focus and a Vision Document conveying the DEI vision and direction for the agency.
The Community Engagement Team and Resource Information work will focus on 1-2 outcomes in the External domain, focused on deepening relations with communities of color.	Liz			Planning
The Board will diversify itself & committees, use the equity lens in decision-making, and celebrate DEI champions.	Bill & BP&E, Sandi, Liz			In Process
Program Supervisors review data for demographic information and identify gaps/issues, supported by the Data Manager , who will disaggregate agency data to identify gaps, possible inequities or biases, and opportunities.	Megan, with supervisors			In Process
Agency creates a staff input and feedback loop that allows voices to be heard, ideas to be collected, and impact/action to be communicated.	Sandi			Planning
Agency makes clear opportunities for staff involvement in decisionmaking (esp. committees) and a plan for engaging/involving more staff and tracking their participation to recognize contributions.	Sandi			In Process
Position the agency as a leader in Resource Navigation and Support	Develop a unified vision for all Resource Centers. Develop a strategy and action plan for information & service delivery out in the community, especially to BIPOC and marginalized communities.	Identify who will take the lead on this initiative.	Core	Done
		Identify who will serve on the RCAC, how often it will meet, develop a charter and plan for goals and deliverables.	Dulce	In Process
		Identify the clear list of all services offered at Resources Centers and ensure that all staff have that language, and identify consistency of hours.	RCAC	In Process
		Identify all the screening and assessment that should happen at front doors of Resource Centers and ensure that all staff are trained on how to do the screening, assessment, and data tracking thereof.	RCAC, Megan support	In Process
		Identify role of programs and role of community engagement in information outreach.	RCAC + Liz	In Process
		Messaging/branding: Identify our value added and differentiate ourselves from other resource providers and how we talk about it. Discuss how to re-brand Care Coordination in the wake of Coordinated Entry and its relationship to our language about Resource Centers.	RCAC + Core	In Process
		Identify responsibility around resource guide, CRC, and communication regarding opening, closing, etc.	RCAC	In Process

BOARD Work Plan 2024

Ctte	GOAL	Strategy and/or Measurable Target	ACTION ITEMS	By When	STATUS
GOVERNANCE					
Core Theme: High Impact Organization					
Strategic Priorities: Financial Health & Stability & Data-Driven Decisionmaking & Continuous Improvement					
BP&E	1				
	Community Action is well-known and respected in the community.	Board AND committees use and communicate agency mission and vision to others.	Board reviews and practices mission, vision, and key talking points after Agency has developed key language and communication priorities. - Identify a time for all to practice. - Encourage Board members to attend both Community Action 101 and 102.	Summer 2024	Not started
	2				
BP&E	Board participation is accessible.	Review tech, transportation, childcare, scheduling, or other barriers that may impact participation.	- Conduct a survey to understand barriers and ask/identify whether there are ways to support participation. - BP&E has a plan to reach out to Board members who may need support to participate fully.	January 2024	Done
	3				
	Board committees are fit for the purpose of the Board Work Plan.		Review or create charters for all Board committees to ensure that they are still relevant and consistent (including how many members on committees).	March 2024	In process
Finance	4				
	Operate within a balanced budget		Establish real-time or up-to-date budget tools	March 2024	In process
	5				
	Infrastructure and capacity align with agency growth		Set aside capital reserve Re-establish/re-stock investments	December 2024	Planning
Finance	6				
	Develop robust financial risk assessment and learning tools.		Conduct agency risk assessment. Consider offering a Board-focused training on reading financial reports.	November 2024	Planning
	7				

BOARD Work Plan 2024

Ctte	GOAL	Strategy and/or Measurable Target	ACTION ITEMS	By When	STATUS
Personnel	Ensure that staff wages are competitive and appropriate.		Review, adjust, and approve Reclassification of staff after we establish 2024 budget.	March 2024	In process
	8				
HWG	Strategic evaluation and alignment of completed and future housing projects	Implement a structured evaluation process for completed projects and integration into future housing initiatives	Develop and apply assessment of lessons learned with Cascade Landing; integrate findings into Kulshan View/future housing plans.	March 2024	Not started
	9				
	Strengthen the HWG structure aligning housing projects with agency priorities	Revise and optimize the Housing Work Group charge and structure	Review and refine the HWG charge; ensure alignment with agency goals and processes	March 2024	Not started
	10				
	Cultivate opportunities and partnerships to advance housing development	Develop a system to align funding strategies and pursue partnerships with organizations with shared housing development goals	Identify potential partners and funding sources that align with the project goals and agency mission	December 2024	In process
	11				
	Keep racial equity at the forefront in discussions and decision making	Integrate a racial equity framework into all housing-related deliberations	Identify leadership on this goal (is it HWG or BP&E); Embed racial equity principles in discussions; make decisions aligned with these principles; utilize the Board's equity lens framework during predevelopment, design, development, and operations; Identify cross-committee participation to ensure this.	December 2024	In process
EQUITY					
<p>Core Theme: Stronger Community Strategic Priorities: Accessible, Equitable, & Inclusive Services</p> <p>Core Theme: High Impact Organization Strategic Priorities: A Supportive & Inclusive Workplace Culture</p>					
	1				
	Board members are diverse, promote DEI initiatives,	Identify Board, agency, and	Consider options for an equity award to give on housing (or similar) and how to recognize DEI leadership. Consider an affirmation of equity goals to be signed by members.	Dec 2024	Not started

BOARD Work Plan 2024

Ctte	GOAL	Strategy and/or Measurable Target	ACTION ITEMS	By When	STATUS
BP&E	communicate the strategy, and provide recognition for DEI champions.	community initiatives to promote and highlight.	Analyze current membership against recruitment matrix. Identify what "representation" means reflective of which community. Build a list of potential and future Board members who would help diversify the Board (pipeline + initial engagement).	Oct 2024	In process
	Operationalize the Equity Decision-Making Tool	Create a DEI assessment to be completed before decisions on major projects.	BP&E committee members show other committees the equity decision making tool and gives examples of how it can be used, including how to make decisions about committee membership so that committees diversify.	June 2024	Planning
ADVOCACY					
<p>Core Theme: Stronger Community Strategic Priorities: A Catalyst for Change</p>					
CREAT	Community Action is well-known and respected by elected officials and other leaders (crosswalk w/ Governance goal).	Build long-term relationships with elected officials and other decision makers	Monthly CREAT meetings with electeds and other leaders, to advance relationships around HOUSING DEVELOPMENT, FOOD SECURITY/ANTI-HUNGER, and other issues identified by CREAT in line with other strategic plan goals.	Dec 2024	Planning
	The Board has an Ambassadorship Strategy (outside of CREAT)	Set reasonable goals for Board members to represent Community Action in the community.	Board members develop relationship with X new people. Question: Should the focus be in certain sectors, such as Chambers of Commerce or other groups? How will we measure this?	Dec 2024	Not started
	Asset Mapping for Stronger Communities	Asset mapping who is doing what in Food Security/Anti-Hunger. HWG doing the same for affordable housing development.	Prioritize relationship building for 2024 CREAT meetings. Who does what at board, committee, and staff level?	Dec 2024	In process
PHILANTHROPY					

BOARD Work Plan 2024

Ctte	GOAL	Strategy and/or Measurable Target	ACTION ITEMS	By When	STATUS
Core Theme: Stronger Community Strategic Priorities: Active and Engaged Community					
Core Theme: High Impact Organization Strategic Priorities: Financial Health and Stability					
Development Committee	1				
	Educational Goal = Board members understand the basics of philanthropy; why local funds are important to supporting programs, flexible funding	Board Members participate in 1-2 educational opportunities; topics to include: Philanthropy basics, Relationship fundraising,	Committee chair communicates expectations to full Board.	December 1, 2024	Planning
	2				
	Participation Goal = All Board Members Give (100% giving)	Committee Chair connects with all Board members	Chair speaks about 100% giving goal at Jan-Mar Board Meetings and distributes pledge form	March 1, 2024	Planning
3					
	Engagement Goal = Board members invite their networks to give, attend events (B&L, SOH, etc), and share messages about donating, participating, volunteering	Board members share Community Action news and messages; Chairs asks board members to self-report ; Development Committee sends survey mid year about Board member participation in this goal	Committee members introduce us to at least one new potential donor or business sponsor (or other goal that accessible for all board members?). Or help with a SEE, or sign thank you notes, or what? Sharing messages (social media, Donor Heart, etc) and oppprtunities for volunteering	December 1, 2024	Planning
PROGRAMS & ASSET MAPPING					
Core Theme: People Stabilized and Equipped Strategic Priorities: All					
BP&E	1				
	Identify a process by which staff can bring to the Board specific information and requests for connections in the community and the Board can provide its skills and expertise.	Board reviews the annual CNA, asks questions, and provides feedback and connections.	Starting in January 2024, plan for reviewing a section of the CNA, and previous FY's Data with the Board (identify how and where).	Review data: Jan 2024 Review CNA: June or Sept 2024	In process