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**Plans of action**

**2017**

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**Newcap, Inc. Action plan 2017 - Asset Development**

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| Actions/Tactics | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 1.1 FINANCIAL CAPABILITIES PROGRAM: To assist participants achieve their financial goals, we will explore starting myRA, Individual Development Accounts, Representative Payee Services, Corporate Guardianship, and alternatives to “payday” lenders programs as well as an expansion of our existing Budget Counseling, Pre-Purchase Counseling and Foreclosure Prevention programs. (HICR – Foreclosure Intervention Program) **N.P.I. 1.3** | A.D STAFF | Meeting with other non-profit entities to educate and recognize resources needed to develop and initiate Payee programs. | Payee Program in place no later than late 3rd QTR 2017 & 20 participants; matching funds program in place with local lenders supporting Pre-Purchase Counselling and Foreclosure Intervention Programs; Deb and Eileen HUD Certified Housing Counsellors by 2/17 | 12/17 |
| 1.2 STEPS TO SUCCESS Working with businesses, we will expand & tailor our skills & training programs to meet their needs as well as help training low and moderate income persons to obtain new higher paying jobs (was “Skills Enhancement” **N.P.I. 1.1, 1.2** | VP- AD | Establish 10-12 viable business relationships to expand on. | 10 new skills participants in calendar year with 90% success rate | 12/17 |
| 1.3 Collaborate with employers and local DOC officials in order to establish a scholarship based work-release program which will enhance their current employee recruitment processes. **N.P.I. 1.1, 1.2** | A.D. STAFF | Leverage the established relationships with eligible DOC’s & Job Center Program Administrators to collaboratively develop a scholarship program with local employers | Minimum of 3 scholarships established in the calendar year | 12/17 |
| 1.4 Working with community financial partners and learning from established programs, we will establish a revolving loan micro-loan fund to assist low and moderate income persons to take control of their financial future by starting a business. This is the first step in becoming an SBA approved micro-lender **N.P.I. 1.1, 1.3** | VP - AD | Personalized Presentations aligned with each financial institution’s CRA areas of opportunity | Minimum of 4 active contributors to the RLF totally $60K in funds and 5 JBD business start-up participants enrolled in the program | 12/17 |
| 1.5 Create Your Own Opportunities: Entrepreneurship training program offered to LMI and non-LMI future business owners or current businesses looking to expand in order to create new jobs. **N.P.I. 1.1, 1.2, 1.3** | VP - AD | Utilize specific training webinars to be facilitated weekly during non-traditional business hours to accommodate entrepreneur schedules | 2 participants enrolled by 6/17 and 5 by year end | 12/17 |

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| 1.6  Outreach and recruit 150 customer for enrollment into services | E&T STAFF |  | Monitor monthly | 12/30 |
| 1.7  Achieve a 90% credit attainment rate of those customers who exit the program **N.P.I. 1.1** | E&T STAFF |  | Quarterly monitoring | 7/1 |
| 1.8  Achieve a 85% entered employment rate for those Adults who exit program and 92% rate for those Dislocated Workers who exit the program **N.P.I. 1.1** | E&T STAFF |  | Quarterly monitoring | 7/1 |
| 1.9 Achieve Median Earnings increase after entry into employment of $12400 for Adults and $18500 for Dislocated Workers **N.P.I. 1.1** | E&T STAFF |  | Quarterly monitoring | 7/1 |
| 1.10  Achieve a 90% Retention Rate for Adults and 95% rate for Dislocated Workers who have entered employment **N.P.I. 1.1** | E&T STAFF | ` | Quarterly monitoring | 7/1 |
| 1.11  Coordinate with other agency programs for referrals as well as any future agency programs for persons to update employment skills or obtain additional education **N.P.I. 1.1, 1.2** | A.D. STAFF |  | Work with Navigator staff & use of agency referral process | 12/30 |
| 1.12 Close 40-50 homebuyer loans and apply to continue the HHR program in PY 2017-2019. Manage HHR revolving loan program **N.P.I. 1.2, 1.3** | A.D. STAFF |  | Continue providing HHR/HCRI program and expand services while establishing a revenue stream for counseling, HQS inspections, and subordination agreement preparation. This program will transfer to Asset Development Division in 2017 | On-going – Dec 2017 |

**Newcap, Inc. Action Plan 2017 – Community Health Services**

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| NOTE: The actions cited are for each of the Clinics providing Community Health Services – **Crandon, Eagle River, Green Bay, Marinette, and Oconto.** |  |  |  |  |
| 2.1 Maintain and expand the number of clients served needing the Family Planning Only Services (FPOS) **N.P.I. 1.3G** | Director |  | Monthly/yearly comparisons | Ongoing |
| 2.2 Maintain and expand the number of clients served needing the Sexually Transmitted Disease (STD) services. **N.P.I. 1.3G** | Director |  | Monthly/yearly comparisons | Ongoing |
| 2.3 Maintain the Brown County Grant for the provision of STD services. **N.P.I. 1.3G** | Director |  | Monthly completion | Each Month |
| 2.4 Explore expanding the provision of services to provide health care to the homeless. **N.P.I. 2.1E** | Director |  | Decision to develop specific program for this population | November |
| 2.5 Explore expanding the provision of services to residents of public housing. **N.P.I. 2.1E** | Director |  | Decision to develop specific program for this population | October |
| 2.6 Explore expanding the provision of services to LGBT clients. **N.P.I. 2.1E** | NP with interest |  | Decision to develop specific program for this population | Sept |
| 2.7 Explore the addition of general wellness/”sick care” services by our mid-level practitioners. **N.P.I. 2.1E, 2.2B** | Director |  | NP Staff certified for this care | July |
| 2.8 Explore expanding the hours of operation of selected clinics or modifying the hours currently in operation. **N.P.I. 2.1E, 2.2B** | Director |  | Ongoing | Ongoing |
| 2.9 Seek out and apply for two grants to supplement current programs or for the expansion of services. **N.P.I. 2.1E** | Director & Grant Writer |  | Ongoing | Ongoing |
| 2.10 Provide at least 2 educational outreach programs regarding services provided and disease prevention in each community. | Staff at each clinic |  | 2 scheduled programs per clinic | December |
| 2.11 Provide at least one educational opportunity for each staff member of Community Health Services. | Director |  | 1 completed program per staff | December |
| 2.12 Collaborate with community entities and partners for continuity of services for our clients. **N.P.I. 2.1E, 2.2B, 2.3** | Director |  | Quarterly meetings with community entities | March June Sept Dec |
| 2.13 Set up Advisory Committee to evaluate and explore direction of NEWCAP Community Health. **N.P.I. 2.3, 3.1** | Director |  | Quarterly meetings | Mar June Sept Dec |
| 2.14 Move the Green Bay Clinic to 1540 Capitol Drive with expanded area for provision of services. **N.P.I. 2.1E, 2.2B** | NEWCAP CEO |  | Physical move to Capitol Drive | April 1st |
| 2.15 Working with community partners and learning from established programs, we will explore adding dental care to our health services division. **N.P.I. 2.1E, 2.2B** | Director & CEO |  |  |  |

**Newcap, Inc. Action Plan 2017 – Energy Services**

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 3.1 Full Weatherization Services in 7 county service area **N.P.I. 1.2K** | | Wx Staff |  | 372 Units |  |
| 3.2 Limited Weatherization Services in 7 county service area **N.P.I. 1.2K** | | Wx Staff |  | 35 units |  |
| 3.3 Energy Assistance Services – Forest County **N.P.I. 1.2J** | | WHEAP staff |  | 630 Households |  |
| 3.4 Crisis Energy Assistance Services – Forest County | | WHEAP staff |  | 200 Households |  |
| 3.5 Furnace Program 7 County Service Area  Replacements  Repairs | | Wx Staff and  Subcontractors |  | 175  200 |  |

**Newcap Inc., Action Plan 2017 - Finance**

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 4.1 Accounting Software will be purchased and implemented which meets the needs of the organization. All end users will be properly trained in the use of the software prior to its implementation. | CFO | 1. Identify cross-sectional project team.  2. Identify project time line.  3. Identify needs and wants with regard to the software.  4. Research and identify a list (3-5) of vendors or software solutions that meet the requirements outlined in step 3.  5. Perform demos with vendors to see how their software handles the key requirements defined in Step 3.  6. Cross sectional team selects software.  7. Work with Innova to implement the software and transfer historical data.  8. Provide training to all end users prior to software testing.  9. Run new software in parallel with existing software for one month to establish reliability and data integrity.  10. Software go-live. | Accounting software is fully operational which meets the needs of NEWCAP. | 05-31-2017 |
| 4.2 We will provide training, information and financial expectations to directors, with respect to the Agency’s financial position and the overall Agency budget, on a regular schedule. Directors will be expected to share this information with their staff members. | CFO | 1. Finance will provide preliminary financial statements to Directors by the 7th of the month for the preceding month and final financial statements by the 15th.  2. Finance Director will be available to answer questions and review as necessary. | 1. Financial statements are distributed on a timely basis.  2. Directors provide feedback which indicates he/she understands the finances impacting their programs and NEWCAP. | None |
| 4.3 We will communicate funding issues with staff in terms of financial and budgetary issues, in order to openly discuss these issues and explore solutions as a team. | CFO | 1. On a monthly basis the Finance Director will review preliminary financial statements and identify potential budgetary issues.  2. Once an issue is identified it will be discussed with the program director and his/her staff and a solution derived. | 1. Budgetary issues are identified and resolved prior to final financial statement creation. | None |
| 4.4 We will hold Directors accountable for successfully managing their budgets and meeting financial and performance goals. | CFO | See 6.2 & 6.3  Performance reviews will include a statement regarding the success and/or failure of the director to manage his/her budget. | Programs stay within their budgetary constraints in the line items over which directors have control. | Monthly |
| 4.5 Departments will have an allocation within their budgets for the purpose of training, learning, and programming by the respective staff. | CFO & Program Directors | 1. Finance Director will work with Program Directors to establish a training budget.  2. Training/travel budgets will be reviewed as part of the monthly budgetary review process and issues identified and addressed. | Staff is adequately trained and programs stay within the training budget established. | Monthly |

**Newcap Inc., Action Plan 2017 – Food Programs**

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 5.1  Get continuity within all NEWCAP pantries/ work with staff on **client relations** and community involvement. **N.P.I. 1.2I, 2.3, 3.1** | Scott Nelson | On going | Consistent customer experience | 6/30/17 |
| 5.2 Obtain enough in donations or grants to make food pantries self-sufficient from CSBG funding. **N.P.I. 1.2I** | Scott Nelson | Set up 2 appointments for asks | Funding goal hit of $35,000 | 6/30/17 |
| 5.3  Obtain more food and monetary donations for the three pantries. Get pantry staff involvement with this project. **N.P.I. 1.2I, 2.3, 3.1** | Scott Nelson /Deb | Double donations ($30,000) | Have 2015 &2016 donations in by 6/30/17 | 12/31/17 |
| 5.4 Design and institute a customer intercept survey for ongoing use at all pantries | Scott Nelson | Have surveys in place | Surveys being taken | 2/28/17 |
| 5.5 Work with TEFAP network to include Newcap logo & mentions in their marketing. | Marketing | Create letter | Newcap being recognized | 5/1/17 |
| 5.6 Work with pantry clients to connect them to navigator | Deb B | Navigator in place | Navigator | 3/31/17 |

**Newcap, Inc. Action Plan 2017 - Housing**

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 6.1 Working with the state Balance of State, we will create a program focusing on the needs of homeless, unaccompanied youth to give them the structure and support they need to ensure they graduate from high school and get started successfully into the future. | HOUsing director |  | Program created |  |
| 6.2 WHEDA Housing Choice Voucher **N.P.I. 1.2H** | HOUSING DEPT LEADERSHIP |  | 242 vouchers distributed & managed |  |
| 6.3  Emergency Transitional Housing  **N.P.I. 1.2H** | DEPT LEADERSHIP |  | 40 individuals or families housed & assisted |  |
| 6.4 SOAR – Assisting chronically homeless individuals with disabilities qualify for Social Security Income and Social Security Disability | SOAR STAFF |  | 45 INTAKE/ ASSESSMENTS  24 APPLICATIONS COMPLETED  75% SUCCESSFUL APPLICATIONS SUBMITTED  6 DENIED |  |
| 6.5  Permanent Supportive Housing “HOUSING FIRST” **N.P.I. 1.2H** | HF STAFF |  | 15 individuals housed & assisted |  |
| 6.6 Permanent Supportive Housing BROWN COUNTY FAMILIES **N.P.I. 1.2H** | HOUSING DIRECTOR |  | Purchase 4-plex and house 4 families |  |
| 6.7 Permanent Supportive Housing BROWN COUNTY INDIVIDUALS **N.P.I. 1.2H** | HOUSING DIRECTOR |  | 45 individuals housed & assisted |  |

**Newcap, Inc. Action Plan 2017 – Human resources**

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 7.1 We will focus on securing good staff involvement by hosting listening sessions with staff and exploring ways in which we can mutually improve the Agency | Department Directors/  CEO | In progress | Monthly department meetings/Qrtly  Staff Meetings | Ongoing |
| 7.2 We will form a staff committee (one person from each department or program) to share perspectives from the point of view of staff. This Committee could focus on recommending updates to the Employee Handbook and the clarification and posting of all policies that serve staff and the Agency. | HR Director | Comm mtgs in progress | Comm reports back to staff in their department | Comm is ongoing  Empl Manual  4/1/17 |
| 7.3 We will establish a pay schedule that reflects education, skills, performance and the availability of funds to support it. We will tie the pay schedule to a career progression plan, with a specification of the education, skills and performance necessary to progress up through the career steps established in the plan (accounting for availability of position openings as well). | HR Director | Create new job desc/tie PIP to newly created pay schedule | Improvement in staff morale and production | PIP is ongoing  Job desc/  5/1/17 |
| 7.4 We will establish a system of annual performance reviews, using a consistent review process for all staff that focuses on performance improvement within their area of responsibility. | HR Director | Begin evaluation process through Halogen | All employees evaluated twice a year | Complete first round  4/1/17 |

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 7.5 We will provide training for Staff in support of their career progression and professional growth and as a means to bring departments together through a shared learning process and the development of best practices. | Dept Directors | Share new training opp with staff | Leadership training provided to management staff | Training opp ongoing/Ldsp training 5/1/17 |
| 7.6 Staff will be encouraged to volunteer in their communities – getting involved in community events and helping to clean up their community. We evaluative the design of an agency volunteer program | Volunteer Navigator | Provide opp for staff to volunteer | Increase in staff volunteerism | Ongoing |
| 7.7 We will ensure that all staff are more aware of the Agency and program budgets, to provide insight and understanding on the part of all staff, agency-wide. | CEO | This began early 2016 | Currently accomplished through staff meetings | Ongoing |
| 7.8 We will institute cross training of staff to foster opportunities for staff and to increase the Agency’s flexibility in staffing programs by working with founders to allow cross work within and across programs | HR Director | Create navigator position | Agency is able to better assist clients | 11-16-16 |
| 7.9 All management and supervisory personnel will receive supervisory training on all aspects of supervising as well as Civil Rights, EEOC, non-discrimination, safety and training programs. | HR Director | Begin to hold trainings in March 2017 | Hold 4 trainings in 2017 | Dec 2017 |
| 7.10 Explore hiring/contracting a grant writer to search new grant opportunities and additional funding sources | CEO | Meet with candidates | Secure 4 new grants in 2017 | 2-1-17 |

**Newcap, Inc. Action Plan 2017 - Operations**

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 8.1 We will develop a set of criteria to evaluate the Programs of the Agency and to determine when a Program should be reduced or dropped in favor of another opportunity to serve clients in a more cost-effective and beneficial manner. **N.P.I. 2.3A, 3.1** | Operations | Log book at all locations to track clients needs/requests | Use logs to determine what programs should be enhanced | 3-1-17 |
| 8.2 We will have case managers/navigators in the times of life for participants: crisis, stable, improve. Navigators would provide case management through all programs, serving as a wrap around service based on screening and/or a referral process. | Operations | Educate current case managers on navigator process | Individual clients utilizing more programs | 6-1-17 |
| 8.3 We will develop a data base that allows us to effectively “case management,” to accurately illustrate program outcomes and to comply with ROMA and ROMA-Next Gen. As well as to obtain an unduplicated count of the individuals and families that we serve and to more efficiently track multiple services received by individual households | CEO/EVP/DIRECTORS | Research agency databases for client and program specific demographic information and outcomes, as well as a sufficient property management database | Secure a data base program appropriate to Newcap’s needs | 2-15-17 |
| 8.4 We will explore expanding programs to counties where they are not currently available with a plan to open a satellite office in our northwest sector. **N.P.I. 2.2B** | Operations | Log books at locations to determine needs | Use logs to determine what programs need to be expanded | Feb. – June 2017 |
| 8.5 Gather information from key sectors of the community and current data from external sources such as the US Census, specific to poverty in our service area. Provide qualitative and quantitative data on Newcap’s geographic service area. | EVP/DIRECTORS |  | Complete and submit the 2016 Community Needs Assessment | Feb. 2017 |
| 8.6 We will assign someone the task of maintaining a volunteer pool. The Agency should be and act cohesive when designing volunteer programs. **N.P.I. 2.3A, 3.1** | HR Director | Determine volunteer needs within Newcap | Create volunteer pool | Ongoing |
| 8.7 Achieve more stable funding for the Agency/Programs by securing new funding sources | CEO/  Operations | Create list of funders to approach | Funds committed to Agency by private funders | Ongoing |
| 8.8 We will seek to diversify our funding streams, so programs can become more cohesive and integrated. | Operations/CEO/Program Directors | 2017 – 1.Understand existing funding streams.  2. Identify funding streams not currently utilized by NEWCAP.  2018 –  1. Research additional funding streams identified in 2017 to determine if they are appropriate for NEWCAP.  2. If applicable, start the process to gain access to/tap into additional funding streams. | One additional funding stream is identified, researched, and accessed (if appropriate) by mid-2018. | 06-30-2017 and Ongoing |
| 8.9 Maintain required grant/agency information and keep up to date. | Operations |  | Maintain DUNS info in SAM & Grants.gov | UP TO DATE |
| 8.10 Establish a Board orientation process and use it consistently for new members of the Board and as a review for ongoing Board members. It will include the responsibilities and authorities of the Board (establishing policies, setting strategic direction and goals, providing expertise with respect to sources of funding for the Agency and the Agency’s budget, and being a public representative of the Agency. It will set forth the distinction between the Board’s work and the C.E.O.’s authorities and responsibilities. | B.O.D. Executive Committee, B.O.D. GOVERNANCE, CEO | ESTABLISH TRAINING SUBCOMMITTEE | BOARD MEMBERS MORE PREPARED GOVERN and SPEAK OUT PUBLICALLY ON ISSUES |  |
| 8.11 The Board will gain a better understanding of the Agency and the programs that it offers, in order to foster increased engagement and involvement of the Board in the work that we do to help others. A part of each Board meeting can be dedicated to highlighting one department and its Programs. | B.O.D. Executive Committee, B.O.D. GOVERNANCE, CEO | ESTABLISH TRAINING SUBCOMMITTEE | BOARD MEMBERS MORE PREPARED GOVERN and SPEAK OUT PUBLICALLY ON ISSUES |  |
| 8.12 Survey board memberS to learn what other topics would help them to be effective in their responsibilities as a Board member. | B.O.D. Executive Committee, B.O.D. GOVERNANCE, CEO | ESTABLISH TRAINING SUBCOMMITTEE | BOARD MEMBERS MORE PREPARED GOVERN and SPEAK OUT PUBLICALLY ON ISSUES |  |
| 8.13 Board members will be active within their areas of responsibility. This may include identifying key expertise needed in designated Board positions (such as legal and marketing expertise). | B.O.D. Executive Committee, B.O.D. GOVERNANCE, CEO | ESTABLISH TRAINING SUBCOMMITTEE | BOARD MEMBERS MORE PREPARED GOVERN and SPEAK OUT PUBLICALLY ON ISSUES and ASSIST AGENCY |  |
| 8.14 Identify the role that volunteers can play in helping NEWCAP achieve its objectives | C.E.O./DIRECTORS/LINE STAFF |  |  |  |

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**Newcap, Inc. Action Plan 2017 – Real Estate**

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 9.1 Working with communities to define need and using both the results of our Community Needs Assessment, our conversations with community leaders and housing experts, we will develop affordable housing in communities of need. This will not only meet community needs, but give stable, non-grant streams of revenue to Newcap. **N.P.I. 2.1D** | RE VP |  | Work with a developer to mentor us through this process. Then begin steps to develop Newcap into a non-profit housing developer | On-going – Dec 2017 |
| 9.2 Building on our Community Reinvestment Committees in the Cities of Oconto & Shawano as well as Langlade County, we will work on and repair aging, dilapidated housing to enable people to stay in their homes. We will expand this program to other communities as we establish a model & funding sources **N.P.I. 1.2H** | R VP |  | Become a Community Development Organization, Form up to (3) CSBG-READI project review committees, establish a UGLG lead and meet regularly to identify a shovel ready project. | On-going Dec. 2017 |
| 9.3 We will identify a more suitable space for the agency – something more accessible, efficient, cleaner, and less demanding from a maintenance standpoint. Such a facility should allow all of the staff to be housed together in order to improve the teamwork within the Agency and the integration of Programs, where appropriate. . **N.P.I. 2.2B** | CEO/EVP |  | Work with community resources and outside sources to research possibilities and develop plans to begin building this space. | On-going -Dec. 2017 |
| 9.4 Close 6-10 small rehab loans and apply to continue the HHR program in PY 2017-2019. **N.P.I. 2.1D**, **2.2D, 2.2E** | VP’S RE & AD |  | Continue providing HHR/HCRI program and expand services while establishing a revenue stream for counseling, HQS inspections, and subordination agreement preparation. This program will transfer to Asset Development Division in 2017 | On-going – Dec 2017 |
| 9.5 Ensure Properties are operating within compliance with all funders. Ensure rents and incomes remain within the prescribed HOME limits and that all tenants living in our properties are provided an environment which promotes peaceful enjoyment and a sense of community for tenants and our neighbors. **N.P.I. 2.1D** | RE STAFF |  | Submit annual rent rolls and compliance reports to property funders. Keep all information up to date on tenants and property maintenance and repair. Supply all monitoring information to FHLB (AHP) State of Wisconsin (RHD), WHEDA, and any other funder. Adhere to affordability periods and all other requirements |  |
| 9.6 Working with communities to define need and using both the results of our Community Needs Assessment, our conversations with community leaders, business/industry leaders and housing experts, we will create and submit three READI project applications **N.P.I. 2.1A** | RE VP/CEO | Get CDO certification | Create a committee in each of three regions (Marinette/ Oconto/Florence, Shawano/Langlade/ Menominee and Brown; identify a project in each region and submit applications in each region | 2/15/17 |

**Newcap, Inc. Action Plan 2017 – TRANSPORTATION**

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| Actions/Tactics (including Metrics):  (Twelve Months) | Who will see the Action is completed? | Immediate  Goal  ✓ | Measure | End Date |
| 10.1 We will work with community partners to develop and expand car purchase program to those who aren’t yet employed but would be if they had transportation **N.P.I. 1.2, 2.1H** | WETAP MGR | develop partnerships with employers by 3/14/17 | Have at least 2 active partnerships | 9/20/17 |
| 10.2 Working with community partners and funders, we will explore the creation of a sliding-fee scale automobile repair service **N.P.I. 1.2, 2.1H**  10.3 Repair autos on sliding scale  **N.P.I. 1.2, 2.1H**  10.4 Begin repair autos **N.P.I. 1.2, 2.1H** | TRANS DIRECTOR  TRANS DIRECTOR    Peggy | Develop partnership with area schools and tech school by 4/17/17  Secure funding to pay staffing  Locate/hire staff | Solid Commitment from group to partner- NWTC, and schools (in writing )  Funding commitment  Autos being repaired | 12/01/17  10/1/17  12/1/17 |
| 10.5 Begin transportation program to coordinate and augment existing transportation services in our communities. This community-based initiative will serve those who commute, the aging, disabled and low-income populations with cost-effective transportation **N.P.I. 1.2, 2.1H** | Peggy | Volunteer handbook approved by 3/01/17 | Have a transportation base of 5 rides per week | 10/9/17 |
| 10.6  Seek out and apply for 4 private foundation grants to supplement transportation programs | Peggy | First grant application complete by 4/03/2017 | Awarded one grant | 9/01/17 |
| 10.7  Recruit a pool for volunteer drivers for transportation program **N.P.I. 2.3A, 3.1** | Peggy | Have 4 volunteer drivers for transportation | Have volunteer drivers transporting | 6/15/17 |
| 10.8 Expand Work N Wheels to include 4 additional counties in NE Wisconsin **N.P.I. 1.2, 2.1H** | Dave | Make Contract w/ County agencies for referrals | Receiving referrals from county contacts | 7/15/17 |