



Agenda

**Regular Meeting of the Human
Services Committee
December 17, 2024 at 3:00 PM
Meeting Virtually**

Procedures for Human Services Committee Meeting

1. Call to Order
2. Roll Call
3. Approval of Agenda
 - a. Approval of 12/17 agenda
4. Approval of Minutes
 - a. Approval of 11/18 minutes
 - b. Approval of 10/15 minutes
5. Presentations
6. Action Items
7. Discussion Items
 - a. Discussion and approval of HSC RFA components
 - reimbursement rate
 - contract total
 - application questions
 - program support
8. Matters from Staff
9. Matters from the Committee
10. Matters from the Chair
11. Next Meeting: February 18, 2025
12. Adjourn

Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6521, five (5) working days prior to meeting date.

**Regular Meeting of the Human Services Committee
November 18, 2024 at 12:00 PM**

MINUTES

1. Call to Order
2. Roll Call
3. Approval of Agenda

MOTION A motion was made by Baldwin, seconded by Romero, to approve the agenda.

VOTE The motion Passed on a voice vote.

4. Approval of Minutes
5. Presentations
6. Action Items

- a. Discussion and approval of HSC Strategic Action Plan - ,

MOTION A motion was made by Romero, seconded by Baldwin, to approve the FY25-29 Human Services Committee Strategic Action Plan.

VOTE The motion Passed on a voice vote.

- b. Discussion and approval of HSC grantee contract term - ,

MOTION A motion was made by Schnell, seconded by Romero, to approve changing the grantee contract term from three to four years.

VOTE The motion Passed on a voice vote.

7. Discussion Items
8. Matters from Staff
9. Matters from the Committee
10. Matters from the Chair
11. Next Meeting: _____
12. Adjourn

The meeting adjourned at 12:28pm.

Christa Hernandez
Liaison

Chair

1. **CALL TO ORDER**

2. **ROLL CALL**

Members Present:

Chair Tres Hunter Schnell
Member Emily Haozous
Vice Chair Michal Anne Pepper
Member Karen Baldwin
Member Katherine Courtney
Member Kathleen Tunney

Members Excused:

Member Jennifer Romero

Others Attending:

None

3. **APPROVAL OF AGENDA**

- a. Approval of 10/15 meeting agenda

MOTION: Vice Chair Pepper moved, seconded by Member Tunney, to approve the agenda as presented.

VOTE: The motion was approved on the following Roll Call vote:

For: Chair Hunter Schnell, Member Haozous, Vice Chair Pepper, Member Baldwin, Member Courtney, Member Tunney

Against: None

Abstain: None

4. **APPROVAL OF MINUTES**

- a. Approval of 8/20 and 9/30 meeting minutes

MINUTES

MOTION: Vice Chair Pepper moved, seconded by Member Courtney, to approve the minutes as presented.

VOTE: The motion was approved on the following Roll Call vote:

For: Chair Hunter Schnell, Member Haozous, Vice Chair Pepper, Member Baldwin, Member Courtney, Member Tunney

Against: None

Abstain: None

5. MATTERS FROM STAFF

- a. FY25 small grant awardees
- b. Grantee expenditure report

6. DISCUSSION/ACTION ITEMS

- a. Discussion and approval of 2025 Human Services Committee meeting calendar

MOTION: Chair Hunter Schnell moved, seconded by Member Haozous, to approve the meeting calendar as presented.

VOTE: The motion was approved on the following Roll Call vote:

For: Chair Hunter Schnell, Member Haozous, Vice Chair Pepper, Member Baldwin, Member Courtney, Member Tunney

Against: None

Abstain: None

- b. Discussion and approval of 2025-2028 Strategic Action Plan



MINUTES

HUMAN SERVICES
COMMITTEE
OCTOBER 15, 2024
ATTEND VIRTUALLY

MOTION: Vice Chair Pepper moved, seconded by Member Haozous, to approve the Human Services Committee's Strategic Action Plan as presented.

VOTE: The motion was approved on the following Roll Call vote:

For: Chair Hunter Schnell, Member Haozous, Vice Chair Pepper, Member Baldwin, Member Courtney, Member Tunney

Against: None

Abstain: None

7. **PRESENTATION**

- a. Homeless Services update (Julie Sanchez and Kristen Woods)

8. **MATTERS FROM THE COMMITTEE**

9. **MATTERS FROM THE CHAIR**

10. **NEXT MEETING: December 17 2024**

11. **ADJOURN**

Christa Hernandez

Liaison

Chair

**REQUEST FOR APPLICATION
(RFA)**

The City of Santa Fe

**Community Services Department
Youth and Family Services Division
Application for Human Services Funds**



RFA #

ISSUE DATE: January 20, 2025

DUE DATE: February 19, 2025

1. BACKGROUND INFORMATION

The City of Santa Fe Youth and Family Services Division in cooperation with the Human Services Committee is seeking applications for the Human Services Fund. The Human Services Committee is striving to work in partnership with local non-profit organizations to improve the health of individuals who reside in Santa Fe. This funding is intended to support organizations to provide navigation services and maintain a safety net of services to meet the essential health and human service needs of individuals aged 18 and older in Santa Fe. The City of Santa Fe wishes to ensure that these essential services-including primary health care, access to basic material goods and services like food and shelter, and mental health counseling and related crisis services- are readily available to individuals aged 18 and older who reside in Santa Fe.

In 2018, the Human Services Committee adopted the Results-Based Accountability (RBA) methodology to develop a strategic framework that identifies funding priorities to leverage key indicators for community impact. The Human Services Committee gathered information on critical community needs and inequities identified through qualitative and quantitative data, needs assessments and information gathering.

During the fall of 2024, the Human Services Committee (HSC) updated the Strategic Action Plan for the 2025-2029 grant cycle. The following funding priority areas and their corresponding expected results were identified:

Goals by Priority Area	Expected Results	Priority Indicators
<p>Improve Adult Health</p>	<ul style="list-style-type: none"> • Reduce risk factors for heart disease, cancer, and diabetes • Improve diabetes prevention and control • Improve maternal health • Reduce risk factors for falls among adults age 65+ 	<ul style="list-style-type: none"> • % of diabetes deaths • % of diabetes diagnosis • % of obesity – adults • % of persons without health insurance (under age 65) • % of women receiving prenatal care in first trimester • Rate of fall-related deaths & hospitalizations (among adults age 65+)

<p>Improve Behavioral Health</p>	<ul style="list-style-type: none"> • Reduce risk factors for deaths of despair (suicide, overdose, substance-related injury) • Improve opportunities to promote mental well-being • Increase access to behavioral health services 	<ul style="list-style-type: none"> • % of adults with frequent mental distress • % of suicide deaths • % of alcohol-related deaths • % of drug-overdose deaths
<p>Improve Community Safety</p>	<ul style="list-style-type: none"> • Reduce domestic violence • Reduce gun-related violence • Increase pedestrian safety 	<ul style="list-style-type: none"> • Rate of domestic violence • Rate of firearm injury and death • Rate of pedestrian death
<p>Strengthen Equitable Society</p>	<ul style="list-style-type: none"> • Increase access to affordable housing • Increase access to emergency and transitional housing • Increase access to parenting support • Increase access to food • Increase access to transportation • Increase literacy • Increase access to workforce development • Increase access to legal support for vulnerable populations 	<ul style="list-style-type: none"> • Rate of homelessness for NM • % unemployment • % food insecure • % adults age 25+ with high school diploma • % adults age 25+ with bachelor's degree or higher

The Committee’s Strategic Action Plan reflects key decisions made in the annual strategic planning sessions and builds upon the planning and health improvement efforts reflected in the 2025 - 2029 Human Services Committee priorities and expected results.

The Human Services Committee supports non-profit organizations who provide and maintain a safety net and/or navigation services that meet the essential health and human service needs of individuals aged 18 and older who reside in Santa Fe.

Safety Net and Navigation Services are defined below:

Safety Net Services: Grantees will provide services or offer programming (i.e., parenting skills, access to healthy foods, behavioral health, health education, affordable housing, emergency/transitional housing, domestic violence shelter/support, trauma informed therapy,

maternal health services) for adults aged 18 and older in Santa Fe. These are ongoing services that provide an essential layer of support and security for those with limited resources.

Navigation Services: Grantees will be a part of the CONNECT network and will assist individuals in accessing social systems (i.e., housing, food, transportation, utilities, trauma care, health insurance, etc.). Navigators will make referrals based on completed screenings that identify needs, and act as a guide for individuals/families. Navigators help facilitate connections between complex systems, to link individuals/families to what they need. The end goal is to identify unmet health and social needs to achieve the HSC End-in-Mind result for all individuals who reside in Santa Fe.

Commented [NS1]: I would add something more solid here such as "...that identify needs, and act as a guide for individuals/families. Navigators help facilitate connections between complex systems, to link individuals/families to what they need."

Applicants must select from the following tiered service delivery options:

- **Tier I** will focus on safety net services delivery, e.g., the number of individuals provided with units or items of service (i.e. food, clothes, hours of counseling, etc.).
- **Tier II** will focus on closing referral loops by screening individuals and connecting individuals to community services. Navigators will complete required screenings (i.e. Social Needs and Evaluation) to determine unmet needs and will coordinate care and services using the Unite Us platform (as well as other resources outside the platform when necessary).

Funding is subject to current and future revenues collected into the fund, through identified sources and budget appropriations approved by the City's Governing Body. No guarantee is made or implied by the City for the amount allocated to this RFA which will result in multiple contracts equal to that amount.

2. ELIGIBILITY

Applicants must meet the following criteria to be considered for funding:

- Applicant shall be limited to non-profit organizations that have been granted and currently hold tax exempt status under Section 501 (c) (3) of the Internal Revenue Code, or to applicants whose programs are covered by a fiscal sponsor that meets these requirements.
- Applicant shall possess professional liability insurance and be able to show proof of workers compensation. If services rendered are not professional or if agency doesn't qualify for workers compensation, agencies will need to seek a waiver through the City of Santa Fe Risk Management and Safety Office, for questions or eligibility information call 505-955-5622.
- Applicant must have a functioning accounting system that is operated in accordance with generally accepted accounting principles or has designated an entity that will maintain such an accounting system consistent with generally accepted accounting principles; and
- Applicant must be an organization that provides safety net and/or navigation services to individuals aged 18 and older in Santa Fe.

- Proposed program must align with the Human Services Committee’s identified funding priorities listed within the City of Santa Fe’s Human Services Committee Strategic Action Plan 2025-2029.
- Applicant must have a plan to identify and address health and social disparities.
- Applicant must have a plan to track data and report on results.
- If previously funded, applicant must have a good track record of invoicing and submitting comprehensive biannual reports on time.

3. FUNDING/AWARDS

Funding for the Human Services Fund comes from 2% of the City’s share of the state gross receipts tax to support provision of services for individuals who reside in the City of Santa Fe. This translates to approximately one point two million dollars annually allocated for contracts for grantees. Funding award amounts for the grant year will be capped at \$150,000.00 per year or \$450,000.00 for the total over four years.

Applicants currently receiving other City funding may apply for the Human Services Fund; applicants will need to disclose all current City funding. Contract requirements include but are not limited to the following:

- Payment and Compensation: Funding is on a deliverable basis with the rate of pay calculated per individual served. Compensation will be requested via invoice which will identify the clients served at the agreed upon reimbursement rate. Payment will be based on the agreed upon deliverable for either safety net or navigation services rendered.

Funding is primarily intended to pay for direct services for the community, rather than for administrative costs. Direct administrative costs for the program shall be as low as possible but not to exceed 30% and should be detailed in the budget section of the proposal.

Commented [NS2]: This is generous!

- Reporting Requirements, Audits and Site Visits: Reporting requirements are biannual and include a mid-year and final report. Site visits are conducted by City staff members, Human Services Committee members or consultants. Funded programs may be expected to participate in training and technical assistance opportunities during the funding year.

Commented [NS3]: Add mid-year report.

Commented [NS4]: Add committee members

- Fiscal Sponsorship: Fiscal sponsors are responsible for program management, financial reporting and all contract requirements. If your organization is using a fiscal sponsor, the sponsor will process the reimbursement requests. Fiscal sponsor fees shall not exceed 12% and all official documents and signatures must be those of the fiscal sponsor, not your own program.

These funds will be utilized to awarded to multiple grantees based on qualified proposals and at the discretion and consideration of the governing body of the City of Santa Fe. The Selection Committee may choose to interview applicants prior to making a funding recommendation; however, contracts may be awarded without such interviews. At its discretion the City reserves the right to alter the membership or size of the Selection Committee. The City reserves the right to change the number of applicants interviewed.

The Human Services Committee recognizes that disparities between demographics exists within the City of Santa Fe. To help individuals aged 18 and older obtain services and increase their access to resources, the Committee is dedicated to addressing social determinants of health and evaluating outcomes. This is done through the provision of safety net and navigation services which are offered to ensure individual’s needs are being met. Funding will be targeted to the following priority populations within selected indicators:

- Low income and very low-income adults aged 18 and older living in the City of Santa Fe (per the chart below).
- Individuals aged 18 and older with high disparities (American Indian/Alaska Native, African American/Black, Hispanic, and immigrants)

Median Family Income	FY 2024 Income Limit Category	Persons in Family							
		1	2	3	4	5	6	7	8
\$91,500	Very Low (50%) Income Limits (\$)	32,050	36,600	41,200	45,750	49,450	53,100	56,750	60,400
	Extremely Low Income Limits (\$)*	19,250	22,000	25,820	31,200	36,580	41,960	47,340	52,720
	Low (80%) Income Limits (\$)	51,250	58,600	65,900	73,200	79,100	84,950	90,800	96,650

[FY24 Income Limits- HUD](#)

4. PERFORMANCE MEASURES

To ensure funding is having a direct impact on the overall well-being of adults aged 18 and older in the community, the Human Services Committee uses the [Results-Based Accountability \(RBA\) framework](#).

RBA is a process and strategic planning tool agencies can utilize to focus on results. Data is captured using the RBA framework and can assist the applicant in identifying whether clients

have been positively impacted by the services they have received. Contracted agencies will be able to work with a data consultant at no cost to the organization and will receive training, assistance and support in identifying data to measure performance and report on results. By using the RBA framework, performance is evaluated to determine: How much did we do? How well did we do it? Is anyone better off?

Additionally, the Human Services Committee understands health starts at the individual level within homes, schools, workplaces, and neighborhoods. It is understood that an individual's overall health will have an impact on the health of the community as a whole. Health is also determined by the local conditions where individuals live. Whether a person has access to social and economic opportunities, access to local resources and supports; high quality, affordable schooling; safety in the workplace; and access to clean water, food, and air can determine whether individuals are healthy or less healthy than others. The Committee requests that applicants also address the social determinants of health when providing services to individuals in the community.

The Human Services Committee is seeking applicants who will utilize the RBA framework keeping in mind the impact of social determinants of Health to work toward' s improving selected indicator(s) in one or more of the following priority funding categories:

- 1) Adult Health
- 2) Behavioral Health
- 3) Community Safety
- 4) Equitable Society

5. APPLICATION SEQUENCE OF EVENTS

The City will certify it has completed its review of the application; determined that the application is complete; determined that the requirements listed in this document are met. The Human Services Committee will meet in the early spring of 2025 to make the funding recommendations for this next funding cycle. Potential interviews with applicants will be scheduled prior to this timeframe. Depending on the contract amount, funding recommendation will be approved by either the City Manager or by the Finance Committee, Quality of Life Committee and the Governing Body. Contracts will be executed by July 1, 2025.

DATES FOR CONSIDERATION BY THE CITY COMMISSIONS AND CITY COUNCIL ARE TENTATIVE AND SUBJECT TO CHANGE WITHOUT NOTICE.

6. QUESTIONS ABOUT THE APPLICATION PROCESS

Commented [NS5]: This seems out of place. Suggest moving it to become the last sentence in the paragraph on the next page (Pg6) that stars with "Additionally, the human..."

All questions must be submitted via email to Christa Hernandez, Youth and Family Services Program Manager, chernandez@santafenm.gov.

7. PRE-APPLICATION ORIENTATION INFORMATION SESSION

All interested applicants may attend the optional pre-application orientation session via Zoom. This meeting is to ensure understanding of the application process and requirements for funding. The virtual meetings will take place on **January 30th from 1:00-230pm** and **February 4th from 9:00-10:30**. Please email chernandez@santafenm.gov to receive a meeting link.

8. APPLICATION SUBMISSION AND DUE DATE

Complete applications are due no later than **5PM MDST/MST** on **February 19, 2025**. Applications must be submitted via the online application which can be accessed here: [Link](#)

LATE AND INCOMPLETE SUBMISSIONS WILL NOT BE ACCEPTED FOR CONSIDERATION.

9. APPLICATION FORMAT AND RESPONSE

All proposals will be reviewed for completion by staff members of the Youth and Family Services Division. Proposals will then be forwarded to the Human Services Committee for their formal review. In the event the Committee has additional questions, applicants will be contacted to identify a time to respond to the committee's questions.

1. Program Overview

- List the City priority area and relevant indicator(s) you have selected that your program will address.
- Provide an overview of the proposed safety net and/or navigation services you plan to implement.
 - o Include the purpose of the program and expected activities.
- Describe whether the proposed program is a new service/program, existing service/program, or an expansion of an existing service/program
- Identify the population to be served and describe why there is a need to serve this population.
 - o Include the total number to be served per fiscal year
 - o Include the requested reimbursement rate for:
 - Tier I- safety net
 - Tier II- navigation

2. Community Need

- Describe how the proposed program will fulfill essential need(s) in the community
- Describe how the program will address the City's priority area.
 - Provide relevant qualitative data and/or quantitative data demonstrating needs and gaps (as appropriate).
 - If able, describe any disparities that you plan to address

3. Implementation

- Describe your approach to implementing this program or service.
- Explain how your organization is well-suited to address the priority(ies) selected.
- Provide an organizational chart of your organization
- Briefly describe the roles/duties of the key staff who will be supporting/involved with the implementation of the proposed program

4. Collaboration

- List the organizations (local government, nonprofit, State, and Federal) you currently partner with and describe what the partnership entails
- Identify any additional organizations you will be partnering with to implement the proposed program

5. Program Evaluation

- Describe how you plan to collect data to evaluate the performance of the proposed program and the impact it is having.
 - If you have already identified or used RBA measures for this service/program, please include those as possible performance measures.

6. Budget and Sustainability

- Provide a detailed four-year budget of the program being requested for funding
- Provide at least *one* of the following current year-to-date financial statements: actual vs. budget, income and expense, or a current balance sheet outlining available liquid, and debt level.
- Include a brief statement of how the Human Services Funds will support the program
- Outline your organizations plans for sustaining the program beyond the grant period.
- Provide a list of other major sources of funding (committed, pending, and anticipated)
- Provide your organizations most recent audited financial statement for the organization, if the agency has a combined budget totaling \$500,000 or over.

ANY PROPOSALS SUBMITTED WITHOUT REQUIRED DOCUMENTS WILL BE DISQUALIFIED.

1. APPLICATION EVALUATION FACTORS

A scoring rubric will be used to score applicants on the criteria above. Scores of the evaluation committee members will be totaled to determine the top-rated projects.

EVALUATION FACTORS	
CRITERIA	Max. Score
1. Program Overview	40 points
2. Community Need	40 points
3. Implementation	100 points
4. Collaboration	40 points
5. Program Evaluation	80 points
6. Budget and Sustainability	100 points
TOTAL:	400

Commented [NS6]: I would place more points in implementation and leave collaboration at 40.

Appendix A

Turning the Curve

Below are recommended strategies that are shown to turn the curve toward improving HSC priority indicators.

HSC PRIORITY	IMPROVE ADULT HEALTH
INDICATORS	<ul style="list-style-type: none"> • heart disease death rate • diabetes death rate • % of obesity in adults (18+) • cancer death rate • % receiving prenatal care in first trimester • % with recommended physical activity • % who report consuming two or more fruits + three or more vegetables daily • fall-related death rate (age 65+) • % of persons without health insurance (ages 18-64)
EXPECTED BETTER OFF RESULTS	WHAT WORKS STRATEGIES
Reduce Risk Factors for Heart Disease, Cancer, and Diabetes	Increase number of public health programs to increase healthy behaviors (decrease tobacco use, improve nutrition, increase physical activity, reduce drug and alcohol use)
Improve Diabetes Prevention and Control	Improve A1C levels in individuals with diabetes
Improve Maternal Health	Prevent pregnancy complications and maternal deaths and improve women’s (people’s) health before, during, and after pregnancy.

	(https://health.gov/healthypeople/objectives-and-data/browse-objectives/pregnancy-and-childbirth)
Increase Health Knowledge	Collaborate with higher education and libraries to increase access to and understanding of health information
Improve Safety in the Home	Reduce fall risk for individuals aged 62 or older: conduct medication assessment; improve physical conditioning; promote use of sensible shoes; remove home hazards; improve lighting in living space; and encourage use of assistive devices
Increase number of individuals with health insurance	Provide insurance enrollment support for uninsured individuals aged 18+
HSC PRIORITY	IMPROVE BEHAVIORAL HEALTH
INDICATORS	<ul style="list-style-type: none"> • % current depression (past 2 weeks) • % of adults with frequent mental distress • suicide death rate • % binge drinking adults (past 30 days) • alcohol-related death rate • drug-overdose death rate • % of untreated adults with mental illness
EXPECTED BETTER OFF RESULTS	WHAT WORKS STRATEGIES
Reduce Risk Factors for Deaths of Despair	<p>Increase access to behavioral and mental health care services</p> <p>Increase number of integrated behavioral health services in community-based organizations</p>
Reduce Risk Factors for Deaths of Despair	Increase protective factors by reducing access to lethal means (enforce red flag laws, firearm locks)

Reduce Risk Factors for Deaths of Despair	Increase access to substance and alcohol misuse treatment and services (Trauma Informed Care, Motivational Interviewing, Detox, Suboxone, Narcan access)
Reduce Risk Factors for Deaths of Despair	Increase gatekeeper training to prevent suicide injury and death
Improve Health and Wellbeing of Young Adults	Collaborate (non-profit and profit organizations) to increase screening and referral to community behavioral health resources. (https://www.ncbi.nlm.nih.gov/books/NBK284781/)
HSC PRIORITY	IMPROVE COMMUNITY SAFETY
INDICATORS	<ul style="list-style-type: none"> • domestic violence rate • firearm injury death rate • firearm injuries rate • pedestrian death rate
EXPECTED BETTER OFF RESULTS	WHAT WORKS STRATEGIES
Reduce the incidence of interpersonal and community violence	Collaborate with Santa Fe County to increase violence prevention strategies
Increase intimate partner violence risk reduction and prevention programs	Increase access to Healthy Relationship programs for couples experiencing conflict resulting in violence. (Skills such as empowerment, communication, conflict resolution, active listening)
Reduce firearm injury and death	Improve secure storage of firearms, such as in a safe or lock box to prevent unauthorized access and use of firearms, including by children and those at risk for harming themselves or others.

Reduce firearm injury and death	Collaborate with law enforcement and the courts to utilize New Mexico’s extreme risk firearm protection order law
Reduce firearm injury and death	Reduce community firearm violence by implementing interventions that focus on a small number of individuals caught in cycles of violence.
Improve pedestrian safety on City trails and roadways	Improve safe behaviors of bicycle riders and pedestrians on City trails; Improve motorist observance of crosswalks; discourage illegal road crossings by pedestrians
HSC PRIORITY	STRENGTHEN EQUITABLE SOCIETY
INDICATORS	<ul style="list-style-type: none"> • homelessness rate • number of unhoused/unsheltered • % unemployed • % food Insecure • % adults age 25+ high school graduate (includes equivalency) • % adults age 25+ with bachelor’s degree or higher
EXPECTED BETTER OFF RESULTS	WHAT WORKS STRATEGIES
Increase Affordable Housing	Recommend to City of Santa Fe Governing Body to reinstate Affordable Housing Policy without <i>fee in lieu of</i> for developers
Increase Affordable Housing	Increase number of affordable rentals to reduce cost burden for individuals aged 62 or older (City of Santa Fe Five Year Affordable Housing Strategic Plan, Draft: 05.07.2024 – pg. 35)
Increase Affordable Housing	Increase number of affordable rentals to reduce cost burden for female headed households (City of Santa Fe Five Year Affordable Housing Strategic Plan, Draft: 05.07.2024 – pg. 35)

Increase Affordable Housing	Increase number of micro community units with transition to independence program (https://santafenm.gov/news/safe-outdoor-spaces-pilot-project-approved)
Increase access to parenting supports	Improve access to affordable childcare
Increase access to parenting supports	Improve access to supportive services for young parents
Increase access to nutritional food	Increase access to nutritional food for food insecure households
Increase access to reliable transportation	Improve access to Citywide affordable public transportation
Increase access to legal services for vulnerable populations	Improve access to legal services for undocumented individuals
Increase access to literacy services for vulnerable populations	Improve access to literacy services
Increase access to workforce development	Improve access to affordable training and education programs that assist with job application and preparation