## Approaches

### Processes

- **Shaping and Driving Policy**
  - OP 1a. Policy Proposals
  - OP 1b. After Action Reports
  - OP 1c. Legislative Communications

- **Providing Outreach and Technical Assistance**
  - OP 2a. Listening Sessions
  - OP 2b. Outreach Materials Distributed

- **Funding Programs and Projects**
  - OP 3a. Application Effort
  - OP 3b. Application Materials Distributed
  - OP 3c. Program Targets

- **Managing Grants, Loans and Contracts**
  - OP 4a. Contracts Training
  - OP 4b. Customer Feedback

- **Optimizing Performance**
  - OP 5a. Action Plans
  - OP 5b. Lean Improvements
  - OP 5c. Risk Register

- **Supporting and Developing Our Workforce**
  - SP 1a. Flexible Schedule
  - SP 1b. Employee Retention
  - SP 1c. Onboarding

- **Effectively Managing Finance**
  - SP 2a. Monthly Financial Status Review
  - SP 2b. Executive Team Reviews
  - SP 2c. Reports on Time
  - SP 2d. Staff Trained

- **Leveraging Technology**
  - SP 3a. Projects Not In Green
  - SP 3b. Mitigate Security Vulnerabilities

- **Communicating Effectively Internally and Externally**
  - SP 4a. Communication Activities
  - SP 4b. Subscriber Growth
  - SP 4c. Employee Interaction

- **Proactively Managing Risk**
  - SP 5a. Risk Register Completed on Time
  - SP 5b. Risk Register Recommendations Implemented
  - SP 5c. Repeat Findings
  - SP 5d. Staff Trained

## Outcomes

### Homelessness
- **Count of Unsheltered Homeless**
- **Living Wage Jobs Disparity**

### Living Wage Jobs
- **Meeting System Performance Benchmarks**
- **Living Wage Jobs Created**

### Housing Affordability
- **Reduce Cost-Burdened Households**
- **In Person Technical Assistance**

### Reliable Infrastructure
- **Failing Community Infrastructure**
- **New Demands for Infrastructure**

### Clean Energy Future
- **Clean Energy Business Development**
- **Expand Clean Energy Efforts**

### Healthy Culture
- **Embed Playbook**
- **Trusted Relationships**

---

Results Commerce Fundamentals Map
November 2018