

Avista's Clean Energy Implementation Plan & Named Communities Investment Fund Details on Incremental Spend

Clean Energy Implementation Plan (CEIP)

CEIP Incremental Labor

To support the implementation of the 2021 CEIP and planning for the 2025 CEIP, the Company added three full-time incremental roles: an Electric Distribution Planning Engineer, a Clean Energy Project Manager, and a Customer Engagement Manager. The Electric Distribution Planning Engineer in the System Planning Department was hired at the end of December 2022 to support the additional CEIP requirements of the Distributed Energy Resource (DER) Potential Study and the Distribution Planning Advisory Group (DPAG). Under the Clean Energy Strategy Department, a project manager role was hired in January 2023 to support projects resulting from the NCIF and other clean energy related initiatives and pilots. In the Community Vitality and Economic Growth Department, a customer engagement manager was hired in January 2024 to manage the Equity Advisory Group (EAG) and pursue community engagements related to Avista's CEIP. As listed in Table No. 1 above, the incremental labor associated with these roles for the reporting period was \$357,732.

Equity Advisory Group Stipend – To compensate EAG members for their time and input on Avista's equity planning and execution efforts, the Company offers a stipend of \$90 per person per meeting. The EAG stipend costs were \$4,050.

Applied Energy Group (AEG) – Under the 2021 CEIP, Condition 14 required the Company to conduct a DER Potential Assessment:

"...include a Distributed Energy Resources (DERs) potential assessment for each distribution feeder no later than its 2025 electric IRP. Avista will develop a scope of work for this project no later than the end of 2022, including input from the IRP TAC, EEAG, and DPAG. The assessment will include a low-income DER potential assessment. Avista will document its DER potential assessment work in the Company's 2023 IRP Progress Report in the form of a project plan, including project schedule, interim milestones, and explanations of how these efforts address WAC 480-100-620(3)(b)(iii) and (iv)."

To fulfill this requirement, Avista engaged Applied Energy Group (AEG) in May 2023 to perform a DER potential assessment for each electric distribution feeder in Washington, with the study concluding in June 2024. The DER study costs were \$5,810.

Cedar Plank – As of May 2021, Avista has contracted with Cedar Plank, a Spokane-based company doing business as Social Impact Partners Northwest providing facilitation services, to facilitate Avista’s monthly EAG meetings for a total of \$8,373.

Desautel Hege Communications (DH) – The Company contracted with Desautel Hege (DH) Communications to create a video highlighting Avista’s My Energy Discount (MED) program and featured an Othello, WA, family that benefited from the program. DH is a Spokane-based, women-owned communications and creative strategy agency and Avista’s long-term social impact agency partner. The Company has partnered with DH for more than 25 years on projects related to messaging, branding, and the development of crisis communication plans in the event of natural disasters or prolonged outages. They are viewed as a trusted community partner in Eastern Washington and across the state, with a focus on maintaining relationships with more than 230 regional community organizations and media outlets and bring an equity-centered approach that specializes in social change. The objective of the MED video is to engage individuals who may qualify for the program but may be unaware of their eligibility or perceive it as irrelevant. The video was promoted through a multichannel marketing campaign, including social media, email, streaming, television, and more. To date, campaign impressions exceed 281,000 and the video completion rate is 97.3%, which is exceptional and suggests the video is well-targeted, includes effective messaging, and is relevant to viewers. The production costs were \$45,000.

Acxiom – In order to support the development and analysis of Avista’s CBIs, the Company acquired third-party data through Acxiom to match and append customer data to Avista’s data. Calculating various CBIs has been and will remain dependent on Acxiom data. The total cost incurred for Acxiom data is \$61,200.

Public Meeting Social Media Boost – In order to promote awareness and encourage greater participation at Avista’s quarterly public meetings, the Company leverages multiple social media platforms to inform the public about these events. The social media boosts totaled \$58 during this CEIP cost recovery period.

Named Community Investment Fund

NCIF | Overview

Avista proposed the NCIF in its 2021 CEIP as a specific action the Company would take to assist with the equitable distribution of energy and non-energy benefits and reduction in burdens in Named Communities. The Company committed up to approximately one percent of Washington electric retail revenues or approximately \$5 million at the time of the proposal. Table No. 3 below shows the NCIF categories.

Table No. 1 – Named Communities Investment Fund Categories

NCIF Amount	NCIF Category
40 percent or up to \$2 million	Energy Efficiency Supplement (Tariff Schedule 91)
20 percent or up to \$1 million	Distribution Resiliency
20 percent or up to \$1 million	Customer & Third-Party Grants & Incentives
10 percent or up to \$0.5 million	Outreach & Engagement
10 percent or up to \$0.5 million	Other Projects, Programs, or Initiatives

The Company offers five investment categories, and projects are often grouped by Energy Efficiency and Community (distribution resiliency, customer projects, outreach, and other projects). Although projects may receive funding from both Energy Efficiency and Community portions of the Fund, the filing discussed herein will not address the Fund’s energy efficiency costs, as those costs are recovered through Avista’s Demand Side Management Rate Adjustment Tariff Schedule 91.

NCIF | Prioritization Methodology

The \$2 million energy efficiency portion of the Fund is administered and governed by Avista’s Energy Efficiency department, while the \$3 million Community portion is managed by Avista’s Community Vitality and Economic Growth department, with a focus on supporting vulnerable customers and encouraging economic growth.

A prioritization matrix for projects, shown in Table No. 4 below, was developed in collaboration with Avista’s EAG to ensure an equity lens is provided for all Community project funding decisions. The Company delivers semi-annual NCIF project updates to its EAG and intends to assess and, if needed, revise the priority matrix under the 2025 CEIP.

Table No. 2 – EAG NCIF Prioritization Considerations

Rank	EAG NCIF Prioritization Considerations
1	Focus efforts on improving energy efficiency (and EE awareness/education) for schools, community centers, and other places where Named Community members spend time.
1	Focus efforts on improving energy efficiency for Spokane Tribe partners.
2	Improve energy efficiency in multi-family and mobile home communities.
3	Increase tree canopy and shade in Named Communities (consider tradeoffs with solar).
3	Increase access to energy efficient products and appliances for Named Communities.
4	Increase awareness of and engagement in energy efficiency programs while also meeting whole-house needs through community-based partnerships and referrals to services.
5	Set aside funds to match for energy efficiency grant applications for community organizations and tribal partners (could have higher feasibility).
6	Focus efforts on improving energy efficiency for community members without stable housing (consider including with other initiatives).

NCIF | Communication & Outreach

After the Fund was established in 2022, Avista immediately established a formal process for the public to submit proposals leveraging its existing grant application platform. Based on existing community awareness as a charitable grant provider, and its robust partner network established through many years of community outreach and engagement, Avista was well positioned to promote the Fund. An email introducing the Fund and the online grant application was sent to the Company’s full list of 250 organizations throughout Eastern Washington. The distribution list was generated from the Avista Foundation database, which includes any person or organization who

has applied for or received a grant since 2010. The promotional email was also sent to community partners established through Avista’s Community Outreach and Support department, Regional Business Managers, and Account Executives. In addition, Avista hosted virtual open house workshops where success stories were shared pertaining to various grants and project awards. The Company also conducted site visits to prospective applicant facilities and organizations to encourage applications. The NCIF continues to be promoted through social media, Avista’s multiple advisory groups, and during public CEIP meetings. In 2024, to address language and technology access barriers, a paper application was developed in both English and Spanish to facilitate the process for applicants who may not have computer access. To promote the Fund, Avista provides these paper applications and NCIF literature at community events where Avista has an informational booth.

NCIF | Customer Benefit Indicators

CBIs play a pivotal role in assessing the equitable distribution of both energy and non-energy benefits, as well as the reduction of burdens resulting from the transition to a cleaner energy future. Avista’s equity benefit areas, illustrated in Figure No. 1 below, include affordability (encompassing both cost reductions and energy burden mitigation), accessibility (reflecting non-energy benefits), energy resilience, energy security (which covers energy-related benefits), environmental impacts, and public health. NCIF projects are evaluated and selected in light of these CBIs.

Figure No. 1: CBI Benefit Areas



Table 3 shows the CBIs that could be affected by NCIF investments. Projects financed by NCIF may directly or indirectly influence CBI metrics.

Table No. 3 – NCIF | Projects & Customer Benefit Indicators

Benefit Area		 Accessibility	 Accessibility	 Affordability	 Affordability
Customer Benefit Indicators		Investments in Named Communities	Outreach & Comms	Energy Burden	Participation in Company Programs
Organization	Short Description				
<i>Distribution Resiliency</i>					
MLK Center	Solar & Battery	X			

Malden Community Center	Solar		X		X
Medical Battery Backup Pilot	Customer Survey			X	
Customer & Third Party					
SNAP	Air Conditioners	X			X
ALTCEW	Air Conditioners	X			X
Gladish Community Center	Mini Splits	X		X	
Westminster United Church of Christ	Window Replacements	X		X	X
AHANA	Window Replacements	X		X	
Village Co-Housing	Home Ownership	X		X	
Gonzaga University	Resiliency Hubs	X			
Outreach & Engagement					
Weglot	Translation		X		
Ellis Media	NCIF Stories		X		
Hanna & Associates	Outreach		X		
DH	Outreach		X		
Avista Graphics	Outreach				
Social Media Boost	Outreach		X		
Feast World Kitchen	Outreach		X		
Little Fish Productions	NCIF Videos		X		
Scott Social	NCIF Stories		X		
P3	Outreach		X		
Other Projects					
Gladish Community Center	Mini Splits	X		X	
St. Anne's Corner Laundry	Unhoused Free Laundry Service	X			
Dignified Workday	Workforce Development	X		X	

Distribution Resiliency

Under distribution resiliency, the Company supported community resiliency efforts through distributed solar array projects at community centers. The Company also supported individual resiliency for a subset of customers dependent on medical devices by distributing a battery powered solar panel and a portable air conditioner to use in the event of power outages. Projects funded during this reporting period support the Affordability and Accessibility CBIs, impacting

the Participation in Company Programs, Energy Burden and Investments in Named Communities metrics.



Martin Luther King, Jr. Community Center* (MLK Center) – In March 2023, Avista partnered with the MLK Center and the City of Spokane to submit a Washington Department of Commerce Solar Plus Storage grant application. The grant is designed to help develop neighborhood resilience centers to provide shelter and resources during climate and other emergencies.¹ The total cost of the project is estimated at \$3.5 million for energy efficiency improvements, a new roof, a solar array, and a battery storage system. In August 2023, the Department of Commerce awarded the project \$1.5 million, while the NCIF's estimated contribution is \$1.3 million. The project is planned for completion by the fourth quarter of 2025. The Fund contributed \$459,120 for this project during this reporting period.



Affordability



Accessibility

Malden Community Center – Avista partnered with the Town of Malden to install a 43-kW solar array on their new community center that contains a community gathering space with a commercial kitchen, library, and food pantry, supporting the need for a community space in the event of emergencies. The solar array supports a reduction in energy burden, as the solar energy is planned to reduce energy costs for the facility. The NCIF contributed \$107,800 during this reporting period.



Affordability



Accessibility

Medical Battery Backup Pilot Survey – The 2021 CEIP's Condition #10 required the Company to:

“ . . . identify at least one specific action that will serve a designated subset of Named Communities, to be funded by the Named Communities Investment Fund, and to identify and track all CBIs relevant to this specific action. The location identified for the specific action will be at the granularity of the designated Named Communities subset.”

After evaluation of options, Avista's advisory groups selected a pilot program where a subset of Named Community members who rely on at-home medical equipment were provided with a battery powered by solar panel equipment and a portable air conditioning device. Avista partnered with Aging & Long-Term Care of Eastern Washington (ALTCEW) to identify and engage 100 senior and/or long-term care customers with medical equipment needs and provided emergency preparedness planning and education support.

To assess the pilot's impact, phone surveys were conducted by MDC Research at six months and one year after the distribution of the equipment. The survey results identified most participants were over the age of 65, earning under \$25,000 annually, and living in single-family homes. As one participant put it: *“I think it is a great program and helps people like me.”*

Across the two survey periods, satisfaction with the in-home visit increased from 93% to 100%, suggesting long-lasting value with customers providing praise for the representative's knowledge,

¹ <https://www.myavista.com/about-us/projects/mlk-community-center>

clarity, and welcoming approach. Satisfaction with the equipment also increased from 86% to 93%. While under half used the battery backup (49% and 43% respectively), the portable air conditioner saw higher usage (83% and 82% respectively). Customers shared stories about using the battery during power outages for critical medical devices like oxygen tanks, ventilators, Continuous Positive Airway Pressure (CPAP) machines, and electric wheelchairs. The NCIF provided a total of \$17,100, with \$10,350 for the two surveys and \$6,750 for equipment during this reporting period.

Customer & Third-Party Grants/Incentives

Projects under this category supported customer and community resiliency, energy efficiency improvements for organizations serving Named Community members, and home ownership for Named Community members. Projects in this category may receive funding through Avista's standard Energy Efficiency program offerings,² the Energy Efficiency portion of the NCIF and/or the Community portion in combination to maximize funding and supplement non-cost-effective energy efficiency efforts. Projects funded during this reporting period support the Affordability and Accessibility CBIs, impacting the Participation in Company Programs, Energy Burden, Investments in Named Communities, and the Outreach and Communication metrics.



Spokane Neighborhood Actions Partners (SNAP) & Aging & Long-Term Care of Eastern Washington (ALTCEW) –

To address vulnerability and increase resiliency during extreme summer heat events, Avista awarded grants to SNAP and ALTCEW to distribute portable air conditioning units at no cost to households in Named Communities. At the time of distribution, materials and education were provided about enrollment in various Avista programs for energy discounts, weatherization, energy efficiency, and other opportunities to reduce energy burden. During this reporting period, the NCIF provided \$9,108 to SNAP to distribute 26 units and \$16,621 to ALTCEW to distribute 33 units.



Gladish Community & Cultural Center* – The Gladish Community and Cultural Center is a cultural and community hub housed in the historic Pullman High School building, supporting small businesses, nonprofits, and a Montessori school. With the support of the NCIF, the building will transition to a modern heating system with mini splits to reduce the building's energy consumption and operating costs. The project upgraded electrical infrastructure and provided mini splits for 16 rooms. The NCIF

provided a total of \$144,462 with \$13,034 to support the electric work in the Customer category and \$131,428 under the Other Projects category outlined below to support the purchase of the mini splits.



Westminster United Church of Christ – In 2023, Westminster Congregational United Church of Christ partnered with Avista to pursue a series of energy efficiency upgrades to preserve and improve the functionality of its 130-year-old nationally registered historic building. Avista's Energy Efficiency engineering team conducted an audit and identified the church's existing windows were outdated single-pane units, with some featuring interior storm inserts. Replacing the windows with modern double-pane low-emissivity (low-e) windows enhanced the building's insulation and

² Electric Energy Efficiency Programs Washington Tariff Schedule 90

overall energy performance. In 2025, the church became the site of a 30-bed Medical Respite Center³ for unhoused individuals, operated by the City of Spokane in partnership with the Providence Community Clinic, Jewels Helping Hands, and Empire Health Foundation. The Energy Efficiency and Community portions of the NCIF contributed to the window replacement project, with \$16,097 from Community.



Affordability



Accessibility

AHANA-Multi-Ethnic Business Association – AHANA is an Eastern Washington multiethnic business association providing a suite of services and resources to help start-ups and small businesses thrive. The organization recently moved into a building where the purchase inspection identified needed repairs to the HVAC system and other needs for energy efficiency improvements. These improvements were funded under the Energy Efficiency and Community portions of the NCIF to support diagnostics on the existing HVAC as well as upgrade the windows and air conditioning. CBI metrics supported with these efforts are Investments in Named Communities and Energy Burden. The Community portion of the NCIF provided \$20,070 during this reporting period.



Affordability



Accessibility

Village Co-Housing Works – Village Co-Housing Works is a non-profit organization providing affordable housing and an opportunity to build equity for low-income populations in Spokane County. The organization purchases new manufactured homes and places them in Takesa Village, a resident-owned community in Mead, WA. Approved applicants purchase the home at cost. Applicants must have demonstrable need, be able to secure a loan, attend homeownership classes, and financial counseling. In 2024, the Energy Efficiency portion of the Fund provided energy efficiency HVAC and applicants in each of the homes, while the Community portion of the NCIF provided \$4,849 for applicants to attend financial courses to support successful home ownership.⁴



Accessibility

Gonzaga Institute for Climate Water & the Environment – In a survey conducted by the Gonzaga Institute for Climate Water and the Environment,⁵ respondents reported they wanted their neighborhoods to have safe community buildings to seek refuge during extreme weather events, but also indicated they are unlikely to leave their home to use such a resource. Extreme weather events disproportionately impact residents in Named Communities. The survey suggests that it is preferable to utilize established, reputable community spaces rather than develop new, specialized venues or deploy temporary facilities. These existing locations should be supported with resources to foster local connections, strengthen trust within the community, and facilitate effective resource distribution. The Gonzaga Institute for Climate Water and the Environment requested funding to support development of the Spokane Community Resilience Hub Network,⁶ with recruiting, training, certifying, and supplying six Level 1 Engagement Hubs. These hubs leverage existing facilities and address risks associated with extreme heat and wildfires, improve infrastructure resilience, and increase community

³ <https://www.westminsterucc.org/engaging>

⁴ <https://www.myavista.com/connect/articles/2024/09/village-cohousing-works>

⁵ https://www.gonzaga.edu/climate-institute?trk=public_post_comment-text

⁶ <https://www.gonzaga.edu/climate-institute/projects/climate-resilience-project/responding/resilience-hubs>

awareness of emergency preparedness. To support this, the NCIF provided \$90,338 during this reporting period.

Outreach & Engagement

To enhance customer awareness and promote initiatives associated with the CEIP and NCIF, the Company engages media and marketing firms to develop content that showcases Company programs, as well as organizations and customers who have benefited from the Fund. This content is often promoted through customer emails, Avista's CETA webpage, public meetings, social media channels, and more. The Company also shares this content at community events with printed materials. Projects funded under this category support the Accessibility CBI, impacting the Outreach and Communication metric.



Weglot – To support multilingual translation on myavista.com, Avista purchased a multilingual translation plug-in feature from Weglot in April 2024. The NCIF was used to support 29% of the Weglot costs, which account for the Washington residential electric customer share. The website currently supports Spanish translation, with Russian planned for translation by the end of 2025. The NCIF provided \$594 for this project during this reporting period.



Ellis Media – Based on EAG comments, Avista prioritized promotion and narration of the NCIF and how it benefits Named Community organizations and their customers. The Company contracted with Ellis Media⁷ to create content and highlight customer stories for Avista's website⁸ social media, and other customer communication channels. Avista has worked with Ellis Media for more than a decade. This Spokane-based company has consistently delivered broad media coverage and positive impressions for both Avista and community-focused stories, including support during utility emergency operations. Ellis Media has offered more cost-effective storytelling options than other agencies. In this reporting period, Ellis Media created eight stories that highlight ways to increase energy efficiency and specific efforts at the Harrington School District⁹ for a total of \$6,000. In total, impressions exceeded 146,000 on social media through Avista's accounts. In addition to providing awareness of the benefits of the NCIF, these stories promote the contributions these organizations provide to their community members.



Hanna & Associates – Avista partnered with its long-term media partner, Hanna & Associates¹⁰ to provide signage for the MLK project, a CEIP one-sheet in English and Spanish, the NCIF paper application, and a clean energy email template totaling \$11,300.

⁷ <https://ellismediamarketing.com/>

⁸ <https://www.myavista.com/connect/tags/named-communities-investment-fund>

⁹ <https://www.myavista.com/connect/articles/2024/08/harrington-school-shines-brighter-with-energy-efficiency-upgrades>

¹⁰ <https://ahanna.com/>



Desautel Hege (DH) Communications – The Company contracted with DH, a women-owned, Spokane-based social impact agency, to support the creation and execution of Avista’s 2025 Public Participation Plan (2025 PPP) and provide printed outreach materials. For Avista’s 2025 PPP, DH recommended tactics to mature the 2023 PPP strategies and proposed new strategies to deepen customer and community engagement in Named Communities totaling \$50,760. DH also supported the design and printing of a postcard for customer outreach, social media content and the creation of the My Energy Discount video¹¹ at \$12,623. The NCIF provided \$63,384 for this reporting period.



Avista Graphics – To educate customers about the benefits of clean energy and to advance NCIF goals, Avista attends community events and leverages community partnerships by providing printed materials at their establishments. The NCIF provided \$16 for printed materials to share at community events.



Social Media Boost – To promote Avista’s NCIF stories and attendance at quarterly public meetings, the Company has strategically invested in paid social media advertising to increase media impressions. These efforts are in addition to organic (unpaid) content on Facebook, LinkedIn and Instagram. Total impressions for paid posts promoting the quarterly meetings reached approximately 29,100. The effort was impacted by Meta policy restrictions, which reduced total impressions. For NCIF posts, impressions totaled approximately 294,400. The Fund provided \$1,183 during this reporting period.



Feast World Kitchen – Feast World Kitchen¹² is a nonprofit restaurant, catering company, and food wholesaler in downtown Spokane, Washington. Their mission is to elevate and empower immigrants and former refugees as leaders, using international cuisine as a platform for economic resilience, holistic growth, and culture-sharing. The participants in the programs learn career skills, earn the income from their food sales, and build community connections. The NCIF provided food with Feast World Kitchen for the Joel E. Ferris High School’s World Language Night¹³ in Spokane, WA at \$2,551. Avista’s Customer Engagement Manager attended the event and hosted a booth to promote My Energy Discount and other residential programs. This international-themed event provided an opportunity to engage with a diverse demographic, supporting the CBIs of increasing access and improving affordability.



Little Fish Productions – Based on feedback from the EAG to increase customer engagement and awareness of CETA and the CEIP, the Company contracted with Little Fish Productions¹⁴ to create videos highlighting the projects supported by the NCIF with customer and organization testimonials. Little Fish is a Spokane-based company with a strong reputation in the nonprofit sector for producing compelling video content – an asset that aligns well with Avista’s storytelling goals. Their credibility and

¹¹ The My Energy Discount video was primarily funded under the CETA category – see Table 2

¹² <https://www.feastworldkitchen.org/>

¹³ https://www.facebook.com/story.php/?story_fbid=922297556758109&id=100069336184169

¹⁴ <https://littlefishproductions.net/>

established relationships within the nonprofit world have helped open doors for Avista projects, especially those focused on community engagement and impact. Their pricing for the NCIF video series was the most cost-effective option among other vendors, while maintaining high production quality. They created multiple short videos showcasing benefits realized for Named Communities through the Fund for the Family Promise, Christ Kitchen, City of Spokane Parks & Recreation/Natural Resources, and Scale House NCIF projects, amongst others.¹⁵ In addition to providing awareness of the benefits of the NCIF, these stories promote the contributions these organizations provide to their community members and many organizations have reported using these media assets within their own social media channels and websites. The NCIF provided \$13,655 during this reporting period.



Scott Social – The Company contracted with Scott Social to ensure social advertising reached and resonated with the right audience through precise targeting. Scott Social was selected for its unique specialization in social media and its status as a local, woman-owned business. The agency focuses exclusively on social media strategy and execution. After comparing rates with other agencies previously engaged in Avista’s social media campaigns, Scott Social was selected by offering competitive pricing without compromising on quality. Named Communities and rural areas are the two key audiences. Scott Social’s expertise in content creation and social media video strategy helped craft compelling, platform-optimized messaging that resonates with viewers and drives action, such as visiting the NCIF webpage. As of February 2025, total page views of the NCIF web page have increased by more than 400 percent. Content creation, strategy advisement, and ad coordination costs totaled \$8,400.



Public Participation Partners (P3) – The Company contracted with P3,¹⁶ a women-owned public engagement and communications consulting firm in South Carolina, to support creation of the 2023 Public Participation Plan. The NCIF provided \$1,409 during the reporting period.

Other Projects & Programs

Under the “Other Projects & Programs” category, the Company supported Named Communities through reducing energy burden and support for the unhoused community through free laundry services and workforce development. Projects funded during this reporting period support the Affordability and Accessibility CBIs, impacting the Energy Burden and Investments in Named Communities metrics.



Gladish Community & Cultural Center* – The Gladish Community and Cultural Center is a cultural and community hub housed in the historic Pullman High School building, supporting small businesses, nonprofits, and a Montessori school. With the support of the Fund, the building will transition to a modern heating system with mini splits to reduce the building's energy consumption and operating costs. The project upgraded electrical infrastructure and provided mini splits for 16 rooms. The NCIF awarded a total

¹⁵ <https://www.youtube.com/playlist?list=PLhTj-kwTtfCBVRQSDNyVLNfhvui9u8dI>

¹⁶ <https://publicparticipationpartners.com/>

of \$144,462 with \$13,034 to support the electric work in the Customer category above and \$131,428 under the Other Projects category to purchase the mini splits.



St. Ann Corner Laundry – The St. Anne Catholic Church in Spokane, WA provides a free laundry facility for vulnerable and unhoused individuals in the neighborhood. Unexpectedly, the added energy use from the free laundry facility resulted in a required upgrade to the electrical service. According to reports from church and program representatives, the new free laundry service¹⁷ is available on Sundays and is consistently used throughout the day. It is estimated that approximately 24 loads are processed each week, with occasional increases when Dignified Workday users have extra access. If further funding is obtained, the church may be able to extend its operating hours for this free laundry service. The NCIF provided \$13,625 for this upgrade.



Dignified Workday – Career Path Services is a workforce development and human services non-profit organization founded 53 years ago in Spokane, WA with the purpose of breaking the spirit of poverty through the dignity of work. The Fund provided a total of \$50,000 for Dignified Workday,¹⁸ a program to empower underserved populations by providing meaningful employment opportunities, personalized support, and a pathway to long-term stability. In 2024, the Fund provided \$25,000 to support participant wages and those who serve as an on-demand workforce for Spokane’s Habit for Humanity’s housing projects, many of which are located in Spokane’s underserved neighborhoods, such as East Central and Hillyard. In 2024, 55 participants enrolled and 39 remained active through the program. They performed nearly 20,000 work hours with \$400,000 in paid wages. Participants were trained in basic financial literacy/life skills and job skills. Through the program, six participants exited into full-time employment, 22 transitioned into permanent housing, and six entered treatment programs. In 2025, the NCIF provided an additional \$25,000 for the second year of the program.

NCIF | Participant Survey

To enhance transparency and responsiveness to customer feedback, Avista conducts biannual, post-award electronic surveys with grant recipients to gather feedback on the application experience, award process, and project implementation support. Through the Survey Monkey platform, participants choose to remain anonymous or identify themselves. Results are used to refine the program and improve applicant experience.

The first survey was distributed to 34 participants in the first quarter of 2025, with a 29% response rate (10 completed surveys). The majority of responders reported the NCIF helped to achieve their project goals and facilitated partnerships, while a moderate amount stated it enabled access to additional resources. Using a zero to five scale, Avista received an average effectiveness rating of 4.7 for helping address project implementation challenges. Feedback on the grant process highlighted its simplicity, with most participants reporting a smooth and successful experience. The responses affirmed the critical role of NCIF staff and the value of its tailored approach for supporting individual projects. The next survey is planned for the fourth quarter of 2025.

¹⁷<https://www.myavista.com/connect/articles/2024/11/dignified-workday>

¹⁸<https://www.careerpathservices.org/dignified-workday>