



***OUTCOMES APPROACH FOR:
NATIVE AMERICAN HERITAGE
ASSOCIATION***

As Native American Heritage Association begins embracing an “Outcomes” based methodology, it’s important to first understand the organizational evolution over the past 20+ years, and the nature of its constituency, the great Sioux Nation of the Plains and Black Hills of South Dakota, and the Shoshone and Arapaho tribes in Wyoming.

Native American Heritage Association (NAHA) began as a small idea of its founder, David G. Myers. He lived in South Dakota and saw, first-hand, the plight of Native Americans, living on reservations.

How did this “plight” begin? As the settlers of the New World moved ever westward, indigenous people were consolidated, displaced and/or killed. Consolidated into reservations, displaced from their homes, and killed through

famine, disease and war. Today, it is anathema to most to think that we EVER should invade and simply “take” what we want from others. But, the inherent natural resource “wealth” of the New World, and the desire to create Empires made it seem a justifiable issue of “survival of the fittest” rather than something that was just morally wrong. By the time that the Lakota, Oglala and other tribes of the Sioux Nation were forcibly moved to reservations, up to 90% of the original Native American civilization in 1492, were eradicated (through war, starvation, and disease). Now, who can know the thought processes of those in power in the U.S. in the mid-to-late 1800’s, but it is probably not a stretch to imagine that, given the ‘problem’ was already 90% ‘solved’, it would be fully ‘solved’ in short order – meaning that the population would simply cease to exist. But, it did not cease to exist. In fact, the population has grown and continues to grow, even under the most dire of situations.

In spite of desolation, poor nutrition, poor medical care, lack of available education, lack of mobility, the Sioux Nation has continued to grow, a silent crisis of monumental proportions, that is sadly rarely discussed in mainstream America – at least without any real sense of understanding. It is fairly simple to link the fact with the reservation system being away from the sight of most in this country, with the disregard for the well-being of a people displaced and disregarded by its conquerors. In fact, can one not assume that if the reservations were in the middle of major population bases, that this issue would not have seen the same degree of attention as equal rights for women or civil rights for African Americans. But this ‘out of sight, out of mind’ approach has resulted in the sad fact that the United States of America has, within its borders, a county that has not only its lowest life

expectancy (after all, some county has to have the lowest), but the SECOND LOWEST life expectancy in the Western Hemisphere, behind only Haiti. Unimaginable, to be sure, but sadly the Truth.

Now, the US Government has assistance programs in place, but a 2003 study showed that even then, the unmet needs of the Native American population topped \$2 billion. Anyone who has driven through the reservation countryside in South Dakota and Wyoming cannot help but be struck by how far from what we normally associate with 'civilization' these remote areas are. There are no Walmarts, no Exxon stations, no 7-11's, no Safeways. In short, there are not only none of the modern conveniences most Americans take for granted, there are no opportunities for mobility, no jobs, and no prospects. What might have appeared to be acceptable open range land in the 1800's is really nothing more than largely unfertile desert, tucked far away from American consciousness and conscience. These indigenous people are owed something for the sacrifice of their native land, yet they die earlier, are offered less educational possibilities, have greater despair and desperation that leads to alcoholism, drug abuse, suicide, domestic violence, crime and death that would never be acceptable in any American city or town.

So, back to NAHA's history....

David Myers saw that the government assistance provided was simply insufficient for even basic human survival. Call it "quixotic", but he literally began traveling to reservations on the weekends in a station wagon filled with basic necessities, to assist the Native American population simply survive from the point in the

month where the food ran out to the next delivery at the beginning of the next month. And, over the years, the organization grew, and grew, and grew. It had several metamorphoses over the years, which included job programs, transitional housing, awareness programs, etc., but never losing sight of its basic mission, at its most fundamental level, of simply doing what it could to help these people just 'live', from one month to the next, a concept that most of the country cannot even fathom.

Remember, that NAHA is working on behalf of a constituency that literally needs 'everything'. There is not enough food, nor adequate clothing, nor even primary heat sources in many cases, in the middle of some of our country's most unforgiving terrain. Yet, their needs are the same as anyone else.

So, as the organization grew in terms of donations and capabilities, there became a need to determine how to use its decidedly still and ever-finite resources. NAHA looked to those that had studied this, seen it all and done it all before, with the conviction that there was not a need to re-invent its nonprofit wheels when there were models that existed to assist it in remaining true to its Mission, while properly and appropriately using its kind donor resources in a fashion that was responsible to its donors' wishes. Just as there is no need to rewrite lending criteria that have been built over years of study as to what criteria leads to lowest default rates, NAHA has embraced the blueprints of external validators in terms of what a successful charity should look like. Originally, the approach was purely mathematical. In that, we mean that the assumption was MORE contributions from donors meant MORE program services, which meant MORE (hopefully better) impacts. This

approach certainly leads to higher growth rates and in numerical terms, but it doesn't necessarily always lead to better outcomes. In short, MORE isn't always BETTER.

Certainly this valuable, but hardly all-inclusive approach helped NAHA to keep its ratio of Program, Management, and Fundraising expenditures in line with what was expected of a responsible charity, and it helped the organization to grow its good works.

As time went on, with so many charities clamoring for finite donor dollars, we added to our Mission-based focus an additional level on Transparency and Accountability. NAHA embraced the need to maintain the trust of its donors in order to be able to continue to serve its constituents. Annual audits were/are performed with the results posted for the world to see. The Board was expanded to include more independent members. A strategic plan was developed, written and published.

Now, as NAHA is firmly into its third decade of existence, it's time to add a further level of focus so let's introduce our Outcomes-based approach, which dictates that a group of 'measurables' be designed and tested, with results studied and published, and used to further the Mission (or even change it, as indicated by the results) to best serve the constituency of the organization. Which now brings us to the initial design of NAHA's Outcomes-based approach to its future.

As we begin the process, it is really necessary to give so much credit to Robert M. Penna, PhD, who has written a wonderful guidebook of sorts entitled, "The Nonprofit Outcomes Toolbox" (published by John Wiley & Sons, Inc. –

Copyright 2011). We, in this process, are liberally applying the tools found in this book, and all credit should go to Dr. Penna for providing this easy-to-follow roadmap. We highly recommend it to other nonprofits as they begin their outcomes-based journey.

The description in the first few paragraphs of this text, are described by Dr. Penna as "The Problem Approach" which, as he says triggers questions like "**Why do we have this problem?**" "**Who or what caused it?**" and "**What obstacles exist to solving it?**"

Unfortunately, this approach merely places blame, and does little to solve any identifiable problem.

As we work through Dr. Penna's book, he could very easily have been describing NAHA's evolution (so we suppose that NAHA's journey has not been radically different than other nonprofits). NAHA has moved through both the Activities Approach and the Process Approach. Now, thankfully, NAHA has been successful on all fronts, providing more and more good to its constituents while developing processes that align it with appropriate compliance and disclosure, but the Outcomes Approach seeks to overlay all of the other (albeit necessary) approaches with the questions, "What do we want to accomplish?" and "How are we progressing toward those goals?", then is followed by Dr. Penna's three questions:

- 1.) What is the best way to get to where we want to be?
- 2.) What resources will we need?
- 3.) Why do we think this approach to the problem will result in tangible benefits?

INPUTS, PROGRAMS, AND OUTPUTS

Inputs

Money

Donor dollars fund the operations and fundraising of NAHA to be sure, but most of these dollars provide the funds to procure (through strategic partnerships with groups like Feeding America, Feed the Children, Good 360, and others) food and household necessities. Often \$1 donor dollar can be leveraged into anywhere from \$5 - \$10+ dollars of subsistence provisions, as well as the ability to deliver and distribute these goods to Native Americans on reservations in South Dakota and Wyoming.

Clothing Donations

Direct clothing donations from donors have virtually \$-0- procurement costs, and distribution of these necessary items can be included with food and other household goods at very low marginal cost.

Staff

NAHA currently employs a full-time staff of nine people. Four of that staff is directly involved in the collection and distribution of food, clothing and household goods. Additionally, two other staff play a significant role in the procurement process, both in determination of appropriate goods and coordination of delivery to NAHA's warehouse facilities in Rapid City and Blackhawk, South Dakota.

The balance of NAHA's small staff maintains the general operations of the organization and coordination of its various fundraising efforts through a combination of direct mail

campaigns, expansion of social media, and coordination of its special event.

Physical Plant (facilities)

NAHA utilizes two warehouses in Rapid City and Blackhawk, South Dakota, that provide the ability to re-palletize mass loads with one another, providing a variety of products on every load. Additionally, the Blackhawk facility has refrigeration capabilities which help maintain the ability to provide fresh produce.

Physical Plant (vehicles)

NAHA utilizes three tractor trailers and a box truck, which deliver on a near-daily basis to Sioux reservations. Reefers allow delivery of fresh produce.

Programs

Cash/Vouchers

NAHA Emergency Voucher Program

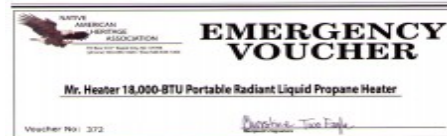
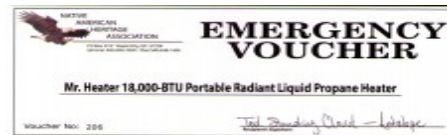
Who benefits from NAHA Emergency Vouchers?

Homeless Families

Native Americans with disabilities

Elderly who have no transportation

Children that need to go to the doctor



Imagine that you need treatment for cancer or kidney

dialysis or are simply sick and need to go to the doctor and the closest medical facilities are over 100 miles away. You have no money to buy gas for your car or you have no car at all. What would you do?

For many Native Americans, this is their way of life. There is no money to purchase a vehicle, let alone gas to travel for medical care. They either rely on a neighbor who lives near them or a community center van to take them to these appointments. Back in 2012 United Auto Workers donated money to NAHA to purchase 2 vans that could be used for medical transportation. The donated vans have been extremely beneficial by providing transportation for the elderly or any person who must go to the doctors or dialysis.

NAHA Emergency Voucher program helps by providing food, medicine and heating fuel to the Native Americans in need the most. With these vouchers, medical emergencies are met with a greater sense of hope. Calling on a neighbor with a vehicle is easier when you can use your NAHA Emergency Voucher to pay for the gas in their car to get to the hospital or treatment facility.

Food

NAHA Emergency Food Relief

It's not surprising that hunger is an ever-present fact of life on the Sioux Reservations of South Dakota when you consider the reality of Reservation life . . .

Unemployment on the Reservations is over 80%.

31% of Native American children under the age of 4 are obese due to lack of proper nutrition.

The two poorest counties in the U.S. are on the Pine Ridge Sioux Reservation and Crow Creek Reservation, with over 63% of the people living below the federal poverty line.



NAHA works in partnership with Feeding America® to obtain healthy, nutritious food to deliver to Crow Creek, Lower Brule, Pine Ridge and Rosebud Reservations all made possible by our generous donors. Many times, without the food deliveries from NAHA, Native American families wouldn't have anything to feed their children or elders.



NAHA delivers on average approximately 250,000 pounds of food each month. This is the same food that you and I would purchase at the grocery store. However, for many Native American families, they have no money to go to the store or transportation to get there.

The ever present issue of hunger goes way beyond malnutrition. Poor nutrition is attributed to diabetes, heart disease and children not performing well in school. In order to end the vicious cycle of poverty and hunger on the Reservations, NAHA offers a helping

hand and hope to many families that see their situation as hopeless. Better education offers an end to Native Americans suffering from medical conditions and diseases caused by poor diet.

Clothing

Every day NAHA receives approximately 20 to 50 boxes of clothing and other items from all over the United States. And it all begins with the clothing arriving at NAHA's office in Black Hawk, SD.

NAHA receives donations of clothing, shoes, household and personal care items from caring, generous friends and supporters from around the country.

By the end of the week, we have enough clothing to fill our tractor-trailer. Then the driver begins the long haul to the Rosebud, Pine Ridge, Crow Creek or Lower Brule Reservation to deliver the many items that so many Native American families will treasure.

In-Kind Assistance

NAHA, in conjunction with Good360, BluSource, NAEIR (National Association for the Exchange of Industrial Resources) and others, provides a wide-variety of household goods ranging from paper products (toilet paper, paper towels and plates) to diapers to personal hygiene items, and even mattresses for homes and school dorms, and seeds for garden planting. It is not unusual to see items with market values in excess of \$3 million dollars per month distributed on Reservations.

Outputs

Measuring raw outputs is the easiest part of this approach. For instance, we know that, on average, 250,000 pounds of food are delivered each month, or 3 million pounds per year. On average, we consume about four pounds of food per day. As staggering as this number is, it represents only about 6% of what 64,000 Americans eat each year. Nevertheless, on the margin, this last 6% means that NAHA's food program impacts 64,000 Native Americans in important ways and helps to fill the gap that exists between starvation and subsistence, or between mere subsistence and a healthy and complete diet.

People Clothed

The delivery of 25,000 pounds of clothing per month means that there are 300,000 pounds of clothing distributed each year to over 64,000 Native Americans, representing over \$4 million (at Thrift Store Values) in clothing that Native Americans do not have to purchase!

Household Goods and Necessities Provided

In excess of \$25 million of household goods are provided each year. When coupled with food and clothing, a measurable \$35-\$40 million in support is provided. For context, the per capita income on the Pine Ridge Reservation is only about \$1,500-\$1,600 per year. Although NAHA's total capability is and will be far from being able to bridge the wide gap of needs that exists, NAHA is able to reduce the gap between income and need significantly.

So, while NAHA will continue to measure its 'outputs' and strive to increase the amount and efficacy of these outputs, it is time to move to the definition and measurement of outcomes.

ELEMENT ONE:

ALIGNMENT OF MISSION, SOLICITATIONS AND RESOURCES

What do we change? Vs. What do we do?

What we DO is easily definable. We can look at pounds of food provided, amount of clothing delivered, amount of necessary household goods delivered, diapers issued, propane supplied, heaters purchased. But, this says nothing about what we are attempting to change: feelings of despair, opportunities through educational advances, lower infant mortality through parental education, change in attitudes toward a hopeful future, reinventing attitudes that further a people's chances for a long, productive life.

What we (in part) change is to alleviate the day-to-day challenges of merely finding enough to eat, clothing to keep warm, and household necessities, that allow focus to shift to programs and educational opportunities, rather than simply the next few hours or days of survival.

Further, NAHA attempts when possible to couple its donations to the Reservations with existent programs that are aligned with a results-oriented approach, so that the donations can hopefully provide a greater good than just a 'give-away'. For instance, if a Parenting Program already exists on a reservation, then diapers are provided to attendees as an inducement to participate. Where a school has enough space for sleeping quarters (dorms), NAHA provides mattresses to make it possible for students to stay in school.

Where a community garden program already exists, NAHA provides vegetable seeds to induce participation, etc. In short, while NAHA does provide food, clothes and household goods at the 'pantry' level, we are on the lookout and seek to coordinate with existent programs to supplement/augment their Mission(s).

We do believe that this alignment between our Mission, our Solicitations (thru Direct Mail and on-line at www.naha-inc.org) and our available resources are in sync with one another.

What gains have we made and do we want to make in the future?

Until now, a 'more is better' approach has been taken, and in that, the numbers speak for themselves. NAHA has increased its Program Expenditures by more than 65% over the past five years. But, as we move toward efficacy, volume is simply not enough.

ELEMENT TWO:

RESULTS LOGIC AND MEASURES

Outcomes and Impacts

It's virtually impossible to make and measure the kind of macro-level impacts that will solve the problems facing Native Americans on South Dakota Reservations. But, it is possible to develop a framework through which the organization can 'drill down' to micro-level outcomes that are definable and measurable.

At the end of the day, Economic Opportunity and an increase in Wealth will solve many if not most of the problems facing Native Americans. It has been widely shown that Economic Opportunity reduces despair which in turn leads

to reduced rate of Suicide among youth and adults, less mental health issues, less domestic violence, less crime and less substance abuse – all major problems on Reservations where a profound lack of hope exists, and desperation abounds.

To drill down another level, then, increased Employment is shown to be a (if not “the”) determinative factor in providing Economic Opportunity. Drilling even further, Employment opportunities are shown to most dramatically be affected by the level of Education. Higher levels of Education also creates parents who are better prepared.

Finally, one of the most important macro-factors that lead to higher levels of Education, is good Nutrition and Health.

So, it is at this level that NAHA seeks to provide improvement.

It is **NOT** NAHA’s Mission to provide employment or educational programs, but at this basic level, NAHA’s Mission **IS** intended to assist in providing a basic level of subsistence, which when coupled with existent professionally managed programs already on the Reservations, can start the spiral back up through the macro-scale described.

OUTCOMES

BETTER HEALTH & NUTRITION → BETTER
EDUCATION → BETTER EMPLOYMENT
OPPORTUNITIES → ECONOMIC OPPORTUNITY

IMPACTS

LOWER INFANT MORTALITY
LOWER DROPOUT RATE
LOWER UNEMPLOYMENT

LESS CRIME

BETTER-PREPARED PARENTS

HIGHER LIFE EXPECTANCY

We believe that the Logic we are employing is validated by untold studies that confirm the causal relationships described above in our sections on Outcomes and Impacts.

Justification of Logic Employed

The link between Education, Employment and Economic Opportunity has been so completely researched as to be almost self-evident at this point. But, for further edification, the short list of references below certainly provides a sound underpinning:

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LINKAGE BETWEEN NUTRITION AND EDUCATION

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What and how do we measure?

It is beyond NAHA's reach to determine what impact it may have on the most "macro" of levels. Certainly there are studies and census data compiled, but first, the lag time between NAHA inputs, data collection, and final publication can easily stretch to a 5-10 year lag time. Furthermore, NAHA has no way to extrapolate from this most macro of data, its miniscule impact on the numbers. Measuring the required 'dosage' required to effect change on a macro scale is beyond our capabilities

either to gather data or on an ultimate impact, given that according to a study by the US Commission on Civil Rights in 2003, "A Quiet Crisis: Federal Funding and Unmet Needs in Indian Country", put that number at around \$2 billion per year then and climbing rapidly. At best, NAHA can only meet about 1-2% of the total unmet needs. Rather than take on the entire 'forest' NAHA has to take a 'tree-by-tree' approach. To create an analogy, the 'dosage' isn't always the most important aspect. For instance, three aspirin are not always better than two. Often, the best result is switching to acetaminophen or ibuprofen. That is the approach NAHA is taking. We accept that MORE can always be done, but the accompanying needs-based measurement tools (both in terms of what programs are already existent on reservations, and a qualitative valuation of what NAHA can provide) afford us the opportunity to begin to specifically target our capabilities toward partner program arrangements that can create the greatest good.

What we CAN do is to begin measuring and evaluating existent program success on the reservations and convert qualitative data to quantitative measurements. To that end, below, is an example of our surveys of program 'reach' as well as a survey of NAHA's capability to assist these programs. At this micro-level, we can begin to collect and analyze data, and enhance efficacy as the years progress.

These questionnaires and surveys are being completed by CAP offices and other direct impact programs, collected initially at implementation, and updated no less than annually, with results published on our website and available to donors and constituents.

With ongoing measurement and re-measurement of both quantitative and qualitative variables in our Surveys and Inventory Forms, we will be able to utilize

various methods (including but not necessarily limited to regression and correlation analysis) to measure the impact on existent programs, and then on a macro scale to measure the impact of these programs on macro-data, interpolating the success of our efforts.

For instance, we are able to measure, through these surveys, the desirability of items available to NAHA. After all, the Reservation Programs themselves have reported them, and who should really know better?

So, in the fairly immediate term, we can assign 'value' ratings to each load distributed on the reservations, with the overall assignment of values enabling us to measure how we are doing vis-à-vis Reservation requests.

Then, as time goes by, we will be able to re-survey the various programs to track program participants, demographics, etc. Increases (or decreases) in program participation will be tracked, and to the extent possible, correlated with what NAHA can provide to make these programs more efficient, effective, and desirable for our ultimate constituents – Native Americans living on Reservations in South Dakota and Wyoming.

Finally, as macro-data becomes available, we will be in a position to further interpolate NAHA's impact(s) on the greater problems that exist. In short, our measurable give us a roadmap to self-evaluation – and by publishing the reports, by evaluation from others, including our donors.

ELEMENT THREE: VALIDATORS

As with any internally generated organizational report, it is always helpful to have new, outside, 'fresh' eyes, to review any plan. While we are very proud of our past, present and commitment to the future, we understand that without external validation, we can find ourselves thinking within our own bubble.

To that end, NAHA is embracing the use of external validators including, but not limited to Charity Navigator. The search for qualified external validators is constantly underway, and under expansion as validators with high credibility, but also a cost that is within the budget of our commitment to good stewardship of donor dollars, only helps to expand the greater good all nonprofits can provide, in accordance with our varying Missions.

ELEMENT FOUR: CONSTITUENT VOICE

The value of the presented surveys and needs questionnaires is that while providing the feedback we need for our outcomes 'measurables' we will receive direct constituency feedback from resident programs on the reservations, all at the same time. This dynamic iterative process should allow NAHA to more specifically target limited resources toward maximum outcomes.

Furthermore, we will solicit the feedback on an annual basis from each Tribal Office not already reached through this process in an effort to expand our current reach.

ELEMENT FIVE:
PUBLISHED EVALUATION
REPORTS

NAHA is committed to accountability and transparency in this effort just as we have in all other areas of our Mission.

As information is gathered and compiled, it will be available on our website to the general public. Likewise, as our data grows and meaningful reporting is possible, these reports will be disseminated so that NAHA's donors can feel comfortable being vital partners in our Mission.

RESERVATION PROGRAM SERVICE INVENTORY FORM

Name of Reservation: _____

Name of Program: _____

Program Director: _____

Address: _____

Tel: () - _____ Fax: () - _____

Email: _____

Website (if applicable): _____

Brief Description of Program

Average Number of Program Participants:

Demographics of Program Participants

# of Males 18 and over:	<input type="text"/>
# of Females 18 and over:	<input type="text"/>
# of Males Ages 12-18:	<input type="text"/>
# of Females Ages 12-18:	<input type="text"/>
# of Males Ages 2-11:	<input type="text"/>
# of Females Ages 2-11:	<input type="text"/>
# of Infants under Age 2:	<input type="text"/>

Are all participants Native American (check one)? <<Yes <<No

If no, what % of the people in program are Native American?: %

How long has program been in existence? Years

What does the word "Success" mean to your Program?

What is the Program's greatest obstacle to success, other than lack of funds?

Has your Program been served by NAHA in the past ?	<input type="checkbox"/>	<<Yes	<input type="checkbox"/>	<<No
Do you have an accessible loading dock?	<input type="checkbox"/>	<<Yes	<input type="checkbox"/>	<<No
Do you have an accessible storage facility?	<input type="checkbox"/>	<<Yes	<input type="checkbox"/>	<<No
Do you have a paved parking lot or road?	<input type="checkbox"/>	<<Yes	<input type="checkbox"/>	<<No
Can your facility receive full truckloads or full pallets of products?	<input type="checkbox"/>	<<Yes	<input type="checkbox"/>	<<No

NAHA has access to clothing, food, and household goods. The following are examples of items that are available from time to time. Please rank them from 1-5 to reflect their importance to your Program (least desirable=1, most desirable =5). Then, briefly describe how these items might be used to enhance, grow or support your Program.

Please Circle Desirability for Each Item

	<u>Least Desirable</u>	<u>Average Desirability</u>	<u>Most Desirable</u>		
Food					
Produce	1	2	3	4	5
Perishable	1	2	3	4	5
Non-perishable	1	2	3	4	5
Beverages					
Water	1	2	3	4	5
Sodas	1	2	3	4	5
Juices	1	2	3	4	5
Clothing					
Gently Used	1	2	3	4	5
New	1	2	3	4	5
Shoes and boots	1	2	3	4	5
Bedding					
Mattresses	1	2	3	4	5
Blankets and sheets	1	2	3	4	5
 Personal and Family Care					
Hygiene Items (Shampoos, soaps, hair care, etc.)	1	2	3	4	5
Baby bottles	1	2	3	4	5
Formula	1	2	3	4	5
Diapers					
Infant	1	2	3	4	5
Adult	1	2	3	4	5
Household Goods					
Toilet Paper	1	2	3	4	5
Paper kitchen products	1	2	3	4	5
Cleaning supplies	1	2	3	4	5
Candles	1	2	3	4	5
Home Improvement Items					
General Hardware	1	2	3	4	5
Light fixtures	1	2	3	4	5
Drywall	1	2	3	4	5
Tools	1	2	3	4	5
Lumber	1	2	3	4	5
Furniture					
Indoor	1	2	3	4	5
Outdoor	1	2	3	4	5
Garden Items					
Seeds	1	2	3	4	5
Gardening tools	1	2	3	4	5
Medical Supplies					

Catheters	1	2	3	4	5
Bandages and first aid	1	2	3	4	5
Clinical supplies	1	2	3	4	5
Transportation and Auto Repair					
Oil & Fuel Filters	1	2	3	4	5
Small tools	1	2	3	4	5
General Accessories	1	2	3	4	5
Toys					
Ages 0-4	1	2	3	4	5
Ages 5-11	1	2	3	4	5
Ages 12+	1	2	3	4	5
Arts & Crafts Supplies	1	2	3	4	5
Books					
Children's	1	2	3	4	5
Teen	1	2	3	4	5
Adult	1	2	3	4	5
Scholastic	1	2	3	4	5
Office Supplies	1	2	3	4	5
Children's Occasion Items	1	2	3	4	5
Information Technology					
Hardware	1	2	3	4	5
Software	1	2	3	4	5

Briefly describe the use and usefulness of the most desirable items you have selected.

What kind of products can best be utilized by your Program/Facility that NAHA does not currently deliver?

 Print Your Name and Title (if applicable)

 Date Completed

 Signature