

- *Webinars* – RHC held three webinars for program participants: FY2020 Kickoff Webinar, FY2018 Invoicing Best Practices Webinar, and FY2020 Request for Services Webinar.
- *Conference Attendance* – RHC staff attended the NOSORH conference, MD Rural Health Conference, and SHLB Conference to present on the RHC Program and gather participant feedback.

Planned Activities for Q1 2020:

- *FY2017 and 2018 Funding Requests* – As non-workable funding requests remaining from FY2017 and FY2018 become workable, they will be advanced through the review process.
- *FY2019 Funding Requests* – RHC will continue to focus on processing FY2019 funding requests.
- *FY2020 Funding Requests* – RHC will open the FY2020 filing window, while supporting applicants through training and resources.
- *Business Requirements Assessment* – RHC will continue work on the operational and systems assessment.
- *Procedures* – RHC will submit all procedures required by the Reform Order 19 to the FCC.
- *Employee Engagement* – RHC's management team developed a management action plan for 2019 and will continue executing the plan.