



## Community Development

### Helping rural Idaho with youth, leadership, and customer service

A trio of UI Extension community development programs will continue helping Idaho's rural towns in 2006.

**After School Programs.** Successful after-school programs in Cottonwood, Elk City, Grangeville, Kamiah, Kooskia and Riggins suggest strategies that others can adopt, says Mary Schmidt, UI extension community development educator at Grangeville.

Centers of Discovery established with \$3.6 million from the U.S. Department of Education helped all six towns launch educational after-school programs. Each has raised additional funds and grants to keep the centers operating. Wayne Davis, Joint School District 241 superintendent at Grangeville, sees the UI role as essential. "We wouldn't have made it without that help," he said.

**Leadership Training.** The idea is simple: Get more people involved in their communities, and poverty will be reduced. Susan Traver, Bonner County's UI Extension educator, said because of Leadership Plenty's focus on community assets, "there is more civic pride in Elk River, which should be evident to visitors at this year's Fourth of July celebration." Funded by a Northwest Area Foundation grant, the Leadership Plenty program was offered through UI Extension last year in Elk River, Kamiah, Orofino, Pierce, and Weippe.

**Rural Customer Service.** How do Idaho's small town businesses get locals and travelers to come back again and again? A team of UI Extension educators adapted for Idaho a well-researched customer-service training and taught it 20 times statewide in 2005. More is planned in 2006. "Considering that a business will spend six times more money to get a new customer than to maintain an existing one, it's intuitively obvious why customer service is important," says Lincoln County's Steve Hines.

*Contacts include Schmidt at [mschmidt@uidaho.edu](mailto:mschmidt@uidaho.edu), Hines at [shines@uidaho.edu](mailto:shines@uidaho.edu), Sarah Howe at [sarahs@uidaho.edu](mailto:sarahs@uidaho.edu), and Traver at [straver@uidaho.edu](mailto:straver@uidaho.edu).*

### New after-school home for Orofino students

The Clearwater Youth Alliance is growing into a new home to provide Orofino students a place to thrive after classes. The nearly completed center on high school grounds was built with funds from grants, donations, and fundraisers.

Recent momentum reflects community commitment to its young people and skills developed during leadership training provided by UI Extension and the Northwest Area Foundation's Horizons Program.

Lorie Higgins, a UI assistant professor, said the Horizons community group identified the center and the community's youth as a priority, and "we are happy to be able to provide some timely support to help further the good work they are already doing."

UI Extension helped with grant writing, governance and organization for the new center.

*Contact Higgins at [higgins@uidaho.edu](mailto:higgins@uidaho.edu).*

### DID YOU KNOW?

**7.7%** IDAHO'S population growth between 2000 and 2004, compared to 4.3% increase in the USA as a whole.

Source: Northwest Indicators website, [www.indicators.nwaf.org/](http://www.indicators.nwaf.org/)

### UI Extension becomes an energy partner

When the U.S. Department of Energy, Energy Efficiency, and Renewable Energy (EERE) program decided it wanted a partner to help it deliver information on energy-saving technologies to a broader constituency, the partner it chose was the Cooperative Extension System.

In Idaho, that means UI Extension, which has a long-standing culture of collaborating with other organizations to provide education to people.

In a pilot project through September, UI Extension faculty and those in Washington, Oregon, and Alaska will help link city and county government officials, school officials, tribal leaders, and others to the resources of the national EERE program and the Washington State University Extension Energy Program.

Goal of the Pacific Northwest Extension Energy Initiative is to save money by adopting innovative, energy-saving technologies.