

2014 AGENCY AWARDS OF EXCELLENCE WINNERS

ADMINISTRATIVE INNOVATION

OHAPD COMMUNITY ALERT PROGRAM

In October 2012, the Oakland Housing Authority Police Department (OHAPD) expanded its “Guest Assist” text messaging application (app) after a one-year trial, by introducing the Community Alert Program (CAP), a data relay system that alerts targeted subscribers to police-related activity. Guest Assist offers text message notification for residents and staff; however, CAP enables a wider distribution by allowing the community at large to register for the program. Furthermore, CAP messaging extends beyond text messages to include e-mail alerts. The CAP program effectively links OHAPD with residents, staff, and the community promoting real time global data exchange.

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eHACEP

eHACEP is a collection of technologies to create, capture, index, distribute, review, maintain, store, retrieve, and dispose of resident and client information assets related to all public housing and Housing Choice Voucher Program business processes. Through extensive business process mapping and workflow alignment, eHACEP eliminated repetitive eligibility processes across both programs, consolidated the scheduling of multiple types of appointments into a single master scheduler, and converted 6,000,000 paper-based tenant files into searchable electronic files. eHACEP required two years to execute, but the results include significant cost savings, streamlined client applications and certification processes, and enhanced customer service.

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ADOPT A NON-PROFIT INITIATIVE

Bremerton Housing Authority partners with a wide range of community partners to fulfill their mission and vision. As an agency, they desire to be known as an organization that makes a difference in their community. They found that conventional methods of supporting non-profits, such as an annual United Way drive, was not fulfilling for their employees, and it did not give them an opportunity for hands-on volunteerism and team building. In response, their staff now annually "adopt" a local non-profit organization, focusing their after-hours time and talents to assist them in whatever way they need.

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AFFORDABLE HOUSING

MIXED INCOME AFFORDABLE HOMEOWNERSHIP

Located on California's Central Coast, San Luis Obispo County has one of the largest affordability gaps in the country. The disparity between jobs, median incomes and home prices creates an economic and social instability that is detrimental to the community. HASLO's Moylan Terrace mixed-income homeownership development addresses that problem. It creates 80 units of affordable homeownership at mixed income levels – very-low, low, moderate, and workforce in the county's job center, the City of San Luis Obispo. It accomplishes this goal using almost no federal, state, or local public funding. Phase 1 was completed in August 2013.

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VILLAGE AT WESTERLY CREEK

The Village at Westerly Creek, Building 1 (VWC1) is the first stage of a public housing redevelopment for very-low income seniors/disabled. The existing 1970's era Buckingham Gardens public housing was not only physically, economically, and functionally obsolescent, it lacked any safety features, fire suppression, h/c accommodations, or community amenities. VWC provides our very low-income residents with a sustainable and attractive project where

they may age-in-place with comfort and security. The unit finishes combined with the services provided have transformed the dull property to a vibrant community, and generated significant interest from the investment community for a second phase.

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HOUSE OF SYRACUSE

Over the last three decades the city of Syracuse's economy has suffered the loss of industrial jobs, new economy economic challenges, and loss of population. With the population decline, the housing stock has declined, with the city owning nearly 1,800 vacant lots. In order to rebuild neighborhoods, and provide homeownership opportunities, the city reached out to the Syracuse Housing Authority to develop some of these properties. The city's Southside area was hit hardest by these declines, its neighborhoods full of vacant lots, and was therefore targeted for the development of 50 three and four bedroom single family homes.

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COMMUNITY REVITALIZATION

CINNAMON WOODS FOCUSED NEIGHBORHOOD ASSISTANCE

Montgomery County Department of Housing and Community Affairs conducted a countywide, data-driven analysis focused on identifying residential neighborhoods for assistance that grew from a belief in the importance of strong, well-maintained neighborhoods as a critical component of overall community well-being. Cinnamon Woods, 684 attached quadraplex homes with HOA management, was selected as one of two neighborhoods for targeted reinvestment. The Cinnamon Woods community was negatively impacted by the economy, limiting the HOA and residents' options. The project included exterior home repairs and parking lot lighting

improvements. This project was a public/private community investment that transformed the community image, improved energy efficiency, and safety.

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FRIENDS OF HOSPICE SERENITY HOUSE

Morristown Housing Authority provides an existing building to The Friends of Hospice Serenity House. Serenity House provides professional services chosen by the patient or family which includes physical, emotional, and spiritual support when they are no longer able to remain in their own home. Residents must have a prognosis of three months or less and desire a natural end to life. Around the clock family-type care is provided at no charge to the patient by specially trained comfort care staff and volunteers from the community who become like a surrogate family to the patient.

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PROJECT DESIGN

PARK ALAMEDA

The once blighted 40-year old Islander Motel is now Park Alameda, a stunning GreenPoint-rated development providing 62 new units of permanent workforce housing. The project represents an excellent model of re-use of an existing building to help bring needed affordable housing to the city of Alameda's downtown and assist in its ongoing revitalization. Park Alameda serves one- and two-person households with incomes from 20% to 50% of Area Median Income. A transit-oriented development, the property is ideally located near vibrant Park Street and puts households within immediate access to local transit, jobs, retail, and service amenities.

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FRANKLIN STREET FAMILY APARTMENTS

A severe shortage of affordable housing exists in Mountain View, CA, which is located in one of the highest housing cost regions in the nation. To help address lower income housing needs, the city utilized one of its downtown parcels for a new affordable housing project. Using innovative design approaches along with sustainable trends and concepts, the city, in partnership with ROEM developers and other public/private entities, developed Franklin Street Family Apartments (FSFA). FSFA is a 51 unit, LEED-H Platinum Certified property consisting of one, two, and three bedroom apartments for extremely low and very low income families.

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BRADLEY STUDIOS

Bradley Studios is the Housing Authority of the City of Santa Barbara's latest endeavor in affordable housing designed specifically to serve special needs populations in Santa Barbara. The craftsman-style bungalow project is woven seamlessly into the neighborhood and designed around a courtyard serving the 53 efficiency studio apartments. A community room, support services, and offices serve the affordable rental studios targeted for low and extremely low-income downtown workers and special needs individuals, including the homeless. The design of Bradley Studios incorporates many green and sustainable features making it a very energy efficient development. In order for Bradley Studios to become a reality, the Housing Authority tackled several obstacles. The most important of which was to obtain essential Low Income Housing Tax Credit equity funding. Hence the creation of the Housing Authority's in-house subsidy program that assured 100% of low income residents would pay no more than 30% of their income toward rent.

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ENCORE DISTRICT CHILLER PLANT AND TECHNOLOGY PARK

The district chiller plant and technology park are the sustainable, technological heart of the Encore District, Tampa's first green, master development project. The district chiller plant sustainably cools all the buildings on site while eliminating the need for unsightly and inefficient HVAC units for each residential unit. The technology park features a solar array that sits atop an underground storm water vault, eliminating the need for storm water ponds. Residents can stroll through the technology park and learn about the green features of the Encore District while taking in a beautiful view of the downtown skyline.

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CHARLOTTETOWN TERRACE

Charlottetown Terrace was built by the Charlotte Housing Authority in 1977 as an 11-story high rise providing affordable housing to seniors and the disabled. The original structure had 180 dilapidated apartments that no longer met today's design standards. The rehabilitated building provides 161 units for a disabled population in a service-rich environment and LEED Gold-certified building while contributing to the revitalization of midtown Charlotte. Water consumption has reduced by 47.9% and energy consumption by 24.3%, resulting in an annual savings of an average of \$35,164 on the electricity bill (23.6% reduction) and \$19,622 on the water bill (51%).

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FAIRVIEW VILLAGE – INNOVATIVE TOWNHOUSE DESIGN

Confronted with the swelling demand on its outmoded stock of affordable housing, the Housing Authority of Chester County partnered with developer Pennrose Properties to revitalize the 40 year-old, 25 unit community of Fairview Village. This innovative approach resulted in a new development of 36 Energy Star 3.0 rated townhouses spread along tree-lined streets reminiscent of bucolic Chester County landscape. Each front door of the community is painted a unique color to reinforce to each family a sense of ownership and place. Fairview Village is proof that one's income or status need not be a barrier to safe, comfortable, and community oriented housing.

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RESIDENT AND CLIENT SERVICES

FAIRMONT EDUCATIONAL PROSPERITY

Fairmont Educational Prosperity provides an escape from poverty for a long forgotten neighborhood. In 2010, services in the disenfranchised Fairmont neighborhood were almost non-existent with residents living in the midst of blight and all that comes with it. Today, with grassroots engagement and a multi-institution initiative led by the Griffin Housing Authority and the University of Georgia-Griffin Campus, a comprehensive system of general services support the neighborhood. A cadre of services, programs, and activities for all ages are in place including community gardening, summer youth programs, academic enrichment for youth and adults, mentoring, life skills, and employability.

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EARLY CHILDHOOD PROGRAM

The Early Childhood program started in September of 2012 after the Lawrence-Douglas County Housing Authority noticed the higher percentage of families who struggled to remain housed (paying rent timely, lease violations) were ones with young children. The program addresses

parental stress and resilience, early literacy and school readiness, early childhood nutrition, early childhood health and wellness, and social and emotional competence for children ages 0-6 years. The program follows the strengthening families approach to case management which includes, assessing the five protective factors: parental resilience, social connections, concrete supports, knowledge of child development, and social and emotional competence of children.

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RIVERVIEW TOWER CLINIC

The Riverview Tower Clinic is a full time medical and dental clinic for public housing residents. It is a partnership between Cuyahoga Metropolitan Housing Authority and Care Alliance. This collaboration addresses the need for affordable health care for the residents and families. The Riverview Clinic will increase access to medical and dental care for the low-income residents of Riverview Tower and nearby public housing, and other low-income neighborhood residents. By the fall of 2013, the clinic will have the capacity to provide care for an average of 3,000 patients annually.

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SHA CASH INCENTIVE PROGRAM

The universal challenge for almost every resident services program is lack of resident participation. To remedy this, the Spartanburg Housing Authority (SHA) developed an incentive program called SHA CASH. Residents earn “cash” for participating in many different areas, from programs for seniors to attending the After School Learning Centers. This SHA CASH is pretend money that can be used to buy real household items. In partnership with the United Way, SHA is able to “shop” for household goods that residents need through the United Way Gifts in Kind Warehouse, and in turn, residents “purchase” these items with their CASH.

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EIF EDUCATION

With one in two San Antonio Housing Authority (SAHA) residents being under 18 years of age, SAHA's Education Investment Foundation (EIF) seeks to recognize and award educational achievement. On August 3, 2013, the Foundation hosted the first Annual EIF Education Summit. The summit's purpose was to highlight the 2013 recipients of the EIF College Scholarship and the REACH (Rewarding Educational Achievement Cultivating Hope) Award programs and to offer a venue to recognize the academic achievements of our students and their families.

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