

## **2017 AGENCY AWARDS OF EXCELLENCE WINNERS**

### **ADMINISTRATIVE INNOVATION**

#### **Homelessness – Let’s Talk About It!**

The County of San Diego created a training program to provide frontline staff with the tools and techniques needed to improve engagement and interactions with homeless people. Homeless people often gather in public spaces such as libraries, parks and public buildings, which can result in conflicts with general users of these facilities. Historically, the typical approach was to work with law enforcement to rouse the homeless and encourage them to move on to another location. This new training program seeks to broaden the understanding of homelessness and aid in connecting the homeless to community resources.

Mr. Todd Henderson  
Director  
County of San Diego Department of Housing and  
Community Development  
3989 Ruffin Road  
San Diego, CA 92123-1815  
Phone: 858-694-8750  
Email: [todd.henderson@sdcounty.ca.gov](mailto:todd.henderson@sdcounty.ca.gov)

#### **Referral Voucher Program**

To combat the overwhelming odds of leasing a rental for participants, the Spokane Housing Authority (SHA) created the Referral Voucher Program (RVP). Typically, after waiting years for a voucher, only 37% of voucher recipients were successful leasing a rental. In addition, it took about seven months from call-up to lease-up because of the complexity of verification requirements and area vacancy rates of 1.6%. RVP targets assistance to vulnerable households and pairs it with services aimed at securing and stabilizing housing for part call-up to lease-up participants. The results are an 84% lease-up success rate, taking an average of just 41 days from call-up to lease-up.

Ms. Pamela J. Tietz, PHM  
Executive Director  
Spokane Housing Authority  
55 West Mission Avenue  
Spokane, WA 99201-2398  
Phone: 509-252-7139  
Email: [ptietz@spokanehousing.org](mailto:ptietz@spokanehousing.org)

## **Speakers of the House: An Investment in Employees**

The most valuable asset any governmental agency has is its employees. As a large segment of the workforce prepares for retirement, King County Housing Authority (KCHA) recognized that a critical determinant of their organizational future is the degree to which they can retain, train, and advance their emerging leaders. Through their agency supported Toastmasters club called Speakers of the House, they created a space for staff to enhance their communication and leadership skills while building an organization where employees at all stages of their careers are encouraged to thrive and grow.

Mr. Stephen Norman  
Executive Director  
King County Housing Authority  
600 Andover Park West  
Tukwila, WA 98188-3326  
Phone: 206-574-1100  
Email: [stephenn@kcha.org](mailto:stephenn@kcha.org)

## **AFFORDABLE HOUSING**

### **Golden Inn and Village – Family and Senior**

The Golden Inn and Village provides affordable housing to families and seniors in a campus-like setting that promote outdoor recreational use and social interaction. The grounds are designed with walking trails, lush drought resistive landscape and preserved, historic oak trees. The senior development has an onsite activities director, beauty shop, card room, commercial kitchen, medical and dental services, and TV/movie parlor. Ongoing activities and services are provided free of charge by members of the community through The Rona Barrett Foundation fundraising and volunteer efforts.

Mr. Robert Havlicek  
Executive Director  
Housing Authority of the County of Santa Barbara  
Post Office Box 397  
Lompoc, CA 93438-0397  
Phone: 805-736-3423  
Email: [bobhavlicek@hasbarco.org](mailto:bobhavlicek@hasbarco.org)

## **Valencia Vista in San Bernardino, California**

Valencia Vista is the first phase of the Arrowhead Grove Neighborhood Revitalization and a bold step forward in the transformation of one of America's troubled cities, San Bernardino, CA. Surrounded by the most crime-riddled neighborhoods in the city, Valencia Vista reflects the hopes and dreams of residents, businesses, students, educators, nonprofits and government leaders who seek a brighter tomorrow. The development at large replaces a decaying public housing project with high-quality affordable and workforce housing, an educational village, and millions of dollars in related investment that will serve as a catalyst for economic growth and community transformation.

Mr. Steven PonTell  
President and CEO  
National Community Renaissance  
9421 Haven Avenue  
Rancho Cucamonga, CA 91730  
Phone: 909-483-2444  
Email: [spontell@nationalcore.org](mailto:spontell@nationalcore.org)

## **Project Renovate**

Project Renovate is the first Rental Assistance Demonstration (RAD) conversion of public housing in the state of Colorado, enabling Boulder Housing Partners (BHP) to convert 279 public housing units into a tax credit partnership. The public housing program historically underfunded these properties creating extensive deferred capital needs. Project Renovate ensures that the sites are physically and financially sound so affordability is maintained in perpetuity. Project Renovate improved livability through renovations that included modern amenities, energy efficiency improvements, and new community centers. The properties are now financially viable and continue to serve very low-income residents.

Mr. Jeremy Durham  
Executive Director  
Boulder Housing Partners  
4800 North Broadway  
Boulder, CO 80304  
Phone: 720-564-4610  
Email: [durhamj@boulderhousing.org](mailto:durhamj@boulderhousing.org)

## **The Palm Tree Apartments**

The Palm Tree Apartments were originally constructed in 1955. Through the years, the property fell into neglect and disrepair including code violations for bed bug infestation and failure to repair. In parallel, the neighborhood and community that surrounded it also lost residents and became depressed. In 2016 Fort Worth Housing Solutions (FWHS) partnered with a local

foundation to rehabilitate the property and its 24 units into a Permanent Supportive Housing (PSH) community. The rehabilitation effort was to help facilitate a reduction to chronic homelessness in an area that is experiencing a rebirth of arts, culture, and entertainment.

Ms. Mary-Margaret Lemons, CS-PHM  
Interim President/General Counsel  
Fort Worth Housing Solutions  
1201 East 13<sup>th</sup> Street  
Fort Worth, TX 76102  
Phone: 817-333-3403  
Email: [mmlemons@fwhs.org](mailto:mmlemons@fwhs.org)

## COMMUNITY REVITALIZATION

### **TGE-ERC Revitalizes Carmelitos Public Housing**

The Growing Experience Environmental Resource Center (TGE-ERC) maximizes the use of formerly blighted urban land to serve as a replicable model of environmental sustainability and food production for low-income communities. TGE-ERC's initiatives include an Aquaponics and Vertical Growing Towers System capable of high-volume production of leafy greens; a demonstration Community Food Forest featuring drought-tolerant edible plants; a Food Waste Composting Program diverting garbage from landfill; and a Renewable Solar Energy System offsetting the site's electrical usage. TGE's energy and resource conservation initiatives result in a healthier physical environment and lifestyle for underserved public housing residents.

Mr. Sean Rogan  
Executive Director  
Los Angeles County Community Development  
Commission  
700 West Main Street  
Alhambra, CA 91801  
Phone: 628-586-1500  
Email: [sean.rogan@lacdc.org](mailto:sean.rogan@lacdc.org)

### **The New Dr. Davis Center**

The project features 121, one-and two-bedroom units that serve as a hub of community services for seniors and persons with disabilities. It is the first phase of a \$30.5M HUD Choice Neighborhood Initiatives Grant awarded to the San Francisco Housing Authority and McCormack Baron Salazar, for revitalization of the aged Alice Griffith public housing development built in 1962. The project addressed the need for affordable housing for seniors ages 62 and older. 67 units are occupied by low-income seniors whose income is no more than 30% of the area median and 23 units are occupied by former, chronically homeless seniors.

Ms. Barbara T. Smith  
Acting Executive Director  
San Francisco Housing Authority  
1815 Egbert Avenue  
San Francisco, CA 94124  
Phone: 415-715-3220  
Email: smithb@sfha.org

## **Proactive Panel Discussion on Race in the Suburbs**

Lake County Housing Authority hosted “A Proactive Discussion on Race in the Suburbs: What Unites Us is Far Greater than What Divides Us” on July 20, 2016. This was the first of three panel meetings, where key figures from the Lake County area came together to discuss the issues relating to race in the community - from law enforcement/community interaction to diversity in the educational system.

Mr. David A. Northern, Sr., CMMO, CMPO, CMVO, PHM, SHM  
Executive Director/Chief Executive Officer  
Lake County Housing Authority  
33928 North US Highway 45  
Grayslake, IL 60030-1714  
Phone: 847-223-1170  
Email: dnorthern@lakecountyha.org

## **Creating a Consortium to Provide Superior Service**

In most communities, there may be several service providing agencies that offer assistance to low-income individuals; however, in larger cities that number could increase exponentially. In turn, this could create a disconnect between these individual agencies regarding knowledge of services offered simply due to the size of the community itself. The Housing Authority of the City of Fort Wayne recognized some of the issues that were being faced by the service providers in Fort Wayne, IN and took it upon themselves to create a consortium of individual representatives of these agencies to help bridge the gap of services.

Mr. George Guy  
CEO/Executive Director  
Housing Authority of the City of Fort Wayne  
7315 Hanna Street  
Fort Wayne, IN 46816-1175  
Phone: 260-267-9300 Ext. 7102  
Email: gguy@fwaha.org

## PROJECT DESIGN

### **Golden Inn and Village – Family and Senior**

The Golden Inn and Village provides affordable housing to families and seniors in a campus-like setting that promotes outdoor recreational use and social interaction. The grounds are designed with walking trails, lush drought resistive landscape and preserved, historic oak trees. The senior development has an onsite activities director, beauty shop, card room, commercial kitchen, medical and dental services, and TV/movie parlor. Ongoing activities and services are provided free of charge by members of the community through The Rona Barrett Foundation fundraising and volunteer efforts.

Mr. Robert Havlicek  
Executive Director  
Housing Authority of the County of Santa Barbara  
Post Office Box 397  
Lompoc, CA 93438-0397  
Phone: 805-736-3423  
Email: bobhavlicek@hasbarco.org

### **AvéVista**

The Oakland Housing Authority partnered with BRIDGE Housing Corporation to build a 68-unit mixed-use family development on a .68 acre underutilized vacant site in one of Oakland's most desirable neighborhoods. This Mediterranean-style project, AvéVista, is five-stories and includes two levels of parking and four levels of wood construction. The ground floor adds 3,300 SF of neighborhood-serving retail to the community. With sweeping views of Lake Merritt, "The Jewel of Oakland," AvéVista provides low- and moderate-income families the opportunity to enjoy a safe and scenic neighborhood that is not generally affordable to all.

Mr. Eric Johnson  
Executive Director  
Oakland Housing Authority  
1619 Harrison Street  
Oakland, CA 94612  
Phone: 510-874-1512  
Email: ejohnson@oakha.org

### **Valencia Grove Affordable Housing Community**

In 2013, the Housing Authority of the County of San Bernardino (HACSB) and its' affiliate non-profit developer, Housing Partners I, Inc. began the revitalization of its first public housing site in Redlands. In April 2016, the 85-units from the first phase were occupied and the community center was opened. Three innovative approaches took place in the re-construction: 1. Partial

demolition of the 70-year old housing site through a deconstruction project that recycled the building materials while training low-income residents in construction. 2. Installed modular factory built units. 3. Transitioned away from the traditional public housing model towards a mixed income community.

Ms. Maria Razo  
Chief Administrative Officer  
Housing Authority of the County of San Bernardino  
715 East Brier Drive  
San Bernardino, CA 92408-2841  
Phone: 909-890-0644  
Email: [mgrazo@hacsb.com](mailto:mgrazo@hacsb.com)

## **CityScape at Belmar**

Until CityScape at Belmar was built, Belmar, Lakewood's thriving downtown, had no affordable housing options for older adults. When Metro West Housing Solutions announced its plans to develop a mixed-income senior housing community, Belmar welcomed and encouraged the development into realization. In the past year, CityScape at Belmar has become a friend to the neighborhood as the colorful building is easily recognizable and provides a gateway to Belmar's recreational path. The residents love the modern building and are enjoying the nearby amenities and entertainment options that Belmar offers.

Ms. Tami Fischer  
Executive Director and CEO  
Metro West Housing Solutions  
575 Union Boulevard, Suite 100  
Lakewood, CO 80228  
Phone: 303-987-7580  
Email: [tamfis@mwhsolutions.org](mailto:tamfis@mwhsolutions.org)

## **Solar Installation w/STEM Resident Platform**

The Rockford Housing Authority (RHA) installed three solar installations as part of its EPC program. The program came in on time and under budget leaving contingency to add a fourth installation, coupled with another grant award. The fourth installation is an on the ground solar farm that not only saves RHA money, but also serves as a community building and educational asset. Leveraging the Better Buildings Challenge and Department of Energy curriculum, students and residents of the RHA tour the facility to learn about energy, energy conservation, and STEM job opportunities in the community.

Mr. Larry Williams  
Chief Executive Officer  
Rockford Housing Authority  
223 South Winnebago Street  
Rockford, IL 61102-2259  
Phone: 815-489-8750  
Email: lsnyder@rockfordha.org

## **Blue Springs Crossing Apartments**

This project started with a land donation in what was thought to be the "perfect location" for low income families to live. The problem was the lot is a small triangle formally used as a watering pond for livestock, so how could it be converted into a jewel of a project nestled up against a high end single family home development? This would be the only apartment complex this community would have and a low income one to boot. The project had to fit in its place, look high end and prove everybody wrong who opposed it. In order to do this, a courtyard design was used and the siding, roof, and color schemes were all chosen to fit into the existing community's look and feel.

Mr. Dale Inslee, PHM  
Executive Director  
Northeast Oregon Housing Authority  
Post Office Box 3357  
La Grande, OR 97850-7357  
Phone: 541-936-5360 Ext. 22  
Email: dinslee@gmail.com

## **RESIDENT AND CLIENT SERVICES**

### **Comprehensive Health Services at Star Apartments**

In an effort to address chronic homelessness in the Skid Row neighborhood of Los Angeles, the Housing Authority of the County of Los Angeles (HACoLA) collaborated with state and local agencies and a local non-profit to provide comprehensive healthcare and assisted living services for homeless individuals with special needs at Star Apartments. As a result of leveraged funding from city, county, and state programs, special needs tenants have access to an in-house clinic, comprehensive health services, and options for full-time Assisted Living care, for eligible seniors or persons with disabilities.

Mr. Sean Rogan  
Executive Director  
Los Angeles County Community Development  
Commission  
700 West Main Street



Alhambra, CA 91801  
Phone: 628-586-1500  
Email: sean.rogan@lacdc.org

## **Oakwood Senior Apartments**

The Housing Authority of the City of Santa Paula (SPHA) assists low-income families with safe, decent, and affordable housing opportunities as they strive to achieve self-sufficiency and improve the quality of their lives. In a small city of approximately 30,000 people, it becomes increasingly difficult to develop affordable housing due to lower tax revenues, high city fee costs, availability of funding, and simply being able to find a location economical and suitable enough to build senior housing. Through Oakwood Senior Apartments, SPHA set out to expand the supply of assisted housing by building eight new independent living apartments for seniors.

Mr. Ramsey M. Jay, PHM  
Executive Director  
Housing Authority of the City of Santa Paula  
Post Office Box 404  
Santa Paula, CA 93061-0404  
Phone: 805-525-3339  
Email: spharmj@aol.com

## **Tackling Mental Health through Patient Navigators**

Senior and disabled public housing residents often possess characteristics that put them at greater risk for behavioral health conditions. Many of the Denver Housing Authority's (DHA) residents have inadequate health care coverage in regards to seeking mental health treatment. With the overwhelming majority being on Medicare or Medicaid, scheduling mental health visits is difficult due to the large amount of mental health practitioners that only serve private insurance. DHA's Health Navigator program provides services that include behavioral health education and resources that enable DHA residents to get the proper medication and care they need instead of seeking emergency services.

Mr. Ismael Guerrero  
Executive Director  
Denver Housing Authority  
777 Grant Street  
Denver, CO 80203  
Phone: 720-932-3106  
Email: iguerr@denverhousing.org

## **A Book for Every Child Initiative**

Recognizing that the key to breaking the cycle of poverty is education, the Housing Authority of the City of Pocatello (HACP) has taken a first step in its education plan by working to get books into the hands of the children they serve. The Book for Every Child Initiative insures every child that comes into the office or is listed on a form, is given an age appropriate book. Additionally, Free Little Libraries have been stocked with books at the HACP properties making book access easier for the children served.

Ms. Sunny Shaw, PHM,CME  
Executive Director  
Housing Authority of the City of Pocatello  
Post Office Box 4161  
Pocatello, ID 83205  
Phone: 208-233-6276  
Email: sunny@hacp.services

## **Affordable Grocery Delivery Program**

The Saint Paul Public Housing Agency (PHA) and the Amherst H. Wilder Foundation (Wilder) have partnered to provide affordable grocery delivery service to public housing residents through Wilder's Twin Cities Mobile Market (TCMM) Program. The TCMM, a mobile grocery store on wheels, brings affordable, healthy food to seven PHA locations each week. Residents with limited mobility or transportation options, or who live in neighborhoods with limited food access, can step out their front door and onto the bus to find a variety of quality, low-cost nutritional options.

Mr. Jon M. Gutzmann, SPHM  
Executive Director  
Saint Paul Public Housing Agency  
555 North Wabasha Street, Suite 400  
Saint Paul, MN 55102-1017  
Phone: 651-298-5664  
Email: jon.gutzmann@stpha.org

## **Building for the Future**

The Cincinnati Metropolitan Housing Authority (CMHA) is starting a contractor educational and support initiative for small, minority (MBE) and women (WBE) owned as well as Section 3 and resident owned businesses to prepare them for HUD's RAD implementation. This initiative is called Building for the Future. The program is designed to partner with community resources to help smaller contractors compete for subcontracts with the large construction firms who win the

RAD project contracts. It is crucial in today's ever changing construction field to teach people and companies the skills they need to compete.

Mr. Gregory Johnson  
Chief Executive Officer  
Cincinnati Metropolitan Housing Authority  
1627 Western Avenue  
Cincinnati, OH 45214  
Phone: 513-977-5895  
Email: [gregory.johnson@cintimha.com](mailto:gregory.johnson@cintimha.com)