

2018 NAHRO AWARD OF EXCELLENCE WINNERS

ADMINISTRATIVE INNOVATION

Cyber Security Awareness - Battling Human Error

Cyber Security is the single most important part of protecting the San Antonio Housing Authority's (SAHA) operation. The challenge is to protect and defend the perimeter at all times to deliver 100% up time to run the operations successfully to help them serve their clients. They can implement the best of network appliances like firewalls, intrusion protection systems, desktop virus protection that fight against possible infected downloads and malware, but when an internal staff member clicks on a "bad" link - it is all for naught! Cyber security awareness is key to winning the battle of the human error.

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Lean Public Housing Inspections

In 2016/2017, Seattle Housing Authority (SHA) staff worked on a project to streamline and optimize the yearly public housing inspection process. Staff looked at the entire value stream of the inspection process for non-value added work. In addition, SHA's IT department and business side looked at bringing in mobile technology. The result of removing non-value added work and implementing an iPad with a mobile app for inspections, led to a time savings of over 900 hours. This allowed SHA to inspect double the number of units per year starting in 2017.

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Specialized Maintenance & Repair Training Program

The Seattle Housing Authority (SHA) recognized a growing challenge in attracting and retaining a highly-skilled maintenance workforce with multifaceted expertise. To address this need, SHA developed a Specialized Maintenance and Repair Training (SMART) program with curricula developed and taught by SHA journeyman craftsman. The program helps staff develop new skills and ensures they can perform competently and safely in a variety of disciplines. The training lab was built to mimic a typical residential environment and is used to conduct hands-on training and testing of applicants. Implementation of SMART has increased efficiency, provided career growth opportunities, and increased employee morale and retention.

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AFFORDABLE HOUSING

3600 Spenard

3600 Spenard is a 33-unit mixed-use building which sits on the site of a former notorious Anchorage strip club. This three-story building is comprised of 2,800 square feet of retail space on the street level, and three levels of one-bedroom apartments. A prime retail and residential location, 3600 Spenard offers midtown access for retail customers, and easy access to major transportation arterials, job hubs and retail/restaurant options for residents. Alternative energy systems include geothermal to supplement heating and cooling and solar photovoltaic to offset electrical expenses. The building is designed to meet a Six Star energy efficiency rating.

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Housing Our Heroes

On September 28, 2017, the Housing Our Heroes initiative reached its goal of helping 1,000 homeless Veterans in the City of San Diego secure rental housing. The collaborative initiative of the San Diego Housing Commission (SDHC) and the City of San Diego directed up to \$12.5 million over two years in Federal, City and SDHC resources to provide rental housing for Veterans living on streets or in shelters. Program components included: Landlord Outreach -- more than 430 individual landlords joined the initiative, Rapid Rehousing Assistance; SDHC Federal Veterans Affairs Supportive Housing (VASH) Vouchers, and Federal Housing Vouchers with Supportive Services.

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Lincoln Place Apartments Collaboration

Lincoln Place Apartments is permanent housing for Vancouver, WA's most vulnerable homeless individuals. It is also a partnership of Vancouver Housing Authority, Vancouver Affordable Housing, a nonprofit development entity of the housing authority, and several other partners to create a dynamic supportive housing program for high-resource-using, chronically homeless individuals. What is innovative about this program is the level of collaboration and cooperation that occurs daily in order to better serve the residents of Lincoln Place.

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Cosecha Court Homeless Housing

Yakima Housing Authority's (YHA) seasonal farmworker housing, Cosecha Court, sat empty during the winter months, while a dire need existed in the community for safe winter shelter for homeless families. YHA saw an innovative opportunity to provide temporary supportive housing to Yakima Valley's homeless. They worked with funders to get waivers that allowed the housing to be used for homeless families in the winter months and partnered with two community agencies to place families and provide supportive services. Its first season was a huge success and funders have now granted a permanent waiver.

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COMMUNITY REVITALIZATION

Acts Cyrene Apartments-Full of Love

Bringing together a developer, an historic faith-based organization, a city, and housing authority, to revitalize a community is the type of partnership we all envision, but can be extraordinarily challenging to achieve. For Acts Cyrene Apartments, an affordable mixed-use development in East Oakland, the Oakland Housing Authority (OHA) brought needed development expertise and funding to the development team -- Acts Full Gospel Church, Related California, and City of Oakland -- creating the lynchpin for community revitalization efforts in this neighborhood. OHA's involvement significantly increased the competitiveness of the tax credit application, allowing the project to get in the ground within a year of OHA's joining the project.

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Wimberly Center for Community Development

The Wimberly Center for Community Development has become the catalyst for Winder's urban renewal by offering programs and services that are not only needed, but necessary to the community they serve. The state of the art resource center allows nonprofits and governmental agencies the opportunity to

collaborate under one roof, reducing overhead and allowing each to focus on their core business. Current partners include: Wimberly's Roots, Boys & Girls Club, ACTION, Inc., Piedmont CASA (Court Appointed Special Advocates), Barrow County Family Connection, A Kid's Dream, Habitat for Humanity, Live Forward, Lanier Tech, and Adult Literacy Barrow.

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Revival of Tax Forfeited Residential Subdivisions

The Great Recession left this 96 lot, single-family subdivision with 83 undeveloped lots in tax forfeiture, so the Crow Wing County asked for assistance in getting Brainerd Oaks back on the tax rolls. Through a cooperation with the City, County and the Brainerd Housing and Redevelopment Authority, Crow Wing County Housing and Redevelopment Authority found a way to revive the failed subdivision. The creative solution involved the State deeding the land to the County who conveyed the lots to the authority. The city waived all special assessments and property taxes, and the HRA negotiated an agreement with a developer who will purchase/develop homes on all lots within three to nine years.

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Phoenix Court Apartments

Phoenix Court Apartments were constructed in 2016-2017 on a site in Atlas, PA - Northumberland County. A number of blighted properties that were severely damaged by a fire in 2013 were demolished to construct the development, which features five apartments for modest income seniors. One is available for persons with behavioral health disabilities. The total project cost is \$850,676. Construction was completed on April 30, 2017 and all are occupied. All units are visitable and one is fully accessible. This project earned the Bellamy Award given by PAHRA, which is its highest award for excellence.

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PROJECT DESIGN

Prosperity Place

The Oakland Housing Authority's (OHA) downtown, 71-unit, five-story Prosperity Place Apartments, developed in partnership with East Bay Asian Local Development Corp, wraps around an open-air courtyard bringing light and air to the apartments and the families who call them home. Rooftop solar panels and deeply set windows help lower heating and cooling costs, while its central location makes public transportation easily accessible helping reduce carbon emissions. The building features traditional stylings with a nod to nearby Chinatown, including red accents which symbolize good luck. Its minimalist profile fits seamlessly into the character of the diverse neighborhood, which rates high on the walkability scale.

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Village on Redwood, A Sustainable Community

Village on Redwood is an innovative community designed with a strong focus on livability and sustainability. The site design includes a city natural area with a pond and public trail, a bike share station, large community green space areas, a playground, community garden, and community clubhouse. The buildings were designed using a city integrative design program focused on creating buildings that are more cost-effective, durable, easier to maintain, have better indoor quality, and lower energy cost. The result is a beautiful, vibrant community that creates a sense of pride for its residents and elevates the surrounding neighborhood.

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The Whitehall - Affordable Veterans Housing

Mission First Housing Group renovated the historic Whitehall Inn and constructed a new addition to create 48 permanent supportive housing apartments for veterans in need -- the Whitehall Apartments. Mission First developed The Whitehall in response to a local need for housing for at-risk veterans and a national effort to end veteran's homelessness. The key project building block was a 15-year voucher contract from the Housing Authority of Chester County, which translates into \$5 million in housing assistance. The Whitehall was built using Passive House design standards for energy efficiency, which will reduce utility usage by 80% over standard construction.

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East Meadows

Wheatley was a 248-unit public housing development built in 1940 in San Antonio. Over time, this cinder block style development negatively impacted the neighborhood because its structures, site plan, architecture and unit design became obsolete and had deteriorated beyond repair. Revitalization of this community is occurring in three phases. The first phase, East Meadows, is a new vibrant community, consisting of 215 mixed-income, multi-family units, an onsite digital library, swimming pool, a clubhouse with business center, and washer/dryer appliances in every unit. This community is designed as walkable, sustainable, and inter-generational with improved connections to the broader neighborhood.

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Residences at Government Center

Affordable housing is greatly needed in Fairfax County. Workers are having to move farther away, putting a strain on their lives and their over-burdened transportation system. The Residences at Government Center ensures working people have an affordable place to live. The community is a unique public-private partnership between the county, the Fairfax County Redevelopment, and Housing Authority (FCRHA), SCG Development, Jefferson Apartment Group, and the Virginia Housing Development Authority (VHDA). By leveraging county land, the community was built at no cost to the local taxpayer. The Residences offers 270 rental units of affordable housing for the low and moderate-income workforce.

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RESIDENT AND CLIENT SERVICES

Promoting Healthy Communities for Seniors

The Los Angeles County Community Development Commission owns and manages public and affordable housing throughout Los Angeles County, housing 6,396 low-income residents, of which 1,433 are older adults. As the population ages, they have focused efforts on promoting healthy aging in place for older adults living in public housing. With their expertise in mental health and supportive services, Los Angeles County Department of Mental Health (LACDMH) has provided training to employees and facilitated monthly consultation meetings for technical assistance. In addition, LACDMH has co-located

service providers at the housing developments to improve outcomes for older adults through health and wellness workshops, clinical services, resources, and referrals.

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Attendance Matters

Sarasota Housing Authority (SHA) is committed to helping children achieve academic success and have options in life beyond public housing. One important area SHA is focused on is good attendance in school and reducing and eliminating chronic absenteeism. Research shows that children who miss 10% of their Kindergarten and first grade years, score 60 points lower on reading assessments in 3rd grade. SHA is a leader in the area of tracking school attendance and reducing chronic absenteeism.

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Comfortably Home

Comfortably Home offers comprehensive, individualized, high-impact home modifications for low-income elderly homeowners. The goal of Comfortably Home is to extend the time low-income seniors can stay safely in their homes with improved health outcomes and decreased medical costs. The pilot phase documented that a per home investment of \$2,147 had positive outcomes in fall prevention, fire risk reduction, reduced hospitalizations, increased independence, and relief of financial burden.

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STEM Connection After-School Program

The STEM (Science, Technology, Engineering and Math) Connection After-School Program was initiated in 2015 to address the achievement gap that exists for rural, low-income children in technology. For the past three years, classes have been held at the Housing Authority of the City of Meadville (HACM) learning centers and concentrate on a variety of project-based, hands-on activities that relate to real-world experiences. Through resident engagement, broad community support, and financed by Resident Council MOU funds, 40 youth between the ages of 7-17 have participated. Proven results include increased self-confidence working on science projects, increased knowledge in STEM topics and careers, and strengthened families.

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Houston's Homeless Mayor's Challenge: Success!

At a press conference on Monday, December 18, 2017, City of Houston Mayor Sylvester Turner announced that homeless and housing providers had exceeded their goal to house 500 chronically homeless individuals in six months. The Houston Housing Authority and more than two dozen homeless service organizations and hundreds of staff members moved 548 chronically homeless individuals into Permanent Supportive Housing between March-August 2017.

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Financial Freedom: What is it Worth?

A study released by the Federal Deposit Insurance Corporation found more than 600,000 or 20% of Virginia's 2.9 million households are considered unbanked or underbanked. Not having a bank account forces consumers to use costly alternative financial services, such as check cashing and payday loans. To address this problem, Portsmouth Redevelopment and Housing Authority's (PRHA) Family Self Sufficiency Program (FSSP), created the Financial Freedom Program. The program addresses the frequent financial crisis that many residents continually find themselves in due to being unbanked and lacking the financial knowledge needed to make sound decisions. Topics covered include the basics of banking and budgeting, debit and credit cards, credit restoration, home ownership, and more.

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