

NAHRO 2022 **Agency Awards of Merit**





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SEAN GRIFFITH
Executive Director
Hagerstown Housing Authority



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2022 | AWARDS PROGRAM

More than 30 years ago, NAHRO created the Awards of Merit to honor our members' successes and lift up the ways in which they've built better workplaces, homes, programs and communities.

As our country continues to contend with the growing affordable housing crisis and the continuing COVID-19 pandemic, our members continue to plan and implement creative and sustainable solutions. In addition to building new affordable housing, offering new services to residents, and creating more efficient workplaces, this year's 178 winning programs also provide blueprints for preventing eviction, narrowing the digital divide, bringing healthcare to underserved communities, and more.

While these awards honor the work of NAHRO members nationwide, they also provide a catalog of innovative local solutions from agencies all over the United States – small, medium, large; rural, urban, and suburban. You can also use the subject index in the back of the book or search online in our Best Practices database at **www.nahro.org/best-practice**.

Congratulations to our 2022 NAHRO Awards of Merit winners. Thank you for all you do in your communities, and for sharing your creativity, hard work, and solutions with us.



Patricia Wells
NAHRO President



Mark Thiele
NAHRO CEO

Note: The award-winning entries have been arranged by category and then alphabetically by state. Award of Excellence nominees and entries from Small/Medium agencies are also noted in the program. Finally, the subject index references the entries' number, not the page number.

ADMINISTRATIVE INNOVATION

1 | Rebranding and Virtual Initiative

The Auburn Housing Authority (AHA) wanted to improve customer relations and communications, and help change negative perception of subsidized housing. The Rebranding and Virtual Initiative created a new design that incorporated orange and blue colors that were very familiar to the Auburn community. The initiative also updated AHA's outdated website, creating logos, and professional marketing material, increasing visibility on social media, publishing quarterly newsletters, and developing a unified appearance among staff and Commissioners. This cohesive marketing strategy is helping to change the public's perception of the organization and the families they serve.

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Small/Medium Agency

TURN YOUR RENTAL UNITS INTO CASH NOW!

COPHD's Owner Incentive Program

Effective February 16, 2022, the City of Phoenix Housing Choice Voucher Program is offering an increased sign-on bonus of **\$2,000** to landlords who sign a **new** lease and HAP contract through the HCV program.

As an Owner, you will:

- Open the rental market for voucher holders
- Improve and increase the City of Phoenix housing stock
- Attract other new owners just like you

For more information, visit phoenix.gov/housing, email section8landlord@phoenix.gov or call (602) 534-1974.

*First come, first serve, one-time bonus per unit leased
*Unit must be within City of Phoenix jurisdiction
*Owner must be enrolled in direct deposit to receive the bonus

PHX HOUSING
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ARIZONA QUALITY

EQUAL HOUSING OPPORTUNITY

Image courtesy of City of Phoenix Housing Department

2 | Phoenix Landlord Incentive Program

One of the biggest challenges Housing Choice Voucher families face is a lack of available units—a problem COVID-19 only heightened. While 2.3 million US households have vouchers, only one in four qualify for assistance receive support. Property owners report being put off by perceived red tape, slow processes, and uncertainty of an ongoing pandemic with its stop/start eviction moratorium. Perhaps nowhere is this better displayed than in Phoenix, a once affordable city turned top-five tightest rental markets. How to make HCV holders more attractive to landlords and competitive in this tough environment? The City of Phoenix Housing Department's answer was a financial incentive program that has helped hundreds of families.

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3 | HACLA University

The Housing Authority of the City of Los Angeles' (HACLA) in-house legal department designed and implemented a training program for its use, called "HACLA University." This program uses HACLA staff to create and present the trainings, thus providing professional development for both presenters and attendees. This approach conserves scarce public resources, as no additional funds or outside resources are used. Furthermore, this approach highlights the tremendous expertise within the Housing Authority, by giving staff a forum at which to demonstrate their expertise and share their knowledge with their colleagues.

James Johnson

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Nominated for Excellence



4 | PPE Distribution Project

Due to the COVID-19 pandemic, Oakland Housing Authority's (OHA) Family and Community Partnerships Dept. (FCP) developed a program to distribute personal protective equipment and cleaning supplies to residents. This project played a vital role in keeping residents healthy and safe during the pandemic by providing supplies that were virtually impossible to obtain, and cost prohibitive. Staff hosted giveaways at OHA's two largest public housing sites, and coordinated delivery to residents in 240 scattered sites, as well as for residents with disabilities. The project enabled staff to do wellness checks, share vital COVID-19 information and community resources, in addition to supporting residents with other services.

Patricia Wells

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Nominated for Excellence

5 | Customer Service During COVID

As the COVID-19 pandemic surged and offices were closed to the public, one of the harmful effects on vulnerable populations was decreased access to social safety nets. When California Governor Gavin Newsom issued a statewide "Stay-At-Home" Executive Order on March 19, 2020, the Housing Authority of the County of San Bernardino quickly responded by identifying and implementing changes to sustain and enhance service options and protect the customers. These changes included virtual appointment and inspection options, enhanced cleaning protocol, and policy modifications such as extended voucher search times and expanded hardship criteria to protect vulnerable families.

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6 | Online Dashboards for Homelessness Programs and Affordable Housing

To provide the public and policymakers with important data about affordable housing and homelessness programs in the City of San Diego, the San Diego Housing Commission (SDHC) created comprehensive, interactive dashboards available on SDHC's website. The homelessness dashboard provides information based on industry-standard, best-practice metrics for many of SDHC's homelessness programs. The affordable housing dashboard provides an overview of affordable housing throughout the city and a searchable map with property-specific information, including proximity to public transportation and contact information for the property management company for each site.

Scott Marshall

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7 | "Pick My Brain Friday"

"Pick My Brain" session is a fully loaded, high-value, information-intensive Zoom meeting that guided employees in the right direction. This "Pick My Brain" session is a 60-minute virtual platform full of insightful, honest, and valuable information, ideas, and resources. Their assisted housing employees are encouraged to bring their issues, pains, problems, and challenges to "Pick My Brain" sessions and experienced employees share insights and valuable information about case management within the Housing Choice Voucher Program. Their employees gain perspective and receive immediate, practical advice.

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4 | ADMINISTRATIVE INNOVATION

8 | FileVision – Electronic Tenant Record at the time of COVID

Tampa Housing Authority (THA) used technology to survive COVID-19. FileVision enabled staff to store all documents instantly, whether it was a paper form or electronic form, and it included automated customized workflows to allow staff to submit file completion to different parts of the department. Staff were able to access FileVision off-site using VPN. They also set up free Google phone numbers so they could continue to contact clients, and management made videos for all the briefings and voucher issuance with Microsoft PowerPoint, and posted them on YouTube for clients to view. They used Microsoft Teams to communicate internally, and they implemented a Rent Affordability Calculator online on their website.

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9 | Fraud and Compliance Process Improvement and Operational Efficiencies

The Compliance Department has made significant improvements to systems, controls, and compliance with laws and regulations. Several processes were migrated from manual to automated functionality. Reporting, which was a material weakness, is now timely and reliable. The Tampa Housing Authority's housing assistance program's clientele is being more effectively serviced by the Compliance Department with more responsive communications methods and materials. Fraud debt collection has been reconciled and a formal collections program has been implemented. Most pointedly, the department has ensured that all clients receive a non-biased hearing and due process.

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Nominated for Excellence

10 | Transforming the Way We Tell Our Story

Idaho Housing and Finance set out to reimagine how they put together their annual community report, making it more engaging and easier to understand. The all-digital design allowed them to present the work they've done with their partners in the community with a website that is interactive, user-friendly and relevant and allows us to use video. The format offers significant financial savings over their old printed booklets. The work was less time consuming and done almost entirely in-house. The design also allows them to market the site to stakeholders year-round, as opposed to just once. These attributes make it a change that can easily be implemented by another organization.

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11 | A Hybrid Approach to Meetings

In 2020, Dictionary.com named "pandemic" its Word of the Year, with "unprecedented" being the People's Choice Word of the Year. The world at large is still experiencing the effects of the unprecedented times caused by the COVID-19 pandemic, and the Fort Wayne Housing Authority is no exception. The organization underwent changes that limited its traditional approach to serving its community, so it adapted from a briefing room that was designed exclusively for in-person meetings, to one that was more inclusive with a hybrid approach. Now, the team is even better able to support its community by enabling flexible meetings that welcome people from all backgrounds.

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Nominated for Excellence





Photo courtesy of Fort Wayne Housing Authority

12 | A Transition to Hybrid Work

Throughout the COVID-19 pandemic, the Fort Wayne Housing Authority expertly balanced the ongoing needs of both the community and its employees. They transitioned to at-home work in March 2020, but different from many others, they took a people-first approach that demonstrated care. To ease the transition, they provided work equipment at no cost to staff. Even prioritizing the safety of private information, they provided a virtual private network to secure sensitive data. Staff also was provided an additional \$2-\$4 per hour of hazard pay for essential onsite work, and a \$50 monthly stipend to mitigate work-from-home costs. The new way of working was a success, increasing employee safety, wellbeing and flexibility.

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Nominated for Excellence

13 | Transition to Online Waitlist Applications

Administering Public Housing units, Housing Choice Voucher Program units and Project-Based Voucher units are what qualify the Fort Wayne Housing Authority (FWHA) as a public housing agency. But exceeding expectations to remove barriers for families applying for the assistance they need is what allows them to have a true and lasting effect in the community. In response to both the COVID-19 pandemic that required social distancing to maintain everyone's safety, as well as the inconvenience of in-person, paper-only applications, in 2021, the FWHA invested in upgrading its software to allow for online application submission, making it as simple as possible for families to access the services they need.

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14 | "Telling the Affordable Housing Story" – Innovation in Public Relations

The East Baton Rouge Parish Housing Authority was relatively unknown before CEO J. Wesley Daniels, Jr. took over in August 2018. The age-old perception of public housing as a drain on the economy and home for underachievers was prevalent. Daniels focused on transformational change and public perception through strong programs and public relations. With help from a local public relations firm, he unleashed innovative and energetic programs and invited the media to "tell the affordable housing story". He introduced a new dialogue, focused on "Access" to education, health and wellness and economic opportunities or market rate housing. EBRPHA celebrates those able to move into homeownership. The media took note, resulting in much-needed exposure.

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Nominated for Excellence





Photo courtesy of East Baton Rouge Housing Authority

15 | "Team Talk"

Team Talk is the Housing Authority of the City of Goldsboro's Employee Newsletter. This newsletter was created to give focus on all things related to employees. This form of communication is used to recognize years of service for employees, share health and wellness articles, reminders about upcoming events for staff, highlight new staff members, and over the last year, inform employees of COVID news and updates.

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Photo courtesy of City of Goldsboro Housing Authority

16 | Strategic Agency Messaging

The public housing industry and its traditional business model are no longer sustainable. It is a model that must change to be viable and productive for the future. With changing business models, staff must also be part of a cultural transformation to counter the established mindsets. Thus, the Greensboro Housing Authority has explicitly focused on not only changing its business model, but developing robust strategic messaging to communicate core values and guiding principles to transform its culture to meet the needs of customers and bring the organization into the future of housing.

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17 | 2021 Digital Inclusion Initiatives

The Cuyahoga Metropolitan Housing Authority (CMHA) understands not everyone has access to affordable internet (in 2020, Cleveland was named the worst connected big city nationally, with 31% of households without internet), so CMHA committed to expanding access to LIPH tenants (they serve 10,000 tenants). To assist in ensuring as many tenants as possible receive low-cost internet, they partnered with Internet Service Providers to deliver internet to a number of CMHA properties. Since early 2021, they have implemented joint internet programs with Spectrum at 19 properties and DigitalC at 2 properties, and partnered with Windstream and Spectrum to provide free public Wi-Fi at 5 community centers and 21 community rooms, respectively.

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18 | CMHA 2045 Strategic Plan for Subsidy Conversion

The Cuyahoga Metropolitan Housing Authority (CMHA) owns 10,500 subsidized units built over 90 years beginning in the 1930s. Proactive maintenance and upkeep is increasingly difficult necessitating the conversion of units to HUD's RAD program. The CMHA 2045 Portfolio Transformation Plan guides conversion of family and high-rise properties based on eligibility, age, capital needs, and potential rents per fair market value neighborhood subsidy levels. 3,602 units have converted to RAD with 4,833 units planned over two years (80% of the portfolio) using a diverse mix of funding. The 2045 Plan provides a sustainable financial model for the portfolio, and residents with quality housing for improving their lives and that of their families.

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19 | CMHA Career Fair

The Cuyahoga Metropolitan Housing Authority (CMHA) held an internal job fair for vacant CMHA positions. The event was extremely successful at marketing CMHA within the community. The career fair was exclusively for CMHA vacancies and it was designed to expedite the hiring process with same-day interviews, skills assessments, background checks, employment applications, and in some cases, job offers.

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Photo courtesy of Cuyahoga Metropolitan Housing Authority

20 | CMHA Community Impact Video

The Cuyahoga Metropolitan Housing Authority (CMHA) created a video for stakeholders including employees, the Board of Commissioners, partners and residents for their Virtual Gala to best communicate the impact their organization had on the community over the past year. In the midst of COVID-19, CMHA spotlighted the strength, service and sacrifice their employees provided to residents and clients during the pandemic. The message "We are all in this together" rang true and every department at the agency contributed, with a special inclusion from the CMHA Voices Choir, which is comprised of CMHA employees, who recorded a special song and video to "Lean on Me."

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21 | CMHA Software of Records Solution

The Cuyahoga Metropolitan Housing Authority's legacy software system of record was not suited to accommodate their multifaceted program, particularly as they tackle more project-based contracts, Emergency Housing vouchers, leveraging vouchers for relocation efforts and the Choice mobility



8 | ADMINISTRATIVE INNOVATION

program. The burgeoning HCV program needed more robust reporting capacity, improved mobile functionality, integrated customer portals and a cloud-based platform, so they selected YARDI Systems, Inc. via a competitive procurement to leverage their portal and software of record solutions.

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22 | Digital Navigators Hotline

The Cuyahoga Metropolitan Housing Authority (CMHA) serves 55,000 people per year. To assist in ensuring all residents and participants have access to digital inclusion resources, they collaborated with the Greater Cleveland Digital Equity Coalition partners to launch the Cleveland Digital Navigators Hotline, which offers one-on-one assistance to help residents get connected to internet, secure devices, get digital literacy training, and more. As a result, the hotline has allowed them to expand their digital inclusion efforts, simultaneously strengthening and furthering their mission to serve their residents in the best ways possible.

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Nominated for Excellence



Photo courtesy of Cuyahoga Metropolitan Housing Authority

23 | Kitchen Fire Prevention Program

In 2021, the Cuyahoga Metropolitan Housing Authority (CMHA) implemented a fire suppression program to stem one of its leading casualty losses in units: kitchen fires. This administrative innovation has been carried out in conjunction with CMHA's 2045 Strategic Plan for Subsidy Conversion (i.e. CMHA's RAD conversion initiative). As CMHA converts its units, the agency is installing two fire suppression canisters above each range. In the event of a fire, the canisters activate and distribute a fire suppressant powder over the stove. These canisters have been effective in mitigating casualty loss events and costs. Overall, they have promoted resident safety and well-being, especially for CMHA's elderly residents.

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24 | Resident Engagement and Master Planning Through COVID

The Cuyahoga Metropolitan Housing Authority (CHMA) owns over 10,500 subsidized units in multiple municipalities across Cuyahoga County. Units are distributed across a variety of building typologies and properties ranging from 20-story high-rise towers, to mid-rise residential buildings, historic renovations, mixed-income neighborhood redevelopments, garden apartments, townhomes and single-family homes. CMHA recognized that they needed to modernize its 90-years-old properties Lakeview Terrace, Olde Cedar Estates and Outhwaite Homes. CMHA hired a consultant to collaborate with residents, staff and stakeholders through the design and community engagement process to develop master plans that will envision the new development.

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25 | Security Camera Upgrade Initiative

In 2021, the Cuyahoga Metropolitan Housing Authority (CMHA) designed and implemented a new strategy for upgrading its aging security camera systems. Central to this strategy are both the installation of new network-based IP camera systems and the retrofit of existing systems with high-resolution cameras. Through grants and its own funding in 2021, CMHA was able to design a number of security camera systems and implement cost-effective upgrades to its existing systems. CMHA continues to implement this overall strategy as a way to promote a safe environment for both its residents and employees.

Garret Forst

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Photo courtesy of Cuyahoga Metropolitan Housing Authority

26 | Self-Service Kiosks

The year 2020 brought about many challenges to provide optimal services to the customers that the Cuyahoga Metropolitan Housing Authority (CMHA) serves. In addition, CMHA continuously looks for innovative ways to help improve efficiencies for their customers as they navigate the affordable housing process. In efforts to address both, CMHA implemented the use of six self-service kiosks in the lobby of its main campus. The kiosks provide a convenient and streamlined experience for their customers all while allowing for the practice of social distancing. Customers are able to use the kiosks to submit documents, apply to waiting lists, complete online applications for housing as well as annual re-certifications and access personalized portals.

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Nominated for Excellence

27 | HCV Voucher Financial Incentive Program

The Philadelphia Housing Authority (PHA) developed an innovative plan to address the difficulty HCV residents were having in using their vouchers with private landlords. Almost half of voucher holders in Philadelphia were taking more than four months to find a suitable home. During late summer and early fall 2021, PHA began offering financial bonuses and incentives to entice new and existing landlords to lease to HCV tenants. By year's end, approximately 350 new property owners rented units to PHA voucher holders for the first time. The Authority reached out to landlords to find out how it might streamline the application process and make interactions with PHA easier.

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28 | Eviction Prevention In the Age of COVID-19

Using funds from the American Rescue Plan Act, the Housing Authority of the City of Pittsburgh was able to prevent evictions in its communities and help people come current with their rent balance.



10 | ADMINISTRATIVE INNOVATION

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29 | Allen Benedict Court: Forever In My Heart

In many ways, the rich 80-year history of the Allen Benedict Court public housing community parallels the history of the City of Columbia and the entire Midlands area. Subsequently, to honor the rich history, Columbia Housing created Allen Benedict Court Forever in My Heart Campaign. Allen Benedict Court has special meaning to so many Columbia citizens who grew up there working area jobs and attending area schools. As Columbia Housing prepared for demolition, the agency actively sought people to tell their stories and relay their memories. They were particularly interested in interviews, and other mementos such as old photographs, graduation programs, wedding invitations and baby shower announcements.

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30 | Blood Drives Save Lives

Blood Drives Save Lives is a year-round initiative to encourage civic responsibility through life-saving blood donations among Columbia Housing staff and residents. Whether a person receives whole blood, red cells, platelets or plasma, this life-saving care starts with one person making a generous donation. Every 2 seconds someone in the United States needs blood and one donation can potentially save up to three lives. Columbia Housing encourages and incentivizes participation among its residents and staff with a host of perks and acknowledgments during the regularly scheduled campaigns.

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31 | Changing Agency Culture Through Four Key Pillars

Changing Agency Culture Through Four Key Pillars, was an important and necessary undertaking for Columbia Housing (CH) during a time of chaos and confusion. In January 2019, two residents died from carbon monoxide poisoning in one of CH's public housing communities. The whole community was deeply affected by the tragedy. Restoring public trust was paramount. We laid out four key pillars that would provide the framework for transforming the culture of CH: putting residents first, creating a climate of transparency and accountability, increasing operational efficiency, and rebuilding public trust.

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32 | Looking for Landlords

People seeking affordable housing with Housing Choice Vouchers (HCV) issued by Columbia Housing can find it challenging to find a rental unit in the Columbia/Richland County area. Pandemic-related housing challenges made it more difficult. Columbia Housing created a media campaign "Looking for Landlords" to promote a virtual workshop for current and potential landlords to increase options for voucher holders. Columbia Housing also developed a package of financial incentives for current and future landlords. The "Looking for Landlords" media campaign, coupled with financial incentives and improved customer service offerings was successful in getting more property owners to participate.

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Photo courtesy of City of Columbia Housing Authority

33 | Virtual WBE, MBE, and SBE Workshops – 30% Minority Participation Pledge

Women-Owned Business Enterprises (WBE), Minority-Owned Business Enterprises (MBE), and Small Business Enterprises (SBE) are vital to Columbia's local economy. To promote minority participation and encourage diversity in the housing authority's business activities, Columbia Housing created a virtual forum for WBE, MBE, and SBE.

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34 | Challenges Due to the Winter Storms of 2021

The devastating winter storms of February 2021 affected many residents in Arlington and the surrounding North Central Texas areas, including many Housing Authority of the City of Arlington (AHA) program participants. The AHA and other City departments worked closely around the clock with the City's Emergency Management Operations and teamed up with local organizations to provide services and essential necessities for families. The AHA ensured

that the program participants and other residents of Arlington were taken care of.

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35 | Pandemic Processes Established for Housing Choice Voucher Program

Due to the COVID-19 pandemic, Housing Authority of the City of Arlington had to evaluate processes and create solutions so they could continue to effectively and efficiently operate their Housing Choice Voucher and other programs, providing assistance for their 3,700+ families.

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36 | COVID-19 Response Mini Documentary Series

2020 was the beginning of city shut downs as the COVID-19 outbreak made its way to San Antonio, Texas. A lot was uncertain and more was unknown. The San Antonio Housing Authority released a COVID-19 Response mini-documentary series telling the story of fear, fatigue and a community coming together for the protection of hundreds.

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37 | Crime Analyst Program

The objectives of the Crime Analyst Program is to analyze crime data at San Antonio Housing Authority (SAHA) properties to establish trends and correlations, collaborate with local and national agencies, and allocate security resources to ensure a safer community for its residents. Prior to implementing



12 | ADMINISTRATIVE INNOVATION

the Crime Analyst Program, the SAHA Security division did not have the ability to quantify calls for service to the San Antonio Police Department (SAPD) made to SAHA properties and identify properties and unit numbers generating the most calls for service to the police. Because of the program, the security division was able to accurately identify the most frequent crimes per property.

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Nominated for Excellence

38 | Digital Client Files

A new process was created for maintaining and housing client files we created, which involves digitizing new and existing client files using the existing Google Workspace software in order to increase consistency, efficiency, and accessibility amid the COVID-19 global pandemic. Through this new process, the availability of client files via the Google Drive application software has allowed for staff to ensure they are able to effectively complete tasks relating to client services including eligibility screenings, reexaminations, and new admissions. This has allowed the San Antonio Housing Authority (SAHA) to continue providing housing assistance to San Antonio families while ensuring proper documentation and recordkeeping.

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39 | Digital Divide Reduction

The San Antonio Housing Authority (SAHA) made it a priority to develop and implement digital inclusion strategies that address the digital divide. In 2015, SAHA kicked off ConnectHome, a program created by HUD that focuses on providing public housing residents with the three core components of digital inclusion: (1) Internet service; (2) computer devices; and (3) digital skills training. During the pandemic, they worked with community partner Bibliotech to create a learning

portal that allowed participants to take digital literacy classes online and residents with no devices were able to check out tablets from the Bibliotech for free. This partnership will continue to provide a hybrid class system for residents to allow flexibility for residents with children or who are working. Having this flexibility allows a greater number of residents to complete the program.

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40 | GRIT (Graffiti Reduction Intervention Team)

Graffiti creates costs associated with increased crime, cleanup and prevention. When offenders are not tracked, their target locations increase and cleanups become unmanageable. When graffiti is not routinely reported to police, it gives the appearance that no one cares and the true scope of the problem becomes unknown, which translates into a loss of confidence from the residents and visitors and forms a belief that suggests management's failure to protect residents and crime control. The solution is a graffiti strategy to track offender's, which reveals motives, as well as the means for control and prevention. Eradicating graffiti restores a quality of life and confidence in management.

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Nominated for Excellence

41 | Holiday Media Coverage

On Dec. 20, 2020, Valero retiree Sammy Nieto was planning on hosting a 25-year annual toy distribution to help 200 families living at the Alazan-Apache Courts public housing community. However, when volunteers arrived that morning, they found more than half the toys had been stolen overnight. The community united in the best of ways to replace the stolen toys and help hundred more families have a joyful holiday.



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42 | Implementation of eProcurement System

The COVID-19 pandemic impacted every industry throughout the world during the past years, and the San Antonio Housing Authority (SAHA) was no exception. Since 2020, SAHA faced many challenges when it came to keeping its residents, staff, and vendors safe while maintaining its day-to-day operations. In the procurement department, they were faced with issues such as vendor participation, supply shortages, remote bid acceptance, and finding a way for the team to collaborate while still maintaining a timely process. To solve these challenges, SAHA launched an e-procurement portal.

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43 | Mother's Day Social Media Campaign

Mother's Day is a day to celebrate and honor motherhood and the influence these special women have in our lives. To help honor moms who do it all, the San Antonio Housing Authority launched a #MomsWhoDoItAll Mother's Day campaign and invited residents to submit a 15-second, self-recorded video message describing why their mom is the best. Five moms were selected to win a complimentary photo session, and their stories were shared in a series of social media posts leading up to Mother's Day.

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44 | Request for Tenancy Approval Process in DocuSign

The Request for Tenancy Approval (RTA) is a process that all housing authorities who administer the Housing Choice Voucher (HCV) program must implement in a timely fashion to help facilitate a successful lease-up. During the COVID-19 pandemic, the San Antonio Housing Authority (SAHA) developed an electronic procedure through DocuSign which allows SAHA to triangulate the unit approval process between the HCV family and landlord. The use of DocuSign software bolsters administrative efficiency, narrowing the time lapse from handing-off paper documents between parties, and eliminating the need for RTA-Review-Appointment scheduling.

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45 | Advanced Water Heating to Increase Efficiency: A Replicable Model for Greenhouse Gas Emissions Reduction in Seattle

In 2021, the Seattle Housing Authority (SHA) participated in an innovative public-private partnership to install and demonstrate feasibility of a commercial heat pump water heating technology using a low global warming potential refrigerant (CO2) at Bayview Tower. This demonstration project, a part of the larger Department of Energy Advanced Water Heating Initiative, creates a proving ground for an emerging technology in the United States that, at scale, could greatly reduce greenhouse gas emissions in SHA's portfolio. The project was featured in local and national news media.

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Nominated for Excellence



AFFORDABLE HOUSING

46 | Qevu Village

Qevu Village is a 50-unit senior housing development for persons 55 and older. Located in South Anchorage, Qevu Village residents have convenient access to grocery, retail, restaurants and medical facilities. The location of the development offers beautiful views of sunrises, sunsets and alpenglow. The building offers two outdoor decks to enjoy the views. When not enjoying the Alaskan outdoors, residents will enjoy a variety of colorful and welcoming community spaces to enjoy social time and activities. The building also features 92 photovoltaic solar panels. Qevu (Keh Vu) is the Upper Cook Inlet Dena'ina, the Indigenous people of the region, word meaning colorful sunrise or sunset.

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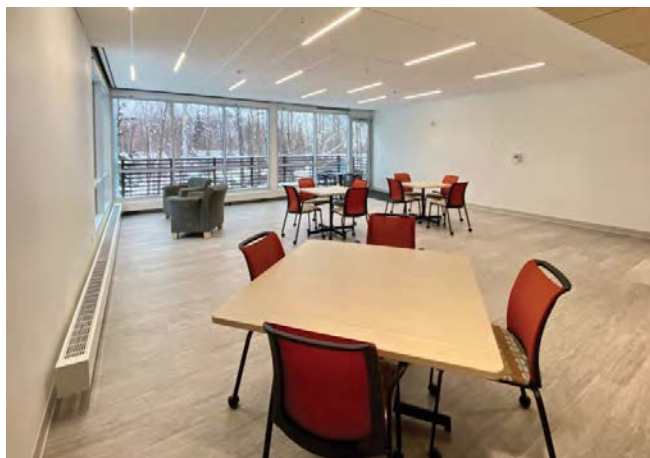


Photo courtesy of Cook Inlet Housing Authority

47 | Alameda Affordable Housing Trust Fund Creates New Permanent Supportive Housing

The Housing Authority of the City of Alameda (AHA) and its affiliate Alameda Affordable Housing Corporation (AAHC) created the Alameda Affordable Housing Trust Fund (AAHTF) in August 2021 as a new source of long-term funding. The inception of AAHTF secures a key source of financing for predevelopment costs, acquisitions, and construction eligible projects. In December 2021, the State of California Department of Housing and Community Development awarded \$2,500,000 to the AAHTF. This award matches the \$7,500,000 pledge made by AHA. This trust aids the creation of 90 affordable rental homes focused on housing formerly homeless households and seniors with deeply supportive services on site.

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48 | Los Angeles County Rent Relief Program

The Los Angeles County Development Authority (LACDA) launched a \$100 million Rent Relief Program in response to California's State-mandated Stay-at-Home Orders, which left thousands of low-income Los Angeles County tenants facing the threat of homelessness. The program was a collaborative effort that included 211 LA, the County's social services info and referral helpline, 29 Community-Based Organizations (CBO), and local cities with deep community connections. Over 150 internal and external staff from these organizations managed this program that assisted 14,189 households with average assistance of \$8,273.

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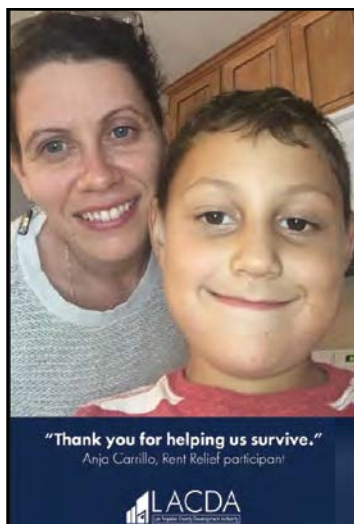


Photo courtesy of Los Angeles Community Development Agency

49 | HACLA's Conduit Bond Program for Affordable Housing

In 2019, the Housing Authority of the City of Los Angeles (HACLA) instituted a conduit (private activity) bond program under which HACLA could act as a conduit bond issuer in the City of Los Angeles. Conduit bonds issued by a governmental entity allow affordable housing developers to lower their interest rate on qualified projects. Previously, HACLA conduit bonds were issued by a separate public entity, resulting in administrative burdens, delays, and unrecoverable costs. HACLA confirmed that it could be a conduit bond issuer for not only its own projects but for other affordable housing projects as well, thus streamlining affordable housing development and returning bond project costs to HACLA for affordable housing needs.

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50 | Project Homekey: Innovating Rapid Local Solutions for Homeless Housing

The state of California created Project Homekey in 2020 to rapidly create affordable housing for people experiencing or at risk of homelessness, who were disproportionately impacted by the COVID-19

pandemic. The properties purchased focused on vacant multi-family and motels/hotels that were suffering due to the pandemic and were being actively marketed for sale -- or that were participating in the City of Los Angeles Project Roomkey program. Within six months, 20 properties were purchased throughout the city in 11 of 14 council districts, purchasing the largest portfolio of properties of any jurisdiction in California and providing 1,040 units of interim and permanent housing.

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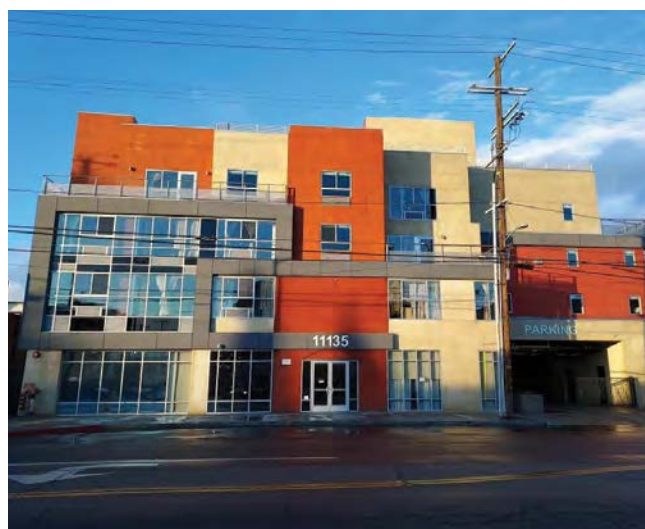


Photo courtesy of Housing Authority of the City of Los Angeles

51 | Vista Verde

Vista Verde is one of the first all-electric, zero net energy communities in the Inland Empire, designed and constructed using cost-efficient technologies and innovative approaches to create a community that is environmentally conscious and reduces its carbon footprint. At Vista Verde, National Community Renaissance begins to build out the dream envisioned by the City of Ontario and its residents to revitalize their downtown neighborhood into a bike and pedestrian-friendly neighborhood that encourages healthier lifestyles and reduces pollution. Vista Verde



provides 101 high-quality apartment homes and a beautiful, healthy community for the working families of Ontario.

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Nominated for Excellence

52 | Main Street Plaza & Annex on Main

The two projects, developed as one, are a 100% affordable housing community with 65 units for those with extremely low, very low and low-incomes. The development offers one-, two-, and three-bedroom units. Most significantly, the project offers on-site supportive services for units reserved for veterans and residents with mental health special needs. The PBVs matched well with the development as it was planned to include permanent supportive housing units. The supportive housing aspect is to assist residents who are homeless, at-risk of homelessness, veterans and those with disabilities. The project provides additional services to residents to ensure their success in remaining housed.

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Small/Medium Agency

53 | Crestview Terrace Public Housing Redevelopment

Crestview Terrace is the third phase of redevelopment of the Arrowhead Grove community, an original 1940's public housing development formerly known as Waterman Gardens. Located in the heart of the City of San Bernardino, the Crestview Terrace phase leveraged Moving to Work rent structure flexibility, public housing to Project-Based Voucher conversion through the HUD Rental Assistance Demonstration, traditional financing, and low-income housing tax credits to finance the construction and make the redevelopment possible. Crestview Terrace completes the 1:1 replacement of the original public housing units, brings more

affordable housing units to the community, and is the first mixed-income phase.

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Photo courtesy of San Bernardino County Housing Authority

54 | San Diego Housing Commission Accessory Dwelling Unit Development Pilot Program

To help homeowners in the City of San Diego (City) understand the process of constructing Accessory Dwelling Units (ADUs), the San Diego Housing Commission (SDHC) completed the ADU Development Pilot Program. SDHC, working with its nonprofit affiliate, built five ADUs in the available yard space of five single-family homes SDHC owns and rents as affordable housing in the City of San Diego, creating five new affordable rental housing units. SDHC also detailed key takeaways and lessons learned from the process of constructing these five ADUs in a comprehensive report to provide important information to help San Diego homeowners interested in building ADUs on their properties.

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Nominated for Excellence



55 | Laurel Grove Family Apartments and Park Avenue Senior Apartments

As in investment in permanent supportive housing, in late 2008, the Santa Clara County Housing Authority (SCCHA) used \$5.74 million in Moving to Work (MTW) reserve funds to acquire the two-acre 777 Park Avenue property in San José. SCCHA created 180 affordable units split between two separate developments for very low-income households earning between 20% and 50% of the county's median income. 82-unit Laurel Grove Family Apartments and 100-unit Park Avenue Senior Apartments both broke ground in 2016. Laurel Grove was completed in March 2019; Park Avenue was completed in May 2020. Now that the properties have been developed and fully leased, their focus is on supporting the residents.

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Nominated for Excellence

56 | The Gardens on Hope

The Gardens on Hope is a 90-unit senior Low Income Housing Tax Credit project located at 251 South Hope Avenue in the City of Santa Barbara, California. Construction began in October 2018 and occupancy began and completed in March 2020. The project consists of 89 residential studios, a one-bedroom resident manager unit, a beauty salon, office/meeting room space, library, living/television room, outdoor patio areas, a large dining room and commercial kitchen. Residents have the option to pay for a monthly service package which includes meal plan and housekeeping services.

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Photo courtesy of City of Santa Barbara Housing Authority

57 | Lamar Station Crossing Phase II

Lamar Station Crossing Phase II completes Metro West Housing Solutions' (MWHS) award-winning Lamar Station Crossing Campus in Lakewood, Colorado. With 65 units, ranging from studio to three-bedroom apartments, Phase II builds on Phase I's groundbreaking success and continues to push the envelope of what is possible in affordable housing. From using new Income Averaging to push affordability even deeper—with units priced affordably for families and individuals earning 20% of the Area Median Income—to being one of the first affordable housing developments in the state designated Zero Energy Ready Homes, Lamar Station Crossing Phase II is another high-quality community in MWHS' portfolio.

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Nominated for Excellence



Photo courtesy of Metro West Housing Solutions



58 | Caraway

Adams County is one of the fastest growing counties in Colorado. This rising cost of living and rapid population growth has made it difficult for residents to stay housed. Maiker Housing Partners, a socially conscious housing authority, exists to address this issue by creating a pipeline of high-quality, affordable housing in Adams County. Carway is Maiker's latest multi-family, mixed-use affordable housing development. Since Caraway opened in November 2021, it has provided essential affordable housing options for the Adams County community.

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Photo courtesy of Maiker Housing Partners

59 | Midtown Villages

Midtown Villages is a \$44.5 million redevelopment of 200 former public housing units at six properties in Gainesville, GA that were rehabilitated with innovative financing to transform the units. A new building is the hub for myriad on-site services by 35 community agencies to empower residents to greater self-sufficiency. The project's arts initiative brings arts education to residents, complimenting the citywide master-planned initiative to improve the area's quality of life. The project is a national model of how former public housing on small sites can be pooled together where residents and the surrounding community can thrive.

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Nominated for Excellence



Photo courtesy of Gainesville Housing Authority

60 | HACC YouthBuild Transitional Housing Programs

The Housing Authority of Champaign County (HACC) launched two new programs on October 1, 2021. Under the HACC's Community Improvement and Support Initiative, HACC's YouthBuild 501(c)(3), in partnership with IFR Holdings, LLC, has established two transitional housing programs both of which are intended to stabilize young adults experiencing homelessness which makes education and employment difficult.

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61 | Housing Choice Voucher Program Landlord Incentives

The Fort Wayne Housing Authority's (FWHA) vision is to cultivate vibrant, inclusive neighborhoods throughout Fort Wayne, where all residents have safe, quality, affordable housing and a high standard of living built on economic self-sufficiency. This vision has become



a reality for thousands of Fort Wayne residents, and again was realized in 2020–2021. The organization developed a creative way to engage landlords in housing assistance payment contracts to offer affordable housing for renters. Historically, landlords have been hesitant to enter these contracts, so the FWHA responded by providing cash incentives. The effort resulted in 126 landlords participating in the program and even more tenants receiving housing.

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62 | Royal Cambridge Homes, LP

From 2016 to 2021, the Alexandria Housing Authority (AHA) transitioned its entire portfolio from public housing to affordable housing using HUD's Rental Assistance Demonstration (RAD) program. Royal Cambridge Homes, LP represents one phase of this comprehensive transition. Comprised of three distinct affordable housing sites (Woodland Pointe, Cambridge Place, Royal Ridge) and 384 units for families, this \$54 million project resulted from a partnership between the Alexandria Housing Authority (AHA) and Knight Development, formerly BGC Advantage. Other financial partners included the Rapides Finance Authority and a CHDO that sponsored HOME development funds. All sites are Low Income Housing Tax Credit properties and have Project-Based Vouchers.

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Photo courtesy of Knight Development, formerly BGC Advantage

63 | Cypress Pointe RAD, LP

Cypress Pointe RAD, LP is a 112-unit acquisition/rehabilitation and new construction project located in Washington Parish, Louisiana. Cypress Pointe represents the third and final phase of the Bogalusa Housing Authority RAD conversion with partner Knight Development, formerly BGC Advantage, which invested \$48,084,651 into the community and impacted 344 units. This project is a Rental Assistance Demonstration program redevelopment effort that works to transform former public housing into affordable housing that serves a broader spectrum of the affordable housing population.

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Photo courtesy of Bogalusa Housing Authority



64 | Antoine Court Apartments Development for Veterans, Seniors and People with Disabilities

Located on Grand Rapids' underserved southwest side, Antoine Court Apartments was developed to provide affordable housing and supportive services to veterans, seniors and people experiencing chronic homelessness. The development offers 32 units targeted to households with a maximum annual income of 60% of AMI, with a preference for veterans; an additional 18 units serve individuals qualified for assistance under the Permanent Supportive Housing program. All units are 690 square foot one-bedrooms; five are barrier-free and all meet accessibility standards. The development also offers a community room and an on-site Resident Services Specialist who links residents with community resources.

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Photo courtesy of Grand Rapids Housing Commission

65 | Foxworth Veteran Family Housing

Compared to the rest of the population, veterans are at a higher risk of housing insecurity in addition to other problems they may face. To help alleviate this, the Greensboro Housing Authority (GHA) expanded an existing partnership with a local nonprofit, The Servant Center, to confront the lack of veteran-designated housing in the Greensboro community. GHA developed and constructed new veteran family housing while the partnering agency provided on-site case management. Through this valuable collaboration, veterans and their families are provided with housing and long-term support for a family to thrive.

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66 | The Commons on MLK

The Commons on MLK is Lane County's first permanent supportive housing community that utilizes the Housing First model to house chronically homeless individuals who are the most frequent users of emergency services. A 2019 analysis of federal data found that Eugene, Oregon leads the nation in the number of people experiencing homelessness per capita, ahead of both Los Angeles and New York City. In collaboration with several community partners that include Lane County and four of the biggest healthcare providers in the area, Homes for Good was able to create a 51-unit development dedicated to housing the most vulnerable members of the community.

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Photo courtesy of Homes for Good



67 | The Keystone

The Keystone is 15-unit permanent supportive housing development in Eugene, Oregon that was created with the goal of housing families experiencing chronic homelessness. The need for a development like this is of critical importance as Oregon has the highest rate of families experiencing homelessness in the country.

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Photo courtesy of Homes for Good

68 | Community College of Philadelphia/ Philadelphia Housing Authority Shared Housing Partnership

The Community College of Philadelphia (CCP) and the Philadelphia Housing Authority (PHA) collaborated on an innovative partnership that transformed six scattered sites units into dorm-like apartments for CCP students. The Shared Partnership offers a vital new service by providing housing especially designed around the unique, and urgent needs of community college students. The program provides tenants wraparound services from both CCP, which offers academic services, and from PHA, which offers life skills and budgeting classes. Students eligible for the housing must qualify for Pell grants and be taking at least

6 college credits. Students will pay rent based on 30 percent of their incomes.

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Nominated for Excellence

69 | Park Holm III – Newport, RI

Park Holm III is the third phase of a housing revitalization program that replaced 58 distressed public housing units with 56 newly constructed, high quality, affordable housing apartments with public and private dollars as part of a mixed-finance redevelopment strategy that also includes supportive services. The new apartments, ranging from one- to four-bedroom units are attractive, energy-efficient, and model the look of colorful, charming, New England homes. Nearly 10% of the apartments meet HUD's ADA standards, surpassing the 5% requirement. Newport's housing redevelopment program provides one-for-one replacement of all apartments at completion ensuring the preservation of affordable housing.

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Nominated for Excellence

70 | Housing Power Hour: Get Plugged In

Housing Power Hour: Get Plugged In is a virtual informational series that addresses the need to continually educate the community about who Columbia Housing is, what Columbia Housing does, and the significance of Columbia Housing's community impact in addressing affordable housing needs in the Midlands of South Carolina. It targets participation from many stakeholder groups, including local, state and national elected officials; grassroots and community leaders; media, community partners, school districts, public sector and non-profit organizations, private sector firms, small businesses, and Columbia Housing's residents.



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71 | New Hope Dale Carnegie

Homelessness and substandard housing destroy lives, wrench families apart and degrade communities. With more people living on the edge, New Hope Housing created a formula for alleviating homelessness by building healthy communities. For more than 25 years, New Hope has helped people mend their lives and recover their dignity by providing affordable, beautiful housing for adults living alone on very limited incomes. By working with collaborative partners, they have developed a model of excellence in housing and supportive services, and the results have real human impact. The most recent development is NHH Dale Carnegie, which serves vulnerable and at-risk individuals.

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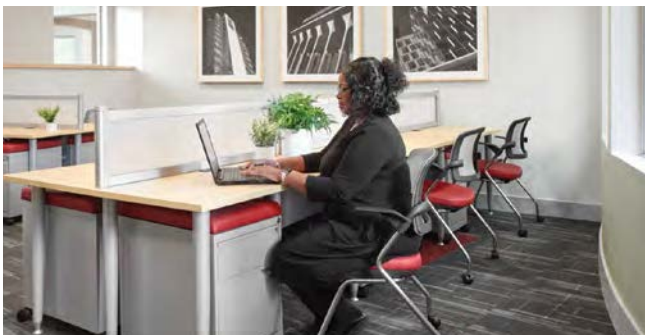


Photo courtesy of New Hope Housing

72 | Lilac Homes — A Place You Can Call Home

Lilac Homes is a 16-unit, 100% homeless housing community, that is net-zero. The modular housing units are tiny homes with duplex units for the zero and one

bedroom units and standalone units for the two bedroom units. Resident services are available.

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73 | Adaptive Reuse Creates Neighborhood Revitalization Serving Homeless Veterans

The Housing Authority of the City of Yakima (YHA) discovered the high homeless veteran population in early 2016 and wanted to be a part of the solution. To do so, YHA hired Beacon Development Group and architect Barry Hoyne to help bring housing for veterans to fruition. As work began YHA found that not only was housing limited but services were hard to access due to the rural nature of Yakima. The team sought out a space that could solve both issues. The disposition of the former Marine Army Base provided that opportunity. The development, along a newly formed transit line, allows five services providers to work collaboratively with clients alongside the 41 new homes for the veteran population.

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Photo courtesy of Housing Authority of the City of Yakima



COMMUNITY REVITALIZATION

74 | Small Business Emergency Relief Program

With the onset of the COVID-19 pandemic, Los Angeles County's small business community immediately faced severe, negative impacts. Recognizing businesses' need for working capital to continue operations, the Los Angeles County Development Authority (LACDA) pivoted from its traditional approaches to economic development by quickly deploying staff to create a program to assist small businesses. By establishing a number of different funding sources to target various subgroups within the Los Angeles County's small business sector, the LACDA's Small Business Emergency Relief Program succeeded in providing \$102,061,270 in grants and loans to 6,320 businesses.

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75 | Davis-Bacon Labor Compliance Workshop

In December 2019, the Housing Authority of the City of Los Angeles (HACLA) held a first-of-its-kind Davis-Bacon Labor Compliance Workshop targeted at developer recipients of nine or more Project-Based Vouchers. Over 50 developers, contractors, subcontractors and labor compliance specialists attended the workshop, and communicated an interest and desire for further training and education. HACLA continues to meet these needs through pre-construction meetings and the development of support materials on its website. This outreach has reduced instances of non-compliance and unintentional wage theft and offered much-needed support to Minority-Owned, Women-Owned, and Section 3 businesses.

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76 | William Mead Community Center Revitalization

The Housing Authority of the City of Los Angeles (HACLA) owns and manages 14 large public housing developments throughout the City of Los Angeles, providing safe and affordable housing to over 20,000 residents. Within each of the developments there are social halls or community centers for which the residents are provided with group activities, social support and recreation activities for youth. Through a partnership with the Los Angeles County Regional Park and Open Space District and the Boys and Girls Club, HACLA utilized Proposition A grant funding to renovate and modernize the existing community center at the William Mead Homes public housing development.

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Nominated for Excellence

77 | City of San Diego COVID-19 Housing Stability Assistance Program

The San Diego Housing Commission (SDHC) launched the City of San Diego COVID-19 Housing Stability Assistance Program to help pay rent and utilities for qualifying households with low income who experienced financial hardship due to or during the pandemic. Assistance payments helped households remain in their homes and provided financial resources to landlords and utility providers. SDHC engaged in extensive, collaborative community outreach and successfully provided funds to households in need as other jurisdictions nationwide experienced challenges disbursing federal emergency rent relief funds. SDHC has made approximately \$200 million in payments to help approximately 17,000 households.

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Nominated for Excellence



78 | Harmony Garden Estates, LP

Wrought with community safety issues surrounding common woes of area decline due to structure age and influx of crime, the Alexandria Housing Authority partnered with BGC Advantage to aid in a comprehensive transformation that involved renovation, community outreach, law enforcement intervention, and the residents' commitment to change. The conversion of Harmony Garden Estates from public housing to an affordable housing community proved to be more than a physical rehabilitation; it was a community and resident mindset shift to renewed hope and pride.

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Photo courtesy of Alexandria Housing Authority

79 | Community Impact

The Township of North Bergen Housing Authority (NBHA) serves a largely Latino minority community. Of the 986 public housing units they reserved 811 units for elderly and or disabled persons in a high rise congregate setting. The pandemic has hit the community very hard, and the transportation services that many tenants had so relied on had been suspended during periods of quarantine. The NBHA staff recognized a

need to get vital household necessities and fresh food products to the elderly/handicapped, and less mobile tenants. That is why the NBHA built partnerships with local warehouse distributors who periodically donate large quantities of sundry and household items for needy persons.

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Photo courtesy of North Bergen Housing Authority

80 | The Buckeye Woodhill Choice Neighborhood Transformation Plan

In November 2019, Cuyahoga Metropolitan Housing Authority (CMHA) applied for a \$35 million Choice Neighborhoods Implementation grant from the U.S. Department of Housing and Urban Development to implement the transformation plan for the Buckeye-Woodhill community in Cleveland focusing more than 30 partners and nearly \$500 million of strategic investment. Shaped by the vision and priorities of residents, this transformation plan includes new housing, public space, streets and programming for a thriving community. With the first phase of housing beginning construction in spring 2022, neighborhood investments already begun and social/educational programming changing lives, community transformation through resident leadership and empowerment.



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Small/Medium Agency

81 | Market District Commons

Market District Commons is a 50-unit affordable housing development located in downtown Eugene, Oregon that houses homeless veterans and low-income workforce, two populations that have been particularly challenged by the current housing crisis. Using podium construction, this development blends retail space and affordable housing in a prime location in the heart of the city.

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Photo courtesy of Homes for Good

82 | Stay Local Benefit Program

In order to assist both residents and local businesses, the Clarion County Housing and Redevelopment Authority established the Stay Local Benefit Program. The program provides residents with a \$100 gift card that they can use at participating locally owned and operated businesses in Clarion County.

83 | NC FIVE: In the Heart of a Neighborhood, an Inclusive Community Rises Up

North Central Five (NC Five) is a mixed-income community in North Philadelphia that offers 133 units of housing on a full-block site. The \$51.6 million, 152,000 GSF property includes three buildings; a multifamily building with 117 units around a lushly landscaped courtyard, and two townhome buildings with 16 units that have large three-bedroom units with private outdoor space. All residents have access to a fitness room, community room with kitchenette, computer room and library, an outdoor courtyard and community gardens, as well as on-site management staff, package lockers, and bike storage. It was developed as part of a larger \$30 million Choice Neighborhood Grant.

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Photo courtesy of Philadelphia Housing Authority



84 | Energy Performance Contracts (EPC) Phase II

The San Antonio Housing Authority (SAHA) began to launch a self-implemented Energy Performance Contract (EPC) in the Public Housing portfolio in 2014 that focused on water and energy efficiency upgrades for 2,180 Public Housing units. In 2021 SAHA launched an EPC Phase 2 for 2,324 units. The EPC includes energy conservation measures such as lighting, a 25 kw solar system installation, a 125 kw solar system, water fixture upgrades, heat pumps, a new boiler plant and new roof for one complex, and client education to further reduce usage.

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85 | Garcia Street Urban Farm Stand

Food Security at the San Antonio Housing Authority (SAHA) became a priority after COVID-19 showed them how food insecure their residents were. Prior to COVID, the sustainability staff secured a grant to build an urban farm. The farm, located in a USDA known food desert, was installed to increase health and nutrition in the Eastside of San Antonio. Over the past year, the farm began to host a Urban Farm Stand on Wednesday nights. The stand has been a huge success with the San Antonio community as more residents at SAHA began to frequent the stand over the year. They have been able to partner with other organizations for various events, such as with Metro Health for free COVID-19 vaccines.

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86 | Majestic Ranch Apartments–Community Revitalization

San Antonio as a whole faces the effects of historic socioeconomic segregation, and a looming housing shortfall. Majestic Ranch is a 288 unit multi-family development specifically targeting working families and was built with appropriate design considerations and amenities. It consists of one, two and three bedroom mix of units. This community is designed as walkable, sustainable, and inter-generational with improved connections to the surrounding neighborhood. A collaborative process with residents, community leaders, City Partners, the San Antonio Housing Authority and other stakeholders was key to developing a plan to provide a higher quality of life and long-term sustainability.

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PROJECT DESIGN

87 | Cottages at Green's Lake

The Lawrence–Douglas County Housing Authority used creative design and financing to meet the local need for supportive housing for behavioral health patients at a new property, The Cottages at Green's Lake. In partnership with local healthcare providers, the Cottages is part of the new Behavioral Health Campus in Lawrence, Kansas. This campus includes a crisis recovery center, transitional group housing, and the 10 units at The Cottages as permanent supportive housing. The Cottages units are innovative in their design due to the incorporation of built in conveniences for behavioral health patients and the long term efficiency of the units via investment in solar panels.

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Photo courtesy of Lawrence-Douglas County Housing Authority

88 | North Central Five: Inclusive Living Brings New Life to North Philadelphia

North Central Five (NC Five) is a mixed-income community in North Philadelphia that offers 133 units of housing on a full-block site. The \$51.6 million, 152,000 GSF property includes three buildings; a multifamily building with 117 units around a lushly landscaped courtyard, and two townhome buildings with 16 units that have large-three bedroom units with private outdoor space. All residents have access to a fitness room, community room with kitchenette, computer room and library, an outdoor courtyard and community gardens, as well as an on-site management staff, package lockers, and bike storage. It was developed as part of a larger \$30 million Choice Neighborhood Grant.

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89 | Majestic Ranch Apartments—New Project Design

After many efforts over the years to develop a 14 Acre tract of land whose one major obstacle to development was the Zarzamora Creek that runs north and south and divides the land into two sections, the San Antonio Housing Authority (SAHA) and HomeSpring Realty Partners partnered with the City of San Antonio and the community to develop the land into an affordable multi-family development that has revitalized the neighborhood. What emerged from that design and

development process was the addition of the Majestic Ranch Apartments, a 288-unit, multi-family apartment development reinforcing the community's core character and enhancing the functionality of the surrounding neighborhood.

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RESIDENT AND CLIENT SERVICES

90 | Protein Pantry

The Centennial Village Protein Food Pantry is a program providing for Centennial Village residents with access to protein rich foods to allow for a nutritious healthy balanced diet. The program is designed to promote nutritional education and how protein plays a vital role in good nutrition and a healthy body for the older person. This program leads toward self-sufficiency and sustainable food systems; promotes wise use of resources, improving their services and effectively utilizes community support that sustains their work. It also meets Cook Inlet Housing Authority's values of respect, compassion and honesty in all interactions and activities.

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91 | Seniors Connect Art Kit Program

To stay connected with seniors during the pandemic, the Oakland Housing Authority (OHA) created the Seniors Connect-Art Kit Program, providing each participant with an art kit with items focused on art projects, events or holidays. The monthly kits were delivered to the seniors for them to work on from the safety of their homes, in lieu of the ordinary on-site senior programming. Each senior received a monthly



Senior Connect Newsletter and had access to the Senior Connect virtual platform to showcase their artwork and stay connected. The OHA team used this to share health information and supportive resources, creating invaluable wellness checks for seniors throughout the pandemic.

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Photo courtesy of Oakland Housing Authority

92 | Partnership with Adventures in Caring: Phone-a-Friend Program

The Phone-a-Friend Program is an intergenerational telephone support program aimed at connecting low-income senior residents of the Housing Authority of the City of Santa Barbara (HACSB) with college students studying for careers in health care. Undergraduate students from the University of California Santa Barbara (UCSB) volunteer their time with the nationally recognized Adventures in Caring Foundation. The student volunteers participate in an initial training before being paired with HACSB seniors. Through weekly, pre-scheduled phone calls Phone-a-Friend volunteers are able to offer companionship to HACSB seniors with an aim towards reducing social isolation and loneliness.

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93 | Senior Supportive Services Program

The Senior Supportive Services Program is a partnership between the Housing Authority of the City of Santa Barbara (HACSB) and Santa Barbara Neighborhood Clinics. The pilot program aims to support the needs of low-income seniors residing at housing authority developments through the delivery of site-based clinical services that include healthcare coordination, case management, medical screenings, vaccinations, and wellness navigation. The program has helped to fill a critical gap in services for senior residents of HACSB.

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Photo courtesy of City of Santa Barbara

94 | Camp 2 U

The Bristol Housing Authority in Connecticut established a scholarship program with the Environmental Learning Centers of Connecticut, Inc., Indian Rock Nature Camp. In the summer of 2019, young residents were encouraged to enter a poster contest and the winners would be awarded a scholarship to the



Indian Rock Nature Camp. Unfortunately, all the winners declined the scholarships because Indian Rock Nature Camp is not on a bus route, and they had no transportation to get to and from the camp. The ROSS Program created a remedy for the disappointing situation. It was decided that if the children could not go to the camp, then let's bring the camp to the children. That is when "Camp 2 U" was born.

Mitzy Rowe

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95 | Family Day

Family Day is an annual family enrichment event which showcases the achievements of the Bristol Housing Authority residents living at Cambridge Park in Bristol, CT. It is an outdoor celebration which takes place in August. Residents are invited to enjoy a day of food, fun and camaraderie. Families come together to learn and applaud each other's achievements. Awards of recognition and scholarships are handed out.

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96 | Pop-Up Park — Tie-Dye Event

The Pop-Up Park — Tie-Dye Event took place at the Bristol Housing Authority in Connecticut, so that families could experience recreational activities right in their own community and feel a sense of pride in their neighborhood. The BHA and the ROSS Program partnered with Bristol Parks, Recreation, Youth and Community Services to bring this event directly to a Bristol Housing Authority family site.

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97 | Senior Wellness Program

The issue of seniors living with depression is real and difficult. While working with seniors and finding resources and other programs for them, staff discovered that, in addition to issues related to aging, reports of depression and loneliness kept surfacing. Seniors would reveal that they had lost friends, partners, family, pets and that they were experiencing separation anxiety, heartache, and feelings of isolation. The Senior Wellness Program was created to help seniors living in the Bristol Housing Authority community in Connecticut to be able to stay in their own homes and live healthy emotional lives.

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98 | DJJ Afterschool Program

The Department of Juvenile Justice (DJJ) Afterschool Program operates to meet the targeted needs of youth by providing effective prevention and intervention programs, as well as activities to prevent juvenile delinquency. It provides services to youth who are identified as at-risk of becoming involved in the juvenile justice system and youth who are already involved in the juvenile justice system that are between the ages of 5 to 17.

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99 | Housing Counsel Support Services

The Housing Counsel Support Services (HCSS) program provides service and outcome measures that impact participants at the prevention level. The program utilizes a promising practice model that serve parent/caregivers using the Your Money, Your Goals curriculum. Through counseling services and related supports, the program assists with efforts of fiscal and housing stability through a 4-part workshop series. Classes are held at housing authority properties,



community partner sites, local churches, libraries, and county recreation facilities.

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100 | Tampa Housing Authority Success Initiative

The Tampa Housing Authority (THA) Success Initiative (TSI) provides services for youth ages 7-17 in Tampa's high-risk communities. TSI offers support intervention strategies that can dissuade youth from joining gangs and help them discontinue their involvement in gangs. The approach builds strategies from the Office of Juvenile Justice Delinquency and Prevention (OJJDP) Comprehensive Gang Model related to prevent and/or reduce exposure to youth violence. TSI promotes a trauma-informed positive youth development programming that includes a case plan for youth, out-of-school time activities, tutoring, mentoring, and recreational opportunities.

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101 | Tax Credit Tools (T3)

The Tax Credit Tools (T3) program provides outreach and education to taxpayers residing in Hillsborough County. The program targets adults with children, ages 24-65, who may be at risk for or have Adverse Childhood Experiences (ACEs). The ACEs framework identifies discouraging conditions that children may experience and with prevention strategies, can work to reduce the likelihood of their re-occurrence and mitigate their effects. The T3 program will help to increase the number of individuals receiving Earned Income Tax Credit (EITC), reduce financial stress, and supports changes resulting from EITC activities.

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102 | THA Youth Success

Tampa Housing Authority (THA) Youth Success provides enhanced out-of-school time (OST) opportunities with childcare, recreation, and education for youth from low-income properties which include Oaks at Riverview Community Center, Robles Park Village, Seminole Park, Moses White, C. Blythe Andrews, and Arbors at Padgett Estates. Youth in these communities face many challenges including intergenerational poverty, low performing schools, and persistent violence. There are smaller youth programs from each site with the largest Oaks at Riverview. The OST programs are known to inspire learning, keep kids safe, and allow parents to work.

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103 | Family University

The Housing Authority of DeKalb County's Resident and Client Services Family University is a whole family approach focusing on family connections from pre-school to college. It supports assist families in achieving financial and career goals as they work towards continuing education and workplace success. By linking parents to the highest quality early education, they prepare children for success in school and life.

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104 | HACC Bridging the Gap Project

The Housing Authority of Champaign County (HACC) partnered with the University of Illinois Community Data Clinic, the Department of Commerce and Economic Opportunity and PCs for People to expand internet and technology access for families at HACC.



Over 1.1 million Illinois households lack devices and access to internet service. In addition, poor people and minorities are less likely to own computers or have internet service. Internet access and technology are absolute essentials to increase education and employment opportunities. Initiatives like the distribution of computers and hotspots helped bridge the digital divide for HACC families.

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105 | HACC Leadership Development Series

The Housing Authority of Champaign County (HACC) began the Leadership Development Series as an opportunity for HACC participants who were unemployed, seeking to improve their career skills, or were entering the workforce. The series of workshops offered to HACC participants focused on finding a career, resume writing, cover letter writing, interview preparation, and workplace etiquette. Delivering these workshops provided participants the opportunity to come out of unemployment and also serve as a professional development opportunity. The workshops were developed and delivered by HACC LSS/FSS staff members virtually and with no cost to HACC participants.

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106 | HACC Small Business Initiative

The Housing Authority of Champaign County (HACC) began the Small Business Initiative to create opportunities for clients who wanted to be self-employed or open their own business. Many of these participants also faced the barrier of lack of access to childcare. To provide this unique opportunity HACC partnered with the Small Business Development Center of Champaign County (SBDC) and Child Care Resource Service (CCRS). SBDC delivered no cost virtual workshops to HACC participants on how to start their own

business and provided one on one services. CCRS delivered no cost virtual workshops to HACC participants on locating low-cost childcare and providing childcare resources.

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107 | Healthy Beginnings Initiative

In 2020, the Housing Authority of Champaign County (HACC) partnered with Carle Hospital's Healthy Beginnings Program to provide affordable housing for expectant mothers. The program was established to reduce complex disparities and ultimately break local poverty cycles. The health and well-being of a child starts at birth and having stable housing is a foundation for future success. Nurses and social workers provide supportive care and services directly to expectant mothers and their families during and after their pregnancy. HACC provides an affordable housing unit and savings plan for families participating in the Healthy Beginnings Program.

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108 | Housing Authority of Champaign County YouthBuild

Since 2020, the Housing Authority of Champaign County (HACC) has delivered the YouthBuild program for 84 youth ages 16–24 who have dropped out of high school and who are interested in pursuing careers in the trades. Participants in the YouthBuild program include those who have been incarcerated, who have a disability, who are migrants, who are in the foster system, who experience homelessness, and who are food insecure. These students are afforded an opportunity to receive a high-school diploma and certification in their trade of choice. Youth undertake a rigorous curriculum centered around the three pillars of construction, education, and leadership training.



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109 | SHIFT Program

Unlike the traditional Family Self-Sufficiency Program where any increase in a family's rent as a result of an increased earned income is credited to the family's escrow account while participating in the program, the Housing Authority of Champaign County used its authorization under the Move to Work demonstration to establish a goal-based financial incentives FSS program known as SHIFT. An escrow account is established for each family that participates in the program; however, credits are earned when specific goals incorporated in the family's individual training and services plan are achieved.

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110 | The Bored Board

The Randolph County Housing Authority (RCHA) developed a program to engage elderly residents suffering from the dangerous effects of COVID isolation. The "Bored Board" was developed by housing authority staff with the goal being to mitigate the negative effects of the State mandated stay-at-home orders that were developing among the RCHA's elderly clients. Activities included word searches, puzzles, count the items in the jar games, and coloring sheets - all of which took tenants back to the days of their youth, while engaging the mind. All activities were placed on a large "Bored Board" within the building. RCHA feels that this program helped many of its elderly clients overcome the effects of COVID isolation.

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Small/Medium Agency

111 | Opportunity Fund for College Students

The Housing Authority of Champaign County's (HACC) Opportunity Fund provides up to \$500 of assistance for each student per semester for members of HACC-assisted households enrolled in local public community colleges. Primary uses of funding include public and private transportation, assistance with childcare costs, and laptops.

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112 | Keeping the Community Safe

North Chicago Housing Authority has partnered with Lake County, the Health Department and various other local partners and health resources to bring COVID testing and vaccines directly to the clients they served.

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Small/Medium Agency

113 | 2nd Rock House

The Winnebago Homes Association is an affordable housing development nonprofit component of the Winnebago Housing Authority that provides a home to the Rockford Police Department for the Police Officer Residency Program. In this program, a police officer is provided a home in a high crime area of Rockford. The officer can reside in the home rent-free and in return, commits to a three-year residency and a visible, high-profile community involvement.



The program has been proven to have a measurable impact in reducing crime.

Alan Zais

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Photo courtesy of NiReACH/Winnebago County Housing Authority

114 | Computer Distribution

NiReACH/Winnebago County Housing Authority and PCs for People partnered together to be able to distribute computers to low-income families that are eligible to receive a free or low-cost PC or laptops in Boone, Stephenson and Winnebago Counties. There were six distribution events.

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Photo courtesy of NiReACH/Winnebago County Housing Authority

115 | Back to School Celebration

Community outreach always has been a foundational principle of the Fort Wayne Housing Authority (FWHA). As the organization continues to transform the landscape of the community for the better, they have become even more in tune with the needs of those they serve. While they specialize in helping meet the basic needs of families, when living in poverty, families often must make the difficult choice to deprioritize other important necessities, such as school supplies, health-care, and just having fun! These were the focuses of the back-to-school celebration the FWHA hosted in July 2021, alongside other valuable community partners. More than 320 people were served, taking part in a day of education and entertainment.

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116 | Donation of Halloween Costumes

Because the Fort Wayne Housing Authority is well-respected for their holistic work to address needs in every aspect of community life, they were approached by Fort Wayne City Councilwoman Sharon Tucker to bring joy to families for Halloween 2021. Councilwoman Tucker donated 40 Halloween costumes to families. This was particularly special during a year when many Halloween festivities had been limited or canceled altogether due to COVID-19. Moreover, purchasing new costumes can present financial challenges for



families. For many children, dressing in a unique costume every year is an opportunity to express their personalities and fellowship with friends, and the excitement they experienced was a fulfilling reward.

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117 | Family Holiday Adoption

Throughout the entire year, the Fort Wayne Housing Authority (FWHA) is poised to give back to the community through unique programs that uplift families and help them thrive. During the holiday season, they give a little extra love to those they serve by developing extra ways to give back through the work they already do. In December 2021, the FWHA partnered with the local Jorgenson YMCA to “adopt” seven families. Adopted families were selected to receive a voucher or public housing assistance. Children also received Christmas gifts, and every member of the family received a book. Most importantly, families received free membership to the YMCA, and a lasting partnership between the FWHA and the YMCA was established.

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118 | Financial Literacy Classes

Financial literacy—the ability to understand and use financial skills, including personal financial management, budgeting, and investing—is oftentimes the key to lasting self-sufficiency and family wealth. It is the FWHA’s mission to not only provide government assistance for those who truly need it, but also to equip clients with the resources to become less reliant on that assistance. So, they partnered with Lake City Bank to offer Money Smart FDIC classes to anyone receiving Fort Wayne Housing Authority (FWHA) assistance. After learning about the new opportunities financial literacy affords them, many participants were eager

to repair their credit, and even become homeowners through the FWHA homeownership program.

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119 | Francine’s Friends Mobile Mammography

According to the CDC, 255,000 women are diagnosed with breast cancer every single year in the United States. About 42,000 of those women die from the disease annually. With breast cancer being the most common cancer and the second leading cause of cancer-related deaths in Indiana women, the Fort Wayne Housing Authority took an active role in cancer prevention through a partnership with Parkview Health. They teamed up with the hospital’s “Francine’s Friends Mobile Mammography” to offer screening mammograms right in their own neighborhoods. Women scheduled appointments throughout the one-day event in 2021, with screenings covered by their insurance or by funds available for those who were unable to cover the cost.

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120 | Summer Reading Program

Access to a variety of books not only expands children’s imaginations and increases learning agility, but also correlates to advancement in literacy and math skills. To promote growth in these areas, the Fort Wayne Housing Authority partnered with the Allen County Public Library to offer a summer reading program in support of the Book Rich Environment Initiative. The BREI provides free books to public housing authorities to distribute among local families, with the goal of children establishing their own home libraries for ongoing growth and development. Children ages 5–18 were exposed to literature that sparked new interests, and they were provided a new book to take home every week throughout the entire summer.



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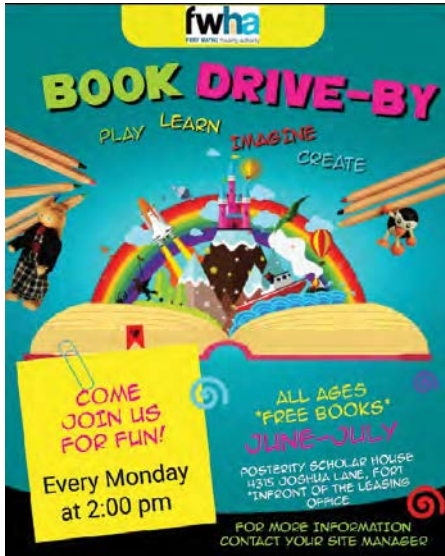


Photo courtesy of Fort Wayne Housing Authority

121 | Tablet Giveaway

Because of social distancing guidelines implemented during the height of COVID-19, many Fort Wayne residents who benefit from government assistance programs were forced to seek help in a new way. Many services transitioned online, and those who were unfamiliar with technology were faced with a new challenge. In November 2021, FWHA partner Allied One Solutions offered an emergency broadband benefit to recipients of various Fort Wayne Housing Authority (FWHA) services and the FWHA donated tablets to residents receiving qualified services. Those 50 and older also received education to use the tablets. Not only did the FWHA engage residents in a new way, but they also helped them access services safely.

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122 | LDCHA's ConnectHomeUSA

The Lawrence-Douglas County Housing Authority (LDCHA) joined HUD's ConnectHomeUSA initiative in 2018 with the dream of free, high-speed internet for Edgewood Homes public housing families to advance access to education, employment, and improve digital literacy. The COVID-19 pandemic accelerated the need for remote school and work. In partnership with local fiber internet provider, RG Fiber, the project was completed in January 2021. The LDCHA leveraged \$25,000 of CDBG funds in addition to internal MTW funds to install the infrastructure and pay for the service. The LDCHA received a private grant of \$10,000 from the Jefferson's Foundation to buy laptops/tablets for 74 Edgewood Homes children ages 7-17 which were distributed in 2021.

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Nominated for Excellence

123 | Social Work Intern Collaboration

In February of 2021 the Housing and Community Services Department began the Social Work Intern Collaboration Program by hiring three master's level social work intern students from two local universities. The interns were tasked with learning HSCD programs specific to homeless services as well as collaboration and riding alongside the Wichita Police Departments Homeless Outreach Team (HOT). Interns ride with HOT to assist homeless individuals with housing needs by going to them. Interns assist with completing necessary assessments for coordinated entry and referrals to housing programs. The interns have provided much needed case management support and assisted in developing new processes.

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Photo courtesy of City of Wichita Housing and Community Services

124 | Emergency Housing Program

In an effort to create solutions to combat the issue of homelessness in Boyle County, the Emergency Housing Program (EHP) was established in December 2020. With no other homeless shelter or resources for homelessness in the immediate area, the program was designed to assist those experiencing homelessness by providing hotel vouchers, transitional living options, and access to supportive services designed to assist with permanent housing solutions. As a result of this program, 95 total individuals, including children, were served through the use of emergency hotel vouchers and 15 individuals utilized the transitional living and case management services at the conclusion of December 2021.

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Nominated for Excellence/Small/Medium Agency

125 | Beds for Kids and Babies

The East Baton Rouge Parish Housing Authority (EBRPHA) learned that children were sleeping on pallets and babies were in their parent's beds. Sudden Infant Death Syndrome can be caused by babies sleeping in unsafe quarters. Children need sleep for ongoing development and health. EBRPHA raised \$25,000 in community funds and installed 50 new

beds and bedding and 17 safe cribs to residents in the housing community.

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126 | Bell Ringers

Bells ringing at the East Baton Rouge Parish Housing Authority (EBRPHA) is a joyous sound of achievement signifying the move to market-rate housing or even to homeownership. The sound of bells connotes achievement, sacrifice, and determination to enhance one's quality of life for housing residents. EBRPHA began the Bell Ringers Program to provide recognition to residents and to encourage others toward self-sufficiency.

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127 | Harmony Gardens for Wellness

Harmony Gardens for Wellness is an East Baton Rouge Parish Housing Authority outreach, education, and training program designed for the 1200 families living in its eleven housing communities. An important goal is to combat food insecurity, particularly in North Baton Rouge and in the inner city. The initiative addresses self-sufficiency and camaraderie. The gardens' yields are free and provide hands-on training in home gardening and nutrition knowledge while enhancing overall well-being, and resident engagement. There are now 84 raised beds throughout the communities, including a "Freegenerator" for enhanced storage provided by a grant from Blue Cross and Blue Shield of Louisiana.

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Photo courtesy of East Baton Rouge Parish Housing Authority

128 | Tech Tools for Children in Housing Communities

Access to education is a key mission directive of the East Baton Rouge Housing Authority. In 2020, COVID-19 forced school-aged children into virtual learning. East Baton Rouge Parish Housing Authority (EBRPHA) devised a comprehensive action plan. Door-to-door assessments of internet and tech tools in each of the housing communities revealed a critical lack of internet infrastructure for 680 children who had no computers or little or no internet connections. With commitment, resolute intention, and a cooperative partner, EBRPHA and the East Baton Rouge Parish School System created "Tech Ready" for distribution of Chromebooks, "Hot Spots", computer accessory essentials and eventually free wi-fi to 680 children.

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Nominated for Excellence

129 | Local University (UNE) Support of Resident Wellness

The Housing Authority of the City of Westbrook (WH) partnered with the University of New England (UNE) in late 2020 to offer a Wellness Center on the Larrabee Campus. WH provided UNE with an office and function spaces to provide service-oriented activities for the 650 low income residents. Their kick off was slightly delayed for the academic year 2020-21 due to COVID-19. During the 2021-22 academic year, the initiative was able to provide pro bono oral health

preventative care, digital denture services, nutrition education, social work and pharmacy consultation. Other planned activities include adding physician assistants, nursing, occupational therapy, and physical therapy, all provided at no cost to residents.

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Nominated for Excellence



Photo courtesy of Housing Authority of the City of Westbrook

130 | HCAAC's COVID-19 Pandemic Response

In January of 2020, the Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) was spreading across the world creating a global pandemic. Officially, WHO announced COVID-19 as the 6th public health emergency requiring worldwide attention. It was only a matter of time before the United States would start reporting cases if the virus wasn't here already. They were in the midst of an unprecedented crisis. At the speed COVID-19 moved across the world, there was little time to figure things out. As with any crisis, the Housing Commission of Anne Arundel County (HCAAC) were faced with an urgent task of keeping residents safe and connected to the services they needed to weather through this potential catastrophic event. HCAAC's action plan, along with a collective of diligent dedicated partners, were able to obtain supplies with minimal cost to the agency.

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Nominated for Excellence





Photo courtesy of Housing Commission of Anne Arundel County

131 | Senior Pantries

The Housing Authority of the City of Goldsboro's primary goals through installing Senior Pantries throughout their communities were to prevent COVID-19 exposure to vulnerable seniors and to increase their general wellness while decreasing the effects of chronic conditions and unmet needs. The Senior Pantries provide critical home care items, paper goods, and non-perishable food to seniors through pantries located at their respective property management offices.

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132 | Backpack Giveaway Event

The 2020 school year was challenging for many of Greensboro Housing Authority's (GHA) residents due to the COVID-19 pandemic, which resulted in a year of virtual school among a population that deeply felt the negative ramifications of the virus. In a collaborative effort, Greensboro Housing Authority (GHA) team members engaged partners to collect donations and hold a back to school backpack giveaway and resource fair event. This outdoor event not only distributed the backpacks filled with school supplies

but featured local resources and GHA feeder school staff members. Overall, 2,400 bags were given out or donated to local GHA feeder schools to give back to the local community and support all children in need.

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133 | Resident Services Programs

The Housing Authority of the City of High Point provides a myriad of programs throughout the summer which empowers youth and builds foundation for their academic success and future earning power. Programs include, but are not limited to: Summer Enrichment Program, Youth Academy Program, Youth Agriculture Program, Camp MED, etc.

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134 | Emergency Housing Vouchers – CMHA

In collaboration with Continuum of Care (CoC) and local Rape Crisis Center, the Cuyahoga Metropolitan Housing Authority developed a comprehensive process to refer eligible homeless families and individuals for housing using an emergency housing voucher.

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135 | Vaccine Clinic Initiative

Health equity in minority communities has been brought to the forefront with the COVID-19 pandemic and especially within specific neighborhoods in the City of Cleveland. Socioeconomic disparities in health, housing, food and lack of transportation are proven contributing risk factors that cause higher exposures and inability to access testing and vaccination. The



Cuyahoga Metropolitan Housing Authority (CMHA) collaborated with various community partners to improve access and education by providing onsite health care. Through these efforts, CMHA was able to provide on-site COVID-19 testing and vaccinations to residents.

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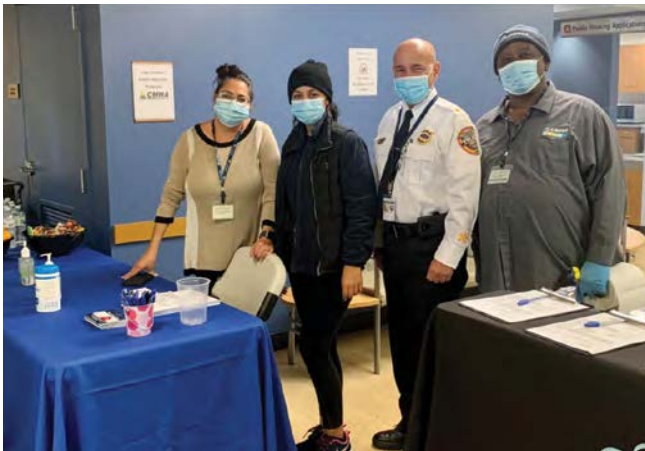


Photo courtesy of Cuyahoga Metropolitan Housing Authority

136 | The Art Initiative

The Art Initiative is an ongoing effort by Homes for Good to make art accessible to the populations served by the agency. This is accomplished by providing opportunities for artists to display their artwork at affordable housing developments. The mission of The Art Initiative is to provide community-driven art spaces that foster the mental wellbeing for their residents, as well as utilizing art as a vehicle for social progress and equity.

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Nominated for Excellence



Photo courtesy of Homes for Good

137 | Stay Local Benefit Program

In order to assist residents and the local businesses, the Clarion County Housing and Redevelopment Authority established the Stay Local Benefit Program. The program provides residents with a \$100 gift card that they can use at participating locally owned and operated businesses in Clarion County.

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Small/Medium Agency

138 | Dafmark Art Club in the John Horan Garden Apartments

The Housing Authority of the City of Erie (HACE) understands the importance of bringing creative arts to children. Studies show that exposure to art affects other aspects of their learning and helps children grow in physical, social, cognitive, and emotional development. Unfortunately, most children do not have the opportunity to engage in community art programs due to issues such as transportation and the inability to cover the cost. In 2021 a partnership was formed between HACE and Dafmark Dance Theater (Dafmark) to create opportunities for youth to participate in an after-school activity that teaches skills in the arts and encourages children to explore their



talents and express themselves in a positive, high quality, safe, fun, and well-supervised setting.

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Photo courtesy of Housing Authority of the City of Erie

139 | Healthy Hands Healthy Homes

The Healthy Hands Healthy Homes program was designed to fulfill a need for education and home supplies in regards to the COVID-19 pandemic. Many households that lived in housing sites managed by the Union County Housing Authority expressed the need and desire to educate themselves and find materials that would assist in keeping their homes safe. The program was created to provide these households with everything from thermometers and cleaning supplies to CDC handouts and literature explaining the COVID-19. The program served a rural area with no public transportation, and delivered all materials directly to 123 households on three separate occasions over the course of several months.

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Small/Medium Agency

140 | Amazon Echo Show

Senior residents of the Allegheny County Housing Authority were provided with free Amazon Echo Show five devices as a means of not only bridging the digital divide, but also as a means of socialization, entertainment, and safety during the COVID-19 pandemic.

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141 | M-PowerHouse and the Allegheny County Housing Authority

On October 28, 2021, the Resident Services Department partnered with M-PowerHouse to hold a "welcome" event that would introduce the organization to the Hays Manor and McKees Rock Community. M-Powerhouse is a community-based nonprofit organization dedicated to connecting underserved youth and adults to careers and educational opportunities through life skill exploration, mentoring, and hands-on experience, specifically in artificial intelligence, healthcare, Science, Technology Engineering, Arts and Mathematics (STEAM) fields.

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Photo courtesy of Allegheny County Housing Authority



142 | Taking a Stand Against Violence

Service coordinator, Lisa Baldwin, has been working extensively with community members, Mercy Behavioral, and the Office of Violence Prevention, to help residents not only find support when dealing with traumatic situations, but also find ways to encourage the youth and adults to resolve conflicts peacefully.

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Photo courtesy of Allegheny County Housing Authority

143 | CCP/PHA Shared Housing Program

The Community College of Philadelphia (CCP) and the Philadelphia Housing Authority (PHA) collaborated on an innovative partnership that transformed six scattered sites units into dorm-like apartments for CCP students. The Shared Partnership offers a vital new service by providing housing especially designed around the unique, and urgent needs of community college students. The program provides tenants with wrap-around services from both CCP, which offers academic services, and from PHA, which offers life skills and budgeting classes. Students eligible for the housing must qualify for Pell grants and be taking at least 6 college credits. Students will pay rent based on 30 percent of their incomes.

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Nominated for Excellence

144 | Entrepreneurial Resources and Programs

The Philadelphia Housing Authority (PHA) launched a six-month-long Entrepreneurship Fellowship and a Business Resource Center to support residents seeking to start or grow a business. In its first year, 24 of the new businesses qualified to become PHA vendors. The activities include workshops, coaching, and a fully-equipped small business incubator. Interest has been strong with more than 300 residents/ HCV voucher holders submitting applications to participate in the first two fellowships. PHA has hired a few of the resident-owned businesses to provide food at events. To date, PHA has invested \$26,675 in terms of business seed investment and business reimbursement directly to the resident's new businesses.

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145 | Free Pharmacy Technician Program (with Ebenezer Outreach Ministries and CVS Health)

The Free Pharmacy Technician Program was a collaborative effort between The Housing Authority of the City of Pittsburgh, Ebenezer Outreach Ministries, and CVS Health to provide residents with in-demand technical skills and connect them with employment opportunities. CVS Health brought all the necessary materials—including a mock pharmacy—directly to Ebenezer Outreach Ministries' location in the Hill District. Free transportation was arranged for anyone who had challenges accessing the location. By the end of the program, residents were trained and qualified enough to become certified as pharmacy technicians and begin new careers.

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Nominated for Excellence



146 | HACP and 412 Food Rescue Expand Deliveries and Eradicate Hunger

The Housing Authority of the City of Pittsburgh (HACP) and 412 Food Rescue have worked together since 2016 to deliver over 1.4 million of fresh food and produce directly to residents. Having built a successful model of collaboration, they've taken the next step and expanded their partnership to include every community operated by HACP. This expansion connected more than 500 additional low-income families to regular deliveries of fresh food and produce.

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147 | COVID-19 Vaccination Initiative 2021

In 2020, the Central Falls Housing Authority (CFHA) sought to protect their public housing residents and community members by facilitating COVID-19 vaccine clinics. The CFHA public housing residents were the first to be vaccinated in the State of Rhode Island. This program has been a successful tool in preventing the spread of infection in their buildings and community. This initiative has vaccinated over 10,000 participant and community residents.

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Small/Medium Agency

148 | Safety and Security Improvements to Forand and Wilfrid Manors

The Central Falls Housing Authority upgraded the interior and exterior cameras at the Forand and Wilfrid Manor high rise buildings in Central Falls, Rhode Island. The necessity for these safety measures is to ensure the protection of the residents from a disproportionately high crime rate in the city.

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149 | Pandemic Response

In March 2020, the Coventry Housing Authority never expected what was to come and how their lives would be impacted. Their first thought when they realized the extent of the pandemic was the physical and mental health of their residents. Over 240 elderly/disabled residents and 190 residents in their family developments were now unable to see their families. This was heartbreaking. They made the decision to keep their offices staffed, even if limited at times, just so residents knew they were still here for them. Their maintenance and office staff came in to make sure the residents were taken care of, arranging outreach services, scheduling vaccine clinics or simply seeing a familiar face out the window.

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Photo courtesy of Coventry Housing Authority



150 | Saints of CHA

Recovery from the pandemic takes many different forms. They had offered vaccine clinics, face masks and hand sanitizer but what about basic needs. Meals on wheels was nonexistent, delivery services for groceries were overwhelmed, and going to the store for necessities was a challenge for anyone; particularly the most vulnerable population. Instead of reinventing the wheel they looked to local resources that already had a few of the spokes of the wheel built and with collaboration they completed the wheel and made it the vehicle to deliver food, homemade meals, and other basic needs directly to residents.

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Photo courtesy of Coventry Housing Authority

151 | Operation Holiday Cheer

The holiday season can be a time of great joy, but for some it can bring an increased sense of loneliness. The holidays leave many feeling isolated and unloved and COVID-19 exacerbated that by creating travel difficulties, as well as anxieties about leaving the community. Some residents also didn't want to burden their family with their mobility issues. The Lincoln Housing holiday gathering was created in response to the continued

isolation and loneliness the ongoing pandemic has caused for residents. They recognized the need for folks to socialize and feel a part of something. As an organization, they took on the role of Santa's helpers and partnered with local donors to create a day of joy.

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Small/Medium Agency

152 | Sharing Surplus Snacks During the Pandemic

As the pandemic continues, food insecurity has continued to grow as a stressor residents are experiencing. The supply chain issues and the higher food prices are leaving residents fearing they won't be able to afford to feed themselves. Keeping transportation and mobility issues in mind, the Lincoln Housing Authority knew they must find a way to bring food resources to residents. Through extensive research they discovered Rescuing Leftover Cuisine and have partnered with Panera Bread to bring unwanted bakery items to residents.

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153 | Newport's Neighborhood Beautification Program

Newport's Neighborhood Beautification Program evolved quite organically, growing solely from within the residents of housing authority properties. Little by little, each housing community had residents making beautification improvements not only to their own individual yard areas, or apartments, but to many of the common areas as well. In some cases, residents planted flowers, maintained gardens, swept the sidewalks, and even decorated the building with art. It is a wonderful testament to the fact that the residents care about their neighborhoods and one another



and they are right beside the staff working to make their housing communities safe and attractive places to live.

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154 | The Root Riders – Newport, RI

The innovative Root Riders Program engages young adults in the meaningful work of growing food for their community. Students sell the produce they grow at the Farmer's Market and donate excess to the Newport Housing Authority's Donovan Manor Senior Housing residents and residents of Park Holm and Chapel Terrace too. The Root Riders Program prepares youth to return to high school empowered by the exhilaration and confidence created through their participation in this meaningful job program. Throughout the program, students build communication and leadership skills, acquire horticultural knowledge, practice safe biking, work within a diverse team, and serve their community — skills they'll carry for life.

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155 | Housing a COVID Response: How One PHA Confronted a Pandemic

The Housing a COVID Response Initiative is the Providence Housing Authority's (PHA) response to the unprecedented challenge posed by the COVID-19 pandemic. PHA created a multi-faceted, interdepartmental, and multi-agency campaign to raise awareness of the potentially deadly virus and provided a wide range of services to protect the community and meet basic and longer-term needs of residents. The Initiative provided thousands of residents with equitable access to life saving testing, vaccines, and personal protective equipment. It also provided hundreds of residents with access to innovative programs for securing and maintaining housing, meeting basic needs, stabilizing finances, and maintaining wellness.

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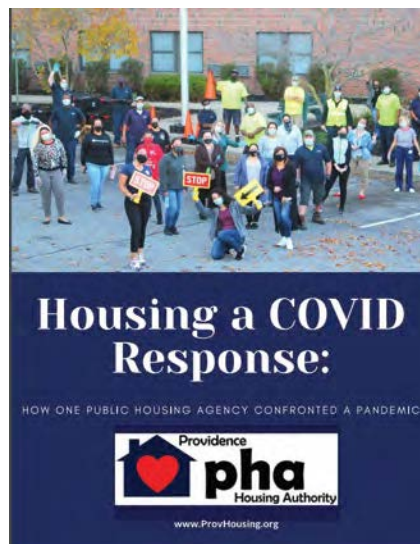


Photo courtesy of City of Providence Housing Authority

156 | Wellness Resource Center

The Wellness Resource Center (WRC) was established in 2019, in response to the opioid epidemic, then grew to address other issues including crime victimization and mental health. The WRC program is a holistic approach to healthy living that includes prevention education, access to mental health services, victims of crimes services, addiction treatment information and counseling, case management, and activities that promote healthy living habits. The WRC has developed into comprehensive interdisciplinary center that provides a wide range of services for residents seeking wellness. The program is available to all residents living in public housing

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157 | "GET IT ON!"

The entire nation experienced a tragic historical moment with an unprecedented challenge from the COVID-19 global pandemic. Severe illness and untimely deaths of the elderly filled families and the nation with grief. The West Warwick Housing Authority Resident Services staff struggled to determine a way to turn a prophylactic requirement (wearing a face mask) into an opportunity to engage residents in a fun and rewarding experience. They conducted a "Face Mask Design Challenge". This allowed residents to turn a necessary requirement into a fun event and may also have contributed to certain residents wearing their masks more often.

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Photo courtesy of West Warwick Housing Authority

158 | COME ON, JUST TRY IT!

The West Warwick Housing Authority (WWHA) has partnered with Blue Cross-Blue Shield and local chef Kevin Millonzi to create a program that addresses the chronic issue of unhealthy eating among over 200 underserved, elderly/disabled residents. The program, Come On, Just Try It, aims to make healthy eating fun, interactive and exciting for residents. Through healthy cooking demonstrations, a wider range of fruits,

vegetables and proteins have been introduced to residents who would otherwise not utilize them in their diets. In addition to the demonstrations, residents who participated in Come On, Just Try It, received bags of healthy foods and treats.

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Photo courtesy of West Warwick Housing Authority

159 | West Warwick Housing Goes to the Dogs...And Cats Too!

Tails were wagging and residents were beside themselves with delight! West Warwick Housing Authority partnered with a new organization to provide pet services for elderly/disabled residents and their pets—many of whom are service or emotional support animals. Vintage Pet Rescue is a nonprofit organization whose mission is to provide elderly pets, especially dogs, a safe and loving home through adoption. They approached the housing authority to collaborate on a special event.

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Photo courtesy of West Warwick Housing Authority

160 | CH CARES COVID-19 Basket Initiative

The CH Cares COVID-19 Basket Initiative was created to provide support for Columbia Housing's most vulnerable residents who were infected with the COVID-19 virus. As residents were isolated and alone due to public health officials' recommendations and quarantine requirements, Columbia Housing delivered care baskets to its residents as an act of kindness and support during the recovery process.

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161 | Max the Vax: Fighting Vaccine Hesitancy

The Max the Vax campaign targets underserved, vulnerable, minority and vaccine-hesitant populations served through Columbia Housing's resident network in the following zip codes in the Columbia metro area: 29201, 29203, 29204, 29205, 29210 and 29063; 29033 in Cayce; and 29044 in Eastover. In the Fall of 2020, it was estimated that among 1,600+ families in its Public Housing Program, and the 4,700+ families Housing Choice Voucher program, as many as 50% of those families were hesitant to take the vaccine. Max the Vax used a host of outreach strategies to educate,

engage, test, and vaccinate Columbia Housing residents and people living in nearby communities.

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162 | Women in Housing/ Women's History Month

Women's History Month is celebrated each year in March. It started as National Women's Day during a February 28 meeting in Manhattan in 1909. The holiday wasn't widely celebrated in America until the United Nations recognized it in the 1970s. Then in March 1980, President Jimmy Carter designated the second week of March as Women's History Week. In 1987, Congress declared the entire month of March as Women's History Month. In the spirit of recognizing the contributions of everyday women, Columbia Housing kicked off Women in Housing/Women's History Month celebrating women employees and board members for the work they do day in and out to provide quality affordable housing for residents.

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163 | Resident and Client Services

The Housing Authority of Florence partnered with the Francis Marion University School of Health Sciences to provide clinical and health experiences for the residents of the Housing Authority, especially the elderly and disabled residents. Many elderly/disabled residents do not have the transportation to get to doctor appointments for screenings, so the housing authority provides the screenings at various sites. Some elderly/disabled residents do not have the equipment to monitor their blood pressure and glucose, so the screenings also give them a chance to monitor these functions periodically.



167 | Empowering Residents with Broadband Access – Spectrum High-Speed Internet

The Harlingen Housing Authority (HHA) partnered with ConnectHomeUSA, Spectrum, Valley Baptist Legacy Foundation (VBLF), City of Harlingen, Harlingen Consolidated Independent School District (HCISD), and the Harlingen Affordable Housing Corporation (HAHC) to empower our Public Housing Residents with broadband access through Spectrum High-Speed Internet. This initiative was implemented due to the lack of digital connectivity service. Together, they produced a solution in narrowing the digital divide for each family at an affordable price. The HHA wants to ensure that high speed internet is available for all families to get virtually connected.

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Nominated for Excellence



Photo courtesy of Harlingen Housing Authority

168 | Stable Homes Initiative

The Houston Housing Authority (HHA) "Stable Homes Initiative" was a safety net for low-income individuals and families, impacted by COVID-19. This initiative was an eviction prevention to help impacted tenants retain their homes; in spite of their inability to pay rent. Public

and private partnerships between the HHA, the Harris County, City of Houston, Non-Profit Organizations and Faith-Based Partners reflected a collaborative effort providing a critical resource. As a result, impacted tenants were able to access case management services, rent relief and other resources to retain stable homes.

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169 | Choice Neighborhood Coffee

The Choice Neighborhood Coffee is held virtually every fourth Wednesday of the month. The purpose of the coffee is to bring together partners and residents of the Choice Neighborhood. Every month a different partner presents on their program. It is a way for partners to share resources and residents to be connected to resources. It is a collaborative effort from all parties involved, hosted by The San Antonio Housing Authority.

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170 | Elf Louise

Many residents of the San Antonio Housing Authority have limited financial resources to ensure their children have toys for Christmas. The Elf Louise Christmas Project is dedicated to providing a little bit of joy to Bexar County's less fortunate children. San Antonio Housing Authority partners with the Elf Louise Christmas Project to help alleviate the financial burden and stresses of Christmas to provide toys to the youth of SAHA.

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171 | HallowEast/Reverse Trick or Treat/Drive thru Trick or Treat

HallowEast is an annual event hosted by San Antonio for Growth on the Eastside. Various civic minded organizations, small business, and community partners host a block party to promote community awareness. After restrictions were placed on large gatherings due to COVID-19, they instituted plans to involve the community while respecting the rules. SAGE approached San Antonio Housing Authority (SAHA) to see if the agency would approve community partners going door to door and passing out candy and information at a SAHA community on the east side of San Antonio.

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172 | Paint Your Stress Away

CDI staff under-refer San Antonio Housing Authority residents to mental health providers in an effort to destigmatize mental health and make residents feel more comfortable. Requesting and utilizing mental health referrals, they sought to bring a mental health care provider to property so that staff could engage with mental health staff in a very informal, fun way.

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173 | Participant of the Month

The San Antonio Housing Authority (SAHA) Family Self Sufficiency (FSS) Program created the "Participant of The Month" (POM) to recognize those current participants who are not ready to graduate yet but are making their way to accomplishing their established ITSP goals. During this virtual award ceremony, participants will be exposed to a motivational speech, receive a goodie bag and a certificate as well as be highlighted for their efforts in achieving their goals.

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174 | Series of Virtual Financial Health Webinars

The Virtual Financial Health Webinar Series objectives are for participants to learn to manage their finances and get better equipped to live independently. During the pandemic having a traditional financial literacy class was not possible; therefore, the Family Self Sufficiency (FSS) Program partnered with Credit Human to offer a series of Virtual Financial Health Webinars on a monthly basis, conducted twice a day in the morning and afternoon after working hours for those participants who are not able to attend in the morning. As a result, many participants and their families can attend and acquire knowledge on how to become financially healthy.

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175 | Virtual Graduation Program

The San Antonio Housing Authority (SAHA) Family Self Sufficiency Program created a quarterly FSS Graduation in 2019 to celebrate SAHA's Mission to empower and equip families to improve their quality of life and achieve economic stability" and to provide motivation to housing residents participating in public housing and assisted housing programs. Due to the pandemic, it was not possible to gather in person and as a group to recognize their graduates; therefore, in 2021, they created the FSS Virtual Graduation conducted through Google meets and Zoom webinars.

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176 | COVID Vaccination Outreach in Public Housing

Waco Housing Authority (WHA) advanced equity in vaccine education and vaccine availability for public housing residents during the COVID-19 epidemic. By utilizing grant funds and partnering with other vital community organizations, WHA was able to provide education and incentives for residents to obtain the COVID-19 vaccine, thereby helping residents and the surrounding community to be healthier and safer.

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Nominated for Excellence

177 | COVID-19 and Youth

In early May of 2021, the Family Self-Sufficiency Coordinator was approached by one of the residents residing at their public housing developments. He stated he was concerned because his 12-year old daughter had asked him about getting vaccinated for the COVID-19 virus. The following Sunday the FSS Coordinator read an article in the local newspaper where Governor Abbot announced that the State National Guard would be providing vaccines to businesses, or locations where a minimum of five individuals would be willing to get vaccinated for the COVID-19. A call was placed to the State Health Dept. A date and time were scheduled for the event and 15 teens and four adults received their first vaccine.

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Photo courtesy of Housing Authority of the County of Hidalgo

178 | Social Determinants of Health Initiative: Education Liaison

Using the Social Determinants of Health (SDOH) framework, Housing Connect has identified Education Access as a priority initiative focusing on enhancing residents' education attainment through supportive programs and resource connection. Housing Connect has hired an Education Liaison (EL) to assist families with children in navigating school systems and barriers that arise that hinder success. The EL oversees the implementation of the evidence-based program Parents As Teachers, a home-visit based program to promote healthy development and kindergarten readiness. Not only impacting youth, the Education Liaison also works with adults who are interested in education advancement.

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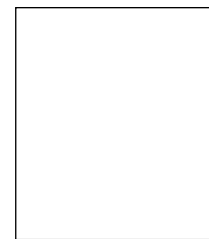
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