

# NCSHA 2016 Annual Awards Entry Form

(Complete one form for each entry)

**Deadline: Wednesday, June 15, 2016**

Visit [ncsha.org/awards](http://ncsha.org/awards) to view the Annual Awards Call for Entries.

**Instructions:** Type entry information into the form and save it as a PDF. Do not write on or scan the form. If you have any questions contact [awards@ncsha.org](mailto:awards@ncsha.org) or 202-624-7710.

Fill out the entry name *exactly* as you want it listed in the program.

**Entry Name:** \_\_\_\_\_

**HFA:** \_\_\_\_\_

**Submission Contact:** (Must be HFA Staff Member) \_\_\_\_\_ **Email:** \_\_\_\_\_

Please provide a 15-word (maximum) description of your nomination to appear on the NCSHA website.

\_\_\_\_\_

Use this header on the upper right corner of each page:

**HFA:** \_\_\_\_\_

**Entry Name:** \_\_\_\_\_

\_\_\_\_\_

**Select the appropriate subcategory of your entry and indicate if you are providing visual aids.**

Communications	Homeownership	Legislative Advocacy	Management Innovation
Annual Report	Empowering New Buyers	Federal Advocacy	Financial
Creative Media	Encouraging New Production	State Advocacy	Human Resources
Promotional Materials and Newsletters	Home Improvement and Rehabilitation		Operations
			Technology
Rental Housing	Special Needs Housing	Special Achievement	Are you providing visual aids?
Encouraging New Production	Combating Homelessness	Special Achievement	Yes
Multifamily Management	Housing for Persons with Special Needs		No
Preservation and Rehabilitation			

## **Judging Criteria:**

### **Are Innovative**

In response to our employee satisfaction survey, Delaware State Housing Authority (DSHA) recognized a strong interest among staff in learning other's roles, expanding their opportunities for growth within the agency, and gaining further knowledge of agency programs and operations. Although cross training is always encouraged amongst division staff, we lacked a formal cross training program across departments or divisions. From feedback received, DSHA launched our cross training program.

### **Are Replicable**

Resources to launch a formal cross training program are minimal. Agencies can model the established process flow and documents. Since the selected employees schedule the training, they are able to tailor to their schedules during their selected quarter.

### **Process flow:**

**Application Process:** Once all of the Staff Development Opportunities have been received from divisions, Human Resources posts the opportunities on our intranet (TechWeb) and informs employees via email. Employees who have been in their job for at least 6 months may then fill out an application for any area of interest, and are encouraged to seek opportunities outside their division. Should there be more than one application submitted for a learning opportunity, applications will be approved based on the business and job-related needs of the agency. Applications require Supervisor approval and review. The employee is notified via a letter of acceptance and can coordinate with the specified trainer for available times. Selected (and non-selected) employees are notified formally. Non-selected employees receive a personal call from HR to discuss their development needs.

**Employees are responsible for** committing to this program for the duration of the opportunity, keeping up with their regularly assigned tasks and developing a summary at the end of the training. The summary will recap their experience, state what they have learned, provide input on how it can be improved and explain if they learned what was desired from the experience; and if not, why. Employees are also encouraged to share feedback so to improve and strengthen the newly learned process or service.

**Supervisors are responsible for** meeting with their employees regarding their desire to receive training and learning opportunities and participate in follow-up meetings at least twice during the next year. Follow-up meetings are to discuss progress and any additional support that might be needed.

**Cross trainers** coordinate with staff for mutually agreeable timeframes for training, develop training materials (via procedures already in place or in conjunction with other department staff or

## Grow, Learn, &amp; Change Staff Development Program

section heads), present the material to the staff person, provide applicable feedback, document completion of training opportunity and submit training completion info to the person's supervisor and the human resources office.

A sample timeline is attached.

**Respond to a management challenge or opportunity**

The cross training program responds to several agency challenges and opportunities, including:

- Recognize employee base who are nearing retirement
- Motivate employees to learn about other agency operations and programs
- Identify employees who have interest and/ or skillset across departments
- Develop potential applicants for future job vacancies
- Grow knowledge base of programs and operations throughout the agency
- Model best practices and efficiencies by replicating in other departments
- Improve morale of staff by offering an exciting opportunity for growth
- Increase respect and appreciation for fellow staff's roles
- Demonstrate commitment to elevate and integrate training at the agency level

**Achieve measurable improvements in agency operations**

A key outcome of the cross training and final questionnaire is to gain feedback from the trainee regarding processes and policies, so we can identify potential areas for improvement.

**Provide benefits that outweigh costs**

Once the cross training application and document models are established, the costs are minimal as updates and review of applications requires a small amount of time considering the value the agency receives.

**Demonstrate effective use of resources**

Both the trainee and trainer receive value as they develop relationships and agency knowledge, while completing their core duties. Human Resources staff is responsible for administering this program, tracking the participants, overseeing the program, and tracking the success. The typical development opportunity will be 2-4 hours a week or up to 1 day a month and last for no longer than 3 months.

**Achieve strategic objectives**

A key strategic objective is to develop employees to become educated and interested in different areas within the agency. The cross training program is a deliberate attempt to achieve that objective. DSHA is a strong supporter of developing our staff and position them to apply for future job openings.

Quarter 1 Cross Training:

11/19/15 Train supervisors

11/30/15 Send Announcement and Opportunities to All Staff

12/11/15 Staff Development Applications to be turned in to Supervisor

12/18/15 Applications to be forwarded to HR

12/23/15 Notifications to be sent to Employees, Trainers, applicable Sr. Staff

01/05/16 Staff Training Begins per schedule

03/25/16 Staff Training Ends

03/31/16 Feedback due from Trainer & Employee

## Grow, Learn, &amp; Change Staff Development Program

<b>Learning Opportunity Application</b>			
<b>Date</b>	<b>First Name</b>	<b>Last Name</b>	<b>Current Section</b>
<b>Job Title</b>		<b>Supervisor's Name</b>	
<b>Preferred Learning Opportunity:</b>			<b># of Hours Required/week</b>
<b>Why do you want to obtain staff development in this area?</b>			
<b>What would you want to learn or obtain from the learning opportunity?</b>			
<b>What are your goals for the near future and the next 3-5 years?</b>			
<b>Supervisor Comments:</b>			

The above noted plans do not interfere with my current responsibilities and supervisory approvals are noted below:

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Employee Signature

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Date

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Supervisor Signature

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Date

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Senior Staff Signature

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Date

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Director of Human Resources Signature

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Date

Learning Opportunity			
Date	DSHA Section	DSHA Department	Section Sr. Staff Name
1/5/16	Housing Management		XXXX XXXXXXXX
<b>Opportunity Title:</b>  Housing Choice Voucher (HCV) Program & Processing		<b>Person Assigned as Cross Trainer</b> Housing Management Housing Choice Vouchers Staff: XXXX XXXXXXXX	
<b>Learning Opportunity Description:</b>  Will allow the opportunity for staff to learn about the Housing Choice Voucher (HCV) program & requirements			<b># of Hours Required/week &amp; Duration Expected</b>  2-4 hours/week
<b>What would staff learn in this area?</b>  Information related to the Housing Choice Voucher (HCV) Program, processing of HAPs and inspection of rental units			
<b>Provide a brief agenda below:</b>  The incumbent will work with the Housing Management staff to learn about the processing criminal background reports and Housing Choice Voucher briefings or other information related to the Housing Choice Voucher Program & Processing.			

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Section Signature

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Date

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Human Resources Signature

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Date

January 20, 2016

DSHA INTERNAL MEMORANDUM

TO: XXXXXXXXXXXX

FROM: XXXXXXXXXXXXXXXX  
Director of Human Resources

SUBJECT: **Staff Development**

We want to thank you for expressing your interest in our Staff Development initiative and for submitting an application. Due to the response, we were not able to fulfill every request with this initial round. Your application was not selected at this time. However, future opportunities will be available.

Each quarter, our Human Resources (HR) staff, will send an announcement regarding the available staff development options. We ask you to maintain communication with your supervisor so that he or she is aware that you have an application on file and to ensure that participating continues to mesh well with business needs and your job responsibilities.

In the meantime, work with your supervisor regarding any work-related and cross training opportunities that may be available.

Should you have any questions, please contact me at XXXXXXXXXXXX Or via e-mail at [XXXXXXXX@destatehousing.com](mailto:XXXXXXXX@destatehousing.com)

cc: Human Resources  
Director  
Division Head  
Supervisor

January 20, 2016

DSHA INTERNAL MEMORANDUM

TO: XXXXXXXXXXXXXXXX

FROM: XXXXXXXXXXXXXXXX  
Director of Human Resources

SUBJECT: **Staff Development Opportunity**

This letter is to officially notify you that you have been selected to participate in Delaware State Housing Authority's Staff Development initiative. Congratulations!

I am pleased that you are interested in learning more about what DSHA does as well as what other employees do in our agency. The learning opportunity for which you are authorized to participate in is entitled Housing Choice Voucher Program. Specifics regarding timing and method will be determined via communications with you and the trainer. Your trainer, XXXXXXXXXX, will reach out to you to discuss training schedule, format, and expectations.

In this role you will be responsible for committing to this program for the duration of the opportunity, keeping up with your regularly assigned tasks, and completing a form at the end of the training. The form will recap your experience, state what you have learned, provide input on how it can be improved and explain if you learned what was desired from the experience and if not, why.

Should you have any questions, please contact me at XXXXXXXX or via e-mail at [XXXXXX@destatehousing.com](mailto:XXXXXX@destatehousing.com)

cc: Human Resources  
Director  
Division Head  
Supervisor  
Trainer



Grow, Learn, & Change Staff Development Program

**From:** XXXXXXXXXXXX  
**Sent:** Wednesday, March 23, 2016 1:58 PM  
**To:** XXXXXXXXXXXX  
**Subject:** Staff Development Training

XXXXX,

I wanted to thank you for the opportunity that I have been given to learn about the (MTW) Move To Work Program. Last week I met with XXXXXX, XXXXXXXX and XXXX to go over the program, today I met XXXXX and XXXXXX at Liberty Court for an idea of how the process work on the case worker's side. They are a great group of people who truly are caring, compassionate and dedicated to carrying out what the program has to offer and helping their residents. I am not sure if they have anything else in store for me, or if there is anything else I can be exposed to at this point, but I am thankful for the time already spent and for meeting such wonderful people.

When you get some time, I would also like the opportunity to meet with you and see if there is any sort of personal plan you can assist me in setting up based upon my interests and future with DSHA and start working on those goals.

Sincerely,  
XXXXX

(Signature Removed)

**Please Return To:**Human Resources via [HR@destatehousing.com](mailto:HR@destatehousing.com)

Grow, Learn, &amp; Change Staff Development Program

**EMPLOYEE FEEDBACK**  
**Regarding their**  
**LEARNING OPPORTUNITY**

Please complete this questionnaire to provide some general feedback regarding your experience participating in a DSHA Learning Opportunity.

**Employee Name:** [REDACTED] \_\_\_\_\_

**Opportunity Title:** Housing Choice Voucher (HCV) Program & Processing  
**Location:** Liberty Court

**Assignment Dates:** **Start Date:** 3/24/2016 **End Date:** currently  
**training** \_\_\_\_\_

**How would you describe your experience from participating in a DSHA Development Opportunity?**

**My experience in the Housing Choice Voucher program is very informative. I have a chance to see how the applications are entered in the computer, and how each application is evaluated for housing status. After each application is evaluated, letters are sent to each participant stating their status.**

**List at least 3 key things you learned from the training.**

**The three key things I learned from the training are: That Veterans have preference, the elderly and handicap have an extended stay where they never have to move out if they don't want to and that the MTW program enables a participant to stay in housing for 6 maybe 7 years before they have to move out as long as the stay compliant with the program.**

**Explain if you learned what you desired to learn from the training.**

**Everything I've learned is very important and will enable me to help the Housing Choice Voucher Program whenever the need.**

**Please provide any input about how the workflow or process could be improved.**

Grow, Learn, & Change Staff Development Program

The work flow and process are fine the way they are. If the participants were able to go on line and update some of their own information as it changes, it would make it easier to find the people we have on the list as addresses and phone numbers change.

Other Comments:



  
Employee Signature & Title

4-30-2016  
Date