

NCSHA 2016 Annual Awards Entry Form

(Complete one form for each entry)

Deadline: Wednesday, June 15, 2016

Visit 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 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			

Overview

The Indiana Housing and Community Development Authority's (IHCDA) mission is to provide housing opportunities, promote self-sufficiency and strengthen communities. To accomplish this we: (1) create and preserve housing for Indiana's vulnerable population, (2) enhance self-sufficiency initiatives in existing programs, (4) promote a value-driven culture of continuous improvement and (4) promote place-based initiatives that will allow Hoosiers opportunities to improve their quality of life. As we strive towards our mission and strategic objectives, it is imperative that we communicate these accomplishments. The New Employee Onboarding provides an account of the work our agency is doing to prepare new employees to immediately and more effectively impact the lives of Hoosier families.

Background

At IHCDA, we feel it is our responsibility to ensure that our new employees are equipped with whatever they need to be comfortable and successful in their jobs. This could be in the form of tangible items such as equipment, but also includes a welcoming atmosphere that makes coming to work each day enjoyable. This is accomplished by educating them about what a typical day looks like for an employee, what policies are in place, best practices, the kind of people that work at the agency, and the like.

The onboarding process administered by Indiana's State Personnel Department (SPD) provides a broad overview regarding being employed by the State, but doesn't drill down to the exact agency they are working in. During SPD's onboarding process, new hires review standard state policies, discuss benefits and health plans, and many other pieces of information that will help them get familiar with the general life of a state employee.

However, there were still many questions that new employees had after going through the state's onboarding. After several meetings and internal feedback, IHCDA's Executive Team began the process of creating a well-rounded training presentation that would introduce a new employee to the agency, which sparked the creation of IHCDA's New Employee Onboarding process.

Process

As new employees come on board, they are invited to attend a presentation that provides an overview of the agency's mission/vision/values, introduction to key staff, discuss customer service, innovation, IHCDA history, and the work culture. While this process received positive feedback, there were some identified gaps in what we were doing and needed to better incorporate components of the agency, with a focus on pieces that are unique to IHCDA in comparison to other state agencies. Also, there seems to be little consistency across departments as to what, at a minimum, the first week looked like for new hires.

The goal was to revamp the onboarding process and create a more welcoming and less intimidating environment for new hires. This was accomplished by developing a more comprehensive and tailored onboarding program specific to IHCDA and also providing a template plan to supervisors for the full first week (at a minimum) of activities to create a cohesive experience for new hires. Our Chief of Staff, Marketing and Communications team, and Human Resources; with feedback from staff, began to think through what this should look like and established an Onboarding Team made derived of areas of the agency, included but not limited to:

Executive / Legal / Information & Technology / Accounting / Operations /

Our Marketing and Communications Team worked with Human Resources to provide a detailed experience that would introduce staff to the agency's mission, vision, and values, while also introducing them to the Executive Staff, programs/initiatives, history, and culture of the agency.

This formal process goes above and beyond what a typical state agency does with their new employees. IHCDA identified a gap in communication and customer service to our new employees. With the requirements that are in place through SPD do not personalize the process for them. We are confident that an educated and informed employee definitely feels at home in their new position and will provide comfort in them feeling good about their new surroundings. To date, staff turnover has been minimal and we have experienced less follow up questions and requests for incomplete services since incorporating this process. Staff feedback is positive and expressed feelings of inclusion, feeling informed, and having a true understanding of what it is like to work at IHCDA.

Through several meetings and versions of the documented process, we have established Standard Operating Procedures for NEO that can be used by any staff member to conduct onboarding for a new hire. Currently conducted by IHCDA's Outreach and Communications Project Manager, these standard procedures provide the steps and tools needed for anyone to conduct this in their absence.

The Process

Led by the hiring manager and Human Resources Director, both the onboarding lead and the Information & Technology staff are the first to be informed that we have a candidate that has accepted a job offer. This begins the internal process for staff in getting essential credentials in place and scheduling the future onboarding with the team.

Automated Checklists - while awaiting information to be finalized by the State in order for us to finish our process, we begin making the workspace a home. The hiring manager puts together a standard set of office supplies and is charged with completing a New User Request Form. This document will give staff details needed to order anything that includes their name and title as well as specify what additional training they would like to have in place for their new hire during their first two weeks. All of these forms, documents, and processes have been automated through the use of a JotForm. This table-style form module eliminates any omissions or notifications for staff that have a task associated with the new hire process. This is all done while waiting for the final State ID #, which leads to the creation of their email address and phone number.

There are also JotForm checklists for the onboarding lead and the new hire to work through and ensure that all steps are complete. For the new hire it is giving them a tool to track progress on requirements that are their direct responsibility.

Once the onboarding session is set, a calendar invitation is sent out to the team which includes an agenda and tentative dates and times for Special Sessions.

Special Sessions – as part of the process, we have identified areas of focus that new hires can benefit from. With feedback from the hiring manager, we will also schedule one hour sessions to cover other important topics in detail that are not reviewed in great detail. These include things like IHCDA's Authority DMS database system, LDMS/Continuous Improvement, an introduction the service arm of the agency (Legal/Research & Innovation/Marketing and Communications/Policy & Legislative), and IHCDA programs/initiatives. These sessions are conducted at any time during the first two weeks of employment but after the initial onboarding session has taken place.

Staff are presented with an IHCDA Welcome Packet to provide them with some examples of marketing materials while educating them on some of the IHCDA programs. This packet provides them with some daily essentials and also assists with making them knowledgeable about what they have learned during the initial onboarding session after it is completed.

IHCDA Welcome Packet – in order to make staff feel welcome and give them a few key things to get acclimated with their new surroundings, they are provided with:

1. IHCDA Notebook/Binder – creatively decorated by manager and peers
2. IHCDA thermos
 - a. Note: staff invested in an IHCDA-branded thermos to put a nice touch on things but more importantly to provide staff with something for beverages. In 2013, IHCDA increased their efforts to be more environmentally friendly and discontinued the use of plastic and/or Styrofoam cups.
 - b. An array of IHCDA brochures and other collateral pieces
 - c. IHCDA Mousepad which includes the mission statement
 - d. IHCDA Post It Notes
 - e. Required documentation for building access credentials

ICE (Interacting and Connecting Employees) – feedback from staff told us that there are some times where staff want to discuss something or might have a question that they don't feel the need to address with their manager/supervisor. Hearing this, the onboarding team suggested a voluntary option where new staff can be connected with a mentor that can serve as that resource. IHCDA staff have volunteered to make themselves available but it is the choice of the new hire to use it or not. There is no requirement or expectation. This is an additional service/courtesy provided.

Looking at common interests and connections, staff have the option to connect with someone that can assist with anything or just be there as a resource when the time comes. Having this in place helps with “breaking the ice”.

The morning portion of the session is presented by the onboarding lead and representatives of important areas of the agency, while the shorter afternoon portion wraps up paperwork and provides a walking tour of the agency while introducing the new hire to as many staff as possible on their first full day in the office. The day concludes with a Q&A session with a session.

At the conclusion of the first full day, they have experienced IHCDA in great detail, utilizing a variety of voices and presentation styles, while giving them a vision of what their time within the office will look like. We do our best to make our new arrivals feel like family, because that is what we represent as a staff. One-third of your day should be spent in a place that feels like a 2nd home in some respects. Our comprehensive onboarding process provides that to them. We hope that this is a place that they can work for many years to come as we strive to provide housing opportunities, promote self-sufficiency, and strengthen communities.

Appendix A


The IHEDA Onboarding Team.


IHCDA Onboarding Team

- Amber Hughes – Human Resources Director
 - Primary contact for candidate. Front-end process leading up to first day at State Onboarding
- Brian Philips (Marketing and Communications) – Outreach and Communications Project Manager
 - Organizer/facilitator of New Employee Onboarding/follow-up
- Jayson Conley (Operations) – Director of Information Technology
 - Technology needs/information security
- Heather Long (Operations) – Financial Operations Project and Training Specialist
 - Timesheet entry/Database navigation/reports/troubleshooting
- Ike Levy (Accounting) – Controller
 - Online payroll system
- Kelly Ritter (Accounting) – Accounts Payable Specialist
 - Travel/Reimbursements/accounting best practices
- David Stewart (Legal) – General Counsel
 - SSNs/Public Records Request/Records Retention/Public Statements

Appendix B


Sample agenda for the New Employee Onboarding program.


 Accepted on 6/8/2016 2:02 PM.
This appointment conflicts with another one on your calendar.

Organizer  Philips, Brian on behalf of IHCDA Training Room 3

Subject **BP - Onboarding for Noelle Gipson**

Location **IHCDA TR3**

Start time **Wed 6/15/2016**  **8:00 AM** All day event

End time **Wed 6/15/2016**  **2:00 PM**

[Enterprise Vault](#)

New Employee Onboarding – Noelle Gipson - Financial Operations Specialist

- 9:00 – **Introductions/Overview of the agenda**
- 9:15 – **Getting to Know IHCDA PPT**
 - Brian – 9:15am – 9:45am
 - Heather – 9:45am – 10:00am (DMS Timesheet Entry/Service Requests)
 - Kelly – 10:20am – 10:45 (Accounting/Travel/Reimbursements)
 - Ike – 10:45am -11:00am
 - David – 11:00am – 11:20am
 - Brian – 11:20am – 11:45am (PPT continues and concludes)
- 11:45 Break and check in with manager/supervisor
- 12:00 Lunch
- 1:15 – **Document Review – Brian (complete any forms that need attention if applicable)**
 - Payroll Forms
 - Building Badge Form
 - Gym Waiver Form
- 1:30m – **Information/Technology Overview** – IT Department (Jayson/Mike/J. Boltz)
- 2:00 – **Finishing Touches and Walking Tour**
 - Go get building badges/Break Rooms/Copy Rooms/3rd Floor Mall Access/Shuttle Buses
 - Websites/Special Events/Office Supplies/Front Desk/Board Meetings
- 3:00 – **Wrap Up/Q&A**
- 3:45 – **Adjourn**

Other –Special Sessions scheduled for (subjects TBD):

- 11:00 am Front Conference Room – Thursday, June 16th
- 2:00 pm Front Conference Room – Friday, June 17th
- 2:00 pm Front Conference Room – Monday, June 20th
- 2:00 pm Executive Conference Room - Tuesday, June 21st

In Shared Folder  Calendar - Bphilps@ihcda.IN.gov

Click a photo to see recent emails and social updates.

						
IHCDA Training Roo... IHCDA Resource	Levy, Ike	Ritter, Kelly Accounts Payable Spe...	Stewart, David General Counsel	Files, Carmen Deputy General Coun...	Collier, Brigitte Compliance Attorney	Conley, Jayso Director of Informa

Appendix C

A portion of the PowerPoint presentation used during New Employee Onboarding.


**Getting to Know
Indiana Housing and Community
Development Authority**

ihcda 
Indiana Housing & Community Development Authority




Message from Jacob Sipe, Executive Director

Every day, IHCDCA strives to raise the bar on serving individuals, families, and communities by ensuring our resources have the largest possible impact. At our core, we are dedicated professionals who recognize there are always opportunities to improve or enhance how we deliver our services. Our dynamic agency actively seeks feedback from our partners so we can learn and make positive changes to our programs and policies.

At IHCDCA, we believe in Innovation, are Customer Service Oriented, are Good Stewards of Our Funds, remain Flexible and Inclusive, embrace Diversity in Our Programs and Job Tasks, and promote Professional Development.



A few highlights from IHCDCA's Employee Handbook

AT IHCDCA...



We work with partners throughout the State to meet the housing needs of Hoosiers by maximizing our public resources and promoting sustainable communities.



Operations

- S. Kyleen Welling
- **Chief Operating Officer & Chief of Staff**



S. Kyleen Welling - Chief Operating Officer & Chief of Staff

The Operations Department's mission is to continually improve IHCDCA's efficiency through the development, implementation and management of its technological resources.

- Information Technology** - The day to day operations of IT consist of maintaining and troubleshooting the technological infrastructure of IHCDCA. Additionally, IT strives to create better business processes for the agency by leveraging new and innovative technological solutions.
- Financial Operations** - Financial Operations works to ensure efficient & effective fiscal operations through oversight and review of a majority of claims submitted, accurate data entry/reporting to the federal government for several programs, various functions to facilitate our mortgage programs as well as exploring opportunities to improve agency operations.
- Program Accounting** - Program Accounting works to ensure timely disbursement of funds to our grantees, contractors, and partners and accurate data entry in IHCDCA's accounting software.
- Human Resources** - Provides consultation and advice to staff on workplace issues; provide consultation and advice to management on employee relations, strategic staffing plans, compensation, benefits, training and development, and developing culture

Appendix D

The welcome packet for new employees. Items include IHCDA marketing materials, IHCDA pad folio, mouse pad, ID badge clip and coffee tumbler.

