

# 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.**

<b>Communications</b>	<b>Homeownership</b>	<b>Legislative Advocacy</b>	<b>Management Innovation</b>
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
<b>Rental Housing</b>	<b>Special Needs Housing</b>	<b>Special Achievement</b>	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**

Kentucky Housing Corporation (KHC) partners with the International Public Policy and Management Institute (IPPMI) at the University of Kentucky Martin School for Public Policy and Administration. The IPPMI was established in 2009. Shortly thereafter, officials with the University of Kentucky and KHC began to forge a partnership to exchange ideas on administering housing programs.

## **Background**

Through the IPPMI, graduate-level students participate in a certificate program, an executive program, a visiting scholar program, a master of public administration program, or a U.S. State Department legislative professional fellows program. The IPPMI provides opportunities for government officials and employees of public agencies in South Korea and other Asian nations to study in the United States. A significant part of their studies include arranging formal information exchange opportunities with American public institutions.

Over the past five years, staff of Seoul Housing Corporation (SHC) have participated in the program. In 2012, KHC began to host the participant from SHC in a job shadowing engagement in the fall of each year. Over the course of about two months each fall, the SHC official meets with individual departmental managing directors and other key staff to learn about their programs, performance measures, business plans, budget activities, housing policy, staffing, and much more. In return, the SHC official shares with KHC staff the same type of information about how their operations work.

This has given KHC leadership staff the opportunity to look at new practices, procedures, and policies and consider their potential application to our work. One example of a practice that has made its way into KHC planning processes is the recent realignment of KHC's Housing Contract Administration. The realignment plan recognizes the importance of cross training in the new environment of a reduced work force. The realignment plan discusses the possible adoption of a practice at SHC where staff are rotated among positions on a regular cycle. There are multiple benefits of rotating staff: It helps achieve the goal of cross training, thereby also expanding staff skillsets; it brings fresh ideas and approaches to continue to improve policies and procedures; and helps to prevent burnout.

KHC expects to continue to build upon this partnership. The director of the IPPMI has noted that SHC wishes to develop a closer working relationship with KHC through this program.

KHC is also interested in developing this relationship at a new level. Within the past two years, KHC created the position of multicultural customer service and outreach coordinator. This position conducts outreach to minority populations. Our partnership with the IPPMI has started to open doors for us to begin marketing our home mortgage program to the South Korean community in various parts of Kentucky.

## **Response to a Need**

Over the past decade, many housing finance agencies have taken steps to assess their financial condition and look for new ideas to improve efficiency. KHC has had the same experience. This partnership has helped us to consider new ways of performing our work in ways possibly not yet explored among the collection of best practices here in the U.S.

## **Innovative**

This project is innovative because of its international focus. It recognizes that there may be whole new ways of approaching some of the same kinds of challenges we face in the U.S. in delivering effective and cost-efficient housing programs. KHC is deserving of this award because we have taken the initiative to reach out to international partners and other cultures for mutual edification. The program is extraordinary because it provides a forum for sharing practical and academic knowledge of public policy and management across vastly different international cultures.

## **Replicable**

While UK's IPPMI is a very unique entity, the concept of this IPPMI partnership can be replicated by other housing finance agencies. Other universities have similar programs that could be tapped to develop international partnerships.

## **Results**

KHC is very pleased with the results of this partnership. Learning about how SHC administers its various programs has revealed many similarities. This provides some measure of validation for our own policies and procedures. Identifying areas where we differ helps us to assess the potential value of our operations compared to SHC policies, so that we can determine if changes should be applied to KHC programs. Another example of the positive results of this program is that it continues to yield more opportunities. As noted elsewhere, KHC's relationship with the IPPMI is leading to ventures around marketing our single-family loan products to the Korean community within Kentucky. This will help KHC achieve our goals of serving a more diverse population and maintaining a highly productive single-family program.

## **Benefits Outweigh Costs**

There has been very little direct cost associated with this program. The primary cost is time that KHC staff spend with the SHC officials. Because the SHC representatives are paired up with individual departments on separate days over the course of a couple of months each year, the cost to any single department is very low. Benefits of exchanging information have accrued to both KHC and SHC over the years. These benefits have outweighed the small investment of time.

### **Effectively Use Resources**

To an increasingly greater extent in recent years, KHC has become very cognizant of ensuring that our investments, even the investment of staff time, are effective uses of our resources. Thus, we have designed this program to achieve the maximum benefit with smallest investment necessary. With the IPPMI, our primary investment is the use of KHC staff time. We have also been very careful to ensure that this program is not disruptive of normal operations. In addition, we structure the shadowing meetings so that each department does not require a large investment of time to participate.