

HFA: Kentucky Housing Corporation
Entry Name: KHC Safety Software System
Management Innovation: Operations

Summary

As with all housing finance agencies (HFAs), Kentucky Housing Corporation (KHC) is always concerned about its employees' safety in the field. Having compliance inspectors approach unfamiliar houses can be hazardous. To help mitigate any risk, the KHC Information Technology (IT) staff developed a Safety Software System allowing field employees to share information about a given property.

The information given by KHC employees could be concerning safety issues about the property itself, such as road conditions, structures impeding access, or animals on the property. Information could also directly concern the tenants: are they aggressive or hostile or will they ask for help that KHC field employees are unable to give.

The system is shared among compliance officers in KHC's Project-Based Rental Assistance, Low Income Housing Tax Credit, and HOME Investment Partnerships offices, as well as the inspectors performing Housing Quality Standards inspections.

This new program was implemented with no additional costs to KHC.

Innovative

The new KHC Safety Software System is innovative because it allows over 30 employees in three different departments to share information they might otherwise not have access to. Having one central location for this information is crucial to the safety of KHC employees.

Replicable

The KHC Safety Software System was completely developed in-house, but could easily be shared with other HFAs for their use, thereby improving the safety of their employees.

Responding to Challenges

This software allows KHC field employees to share vital information with their fellow staff members. KHC's previously purchased compliance software did not allow documentation of additional information.

Measurable Improvements

While KHC has never had any serious incidents with field staff safety, the current staff members report greater peace of mind with the new system in place.

Benefits Outweigh Costs/Effective Use of Resources

By KHC using the skills of its IT staff, no additional money was needed for the significant improvement in employee safety.

Achieve Strategic Objectives

The new software system meets two of KHC's strategic goals: improving communications and improving employee safety. It is meritorious that such a significant improvement was made at no additional cost.