NCSHA 2015 Annual Awards Entry Form

(Complete one form for each entry)

Deadline: Wednesday, June 10, 2015

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 Matt Cunningham at mcunningham@ncsha.org or 202-624-5424.

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			

Program Overview

Kentucky Housing Corporation (KHC) administers the Housing Choice Voucher (HCV) program for the state's over 4,500 voucher holders. Previously, new HCV recipients would attend a face-to-face training in how to use their new HCV. As of the first quarter of 2015, online briefings are provided, which allow applicants to complete their program briefing at any time rather than waiting weeks to schedule an in-person meeting. HCV recipients may participate in the online briefing whenever and wherever they wish, which saves time and travel for both the participant and KHC staff. KHC does still offer face-to-face briefings, if the participants wish it, but most now choose the online option.

Applicants log into their portal account via the Web. Once they have logged into their account, they have access to the program briefing video. The video is approximately 30 minutes long and gives participants complete and consistent information regarding their HCV participation.

Once the video viewing is complete, the participant submits a briefing certification form which verifies they have viewed the video. The briefing certification form also reviews common questions and answers. When the participant submits the briefing certification, an email is automatically sent to KHC staff, who then mail the participant's voucher and leasing documents.

Innovative

KHC staff began researching the feasibility of creating the online portal in an attempt to meet two goals. 1) Ensure that we were giving consistent and correct information to all applicants, and 2) address the ongoing challenges of reductions in administrative fees paid by the U.S. Department of Housing and Urban Development (HUD) to support the HCV program. As KHC staff worked with the software vendor, it was discovered KHC was the only public housing authority client who had approached the vendor with the idea.

Replicable

The HCV Online Program Briefing is easily replicated by any agency. In fact, the Louisville HUD office is quite excited about the innovation and has asked KHC staff to present the online briefing demo to all Louisville HUD staff. Agencies simply need to record video or audio giving the explanation of the program and presenting each of the pieces in an online electronic format for participants to view at their leisure.

Responding to Challenges

Coordinating schedules with voucher recipients to ensure they are fully informed about the HCV process was often difficult and time consuming for staff. Participants are notified by mail when they are determined to be eligible for the HCV program and that they must participate in a program briefing. Previously, participants would complete a face-to-face training within 60 days. Now they are given the option to complete the online briefing, which often occurs within 5-10 days. Participants may still request a face-to-face briefing, if they wish.

HFA: Kentucky Housing Corporation
Entry Name: HCV Online Program Briefing

Measuring Results, Benefits Outweighing Costs, and Effective Use of Resources

Each face-to-face briefing session could take up to two hours of staff time. There was also travel involved for the families and KHC staff and space was an issue in conducting the briefings. The online briefing has virtually eliminated these challenges.

Participants now complete their briefings within 5 to 10 days, with no burden on staff time to complete them, and no travel involved for either party. Also, having all the information in one place for easy access has significantly reduced phone calls. Decreasing the burden on staff time in this manner allows more time to process files, thereby moving people through the process much more efficiently. Also, KHC is now able to process lease ups and conduct Housing Quality Standards inspections more quickly, allowing landlords to receive payments sooner.

The only cost of producing the online briefing was staff time and a few enhancements to the program software. The staff time equated to the time needed for approximately 5 face-to-face briefings, and, to date, 176 of 182 participants completed their briefings online. KHC expects to save over $10,000 per year through this option.

Achieve Strategic Objectives

Through its annual business plan goals, KHC's Tenant Assistance Programs has been charged to "break even" by the end of fiscal year 2016. Given the savings in time and money that has already been realized in the short time since the online option has been offered, the HCV Online Program Briefing will play an effective role in meeting that goal.

Visual Aids

The full HCV Tenant Briefing is available on [KHC's YouTube Training Channel](https://www.youtube.com/watch?v=nKul8UXJZE4):
https://www.youtube.com/watch?v=nKul8UXJZE4