



Entry Form 2017 Annual Awards for Program Excellence

Entry Deadline: Thursday, June 15, 2017, Midnight ET

Each entry must include a completed entry form. Please complete a form for each entry your HFA is submitting. The completed entry form will become the first page of your entry.

This form is a fillable PDF. Type your information into the entry form and save it as a PDF. Please do not write on or scan the entry form. **Questions: Call 202-624-7710 or email awards@ncsha.org.**

Entry Title: Enter your entry's title exactly as you wish it to be published on the NCSHA website and in the awards program.

Category:

Subcategory:

Entry Summary: A 15-word (max) summary of the program, project, or practice you are entering.

HFA:

HFA Staff Contact:

Phone:

Email:

Visual Aids:

Are you mailing to NCSHA 10 copies of any visual aids that cannot be included in your entry PDF? Yes No

Payment:

My HFA is mailing a check to NCSHA.
My HFA is emailing the credit card authorization form to awards@ncsha.org.

MassHousing
News & Notes
Communications – Promotional Materials and Newsletters

Informal Weekly Newsletter Engages, Informs Staff

How do you keep staff informed and engaged? In a world of constant distractions, at a time when we're busier than ever, hoping they visit the intranet is no longer an adequate strategy.

MassHousing has taken many steps to improve communication with external customers and constituents; in 2016 the Agency turned its attention to internal communications. A 2015 survey highlighted a desire by many MassHousing staffers to receive more information about the Agency's performance and programs as well as an interest in hearing about the personal and professional accomplishments of their colleagues.

The goal was to improve the flow of information within and across departments and divisions (both of which were areas cited for improvement in the staff survey) without creating a burden for an already busy Communications staff. In addition, we sought to produce something employees would look forward to and participate in and not just feel obligated or required to read. The response was creation of *News & Notes*, a weekly email update compiled by MassHousing's Corporate Communications Department that relies heavily on the contributions of staff from throughout the Agency.

Staff Survey Highlights Need, Opportunity

In 2015, MassHousing conducted a survey to gain a better understanding of staff opinions on a variety of topics, including communications.

Among the findings was a desire for improved communications within and between different departments and divisions. Staff expressed an interest in learning more about what was happening at MassHousing, and expressed a great deal of pride in working at the Agency.

Previously, information was disseminated almost exclusively through the Agency's intranet, MyMassHousing. In meetings held as follow-up to the staff survey, many MassHousing employees expressed an interest in having information and updates delivered in different ways.

A Community Newsletter is Born

Like all HFAs, MassHousing is a diverse organization whose employees lay claim to a variety of personal and professional accomplishments and interests. The Agency also supports many community events and is involved with numerous professional organizations, nonprofits, cities and towns. Simply put: there's a lot going on.

To keep employees informed about programs and events, staff achievements and a variety of other goings on, MassHousing's Corporate Communications Department began authoring and sending periodic compilations of information and announcements to staff. Dubbed *News & Notes*, the email was initially sent whenever workload allowed. However, *News & Notes* was an instant hit with staff, and demand for more regular updates grew. Since then, *News & Notes* has been published weekly, every Thursday afternoon.

Unlike the more polished, designed and refined MassHousing Update, which is sent monthly to external subscribers as well as staff, *News & Notes* is casual in both design and voice. MassHousing Update is published each month with a specific theme, formatted and sent through Constant Contact with high quality images and carefully crafted text. *News & Notes* is written in Word and sent via a basic Outlook email; with images supplied by staff smartphones and scoured from the Internet. MassHousing Update is a working lunch with your boss; *News & Notes* is happy hour with friends.

While Corporate Communications leads the creation of the email updates, staff regularly contribute story ideas, content and photos. *News & Notes* is written in a friendly, witty voice, with work-appropriate humor thrown in when possible. It is composed of short summaries with photos (either submitted by staff or searched out online), generally grouped into three categories: Recent & Upcoming Events, Around and About MassHousing (e.g., HR announcements, awards, new products and programs), and Just for Fun (which includes the surprisingly competitive weekly trivia question).

News & Notes is Here to Stay

News & Notes has become a staple at MassHousing and has continued to grow since it was first published. Content is submitted by staff from all departments and divisions, and weekly by IT and Administration. Corporate Communications regularly receives positive feedback about *News & Notes*.

Perhaps most importantly, *News & Notes* has helped to broaden the sense of community within MassHousing. Staff from departments that might not otherwise interact can learn about the other's work, interests and achievements. More staff are attending events with their colleagues and our community partners. Awareness of MassHousing's products, programs and accomplishments has improved.

News & Notes has become a key component to MassHousing's effort to better engage and inform its staff. It allows us to showcase the accomplishments of our employees at work and at home. Plus, it often has pictures of puppies, which is always a winner.

News & Notes, May 25, 2017



Hello, MassHousing! On this day, a long time ago (1977) in movie theaters far, far away, Star Wars made its debut! Chewbacca, you haven't aged a day!

Top Story

Celebrating Asian Pacific Heritage

Congratulations to all involved in the planning and execution of a successful Asian Pacific Heritage Month Celebration, and thanks to all those who attended!



Keynote speaker Daniel Tsai with Tim Sullivan



Performers from Triveni Dance School



Celebration Planning Committee and Participants

Upcoming and Recent Events

Tune In: Tim Sullivan on WBZ, Saturday, May 27



Tim Sullivan will be a guest on WBZ Radio's Real Estate Radio show this Saturday night from 8 to 9 p.m. on 1030 AM on your radio dial. Shown above, Tim was interviewed by hosts Rick Scherer and Ali Alavi about MassHousing and the Agency's HomeOwnership loan programs. Be sure to tune in!

MassHousing Trade Fair, June 8



Just a reminder that MassHousing's 27th Annual Greater Boston Minority and Women Business Trade Fair will be held Thursday, June 8 in Randolph. The event provides minority- and women-owned businesses a unique opportunity to showcase their services to property managers, general contractors, procurement officers and others in attendance. Be sure to encourage the business partners you work with to consider attending! [Registration is here.](#)

Tim Talks Development



Tim Sullivan was among the speakers at CHAPA's Breakfast Forum, "Doing Business in Times of Uncertainty," May 22 at the Federal Reserve Bank of Boston. Tim discussed how MassHousing's innovative programs and strong partnerships are helping the Agency continue to succeed in changing markets. Tim is pictured here with DHCD Undersecretary and MassHousing Board Member **Chrystal Kornegay**.

Greg Talks Smart Growth



MassHousing's **Greg Watson** (at podium) moderated a "Meet the Experts" panel discussion at the Massachusetts Smart Growth Conference, May 18 in Worcester. Greg's panel was a [PechaKucha](#)-style event where nine representatives from state and quasi-public agencies presented a one-minute overview of a program and then broke out to individual tables to discuss with interested audience members. There was even music when presenters exceeded their allotted minute, Oscar-speech-style! MassHousing was a co-sponsor of the Conference, which drew approximately 400 attendees to discuss sustainable development across the Commonwealth. Foreshadowing: Greg will also appear at the [MHP Institute](#), June 8.



'Coming Home' Celebration at Lena Park

Matt McKinnon and **Antonio Torres** represented MassHousing at Lena Park CDC's "[Coming Home](#)" event May 18. Matt, who grew up in the area and frequented Lena Park, returned to his old stomping grounds for the celebration, which encouraged attendees to play young people at chess and basketball, learn a soul line or African dance, tour art exhibits and create something on a 3D printer at Lena Park's Fab Lab.

Speaking of Upcoming Events

MassHousing is glad to be supporting a number of events hosted by community and professional organizations and business partners. Doing so strengthens our relationships and keeps our name and work in front of numerous constituents and stakeholders. Events scheduled for the coming weeks are hosted by Lawyer's Clearinghouse, the Greater Boston Real Estate Board, Dorchester Bay EDC and POUA, among others. Keep an eye out for emails from **Laurie Bennett**, who will reach out to staff when tickets are available!

Around and About MassHousing

MassHousing Tiny House Initiative Benefits Pioneer Valley



Tiny houses? Micro-units? Not exactly. MassHousing joined the Realtor Association of the Pioneer Valley, lenders and other vendors in helping to deliver a pair of play houses to the Boys and Girls Clubs of Ludlow and West Springfield. That's MassHousing's **Rocco Leone** in the photo on the right, conducting the final inspection.

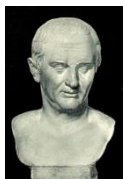
Job Openings Posted

A quartet of job openings have been posted: Customer Service Fulfillment Supervisor reporting to **Mary Magliozzi**; two Senior Asset Manager positions reporting to **Lee Anne Brooks** and **Piia DiMeco**, respectively; and a Diversity & Inclusion Relationship Manager reporting to **Andrea Laing**. View the position descriptions [here](#).

Softball Players Needed



MassHousing will be fielding a softball team to play against perennial powerhouse Klein Horning on Thursday, August 24. The game will most likely not be held at Fenway Park, so don't bother asking. Still, there's plenty of time to dig out your glove, sharpen your spikes and help carry on the MassHousing tradition of excellence on the softball diamond! All are welcome to join in! The Agency fielded a team for a few games last year and fun was had by all. If interested, and/or if you know of any other softball teams/leagues looking for opponents, please contact [Bill Dunn](#) (x1827).



Space Still Available: Summer Communications Workshop

A few open seats remain for the upcoming Communications Workshop that begins in late July. Based on the Toastmasters International program, the workshop is held over nine weeks and works to improve participants' public speaking and communications skills. If interested, contact [Bill Dunn](#) (x1827).

That's How We Roll



Thirteen MassHousing staffers participated in the friendly Bike to Work Week throwdown with nearby affordable housing types, accruing an impressive total of 472.7 commuting miles between May 14 and 19! That's 30 miles further than the distance between One Beacon and the White House!

Logging miles were **Zan Bross, Beth Elliot, Kathleen Evans, Decia Goodwin, Eric Gedstad, Dave Harraghy, Karen Kelleher, Mike Kilgannon, Cynthia Lacasse, Danielle McCarthy, Armando Plata, Greg Watson and Peter Worden.**

All-Out Media Blitz Engulfs Orange Line



MassHousing's statewide HomeOwnership marketing campaign's latest stop was on the MBTA's Orange Line, where several cars were adorned with the snazzy posters pictured above. In addition to subway ads, the campaign includes online banners, social media, promoted articles, streaming radio, transit and billboards. Just think of all the eyeballs these signs will get while commuters wait for train traffic to clear ahead.

Microsoft Office 2016 Helpful Tips



Now that you have spent some time using **Outlook 2016**, learn how to [Turn an Email into a Meeting and Remote Email Access](#).

Just for Fun

May the Breakfast be with You



Staff celebrating birthdays were treated with a breakfast with Tim Sullivan, where they enjoyed a smorgasbord of Danish cuisine and seasonal fruits, as well as discussion of various Agency-related matters. Pictured from left are **Quan Nguyen, Laurie Bennett, Patricia Weems, Sharon Donato, Dianne Moran, Tom Wolfe, Amy Blouin, Jonathan Oronzo, Carmen Beato, Kelly Condon**, yours truly, **Michelle Vinciguerra, Tim Sullivan, Bethany Wood, Jeremy Meneses, Rich Petisce, Craig Merry and Sang Nguyen**. Not pictured but in attendance were **Amy Dominici, Cynthia Lacasse, Merline Noel-Theodore, Anna Reppucci and Blaik Ripton**.

Last Week's Trivia Winner



Congratulations to **Mary Magliozi**, who was the first to respond that Glenn Frey's "The Heat is on," was featured in *Beverly Hills Cop*, which was released in 1984. Also answering correctly were **Erica Carroll, Bill Conroy, Roberta Kelley-McCarrick, Charlotte O'Hearn, Beth Robinson, Rachel Weaver** and **Bethany Wood**. Who knew we had so many cinephiles at MassHousing! Thanks to **Enrique Perez** for the question! If you have a trivia question,

please send it along!

This Week's Question



On this day in 1787 (that's exactly 230 years ago for those of you keeping score at home), the Constitutional Convention convened in Philadelphia to address the shortcomings of the Articles of Confederation. Seventy-three delegates were appointed, though only 55 attended, including four from Massachusetts. Delegates represented all but one of the original 13 states. Which state did not send any delegates to the Constitutional Convention?

News & Notes, October 21, 2016

Hello, MassHousing! On this day in 1879, Thomas Edison invented a workable electric light at his Menlo Park, NJ laboratory. In commemoration of this historic event, my kids have left on all the lights for the past five years.

Our Top Story

50th Anniversary Celebration



Want to relive the magic of MassHousing's 50th Anniversary Celebration? We've got you covered!



50th Anniversary Video

A 6-minute video chronicling the Agency's first 50 years was premiered as part of the celebration. You can [watch it here](#).

Decade Rooms

Kudos and thanks to all who participated in the decade rooms. Here are a few photos:





Congratulations to Team 2000s, who earned themselves a pizza party for their efforts! Pictured above from left are team captain **Cibele Goncalves**, **Hellina Watson**, **Mike Busby** and **Qihong Li**. Not pictured are **Kamar Calixte**, **Maria Canuto**, **Diane Cardinale**, **Mircia Kelly**, **Jessica Malcolm** and **Rosalee Zammuto**.

Executive Director's Roundtable



The Executive Director's Roundtable was recorded and will be made available soon. Keep an eye on MyMassHousing for more information!

Upcoming Events

[TED Talks Lunch Series, November 1](#)

TED Talks look to make great ideas accessible via online videos that spark conversation; we'll watch the TED Talk and then discuss it as a group. For our second TED Talk we'll be joining the over 30 million people who have watched Brené Brown, a research professor at the University of Houston, on empathy and vulnerability. Bring your lunch and join us on Tuesday, November 1st at 12:15 p.m. in the Essex Conference Room—video starts promptly at 12:15 p.m., we'll be done by 1 p.m.

[Lynda.com Training, November 10](#)

Lynda.com offers countless online video trainings on thousands of topics. Learn more about how you can take advantage of this powerful tool at an introductory training on Thursday, November 10 from 10 a.m. to 11 a.m. in the Abington Room. Email [Josh Moody](#) with questions.

Find Your Voice!

The second session of the communication workshop here at MassHousing is in full swing, with participants from all over the Agency participating. A third session is scheduled to be on December 1 and there are still a few seats available. The nine-week workshop allows participants to improve their public speaking, presentation and listening skills. The workshop is rooted in the Toastmasters International Speechcraft program and is conducted in an interactive learning environment. If you are interested in participating or have any questions, contact [Bill Dunn](#) in **Rental Lending** (x1827).

Dartmouth Homebuyer Fair, October 22



Are you thinking about buying a home on the South Coast or do you know someone who is? MassHousing is co-hosting a free homebuyer fair this Saturday, October 22 from 10 a.m. to 2 p.m. at the Dartmouth Mall. Attendees can meet MassHousing representatives, lenders, real estate agents and others who can help them buy a home. [Learn more.](#)

TAP Management Trainings

MassHousing staff are invited to attend trainings offered through TAP, the Tenant Assistance Program. TAP, which is coordinated by the **Community Services Department**, supports residents and site staff at rental developments financed or overseen by MassHousing. TAP trainings help property management staff address the timely topics facing their communities. Upcoming trainings cover such topics as Addiction, Social Bullying, Hoarding and Reasonable Accommodations. You can view the full list and register online [here](#). Trainings are also listed in the calendar on MyMassHousing, along with other upcoming events.

About and Beyond MassHousing Economic Development Summit



MassHousing was well represented at the Governor’s Economic Development Summit, October 19 in Worcester. Above left, left to right, are HomeOwnership Business Development’s **Angelo Nuby**, **Oneida Fuentes** and **Heather Putnam-Graham**. Above right is **Tim Sullivan**, who along with Chrystal Kornegay led a breakout session on housing strategy.

October Light Bulb Award



Congratulations to **Natasha Boye** and **Alison Haskins**, who were recognized with the HomeOwnership Lending Division's Light Bulb Award for October. The award was created to recognize staff who go above and beyond in their work to assist customers and partners and further the work of the Agency. When a partner lender began to experience a large number of problems during their post-closing reviews (they had 167 conditions with 22 loans as of August 26), Natasha and Alison identified the issues, formulated a plan and put in place a number of improvements to prevent future complications. Pictured from left are Natasha, **Mounzer Aylouche**, Alison and **Rich Petisce**.

What about Abington?

Do you have an upcoming meeting that will have a bunch of attendees? Or a recurring meeting in a room where it's tough to squeeze everyone in, let alone get participants around the table? Consider booking the Abington conference room! It's utilized less than 40% and isn't solely used for trainings. A big thanks to **John Frances** and **Melanie Semedo** for helping to crunch the data!

Latino Heritage Month Passport Trivia

Have you been playing Latino Heritage Month Passport Trivia? Remember, new questions are [posted on MyMassHousing](#) on Mondays and Thursdays throughout October. Find the answers and head to the reception desks on the 4th and 6th floors to collect your stamps. Once you've answered all of the questions and collected your stickers, drop off your passport at the 4th floor reception desk by Friday, October 28. Those who were able to answer all or most of the questions will be entered into a raffle at the Latino Heritage Celebration on October 31!

World Record Connection

On a recent, crisp Saturday morning, members of the Hingham High 8-man crew team achieved greatness and renown when they shattered the Guinness World Record for "longest duration water skier tow by a rowing boat". Among those stalwart rowers was Brenden Chase, son of MassHousing's **Ed Chase**. The initial record, which was set by Stanford University on an episode of *Mythbusters*, was 54 seconds. The Harbormen set the new mark of 4:08. Here's an [article](#) on the feat. And [some photos](#).

Just for Fun

It's decorative gourd season!



The crisp air, the cider donuts, the changing leaves. It must be decorative gourd season! Bucky, one of **Charlie Schiappa's** basset hounds, is fully embracing the season!

Last Week's Trivia Question

Congratulations to **Enrique Perez**, who correctly answered that John Adams was the first president to live in the White House. Also answering correctly were **Rob Davis** and **Josh Moody**.

Today's Trivia Question

On October 20, 1944, two and a half years after declaring "I will return," General Douglas MacArthur stepped ashore this island in the Philippines.