

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			

Modern Update on a Traditional Medium

In most multi-level office buildings, waiting for an elevator is a regular part of many employees' daily routine. People heading up to higher ground often have nothing that captures their interest while patiently waiting for the elevator to arrive.

Ding! Enter the perfect opportunity to communicate MSHDA activities, programs, products and services.

With 325 staff members and stakeholders passing through the building, these posters are sparking conversation and visually captivating hundreds of people daily. Delivering messages to this audience about internal and external happenings during otherwise wasted time was an untapped method of communication. MSHDA took advantage of this captive audience late October 2015 by installing 8.5x14" frames in the two elevators as well as in the lobbies on each of the four floors where employees wait to be transported to their next activity, meeting or call. These frames are prime real estate for messaging that amplifies content shared in internal e-newsletters and through external sources.

It turns out, in our fast-paced, information-driven daily routines employees tend to gloss over all-staff emails and occasionally tune out news headlines. By regularly updating the information in the elevator and lobby frames we have found an innovative way to keep our staff engaged and in-the-loop on different events, news and celebrations that are happening within the Authority up to National headlines.

Examples of information shared in the frames:

- National Homelessness Awareness Week
- Employee Engagement Action Plans
- National Money Smart Week
- Recognition of MSHDAs 50th Anniversary
- Availability of a new Employee Travel Reference Card
- Office of Good Government process improvement updates
- Annual MSHDA Employee Pulse Survey notice
- National Homeownership Month

The content for the signage changes every two weeks to keep the information relevant and interesting. The targeted audience for this piece is all MSHDA employees and also external stakeholders that visit the building for meetings.

In less than one year, MSHDA has recognized the implementation of this signage offers a wealth of topic possibilities. Future topics include notes from the Executive office, housing announcements, thank you messages from happy customers, announcements of new tools that aid employees, conference and event information, and much more.

In an environment flooded with emails and quick bits of information being constantly exchanged, the elevator has become a place to take a breath, possibly learn something new and enjoy the ride.



JUNE: Homeownership Month

June is Homeownership Month, but educating Michigan residents about the possibilities of owning a home happens year round at MSHDA. Our Homeownership Business Development team will be attending and exhibiting at the following upcoming events, along with numerous lender meetings and Real Estate Continuing Education trainings throughout the year.

June 21-24 – Michigan Bankers Association (MBA) Annual Convention

August 7-9 – Michigan Mortgage Lenders Association (MMLA) Annual Convention

September 14-16 – Community Bankers of Michigan (CBM) Annual Conference

October 5-7 – Michigan Association of Realtors (MAR) Annual Conference

October 12-14 – Community Reinvestment Act (CRA) Annual meeting and Housing Fair

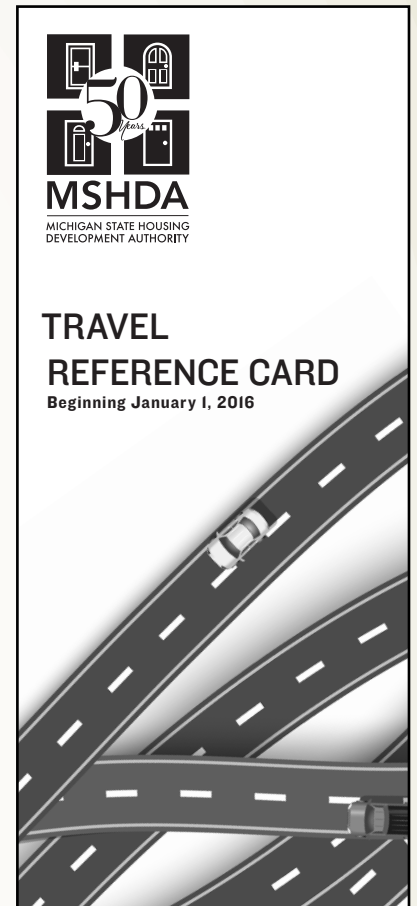
For more information, contact Carol Brito at britoc@michigan.gov or ext. 39886

Own *mi* Home
from MSHDA

New Travel Reference Card

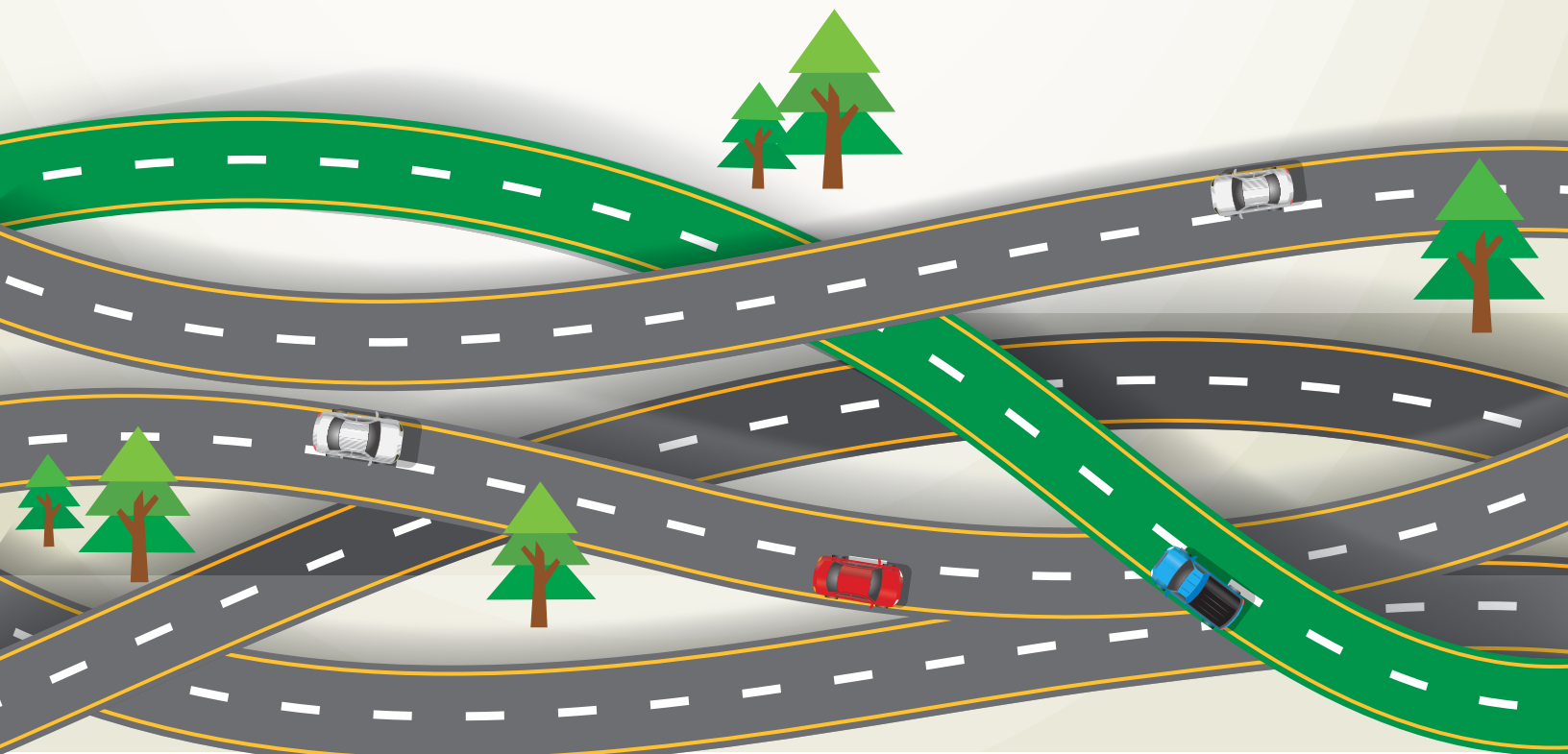
To better serve our travel customers, Office Services has created a new Travel Reference Card. This guide contains relevant travel information in a quick and easy tri-fold brochure that can be used as a supplement to the overall MSHDA Travel Policy.

Questions? Contact Mary Cook at CookM2@michigan.gov



Information in this reference card also may be found on MSHDA's intranet page.

Get more travel-related information on the intranet like: MSHDA's overall travel policy, state travel regulations, forms and a link to the Mi Time and Expense System (MiTES).



April 23–30, 2016

is

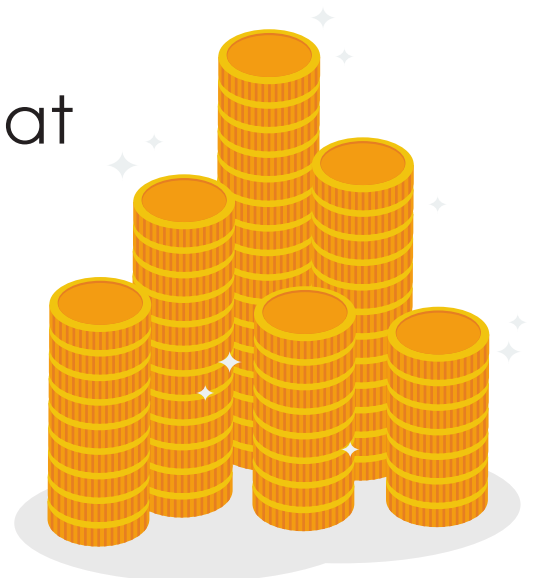
Money Smart Week



Classes, workshops, training programs and seminars are available all around Michigan. Learn how to:

- Manage your money
- Get out of debt
- Buy a house
- Save for retirement

Find events and resources at moneysmartweek.org



In 2014, **64%** of
homeless women
were under the age
of 35.



Homeless Awareness Week

November 14–22, 2015



Michigan's Campaign to End
HOMELESSNESS
One person, one family at a time.

mcteh.org



In 2014, **71%** of
homeless children were
under the age of 11.

Homeless Awareness Week

November 14–22, 2015



Michigan's Campaign to End
HOMELESSNESS
One person, one family at a time.

mcteh.org

In 2014, there
were **5,627**
homeless
Veterans.



Homeless Awareness Week

November 14–22, 2015



Michigan's Campaign to End
HOMELESSNESS
One person, one family at a time.

mcteh.org

In 2014, **15,861**
homeless families
were counted.



Homeless Awareness Week

November 14–22, 2015



Michigan's Campaign to End
HOMELESSNESS
One person, one family at a time.

mcteh.org

WE'RE TAKING ACTION!



Action Step: Open Recruiting

All MSHDA employees will have opportunities to develop new or enhance existing skills through the implementation of an open recruiting process for special Authority projects.

Corresponding Action Plan: Workplace Environment

HOW DID WE GET HERE?

Survey Says

According to the 2015 Employee Engagement Survey, the following percentage of MSHDA employees agreed that:

56%

My workgroup has a climate in which diverse perspectives are encouraged and valued.

57%

Employees at the State of Michigan are able to contribute to their fullest potential (without regard to such characteristics as age, race, ethnicity, disability, etc.)



We Listened!

The Employee Engagement Committee (EEC) was created to identify realistic Action Plans to move the needle on key issues experienced by MSHDA staff based on the survey results. The EEC accomplished that by listening to you.

You Shared Ideas

The EEC spent six weeks talking and learning from each other. You shared ideas and constructive feedback that was used to develop three action plans that were broken down into achievable action steps.



Learn More

Review the Action Plans on MSHDA's intranet and watch the videos on [youtube.com/MSHDAvideo](https://www.youtube.com/MSHDAvideo)

Questions? Email keenonm@michigan.gov

WE'RE TAKING ACTION!



Action Step: Division Action Plans

Each MSHDA division will create a divisional action plan to set division-wide goals that are measurable and hold teams accountable.

Corresponding Action Plan: Accountability

HOW DID WE GET HERE?

Survey Says

According to the 2015 Employee Engagement Survey, the following percentage of MSHDA employees agreed that:

37%

I have seen meaningful action taken in my department as a result of the last employee survey.

48%

MSHDA leadership gives employees a clear picture of the direction we are headed.



We Listened!

The Employee Engagement Committee (EEC) was created to identify realistic Action Plans to move the needle on key issues experienced by MSHDA staff based on the survey results. The EEC accomplished that by listening to you.

You Shared Ideas

The EEC spent six weeks talking and learning from each other. You shared ideas and constructive feedback that was used to develop three action plans that were broken down into achievable action steps.



Learn More

Review the Action Plans on MSHDA's intranet and watch the videos on [youtube.com/MSHDAvideo](https://www.youtube.com/MSHDAvideo)

Questions? Email keenonm@michigan.gov

WE'RE TAKING ACTION!



Action Step: IT Improvements

MSHDA will implement or enhance IT solutions to improve data access, security and communications.

Corresponding Action Plan: Workplace Environment

HOW DID WE GET HERE?

Survey Says

According to the 2015 Employee Engagement Survey, the following percentage of MSHDA employees agreed that:

27%

Outdated or lack of technology listed as MSHDA's #1 barrier to productivity.

56%

My workgroup has a climate in which diverse perspectives are encouraged and valued.



We Listened!

The Employee Engagement Committee (EEC) was created to identify realistic Action Plans to move the needle on key issues experienced by MSHDA staff based on the survey results. The EEC accomplished that by listening to you.

You Shared Ideas

The EEC spent six weeks talking and learning from each other. You shared ideas and constructive feedback that was used to develop three action plans that were broken down into achievable action steps.

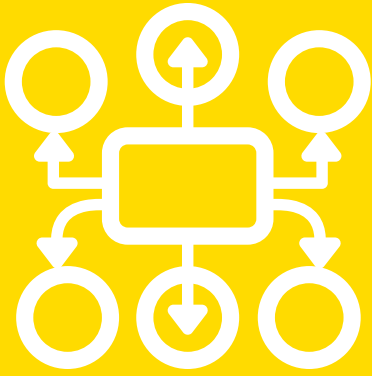


Learn More

Review the Action Plans on MSHDA's intranet and watch the videos on [youtube.com/MSHDAvideo](https://www.youtube.com/MSHDAvideo)

Questions? Email keenonm@michigan.gov

WE'RE TAKING ACTION!



Action Step: Management Training

Establish schedule for recommended leadership training with more focus on the "people" skills of management. Training will focus on up-to-date performance evaluations and face-to-face time with employees.

Corresponding Action Plan: Leadership Communication and Effectiveness

HOW DID WE GET HERE?

Survey Says

According to the 2015 Employee Engagement Survey, the following percentage of MSHDA employees agreed that:

48%

MSHDA leadership is creating a culture of continuous improvement.

57%

MSHDA is serious about change and reinvention to achieve good government.



We Listened!

The Employee Engagement Committee (EEC) was created to identify realistic Action Plans to move the needle on key issues experienced by MSHDA staff based on the survey results. The EEC accomplished that by listening to you.

You Shared Ideas

The EEC spent six weeks talking and learning from each other. You shared ideas and constructive feedback that was used to develop three action plans that were broken down into achievable action steps.



Learn More

Review the Action Plans on MSHDA's intranet and watch the videos on [youtube.com/MSHDAvideo](https://www.youtube.com/MSHDAvideo)

Questions? Email keenonm@michigan.gov

WE'RE TAKING ACTION!



Action Step: All Staff Meeting

MSHDA will conduct at least one all-staff meeting during each calendar year. This meeting should be as transparent as possible and include an executive agenda of substance with tangible goals, explaining the “why” behind strategic decisions.

Corresponding Action Plan: Leadership Communication and Effectiveness

HOW DID WE GET HERE?

Survey Says

According to the 2015 Employee Engagement Survey, the following percentage of MSHDA employees agreed that:

54%

MSHDA keeps employees informed about matters affecting us.

48%

MSHDA leadership gives employees a clear picture of the direction we are headed.



We Listened!

The Employee Engagement Committee (EEC) was created to identify realistic Action Plans to move the needle on key issues experienced by MSHDA staff based on the survey results. The EEC accomplished that by listening to you.

You Shared Ideas

The EEC spent six weeks talking and learning from each other. You shared ideas and constructive feedback that was used to develop three action plans that were broken down into achievable action steps.



Learn More

Review the Action Plans on MSHDA's intranet and watch the videos on [youtube.com/MSHDAvideo](https://www.youtube.com/MSHDAvideo)

Questions? Email keenonm@michigan.gov

WE'RE TAKING ACTION!



Action Step: Diversity and Inclusion

Develop a plan to assist staff in interacting effectively with the people we work with and the people we serve that are of different cultures and socio-economic backgrounds.

Corresponding Action Plan: Leadership Communication and Effectiveness

HOW DID WE GET HERE?

Survey Says

According to the 2015 Employee Engagement Survey, the following percentage of MSHDA employees agreed that:

56%

My workgroup has a climate in which diverse perspectives are encouraged and valued.

57%

Employees at the State of Michigan are able to contribute to their fullest potential (without regard to such characteristics as age, race, ethnicity, disability, etc.)



We Listened!

The Employee Engagement Committee (EEC) was created to identify realistic Action Plans to move the needle on key issues experienced by MSHDA staff based on the survey results. The EEC accomplished that by listening to you.

You Shared Ideas

The EEC spent six weeks talking and learning from each other. You shared ideas and constructive feedback that was used to develop three action plans that were broken down into achievable action steps.



Learn More

Review the Action Plans on MSHDA's intranet and watch the videos on [youtube.com/MSHDAvideo](https://www.youtube.com/MSHDAvideo)

Questions? Email keenonm@michigan.gov

We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.

“*I am a part of the MSHDA Employee Engagement Committee because I believe everyone's voice should be heard. We are all important! I would like to witness employee feedback incorporated into MSHDA's cultural improvement and assist in any way I can. I'm here to help!*”

—*Odessa Carson*
Community Development Division



We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.



“I saw the survey and thought we can do better than that. If you want to give any input, come see me!”

*—Sue DeVries
Community Development Division*

We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.

“*I believe we can create an engaging and responsive culture at MSHDA. I want to be part of the team that helps make that happen. I'll always make time for anyone who wants to talk about what they have experienced and ways we can improve.*”

—*Misty Miller*
Governmental and
Media Affairs Division



We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.



“As employees of MSHDA we work to benefit the citizens of the State of Michigan. Improving engagement, office culture, and communication will promote efficiency and help us maximize the services we provide.”

*–Delaney Duckham
Legal Affairs Division*

We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.

“I recognized there was a problem and felt that participating in this committee would be an opportunity to be part of the solution. I believe I can help make a difference. Come talk to me any time!”

*—Vanessa McDonald
Downtown and Community
Services Division*



We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.




“I find I am happiest and most productive when I feel supported, engaged and included in the workplace. I’m committed to creating that environment for all MSHDA employees.”

*—Mollie Olinyk
State Historic Preservation Office*

We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.



“You can't drive a parked car and get anywhere. This is a new opportunity for positive change. I want to help MSHDA put it in drive. I'm listening. Let's gas and go!”

*–Karen Gagnon
Community Development
Division*

We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.

“*We are very fortunate to work at MSHDA. I think morale will continuously improve if we work together to have open and honest communication to make positive changes in our overall work environment.*”

*—Carey Wey
Finance Division*



We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.

“I think it’s important for everyone that wants a say in how we change MSHDA for the better to have a voice. Come talk to me any time about how we can improve.”

*–Dawn Everett
Rental Development Division*



We're Listening.

The Employee Engagement Committee is working to make MSHDA a workplace you want to brag about.

“People don't care how much you know until they know how much you care! We've listen to each of you and are putting a plan together that creates an environment in the workplace where each employee is appreciated and valued, that leadership encourages expansion of your career goals and that you have the appropriate tools to achieve those goals.”

*Sharon Evans
Homeownership Division*

