

'Who We Are and What We Do' -- Creating an Informational Hub for Employees Management Innovation: Human Resources

Overview

With over 200 employees in seven divisions spread throughout three interconnected buildings, internal communications can be difficult at best. Informed employees are more productive, have a deeper sense of connection to their work and the work of their colleagues and serve as informed representatives of the agency. Recognizing all of this and wanting to create an informative and fun central hub of information for staff, the Human Resources department worked in collaboration with out IT and Communications staff to develop a completely revamped employee intranet site. While these three key departments developed and launched the site, we were able to effectively engage the entire organization with key representatives from each division providing input, ideas, suggestions and feedback throughout the entire process. **Our initial vision for the site was to create an informational hub for all employees that defines who we are and what we do.**

Process

With no budget for the creation of a revised employee intranet, we relied exclusively on internal staff and our existing CMS to create the new site. We began by looking at our existing intranet, which was a static site limited by its initial design, difficult to update and with limited functionality. Over the years the only updates were to a handful of forms and documents used by staff, occasional messages from senior management and the posting of information on staff changes and job opportunities. The site was not an effective or meaningful tool for our staff and did not allow us to communicate effectively with them.

The existing intranet site was static with little room for development and improvement and does not attract regular traffic. The site was described as:

- Not compelling or engaging
- Static and infrequently changing

The job announcements feature was identified as the main driver of traffic to the current intranet and it was noted that very few employees check the intranet routinely.

As we were looking for fresh ideas and did not want to be encumbered by the existing site, we decided at the onset that we would design an entirely new intranet vs trying to use a "bandaid" approach to improving the existing site. Additionally, it was noted as our employees all have varying levels of technical expertise, this would be considered when developing content and usability.

We began by identifying the following:

- Goals and Objectives
- Brainstorming of
 - Features
 - Content
 - Design Principles

Key stakeholders from each division met to brainstorm, explore, and prioritize features, content and design elements. The meeting also included development of objectives for the intranet with the ultimate goal of providing employees with timely and relevant information, work-related resources and tools and a central point of communication. The intranet will increase and improve internal communication with the end result being a better informed staff and a greater sense of community.

Goals and Objectives

The goals and objectives for the intranet were defined as follows:

- Improve employee morale and awareness of agency-wide initiatives, specific efforts/programs and activities

- Inform all employees about operations, policies, changes and more
- Understand the function and responsibilities of each division and individual
- Give employees access to key documents and resources/ Tools to assist with operational and daily tasks
- Provide supporting information, such as helpful hints, best practices, and technical support
- Create a central information repository for all things Rhode Island Housing
- Better connect staff with one another and break down silos between divisions

Brainstorming

Representatives from each division were asked to brainstorm potential features and content for the site that exemplify what users should be able to *Do* on the intranet and what they want to *Know*. Design principles were also solicited to help guide the vision for the intranet and develop usability standards for how users will *Feel* using the site.

Features and Functionality – “Do”

People

- Directory of employees and responsibilities
- Organizational chart with headshots

News and Announcements

- Agency/Division/Employee news
- Program and staffing updates
- Happenings with other state agencies or municipalities
- Industry news and trade publication articles
- Technology news (e.g. new equipment, software updates)
- New hire announcements
- Executive messages

Documents

- Document repository for version tracking and working documents, including forms and reports (e.g. HUD, foreclosure)
- Day-to-day forms and report templates for staff to ensure we are all using the most updated version and have these regularly accessible and “at our fingertips.”

Calendar

- Internal events (e.g. meetings)
- External events (e.g. ribbon cutting ceremonies)
- Holiday list
- Employee birthdays

For Fun

- Trivia question of the day
- Internal classifieds section for posting sales ads
- Wellness page with nutritionist tips
- Virtual bulletin board
- Links to recreational activities (e.g. things to do downtown, free events)
- Weather forecast with alerts for delays and closings

Miscellaneous

- Photo database (of staff and our developments and activities)
- Portal links to the main website and other resources
- Division pages
- Automatic login upon logging into computer
- Mobile application (*future goal*)

Content – “Know”

Meeting participants brainstormed the following content areas for inclusion in the intranet:

- Frequently Asked Questions
- Instructional content and tutorials (e.g. how to schedule meetings, order supplies)
- Glossary of terminology, acronyms and programs
- Overview of agency programs and initiatives
- Media center to aggregate all media coverage
- List of awards and recognition for both the agency and employees

Design Principles – “Feel”

In addition to containing the features and content listed above, we created the following guiding principles as key success factors in the design of the intranet. The intranet must be:

- Interactive and engaging
- Compelling; make employees want to go there
- The first resource employees turn to before resorting to email or phone
- Simple, searchable, and easy to navigate
- Not limiting in terms of design
- Visually interesting, with photos and graphics

The Results

The revised intranet includes almost all of the key elements designed during our brainstorming sessions. The site's design captures and articulates our message of “Who we are and what we do” throughout the site. The header on each page features rotating photographs (each click through the site changes the photos shown) that feature photographs on the left of staff (who we are) and images to the right of our developments and activities (what we do).

We officially launched and unveiled our revised intranet at full staff meetings in mid-March 2011. We presented the site to staff, walked them through the major sections and had senior staff from each division present their divisional pages. We also offered times throughout the following week where all staff were invited to go to our training room and meet with representatives from our IT department who could walk them through the site and answer any questions regarding the site. In order to get staff accustomed to utilizing the site as a resource, we send out regular intranet e-news that present various features of the site. We also included a feedback page where employees can anonymously suggest and offer their feedback so we can continue to make improvements to the site. To date we have responded to each suggestion and made numerous improvements based on employee feedback.

We have already witnessed many positive outcomes relating to this effort. Our employees are more aware of the many activities and programs of the agency, they are connected to one another and the work each of us performs in a deeper and more meaningful way and they are able to perform their work more effectively as they no longer have to chase down the correct forms, or search for information. And more importantly, they now have a central resource of information and a site that keeps them informed of important policy or program changes, updates to industry efforts and standards, and other features to help them in their positions. Additionally, the “fun” aspects such as daily trivia, updates on employees (birthdays, marriages, births, etc), wellness opportunities, classifieds, local events and activities have provided for lively conversations and interactions among staff. It's not unusual to walk the halls of Rhode Island Housing and hear staff discussing the daily trivia question or commenting on a recent program or development that has been highlighted via the intranet.

Mary Kate Harrington - Intranet Facts from Rhode Island Housing

From: Rhode Island Housing <mharrington@rhodeislandhousing.org>
To: <mharrington@rhodeislandhousing.org>
Date: 4/1/2011 4:25 PM
Subject: Intranet Facts from Rhode Island Housing



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Intranet Facts

Featured Tip

Conference Rooms:

When booking a conference room for a meeting, check out the Conference Room Configuration [spreadsheet](#). The sheet provides all the information you need to know: location, room capacity, phone numbers, etc to select the appropriate room for your meeting.

Note:



Please remember to hit "refresh" (or F5 key) when you have the intranet open for extended periods. We encourage you to keep the intranet open and want to ensure you have the most up-to-date information available to you.

Feedback

We have already received some great suggestions through the [Feedback form](#) and hope you all consider sharing any ideas and suggestions you have that

Creating Community

By now we hope you have all had a chance to utilize our new employee intranet site. We hope you are finding it helpful, user-friendly and informative. The ultimate goal of the intranet is to provide employees with timely and relevant information, work-related resources and tools and a central point of communication. Ultimately, the intranet will increase and improve internal communication, with the end result - *a better informed staff and a greater sense of community.*

Spotlight On: Human Resources

What's New

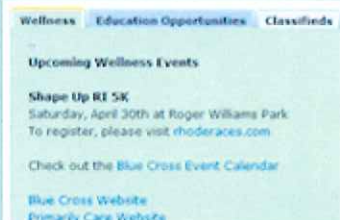


[EAP Newsletter](#)

[Money Management](#)

Today, we wanted to draw your attention to the Human Resources [page](#), included under the "Resources" tab. As you can see, the HR page includes many features such as staffing news, a bulletin board with upcoming activities, trivia (which is posted in the morning with answers and winners announced each afternoon), Things to Do,

employee's birthdays (click on the employee's name and you can send them a Happy Birthday email), job postings and many of the forms and tools you need.



A unique feature of this page is the Wellness/ Education/ Classifieds box. Here you can find upcoming wellness events and contact information for our wellness providers. Click on the "Education Opportunities" tab and you can access our

may improve the site.

Educational Assistance Policy and links to local universities. The "Classifieds" tab provides the opportunity for staff to post any items for sale (or free). Contact [Jenn Fallon](#) if you are interested in posting something. HR also provides updates on our annual Jeans Days total so staff can see how much we have raised for local organizations.

Just in: we have a brand new section on the HR page dedicated to posting volunteer opportunities. For those of you looking to role up your sleeves and volunteer, check it out!

More to come!

Over the coming weeks we will be sending out updates on the intranet, highlighting various areas and pieces of information that we think will be useful to you and the work you do. In the meantime, play around with the site and consider sharing any thoughts and suggestions!

Sincerely,

The Intranet Team

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Rhode Island Housing | 44 Washington St. | Providence | RI | 02903-1362

Mary Kate Harrington - Intranet Facts from Rhode Island Housing

From: Rhode Island Housing <mharrington@rhodeislandhousing.org>
To: <mharrington@rhodeislandhousing.org>
Date: 4/8/2011 4:46 PM
Subject: Intranet Facts from Rhode Island Housing



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Intranet Facts

Featured Tip

GroupWise Access:

You do not need to log onto the intranet when trying to access GroupWise while outside of the office.

Simply go to rhodeislandhousing.org and click "for employees" on the left-hand side of the screen. This will bring you to the log-in screen for the intranet. Click on "GroupWise Access" on the horizontal bar and log in through Novell. Once there, simply add the page to your "favorites" and you can access the GroupWise login in one easy click!

Note:



Please remember to hit "refresh" (or F5 key) when you have the intranet open for extended periods. We encourage you to keep the intranet open and want to ensure you have the most up-to-date information available to you.

Creating Community - beyond our four walls

Many of you may have never checked the intranet from outside the office. As we want you to utilize the newly designed and enhanced site to keep informed, we are providing some tips and instructions on how to log onto the site from home.

Spotlight On: Logging in from home

While employees do not need to log in to the intranet from Rhode Island Housing, you will need to do so when out of the office. This is for security reasons and our IT staff have worked hard to make it as easy as possible for staff. Detailed instructions on how to log in from home can be found on the log-in page titled "[Login Instructions](#)."

To ensure that you are able to log in from home, you may want to set up your login password while at work so our IT staff can assist you if necessary. Here is the [link](#) to the login page.

Ideas, suggestions welcomed!

We are looking for additional suggestions for the next phase of

Feedback

We have already received some great suggestions through the [Feedback form](#) and hope you all consider sharing any ideas and suggestions you have that may improve the site.

our intranet enhancement project. For those of you who have not yet thoroughly explored the site, please click around and see what's already included and help us identify any additional items that we could feature on the site. Have you checked out your divisional page yet? Are there items that would be helpful to you and your colleagues that could be included under "Tools"? Take a few minutes and let us know your thoughts!

Sincerely,

The Intranet Team

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Mary Kate Harrington - Intranet Facts from Rhode Island Housing

From: Rhode Island Housing <mharrington@rhodeislandhousing.org>
To: <mharrington@rhodeislandhousing.org>
Date: 4/12/2011 2:20 PM
Subject: Intranet Facts from Rhode Island Housing



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Intranet Facts

Featured Tip

Printing Lists:

To print your staff list, click the "Print" button on the upper right-hand side of your computer screen. If you have any trouble with printing these lists, please contact our IT Help Desk.

Note:

Remember to change your password to something you will remember after logging into the intranet. This will ensure you remember your password when you try to log in from home.

Feedback

As you can see, we have already made some great improvements to the intranet based on your feedback. Keep those ideas coming!! It's as easy as clicking on the [Feedback form](#) and submitting your ideas!

Creating Community - Contact Lists

We heard you loud and clear! An overwhelming number of the suggestions we have received through the feedback form on the intranet have been to ask us to create more user-friendly phone and contact lists for staff. Well, as you can read below, thanks to the hard work of our HR and IT staff we have done just that!

Spotlight On: Phone Lists

We have completely revised and updated the phone/email lists available on the employee intranet. You will now find a complete listing of all staff, including their phone numbers, division, title, department and office location. We hope this will supply you with all the contact information you will need to connect with your fellow staff. We have also included a "Print" button so you can also print out the list and keep it handy at your desk.

<div> <input type="button" value="v"/> <input type="button" value="Search"/> <input type="button" value="Display All"/> <input type="button" value="Print"/> </div>	
Department	Location

You will note that the employee name is also a hyperlink to their email and that you can search for specific staff by first or last name and division. To sort by a different column other than name just click the column header, click again to reverse the order.

Please contact Human Resources if you have any questions regarding the phone list.

There's always more to come!

A few of the other exciting initiatives we are working on include:

- updated photographs of our developments, activities and employees,
- FAQs for the intranet, providing a quick guide to the site and its features,
- an archive of these e-newsletters,
- and a "name the intranet" contest.

Sincerely,

The Intranet Team

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Mary Kate Harrington - Intranet Facts from Rhode Island Housing

From: Rhode Island Housing <mharrington@rhodeislandhousing.org>
To: <mharrington@rhodeislandhousing.org>
Date: 7/12/2011 11:06 AM
Subject: Intranet Facts from Rhode Island Housing



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Intranet Facts

Naming Tips

Consider what type of name will best suit our organization.

Keep the name short and catchy. A name that is a mouthful is unlikely to have a great adoption rate.

It also needs to be meaningful to most of the staff.

What others have done

Below are some examples of names other organizations have used for their intranets:

MyPulse
Emergency Medicine
Physicians

Aqua.net
Best Water Technology

The Beach House
Fun Sun Vacations

The People Link
Ernst & Young

OnePlace
Capital One

CityNet

Creating Community - The Name Game

It happens to all of us. You're walking down the hallway to a meeting and a colleague says "hello" and for some reason you draw a blank. Can't remember his/her name? Perhaps it is a new staff person and you've never even met? But it's even worse when they say "hello" followed by your name. You slink back to your office, feeling a bit embarrassed and just hope they didn't catch on to the fact that you had no idea who you were just talking to. Well, we are working toward addressing this issue with a directory of staff that also includes photographs to help us all become better acquainted with one another!

More on this to come....

While we are on the subject of names....

....we realize it has been over two months since the launch of our employee intranet and we have been remiss in providing it with a proper name.

Why name our intranet?

A name can help build an identity, even give the intranet a personality. We hope it will also build staff awareness and engagement with our new site.

Selecting a name

We would like to engage the entire staff in selecting a name for the intranet. We are going to hold a contest. Staff can email their suggestions and we will post the suggestions and let everyone vote on their favorite.

What's at stake?

City of Winnipeg

Feedback

As always, we are still looking for your input and suggestions for the intranet. We want the intranet to serve as a useful and informative tool for staff and reflect your ideas and suggestions. Sharing your ideas with us is as easy as clicking on the [Feedback form](#) and submitting your suggestions!

HR is going to come up with some great prizes and of course, there's always the bragging rights!

More to come!

We'll send out a call for ideas for the intranet naming contest within the next week. In the meantime, put your creative hats on and start thinking!

Sincerely,

The Intranet Team

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Friday, July 08, 2011

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Staffing News

We are please to announce that **Aires Martins** is now an employee of Rhode Island Housing. Archie is the Conciliation Coordinator for the Homeownership Division.



[Read More...](#)

News Briefs

July 5 - Fund helps those hardest hit by recession

June 22 - Interagency Council on Homelessness

June 20 - Cathy Paniccia discusses HHFRI on The Real Estate Show

June 20 - HHFRI to be featured on WJAR's "Call 10" Segment

June 20 - Richard Godfrey on NBC-10 Sunrise Show

Message from Richard

As we look forward to the future

The State budget is nearing finalization and will likely require that Rhode Island Housing fund the Neighborhood Opportunities Program (NOP) in an amount not less than \$1.5 million.



[Read More...](#)

Bulletin Board

Mail Update

We are happy to report that effective immediately, the USPS will resume our afternoon mail pick up. Please adjust your mail routine accordingly.

Please feel free to call Chris Avella at ext 1260 with any questions.

HHFRI partnering with local water companies

Who We Are

Rhode Island Housing is a self-sustaining public agency, which generates its own operating income, without state funding. Everything we earn is reinvested to meet the needs of the state. Together with our partners, we work to ensure that all people who live and work in Rhode Island can afford a safe, healthy home that meets their needs.

Agency Calendar



[Driving Directions](#)

June

Richard Godfrey on NBC 10's Business Talk
NBC 10, Sunrise Show
Start: 6:15 AM
End: 6:30 AM

Show All
Board Meetings
Volunteer Opportunities



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Staffing News

We are please to announce that **Aires Martins** is now an employee of Rhode Island Housing. Archie is the Conciliation Coordinator for the Homeownership Division.



Archie has been in this position on a temporary basis since 2009 working with homeowners, lenders and attorneys to prevent foreclosures. He has an extensive background in collections and foreclosure prevention. For 15 years, before coming to us, Archie worked for Citizens Bank in the Consumer Finance Department and as a Foreclosure Specialist. Prior to that, he worked for Old Stone Bank for a few years as a Collector. Archie is bilingual in Portuguese.

Please join us in welcoming Archie to Rhode Island Housing.

It gives us great pleasure to announce that

Lauren Retelle is now a full time employee of Rhode

What's New



July EAP Newsletter

Money Management

Things to do

Summer Concert Series 2011

Wednesday, July 6th

Oakland Beach Seawall

Warwick, RI

Band performance by 5 Flavor Discount- A classic rock cover band.

Movies on the Block

Thursday, July 7th

Providence, RI (Corner of Westminster &

Union in Downtown Providence)

This week's movie is Batman Begins

Discovery Studio opens at Providence

Children's Museum

Thursday, July 7th

Providence, RI

Employee's Birthdays

Tools

- EZ Labor
- EZ Labor Instructions
- GroupWise Access
- Forms
- Holiday Notice
- Job Postings
- Employee Handbook
- Ethics Policy
- Notary List
- Organizational Chart

Volunteer Opportunities

Children's Friend and Service

is looking for volunteers.

If interested, please contact

Amanda Ball, Volunteer

Coordinator/Foster Care

Recruiter, (401) 276-4344

Jeans Day



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IT Help Desk

- Need technical assistance?
- CALL us at Ext. 2110 (or 401-429-1499)

For questions or less urgent items, [email](#) us.

Key Contacts

Susan Smith
Everything IT

457-1213

Cathy Matarese

457-1240

Business Applications (Mitas, Integra, Housing Pro, HDS, etc.)

Abdel El irdissi

457-1121

Network (PCs, Office Equipment, GroupWise, etc.)

Fax

Staff Operations

457-1139

Tools

Tech Tips

Top 10 keyboard shortcuts everyone should know

Computer mouse tips

Copy - Move - Delete Multiple Files

Create a PC shortcut key to a favorite web page

Hiding Excel Columns and Rows

MS Word Shortcuts for Selecting Text

Print only sections of a page

Shrinking a Word Document to Print

GroupWise

Intranet - Internet

Laptops

Network

New Employees

Phones

Conferencing - PolyCom

Conferencing - PolyCom 2 (HHFRI)

Conferencing - Your Phone

Record Msg - Info Line (277-1580)

Voice Mail - User Guide

Printers and Copiers



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Key Contacts

Guy Pirolli

457-1290

Real Estate Manager

Jake Maguire

457-1216

Real Estate Services Supervisor

Chris Avella

457-1260

Office Services Manager

General Numbers

Lobby Phone

ext. 1024

RIH Main #

457-1234

RIH Toll Free

800-427-5560

TTY/Hearing Impaired

450-1371

What We Do

The Facilities Department is responsible for the management of all Rhode Island Housing facilities, including both our agency headquarters and REO properties. The department works to ensure that our building is properly maintained, clean and safe for employees and the general public. This department is responsible for the maintenance and operational condition of our offices, through the upkeep of electrical, plumbing,

What's New

Mail Update

We are happy to report that effective immediately, the USPS will resume our afternoon mail pick up. Please adjust your mail routine accordingly.
Please feel free to call Chris Avella at ext 1260 with any questions.

Conference Room Changes

Please be aware of several changes to conference room availability over the next several months. Conference Room 2A (Asset Management conference room) is booked through the end of June. Additionally, Conference Room 5 (5th floor corner of Slade Building) will be unavailable for use throughout the summer months. We recognize that this may pose a problem for those requiring conference rooms for meetings. We do have a new conference room available on Union Street at the HHFRI offices. This room holds approximately 15 people and can be booked through Busy Search (titled "Conference Room HHF 1" in Novell GroupWise address book).

Tools

- [Eating at Desks and Cafeteria Use](#)
- [Employee Smoking Policy](#)
- [Facilities Information](#)
- [Lobby Protocol](#)
- [Personal Belongings](#)
- [Security Cameras](#)
- [Security Issues](#)

Services

- [All building needs](#)
- [Capital records requests](#)
- [Conference room needs/set-up](#)
- [Hand delivering packages](#)
- [Incoming and outgoing mail](#)
- [Lobby staff](#)
- [Order supplies](#)
- [Reservation of company vehicle](#)
- [Vending issues](#)



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Homeownership

Director



Cathleen Paniccia
457-1226

Assistant Directors

Karen Henault
Elaine Hebert

457-1296
450-1384

Key Contacts

Tammy Fisher

457-1245

Administrative Assistant and Mortgage Processor

Margy Thurber

457-1310

Loan Center Sales Manager

Cathy Harrington

450-1306

What's New

HHFRI Partnering with Local Water Companies

Rhode Island Housing is partnering with local water companies to provide information about the Hardest Hit Fund Rhode Island (HHFRI) to customers who are behind on their payments. Inserts with information about HHFRI will soon be placed in homeowners' water bills.

While this effort is still in the planning stages, the Providence Journal recently ran an article about efforts to assist homeowners who are delinquent in Cumberland. The article does not mention HHFRI specifically, so we may begin receiving calls inquiring about assistance. Please direct callers who ask about assistance for delinquent water bills to the HHFRI Center at 401-277-1500.

Consumer Awareness and Protection Workshop

(updated May 23)

On May 9, Richard Godfrey and our HelpCenter staff joined NeighborWorks America, HUD, the Rhode Island Attorney General, Fannie Mae and our community partners at a Consumer Awareness and Protection Workshop. Speakers discussed what is being done to address the foreclosure crisis at the national, state and local levels, point out the warning signs of scams, and inform attendees about assistance now available for homeowners. It is critical to ensure that Rhode Island consumers housing counselors and credit service providers are

Tools

Homebuyer Education

Loan Center

Homeowner Loans

Access Independence Home
Repair Loans
Community Septic System
Loans

Home Equity Loans

Home Repair Loans

Reverse Mortgages

HelpCenter

HHFRI



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Development

Director



Carol Ventura
457-1129

Assistant Directors

Anne Berman
457-1269
Paula Coleman
457-1134
Burt Carey
457-1262

Key Contact

Joe Voccio
457-1284
Business Development Manager

General Number

Adriana Infante
450-1350

What's New

Recognition for Rhode Island Housing *(updated April 21)*

Sandywoods Farm in Tiverton has been awarded an Honorable Mention as part of the HOME Door Knocker awards on behalf of the U.S. Department of Housing and Urban Development's Office of Affordable Housing Programs. Sandywoods is being recognized for its sustainable approach to building safe and affordable homes.

Lead Update *(updated April 21)*

On March 28, U.S. Senator Jack Reed, U.S. Senator Sheldon Whitehouse and U.S. Representative David Cicilline joined Rhode Island Housing to announce the availability of \$3.1 million for lead paint hazard control and lead awareness programs in the state. The federal grant, allocated to Rhode Island Housing by the U.S. Department of Housing and Urban Development (HUD) earlier this year, will be used to remediate and address lead and other health hazards in hundreds of Rhode Island homes; train workers in remediating lead hazards; and conduct education and outreach to raise awareness about the dangers of lead paint.

Upcoming Events *(updated April 21)*

Over the next few months we will be holding ribbon-cuttings at several developments throughout the state including OpenDoors, Operation Stand Down, and 1577 Westminster Street (WBNA) in Providence, Douglas Manor in North Providence, and Stillwater Mill in Burrillville. We will share

Tools

- [Developer's Handbook](#)
- [HOME Handbook](#)
- [LeadSafe Homes Program](#)
- [Qualified Allocation Plan \(QAP\)](#)
- [Recently Funded Developments](#)
- [Tax Credits FAQs](#)
- [Weatherization Program](#)



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What's New

Out of Reach 2011 *(Updated May 23)*

The Out of Reach 2011 report was released by the National Low Income Housing Coalition (NLIHC) on May 2. According to the report, in Rhode Island, in 2011, the two-bedroom Housing Wage (the full-time hourly pay needed to afford a two-bedroom FMR) increased to \$19.16 from last year's \$18.90, edging the state's rank up by one to 14th highest in the nation. As an annual income the 2011 Housing Wage is the equivalent of earning \$39,853. Rhode Island continued to rank second to Hawaii when measuring the 68% increase in the state's Housing Wage since 2000.

Rhode Island is tied for third, along with Maine and Maryland, in the number of full-time jobs needed at the estimated mean renter wage of \$11.25/hr to afford a two-bedroom FMR. In each of these three states, it is estimated that the average hourly wage worker would need 1.7 jobs to pay only 30% of monthly income to afford the FMR. Overall the estimated percent of renters unable to afford a two-bedroom FMR increased from 55% to 57% from 2010 to 2011. To read more about this report, click [here](#).

Homes and the Economy *(Updated May 23)*

We recently released the latest edition of Homes and the Economy, our annual report that takes a look at several issues that impact the housing market, including population, job,

Tools

KeepSpace

Low- and Moderate-Income
Housing Act Resources

Area Median Incomes

Fair Market Rent

Low- and Moderate-Income

Housing Act

Utility Allowance

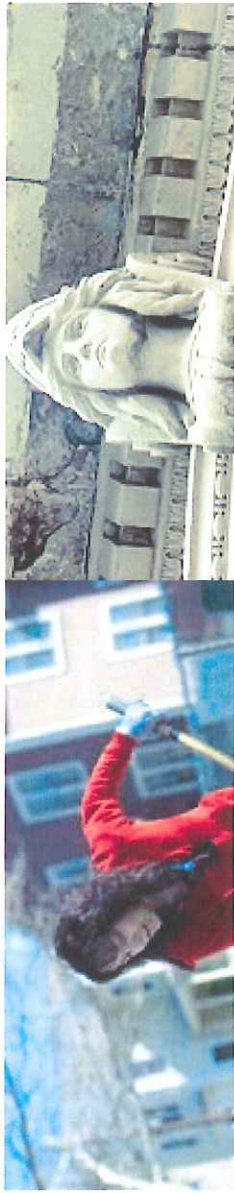
Reports

Research



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[Vacation Request Form](#)

Expense Forms

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[Check Request Form](#)
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[Petty Cash Request Receipt Form](#)

Human Resources

[2011 W-4 Form](#)
[457 Form](#)
[Business Card Order Form](#)
[Dependent Care Monthly Claim Form](#)
[Direct Deposit Form](#)
[Education Reimbursement Form](#)
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