

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			

NCSHA 2016 Awards

Category: Management Innovation
Sub-Category: Human Resources
Entry Name: Rooftop Reporter

Background:

SC Housing has seen significant personnel turnover and change over the past two years. Impacted by the generational shift that is occurring and will continue over the coming years, we have recognized a need to continually communicate with our employees internally. While most communications material tends to focus to our external partners and community and is created by the Marketing Department, the Human Resources Department took on the challenge to design and implement a monthly electronic publication strictly focused on the human capital needs of our agency. In 2014, a new Director of HR was hired to assist with aligning the HR focus with the strategic planning and business needs. Around the same timeframe the agency also contracted a new Employee Assistance Program (EAP) and began re-energizing other HR initiatives including Leader Development, Training, and Employee Recognition. All of these projects needed sustained communications across all levels and departments within the organization to be successful. The agency had been attaching some HR items in its communications literature and independently in the past, but these changes provided the right environment to expand and create this initiative. This year, the Rooftop Reporter has demonstrated excellence in reaching our team to help build up our treasured employees into the future.

Design and Content:

Each month the Rooftop Reporter has featured articles that may be stand alone or part of a series. For example, in an effort to help newer employees understand the entire agency, we focused on various departments and their specific mission and how they fit into the overall organization. In other issues, we provided information on personality types to help employees understand their co-workers and foster a positive working climate. Each newsletter has a “Rock the House” submissions area for employees to submit small kudos to teammates for their contributions to improving the agency. There is often information useful to managers to improve their leadership skills and a recap of events, especially around the holidays or employee appreciation celebrations. The newsletter also contains short biographical submissions to welcome our new employees. Finally, the newsletters share valuable information from our EAP or Benefits Administration to improve the quality of life for our employees. To protect the environment, our newsletter is 100 percent digital and shared via links to our employees to be able to access and reference information from past issues.

How it has helped:

The agency has conducted surveys assessing the overall climate of the organization and has seen positive increases in the areas around communication, perceptions, values and engagement over an 18 month period. This positive change is in part to the improved direct communications with our employees to help the better understand the direction our agency is going and their place in it. We are consistent in our approach to using SC Housing’s brand identity and align it with our values. This has helped both the newest and most veteran employees match their performance objectives, behaviors and efforts with our strategic vision and goals set forth by our leadership team. We invite you to view some samples of our HR communications innovation, “The Rooftop Reporter.”

South Carolina State Housing Finance and Development Authority
Rooftop Reporter

Attachments:

January 2016 Issue, Rooftop Reporter (8 pages)

March 2016 Issue, Rooftop Reporter (5 pages)

June 2016 Issue, Rooftop Reporter (7 pages)



In the Spotlight

PROCUREMENT & MARKETING

The Procurement and Marketing Department is comprised of six staff members; all who specialize in providing either inter-agency procurement, external communications or legislative support services.

Reggie Bell is the department director with a multi-function role as lead procurement manager for all agency purchases including equipment, supplies and contracts. He also serves as the agency's legislative liaison and representative; making frequent state house visits to promote our mission and services to members of the South Carolina congressional body. He was recently assigned the task, along with Wayne Sams, of leading SC Housing's FEMA Joint Field Office Disaster Recovery efforts.

Debra Wood and Bill Stanziale are responsible for the actual procurement process for contracts, supplies and equipment for the agency. They also manage the distribution and maintenance of SC Housing's fleet of 24 cars; monitor, run and deliver the daily mail; and oversee the telephone connectivity service contract and the Forum registration site including external registration requests and calls.

In Marketing, Clayton Ingram is the media relations spokesperson for all external communications. From television appearances to radio ads, he serves as the voice of the agency to our external audiences. He also participates in tradeshow and conferences, speaks to civic groups and community organizations and arranges press conferences and phone banks. When not on the road, Clayton is the project manager for our three required major reports: the Accountability, Investment and Impact Reports. He also provides daily Facebook posts to further our social media presence.

Continued on Page 2



Holidays & Events

OD: How to use MS Excel Pivot Tables to Easily Summarize and Analyze Data

Fri., January 8, 2016, 10-11a

OD: Developing your Emotional Intelligence

Mon., January 11, 2016, 12-1p

Martin Luther King, Jr. Day: SCH Closed

Mon., January 18, 2016

Board Meeting

Wed., January 20, 2016

OD: Crucial Leadership Skills for Women

Thurs., January 21, 2016, 9:30-10:30a

Sr. Mgmt. Training: Setting Goals and Reviewing Results (MTC)

Tues., January 26, 2016, 8:30a-12:30

Sr. Mgmt. Training: Coaching for Peak Performance

Mon., February 8, 2016, 8:30-12:30

George Washington's Birthday and President's Day: SCH Closed

Mon., February 15, 2016

OPENING DOORS: EMPLOYEE DEVELOPMENT

Tips for Running Effective Meetings

Email an agenda 24 hours in advance.	Arrive 5 minutes early	Start and end on time.
Come prepared.	No smartphones.	Bring paper and a pen.
Share all relevant data.	Stay on topic.	No interrupting.
	Be brief and concise.	Silence = agreement
No side conversations or comments	Disagree without being disagreeable	Challenge ideas rather than people.
	Everyone participates.	
Follow-up by email within 24 hours.		

Excerpts from recent training....

Managing Chaos and Pressure at Work:

Are you BUSY or PRODUCTIVE? A busy person learns of a new task and dives right in. A productive person plans before acting; pausing to think and writing down the basics needing to get done. They schedule each element of a task. Through goal setting they accomplish more. What are your long term, annual/quarterly and immediate goals? How are you tracking your goals? How do you schedule your day & to-do list?

Using Pivot Tables in MS Excel:

Have you heard of a slicer? In this class students learned how to capture data from one spreadsheet and sort, chart and analyze it several different ways in an interactive pivot table. This tool is valuable for analyzing massive amounts of data through sorting, cumulative totals, grouping, etc. Cutting time in half!



PROCUREMENT & MARKETING CONTINUED

Krystal Reid is Policy and Outreach Manager for the agency. She provides data and statistical analysis to Executive Staff on legislative bills and policy which could impact the agency's mission and future. She also travels the state to community events and functions to promote our programs and services. She coordinates all aspects of the Palmetto Affordable Housing Forum which includes session topics, partner participation, menu selection, convention center preparation, scheduling and deadlines, and contracts. In addition to other duties, Krystal is now temporarily located at the Disaster Recovery Joint Field Office in support of agency disaster recovery efforts.



Kim Smith is the communications and graphic design specialist for the agency. She is responsible for the presentation and promotion of the agency brand in all print and web messaging. She provides the graphics and page designs for the Investment and Impact Reports, as well as all external marketing collateral. Kim serves as chief agency photographer and travels the state each year to document our events and development properties. She develops the Forum visuals each year and coordinates the Forum awards. She also assists with social media posts and web updates.

WHO ROCKS THE HOUSE?...YOU DO!



OUR ENTIRE AGENCY STAFF for all their hard work in ensuring our SC families will be in safe, affordable homes this Christmas because of their efforts at SC Housing! Great job, team!!

MORTGAGE DEPARTMENT: **TINA ANDERSON, WES BARR, DACIA ELROD, KATHY FREEMAN, RENEE RAWLINSON** and **LISA WILKERSON** for all their hard work and dedication! They reviewed, and completed processing, their biggest single purchase in 5-6 years of approximately 56 loans totaling **\$5,651,854** for the month of December with only 17 files left to review, which many may not know is a tremendous accomplishment.

ENID CONNER and **RON FRYE** for **zero findings** in their HR Delegation Audit that reviewed 100% of all "hire above minimum" and "reclassifications" for the past year.

APPLICATIONS MANAGEMENT TEAM – LISA BENFIELD, KASHUNDA PERRY, COURTNEY SMITH, and DOROTHY SUTTON - rock the house all year long by being courteous, patient, and knowledgeable to the many nonprofits, developers, and HTF beneficiaries looking for help.

RAY PRATER for filling in for Alison while she was out of the office welcoming her new grandson into the world a little earlier than expected.

SERVICING DEPARTMENT – After a huge increase in calls with the roll out of CCN online in September everyone in the department has pulled together to assist customers. The majority of calls come in on our busiest days which makes it doubly difficult! Throughout this time, staff has been able to provide exceptional customer service, shown an abundance of patience and maintained their own strict timeframes. Way to go!

SPECIAL EVENTS COMMITTEE Chair, **VONDA WHITE**, and Co-chair, **JEANA KUNZ**, and members: **ENID CONNER, RON FRYE, JAMES GALLUZZO, KELLI LAWING, JESSICA LEWIS, JEFF PLAYER, LIGIA RICARTE, LYNDIA RICKENBACKER, BONITA SHROPSHIRE AND TRACEY SWEAT** for planning a fun Holiday Luncheon for our agency! **KIM SMITH** for photography and **CLAYTON INGRAM** for the incredibly detailed & creative props in the photo booth!!

RON FRYE, ENID CONNER and **CLAYTON INGRAM** for their assistance in creating a wonderful experience for our STEPS graduation; true team contributors!!!

LISA RIVERS for providing monthly birthday cakes and fellowship for her division.





Whether you witness a catastrophic event or discover that you must give an unprepared speech in the next

30 seconds, crises happen. And regardless of magnitude, the “recipe” for responding to any of them is the same. The first step is the most important—avoiding panic and emotional confusion by staying in the moment and focusing only on what is directly in front of you. This is easier said than done, because most crises instill immediate fear—fear of what’s coming next. If you can detach quickly from this dynamic, you experience clearer solution-oriented thinking, even in the midst of utter confusion. The next step—a decision about what action to take and taking that action—follow. You don’t need Navy SEAL training to learn these skills. Your practice opportunities come with common events—a flat tire, an overdue bill, a burst pipe, a failed test, a cut finger, or a wedding band down the bathroom drain. Your success with these smaller events will prepare your reflexes for bigger ones yet to come.



www.accessqhs.com (877) 747-1200

Walking for exercise is getting plenty of research attention right—right down to the recommended miles per hour! A recent study of people averaging 73 years of age showed a 50% decrease in cardiovascular disease for those who walked 3 mph versus those who walked only 2 mph. The group of 4,207 walkers were followed for 10 years. Walking longer also produced similar results for those walking 7 blocks versus 5 blocks. “Even late in life, moderate physical activity such as walking is linked to lower incidence of cardiovascular disease,” commented the author, Luisa Soares-Miranda, PH.D. “It appears that if one increases the total distance or the pace of walking, CVD risk is lowered.” Source: <http://now.tufts.edu>



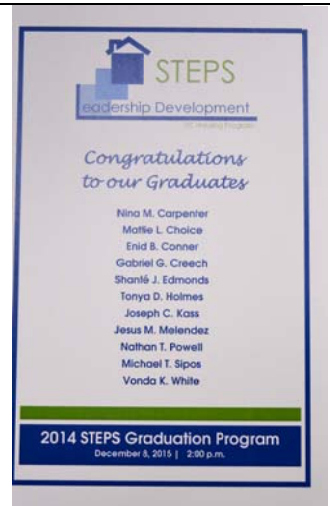
PEBA PERKS 2016

Improve the state of your health with PEBA Perks. Great news! Throughout 2016, PEBA is offering State Health Plan members increased preventive health benefits at no charge to you at network providers.

- **Diabetes education:** You can learn ways to manage this challenging disease through a consultation with a health professional.
- **Preventive screening:** Get screened for health risks such as high blood pressure and cholesterol. The tests are worth more than \$300 and can be done at your workplace or at a nearby screening location.
- **Colonoscopy:** This procedure can find and remove colon growths before they develop into cancer. Your benefit covers not only the colonoscopy, but also associated services.
- **Adult vaccinations:** This benefit covers shingles, pneumonia, HPV and other CDC-recommended adult vaccines.
- **Flu vaccine:** The flu vaccine can help protect you from influenza and lessens your symptoms if you do contract the flu.
- **No-Pay Copay:** Receive a year’s worth of free generic drugs for high blood pressure, high cholesterol, congestive heart failure and diabetes.
- **Tobacco cessation:** A Quit for Life health coach can help you make a plan and guide you through the steps to becoming tobacco-free. Medications for tobacco cessation are also available at no cost.

For details about PEBA Perks, visit www.PEBAperks.com.

STEPS GRADUATION CEREMONY



DECK THE DOORS: DOOR DECORATING CONTEST



1ST: Grinch's Voucher Program

Christine, Rhonda, Lynda,
Yolanda, Charlene, Benita,
Angela, Kristel, Gaoyee & Ron P.



2ND: Couture Décor by HR

Ron, Enid, J., Jill, Todd E. & Kim



3RD: Happy Lane

Mikita, Mandie, Mark M.,
Nicole & Crystal



Jeana, Nina, Yvonne, Venita,
Mark, Eboné, Linda, Lisa R.



Snoann, Jay, Gabé, Jessica,
Kay, Paul, Sharon, Diane,
Hank



Todd, Christina, Summer,
Turner, Todd, Jeff & Bill



Justina, Kim, Nathan, Ligia,
Chastity, Wayne

Honorable Mentions to these amazing doors!!
Thanks to all for participating in this team activity!

L to R: Holiday Madness, Jay's Jolly Elves, The Caroler's and Wayne's World

SC HOUSING CHARITABLE GIVING

As we move into 2016 we look back at all we have accomplished this past year. Your efforts have ensured that many SC families will celebrate this joyous holiday season in safe & affordable homes. Your passion for serving the public prompted you to dig deep in your pockets to support SC flood efforts, the United Way, put food in our local food bank and delivered gifts to local seniors and battered women and their children. Your generosity knew no bounds this year, reaching far and near. As we were setting up for the Holiday Luncheon an employee from the catering company asked Enid if one of our sponsored charities was "SisterCare". When Enid responded affirmatively, the women said quietly, "They helped me." Every file has a name. Every name has a face. We celebrate and thank you this year for being the kind of people who know, who care and who give of themselves in all they do. We hope you had a wonderful holiday season.



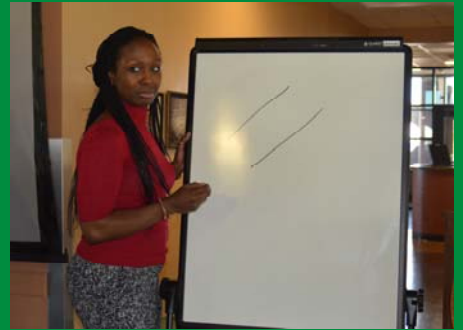
Be a Santa to a Senior
SisterCare
SCEMD Flood Victim Relief



CANDY CANE LANE PHOTO BOOTH



ANNUAL HOLIDAY LUNCHEON



HUMAN RESOURCES IN THE SPOTLIGHT

The Human Resources department performs many administrative functions but more importantly, it serves as a strategic business partner to SC Housing employees and management. We integrate people strategies with business strategies, interacting with every level of employee and management. To be effective, human resources must be aligned with the agency's strategic goals and objectives.

Human Resources is a team effort and four of us work together to develop reasonable goals, evaluate processes, and maintain the integrity of our department. Some of our responsibilities overlap, as we try to immediately address any situation that arises, no matter who is in or out of the office.

Our core services and competencies include recruitment and selection, wage and salary administration, compliance, employee relations, reward and recognition, benefits, training and professional development, and the development and interpretation of policies and procedures. A brief overview of a just a few of the types of functions we manage is below:

Recruitment and Selection: HR is responsible for attracting, hiring and retaining one of the agency's most valuable assets – our employees. Recruiting and selection should be an interactive process with the manager working closely with HR to ensure we hire the right person for the current job, keeping in mind any future gaps we may need to fill in the agency. With the number of employees who are eligible to retire within the next five years, every hire is a strategic one.

Employee Relations: HR has a large role in establishing and maintaining a respectful work environment and fostering good working relationships among all employees. We encourage open and direct communication between employees and their managers and this is key to resolving most issues before they escalate. However, in situations in which a timely resolution is not found, HR can offer support to individual employees, managers or at times whole departments, through facilitated discussions, counseling, mediation, EAP referrals, or a combination. Employee relations issues properly handled lead to a reduction in workplace conflict, higher morale, increased productivity, and less voluntary turnover.

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STEPS 3.0: LEADERSHIP DEVELOPMENT

Think you can't learn anything new? Think again! Each one of us has hidden potential and hidden opportunity areas. When you stop learning, you stop growing—personally and professionally. Still not convinced? Tune into Channel WIFM (What's in it for me) and let us tell you the many benefits of attending ongoing training, especially STEPS.

1. **Self-Awareness:** Great insight and introspection to discover, optimize and sustain your potential. You may not even be aware that you could improve in a certain area.
2. **Big Picture:** What do we do and how do we do it? How do I make an impact? Presenting a business case. Decision making and problem solving at an elevated level.
3. **Influential Leadership:** Join an exclusive learning cohort; form relationships, communicate across departments and remove barriers to success; realize opportunities stemming from participation.
4. **Vision:** Clarify your short and long term goals & develop an action plan to ensure achievement.
5. **Communication:** Lead effectively through team projects, conflict, change, business presentations and other challenging situations.

More about 2016 STEPS in April | Email kim.pruitt@schousing.com with questions.



Holidays & Events

Board Meeting
Medical Spending Grace Ends
Wednesday, March 16, 2016

Confederate Memorial Day
Tuesday, May 10, 2016

Board Meeting
Wednesday, May 18, 2016

National Memorial Day
Monday, May 30, 2016

SCH FLOOD RELIEF

After the devastating October 4 flood event in South Carolina, SC Housing was tasked with offering whatever assistance we could to people whose homes were damaged. SC HELP was fortunate to obtain program terms from the U.S. Department of the Treasury that allow us to offer mortgage payment assistance to homeowners who suffered a catastrophic financial loss as a result of the flooding. SC Housing was also fortunate to work with FEMA to obtain data about those homeowners who may need the assistance most. As a result, we began a direct mail campaign mailing letters directly to homeowners with losses verified by FEMA. Those letters continue to go out in an effort to offer assistance to those in need. **To date we have received 244 flood related applications.**

Thanks to all who have assisted in our flood relief efforts!

HUMAN RESOURCES CONT'D

Training and Development: We ensure that employees are given opportunities to gain skills and knowledge not only to perform their current jobs but to move into more responsible roles within the agency. By engaging in succession planning we are anticipating future business needs and taking steps to make sure our employees are ready for the next level of responsibility. HR coordinates leadership training, such as STEPS, and professional development classes to make training opportunities available. SC Housing is expected to be part of the next wave of the State's new Learning Management System, which will help managers and employees stay on track with training plans.

Policy Development and Interpretation: Good policies communicate expectations the agency has of employees and assists managers in making consistent and uniform decisions. HR writes, revises, publishes, implements and enforces SC Housing policies. We ensure that our policies are judicious and applied fairly and equitably to all employees.

Compliance: There are many federal and state regulations regarding employment which are constantly being updated. HR must stay abreast of any changes in these laws and ensure that the Authority complies. We also ensure employees are aware of the laws and regulations through posting them in a public area. Employees may find the federal and state employment law poster in the break room.

Wage and Salary Administration: Under guidelines of the Division of State Human Resources, HR develops and administers a wage and salary administration program. Having a fair and equitable pay system allows us to attract, hire and retain high quality employees. There are many factors that affect our salaries including market, retainability, critical skills or positions, and of course performance. Our analysis allows HR to provide guidance to management on salary at the time of hire and in the case of performance, additional duties, or equity increases.

In HR, we know that SC Housing employees are our greatest resource and so we want to create and maintain a work



L to R: Ron Frye, Enid Conner, Kim Pruitt and James Galluzzo

environment where the contribution of each employee is recognized and the functions above help us achieve this. While all managers are responsible for human resource management, our team plays a central role throughout the lifecycle of employees - from new hire to mid-career to retirement. The contribution of each and every employee is the key to our success and we want employees to view HR as a place where they will find support and resources to help them be successful in their jobs.

WHO ROCKS THE HOUSE?...YOU DO!

NINA CARPENTER for coordinating and working with the job tasks of the temporaries in the Servicing area to maximize their benefit to the department! Great job!

MARK RICH for going the extra mile to assist our borrowers in reinstating their mortgages! Well done Mark!

CHRIS MCMILLAN and **JOSEPH KASS** for finishing the tax credit placed in service underwriting to meet our February 29 IRS reporting deadline. **PATRICIA SIMMONS** for completing the annual risk assessment for HOME recipients to develop this year's monitoring schedule. Thank you for your timely work!

MS ESCROW: SHANTÉ EDMONDS and **SHERRI MILLER**, congratulations on having year end statements out on time despite obstacles and processing the 2016 escrow analysis early! Way to go!!

HOUSING CHOICE VOUCHER ADMINISTRATION: YOLANDA DENNISON, LYNDIA RICKENBACKER, RHONDA STALEY, CHRISTINE WATKINS, GAOYEE YANG and **CARL BOWEN** for assisting at the front desk with coverage! It is greatly appreciated!

DOROTHY SUTTON rocks for providing Kashunda Perry with a more efficient way of processing the numerous applications that come across her desk. Thank you!

TINA ANDERSON, WES BARR, DACIA ELROD, KATHY FREEMAN, RENEE RAWLINSON and **LISA WILKERSON** for working so hard from early morning until after hours to get new loans in the door! Great team work, you guys! You are really rocking the house!

JEFF PLAYER for rescuing Kathy Freeman when her top-heavy file cabinet tipped. Thanks for being faster than a speeding bullet and leaping to Kathy's tall file cabinet in a single bound (all the way from your cube) Super Jeff!



SENIOR STAFF LEADERSHIP TRAINING: COACHING FOR PEAK PERFORMANCE

Our Senior Staff attended a three part Senior Leadership Development series to include:

- Communicating for Leadership Success
- Setting Goals and Reviewing Results
- Coaching for Peak Performance

Ask them about the STAR and other tools they received in this training. Comment as you notice them taking a new approach to situations. Ask to share some of what they learned and it will multiply.

Many conversations and examples surrounded coaching for appropriate Behavioral Skills. Intelligent people with the right attitudes can achieve much more than a technically solid employee with behavioral issues. Many of our executive staff have moved around the agency based on their willingness to learn and take on new challenges, not just for their technical skills. Leaving a legacy of learners is a better goal.

Coaching: Providing timely guidance and feedback to help others strengthen the specific skills, knowledge areas, or behaviors needed to accomplish a task or solve a problem.

Proactive Coaching

Guiding people toward success in new or challenging situations, such as:

- Taking on new responsibility or an unfamiliar task or assignment.
- Learning a different skill or job function; using new equipment or software.
- Working with new partners or suppliers.
- Planning to conduct their first meeting or a difficult discussion.
- Preparing to resolve a conflict.



Reactive Coaching

Guiding people in improving or enhancing their work performance, such as:

- Making good results great.
- Improving low or weak ratings.
- Achieving goals or deadlines that aren't being met.
- Reviewing completed assignments or tasks for opportunities to improve.
- Addressing poor work habits (for example, arriving late, socializing, or using social media for non-work related purposes).

What does proactive coaching look like?

Joe has accepted a challenging new task of creating a timeline for the team project. He will work with other team members to negotiate and agree upon milestone goals. As his leader, I need to coach him to be successful.

What does reactive coaching look like?

Jennifer hasn't been returning her colleagues' emails in a timely fashion, causing confusion and loss of productivity. If this behavior continues, the deadline could be jeopardized. As her leader, I need to coach her and follow up on her progress.

NEW EMPLOYEE



HOLLY MCGINN

SC Housing welcomes Holly McGinn to our Finance Department. Holly came to us from the SC Dept. of Health and Human Services, Accounting Operations Dept. Prior to that she worked for the SC Dept. of Revenue. She enjoyed working with citizens to educate them on the different tax laws and types of services provided by DOR.

Holly graduated from Piedmont Technical College with an Associates in Accounting and is currently completing her Bachelor's degree in Accounting/Forensic Accounting.

In her free time, Holly enjoys coaching cheerleading for Irmo/Chapin Recreation, dancing, watching her nephews play baseball and spending time with family on the weekends.

NEW YEAR'S RESOLUTION CHECKUP: SMART GOALS

Don't give up on your New Year's resolution. Look for roadblocks:

- 1.) **Is your goal specific?** (I will you dedicate 30 minutes daily to writing my book on organic gardening.)
- 2.) **Can you measure progress?** (It's been 14 days, and I have written 13 pages.)
- 3.) **Is your goal attainable?** (There are 365 days per year to fit in 150 days of writing.)
- 4.) **Is your goal realistic?** (I have time in the morning each day for the task.)
- 5.) **Is your goal timely with a deadline?** (I will complete my goal in 12 months by writing 12 to 13 pages per month.)



If you discovered any missing elements, create them now to renew motivation. Log your progress, and tell a friend who will hold you accountable for progress in order to ramp up.

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CALM ROOM

A webpage you can visit again and again when you need a few moments to relax, breathe, and be in the moment.

Includes Calming Exercises:

- Breath awareness (7:29 minutes)
- Visualization (5:29 minutes)
- Progressive Muscle Relaxation (9:50 minutes)

Includes Stress Relieving Podcasts:

- Tension Relieving Exercises (6:52 minutes)
- Worry Not (10:54 minutes)
- Five Ways to Simplify Your Life (8:14 minutes)

LEGAL FINANCIAL AND GRIEF SERVICES

Employees with health insurance benefits through the state qualify for a free 30 minute appointment with an attorney and then a 25% discount on additional services.

Go to **LifeWorks.com** and sign in with the user name "lfg" and the password "resources." For more information, call 877.849.6034.

LifeWorks also has a list of resources for filing income taxes, child/elder care, Medicare, self assessments and toolkits.

TOP TAKEAWAYS FROM THE EMPLOYEE DEVELOPMENT, ON-SITE TRAINING

MASTERING EXCEL FUNCTIONS AND FORMULAS

We learned how to create and implement these formulas to be more efficient and accurate in our daily work.

IF
IF-AND
IF-OR
CHOOSE
VLOOKUP AND HLOOKUP
MATCH
INDEX
COUNTIF AND SUMIF
ARRAY

ROUNDING FUNCTIONS
TEXT FUNCTIONS
FINANCIAL FUNCTIONS
STATISTICAL FUNCTIONS

WEEKDAY (Calculates the day of the week for the date in a cell and returns a value)

NETWORKDAYS (Calculates the number of working days from one date to another omitting any dates found in a list of holidays in a cell.)

WORKDAY (Calculates the completion date based on a starting date for a project so many days in length, but not counting the holidays indicated in other table.)

TIME MANAGEMENT: TIPS FOR GETTING HOURS BACK IN YOUR DAY

You don't manage time—24 hours in each day—its self-management and how you USE your time

Prioritized: Getting the RIGHT things done. Focus on the high dollar activities: activities that impact the bottom line; coaching, training developing; relationship building.

The Big Picture: How does what you do impact the organization's goals?

Organized: Designate zones in your area to put things every single time. Use Outlook more efficiently. Best practices in processing paperwork to get rid of stacks.

Interruptions: "Teach people how to fish." Is this a today task, or is this an after today task? Can I get back with you in 30 minutes after I finish what I'm working on? You can find that information in the xx folder in the G drive.

Track: Do a time log for 1-2 weeks and track how you spend your time. Great insight to time wasters & interruptions. Valuable to formulate your daily plan.

Plan: Plan your daily activities but be sure to leave room for unplanned activities you are thrown.



CONFIDENCE IS SILENT. INSECURITIES ARE LOUD.

You will never look good trying to make someone else look bad.

Think about your communication contributions . Are they destructive or constructive?

If the others failed more I would look better than them!



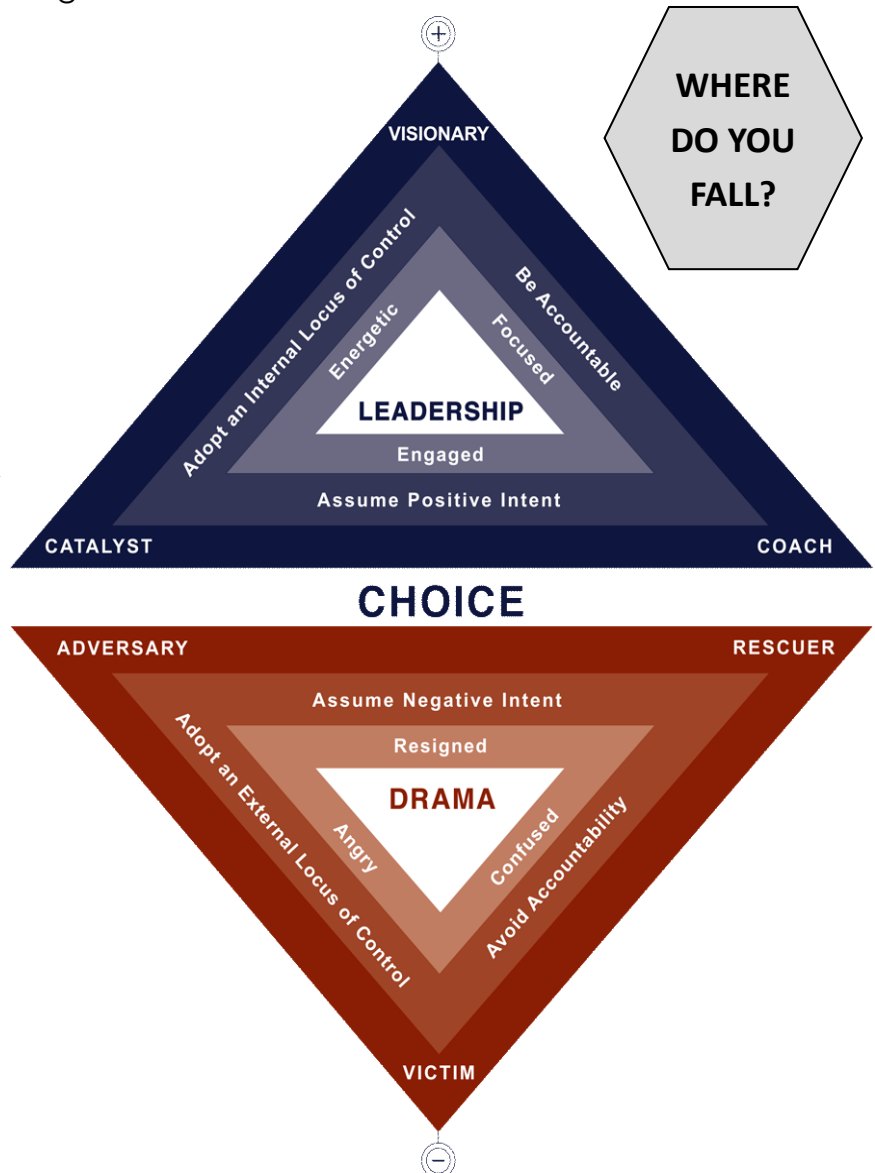
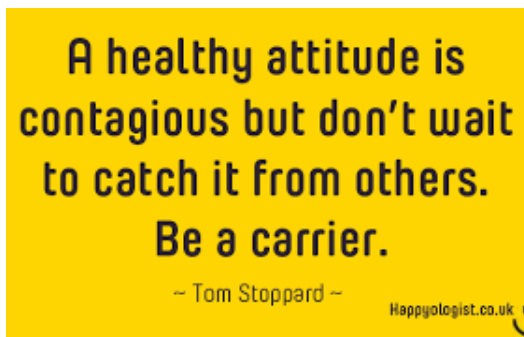
By HikingArtist

Destructive

- * Do you grumble about work, customers, coworkers, managers?
- * Are you quick to find fault and criticize?
- * Do you talk about others behind their back?
- * Do you have hidden agendas, judge & speak poorly of others to feel superior or win your position?
- * Do you involve or invite others into situations instead of addressing issues head-on?
- * Are you extremely opinionated and/or combative and like to point out what is wrong, but not offer a solution?
- * Do you often wish you had kept that last comment to yourself? It didn't add any value to the conversation?
- * Negative thoughts, negative words.

Constructive

- * Do you look for the good in situations and try to catch people doing something right? Building others up.
- * Do you communicate with the appropriate people when you have a problem, not involving sideline people?
- * Do you include others in your thought process and listen to and respect their input? Teamwork.
- * Do you coach instead of criticize?
- * Do you keep the negative thoughts to yourself and instead phrase and frame things positively?
- * Positive thoughts, positive words.



GETTING TO KNOW YOU SERIES: INTROVERTS & EXTROVERTS

Have you ever heard the phrase, "Never hire a person just like you?" The theory is that if you were to clone yourself you clone your every idea and way of thinking and miss a valuable opportunity to hire someone who thinks and contributes differently than you, increasing value to the organization. Hiring someone like yourself is easy. Sometimes hiring people different than ourselves creates challenges. However most differences and negative perceptions can be easily navigated if you just take the time to understand and get to know one another. The perfect name for our new development series: "Getting to Know You."

Last month we learned about aggressive, assertive and passive personalities and behaviors. This month we want to explore the differences between Introverts and Extroverts.



Picture this: Sitting in a meeting are four individuals. An idea is brought up and three members of the group start popping out responses, talking over each other and agreeing on a path. The fourth member is trying to participate but is getting talked over and ignored. The other three promptly like one of the suggestions and all agree on a solution. Twenty minutes into the conversation the three finally pause to take a breath and the fourth person speaks up. The fourth doesn't agree with the

path the other three want to take for reasons well thought out and intelligent. The other three try to interject but the fourth is assertive and now commands the conversation. The three start listening instead of speaking and agree that the fourth person's suggestion is the better of the two. They reach consensus and end the meeting. The three members keep chatting about the meeting as they pack up and as they walk down the hall. The fourth quickly packs in silence and moves swiftly for his own office space. The fourth can hear the three talk about continuing the conversation over lunch and they invite the fourth person as they gather more co-workers on their way out. The fourth politely declines their offer, sits down in his chair, takes a deep breath and puts up his "out to lunch" sign. He then grabs his sandwich, put in his earbuds and starts reading his book. He feels accomplished, but drained. A quiet hour alone should recharge his batteries. Read on to learn more about Introverts and Extroverts/Extroverts....

Continued on pages 3, 4 and 6 | Thank you to Kashunda Perry for this topic suggestion.



DONNA FLETCHER (IT)
and
CHRIS McMILLIAN (Development)
Congratulations
on their recent graduations
from the
Certified Public Manager
(CPM) program!
This program ran from August
2014 until May 2016.



Holidays & Events

Agency Picnic
Friday, June 10, 2016

Board Meeting
Wednesday, June 22, 2016

Independence Day-CLOSED
Monday, July 4, 2016

EPMS Evaluations Due to HR
Friday, July 15, 2016

WELCOME NEW EMPLOYEES



CHRISTIAN THOMAS is our new Housing Program Coordinator in Housing Choice. Christian Thomas, originally from Sumter, SC, is a 2008 graduate of Lakewood High School. He has 5 years of experience with the housing market, 3 of which have been devoted to affordable housing. He is currently a licensed real estate agent, Certified Occupancy Specialist, and Certified in urban and community development. Christian is in his senior year at the University of Phoenix, where he is pursuing a bachelor's degree in business with a certification in financial planning. Upon graduation, Christian plans to continue his education with Georgia State University's online Master's Program in Urban and Community Development. Christian believes that success is only fueled by knowledge. His motto is "with just a little hard work change is bound to happen."

WHO ROCKS THE HOUSE?...YOU DO!



NINA CARPENTER did a great job at our Servicing Software conference in the Regulatory and Compliance Session!! Nina was requested as a presenter in the Regulatory Compliance session at the Black Knight Conference. She covered the information we received at the HUD training in Oklahoma City. She had the opportunity to share her knowledge and showcase the leadership skills she has been working on.

TODD ELROD and **NIKKI WILLIAMS** on their superb customer service and professionalism at the front desk. We are hearing accolades not only from customers but also vendors and other professionals! Thank you Reggie Bell for bringing this to our attention!

JEANA KUNZ has worked diligently for nearly three years to recover more than \$10K on a supplemental claim that HUD had cancelled. Great job Jeana!

CHASTITY MELTON and **KIMBERLY SPIRES** for helping Ophelia clear her desk and allowing her to store some of her personal items in Kim's office on Friday. It saved her a lot of time so that she didn't have to take things to her vehicle to store. Also to Chasity for helping with unpacking too. That was very nice of them both—true teamwork. Thank you!!!!

TAKI WALLACE for keeping our developers in the loop when there is HUD HOME training and ensuring we get the information out to them so they can register for the training. Great job!

LISA BENFIELD, CARL BOWEN, REGGIE MACK, JEFF MADDOX, PATRICIA SIMMONS, TAKI WALLACE, and **LISA WILKERSON** for gathering together statistics and information to cobble together this year's HOME CAPER. You guys rock! (from Leanne) and **LEANNE JOHNSON** and **LISA BENFIELD** for working late to get the HOME CAPER report done in a shorter timeframe due to Department of Commerce scheduling issues (from Laura).

JILL MOORE was recently commended by Sheriff Beaver of Sumter County for providing good customer service in the midst of difficult situations. He commented, "That speaks volumes for your Agency."

OPHELIA HINTON and **MARK PHIPPS** for working tirelessly on getting the new Proof of Claim requirements automated. Dedication!

DEBRA WOOD for taking lead on the renovation in Reggie's absence; keeping everything running smoothly!

IT DEPARTMENT: TODD SIPOS, DONNA FLETCHER, MARK PHIPPS, JEFF PLAYER, ROSS ROBINSON and **CRAIG SEARS** for all their hard work in moving and setting the computers back up during renovations. **CHRISTINA RANDALL** and **SUMMER JONES** were also noted as great contributors to this process and how they always jump in to learn and help. Great teamwork! Thank you for making this renovation as seamless as possible for our employees along with all your other work too!

CHRIS McMILLAN and **JOSEPH KASS** for underwriting an 18-property pooled RHS bond transaction. This took several months to complete, but they issued 8609s on schedule to meet the applicant's tax filing deadline.

SERVICING MANAGERS: SHERRI MILLER, RENE' SHAW and **NINA CARPENTER** for working diligently on data mapping and setting up the Multi Family loans in the servicing system. This was a week-long process of jumping through hoops and they made it through unscathed!! Way to go!

LIGIA HYLER and **VONDA WHITE** the awesome co-chairs for our Employee Appreciation Luncheon and our amazing committee members: **ENID CONNER, RON FRYE, J. GALLUZZO, JEANA KUNZ, KELLI LAWING, JESSICA LEWIS, JEFF PLAYER, KIM PRUITT, LYNDA RICKENBACKER AND BONITA SHROPSHIRE.** Thank you for another successful and fun event!!

UNDERSTANDING INTROVERTS VS. EXTROVERTS

INTROVERTS

ENERGY GAIN: Self-generated....Energized by quiet time, preferably alone, to ponder and recharge. Look inward, pay attention to their thoughts and emotions. Their inner world is much more stimulating to them than the outer.

ENERGY DRAIN: Give out energy....Drained by too many interpersonal interactions and activities that demand the ability to think on their feet. Not thrill seekers nor adrenaline junkies—too much stimulation shuts them down. Pressure to “fit in” is exhausting.

Think, then speak. Assimilate, integrate & internalize before speaking. Often thought of as passive, slow, unenthusiastic, antisocial, not a team player, shy, unproductive, lacking ability—however they just need time to absorb and reflect before participating. Often they won't contribute unless directly asked and then they share wonderful insight. Intensive. Reflective. Depth. Concentration. Territorial.

What they want you to know: We are not shy. We like to talk, when we have something to say or if you start a conversation with us. We dislike small talk. We form strong relationships. We can be comfortable presenting to groups. We are highly intelligent but are often overshadowed while we are still processing newly acquired information and data. Whenever possible we share the topic, agenda or details prior to meeting or training with us so we can absorb and then contribute more during the session. We NEED to lunch or break alone. This is our time to “reboot” from a taxing day. We cannot be “fixed”. Please don't bully us into uncomfortable situations or try to change us.

Other Insight into Introverts: We are individuals. We don't follow the crowd and make decisions on the popular and trendy. We challenge the norm. We have a natural temperament and make valuable contributions. We do get lonely and crave relationships, but with one person at a time. We make great leaders and thrive by validating initiative and listening carefully to suggestions from below.

Successful Introverts: J.K. Rowling, Bill Gates, Abraham Lincoln, Albert Einstein, Mahatma Gandhi, Rosa Parks, Mother Teresa

EXTROVERTS

ENERGY GAIN: Take energy....Externally generated, energized by other people, need lots of social interaction & stimulation in surroundings. Feed off of the energy of those around them.

ENERGY DRAIN: Occasionally may need to recharge but often perceived as the “Energizer Bunny”.

Speak, then think. Often think aloud and “narrate the obvious”. Need no invitation to contribute to a conversation. Often interject. Partner Introverts and Extroverts on your teams so that you get the quick brainstorming coupled with insightful contemplation for a more robust end-result. Extensive. Gregarious. Breadth. Interaction. Social.

What they want you to know: We love brainstorming and high energy activities involving lots of people. We have a lot of relationships, but they may not have much depth. We often don't like to work alone and find it extremely boring and taxing because we recharge by being around others. You need to allow us to take breaks from work and chat with others to recharge. We are charismatic and sometimes don't understand why the introverts aren't as chatty and don't like to all go to lunch together, etc. If we are working on a solo project, we may want more manager or peer input, just to keep charged.

Other Insight into Extroverts: We love to be part of a team. We sometimes give the first answer that comes to mind or agree with others even if we don't fully understand. We need to partner with a mix of extroverts and introverts, not just people like us to ensure we don't “group think.” Be mindful in leadership positions to seek feedback from others on the team to avoid misstep.

Successful Extroverts: Muhammed Ali, Bill Clinton, Margaret Thatcher, Steve Jobs, Boris Yeltsin, Winston Churchill, George W. Bush

HOW TO LEAD EXTRAVERTS

- 1 Let them **dive right in**
- 2 Encourage their **enthusiasm**
- 3 Let them **speak to think**
- 4 Listen to their **many ideas**
- 5 Let them **multi-task**
- 6 Respect their **independent nature**
- 7 LET THEM SHINE



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HOW TO LEAD INTROVERTS

- 1 Let them **think to speak**
- 2 Give them **time to make decisions**
- 3 Respect their **private nature**
- 4 Appreciate their **need to work alone**
- 5 Carefully **listen to them**
- 6 Help them **learn at their own pace**
- 7 LET THEM SHINE



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Extroverts

- Network well and socialize with co-workers
- Keep track of the company grapevine
- Respond quickly to requests and spring into action without much advance thinking
- Enjoy phone calls and see interruptions as a welcome diversion
- Become impatient and bored when the work is slow or repetitive
- Develop ideas through interaction and discussion
- Are good at marketing themselves
- Like to physically move around a lot, prefer to be out and about
- Speak while they are thinking
- Have excellent verbal skills, enjoy verbal jousting, ask many questions
- Like to be part of the majority opinion and feel isolated without management support
- Appreciate and enjoy attention
- Are attracted to other extroverts

Introverts

- Like quiet for concentration
- Care about their work and workplace
- May have trouble communicating
- May know more than they reveal
- May seem quiet and aloof
- Need to be asked for their opinions and ideas (won't simply supply them)
- Like to work on long, complex problems and have good attention to detail
- Need to understand exactly why they are doing something
- Dislike intrusions and interruptions
- Need to think before speaking and acting
- Work alone contentedly
- May be reluctant to delegate
- Prefer to stay in office or cubicle rather than socialize
- Do not like to draw attention to themselves
- Work well with little supervision
- May have trouble remembering names or faces

DO YOU SECRETLY FEAR RETIREMENT?

Do you fear retirement? Many people secretly do. They worry about being bored, losing meaning in life that their job provides, having fewer friends, or dying sooner. Good news. Research does not support these fears. On the contrary, retirement usually boosts positive lifestyle changes. You are likely to be more active, sleep better, and reduce your sitting time when you retire. Data revealed that retirees increased their physical activity by 93 minutes a week, decreased sedentary time by 67 minutes per day, increased sleep by 11 minutes per day, and smokers often quit. Sound good? Start planning to get what you want in your golden years. You may later wonder in your active retirement how you ever had time to work. Published in Quantum's May Balanced Living Newsletter; Source: www.sydney.edu.au [search "retirement good for you"]



www.accessqhs.com (877) 747-1200

PEBA : RETIREMENT READINESS EDUCATIONAL SERIES

Retirement Planning Seminar

If you are within a few years of retirement eligibility, PEBA's Get Set for Retirement is designed for you. It provides an overview of the benefits you can expect to receive from your PEBA-administered retirement plan and goes over a few things you need to consider as you approach retirement eligibility.

2016 Regional pre-retirement seminars:

August 22	DHEC (Columbia)
September 19	Greenville Technical College
September 26	DHEC (Columbia)
October 7	Coastal Carolina University
October 17	Greenville Technical College
November 4	Winthrop University
November 7	Trident Technical College
November 10	Low Country Technical College
December 5	DHEC (Columbia)

If you are attending a regional pre-retirement seminar, you may want to print the presentation and bring it with you, or download it to your laptop or tablet and bring the laptop or tablet with you to the seminar.

<http://www.peba.sc.gov/retirementawareness.html>

Early- and Mid-Career Seminar

When you are a long way from being eligible to retire, it is difficult to understand the importance of taking action to save and invest so you can have a secure financial future. On average, PEBA's retirement plans provide about 50 percent of your active employment income. At best, Social Security may provide up to 40 percent. While this may seem sufficient at first glance, there are a lot of other variables to consider.

PEBA's On the Road to Retirement seminar explains what you need to consider and how you can take action now to help ensure you have a secure financial future. Your employer can schedule this seminar at your workplace. You can also view the four-part series on their website.

Part One: On the road to retirement

Part Two: Identify your sources of retirement income

Part Three: Understand your retirement benefits

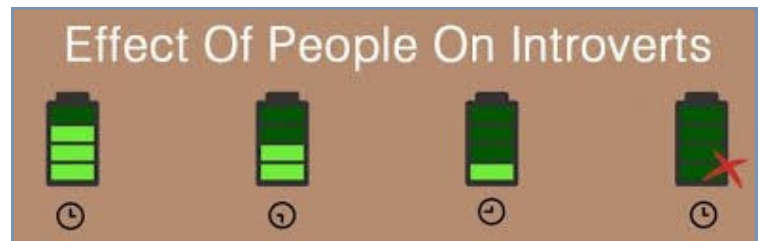
Part Four: Stay connected with PEBA





ASKING AN INTROVERT
TO OPEN UP IS
AS RUDE AS
ASKING AN EXTROVERT
TO SHUT UP.

1. Extroverts embrace the bullet that Introverts dodge.



RESOURCES AND FOR MORE INFORMATION

- <http://www.fastcompany.com/3016031/leadership-now/are-you-an-introvert-or-an-extrovert-and-what-it-means-for-your-career>
- <http://www.myersbriggs.org/my-mbti-personality-type/mbti-basics/extraversion-or-introversion.htm>
- http://changingminds.org/explanations/preferences/extravert_introvert.htm
- <http://psychcentral.com/lib/the-benefits-of-being-an-introvert/>
- http://www.huffingtonpost.com/marsha-pinto/introvert-traits_b_3794733.html
- <http://www.monster.com/career-advice/article/understand-workplace-introverts>

GROOVY EMPLOYEE APPRECIATION LUNCHEON

