



Entry Form 2018 Annual Awards for Program Excellence

Entry Deadline: Friday, June 15, 2018, Midnight ET

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

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

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

Category:

Subcategory:

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

HFA:

HFA Staff Contact:

Phone:

Email:

Visual Aids:

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

Payment:

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

Background

Several years ago, CHFA took staff on tours of our partnering organizations and businesses we had helped finance. In 2015, Executive Director Cris White expressed how he felt the tours were beneficial in helping staff connect with and learn about our community, and in 2016 the tours were reestablished and rebranded as Mission Expedition. The tours were contained within the Denver metro area and included site visits to multifamily properties and our business customers.

Mission Expedition continued in 2018, but in addition, the tours now include a more concentrated effort to actively engage with our partners during the visits by assisting with an on-site project, donating needed supplies, and facilitating fellowship opportunities with community residents and representatives. Expanding the scope of Mission Expedition allows us to better relate to the people we serve, understand their experiences, and positively reinforces our mission.

Innovative

Mission Expedition is offered once a quarter primarily to staff. However, past expeditions have included partners who have offered valuable insight and historic information regarding a property or business.

With an ever-evolving and growing staff it is sometimes difficult to share the extensive background information about our customers. Staff also expressed frustration with working to meet our production goals, but not being able to have tangible experiences with the people behind our production numbers.

Mission Expedition addresses these challenges by allowing staff to interact with and learn about projects in which they have had direct or indirect involvement.

Replicable

Staff voluntarily participates in each tour when offered. The day includes three to four site tours, with one site visit being an eating establishment that is also one of our business finance customers.

Multifamily Site Visits:

A typical multifamily community site visit includes meeting the property management team, and may include discussions with the architect, developer, and other members of the design team. The visit may also include a site tour to view the common areas of the community and visit actual residential spaces (when available and allowable). Staff are also able to engage with residents and other community members, and collaboratively work on a project beneficial to the community.

Partner Site Visits:

Much like the multifamily site tours, visits to our partnering organizations include meeting with the management team and/or other representatives. During these tours, staff is able to learn more about the organization and how the partnership was established, while also either donating needed items, such as school supplies and toiletries, or participating in an on-site community service project.

Business Finance Site Visits:

Colorado Housing and Finance Authority
Mission Expedition
Promotional Materials and Newsletters

These site visits are unique to the partner and multifamily site visits, in that they do not typically include a community service element. However, staff are able to learn about the facility operations, potential expansion projects, and CHFA's involvement with securing funding for the business.

Reach targeted audiences

Mission Expedition is offered once a quarter. Mission Expedition is communicated to our staff well in advance of the outing to allow them ample time to prepare to participate in the day-long event.

Achieve measurable results

After each tour, either an electronic survey or a follow-up discussion is held to gauge the participants opinion of Mission Expedition. Staff is asked to provide their perspective on improvement, and how best to incorporate the mission into the activity.

One hundred percent of the March 2018 Mission Expedition participants attended the follow-up discussion. All participants expressed inspiration during the site tours and felt Mission Expedition was valuable and relatable to their specific positions at CHFA.

The following are quotes from staff following their March 2018 Mission Expedition experience:

"I feel proud to be part of an organization that brings such positive changes in the lives of so many people."

"I appreciated getting a direct insight into how CHFA impacts the community. Seeing the projects directly, helps to understand the greater role of CHFA and how we strive to live out our Mission."

Provide benefits that outweigh costs

Although the monetary expense is miniscule, the overall reward is immeasurable. Mission Expedition allows our staff to learn about different divisions within our organization and see first-hand how their role contributes to the success of a housing community, local business, and/or a civic organization. Mission Expedition is literally CHFA's mission in action, with both tangible and intangible results. Staff see and experience our mission in action and Mission Expedition helps build, maintain, and further enforce our bond with our community.

Demonstrate effective use of resources

Staff is our most valuable resource. We are encouraged to participate in Mission Expedition, its community service element, and promote Mission Expedition to our peers.

Achieve strategic objectives

Our goal to actively incorporate our mission into Mission Expedition has been successful. By visiting our community organizations and making a positive contribution we are illustrating our desire to assist in their continued success.

We continue to receive positive feedback from staff, as well as, the businesses and organizations we have visited.