



NAHRO 2024 Agency Awards of Merit





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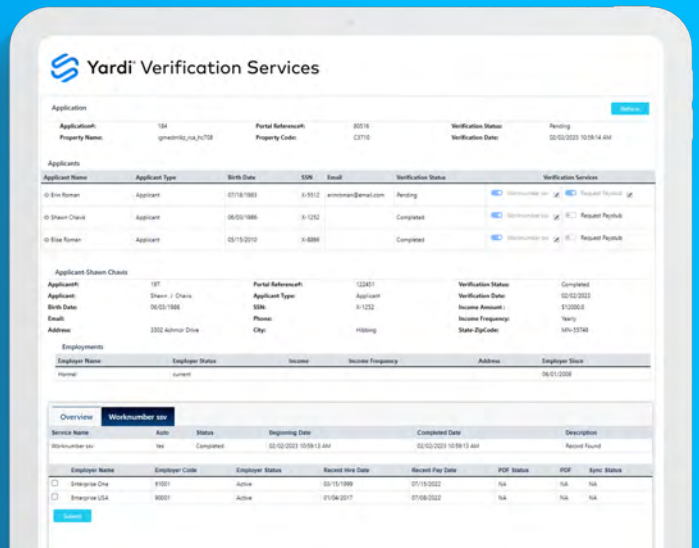


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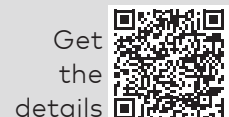
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2024 AWARDS PROGRAM

More than 30 years ago, NAHRO created the Awards of Merit program to celebrate our members' successes and share the ways in which their innovation, determination, and hard work have improved their agencies, their communities and the lives of the people they serve. Congratulations to the 80 public housing and redevelopment agencies who've won 177 Awards of Merit this year! We're honored to share your vital work and its impact on neighborhoods nationwide.

While the shortage of affordable housing is a national crisis, successful solutions will vary according to the community's size, location, and more. Our winners are agencies from all over the country — small, medium, and large; rural, urban, and suburban. They are united by a drive to serve their communities, and their programs are wide-ranging and varied: both new and freshly reimagined affordable homes for seniors and more; customer service and technical back-end initiatives to improve and streamline residents' experiences; stakeholder partnerships to increase resources and provide job opportunities as well as health and education services; and so many more.

To ensure that these winning programs can inspire and educate other housers and community builders, we've compiled them into this book and an online Best Practices Database at www.nahro.org/best-practice.

Again, congratulations to our 2024 NAHRO Awards of Merit winners! We appreciate the intentionality you bring to your communities, your collaborations with residents, staff, and other stakeholders to improve systems and find solutions, and the collective impact you've made in your communities and in our nation.



George Guy
NAHRO President



Mark Thiele
NAHRO CEO

Note: The award-winning entries have been arranged by category and then alphabetically by state. Award of Excellence nominees and entries from small agencies are also noted in the program.

ADMINISTRATIVE INNOVATION

1 Active Shooter Prevention and Preparedness

Cook Inlet Housing Authority (CIHA) takes seriously the responsibility of ensuring the safety and security of employees. They do so in a myriad of ways including evacuation drills (fire alarm, earthquake) and following safety best practices as communicated by CIHA's Safety Committee. Recently, CIHA added a new safety protocol: Active Shooter Prevention and Preparedness. The rise of active shooter incidents across the country prompted CIHA's Board of Commissioners Chairman to add the training for employees. To provide the absolute best training, CIHA reached out to law enforcement, first with the Anchorage Police Department and, based on their recommendation, with the FBI.

Gabriel Layman
Cook Inlet Housing Authority
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Anchorage, AK 99503-3777
(907) 793-3775

Courtesy of Cook Inlet Housing Authority



2 Phoenix Housing Choice Voucher Waitlist Opening

In Sept. 2023 the City of Phoenix Housing Department opened pre-applications for its Housing Choice Voucher waitlist, receiving 43,000+ in 15 days, a 62% increase from the prior opening. The City collaborated with internal/external partners to solicit input on critical documents and design an innovative marketing plan to advertise the opening. The opening and all documents were publicized in eight languages online, television, radio, newspapers and Chase Field billboards. We designed a vigorous process to meet the needs of all applicants, accomplishing our goal of zero applicant,

community and HUD Fair Housing complaints while creating an accessible and equitable process for the community.

Mathew Titus
City of Phoenix Housing Department
251 W Washington St 4th Fl
Phoenix, AZ 85003-2245
(602) 495-0600

3 Sunnyslope Manor Launches City of Phoenix Arizona's First Leak Detection Pilot Program

Through a public-private partnership, the City of Phoenix Housing Department launched the City's first Leak Detection Pilot Project at Sunnyslope Manor, an affordable senior community. This new technology identifies water leaks in real-time. Each unit is equipped with advanced sensors to combat toilet leaks, a major source of water waste. Projected to save 10-20% in water usage, this innovation saves money that will be reinvested in our properties.

Mathew Titus
City of Phoenix Housing Department
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Phoenix, AZ 85003-2245
(602) 534-1065

Courtesy of City of Phoenix Housing Department



4 HCV Voucher Core Application

The District of Columbia Housing Authority (DCHA) worked with Allecca Consulting and The Lab @ DC, part of Mayor Muriel Bowser and the Office of the City Administrator's goal to simplify and streamline access to government services. The Lab@ DC uses scientific insights and methods to test and improve policies and provide timely, relevant, and high-quality analysis to inform the District's most important decisions. DCHA

worked with them through their Form-a-Palooza program to systemically improve all government forms.

Cydney Jones-Ratliff
Allecca Consulting
P.O. Box 3628
Rancho Cucamonga, CA 91729
(909) 730-6200

Nominated for Excellence

Courtesy of Allecca Consulting



5 Tenant Legal Services Program

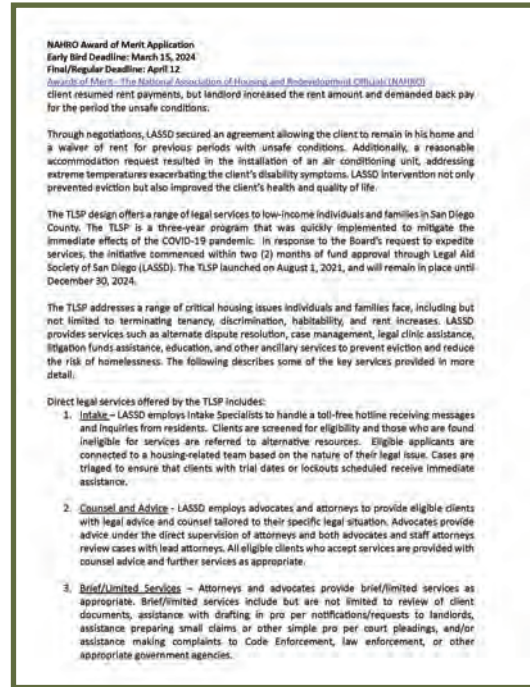
The County of San Diego Dept. of Housing/Community Development's Tenant Legal Services Program helps low-income individuals and families facing or at risk of eviction by offering a range of legal services such as legal assistance, housing counseling, legal clinics, education, and case management. In response to the COVID-19 pandemic, the San Diego County Board of Supervisors allocated \$10 million in American Rescue Plan Act funds to expand legal and tenant protection services as the need was expected to increase throughout San Diego County. From August 1, 2021, to December 31, 2023, the Tenant Legal Services Program served over 4,300 households by protecting their legal rights and maintaining housing stability.

David Estrella
County of San Diego Dept. of Housing/
Community Development
3989 Ruffin Rd
San Diego, CA 92123-1815

(858) 616-5813

Nominated for Excellence

*Courtesy of County of San Diego Department of Housing/
Community Development*



6 Contracting Open House

Denver Housing Authority has committed to assuring that diverse suppliers have the maximum practicable opportunity to participate in contract awards. One major way that supplier diversity is encouraged, aspirational supplier diversity and HUD Section Labor Hour goals are met is through the annual Contracting Open House event. Our Annual Contracting Open House provides business owners from across the metropolitan area with an opportunity to learn about current priorities; receive the contracting schedule for the coming year; conduct one-on-one sessions with procurement decision makers; and network with senior management and staff and other business owners.

Joaquin Cintron Vega
Denver Housing Authority
1035 Osage St
Denver, CO 80204
(720) 932-3071

Nominated for Excellence

4 | ADMINISTRATIVE INNOVATION

Courtesy of Denver Housing Authority



7 Mindful Meetings

When the COVID-19 pandemic prompted a shift toward remote and hybrid work, Housing Catalyst leadership wanted to ensure staff still experienced a common Housing Catalyst culture and had opportunities to build the emotional resilience needed to navigate these uncertain times. A select group of current Housing Catalyst staff worked with a consultant to assess their challenges and opportunities. What emerged from their discussions was the Housing Catalyst Mindful Meetings Blueprint. The blueprint provides consistent meeting templates that integrate mindfulness and emotional resilience practices to foster connection, psychological safety, and trust. The blueprint was rolled out agency-wide in 2023.

Julie Brewen
Housing Catalyst
1715 W Mountain Ave
Fort Collins, CO 80521-2359
(970) 416-2444

Courtesy of Housing Catalyst



8 Positive Credit Reporting with RentTrack

In 2022, Housing Catalyst was selected to participate in a State of Colorado pilot that aimed to help renters build credit by reporting timely rent payments to consumer reporting agencies. The pilot, implemented by the Colorado Housing and Finance Authority, used the RentTrack platform to collect and report payment data. While only one Housing Catalyst property was chosen for the pilot, the agency saw such immediate interest and improvement in credit ratings that they decided to roll out the program to all residents in 2023. More than 230 residents are now participating in the program. New enrollees had an average credit score of 575. The current average credit score for participants is 652.

Julie Brewen
Housing Catalyst
1715 W Mountain Ave
Fort Collins, CO 80521-2359
(970) 416-2444

Nominated for Excellence

9 PSH Partnership with Fort Collins Police Services

With nearly a decade of experience managing Permanent Supportive Housing (PSH), Housing Catalyst has learned it takes a strong network of partners to provide appropriate supportive services. One vital and potentially unexpected partner is Fort Collins

Police Services. Recognizing the relationships between people who have experienced chronic homelessness and emergency services personnel are often fraught, Housing Catalyst and Fort Collins Police Services have worked intentionally to build trust. Through open communication, staff/officer education, and resident events, this partnership helps Permanent Supportive Housing residents feel safe and seen, even in moments of crisis.

Julie Brewen
Housing Catalyst
1715 W Mountain Ave
Fort Collins, CO 80521-2359
(970) 416-2444

Courtesy of Housing Catalyst



10 Strategic Innovation

During COVID, the Pinellas County Housing Authority (PCHA) lost its Executive Director and was under the leadership of two interims. After hiring a director in 2023, PCHA embarked on a 10-month SWOT/Strategic Innovation analysis. Key staff and leadership were identified for the team. First, the team completed a SWOT analysis of the authority. Next a more granular SWOT analysis of each department was performed using a “whole team analysis” where employees from other departments were welcomed to share insights across other departments. Challenges and opportunities were raised and part of each department’s action items, making PCHA stronger as it plans for the next 5 years.

Neil Brickfield
Pinellas County Housing Authority
11479 Ulmerton Rd
Largo, FL 33778-1602
(727) 443-7684

11 Housing Termination Prevention

The Tampa Housing Authority understands the negative impact on a family when a housing subsidy is terminated. It is the agency’s stance to ensure all families have fair opportunities to correct or remedy the behavior that may have initiated an intent to terminate notice.

This reduces terminations for families and also implements a right to grievance the final decision of the informal hearing officer.

Jerome Ryans
Tampa Housing Authority
5301 W Cypress St
Tampa, FL 33607-1734
(813) 253-0551

12 New Staff on the Block

The Tampa Housing Authority’s “New Staff on the Block” forum represents a new and creative approach to integrating new employees, creating a supportive environment that fosters collaboration and knowledge-sharing. With a high turnover rate and a steady influx of new staff, our agency faced challenges in effectively integrating new employees into our administrative operations. New staff members often struggled to navigate complex processes leading to inefficiencies and decreased productivity. This program embodies our commitment to enhancing the efficiency and effectiveness of administrative operations within our agency, particularly in the realm of new staff integration and professional development.

Jerome Ryans
Tampa Housing Authority
5301 W Cypress St
Tampa, FL 33607-1734
(813) 253-0551 ext. 1210

13 Security Deposit Assistance

One of the barriers that continuously arises for voucher holders is the inability to pay security deposits. Families with limited income are now tasked to pay increased security deposits due to high rents, but also administrative and holding fees. The Tampa Housing Authority partnered with the Hillsborough County Social Services Department to provide security deposits to voucher holders so that voucher holders can utilize the voucher.

Jerome Ryans
Tampa Housing Authority
5301 W Cypress St
Tampa, FL 33607-1734
(813) 253-0551

14 The Phoenix Health HUB

The Housing Authority of the City of LaGrange’s Phoenix Health HUB (PHH) was created to help staff make healthy choices after 16 weeks of working from

home during COVID. The staff expressed their concerns about anxiety, depression, and dying. The PHH includes Meditation Mondays, The Phoenix Walking Trail, Workout Wednesdays, a mental health day and A Taste of Phoenix. Providing healthy options was a hit! 100% of the staff have taken a mental health day. Meditation Mondays were used 85.5% out of 100 Mondays. 100% of staff participated in the Jump Rope Challenge and staff shared workout videos. At some point, all activities in the PHH have been and continue to be used.

Zsa Zsa Heard
Housing Authority of the City of LaGrange
201 Chatham St
Lagrange, GA 30240-5313
(706) 882-6416

Nominated for Excellence/Small Agency

Courtesy of Housing Authority of the City of LaGrange



15 Employee Engagement Committee

Turnover is costly and can negatively impact the Springfield Housing Authority (SHA) and residents. The Human Resources Division and employees of the SHA formed an Employee Engagement Committee in 2020 to keep employee morale high and support SHA's dynamic and diverse work environment. The efforts of the Employee Engagement Committee ensure that employees feel appreciated, rewarded, and connected which contributes greatly to the retention of these valuable employees. Employees look forward to the activities, feel appreciated for the valuable work they do for our community, have some fun after working so hard, and feel part of a successful and positive team!

Jacqueline Newman
Springfield Housing Authority
200 N 11th St
Springfield, IL 62703-1004
(217) 753-5757

Nominated for Excellence

16 AHA University

Alexandria Housing Authority (AHA) University was created in 2022. The program was fueled by the agency's strong belief in the importance of education and the desire to create transformative learning among his team. AHA University is a multifaceted approach to learning and engagement that extends beyond our organization to include workshops with industry experts. The impact of AHA University is evident in the enhanced engagement and heightened productivity of our employees. It has become a magnet for talent, fostering a culture where growth and development are celebrated. AHA University is a strategic investment in our most valuable asset – our people.

Stephan Fontenot
Alexandria Housing Authority
2558 Loblolly Ln
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(318) 442-8843 ext. 228

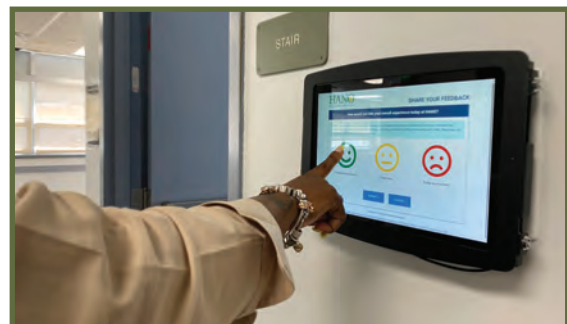
Nominated for Excellence

17 Smiley Face Customer Service Program

The Smiley Face App stands as a transformative innovation within the Housing Authority's (HANO) customer service framework. Inspired by the simplicity of an input survey observed in an airport, HANO's Software Development team brought this concept to life. Positioned strategically in Building B's lobby which has the most foot traffic in the HANO administrative building, the app serves as a powerful tool for collecting customer experience feedback, marking a significant stride in HANO's quest to enhance visitor satisfaction and engagement.

Evette Hester
Housing Authority of New Orleans
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New Orleans, LA 70122-3143
(504) 670-3300

Courtesy of Housing Authority of New Orleans



18 Healthier Weight for Me Program

In 2023 the Cuyahoga Metropolitan Housing Authority (CMHA), in partnership with Everside Health, implemented a 12-week Healthy Weight for Me on-site program for employees after a need for the service was identified. Everside Health provided the educational sessions as part of our existing health services agreement, and CMHA allowed employees to attend the weekly one-hour program during work hours. Over 12 weeks, the group of 43 participants lost a collective total of 239 lbs and they chose to have a healthy holiday potluck to celebrate their successes.

Jeffery Patterson
 Cuyahoga Metropolitan Housing Authority
 8120 Kinsman Rd
 Cleveland, OH 44104-4310
 (216) 348-5911

Nominated for Excellence

19 Landlord and Client Resource Rooms

The Cuyahoga Metropolitan Housing Authority (CMHA) reconfigured the layout of the administrative headquarters with new landlord and client resource rooms that contain technological equipment to better serve our stakeholders. Visitors can use our kiosks or join our online queuing system, which instantly gives staff details of the visit and offers one-on-one conversations with staff in our new resource rooms that provide individualized assistance on the computer to view their resident, client, landlord, or applicant portal information or print out supporting documentation. Additionally, the new equipment accommodates virtual meetings to serve clients remotely at their convenience.

Jeffery Patterson
 Cuyahoga Metropolitan Housing Authority
 8120 Kinsman Rd
 Cleveland, OH 44104-4310
 (216) 348-5911

Nominated for Excellence

20 New CMHA Website

On August 1, 2023, the Cuyahoga Metropolitan Housing Authority (CMHA) released its new website at www.cmha.net. From the device-responsive design and features that adjust to the visitor's needs, the website was developed to make a significant improvement in the accessibility of affordable housing information for our community. In the first six months, there was an average of 159,000 monthly visitors to the website, over 21,000 more than the monthly average the year before

the new website's release. The success of our website has led to being contacted by other agencies about our development process.

Jeffery Patterson
 Cuyahoga Metropolitan Housing Authority
 8120 Kinsman Rd
 Cleveland, OH 44104-4310
 (216) 348-5911

21 Our Homes, Our Votes, Our Neighborhoods

Every seat on the City of Philadelphia's governing body was up for grabs in the 2023 primary election, with a diverse field of candidates seeking to lead the city in new directions. With so much at stake, the Philadelphia Housing Authority (PHA) and its Resident Advisory Board (RAB) collaborated to host Our Homes, Our Votes, Our Neighborhoods, a voter education campaign for PHA residents and those living in subsidized housing units. The campaign elevated the top issues for PHA residents.

Kelvin Jeremiah
 Philadelphia Housing Authority
 2013 Ridge Ave
 Philadelphia, PA 19121-4113
 (713) 302-9967

Nominated for Excellence

Courtesy of Philadelphia Housing Authority



22 One-Stop Shop

The Housing Authority of the City of Pittsburgh's Occupancy and Housing Choice Voucher departments were previously housed in different buildings prior to our relocation to 412 Boulevard of the Allies. With the

launch of our One-Stop Shop in July 2023, residents, landlords, and applicants have access to everything they may need in one location. The addition of the One-Stop Shop in our first-floor lobby allows for the convenience of a central location where tenants, applicants, and landlords can obtain pertinent information regarding their waitlist status, vouchers, and documents, as well as answers to questions. The One-Stop Shop is open from 8 a.m. to 4:30 p.m., Monday through Friday.

Caster Binion
Housing Authority of the City of Pittsburgh
412 Boulevard of the Allies
Pittsburgh, PA 15219-2068
(412) 456-5058

Nominated for Excellence

23 Blood Drives Save Lives

Blood Drives Save Lives is a year-round initiative to encourage civic responsibility through life-saving blood donations among Columbia Housing staff and residents. Whether a person receives whole blood, red cells, platelets, or plasma, this life-saving care starts with one person making a generous donation. Columbia Housing encourages and incentivizes participation among its residents and staff with a host of perks and acknowledgments during the regularly scheduled campaigns.

Yvonda Bean
Columbia Housing
1917 Harden St
Columbia, SC 29204-1015
(803) 254-3886

24 Housers 4 Health/Breast Cancer Focus

Housers 4 Health Wellness Program is a collaboration between PRISMA Health and Columbia Housing to provide a structured wellness program to improve the overall health of Columbia Housing employees and senior citizens through the PACE Program. The program includes the following components: 1) health and wellness; 2) physical activity; and 3) education. The Housers 4 Health/Breast Cancer Focus centers activity around breast cancer detection and prevention.

Yvonda Bean
Columbia Housing
1917 Harden St
Columbia, SC 29204-1015
(803) 254-3886

Courtesy of Columbia Housing



25 AI Education and Enlightenment Series

The rapid arrival of new artificial intelligence (AI) is a seismic shift in the workplace. AI can and will affect every job in every company. The Opportunity Home Innovative Technology team created a three-part AI Literacy Series to educate and enlighten staff about the many nuances of AI. The series includes relevant business use cases, policies, and guidelines for the responsible use of AI. By enlightening staff and demonstrating how AI tools can help them work more efficiently, we can direct more focus on delivering excellent customer service to the people we serve.

Michael Reyes
Opportunity Home San Antonio
818 S Flores St
San Antonio, TX 78204-1430
(210) 819-8520

Nominated for Excellence

26 Assisted Housing Program/Internal Audit Quality Control Database

One of the responsibilities of the Internal Audit Department of Opportunity Home San Antonio is the performance of client file compliance audits for the Assisted Housing Program. For many years, the process of selecting files for audit and for reporting results was very labor-intensive. Opportunity Home San Antonio staff addressed this challenge by creating a database that allows audit results to be reviewed, scored, communicated to management and staff, and responded to. The database also allows users to see error trends, which provide input for staff training.

Michael Reyes
 Opportunity Home San Antonio
 818 S Flores St
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 (210) 477-6048

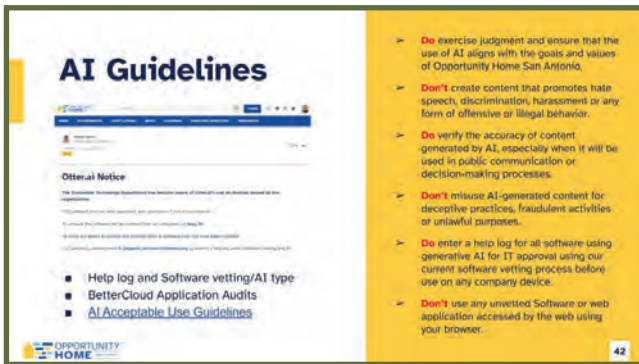
Nominated for Excellence

27 Client Services Specialist (CSS) Online Training

The virtual Client Services Specialist (CSS) training provides Opportunity Home Public Housing staff with the necessary skills to successfully manage resident processing. The virtual component allows staff to work at their own pace and combine knowledge learned from the training program with additional, flexible on-the-job training. The virtual CSS training has surpassed its intended goal of educating and reducing staff turnover at public housing properties.

Michael Reyes
 Opportunity Home San Antonio
 818 S Flores St
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 (210) 867-3863

Courtesy of Opportunity Home San Antonio



28 Employee Open House and Job Fair

In 2023 Opportunity Home San Antonio significantly increased the number of full-time employees, including remote and hybrid positions. Additionally there was a turnover in tenured staff resulting in 30% of overall staff having one year or less with the organization. In order to help new employees feel engaged and connected to the organization, the human resources department hosted an open house and job fair for current employees. These events were designed for current employees

to learn more about the different departments and career opportunities within Opportunity Home by meeting and networking with key staff from those departments.

Michael Reyes
 Opportunity Home San Antonio
 818 S Flores St
 San Antonio, TX 78204-1430
 (210) 477-6570

Courtesy of Opportunity Home San Antonio

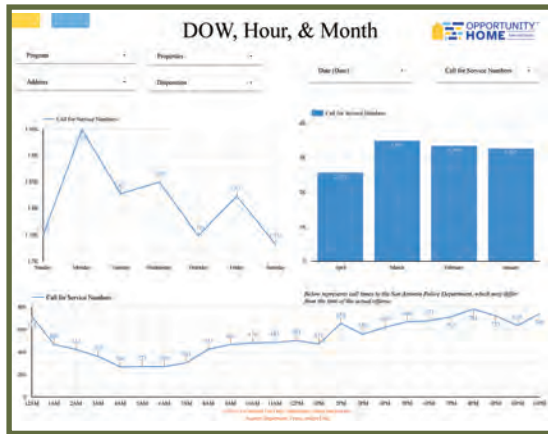


29 Incident Management System

Opportunity Home San Antonio's Incident Management provides a roadmap to define metrics and activities. The PROBLEM is that a sustained crisis brings uncertainty and is partially defined by the accuracy and frequency of information received. Uncertainty is measured in magnitude and duration, so the operating cadence to manage, meet, discuss, and take action needs to match the evolution of the crisis. The INNOVATIVE SOLUTION is the measurement, analysis, and communication of empirical evidence. The RESULT is the alignment of People, Processes, System, and Structure to reduce threats, manage and synchronize information to reduce uncertainty and support calculated responses to manage the residual risks and achieve optimum results.

Michael Reyes
 Opportunity Home San Antonio
 818 S Flores St
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 (210) 477-6590

Courtesy of Opportunity Home San Antonio



30 Innovating Risk Management in Procurement through MyCOI Implementation

In the dynamic landscape of procurement, managing risk effectively is paramount. The Procurement Department at Opportunity Home San Antonio has always sought innovative solutions to enhance operational efficiency and reduce vulnerabilities. This year, we took a significant leap forward by implementing MyCOI, a cutting-edge Certificate of Insurance (COI) tracking and compliance management software. This initiative has not only streamlined our processes but also fortified our risk management framework.

Michael Reyes
 Opportunity Home San Antonio
 818 S Flores St
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 (210) 477-6171

31 New Employee Two-Day Orientations

In 2023, Opportunity Home San Antonio significantly increased the number of full-time employees, and the environment continued to include remote and hybrid positions. Feedback from resignations revealed that newer staff did not feel adequately trained or included in the organization. This activity was developed to enhance the engagement and connectedness new employees and even temporary staff (who could become full-time employees) would have with the organization. The program innovated from a half-day orientation presented by Human Resources, to a full two days that includes presentations from departments almost all staff interact with, and a session on our organizational values.

Michael Reyes
 Opportunity Home San Antonio
 818 S Flores St
 San Antonio, TX 78204-1430
 (210) 477-6171

Courtesy of Opportunity Home San Antonio



32 WiFi Expansion Project

In 2020, the Opportunity Home San Antonio Board of Commissioners approved a \$4 million budget to expand our efforts to bring digital equity to our residents. The allocation was used to install Wi-Fi throughout all public housing and mixed-income communities to provide an enhanced service that will allow residents to excel in their communities. The project was implemented over 3 years with many obstacles and challenges, from a worldwide pandemic, a historic winter storm, supply issues, and COVID-19 staff illness. To date, we have connected all 74 communities with public Wi-Fi, giving 24,276 residents the ability to access no-cost internet in any part of their community with any device.

Michael Reyes
 Opportunity Home San Antonio
 818 S Flores St
 San Antonio, TX 78204-1430
 (210) 477-6171

Nominated for Excellence

Courtesy of Opportunity Home San Antonio



33 Morning Minute Daily Desktop Bulletin

Recognizing unique challenges in the ability to communicate with a diverse workforce dispersed across varying work settings, Bremerton Housing Authority (BHA) introduced the Morning Minute, a daily desktop alert system that delivers engaging, non-intrusive, and timely updates directly to every employee's computer upon login. It is an innovative solution to meet employees where they are already working and provide new and valuable information without overwhelming them with more emails or excluding certain groups. Since its implementation, the Morning Minute has transformed internal communication, fostering greater engagement and a stronger sense of community within the organization.

Jill Stanton
 Bremerton Housing Authority
 600 Park Ave
 Bremerton, WA 98337-1544
 (360) 616-7227
Nominated for Excellence

Courtesy of Bremerton Housing Authority



34 Deferred Maintenance Dashboard

In response to the Covid-19 crisis, the Seattle Housing Authority (SHA) implemented a 15-month pause on performing routine, in-unit maintenance repairs to reduce the exposure and spread of the virus, creating a significant backlog of routine, in-unit repairs. To effectively address that backlog, SHA created an interactive dashboard documenting all work orders older than six months to be used to prioritize work orders and dispatch specialized maintenance teams to complete repairs. Since its implementation, the dashboard has helped significantly reduced the backlog and more than doubled the efficiency of traditional maintenance, improving the well-being and safety of residents and clients.

Rod Brandon
 Seattle Housing Authority
 101 Elliott Ave W
 Seattle, WA 98119-4236
 (206) 291-4343

Courtesy of Seattle Housing Authority

OPEN BACKLOG WORK ORDER LIST										1511
FILTERS										Total Open WOs
TRADE	WOM	PROPERTY	UNIT#	STATUS	PRIORITY	CATEGORY	SUBCATEGORY	DESCRIPTION	CALL_DATE	DATE_OPEN
ALL	370814	150	00006	Scheduled	Routine	Applnt Maintenance 2	101 Lock Repair	IPS MH1 Lock Repair	9/26/2023	2023
	370812	150	00006	Scheduled	Routine	Applnt Maintenance 2	101 Caulking	IPS MH1 Caulk	9/26/2023	2023
	370811	150	00006	Scheduled	Routine	Applnt Maintenance 2	101 Caulking	IPS MH1 Caulk 2 Water Filter/Carb	9/26/2023	2023
PRIORITY	370810	150	00006	Scheduled	Routine	Applnt Maintenance 2	200 Water Distribution	IPS MH1 Light Out	9/26/2023	2023
	370809	150	00005	Scheduled	Routine	Applnt Maintenance 2	412 G Repair	IPS PL 412/413 Water Filter/Carb/Refr	9/26/2023	2023
	370808	150	00006	Scheduled	Routine	Applnt Maintenance 2	101 Caulking	IPS MH1 Caulk	9/26/2023	2023
PROPERTY	370807	150	00005	Scheduled	Routine	Applnt Maintenance 2	401 Repairs	IPS REPAIRS 401 Water Filter/Carb	9/26/2023	2023
	370806	150	00005	Scheduled	Routine	Applnt Maintenance 2	101 Caulking	IPS REPAIRS 101 Water Filter/Carb	9/26/2023	2023
	370805	150	00005	Scheduled	Routine	Applnt Maintenance 2	200 Repair Refrigerator	IPS MH1 Repair Refrigerator	9/26/2023	2023
ALL	370804	150	00009	Scheduled	Routine	Applnt Maintenance 2	101 Caulking	IPS MH1 Refrigerator/Carb	9/26/2023	2023
	370803	150	00006	Scheduled	Routine	Applnt Maintenance 2	101 Caulking	IPS MH1 Caulk	9/26/2023	2023
	370802	150	00003	Scheduled	Routine	Applnt Maintenance 2	411 Sewer/Sept Shower/Tub	IPS REPAIRS 411 Sewer/Sept	9/26/2023	2023
STATUS	370801	204	00002	Scheduled	Routine	Applnt Maintenance 2	200 Misc Electrical	IPS MH1 Light Out	9/26/2023	2023
	370799	150	00005	Scheduled	Routine	Applnt Maintenance 2	412 Rep Repair 412 Fan Faucet	IPS PL Repair Repair/Faucet	9/26/2023	2023
	370798	150	00006	Scheduled	Routine	Applnt Maintenance 2	101 Caulking	IPS MH1 Lock Repair	9/26/2023	2023
ALL	370797	213	83142	Scheduled	Routine	Applnt Maintenance 2	100 General Painting	IPS MH1 Rep 100/101/102/103/104	9/26/2023	2023
	370794	213	83142	Scheduled	Routine	Landscape	102 Non-Routine Ground Work	IPS Landscape Remove Branches	9/26/2023	2023
	370793	150	00002	Scheduled	Inspection	Applnt Maintenance 2	100 Insulation Repair	IPS MH1 Insulation	9/26/2023	2023
370792	150	00002	Scheduled	Routine	Applnt Maintenance 2	101 Lock Repair	IPS MH1 Lock Repair	9/26/2023	2023	
370789	150	00002	Scheduled	Routine	Applnt Maintenance 2	200 Misc Electrical	IPS MH1 Light Out	9/26/2023	2023	
370788	150	00002	Scheduled	Routine	Applnt Maintenance 2	200 Misc Electrical	IPS MH1 Light Out	9/26/2023	2023	

Figure 1 - SHA Deferred Maintenance Dashboard

35 Race and Social Justice Supervisory Training Series

What mindset and day-to-day practices are needed from supervisory staff at the Seattle Housing Authority (SHA) to attract and retain talent, build a culture of learning and healthy relationships, and help SHA staff provide the best service to the community? This series seeks to answer and address those questions. SHA's new Race and Social Justice Supervisory Series (launched in 2023) is an 18-hour, six class, deep dive, mandatory training series for all supervisory staff at SHA to build awareness and skills to lead their teams with a focus on employee well-being, employee development, and working actively for race and social justice equity.

Rod Brandon
 Seattle Housing Authority
 101 Elliott Ave W
 Seattle, WA 98119-4236
 (206) 661-5238
Nominated for Excellence

AFFORDABLE HOUSING

36 Get Behind the Address

Dothan Housing (DH) continues to lead in housing by placing the needs of the residents at the forefront. Over the years, DH adopted the “Behind the Address” campaign within their communities to better understand and assist their residents with needs and barriers. DH partnered with Troy University (TU) to conduct a comprehensive community needs assessment at their five housing complexes to identify challenges and barriers that impact the residents. The assessment helped mitigate the gaps in DH staff’s service delivery to create a strategic plan for improvement and identify partnerships for positive change within the communities.

Sam Crawford
Dothan Housing
1001 Montana Street
Dothan, AL 36303
(334) 794-6713

Nominated for Excellence

37 Ready to Rent

The Ready to Rent® program is a groundbreaking comprehensive tenant education program that aims to empower participants to improve their credit scores, overcome past evictions, and develop effective budgeting strategies to address and overcome the barriers faced by renters in accessing suitable housing by becoming certified renters. Dothan Housing (DH) took the initiative to implement this program over two years ago, and it has proven to be successful thus far, with 82 participants enrolling and 53 individuals graduating from the tenant education course.

Sam Crawford
Dothan Housing
1001 Montana Street
Dothan, AL 36303
(334) 794-6713

Courtesy of Dothan Housing



38 City of Tempe’s Hometown For All

The City of Tempe Housing Services Division’s Hometown for All was established in 2021 to expand affordable and workforce housing in Tempe. This initiative creates a dedicated funding stream through certain permitting fees coupled with voluntary contributions from developers and other entities all playing a key role in funding more affordable housing in Tempe. All monetary donations support the Tempe Coalition for Affordable Housing, an affiliate nonprofit that is a key asset in this endeavor.

Kathy Nugent
City of Tempe Housing Services Division
3500 S Rural Rd Ste 202
Tempe, AZ 85282-5405
(480) 858-2264

Courtesy of City of Tempe Housing Services Division



39 Local Partnership Results in Favorable Acquisition of Affordable Homes

In California, inclusionary housing programs are a prevalent method of generating affordable homes and serving residents of all socioeconomic backgrounds.

An opportunity to purchase eighteen homes allowed the Housing Authority of the City of Alameda to quickly place families in newly constructed homes. A highlighted benefit of purchasing below-market rate affordable housing was \$11-\$14 million dollars in cost savings compared to developing traditional new construction affordable homes. The purchase of these homes creates neighborhood diversity and allows families to live in pristine modern homes that may not have been an option for them in other circumstances.

Vanessa Cooper
 Housing Authority of the City of Alameda
 701 Atlantic Ave
 Alameda, CA 94501-2161
 (510) 747-4300

Nominated for Excellence

Courtesy of Housing Authority of the City of Alameda

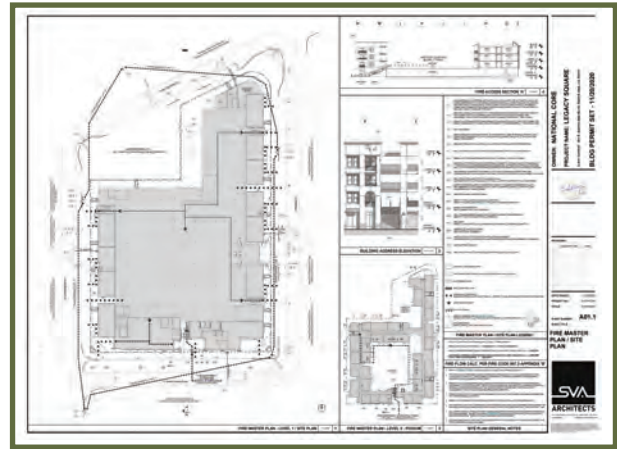


40 Legacy Square

Rooted in a revolutionary alliance with a local church, National Community Renaissance’s beautiful, 93-home Legacy Square leveraged extensive public-private partnerships to secure Affordable Housing and Sustainable Communities funds for \$10 million in transformational neighborhood improvements – including a new park and bike paths. The development sits next to an OC Streetcar stop, earned a rare LEED for Homes Platinum certification for innovative, energy-efficient design and environmentally friendly transit options, and serves as a catalyst for area revitalization. The result: a family-friendly community where people can live, work and play that is rated as Santa Ana’s No. 1 most walkable neighborhood.

Jill Van Balen
 National Community Renaissance
 9693 Haven Ave Ste 100
 Rancho Cucamonga, CA 91730
 (909) 294-7883

Courtesy of National Community Renaissance



41 Vera Cruz Village

Vera Cruz Village, the Housing Authority of the City of Santa Barbara’s (HACSB) newest affordable housing development, provided twenty-eight homeless individuals in desperate need of permanent housing, a place to call home in downtown Santa Barbara. The property was slated as a 15-unit market-rate project, fully approved before the deal fell through and HACSB jumped on the unique opportunity to buy the property. With most of the plans already permitted, HACSB, despite significant setbacks including severe inflation in the cost of development, was able to convert an approved market rate development to a 100% affordable project – a huge feat in a high-cost, extremely built-out community.

Rob Fredericks
 Housing Authority of the City of Santa Barbara
 808 Laguna St
 Santa Barbara, CA 93101-1590
 (805) 897-1035

Courtesy of Housing Authority of the City of Santa Barbara



42 Oak 140

Made possible through a partnership between Housing Catalyst and the Fort Collins Downtown Development Authority (DDA), Oak 140 is the first Low Income Housing Tax Credit project to address the community's need for affordable housing in downtown Fort Collins. The five-story mixed-use building features 79 apartments and two commercial tenant spaces. Designed with the downtown workforce in mind, the building features thoughtful resident amenities including on-site covered parking, indoor bike storage, a community lounge, and outdoor living space on the third-floor terrace.

Julie Brewen
 Housing Catalyst
 1715 W Mountain Ave
 Fort Collins, CO 80521-2359
 (970) 416-2444

Courtesy of Housing Catalyst



43 AVi at Olde Town

AVi at Olde Town is a 100-unit, transit-oriented, service-enriched, infill project serving households earning 30-70% AMI with 30 units reserved for emancipated foster youth and 10 units reserved for unhoused veterans. The youth and veterans receive Project Based Vouchers from Foothills Regional Housing to ensure affordability and services from CASA of Jefferson/Gilpin Counties and the VA to support stability. FRH also provides an on-site Service Coordinator to support the health and stability of all residents. AVi is an innovative project featuring high-quality finishes and a range of amenities including a job training center, meeting spaces, rooftop patios, and a fitness center.

Lori Rosendahl
 Foothills Regional Housing
 11941 W 48th Ave
 Wheat Ridge, CO 80033-2166
 (720) 413-7669

Nominated for Excellence

Courtesy of Foothills Regional Housing



44 Pinewood Place

Pinewood Place is a pioneering 24-unit permanent supportive housing development in Urbana, Illinois, designed specifically for individuals with special needs and/or those experiencing chronic homelessness. Funded through a collaboration including a \$2.5 million loan from the Illinois Housing Development Authority and a \$1.8 million loan from the Housing Authority of Champaign County, this flagship project addressed a critical gap by providing affordable housing solutions to vulnerable populations awaiting social security benefits. The development partners exclusively with local township offices to streamline referrals and ensure the waitlist is managed efficiently and compassionately.

Lily Walton
 Housing Authority of Champaign County
 2008 N Market St
 Champaign, IL 61822-1308
 (217) 378-7100 ext. 5028

45 Beyond New Beginnings

Beyond New Beginnings is a partnership between Carver County Community Development Agency (CDA) and Beyond New Beginnings. The CDA and Beyond New Beginnings have a Memorandum of Understanding signed for the project. The CDA owns and manages four units of rental housing and Beyond New Beginnings provides the programming. The property also includes programming space for Beyond New Beginnings staff and residents.

Julie Frick
 Carver County Community Development Agency
 705 N Walnut St
 Chaska, MN 55318-2039
 (952) 556-2803

Nominated for Excellence/Small Agency

46 Keystone Family Homes, LP

Keystone Family Homes, LP is a 297-unit acquisition/rehabilitation multi-family development composed of seven (7) scattered sites located in Greene County in Springfield, Missouri. The project is a subsidized re-development effort between the Housing Authority of the City of Springfield and Knight Development to preserve affordable housing opportunities. The redevelopment effort is made possible through HUD's Rental Assistance Demonstration program, designed to enhance affordable housing opportunities through public-private partnerships. Keystone Family Homes, LP provides 1,2,3,4, and 5-bedroom affordable homes to qualifying families and individuals with disabilities.

Jennifer Croxton
 Knight Development
 1000 Highland Colony Pkwy Ste 5203
 Ridgeland, MS 39157-2079
 (601) 433-4277

Nominated for Excellence

Courtesy of Knight Development



47 Villagio Apartments

In 2023, the Missoula Housing Authority (MHA) completed the new construction and began the lease-up of Villagio Apartments. The development features 200 affordable homes for mixed-income family households ranging from 30%-60% Area Median Income. Developed by the Missoula Housing Authority to address a severe affordable housing crisis for the community, Villagio became the largest affordable housing project in the history of the state of Montana. MHA's vision to build on land that was vacant for years in an Urban Renewal District while utilizing financial partnerships created an affordable housing model for others in our state and region to replicate.

Jim McGrath
 Missoula Housing Authority
 1235 34th St
 Missoula, MT 59801-8516
 (406) 549-4113

Courtesy of Missoula Housing Authority



48 J.J. Henderson Senior Camp

Originally constructed by the Durham Housing Authority (DHA) in 1979, J.J. Henderson Senior Apartments has provided affordable housing designated for seniors, 62-years or older, and disabled community members. Located on five acres of prime real estate in downtown Durham adjacent to the Durham Bulls Stadium and the American Tobacco Campus, DHA recognized that the site was not being used to its fullest potential. Other than the J.J. Henderson building, this site consisted of unutilized parking and vacant land. DHA created plans to subdivide and transform the site into a community campus including the renovation of J.J. Henderson, additional senior housing, and a recreation area.

Anthony Scott
 Housing Authority of the City of Durham
 330 E Main St
 Durham, NC 27701-3718
 (919) 683-1551

Nominated for Excellence

Courtesy of Housing Authority of the City of Durham



49 Sing-A-Long with Sal & Lee

What do you do when someone donates a piano and the residents of the Housing Authority of the City of Bayonne are looking for a fun community activity? Why get a resident to play the piano (Sal) and lead a sing-a-long (Lee) of familiar fun songs to bring the building together to create new musical memories. Change the doctor’s appointments and forget Judge Judy on Wednesday afternoons and Sing-A-Long with Sal & Lee. Enjoy special holiday themed programs...can you say Christmas in July and St. Patrick’s Day? Keep your residents energized, socialized and just having fun.

John Mahon
 Housing Authority of the City of Bayonne
 PO Box 277
 Bayonne, NJ 07002-0277
 (201) 339-8700

Courtesy of Housing Authority of the City of Bayonne



50 Meadow Hill

Meadow Hill features handicap accessibility in all 61 of its units. The Housing Authority Township of North Bergen is honored to have had the opportunity to design this innovative space that not only meets the housing needs of our senior residents but the community as well.

Gerald Sanzari
 Housing Authority Township of North Bergen
 6121 Grand Ave
 North Bergen, NJ 07047-3450
 (201) 868-8605

Nominated for Excellence

Courtesy of Housing Authority Township of North Bergen



51 Sharswood Crossing: Rooms with a View

Philadelphia Housing Authority’s Sharswood Crossing I is modern housing designed to fit the needs of today’s urban centers. Its affordable rental units offer comfort and peace-of-mind with spacious rooms, energy-efficient appliances, enclosed storage space, a community room, and security. Sharswood Crossing I is the first of three Hunt Pennrose Developments in Sharswood, a once-forgotten neighborhood that now offers community amenities such as a grocery store, an urgent care center along with convenient access to public transportation.

Kelvin Jeremiah
 Philadelphia Housing Authority
 2013 Ridge Ave
 Philadelphia, PA 19121-4113
 (713) 302-9967

Courtesy of Philadelphia Housing Authority



52 Oakland Court I & II

Murfreesboro is the 16th fastest-growing city in the US. 43% of the households have low or moderate incomes under 80% HAMFI. Affordable housing is a scarce commodity as Murfreesboro is home to a university, MTSU, with an enrollment of 20,000 students and only 3,000 dorm rooms. The rental market sways to the college students and dictates the rents charged in the area. Murfreesboro Housing Authority's Oakland Court was comprised of 76 public housing units, built in 1962 on 20 acres. Demolition of the 76 units began in October 2020 with new construction of 150 homes to be completed in 2 phases, doubling the amount of affordable housing at that site. Funding sources were PBRA layered with LIHTC and National Housing Trust Fund.

Thomas L. Rowe
Murfreesboro Housing Authority
415 N Maple St
Murfreesboro, TN 37130-2831
(615) 225-9488

Nominated for Excellence

Courtesy of Murfreesboro Housing Authority



53 East 72 — Expanding Affordable Housing

East 72 began Housing Connect's efforts to maintain and expand the quantity and quality of affordable units in Salt Lake County. The 15-month construction period involved the redevelopment of a site owned and operated by Housing Connect since construction in 1983. The duplex-style buildings, comprised of 24 units, were demolished to make way for a newly constructed 3-story building containing 89 units. This development has a total of 100% of the units affordable to and leased to households with incomes at or below 50% Area Median Income, with 36 of those units subsidized with project-based rental assistance. East 72 will become home to many households beginning early 2024.

Janice Kimball
Housing Connect
3595 S Main St
South Salt Lake, UT 84115-4434
(801) 284-4423

Nominated for Excellence

54 Pamela's Place

Pamela's Place, a beacon of hope for households facing homelessness and disabilities in Salt Lake City, Utah, is a housing complex developed by the Housing Authority of Salt Lake City. It offers a state-of-the-art health clinic, community kitchen, on-site gym, outdoor recreation space, and laundry facilities on each floor. Sacred Circle Health Care provides a range of services to meet residents' needs. What sets Pamela's Place apart is its affordability, with rent set at only 30% of residents' income, including all utilities. The complex's partnership with the Confederated Tribes of the Goshute Reservation underscores its commitment to inclusivity and culturally sensitive healthcare.

Daniel Nackerman
Salt Lake City Housing Authority
1776 S West Temple
Salt Lake City, UT 84115-1816
(801) 428-0562

Nominated for Excellence

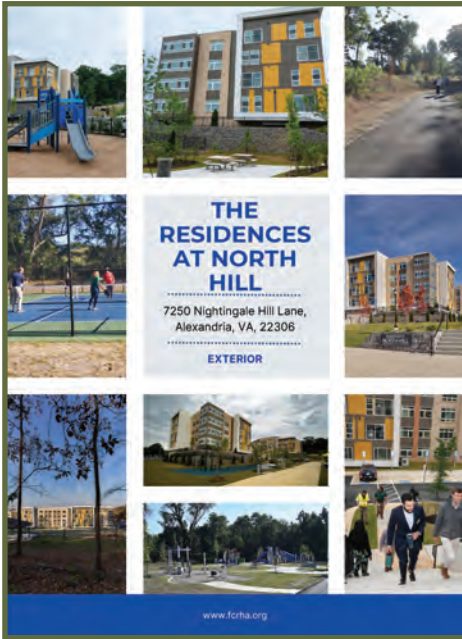
55 The Residences at North Hill

The Fairfax County Department of Housing/Community Development's Residences at North Hill is part of the revitalization of Fairfax County's historic Richmond Highway Corridor. The property features 279 affordable homes (including 63 for older adults). The property is part of a plan to create a multimodal future for the area, also offering 175 market-rate townhomes, a 12-acre park, and access to transit. Many innovative financing mechanisms were implemented, including using public land as a housing resource; funding from multiple partners; four ground leases; and Moving To Work flexibilities. More than 25 partners came together to overcome geology, topography, and Covid-19-related issues.

Thomas Fleetwood
Fairfax County Department of Housing/Community Development
3700 Pender Dr Ste 300
Fairfax, VA 22030-6039
(703) 246-6033

Nominated for Excellence

Courtesy of Fairfax County Department of Housing/
Community Development



56 Hinoki Apartments

Funded in part with a HUD Choice Neighborhood Initiative grant and in cooperation with the City of Seattle, Hinoki Apartments is Seattle Housing Authority’s latest project to open the greater Yesler Terrace Redevelopment. This 100% affordable housing building is a seven-story mid-rise that provides 136 homes in a range of sizes from one- to four-bedrooms with a total square footage of 180,127. An underground parking garage provides 52 parking spaces to support the large families living in the building. Amenities include a protected courtyard, a community room, and garden plots available to residents.

Rod Brandon
Seattle Housing Authority
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Seattle, WA 98119-4236
(206) 615-3556

Nominated for Excellence

COMMUNITY REVITALIZATION

57 OCHEC: Community Anchor

The Our Community Housing and Enrichment Center is a model example of Dothan Housing’s Community Preservation and Revitalization initiatives within the Wiregrass Metropolitan Area. This community revitalization project utilized a donated building, the former Montana Street Magnet Elementary School, to re-establish a new administrative building for the agency and a “community anchor” for the historic Baptist Bottoms Neighborhood in Dothan, AL.

Sam Crawford
Dothan Housing
1001 Montana Street
Dothan, AL 36303
(334) 794-6713

Nominated for Excellence

58 Childcare Providers Recovery (CPR) Grant Program

Reliable childcare enables parents to work, confident that their children are receiving proper care. COVID-19 impacted the childcare sector by exacerbating costs for staffing, supplies, and rent, leading to a slow recovery process. The Los Angeles County Development Authority utilized the Childcare Providers Recovery Grant Program to provide financial assistance to licensed providers located in areas severely affected by the pandemic. Using Los Angeles County’s equity index, the Program prioritized aid to highest need neighborhoods. With \$20 million from the American Rescue Plan Act, the Program supported 584 facilities by addressing immediate financial challenges and taking an innovative approach to sustaining essential childcare services.

Emilio Salas
Los Angeles County Development Authority
700 W Main St
Alhambra, CA 91801-3312
(626) 586-1751

Nominated for Excellence

Courtesy of Los Angeles County Development Authority

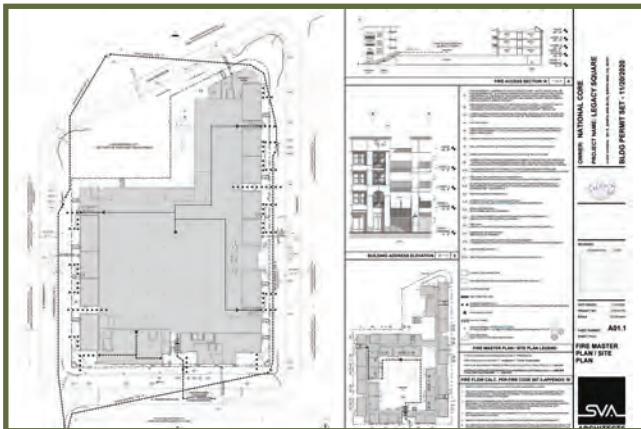


59 Legacy Square

Rooted in a revolutionary alliance with a local church, National Community Renaissance's beautiful, 93-home Legacy Square leveraged extensive public-private partnerships to secure Affordable Housing and Sustainable Communities funds for \$10 million in transformational neighborhood improvements. The development sits next to an OC Streetcar stop, earned a rare LEED for Homes Platinum certification for innovative, energy-efficient design and environmentally friendly transit options, and serves as a catalyst for area revitalization. The result: a family-friendly community where people can live, work and play that is rated as Santa Ana's No. 1 most walkable neighborhood.

Jill Van Balen
National Community Renaissance
9693 Haven Ave Ste 100
Rancho Cucamonga, CA 91730
(909) 294-7883

Courtesy of National Community Renaissance



60 Homelessness Services Compensation Study

Case management and other supportive services are essential to helping unhoused persons successfully transition into different housing options and ultimately achieve housing stability. However, recruiting and retaining qualified people for frontline homelessness services positions has become increasingly challenging. To support the recruitment and retention of staff for these programs, the San Diego Housing Commission completed a compensation study for positions in the homelessness services sector. The goal was to re-benchmark key frontline and case management positions, with the

intent to attract and retain staff, reduce system vacancies, and increase system performance.

Jeff Davis
San Diego Housing Commission
1122 Broadway Ste 300
San Diego, CA 92101-5629
(619) 578-7544

61 WDSF+ ADU Pilot Program

The West Denver Single Family+ (WDSF+) Accessory Dwelling Unit (ADU) Pilot Program is a community-responsive program initiated in nine gentrifying neighborhoods of Denver to stabilize homeowners and minimize displacement, provide wealth-building opportunity, create new affordable units, and promote equitable access to ADU development. The Denver Housing Authority aims to help homeowners benefit from technical assistance, innovative ADU financing, pre-designed plans, targeted cost-savings, permitting support, and property management training. Since 2021, hundreds have received technical assistance and education, 20 homeowners and 40 households in total have been positively impacted by an affordable ADU.

Joaquin Cintron Vega
Denver Housing Authority
1035 Osage St
Denver, CO 80204
(720) 413-2229

Nominated for Excellence

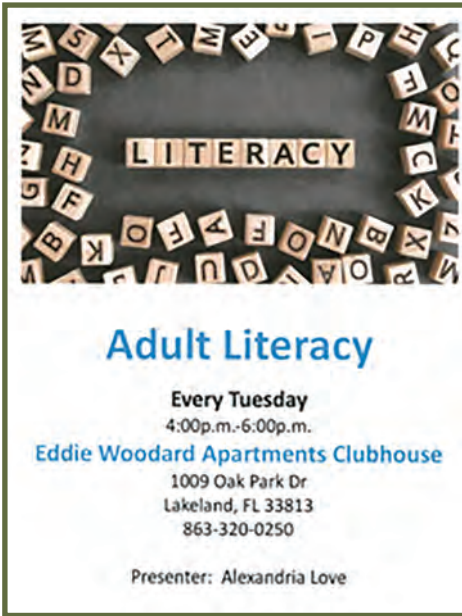
62 Eddie Woodard – Residents Programs

Eddie Woodard, one of Lakeland Housing Authority's newest properties, has a three-story affordable, family community with many amenities and residential services. The financial education program at Eddie Woodard helps people of all ages enhance their financial skills and create positive banking relationships. Our program includes daily activities, such as adult literacy training, an employment assistant program, and a financial management program.

Benjamin Stevenson
Housing Authority of the City of Lakeland
430 Hartsell Ave
Lakeland, FL 33815-4501
(863) 606-2018

Nominated for Excellence

Courtesy of Housing Authority of the City of Lakeland



**63 Lakeland Housing Authority-
Transportation Services/Activities**

The Lakeland Housing Authority oversees the Resident Opportunities and Self Sufficiency (ROSS) Grant Program, which accommodates public housing residents with supportive services, resident empowerment activities, and assistance in becoming economically self-sufficient. In addition, Lakeland Housing Authority oversees the Youth Build Program that supports young adults, 18 - 24 years of age, who have dropped out of high school and want to work towards improving their lives. These two programs rely on our transportation services to commute residents to and from doctor appointments, grocery stores, job sites, and essential areas within Polk County.

Benjamin Stevenson
Housing Authority of the City of Lakeland
430 Hartsell Ave
Lakeland, FL 33815-4501
(863) 606-2018

64 Encore Infrastructure Innovation

ENCORE is a partnership between the Bank of America Community Development Corporation and the Tampa Housing Authority. ENCORE is 40-acre mixed-use, mixed-income redevelopment community within Downtown Tampa’s urban core and one of the first master-planned developments in the state with

LEED Neighborhood Development certification to promote environmentally responsible development and a whole-building approach to sustainability. The project is a 483-unit, former public housing site, which was demolished in 2008 and now features an estimated 2,300 rental housing units at build-out with cost value of \$425 million. ENCORE created more than 4,000 jobs during construction and 1,000 permanent jobs.

Jerome Ryans
Tampa Housing Authority
5301 W Cypress St
Tampa, FL 33607-1734
(813) 341-9101

Nominated for Excellence

Courtesy of Tampa Housing Authority



65 Phoenix Rising

The Housing Authority of the City of LaGrange closed its second Rental Assistance Demonstration (RAD) deal, losing 70 residents, \$110,000 in rent and \$125,215 in HUD subsidy to gain 76 newly constructed units. The housing authority needed to remain sustainable and continue revitalization efforts. The Housing Authority of the City of LaGrange (HACL) asked HUD to allow the housing authority to own the 48 vacant public housing units. The staff created an affordable rent platform that garnered \$325,000 annually. HACL renovated 48, 70 year old public housing units and created a mixed-income community of teachers, hairdressers, bus drivers, entrepreneurs, and postal workers that live in affordable housing with a crime rate of less than 2%.

Zsa Zsa Heard
Housing Authority of the City of LaGrange
201 Chatham St
Lagrange, GA 30240-5313
(706) 882-6416

Nominated for Excellence/Small Agency

66 HACC Community Rescue Plan

In response to the severe challenges heightened by the COVID-19 pandemic, the Housing Authority of Champaign County (HACC) leveraged over \$3.6 million from the American Rescue Plan Act to launch transformative programs in housing preservation, community safety, and workforce development. These initiatives have not only addressed urgent needs but have also fostered substantial community growth and resilience.

Lily Walton
Housing Authority of Champaign County
2008 N Market St
Champaign, IL 61822-1308
(217) 378-7100 ext. 5028

67 Lawson House

Chicago Housing Authority's historic Lawson provides permanent supportive housing to Chicago's homeless individuals and those with special needs in the Near North community, also known as Chicago's Gold Coast. The complete renovation of the classic art deco 13-story, elevator-served, high-rise transformed the building into an energy-efficient development, designed to assist low-income individuals achieve housing stability and economic growth.

Tracey Scott
Chicago Housing Authority
60 E Van Buren St Ste 12
Chicago, IL 60605-1200
(312) 523-7067

Courtesy of Chicago Housing Authority



68 Cuyahoga Metropolitan Housing Authority Woodhill Choice Neighborhoods Implementation Grant

In its work, the Cuyahoga Metropolitan Housing Authority (CMHA) embodies the values of commitment,

accountability, respect, excellence, and safety. One of the key programs that embodies these values is "Woodhill Phase 1: Construction Training Program," which innovatively combined our ACE Program (Section 3) with a broader community-based construction training and career pipeline. This Training Program is one of the key workforce development programs undertaken as part of our Choice initiative where CMHA, the city and its partners will create 638 new, mixed-income rental units so residents can connect to employment, health, early learning, and education opportunities.

Jeffery Patterson
Cuyahoga Metropolitan Housing Authority
8120 Kinsman Rd
Cleveland, OH 44104-4310
(216) 348-5911

Nominated for Excellence

Courtesy of Cuyahoga Metropolitan Housing Authority



69 Healthy Family Project

Addressing food insecurity, Greater Dayton Premiere Management (GDPM) partnered on two initiatives to bring healthy food to areas abandoned by retail grocery. GDPM redirected HOPE VI funds to support the Gem City Market. The cooperative grocery store is located within .5 miles of 500 GDPM residents and opened in 2021. Secondly, an early action activity of GDPM's Choice Planning grant, the Healthy Family Market also addresses food insecurity. The project expanded its partnership to include Children's Hospital and will also address pediatric health needs. The project will be located across from GDPM's largest public housing site and will break ground in 2025.

Jennifer Heapy
Greater Dayton Premier Management
400 Wayne Ave
Dayton, OH 45410-1118
(937) 910-7558

Nominated for Excellence

Courtesy of Greater Dayton Premier Management



70 Renew Miami Chapel—A Community’s Will to Transform

Greater Dayton Premiere Management (GDPM) received and executed a Choice Neighborhood (CN) Planning and Action grant from HUD with the intention of applying for a CN Implementation Grant. GDPM had a third party evaluate the chance of success in applying for the Choice Neighborhood Implementation grant only to discover the target geography’s market could not support the housing plan. Despite these challenges, the partnerships established through the planning process were able to maintain momentum, synergy and political will to move forward with neighborhood transformation outside of the Choice program. The partnership has garnered over \$85 million in investments to date.

Jennifer Heapy
 Greater Dayton Premier Management
 400 Wayne Ave
 Dayton, OH 45410-1118
 (937) 910-7558

Nominated for Excellence

Courtesy of Greater Dayton Premier Management



PROJECT DESIGN

71 Harry’s House Cultivates Togetherness in New LIHTC Housing for Seniors

Humans are social creatures, so community matters. Housing Authority of the County of Santa Barbara’s Harry’s House is a community platform with 59 compact tenant apartments for fully and less-ambulatory seniors of modest means within a redefined, expanded family. The two-story, farm-style architecture and yard help keep residents independent of costly, often demoralizing skilled nursing centers through a place to engage with neighbors and staff and enjoy nature. While units offer the solitude of a sleeping area, balcony, and kitchenette, they’re nobody’s sole universe. A sensation of home comes from a large common space, commercial kitchen, dining room, and gardens where people form friendships as the basis of a thriving support network.

Robert Havlicek
 Housing Authority of the County of Santa Barbara
 PO Box 397
 Lompoc, CA 93438-0397
 (805) 736-3423

Courtesy of Housing Authority of the County of Santa Barbara



72 Redesigned Trash Enclosures Prevent Illicit Activity, Graffiti and Transient Use

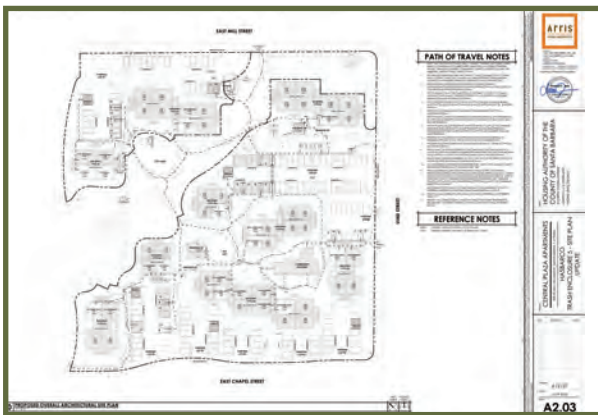
Central Plaza is a recently renovated, two-story development on 4.86 acres in Santa Maria, CA. Its 112 units range from one to three bedrooms. In 2023, the Housing Authority of the County of Santa Barbara replaced Central Plaza’s dumpster containers with five enclosures that reduce trespassing, offer ADA accessibility, and look appealing. The dumpster enclosures with block walls and a screen eliminated nightly

disturbances, transients camping out and using the compounds as open-air restrooms, and drug-related crime. Special materials prevent graffiti and fob access assure resident safety and stops vandalism. Residents now use the dumpsters without fear for their health and safety.

Robert Havlicek
Housing Authority of the County of Santa Barbara
PO Box 397
Lompoc, CA 93438-0397
(805) 736-3423

Nominated for Excellence

Courtesy of Housing Authority of the County of Santa Barbara



73 Nickerson Gardens Mini Park

At Nickerson Gardens in a space that was previously a dirt patch with no productive uses, Housing Authority of the City of Los Angeles (HACLA) saw an opportunity to create a Mini Park to serve residents of all ages. Consisting of a meandering walking path, colorful benches, soft areas of turf pavers, workout equipment, and drought-tolerant greenery, the once-empty dirt patch is now a vibrant place for gathering, respite, and movement. Through impactful design, a respectful relationship to the site that is conscious of equity in the community, sustainable practices in material as well as maintenance, and the responsible management of public funds, HACLA's Mini Park continues Nickerson's legacy of enriching lives through public spaces.

Douglas Guthrie
Housing Authority of the City of Los Angeles
2600 Wilshire Blvd Fl 3
Los Angeles, CA 90057-3400
(213) 342-7771

Courtesy of Housing Authority of the City of Los Angeles



74 Westview Village II

Westview Village II is a 50-unit affordable multifamily housing development on a two-acre site in the City of Ventura. The Housing Authority of the City of San Buenaventura property previously consisted of 10 public housing units that were demolished and replaced with 50 new apartments, including 44 one-bedroom apartments and six two-bedroom apartments. Five of the apartments were reserved for people who are experiencing homelessness. Common amenities include a large community center with a commercial kitchen, a child development center with two classrooms, community rooms, management offices, a playground, and open space. The child development center serves tenants of Westview Village, as well as the greater community.

Denise Wise
Housing Authority of the City of San Buenaventura
995 Riverside St
Ventura, CA 93001-1636
(805) 648-5008 ext. 3240

75 Oak 140

Made possible through a partnership between Housing Catalyst and the Fort Collins Downtown Development Authority (DDA), Oak 140 is the first Low Income Housing Tax Credit (LIHTC) project to address the community's need for affordable housing in downtown Fort Collins. The five-story mixed-use building is home to 79 apartments and two commercial tenant spaces. Designed with the downtown workforce in mind, the building features thoughtful resident amenities including on-site covered parking, indoor bike storage, a community lounge, and outdoor living space on the third-floor terrace.

Julie Brewen
 Housing Catalyst
 1715 W Mountain Ave
 Fort Collins, CO 80521-2359
 (970) 416-2444

Courtesy of Housing Catalyst

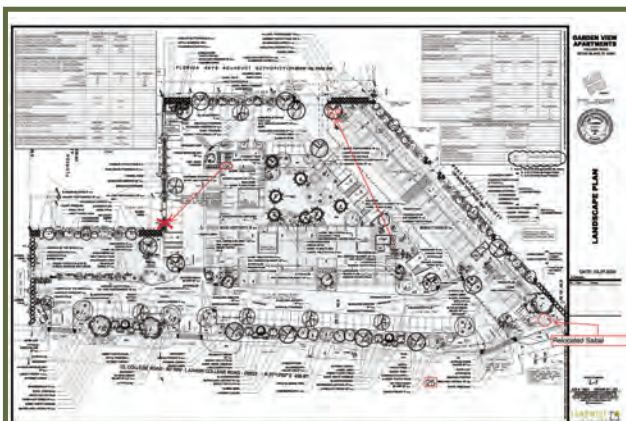


76 Garden View Apartments

The Garden View Apartments was a significant capital project by the Housing Authority of the City of Key West, Florida, that created 103 deed-restricted affordable housing units in the City of Key West, Florida. Despite myriad post-COVID-19 challenges, the project was completed in 19 months, on time and within budget. In May of 2023, the Housing Authority held a ribbon-cutting ceremony, and the first round of families began to move into their brand-new homes. Each building was awarded “Gold” certifications from the Florida Green Building Coalition for achieving the requirements for energy efficiency, resource conservation, health, and durability.

Randy Sterling
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Courtesy of Housing Authority of the City of Key West



77 Encore Infrastructure Project Design

ENCORE is a partnership between the Bank of America Community Development Corporation and the Tampa Housing Authority. ENCORE is 40-acre mixed-use, mixed-income redevelopment community within Downtown Tampa’s urban core, and one of the first master-planned developments in the state with LEED Neighborhood Development certification to promote environmentally responsible development and a whole-building approach to sustainability. The project is a 483-unit, former public housing site, which was demolished in 2008 and now features an estimated 2,300 rental housing units at build-out with cost value of \$425 million. ENCORE created more than 4,000 jobs during construction and 1,000 permanent jobs.

Jerome Ryans
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Nominated for Excellence

Courtesy of Tampa Housing Authority



78 Race on Third

Lexington Housing Authority (LHA) aggressively seeks development opportunities in its community. Opened in 2023, Race on Third is one such opportunity. This \$1.6 million complex is indicative of the LHA’s efforts to build units indistinguishable from the private sector and built with nonfederal dollars. Race on Third was designed to infill adjoining empty lots and create affordable housing continuing revitalization of the surrounding urban area. A blighted area now anchors a busy thoroughfare with

an attractive 6-unit townhome complex and off-street parking. These units offer 2 bedrooms, 2 and a half baths, covered porches, patios, and laminate wood flooring throughout modern open-concept units.

Austin Simms
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Nominated for Excellence

Courtesy of Lexington County Housing Authority



79 Family Housing Expansion Project

The Family Housing Expansion Project is the first of its kind in the public housing sector, bringing “missing middle,” deeply affordable housing through modular construction. The project brings 26 two- and 58 three-bedroom units in fourplexes and sixplexes across 16 sites throughout Minneapolis. All units are available to households at or below 30% of the Area Median Income. Sixteen of the units will be disability accessible, with another 17 being high-priority homeless units with services through the county. Minneapolis Public Housing Authority—the developer, owner and property manager of the project—estimates these 84 new homes will serve approximately 420 families over the next 30 years.

Abdi Warsame
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Nominated for Excellence

Courtesy of Minneapolis Public Housing Authority



80 Wade Park Tower Renovation

Cuyahoga Metropolitan Housing Authority’s (CMHA) development team enlisted the services of Berardi Partners as our design partner eight years ago. Berardi Partners worked with our team and planned and designed the work. Wade Park would prove to be complicated with an original design including opened balcony walkways that also served as the only entrance into the residential units. These walkways, balconies, and unit entrances were deteriorating and could no longer be repaired. Their removal would be necessary to create safe, high-quality housing. In 2021, Wade Park began the submission process to HUD for a RAD D4 construction project.

Jeffery Patterson
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Courtesy of Cuyahoga Metropolitan Housing Authority



81 Cornerstone Village Phases 3 & 4 (Choice Neighborhoods)

Housing Authority of the City of Pittsburgh’s (HACP) Cornerstone Village Phases 3 and 4 are mixed-income developments, located clustered on a contiguous site on Larimer Avenue. They constitute the final multifamily phases of the Larimer/East Liberty Choice Neighborhoods Implementation program, which has transformed the target neighborhood under the community’s Larimer Vision Plan since 2014. As a result, HACP’s Choice Neighborhoods program activates almost three-quarters of the neighborhood’s historic main commercial corridor, Larimer Avenue, with the Phases 3 and 4 mixed-use development with commercial spaces on the ground floors, along with Phases 1 and 2 mixed-income residential communities and a new community park and village greens.

Caster Binion
 Housing Authority of the City of Pittsburgh
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Nominated for Excellence

82 The Carina

The Housing Authority of the City of Pittsburgh (HACP) awarded The Carina as part of the PBV and Gap Financing Program in 2018 as means of adding innovation to their roster of existing affordable housing programs; intended to increase affordable housing in the Pittsburgh housing market. The Carina was made possible by HUD’s Moving to Work (MTW) Local Non-Traditional Development Program which allows MTW agencies like the HACP to create innovative solutions to increase the quantity and quality of affordable housing utilizing rental assistance and other available resources. The Gap Financing Program was a 2019 NAHRO Award Recipient.

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Nominated for Excellence

83 First Creek at Austin, Phase 1

Knoxville’s Community Development Corporation (KCDC) is the public housing authority for Knoxville and Knox County, Tennessee, tasked with finding solutions to create affordable housing amid massive

rent hikes and a 22,000 dwelling unit shortage. First Creek at Austin is a catalyst for community revitalization. With various densities of residential development located near jobs and resources, the neighborhood is the city’s first mixed-income affordable housing community, adding 105 units in Phase 1. KCDC made bold and informed moves by collecting and inspiring great partners, obtaining extensive community feedback and securing funding to provide more stable futures for residents.

Benjamin Bentley
 Knoxville’s Community Development Corporation
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Courtesy of Knoxville’s Community Development Corporation



84 Samish Commons

Samish Commons is located on the former Aloha Motel site at a busy artery on the fringe of downtown Bellingham. Despite bordering an established, upper middle-class neighborhood, the area had a reputation for crime. The problem: how to transform this austere section into the City of Bellingham’s vision for an urban village? The solution: to create community a collaboration between Bellingham Housing Authority (BHA) and RMC Architects to design a mixed-use, pedestrian-oriented development that provides affordable housing for diverse populations, including senior, workforce, family, and houseless. BHA’s new offices and an early learning center on site serve both the public and residents.

Andrew Calkins
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Nominated for Excellence

Courtesy of Bellingham and Whatcom County
Housing Authorities



RESIDENT AND CLIENT SERVICES

85 HHA Childcare Development Program

The Huntsville Housing Authority (HHA) has created an initiative to spearhead the improvement of the number of childcare providers and certified childcare professionals in the City of Huntsville. This project focuses on providing opportunities for HHA participants and residents to receive training and certifications in childcare. With these education opportunities, residents under the HHA umbrella and in surrounding areas will become certified childcare providers that will support existing providers or have the opportunity to create their own businesses to increase the number of providers in the area.

Antonio McGinnis
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86 New Horizons Scholarship Program

The Housing Authority of the County of Santa Cruz (HACSC) New Horizons Scholarship Program stands as a beacon of opportunity in our community, strategically crafted to elevate the academic pursuits and socio-economic mobility of our esteemed clients. Deliberately designed to foster scholarly achievement, it offers a financial boost to eligible individuals. In 2023, HACSC awarded a total of \$57,000 to 55 HACSC participants attending 21 different universities, colleges, and programs. Scholarship recipients had diverse career goals spanning healthcare, education, social services, engineering and technology, and arts and design. Scholarships shape futures!

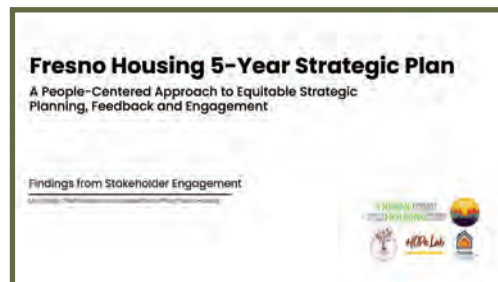
Jennifer Panetta
Housing Authority of the County of Santa Cruz
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87 Equitable Strategic Planning and Engagement

The strategic planning process is a collaborative venture between the Fresno Housing Authority, Faith in the Valley, Radical Possibilities CoLab, the Central Valley Health Policy Institute at Fresno State, and UC Merced’s HOPE Lab. We hosted a series of highly interactive participatory workshops (gallery walks) in the evening and on the weekend to engage as many Fresno Housing stakeholders as possible and to ensure a diversity of voices was represented in a meaningful way.

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Courtesy of Fresno Housing Authority



88 Harry’s House Keeps Seniors Active and Out of Costly Skilled Nursing Homes

According to the American Society on Aging, seniors are the fastest growing homeless population in California. In 2023, the Housing Authority of the County of Santa Barbara opened Harry’s House, a 59-unit low-income housing tax credit senior community that utilizes a hybrid model combining independent living and supportive living. This innovative approach ensures that residents receive proper care and stay socially active. This hybrid option offers an economical option in a state that doesn’t currently give low-income seniors a supportive living option in the continuum of care between independent and skilled nursing.

Robert Havlicek
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Nominated for Excellence

Courtesy of Housing Authority of the County of Santa Barbara



89 Harry's House Open House & Job Fair Crosses the Generation Gap

On July 20, 2023, the Housing Authority of the County of Santa Barbara held a job fair at the Grand Opening of Harry's House in Santa Ynez, CA. Low-income seniors and disabled persons live at Harry's House and sister facility Golden Village Inn. A multimedia campaign drew 100 persons from local communities to apply for one of the sixty new apartments or to become a member of Harry's House staff. The job fair exemplified the rare event with cross-generational appeal to Gen Z+ young adults seeking employment and elderly, baby boomers in search of a vibrant living community.

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Nominated for Excellence

Courtesy of Housing Authority of the County of Santa Barbara



90 Housing Navigation Performs Intuitive, Sustainable Relocations One Client at a Time

Large stats convey the magnitude of California's housing crisis yet overlook that each person compiled into the data faces different difficulties. The Housing Authority of the County of Santa Barbara (HASBARCO) understood that the only way to shrink these statistics is to do the hard work one client at a time. A Housing Navigator (HN) focuses on each client to remove whatever obstacles that prevent their success. HASBARCO's HN delivers guidance to help clients repair their credit, resolve utility disputes, and other challenges. As an example, the HN meticulously helped 58 households, one by one, obtain Section 8 housing.

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(805) 736-3423

Courtesy of Housing Authority of the County of Santa Barbara



91 HACLA Campaign Against Human Trafficking

Employees at the Housing Authority of the City of Los Angeles (HACLA) have initiated an educational campaign to combat human trafficking, given the terrible impact it has on victims in Southern California and throughout the world. Human trafficking includes both forced labor and sex trafficking and is unfortunately more prevalent than most people realize. The Department of Homeland Security has issued a call for local governments to partner with them to combat these crimes, and HACLA has answered that call. We distributed materials provided at no cost to our public housing communities to bring awareness to help prevent these crimes and assist victims.

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Courtesy of Housing Authority of the City of Los Angeles



92 Transformative Holistic Resilience for Independent and Vibrant Elderhood (THRIVE)

The Oakland Housing Authority (OHA) Transformative Holistic Resilience for Independent and Vibrant Elderhood (THRIVE) program supports well-being, health, and independence for seniors living in public housing and provides opportunities to maintain an active role in their communities, as long and safely as possible. The effects of the pandemic continue to plague seniors, impacting their physical, mental, and emotional health. To remedy this, OHA implemented THRIVE to provide seniors with a full scope of services and educate them on vital topics of Aging in Place, including personal care, digital literacy, health care, transportation, and safety.

Patricia Wells
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Nominated for Excellence

93 Emergency Housing Voucher Program and Emergency Solutions Grant Partnership

The Housing Authority of the County of San Bernardino (HACSB) received 455 Emergency Housing Vouchers

(EHVs) from the U.S. Department of Housing and Urban Development (HUD) in 2021. The EHV allocation included a services fee of \$3,500 per allocated voucher for landlord incentives, housing navigation, and financial assistance. To adequately address housing barriers in a tight housing market, the supportive services needed to be robust. However, the supportive services were anticipated to cost more than three times the EHV services fee. To meet the need, HACSB and San Bernardino County partnered to utilize the County's Emergency Solutions Grant (ESG-CV) to supplement the EHV services fee.

Maria Razo
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Courtesy of Housing Authority of the County of San Bernardino



94 Housing Authority of the County of San Bernardino Scholarship Program

Many customers participating in Housing Authority of the County of San Bernardino (HACSB) rental assistance programs have set personal goals to further their education by attending a community college, university, or vocational/technical school. Since 2022, HACSB's revitalized scholarship program has helped our customers to pursue their educational goals through a modest scholarship to help offset their education expenses. HACSB has awarded \$40,500 to 32 customers under the revitalized scholarship program.

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Nominated for Excellence

Courtesy of Housing Authority of the County of San Bernardino



95 Affordable Connectivity Program Outreach

The San Diego Housing Commission (SDHC) expanded its collaborative efforts to help more families with low income access affordable, quality and reliable broadband internet service with help from a \$230,114 Federal Communications Commission (FCC) grant. The grant supported awareness, outreach and assistance for households to apply for the FCC's Affordable Connectivity Program, which provided discounts toward internet service and a one-time discount toward the purchase of a device from a participating provider. As of October 31, 2023, SDHC had conducted 1,276 outreach events and reached out to 103,775 people through flyers and presentations.

Jeff Davis
San Diego Housing Commission
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(619) 578-7544

96 Housing Instability Prevention Program

The Housing Instability Prevention Program (HIPP) has been "life-changing" for a family and made a struggling senior hopeful. The San Diego Housing Commission (SDHC) operates HIPP to help pay rent and other housing-related expenses for families in the City of San Diego with low income, experiencing a housing crisis and at risk of homelessness. SDHC provides \$250, \$500 or \$750 per month toward rent on behalf of enrolled households, depending on their circumstances. HIPP also provides case management and assists with housing-related expenses, such as past-due rent and past-due utilities. As of October 31, 2023, 208 households were enrolled, with 60 pending eligibility review.

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97 Preparacion, Bienestar y Cultura Summer Program

Preparación, Bienestar y Cultura (PBC) Summer Program is a five-week enrichment high school program that focuses on college readiness, mental well-being, and cultural empowerment. Students in grades 9–12 go through a series of presentations, workshops, activities, and field trips aimed to enhance their understanding and build experience and empowerment of those topics. The Housing Authority of the City of Santa Barbara executes this program in collaboration from local partner agencies including Cal-SOAP, Mental Wellness Center, AHA SB!, Domestic Violence Solutions, and others.

Rob Fredericks
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Nominated for Excellence

98 Project Mobility

For residents of the Housing Authority of the City of San Joaquin (HACSJ), finding transportation can be challenging. Many use public transportation exclusively, which can be expensive, unreliable, and difficult to navigate, particularly for residents with disabilities. To address this problem, HACSJ brought together multiple

grant funding opportunities and community partners to create an innovative, low-cost, clean mobility rideshare program, improving mobility and quality of life for traditionally underserved households living in HACSJ properties. In its first year, usage totaled 27,798 drive hours. In 2023, usage increased by a staggering 816%!

Peter Ragsdale
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Nominated for Excellence

99 LIFE (Longevity, Independence, Fellowship, Engagement)

LIFE (Longevity, Independence, Fellowship, Engagement) improves the health and wellness of seniors living in Aurora Housing Authority’s three senior communities. LIFE evokes wholeness, encourages activity, pursues growth, breaks through melancholy, and offers vitality. Encompassing a new approach to aging-in-place, LIFE addresses various aspects of a senior resident’s experience, including individual, household, and communal living. Offering programs that meet the needs of residents in the areas of longevity, independence, fellowship and engagement, LIFE provides a holistic approach to senior living, improves well-being, and transforms one’s understanding of what is possible.

Craig Maraschky
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Nominated for Excellence

100 Digital Fairs

The digital divide keeps many people from educational, workforce, and social opportunities and this divide only deepened during the COVID-19 pandemic. Denver Housing Authority (DHA) hosted Digital Fairs at public housing developments throughout 2023 to help bridge this gap for low-income Denver residents. These fairs educated attendees about affordable internet options, low-cost devices, technology support and classes, and the Federal Communications Commission’s Affordable Connectivity Program (ACP). Through these fairs, DHA provided information to hundreds of people which resulted in many households registering to receive \$30 per month off their internet or phone bill through the ACP.

Joaquin Cintron Vega
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Nominated for Excellence

Courtesy of Denver Housing Authority



101 Walking and Rolling Club

An Activity Coordinator at Vida, a 176-unit senior and disabled housing project within Denver Housing Authority (DHA) implemented and executed the Walking and Rolling Club/Program through a partnership with DOTI and Denver CALC. This program was designed to address challenges in the community such as stereotypes about age and ability, safety concerns, and social isolation. The program’s intentions were to unite neighbors and create community safety through weekly walks in the community regardless of age or ability level. The program consisted of 8 weeks of walks in order to receive a \$50 gift card at the end of program celebration.

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Courtesy of Denver Housing Authority



102 Renter Wealth Creation Fund

According to Bell Policy Center, owning a home is the primary path to wealth building. That works for the 65% of Coloradans who own homes, but what about renters? In Sept. 2023, Archway Communities launched the Renter Wealth Creation Fund in partnership with Enterprise Community Partners and New York Life Foundation. This innovative program provides cash back, resident services, and builds pride. Renters at Sheridan Ridge and Willow Green build wealth through on-time rent payments. In the first month, 118 residents signed up and received \$2,773 cashback total. In month two, residents received \$1,725. The early success of the program is proof Coloradans need more pathways to build wealth.

Sebastian Corradino
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Nominated for Excellence

Courtesy of Archway Communities



103 AVi at Olde Town

AVi at Olde Town is a 100-unit, transit-oriented, service-enriched, urban infill project serving households earning 30-70% AMI with 30 units subsidized for emancipated foster youth and 10 units subsidized for unhoused veterans. AVi features an innovative partnership between CASA of Jefferson and Gilpin Counties (CASA), the VA, and Foothills Regional Housing (FRH). Each organization runs a separate service program, but they interconnect to form a robust service platform for all residents at AVi that serves to improve the health and overall stability of residents

Lori Rosendahl
Foothills Regional Housing
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(720) 413-7669

Nominated for Excellence

Courtesy of Foothills Regional Housing



104 Financial Wealth Growth and Improvement Program

At some point, residents living in public housing have wondered what comes next for them after losing a job or recovering from homelessness. Financial security is not something with which they are familiar. The Housing Authority of the City of Bristol's Financial Wealth, Growth, and Improvement Program has offered opportunities for residents to envision a way out.

Mitzy Rowe
Housing Authority of the City of Bristol
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Courtesy of Housing Authority of the City of Bristol



105 Grace Baptist Church Partnership

One of the fundamental values of the Housing Authority of the City of Bristol is community engagement. Collaborating with like-minded agencies fosters interactive activities that promote self-sufficiency among the residents.

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106 Stonington Housing Authority Food Pantry at Edythe K. Richmond Homes

The Stonington Housing Authority (SHA) Food Pantry at the Edythe K. Richmond Homes was established in 2022 to provide a site-based delivery of no-cost food for our residents. We distributed 1,249 lbs. of food in 2022 and more than doubled the amount to 3,634 lbs. in 2023, due to increased resident participation. Our monthly food distribution program was established by and is staffed by SHA employees and is supported through partnerships with the United Way of Southeastern Connecticut and the Gemma Moran Food Center. SHA is a small “state only” agency with all 60 one-bedroom apartments at Edythe K. Richmond Homes housing elderly and disabled residents. Food for the Stonington Housing Authority Food Pantry is provided, in part, by the Gemma E. Moran United Way/Labor Food Distribution Center

Marcia Sullivan
 Stonington Housing Authority
 45 Sisk Drive

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Nominated for Excellence

Courtesy of Stonington Housing Authority



107 Boys and Girls Club: An Oasis

Pinellas County Housing Authority’s Rainbow Village is a public housing complex that opened in 1969. The Authority proudly partners with the Boys and Girls Club of the Suncoast to provide after-school services for youth at the property’s Ridgecrest Club. When governmental funding was removed from a local non-profit serving teens at Rainbow, the Boys and Girls Club willingly stepped forward to take on providing after-school services to those teens. Amid a high-crime neighborhood where safety is an issue, gunfire and sirens are a natural occurrence, Boys and Girls Club has been an oasis for youth and teens who are looking for security, support, productive activities, and homework assistance.

Neil Brickfield
 Pinellas County Housing Authority
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108 Housing Is Health: Serving Our Seniors

Housing Is Health is a pilot partnership between Pinellas County Housing Authority and Evara Health to bring high-quality, accessible healthcare to our seniors residing in Pinellas Heights. Evara’s medical and dental bus provide seniors with needed preventive care, primary care, specialty assistance, as well as nutritional guidance, all within a few feet of their front door. To integrate healthcare into the Authority’s “housing for seniors’ strategy,” Housing Is Health has closed the gap in care that can occur when seniors are unable to make off-site medical or dental appointments due to lack of

transportation and mobility. Housing Is Health is empowering seniors with medical independence.

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(727) 443-7684

Courtesy of Pinellas County Housing Authority



**109 Partnerships That Work:
Boley Centers**

After 10 years of delays, COVID-19, and neighborhood NIMBY'ism Pinellas County Housing Authority broke ground on Valor Preserve providing housing for Veterans and disabled. The Authority embarked on a decade journey of ordinances, zoning, and easement issues. Throughout it all a steadfast partner emerged in Boley Centers where services and housing for veterans and disabled were wedded together. Boley, a local agency, provides wrap-around supportive services and case management for Valor residents allowing for many, first-time housing stability. This partnership has filled the critical gap between housing for Veterans, the disabled, and importantly providing the tools for self-sufficiency.

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Nominated for Excellence

**110 Building Hope After-School and
Summer Program**

Tampa Housing Authority (THA) Building Hope After-School and Summer program provides children in kindergarten through eighth grade, the opportunity to have fun, learn skills and connect with others through a peer structured and safe environment. The program utilizes the Health Outcomes of Positive Experiences (HOPE) framework, which focuses on supporting children and families through positive childhood experiences, supportive relationships, safe and equitable environments, and social engagement. The program helps strengthen children through its educational, recreational, and positive sports activities which are Science, Technology, Engineering, Arts, and Math specific.

Jerome Ryans
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111 Meacham Urban Farm

Meacham Urban Farm, a two-acre farm opened in 2021, is promoting urban regenerative agriculture using innovative forms of technology to feed and educate the community of Tampa Bay. Meacham Urban Farm is integrated into the Tampa Housing Authority's Encore redevelopment project. The Encore is a 1,500-unit mixed income housing and mixed-use subsidized neighborhood. The farm was built in collaboration with the Tampa Housing Authority, Hillsborough County School District, and two independent farmers. Meacham Urban Farm is a for-profit production farm as well as an educational non-profit entity that focuses on agricultural and food education.

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Nominated for Excellence

112 Youth Engineering Project

Future City is a program of DiscoverE. DiscoverE explores the world of engineering careers and possibilities to invent, design, and create things. The program provides youth with STEM experience, resources, and programs to enhance their understanding of engineering through a global connection. Tampa Housing Authority's focus was on reaching girls, under-represented and

under-served students. DiscoverE is the backbone organization behind some of the earliest and most broadly adopted STEM and engineering programs available. Services were free to all students.

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Nominated for Excellence

113 PBCHA Resident Services: Empowering Youth Through STEM Initiatives

The Palm Beach County Housing Authority (PBCHA) has forged strategic partnerships to enhance educational opportunities for our residents. Collaborating with the Academy of Model Aeronautics, we have provided our community with drone kits, fostering hands-on learning experiences. Additionally, in conjunction with the STEM Net organization, we offer a robust array of online STEM-focused activities and lessons. Our goal is to demonstrate to residents that STEM education opens doors to lifelong opportunities. By nurturing interest in science, technology, engineering, and mathematics, we empower individuals to thrive and succeed.

Carol Jones-Gilbert
Palm Beach County Housing Authority
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114 The LEAP Program

West Georgia Star, Inc. (WGS), the non-profit arm of the Housing Authority of the City of LaGrange, did not have the capacity to offer programs for our adults and children. WGS partnered with First Baptist Church on Fannin Street and their Learning Enrichment & Achievement Program (LEAP). LEAP provides spiritual, cultural, social development with an instructional emphasis on preparation for the ACT/SAT and reading. LEAP increased our children's reading scores by 90% since 2021 all 55 children have passed the required graduation exam and all 32 elementary children passed the required assessments for Troup County School System. Our adults participate in LEAP with their children at 90%, while traveling the world.

Zsa Zsa Heard
Housing Authority of the City of LaGrange
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(706) 882-6416
Small Agency

Courtesy of Housing Authority of the City of LaGrange



115 HACC Education and Community Connection Initiative

The Education and Community Connection Initiative was in response to increased crime in the community affecting both Housing Authority of Champaign County (HACC) participants and the public. These issues fractured community connections in a centralized area and created compounding issues such as loss of community ties and sense of belonging. They also added to the stress of an already economically distressed area. To combat these issues, HACC secured funding to host community events and to financially assist families in the back to school season. These efforts helped build stronger community ties and a sense of belonging, reduce feelings of isolation, increase access to support, and improved quality of life for HACC participants.

Lily Walton
Housing Authority of Champaign County
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116 HACC Home is Possible Initiative

The Housing Authority of Champaign County (HACC) established the HACC Home is Possible Initiative to empower HACC participants in their pursuit of affordable homeownership. This initiative offers down payment assistance of up to \$15,000 and partners with local banks, community organizations, and realtors to provide participants with free of charge workshops and one-on-one services like financial counseling,

homebuyer education, and credit counseling. This collaborative approach has demonstrably empowered many participants in achieving their dream of affordable homeownership.

Lily Walton
Housing Authority of Champaign County
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117 HACC Mental Health Initiative

The Housing Authority of Champaign County (HACC) began the HACC Mental Health Initiative for HACC participants to not only obtain resources on obtaining affordable mental health care, but to create opportunities to gain experience and tools to effectively address mental health within their homes and community. To provide this unique opportunity HACC partnered with local mental health organizations and university to provide virtual and in person services to HACC participants to meet HACC participants diverse mental health needs. Through these successful partnerships, all the organizations delivered their services and time at no cost to HACC participants or HACC.

Lily Walton
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(217) 378-7100 ext. 5028

118 HACC Next Steps

The Housing Authority of Champaign County (HACC) began the HACC Next Steps Program as a workshop series to prepare participants to exit subsidized housing. As more and more participants sought interests of becoming homeowners, small business owners, and having careers to become economically self-sufficient. HACC sought a way to develop a curriculum to provide programs, resources, and one-on-one services to further assist participants who had long term goals of economic self-sufficiency.

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Housing Authority of Champaign County
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119 HACC YouthBuild City Grants Initiative

The Housing Authority of Champaign County's YouthBuild City Grant Initiative is a program aimed at empowering young people from underserved communities to rebuild their lives through education, job training, and community service. With funding provided by city grants, this initiative provides opportunities for participants to earn their high school diplomas while gaining valuable skills in construction, leadership, and civic engagement.

Lily Walton
Housing Authority of Champaign County
2008 N Market St
Champaign, IL 61822-1308
(217) 378-7100 ext. 5028

Courtesy of Housing Authority of Champaign County



120 HACC YouthBuild Habitat Build

The Housing Authority of Champaign County (HACC) YouthBuild program and Habitat for Humanity of Champaign County have created an impactful partnership in the common goal of empowering individuals and communities through housing initiatives. By partnering together, HACC YouthBuild participants, staff, and clients provide a valuable pool of enthusiastic and skilled volunteers who are eager to learn and contribute to meaningful projects, assisting Habitat for Humanity in various stages of construction while gaining hands-on experience and mentorship.

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121 S.U.D.S. Laundry Event

Working together with the Healthy Community Alliance, the Randolph County Housing Authority was part of the planning team that developed an innovative program to reach a lower income population struggling with drug use disorders. The Substance Use Disorder Support (SUDS) Laundry Event resulted in the engagement of several individuals who were either suffering from substance use disorders, or who knew someone who was. This unique program brought resources directly to the area where many of these individuals lived and spent the majority of their time.

Christopher Blechle
 Randolph County Housing Authority
 916 George St
 Chester, IL 62233-1707
 (618) 826-4314
[Small Agency](#)

122 Become a Filmmaker

Chicago Housing Authority partners with the Documentary Filmmaking Program at DePaul University’s School of Cinematic Arts. The young female filmmakers range from freshmen to seniors in high school, and they learn how to execute every step of the film production process from the fundamentals of film theory, to the final editing and production of their stories.

Tracey Scott
 Chicago Housing Authority
 60 E Van Buren St Ste 12
 Chicago, IL 60605-1200
 (312) 523-7067

Courtesy of Chicago Housing Authority



123 LevelUp

LevelUp is a Chicago Housing Authority (CHA) program designed to help CHA residents obtain employment, build assets and achieve personal, educational

or employment goals. It provides financial incentives to participants as they reach their goals and, upon goal completion, specified amounts based on the goal are deposited into their LevelUp savings accounts. The savings are paid out within 60 days of program completion after participating for 3-5 years.

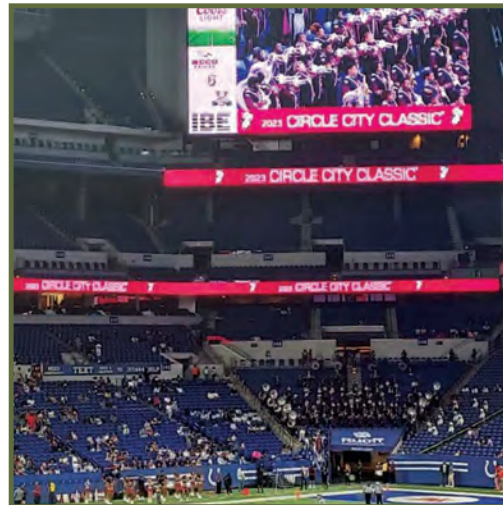
Tracey Scott
 Chicago Housing Authority
 60 E Van Buren St Ste 12
 Chicago, IL 60605-1200
 (312) 523-7067

124 Circle City Classic Trip for Youth

In collaboration with the Boys and Girls Club of Fort Wayne, the Fort Wayne Housing Authority was able to help fund a trip to the Circle City Classic in Indianapolis, Indiana for some of our youth residing in public housing and their families. The Circle City Classic is an annual event that showcases historically black colleges and universities through various events that lead to the highlight; the annual HBCU football game and Battle of the Bands halftime show.

George Guy
 Housing Authority of the City of Fort Wayne
 7315 Hanna St
 Fort Wayne, IN 46816-1175
 (260) 267-9300

Courtesy of Housing Authority of the City of Fort Wayne



125 Housing Search Assistance Program

Housing Opportunities Program (HOP) is the nonprofit development arm of Fort Wayne Housing Authority (FWHA). HOP works with state and local government,

as well as community organizations and private partners, to develop affordable housing options in Fort Wayne, Indiana. HOP has proven its commitment to their community by developing five brand new, affordable housing sites; Brooklyn Manor, Village of Brooklyn Pointe, Whispering Oaks, and South Side Senior Villas and River's Edge. HOP devotes a full-time housing counselor to conduct client intake and case management to increase successful utilization of available housing assistance funds. With support from strategic local partnerships, HOP can assist, support and counsel clients in their housing search efforts helping them to address potential barriers.

George Guy
 Housing Authority of the City of Fort Wayne
 7315 Hanna St
 Fort Wayne, IN 46816-1175
 (260) 267-9300

126 Youth Engagement Program

New Albany Housing Authority is working to eliminate generational poverty by investing in our elementary and middle school student residents. Partnering with local non-profit organizations, we are teaching life skills and healthy habits and creating a supportive mentor-based environment to ensure our children have the tools they need to achieve success. The Youth Engagement Program is for grades K-8 with a dedicated staff and community partners working to build healthy mentor relationships with youth by providing homework help, skills building, physical activity and fun games after school and during school breaks.

David Duggins
 New Albany Housing Authority
 PO Box 11
 New Albany, IN 47151-0011
 (812) 206-2035
Nominated for Excellence

Courtesy of New Albany Housing Authority

NAHA MIDDLE SCHOOL PROGRAM

At NAHA, we offer a Middle School Program specifically designed for youth in the sixth through eighth grades. Participants have the opportunity to engage with our partners, Arts Alliance of Southern Indiana, B.A.Y.A. (Beautiful As You Are), The Floyd County Library, Floyd County 4-H, and Olive Tree Resources. Together, we focus on learning valuable life skills while also fostering creativity, teamwork, and enjoying a safe place to belong.

WHAT TO EXPECT

- A place to belong
- Self esteem building
- Conflict resolution
- Teamwork
- Mental health awareness
- Self empowerment
- Fostering creativity
- Art
- Snacks
- Games
- Mentorship
- Physical Activity

CONTACT
 Katrina Thomas
 812-206-2063
 kthomas@nahain.com

JOIN US
 4-5:30 PM Monday-Thursday
 The Basement @ 300 Ernie Ave.

REQUIREMENTS
 NAHA residents only • Open to middle school students

127 On-Site Job and Volunteering Fairs

In 2023, the Housing Authority of the City of Richmond (HACR) Indiana launched a series of Job and Volunteering Fairs (JVFs) in the purpose-built communal spaces integrated into each of its public housing developments. In partnership with Eastern Indiana Works, HACR has recruited local employers who are actively hiring to meet face-to-face with job-seekers, who learn about available roles, exchange contact information, submit resumes, and make lasting first impressions. JVFs create an easy opportunity for HACR residents to consider and engage with paths to improving their financial self-sufficiency, including paid work, volunteer positions, and our Family Self Sufficiency program.

Keon Jackson
 Housing Authority of the City of Richmond
 58 S 15th St
 Richmond, IN 47374-5691
 (765) 280-6145

128 Pop-Up Farmers Market: Connecting Residents and a SNAP Doubling Program

The Housing Authority of the City of Richmond (HACR) hosted a Pop-up Farmers Market at one of its public housing developments, bringing fresh local foods to residents and educating them on the Farmers Market's SNAP Double Dollars Program (SDDP). The SDDP allows shoppers using SNAP to double their benefits and

pay for meat, eggs, produce, baked goods, and more at the market. The SDDP does not reach many HACR residents due to lack of awareness and transportation. The Boys & Girls Club of Wayne County provided person hours by serving free lunch. The RFM provided equipment, person-hours, and connection to vendors. Over 50 HACR residents attended, and \$446 in doubled SNAP benefits were spent.

Keon Jackson
 Housing Authority of the City of Richmond
 58 S 15th St
 Richmond, IN 47374-5691
 (765) 280-6145

Courtesy of Housing Authority of the City of Richmond



129 Eviction Intervention through Mediation

Legal Aid of the Bluegrass (LABG) envisioned a three-part grant proposal to the Lexington city government focused on last chance housing protections. Each facet reflected the real possibility of losing housing for a vulnerable segment of the community. Lexington Housing Authority produced a natural collaboration advancing the priorities of the organization and the tenants. With tenants at risk of eviction and the housing authority at risk of forfeiting significant rent arrearage, the parties proposed to refer delinquent tenants to mediation. The project included the city government paying a neutral mediator. Both entities and all tenants find this project highly successful.

Austin Simms
 Lexington-Fayette Urban County Housing Authority
 300 W New Circle Rd
 Lexington, KY 40505-1428
 (859) 281-5063

Nominated for Excellence

Courtesy of Lexington-Fayette Urban County Housing Authority



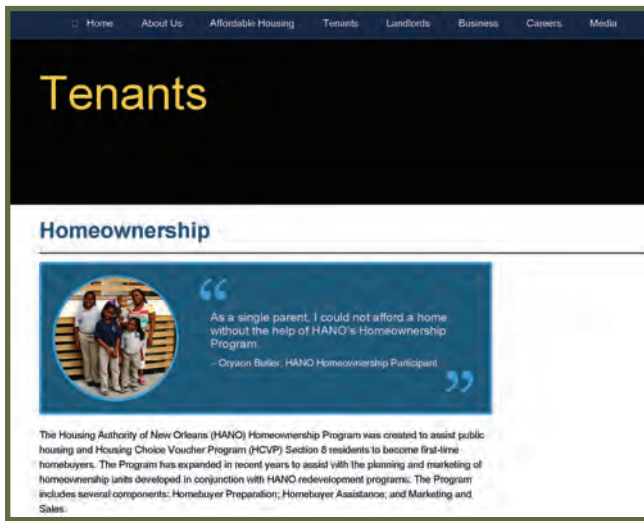
130 Modifying HANO's Homeownership Program Process During the COVID Pandemic

The Housing Authority of New Orleans' (HANO) Housing Choice Voucher (HCV) homeownership program allows families that are assisted under the HCV program to use their voucher to buy a home. Every agency in our country had to become flexible and agile in service delivery during the COVID pandemic. HANO's homeownership program, while historically successful, implemented programmatic changes to allow for greater accessibility to residents who had the goal of homeownership despite the COVID pandemic. These changes created some of the most successful years in our program history in terms of families being able to complete the homebuying process through closing.

Evette Hester
 Housing Authority of New Orleans
 4100 Touro St, 70115
 New Orleans, LA 70122-3143
 (504) 670-3300

Nominated for Excellence/Small Agency

Courtesy of Housing Authority of New Orleans



131 Meet Me at the Table: ROSS Program

Hello Friend, Meet Me at the Table with a cup of coffee or hot tea, and allow me to introduce you to the community at Meshach Frost Village and share the exciting work and community building taking place. It's a journey of compassion, kindness, and meeting clients where they are. The Housing Authority of the City of Frostburg's approach to Meeting at the Table comes from the essential human connection that occurs when we gather around a table to celebrate, mourn, share a meal, or pay the bills, to name a few. We are proud of our community and its growth and want to share our successes.

Ashley Lane
 Housing Authority of the City of Frostburg
 101 Meshach Frost Vlg
 Frostburg, MD 21532-2132
 (301) 689-9700

Nominated for Excellence/Small Agency

Courtesy of Housing Authority of the City of Frostburg



132 Black Impact Collaborative Community Partnership

The Grand Rapids Housing Commission (GRHC) forged a partnership with Black Impact Collaborative in March 2022 with the goal of offering on-site COVID-19 Vaccine Clinics at GRHC housing developments. Our partnership has since grown to include an ongoing "Health & Unity in the Community" initiative that organizes and hosts an annual summer health, resource and family fun fair at a public park adjacent to the GRHC's Antoine Court and Campau Commons Apartments housing communities.

Lindsey Reames
 Grand Rapids Housing Commission
 1420 Fuller Ave SE
 Grand Rapids, MI 49507-2157
 (616) 235-2600

Courtesy of Grand Rapids Housing Commission



133 Grand Rapids Housing Commission "Aim to Save" Resident Asset-Building Program

The Grand Rapids Housing Commission (GRHC) "Aim to Save" Resident Asset-Building Program was developed during 2023 as the research focus of our activities as a HUD "Moving to Work" Cohort 4 agency. This two-year initiative represents local participation in a nationwide effort to assess the impact of personal savings on assisted families' ability to maintain stable housing. "Aim to Save" is helping 40 GRHC affordable housing program participants build a personal financial nest

egg and has a youth component that is helping participants' teen children experience the benefits of building personal savings.

Lindsey Reames
 Grand Rapids Housing Commission
 1420 Fuller Ave SE
 Grand Rapids, MI 49507-2157
 (616) 235-2600

Courtesy of Grand Rapids Housing Commission



134 Grand Rapids Housing Commission Housing Barrier Fund

The Grand Rapids Housing Commission (GRHC) Housing Barrier Fund was developed to address a pressing community need for additional support and resources to help assure that low-income households participating in GRHC voucher programs are successful in their search for quality affordable rental housing. The GRHC used funding flexibility available to our agency as a HUD Moving to Work program participant to allocate \$100,000 to the Housing Barrier Fund in support of a program that provides direct assistance to GRHC clients as well as landlord incentives to participate in the HCV Program.

Lindsey Reames
 Grand Rapids Housing Commission
 1420 Fuller Ave SE
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 (616) 235-2600

135 Grand Rapids Housing Commission Summer Youth Initiative

The Grand Rapids Housing Commission (GRHC) Summer Youth Initiative was launched in late spring 2023 to address the needs of young GRHC residents and other neighborhood children during their summer break from school. The goals were to minimize summer learning loss, support food security and help ensure that children participating in GRHC housing programs were prepared for a return to school in the fall.

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 Grand Rapids Housing Commission
 1420 Fuller Ave SE
 Grand Rapids, MI 49507-2157
 (616) 235-2600

Courtesy of Grand Rapids Housing Commission



136 Infant Mortality Prevention Educaton

The Ingham County Health Department and the Lansing Housing Commission are partners. The Health Department received a grant to support education on infant safety and infant mortality prevention. The organizations teamed up to hold programs on the north and south side of the city at Lansing Housing facilities. The mission was to bring awareness and save beautiful young lives through awareness and education.

Doug Fleming
 Lansing Housing Commission
 419 Cherry St
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 (517) 281-2623

Courtesy of Lansing Housing Commission

137 Project Decoded

Project Decoded engages Ypsilanti Housing Commission teens by integrating their gaming interests with coding and video game design education, led by industry experts. This innovative approach addresses the critical shortage of engaging afterschool programs that often lead to destructive behavior. Offering a safe and fun environment for productive interaction, the program has already seen significant successes. In its first year, two participants secured internships, and one progressed to a teaching role. Project Decoded has quickly fostered a supportive community, transformed lives, and demonstrated that with the right opportunities, youth from low-income areas can excel.

Zachary Fosler
Ypsilanti Housing Commission
601 Armstrong Dr
Ypsilanti, MI 48197-5194
(734) 482-4300

Nominated for Excellence/Small Agency

Courtesy of Ypsilanti Housing Commission



138 Southern Valley Alliance Partnership

Southern Valley Alliance (SVA) and Carver County CDA (CDA) have partnered together to provide transitional housing options for victims of domestic violence. SVA has provided domestic violence services to residents since 1982 and the CDA has provided housing programs since 1980. The partnership between the two agencies draws on each organization's expertise. The goal of this collaboration is to provide immediate safety for victims of domestic violence and their children and to support the transition to independent housing. Both agencies understand the need for affordable housing for at-risk populations and that each agency brings a particular skill set and range of experience to the table.

Julie Frick
Carver County Community Development Agency
705 N Walnut St
Chaska, MN 55318-2039
(952) 556-2803

Nominated for Excellence/Small Agency

139 Blue Heron Place

Blue Heron Place provides permanent supportive housing for Missoula's chronically homeless individuals. The new-construction, four-story development contains 30 one-bedroom apartments with Continuum of Care rental assistance for all 30 units. Blue Heron Place is the first of its kind in Missoula to offer on-site wrap-around services for residents, including on-site property management and mental health services available 24 hours a day.

Jim McGrath
Missoula Housing Authority
1235 34th St
Missoula, MT 59801-8516
(406) 549-4113

140 Valor House — Permanent Housing

Valor House, opened in 2005 by Missoula Housing Authority (MHA), was Montana’s first transitional apartments for homeless veterans, serving as many as 275 people. In 2023, MHA successfully converted Valor House to permanent housing for homeless Veterans with newly awarded 20 HUD-VASH vouchers. Valor House provides 17 one-bedroom units for permanent housing for homeless veterans through the HUD-Veterans Affairs Supportive Housing (HUD-VASH) program. This program provides housing and supportive services to veterans by pairing rental assistance from HUD with case management and supportive services provided by the VA.

Jim McGrath
Missoula Housing Authority
1235 34th St
Missoula, MT 59801-8516
(406) 549-4113



141 Belle of the Ball

Belle of the Ball is a father-daughter dance for Greensboro Housing Authority residents that creates a space for fathers and male role models to escort their daughters and celebrate the essence of fatherhood and fostering stronger familial bonds. Our goal was to offer tailored opportunities for fathers, providing a platform for upliftment, encouragement, and empowerment

while actively supporting their children. Through strategic community partnerships, this program brought everyone together, emphasizing the transformative power of family and collective engagement.

James Cox
Greensboro Housing Authority
450 N Church St
Greensboro, NC 27401-2001
(336) 303-3174

Nominated for Excellence

Courtesy of Greensboro Housing Authority



142 Cross the Street Program

The Cross the Street Program is an after-school and summer initiative that caters to elementary school students in Greensboro Housing Authority’s (GHA’s) Ray Warren community. It is in partnership with North Carolina A&T State University and a nearby church, both located within a mile radius of the community. Its primary objective is to promote equity in education and health while also setting an example of a partnership model that brings together universities, community organizations, and GHA to serve our communities and our city in a significant way.

James Cox
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(336) 303-3174

Nominated for Excellence

Courtesy of Greensboro Housing Authority



Courtesy of Greensboro Housing Authority



143 Silverttech

The Silverttech Program is dedicated to equipping senior residents of the Greensboro Housing Authority with essential digital literacy skills. Beyond education, participants who complete the classroom sessions are rewarded with a laptop. The program adopts a personalized approach, ensuring individuals gain practical skills vital for navigating the digital era confidently. Participants evolve into program ambassadors, aiding peers and expanding outreach. Enhanced confidence and competence in digital literacy are common among participants, sparking enthusiasm to apply newfound skills effectively.

James Cox
 Greensboro Housing Authority
 450 N Church St
 Greensboro, NC 27401-2001
 (336) 303-3174

144 Senior Computer Classes

Senior computer classes are offered to individuals 50 years and older through a grant from Senior Planet and AARP. The courses are taught weekly by staff in different housing AMPS so that transportation is not a barrier. The courses offered are basic computer skills, iPad/tablet use, smartphone use, and staying safe online. The introductory computer skills and tablet class is a five-week course; the others are one-time lectures/discussions. Through these courses, two individuals got job promotions; one could apply online, and others just used their new skills to create social media accounts and socialize with others.

Anthony Goodson
 Housing Authority of the City of Goldsboro
 PO Box 1403
 Goldsboro, NC 27533-1403
 (919) 750-6847

145 Community Baby Shower

The Cuyahoga Metropolitan Housing Authority (CMHA), in partnership with Cleveland Clinic at Fairview Hospital, offered a community baby shower to CMHA residents who are pregnant or have children younger than two to reduce at-risk pregnancy, infant mortality, sudden infant death syndrome (SIDS), and aid early child development.

Jeffery Patterson
 Cuyahoga Metropolitan Housing Authority
 8120 Kinsman Rd

Cleveland, OH 44104-4310
(216) 348-5911

146 Community Job Fair

In 2023, The Cuyahoga Metropolitan Housing Authority (CMHA) held four job fairs at its Cedar, Outhwaite, Lakeview and King Kennedy Estate properties. This initiative provided CMHA residents with employment opportunities and expanded accessibility by bringing resources to the residents. Participants could speak to representatives from multiple organizations during these events, and learn about each organization's employment opportunities, hiring processes and benefits. During the job fairs, residents displayed their skills and could interview on the spot for open positions within these entities. The impactful services and resources of these job fairs brought positive attention to CMHA.

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147 Elves for Elders

The Resident Services team collaborated with the Department of Senior and Adults Services, and Medical Mutual, to provide joy to the seniors of the Cuyahoga Metropolitan Housing Authority (CMHA) during the holiday season. Elves for Elders was established to combat isolation, depression, and mental health depletion that residents may experience during colder months. This gathering opens the door for residents to engage and socialize with each other and staff while receiving holiday gifts, festive meal items, and encouragement.

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Cuyahoga Metropolitan Housing Authority
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Cleveland, OH 44104-4310
(216) 348-5911

148 Good Knights

Cuyahoga Metropolitan Housing Authority, in partnership with the non-profit Good Knights of Lorain County, teamed up to build and provide 100 beds to children ages 3-18 years old in Northeast Ohio.

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(216) 348-5911

149 Housing Search Assistance

In 2022, the Affordable Housing Task Force (AHTF), a local interfaith advocacy and volunteer group, approached the Cuyahoga Metropolitan Housing Authority (CMHA). The volunteers saw presentations at local synagogues, churches, and other houses of worship and learned about the difficulties that families with vouchers face when searching for housing, and they felt called to offer their help. CMHA identified a need for housing search assistance services for voucher families, and the AHTF agreed to volunteer their time. And in 2023, the Affordable Housing Task Force provided housing search assistance to over 300 families.

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Cuyahoga Metropolitan Housing Authority
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(216) 348-5911

150 NaloxBoxes Partnership with MetroHealth

The Cuyahoga Metropolitan Housing Authority (CMHA) continually seeks new and innovative ways to support its residents and the communities they live in. Last year, NaloxBoxes were installed inside several of our properties to provide lifesaving Naloxone in the case of drug overdoses. Through a partnership with the ADAMHS Board, MetroHealth, and Thrive for Change, CMHA is the first housing authority to offer this innovative harm reduction device that minimizes barriers for residents. It is MetroHealth's mission to promote opioid safety, and in the eight months since the installation of the boxes, they were accessed 126 times, with five known successful overdose reversals.

Jeffery Patterson
Cuyahoga Metropolitan Housing Authority
8120 Kinsman Rd
Cleveland, OH 44104-4310
(216) 348-5911

Courtesy of Cuyahoga Metropolitan Housing Authority



151 Re-engagement Strategy

After the COVID-19 pandemic, the Cuyahoga Metropolitan Housing Authority saw a significant need to reengage with their residents and reestablish the connections they had in the past. Throughout 2023, different agency departments hosted monthly events in the community rooms of several properties that featured themes like Black History Month, Fair Housing Month and more. These events created opportunities for members of our team to rebuild relationships with residents and reiterated our commitment to celebrating the diversity of our community.

Jeffery Patterson
 Cuyahoga Metropolitan Housing Authority
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 Cleveland, OH 44104-4310
 (216) 348-5911

Nominated for Excellence

Courtesy of Cuyahoga Metropolitan Housing Authority



152 Spectrum Community Center Assist Grant

The Cuyahoga Metropolitan Housing Authority (CMHA) received a renewal \$50,000 grant from Spectrum. With this funding, CMHA established a Spectrum Community Center Assist (SCCA) and Computer Lab at Lakeview Estate. The SCCA is a strategic philanthropic program that aims to improve the physical condition of community centers in underserved urban and rural communities as well as to support programs that provide job skills training for the people in those local communities.

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 Cuyahoga Metropolitan Housing Authority
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 (216) 348-5911

153 Community Block Parties

COVID-19 ended but the effects on the Housing Authority of the County of Beaver's housing communities were still visible. Many residents were isolated, and partnerships with service providers were hard to obtain. The Housing Authority's ROSS Service Coordinators discussed their concerns with Highmark Healthcare and came up with an innovative idea to partner together to bring fun and services to our residents with community block parties. Community Block parties were held in ten of our family housing sites and over thirty vendors participated in serving our residents.

Brian Yaworsky
 Housing Authority of the County of Beaver
 300 State Ave
 Beaver, PA 15009-1629
 (724) 775-1220

Courtesy of Housing Authority of the County of Beaver

Service Coordinator
 neighborhood block parties

LOCATIONS:
 Broadhead Apartments | Midcrest Homes | Mount Washington |
 Linmar | Harmony Dwellings | Pulaski Homes | Stephen Phillips Homes |
 Morado Dwellings | Economy/Crestview | Pleasantview Homes

VENDORS:
 Beaver County Office on Aging | Beaver County Children and Youth Services Trustancy |
 Beaver County Behavioral Health | Midland Innovation and Technology Charter School |
 YMCA East Liverpool | Primary Health Network | Beaver Falls Fire Department |
 New Brighton Police Department | Crossroads Recovery | Pressley Ridge | Dear Mind |
 Association for the Blind | Job Training for Beaver County | Highmark Wholecare |
 Beaver County System of Care | Early Head Start/Life Steps | Trails Ministry |
 Penn State Nutrition | Little Free Food Truck | Women's Center | Allison Park Church |
 Communicycle | Ambridge Magistrate Korral | American Red Cross | Heritage Valley |
 Mental Health Association | Allequippa Food Counsel | Pathways To Wellness | Beaver
 County System of Care | Free Little Produce Truck | Highmark Wholecare Dental Bus

HACB | Celebrate the summer with HIGHMARK WHOLECARE | MISC, TREAT, ACTIVITIES, and INFORMATION!

154 HACE/MCRC No Fee Tax Program

For years the Housing Authority City of Erie (HACE) partnered with the United Way, IRS, and the Multi Cultural Resource Center (MCRC) to offer the (VITA) grant program to HACE residents. The United Way was the lead organization that housed the no-fee tax program utilizing the staff at MCRC as the personnel for the program. In 2023 the United Way of Erie County decided to discontinue its role as the IRS VITA Grant recipient and the VITA program. Without the United Way hosting the program the choice for residents filing their taxes would be limited to file themselves online or pay

an agency to file their taxes. HACE decided to continue the no-fee tax program for HACE residents.

Dusti Dennis
 Housing Authority of the City of Erie
 606 Holland St
 Erie, PA 16501-1285
 (814) 452-2425

Nominated for Excellence

155 Our Homes, Our Votes, Our Neighborhoods

Every seat on the City of Philadelphia’s governing body was up for grabs in the 2023 primary election, with a diverse field of candidates seeking to lead the city in new directions. With so much at stake, the Philadelphia Housing Authority (PHA) and its residents Resident Advisory Board (RAB) collaborated to host Our Homes, Our Votes, Our Neighborhoods, a voter education campaign for PHA residents and those living in subsidized housing units. The campaign elevated the top issues for PHA residents.

Kelvin Jeremiah
 Philadelphia Housing Authority
 2013 Ridge Ave
 Philadelphia, PA 19121-4113
 (713) 302-9967

Nominated for Excellence

Courtesy of Philadelphia Housing Authority



156 PHA Youth & Family Center: Helping Residents to Navigate Life with Dignity and Confidence

The Philadelphia Housing Authority (PHA) Youth and Family Center, which officially opened its doors in September 2022 in the lobby of PHA Headquarters, serves as a one-stop shop for youth and their families

using the “it takes a village” approach to help strengthen the family unit by building on community supports and resources to assist families as they navigate life with confidence and dignity.

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 Philadelphia Housing Authority
 2013 Ridge Ave
 Philadelphia, PA 19121-4113
 (713) 302-9967

Nominated for Excellence

157 Driver’s Education Program

The Housing Authority of the City of Pittsburgh (HACP) has been providing a driver education program for our residents for nearly 10 years, typically welcoming 25 participants annually. Each resident undergoes 12 hours of on-the-road instruction and prepares for the Pennsylvania Drivers Education Exam. Additionally, from Jan. 2023 to the present time, the Rogers School Of Driving has been constructed by the HACP to conduct behind-the-wheel training for residents. This program has resulted in behind-the-wheel instruction provided to 83 residents, resulting in 43 individuals obtaining their Pennsylvania driver’s licenses.

Caster Binion
 Housing Authority of the City of Pittsburgh
 412 Boulevard of the Allies
 Pittsburgh, PA 15219-2068
 (412) 456-5058

Nominated for Excellence

158 Wifi on Wheels CyberBus

The Housing Authority of the City of Pittsburgh, in partnership with the STEM Coding Lab and The Bus Stops Here Foundation, launched the WiFi On Wheels (W.O.W.) CyberBus mobile learning classroom in November 2022. The COVID-19 pandemic shed light on the fact that many of our residents and folks in the Greater Pittsburgh Region lacked access to high-quality internet and computers, which heightened the importance of bridging the digital divide. The W.O.W. CyberBus is effectively helping to lessen the divide by traveling to different underserved communities to teach digital literacy skills to both youth and adults.

Caster Binion
 Housing Authority of the City of Pittsburgh
 412 Boulevard of the Allies
 Pittsburgh, PA 15219-2068
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Nominated for Excellence

159 Isolation Intervention and Prevention

At Lincoln Housing Authority (LHA) we look for ways to ensure that our residents are leading full, healthy, and meaningful lives. One of the ways we do that is by providing health and wellness classes that address physical well-being. LHA also acknowledges that the mind is just as important as the body. LHA staff understand the negative impact of isolation especially in the elderly population and looked to develop an activity that would be appealing to residents and lower isolation. With a focus on isolation prevention, "Crafting with LHA" was created.

Claudette Kuligowski
 Lincoln Housing Authority
 10 Franklin St
 Lincoln, RI 02865-2049
 (401) 724-8910 ext. 221

Nominated for Excellence/Small Agency

160 Manville Manor Community Garden

As active participants in their community, Lincoln Housing Authority residents have come together to address food insecurity, a very important issue that affects not just themselves but neighbors. With passion, teamwork, and a vision, residents of Manville Manor and Lincoln Housing Authority created a community garden.

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 Lincoln Housing Authority
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Small Agency

161 Neighbors Helping Neighbors Food Pantry

Food insecurity is still prevalent throughout Lincoln Housing Authority. High food costs persist and the safety net of COVID-19 resources have been discontinued. The majority of residents at Lincoln Housing Authority live on a fixed income and feel the financial burden of rising food costs and the lack of benefits to support those circumstances. Realizing the increased need to address food insecurities resulted in the creation of our Neighbors Helping Neighbors Food Pantry.

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Nominated for Excellence/Small Agency

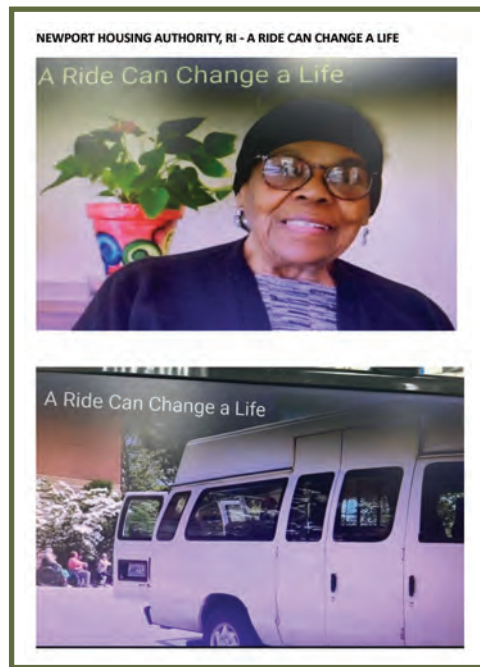
162 A Ride Can Change A Life

The Housing Authority of Newport is part of an innovative pilot program with Age Friendly RI, an initiative of Rhode Island College, a local nonprofit- Looking Upwards to address the unmet transportation needs of historically underserved communities. The program, A Ride Can Change a Life, was developed through a health equity lens, and has enhanced the lives of our public housing residents through dedicated transportation services that provide basic needs such as trips to Walmart and the supermarket as well as leisure activities that combat social isolation.

Rhonda Mitchell
 Housing Authority of the City of Newport
 120B Hillside Ave
 Newport, RI 02840-1461
 (401) 847-0185 ext. 1035

Nominated for Excellence

Courtesy of Housing Authority of the City of Newport



163 Safety by Choice, Not by Chance!

The North Providence Housing Authority (NPHA) installed a new camera surveillance system, as well as new signage was installed at all properties. NPHA also conducted mandatory employee safety training, including de-escalation and active shooter response.

Marilee Arsenault
 North Providence Housing Authority
 945 Charles St

North Providence, RI 02904-5647
(401) 728-0930 ext. 112

Nominated for Excellence/Small Agency

164 On Site Health Services

This Columbia Housing program was designed to promote health education, develop strategies to maintain healthy lifestyles, and manage chronic health conditions while aging in place. The issues that led to creating this partnership: 1) Residents were using the emergency room for illnesses that could be treated by primary care physicians, 2) Increase in number of residents with uncontrolled chronic health conditions and 3) Need to assist seniors with resources to manage their health. The overall impact of the program has led to residents receiving monthly onsite health management services, chronic conditions are better managed, and residents are engaging in health workshops and exercise classes.

Yvonda Bean
Columbia Housing
1917 Harden St
Columbia, SC 29204-1015
(803) 254-3886

165 Technical College Offers Free Tuition for CH Residents

Columbia Housing (CH) expanded our partnership with Midlands Technical College to address barriers impacting residents from enrolling in post-secondary education and job training programs. Unlike many institutions, MTC took the initiative to build a relationship with residents and CH staff by coming into our communities monthly to host outreach session, establish a coalition with staff and MTC's leadership team to create the initiative and develop outreach and enrollment tracking systems. Our program is innovative in which MTC developed a community centered approach to bridge the gap allowing opportunities for residents to enroll in life altering economic self-sufficiency programs.

Yvonda Bean
Columbia Housing
1917 Harden St
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(803) 254-3886

166 Back-to-School Fair

The Housing Authority of the City of Del Rio's 1st Back-to-School Fair that was held on August 2, 2023, was a success—162 residents especially students from the

public housing, excitedly availed of school supplies, toothbrushes, hand sanitizers, lunchboxes, learned how to make smoothies, got vision screening, and were given free haircuts. Sponsors included the Lions Club, Texas A&M AgriLife Extension, Walmart, the IA, and the Del Rio Board of Realtors. We also distributed 83 bags of school supplies to children at Villas de Val Verde on August 10, 2023, through the kindness of the Val Verde County Precinct 2 Commissioner. This event will continue each year.

Isidro Fernandez
Housing Authority of the City of Del Rio
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Del Rio, TX 78841-4080
(830) 774-6506

Nominated for Excellence/Small Agency

167 YES Club

The Housing Authority of the City of Del Rio's After-School Tutorial Program has been expanded this year to provide more varied programs and activities for the students residing in San Jose and its scattered sites, Casas Del Rio and Villa Hermosa Housing Developments. We have three seasoned teachers who meet with the students four times a week throughout the school year. We have invested in computer workstations, several learning tools and scholastic books, to empower young minds with knowledge, skills and values to support their educational journey towards success.

Isidro Fernandez
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PO Box 4080
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(830) 774-6506

Nominated for Excellence/Small Agency

Courtesy of Housing Authority of the City of Del Rio

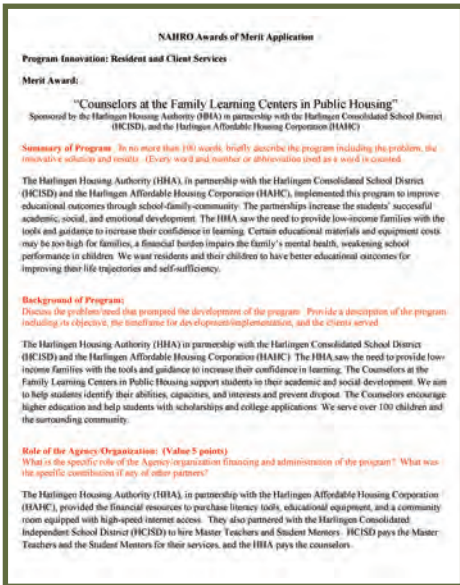


168 Counselors at the Family Learning Centers in Public Housing

The Harlingen Housing Authority (HHA), in partnership with the Harlingen Consolidated School District (HCISD) and the Harlingen Affordable Housing Corporation (HAHC), implemented this program to improve educational outcomes through school-family-community. The partnerships increase the students' successful academic, social, and emotional development. The HHA saw the need to provide low-income families with the tools and guidance to increase their confidence in learning.

Hilda Benavides
 Housing Authority of the City of Harlingen
 219 E Jackson St
 Harlingen, TX 78550-6847
 (956) 423-2521
Nominated for Excellence

Courtesy of Housing Authority of the City of Harlingen



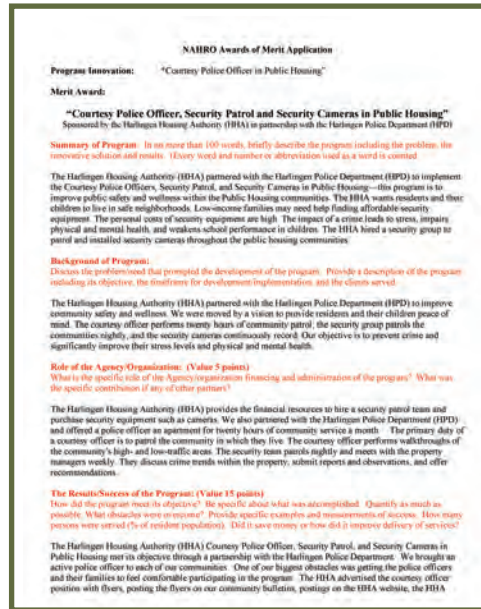
169 Courtesy Police Officer, Security Patrol and Security Cameras in Public Housing

The Harlingen Housing Authority (HHA) wants their residents and their children to live in safe neighborhoods. HHA partnered with the Harlingen Police Department (HPD) to implement the Courtesy Police Officers, Security Patrol, and Security Cameras in Public Housing program to improve public safety and wellness within the public housing communities. The

HHA wants residents and their children to live in safe neighborhoods. The HHA hired a security group to patrol and installed security cameras throughout the public housing communities.

Hilda Benavides
 Housing Authority of the City of Harlingen
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 (956) 423-2521

Courtesy of Housing Authority of the City of Harlingen



170 Single-Family Preference

Since the pandemic, Opportunity Home has experienced an increase in vacancies across elderly/disabled PH communities. To decrease vacancies and provide housing to those in critical need, the Single Family Referral preference was put into policy in accordance with 24 CFR 960.206(b)(5). The preference allows single persons certified by a designated social service agency who are eligible based on the criteria below and referred to Opportunity Home to receive an available efficiency or one-bedroom unit. Since the implementation of the preference in Nov. 2022, 119 families have leased up through the preference.

Michael Reyes
 Opportunity Home San Antonio
 818 S Flores St
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Nominated for Excellence

171 Go To College Tour

For over 20 years, Waco Housing Authority Youth Coordinator Al Davis, in partnership with community leaders and agencies, has organized yearly trips to take high school students from public housing to tour different colleges and universities, many of them Historically Black Colleges and Universities (HBCUs). These trips have impacted almost 300 youth throughout the years. Not only do these trips expose the students to college, but they also allow students to see the world of higher education is a possibility, and is for them as well. The trips also help change how the students see their world, allowing them to see that the world is bigger than their own neighborhood, hometown or state.

Milet Hopping
 Waco Housing Authority and Affiliates
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 (254) 752-0324 ext. 284

Nominated for Excellence

Courtesy of Waco Housing Authority and Affiliates



172 Teen Dating Violence

The Hidalgo County Housing Authority’s Teen Dating Violence Awareness Activity, held at Delta Estates on March 14, 2023, was a resounding success, thanks to the collaborative efforts of the community, law enforcement, and parental involvement. By fostering awareness, empowerment, and collaboration, we are taking significant steps toward creating a safer and more supportive environment for our youth. We remain committed to building on this momentum and continuing our efforts to combat teen dating violence in our community.

Adela Gonzalez
 Hidalgo County Housing Authority
 1800 N Texas Blvd

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Nominated for Excellence

173 Pamela’s Place

Pamela’s Place, a beacon of hope for households facing homelessness and disabilities in Salt Lake City, Utah, is a housing complex developed by the Housing Authority of Salt Lake City. It offers a state-of-the-art health clinic, community kitchen, on-site gym, outdoor recreation space, and laundry facilities on each floor. Sacred Circle Health Care provides a range of services to meet residents’ needs. What sets Pamela’s Place apart is its affordability, with rent set at only 30% of residents’ income, including all utilities. The complex’s partnership with the Confederated Tribes of the Goshute Reservation underscores its commitment to inclusivity and culturally sensitive healthcare.

Daniel Nackerman
 Salt Lake City Housing Authority
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 Salt Lake City, UT 84115-1816
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Nominated for Excellence

Courtesy of Salt Lake City Housing Authority



174 Deferred Maintenance Team

In response to the COVID-19 crisis, the Seattle Housing Authority (SHA) implemented a 15-month pause on performing routine, in-unit maintenance repairs to reduce the exposure and spread of COVID-19, creating a significant backlog of routine, in-unit repairs. To address that backlog, SHA invested in two Deferred

Maintenance Teams (DMT) that would strategically work, uninterrupted, in geographic blocks to resolve deferred work orders and observed health and safety items. Since their implementation, the DMT has significantly reduced the backlog and more than doubled the efficiency of traditional maintenance, improving the well-being and safety of residents and clients.

Rod Brandon
Seattle Housing Authority
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175 Digital Navigator Program

In 2022, the Seattle Housing Authority received two grants from the Washington State Department of Commerce to expand its Digital Navigator program. SHA distributed over 3,600 new laptops and iPads to tenants and Digital Navigators taught tenants how to set up devices, sign up for the federal Affordable Connectivity Program, navigate the internet, set up email accounts, register for the SHA Portal, apply for a free ORCA transit card, use contemporary meeting apps and Microsoft Office and more. SHA's multilingual Digital Skills Instructors provided intensive training, including a six-week class developed by SHA and The Seattle Public Library, held at SHA properties throughout the city.

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Nominated for Excellence

Courtesy of Seattle Housing Authority



176 SHA Computer Lab Program

The Seattle Housing Authority (SHA) invests in services to help improve tenants' lives. For tenants with special needs or without access to technology, a computer lab is essential. In 2022, SHA faced the challenge of unwinding pandemic restrictions and shutdowns, including reopening its computer labs which had been closed for two years and featured out-of-date equipment and software. Using grant funding, a new computer lab was opened and seven others, including one specially designed to serve people with disabilities, were upgraded with new, fast equipment. In addition, a new mobile lab program was developed allowing staff to bring equipment and innovative programming to a variety of locations.

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Nominated for Excellence

177 While In-School Housing (WISH) Program

Studies have shown that housing instability among college students threatens their health, well-being, and academic potential. Addressing this need is critical to ensure that more students can stay in school and achieve their educational pursuits. Recognizing the crucial role housing plays towards this end, King County Housing Authority partnered up with Highline College (HC) to design and implement the While In-School Housing Program (WISH) in 2020. WISH provides 50 time-limited (up to 54 months) housing choice vouchers to students experiencing homelessness as they further their academic goals to create a platform for long-term economic opportunity and housing stability.

Robin Walls
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Nominated for Excellence

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