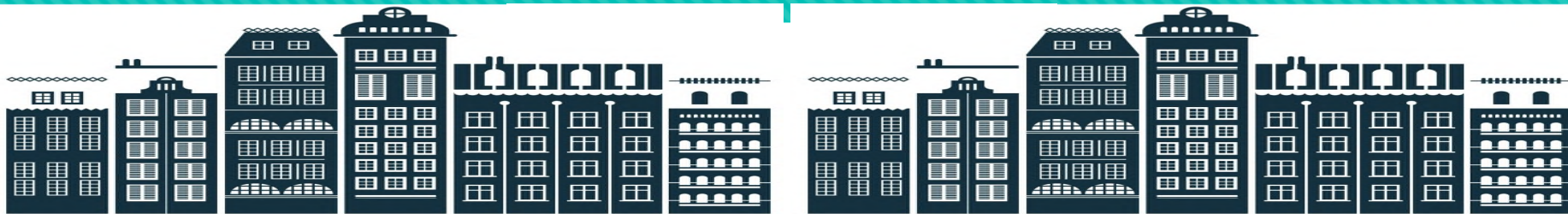


2019 NEW GRANTEE ORIENTATION

Anticipating and Overcoming Program Obstacles



GRAPEVINE, TX DECEMBER 3-5, 2019

Anticipating and Overcoming Program Obstacles

Presenter:

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Anticipating and Overcoming Program Obstacles

1

**Learning Your
Program Key
Components**

2

**Identifying Possible:
“Challenges” and
“Bottlenecks”**

Anticipating and Overcoming Program Obstacles

COMMON AREAS

- PERSONNEL
- ENVIRONMENTAL REVIEW
- CONTRACTOR SUBRECIPIENT
- PARTNERS
- BENCHMARKS
- OUTREACH
- INTAKE
- LI/RA's
- HEALTHY HOMES
- RELOCATION
- CLEARANCE
- PAYMENTS
- REPORTING
- COMMUNICATION

Communication

Anticipating and Overcoming Program Obstacles

Personnel:

Experience In:

- Federal grants, construction, lead poisoning, licenses, certification;

Average time to hire:

- (posting position/interview/selection/approval for Environmental Review;

Initiate process immediately:

- Contact – Ms. Karen Griego, Program Environmental Clearance Officer;

Have discussion with Contractor/Subrecipient:

- Historical Preservation Commission Contractor/Subrecipient;

Capacity:

- Enough lead abatement constructions companies; and

Procurement:

- Type of contract:, Blanket, competitive, grant, forgivable loan.

Anticipating and Overcoming Program Obstacles

Partners

Explain benchmarks and Expectations:

- Clearly define and monitor results;

Benchmarks:

- Production grant- constantly monitor benchmark, catching up later is hard;

Outreach/Intake:

- Without families/units you can't start production;
- Create a waiting list;
- Pay for success not for effort (define success); and
- Communication and Monitoring is the key.

Anticipating and Overcoming Program Obstacles

LI/RA- Healthy Homes

In-House, Contract Out
Average time to perform LIRA and HH assessment and write work specifications
Are they perform at different times?

Relocation

Hotel contract or MOU
Stipend
How long – Monitoring time and cost
On-Going Monitoring

Clearance

In House or contract out
When to report- interior/exterior

Lessons Learned



Okay Listen
Up!

Referrals

- Overcoming Obstacles/Lessons Learned
 - Keep paper copies of referrals (Eligible and ineligibles kept separately. Eligible kept in alphabetical file (by street name) for easy access when interested property owners call).
 - Keep database of both Eligible and Ineligibles by referral source (Helps for quarterly reporting and has baseline information in case eligible referral turns into applicant).
 - Share counts with partners to help them keep up with goals.

Applicants

- Overcoming Obstacles/Lessons Learned
 - In-process applicants:
 - Copy referral information to applicant database;
 - Add additional information to database for further tracking (Useful for clients calling in for a status report, job tracking, and quarterly reporting);
 - Build applicant file (paper documents) that become lead working files.

Applicants (continued)

- Overcoming Obstacles/Lessons Learned:
 - Closed applications
 - Move closed applications to separate spreadsheet and indicate reason application closed (Over income, no lead hazards found during Lead Inspection/Risk Assessment, property owner changed mind, etc.)
 - Cleared Units (Completed Jobs)
 - Move cleared units to separate spreadsheet and add additional information (Date cleared, relocation dates and costs, types of work and costs)

Tracking Other Activities

- **Overcoming Obstacles/Lessons Learned:**
 - **Let your program partners assist you!**
 - Collect data on Education, Outreach and Training efforts from partners quarterly. Give partners HUD's quarterly report outline and requirements so they can give information in the format that you need to compile quarterly report
 - Keep folder with events, activities, meetings, trainings, sign-in sheets, news articles, publications throughout quarter (Information and supporting documentation will be all together when reporting time arrives)

Anticipating and Overcoming Program Obstacles



PREVENTION

AND COMMUNICATION

IS THE KEY

