Anticipating and Overcoming Program Obstacles
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Presenter:

Yolanda A. Brown
Director Programs Division
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
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Personnel:
- Federal grants, construction, lead poisoning, licenses, certification;

Experience In:
- Posting position/interview/selection/approval for Environmental Review;

Average time to hire:
- Contact – Ms. Karen Griego, Program Environmental Clearance Officer;

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.
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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.
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LI/RA - Healthy Homes
- In-House, Contract Out
- Average time to perform LiRA and HH assessment and write work specifications
- Are they performed 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
Referrals

- **Overcoming Obstacles/Lessons Learned**
  - Keep paper copies of referrals (Eligible and ineligible kept separately. Eligible kept in alphabetical file (by street name) for easy access when interested property owners call).
  - Keep database of both Eligible and Ineligible 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).
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PREVENTION AND COMMUNICATION IS THE KEY