



Changing the Culture at HACP

Presented by:

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Director

Changing the Culture at HACCP

- Restart Resident Advisory Board
- Require mandatory meetings with site resident leadership
- Require that all new programs and site projects to be reviewed with resident leadership
- Require HACCP staff to attend Poverty Simulation (role reversal)
- Creation of Resident Leadership Institute
 - ❖ Community Plans
 - ❖ Technical Assistance
 - ❖ Advocacy Training
 - ❖ MOU Accountability

POSITIVES

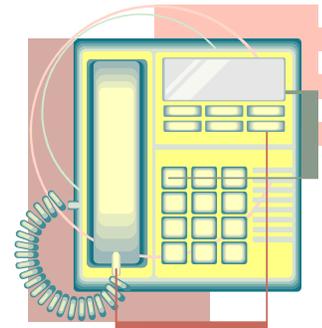
- Better communication
- Executive team gets more feedback
- Residents involved in more political activity
- Creation of Tenant Council Welcome Wagon program
- Family tenant leaders forming LLC

NEGATIVES

- Increase in staff time and funding needed for Resident Organizations
- Staff resistant to required resident meetings
- Increased focus on Resident Organizations accountability

Starting the Conversation

- Key staff and Resident leadership review concepts
- Frame the concept and begin seeking input from diverse groups
- Legal staff to consult with local Judiciary and Legal Aid
- Consult local HUD office



The Formal Process

- Visit all communities with the proposed concept
- Use feedback to prepare document for public review and comment period
- Reach out to local human service organizations to gauge support services and potential service gaps
- Submit documents to HUD for approval

Stirring the Pot

- Take problems and issues back to key staff and resident leadership
- Hash out the issues and seek the common ground
- (Notice to residents, compliance options, pre-planned support and leasing meetings that include all parties were key issues)
- Do not be afraid to make changes, when a decision flawed
- Continue the conversation as you implement the plan

