Changing the Culture at HACP

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Changing the Culture at HACP

• 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 HACP 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