



*The Florida Association of Homes and Services for the Aging
Innovation Exchange*

Submission Form

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Date of Submission:	5/28/2010
Title of Innovation:	A Leaders Journey to Team Building with the Goal of Improving Quality and Regulatory Outcomes
Topic for Submission: (Please choose a topic from the list included in the attached submission guidelines which best describes the innovation you are submitting.)	Affordable Housing (HUD)
Audience: (Choose one or more, as appropriate.)	<input checked="" type="checkbox"/> Affordable Housing (HUD, tax credit, etc.) <input type="checkbox"/> Assisted Living Facilities <input type="checkbox"/> Home & Community Based Services <input type="checkbox"/> Nursing Homes <input type="checkbox"/> Retirement Communities (CCRC or Fee for Service) <input type="checkbox"/> All of the Above

1. **Description of Innovation:** Removing the stigma of HUD housing has been our number one priority. It's important for the public and perspective tenants to know that living in HUD housing has many wonderful benefits including an attractive building, comfortable apartments, and caring and professional staff members. Our goal is to reassure our potential applicants that we offer a safe living environment that they will be able to enjoy their "golden" years with good neighbors and friends.

As the management company for five HUD Senior Housing properties, we strive for consistency in all that we do. Remaining in compliance with HUD and NTHD is very important to us, and we take it seriously. One of our properties was not performing at the same level as the others. As a result, regulatory inspections by HUD and NTHD were declining rather than improving. The goals of the project were to: improve communication between the management company and staff of the property in question, strengthen the team working at this property, and improve regulatory

outcomes.

We started with an evaluation of how the management company worked with the property staff. We soon determined that we needed to focus on improving communication and encouraging the staff to consistently use the forms and checklists that were designed for our projects to prepare for the various HUD inspections. Our goal was to help the staff at this property attain and maintain the high REAC Inspections Scores and the above average MOR ratings that we have become accustomed to at our other properties. By consistently using the attached tools as part of our quality improvement efforts, we were able to improve and strengthen communication between the property manager and staff.

As part of our quality improvement efforts, a member from the Management Agent team now visits the property twice a year using notes and a checklist from previous REAC Inspections and performs a mock REAC Inspection to help prepare the team for the real inspection. This team member also observes an actual apartment inspection as it is done by property staff to ensure that it is consistent with the steps used in a REAC inspection. A report is then prepared and sent to the property manager for corrections/repair.

The same Management Agent team member also visits each property semiannually to complete a mock MOR. With notes from previous MORs and updates from training sessions, a full review of files along with any files from previous MORs is undertaken. A report is then prepared and sent to the property manager for corrections.

Managers are also responsible for submitting a Vacancy report on a monthly bases to the management company. Forms and Check lists are shown below. This information is then used to track the number of days a unit remains vacant. It also helps the management company develop public relations and marketing strategies.

Our efforts paid off as the regulatory scores at this property improved and continue to improve. As a result, staff at the property have a better understanding of our expectations and realize that consistent use of the checklists and forms along with open communication are key to regulatory compliance and superior performance.

Although this submission pertains to affordable housing, our experience in developing a strong quality improvement program through the use of mock surveys, improved communication, and teamwork is applicable to all FAHSA members.

2. **Budget:** *NONE*.

See Forms and Lists below:

Maintenance Checklist

Unit #	Date Vacant	Task	Make Ready	Staff Initial
101	1/15/10	Paint/replace carpet	1/22/10	sg
103	1/31/10	Total renovation, smokers units	2/10	sg

Monthly Vacancy Checklist

<i>Unit #</i>	<i>Date Vacant</i>	<i>Work Started</i>	<i>Made Ready</i>	<i>Move-In</i>	<i>Comment</i>
110	1/15/10	1/16/10	1/22	2/15	At last min. applicant change mind, had to start process for next applicant on list

Sample Move-In Packet

The following is a list of items that is required at move in.

- Ø Declaration Format***
- Ø Family Summary Sheet***
- * Owner Summary Sheet***
- Ø HUD Fact Sheet***
- Ø Residents Rights & Responsibilities Brochure***
- Ø EIV and You Brochure***
- Ø Things You Should Know***

Sample Resident File Set-Up

****LEFT SIDE***

- Application***
- EIV Existing Tenant Search***
- Things You Should Know***
- Pet Regulations***
- House Rules***
- Move-In/Out Inspection***
- Lease***
- Security Deposit Receipt***

****RIGHT SIDE***

- 3rd Party Verifications***
- Medical***
- Bank Statements***
- Pension***
- EIV SS Income***
- 50059***