



Agenda Item:

MGHB 5

MHGB COMMUNICATION City Manager's Office

GENERAL INFORMATION

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Communication

Roll Call

Submitted by: Chris Johansen, Housing Services Director

SUBJECT—

Recognizing the Des Moines Municipal Housing Agency for its receipt of two Awards of Merit from the National Association of Housing and Redevelopment Officials (NAHRO)

SYNOPSIS—

The Des Moines Municipal Housing Agency (DMMHA) received confirmation in May 2004 that it received two Awards of Merit from the National Association of Housing and Redevelopment Officials (NAHRO) for its applications highlighting recent administrative innovations at the DMMHA. The two highlighted programs recognized as Award of Merit winners included the DMMHA's reorganization to focus on putting its customers at the center of its operations and the implementation of the DMMHA's new automated housing inspections software program.

FISCAL IMPACT—

N/A

RECOMMENDATION—

Approval

BACKGROUND—

NAHRO's Award of Merit distinction gives national recognition to the achievement and innovation of NAHRO agency members throughout the country for their unique programs that serve as a resource bank of information on "best practice" activities performed by housing and redevelopment agencies and community development departments. This is the second consecutive year the DMMHA has been recognized as an Award of Merit recipient. The two

programs that the DMMHA submitted for recognition included reorganizing the DMMHA's office and work practices to focus more on its customers and the implementation of new housing inspections software.

Entitled "Partnerships That Put Customers First," the DMMHA's first Award of Merit recognized the DMMHA's creative initiative to place customers at the center of its organization with the reorganization of its operations and structure beginning in 2001. This reorganization was completed last year and included moving its offices to a shopping mall, which was deemed more convenient for DMMHA clients; adding a division of program monitors; and contracting out for services. This reorganization has afforded the DMMHA more flexibility in providing its services and has resulted in more services provided at higher quality to DMMHA customers.

The DMMHA's second Award of Merit, entitled, "A Real 'Paperwork Reduction' Act," recognized the DMMHA's utilization of a new housing inspections software program. Using handheld computers, the DMMHA implemented a fully automated Section 8 Inspections Module to reduce paperwork, reduce errors and streamline inspection processes. Utilizing the talents found within key personnel of the DMMHA, staff members researched, installed and implemented this software solution that has provided fewer opportunities for human error, faster processing of reported information, clearer communication with program participants and improved business practices.