

Affordable Housing Accreditation

Evaluating the Whole Organization



Affordable Housing Accreditation Board

- ✓ 8 Standards, 47 Guidelines, 110 Indicators
- ✓ Indicators developed with committee of housing professionals
- ✓ Open to public input after adoption
- ✓ Developed accreditation policies, procedures, website and review tools prior to go-live in late 2017



Affordable Housing Accreditation

A peer evaluation of 8 standards that provide the affordable housing industry a description of what is considered standard practice, best practice or accepted practice for each area making up an affordable housing organization and its operations.

1. Governance
2. Financial Management
3. Operational Performance
4. Organizational Compliance
5. Executive Leadership Team
6. Community Engagement & Improvement
7. Quality of Life for Residents
8. Customer Service

Wide Use of Accreditation

Industries and professionals reliant on both private and public funding have found the benefits achieved with accreditation are an investment in their future:

- ✓ **Public Health**
- ✓ **Private Schools**
- ✓ **Hospitals**
- ✓ **Higher Education**
- ✓ **Early Childhood**
- ✓ **Social Service Agencies**
- ✓ **Manufacturing**
- ✓ **Professional Certifications**

Wide Use of Accreditation

In 2002, 28 federal agencies and cabinet-level departments used 5,453 voluntary consensus standards in new or revised regulations.

- ✓ **Just as important, the federal agencies introduced only 16 government-unique standards and eliminated 537 existing ones.**



Wide Use of Accreditation

This evidence suggests with industry adoption of voluntary consensus standards, government tends to follow suit, and becomes more reliant on industry-established standards.

- ✓ **Since 1997, voluntary consensus standards substituted for government-unique ones has nearly tripled. – www.NIST.gov**

Program and Funding Flexibility

Accredited organizations are more likely to be:

- 1) **prioritized for funding opportunities** or
- 2) **consulted on the impact of public policy in the development phase** prior to implementing regulations by state and local governing bodies
- 3) **Evaluated on existing measures of quality** when seeking new funding



Promotes Consistency *and* Innovation

The publicly funded health care industry widely utilizes demonstration projects more frequently with accredited organizations, *allowing for emerging innovative practices to be funded – turns “best practice into normal practice”.*



Accreditation Results

- ✓ Recognition of excellence
- ✓ Sharing best practices
- ✓ Access to technical assistance
- ✓ Staff development and recognition tool
- ✓ Enhanced community relationships
- ✓ Promote culture of quality assurance
- ✓ Effective risk management



Affordable Housing Accreditation Board

- ✓ Non-profit founded in 2013
- ✓ Administratively run by main funder, HAI Group (insurance company for housing authorities in the US) until 2017
- ✓ Board comprised of housing authority executives across the country and accreditation expert
- ✓ Hired CEO in 2017, became administratively independent
- ✓ Adopted Standards & Guidelines in 2017

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Affordable Housing Accreditation Board Interpretation of Standards

- Evaluative standards are “real world” – they include domains not measured by regulators: customer service, community engagement, leadership and quality of life for residents
- Standards developed by housing practitioners with decades of experience
- Conformance with a standard will look different depending on the organization
- Peer Review of how an organization is managed



Affordable Housing Accreditation **Process**

- Prior to Applying:** Conduct Self Evaluation
- First Step:** Register for Accreditation
- Second Step:** Apply for Accreditation
- Third Step:** Intensive Documentation Review by AHAB
- Fourth Step:** Site Visit by AHAB
- Fifth Step:** Final Report and Determination



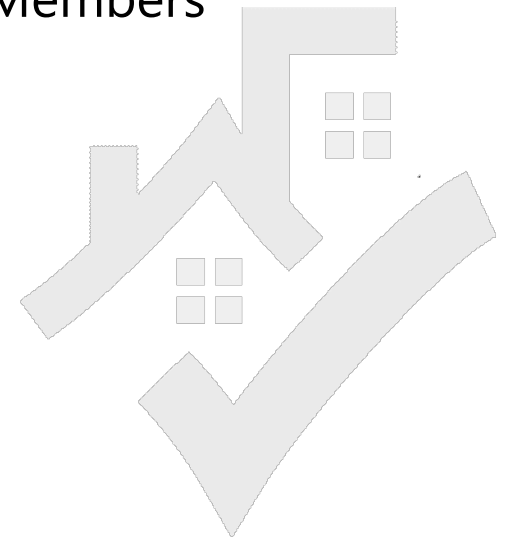
Affordable Housing Accreditation **Process**

Site Visit Structure

Interviews

- ✓ Executive
- ✓ Executive Team
- ✓ Board Members
- ✓ Community Members
- ✓ Residents
- ✓ Staff

Board Meeting Observation
Tour of Properties
Review of onsite documents



Affordable Housing Accreditation **Process**

- Final Report is “strength based” by identifying:
 - **Best practices, innovative practices, and exemplary performance**
 - Observations will suggest practices or perspectives to consider in areas that are emerging
 - **Recommendations may be made in areas with an identified gap in conformance or lack of evidence**



Affordable Housing Accreditation **Pilots**

- ✓ Pilots started in late 2017
- ✓ Applicants worked on narratives and gathering evidence into 2018
- ✓ 4 pilots conducted from March 2018-October 2018



Affordable Housing Accreditation **Pilots**

- ✓ **Seattle** – large urban Moving to Work housing authority – Pacific northwest
- ✓ **Akron Metropolitan** – large housing authority in Ohio with changing demographics
- ✓ **Highstown** – small housing authority in NJ with 100 LIPH units in small town between NYC and Philly
- ✓ **Chester** – medium housing authority in PA, south of Philly, formerly in judicial receivership

Affordable Housing Accreditation **Pilots**

Review and Site Visit Structure

- ✓ 100 hours to prepare accreditation application
- ✓ 60-75 hours for AHAB to review narratives and all documentation/evidence (ex: 2 reviewers)
- ✓ AHAB Reviewers develop questions for site visit and agenda with applicant
- ✓ Site visit is 2 to 3.5 days



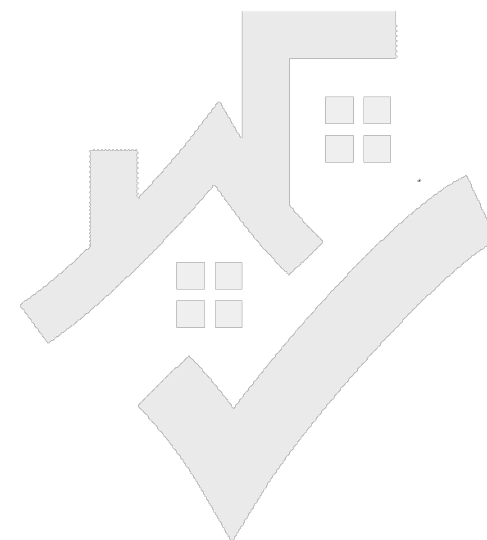
Affordable Housing Accreditation Board

Evaluating the Accreditation Experience



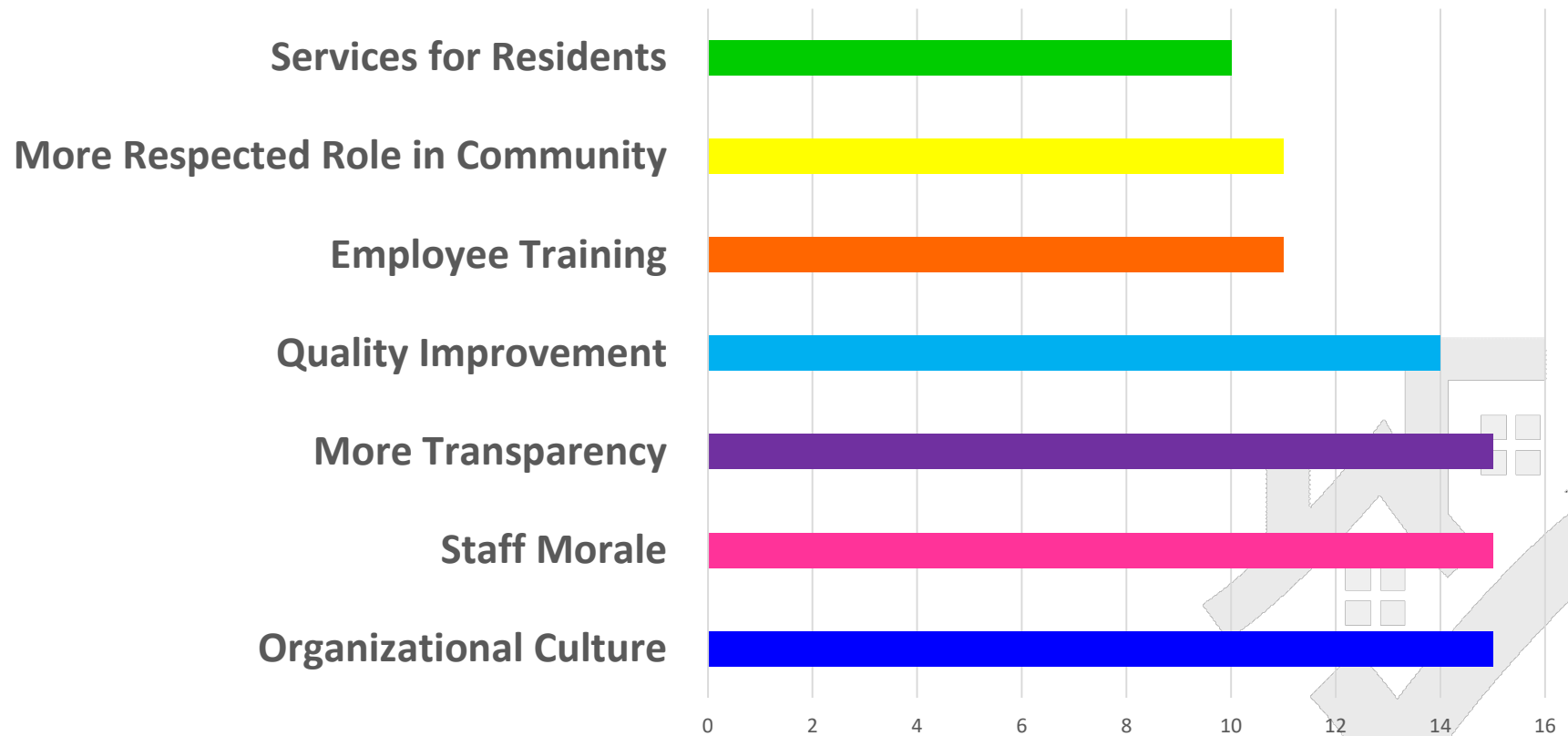
Survey respondent titles include:

- Executive Director
- Deputy Executive Director and General Counsel
- Resident Board Member
- Chief Financial Officer
- Director of Asset Management
- HR Director
- Chief of Police
- Operations Program Administrator Maintenance
- Self-Sufficiency Initiatives Supervisor
- Director of Resident Services
- Assistant to the Director's Office
- Deputy Director of Operations
- Recertification Department Supervisor
- Financial Analyst
- Program Evaluation Manager
- Operations Analyst
- Director of Intergovernmental Relations



How will Affordable Housing Accreditation help my organization?

The areas staff identified where accreditation helped their organization were:

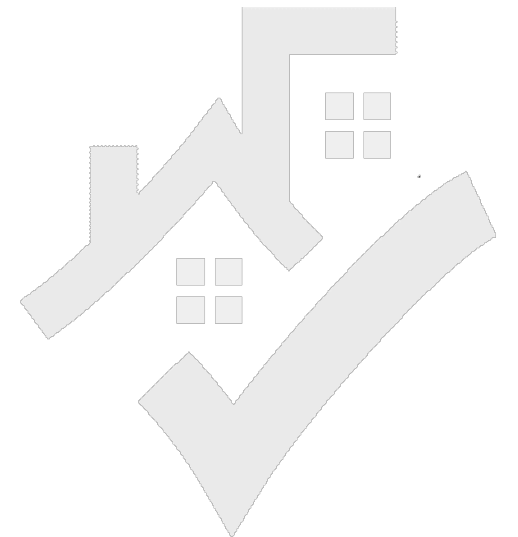


Survey Highlights

Do you think affordable housing organizations would benefit from accreditation?

100% of respondents* (n=23) replied "Yes"

*of the respondents who answered this question



Survey Highlights

Do the Affordable Housing Accreditation Board standards and guidelines capture what is most meaningful for evaluating affordable housing organizations?

100% of respondents* (n=23) replied "Yes"

*of the respondents who answered this question

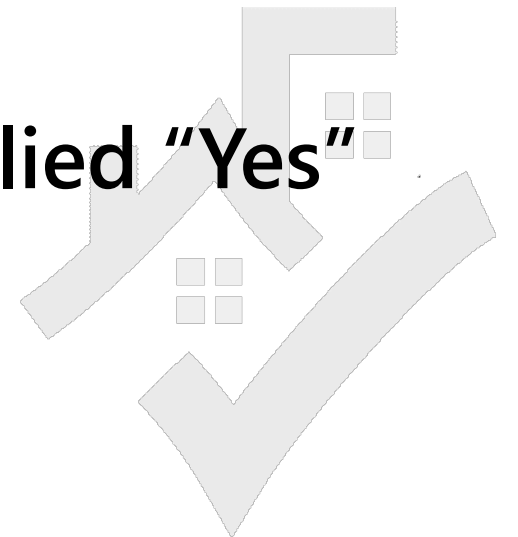


Survey Highlights

Did the Affordable Housing Accreditation Board staff demonstrate knowledge of your program from the pre-visit review of your accreditation narrative and supporting documents?

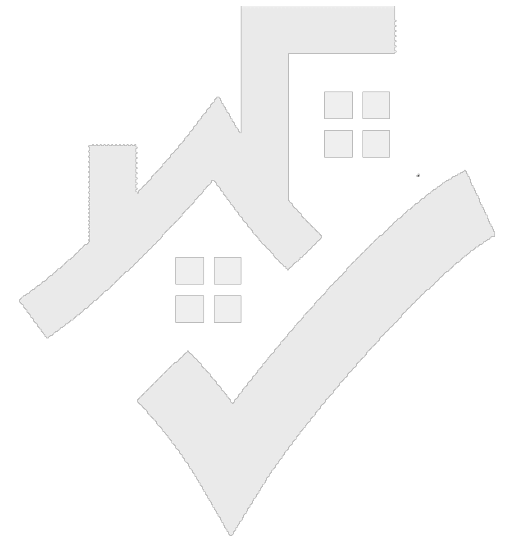
100% of respondents* (n=24) replied "Yes"

*of the respondents who answered this question



Our Philosophy

Once committed to accreditation, every organization should have an opportunity to be successful.



Affordable Housing Accreditation Board Future Growth

- Volunteer industry reviewers recruited and trained
- Include resident perspective on board and interviews during each site visit
- Public input welcome and included in site visit structure
- Sharing of best practices, case studies and resources via robust online community





AFFORDABLE HOUSING
ACCREDITATION BOARD

Contact Us

www.housingaccreditation.org

