

HOME Program Best Practices

Implementing New Programs:
Preparing For Success

Administrative Plan

Quantifiable Goals

Contract Milestones

Service Coordination

Referral Agreements

Policies and Procedures

DHCR / HOME Forms

Program Specific Forms

Create In House Policies:

Staff Coordination

File Maintenance

Correspondence

Staff Training

Understand the HOME Program

Designate Specific Jobs

Staff Coordination

Role of Executive Director

Trust Your Employees

Service Agreements

Weatherization

Environmental Testing

Referrals

Program Guidelines

Target Population

Program Expectations

Homeowner Responsibilities

Log Book

Coordinate Program Staff

Track Multiple Projects

Avoid Lost Messages

Pre-Construction Meetings

Review Program Guidelines

Expectations and Responsibilities

Start and End Dates

Contractor Guidelines

HOME Requirements

Bidding Procedures

Change Order Policy

Payments

File Maintenance

Designate Specific Staff

Use A Checklist

Quick File Reviews

When Problems Arise

Ask DHCR For Technical Assistance

Your Rep Is Your Friend

There Are No Stupid Questions

Additional Resources

DHCR

www.nysdhcr.gov

Rural Housing Coalition

www.ruralhousing.org

EPA

www.epa.gov

HUD

www.hud.gov