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Santa Clara County Housing Authority Receives Award of Merit from NAHRO

SAN JOSE, Calif. – Jul. 11, 2019 - The National Association of Housing and Redevelopment Officials (NAHRO) recently honored the Santa Clara County Housing Authority (SCCHA) with the 2019 Award of Merit in Administrative Innovation for the agency's Customer Service Initiative.

SCCHA convened an employee-driven Customer Service Initiative to understand clients' needs and how to better address them. After a year of "design thinking" research, brainstorming, prototyping and field testing, several new processes and communications tools were developed to help reduce stress for Section 8 families, support owners, and increase agency responsiveness. In early 2019, SCCHA debuted its newest customer service tool: a web-based tenant app designed to simplify and improve tenant-agency interactions.

"Congratulations to our 2019 Awards of Merit recipients," said NAHRO President Carl S. Richie, Jr. "I am so proud of the great work they're doing for their clients and their communities."

The NAHRO Awards of Merit program was created 20 years ago to recognize agencies who found innovative ways of making a difference in their communities and in the lives of the people they serve by creating affordable housing, revitalizing their neighborhoods, and developing initiatives such as job readiness programs, public-private partnerships, disaster prevention projects, and more.

"The Awards of Merit catalog is more than a list of winners," said NAHRO CEO Adrienne Todman. "It's a yearly compendium of some of the best work being done by housers and community builders nationwide. Congratulations to this year's honorees!"

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About NAHRO

NAHRO, established in 1933, is a membership organization of nearly 20,000 housing and community development agencies and professionals throughout the United States whose mission is to create affordable housing and safe, viable communities that enhance the quality of life for all Americans, especially those of low- and moderate-income. NAHRO's membership administers more than 3 million housing units for 7.6 million people.

About SCCHA

SCCHA is the largest provider of affordable housing assistance in Santa Clara County, helping make rental housing safe and affordable for low-income families through Section 8 voucher programs and below-market rental properties. Designated a Moving to Work agency by Congress, it has the capacity to assist nearly 18,000 households through innovative policies for the delivery of assisted housing. For more information, visit www.scchousingauthority.org

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