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NEWS RELEASE

FOR IMMEDIATE RELEASE
April 18, 2008

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HOUSTON HOUSING AUTHORITY RECEIVES “HIGH PERFORMER” DESIGNATION FROM THE U.S. DEPARTMENT OF HOUSING & URBAN DEVELOPMENT (HUD) FOR HOUSING CHOICE VOUCHER PROGRAM

HOUSTON- The Houston Housing Authority (HHA), after overcoming many hurdles and challenges in recent years has successfully re-positioned its operations to become one of the top performing public housing entities in the country providing affordable housing options to its clients who live on limited and fixed incomes. The Houston Housing Authority was recently recognized for its efforts by the U.S. Department of Housing and Urban Development (HUD), which awarded HHA with a prestigious “high performer” rating for its operation of the Section 8 Housing Choice Voucher Program. This is the highest designation HUD awards for operating such programs nationwide. The Houston Housing Authority currently assists 15,202 families, or approximately 46,305 individuals with affordable housing through the Section 8 Housing Choice Voucher Program. A major emphasis by the Houston Housing Authority was to make the Housing Choice Voucher Program become more viable and efficient to those it serves. “Our immediate goal was to restore confidence in the program’s integrity, its effectiveness and operational accountability to clients, tax-payers and HUD,” said Ernie Etuk, President and CEO of the Houston Housing Authority.

After facing many challenges that one customarily associates with the operation and management of such a large voucher volume, the Houston Housing Authority has beaten the odds by prolonged hard work, strategic thinking and determination. Timothy Seckinger, HHA Board of Commissioners Chairman adds, “This is a testimony of how the organization stayed committed and dedicated to their mission to improve lives by providing quality, affordable housing options and promoting education and economic self-sufficiency. This is one of my prouder moments for HHA.”

There were several key operational initiatives that were implemented which helped raise the bar to increase efficiency and ensure that clients received quality services. Among those initiatives

were intensive re-training of all technical and support staff, realignment of operations, enhanced technology and the use of Customer Satisfaction instruments to gauge our performance.

The Houston Housing Authority Section 8 Housing Choice Voucher staff and its partners are credited for their dedication and monumental efforts in helping the HHA achieve its superior rating. “In acknowledging this achievement, we are honored and proud of the work of our many dedicated employees and the meaningful collaborative alliance with the HUD Regional Office whose effort has led to this recognition,” Mr. Etuk said.

Overall, the recent success of HHA can be attributed to its ability to transition into a dynamic business enterprise that values its customers while streamlining operations and maximizing the resources from taxpayer dollars that fund housing programs.

“As challenging and daunting as it may be,” said Mr. Etuk, “it is now important that we view our work through the eyes of the people we serve, particularly those who are truly most vulnerable.”

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