



HOME INCENTIVE PROGRAM (HIP)

Lessons Learned

September 16, 2022

WHAT WENT WELL

Communication plan

- five (5) points of communication
- application deadline reminder and refresher were effective
- communications were easy to understand

Applications

- email submissions process went smoothly, very objective (no possibility of favoritism)
- all submissions received were date and time stamped to ensure fairness amongst all applicants and have emails received audit report available if needed

WHERE WE COULD IMPROVE

- Clarity needed on the mathematical calculations within the application
- Have completed application form on website for members to use as a reference
- Ensure that a PDF (print-out) version of the application is available to members who are unable to navigate the website
- Include Recipient Release Authorization in application so successful candidates can be announced

OTHER CONSIDERATIONS / NOTES

- Feedback received was that the process was smooth
- Request received from member to allow submissions via fax
- As of September 12, 2022, two (2) HIP recipients had completed their home purchase
- Revisions needed to current policy:
 - Page 9 – Transaction Details and Resource Plan – clarity needed so members understand calculations
 - Page 8 – change yes/no to true/false to avoid confusion
 - Page 11 & 15 – remove reference to Mikisew Technical Services and replace with Mikisew Property Management
- Creation of a newsletter/communication showcasing the recipients of the HIP grant, with photos/videos