

## Approaches to Blended Management at HMHI

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### HMHI is:

- A nonprofit managing nearly 300 units of:
  - CoC PSH (disabled, homeless)
    - ✦ Singles
    - ✦ Single parent families
  - Tax Credit (55+, various income ranges)
  - PRAC 202 (62+, low income)
  - 4 NEO counties
  - Staff of ~30

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## Differing Perspectives Activity

LAYER 1

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**Carrot vs. Stick**

- Avoid stigma
- Focus on outcomes

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**Differing Perspectives Activity**

**LAYER 2**

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**Trust and Communication**

- Top-down values and attitude
- Differing perspectives with respect = positive growth
- Informal communication between and across departments
- Blended trainings and events

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**Differing Perspectives  
Activity**

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**LAYER 3**

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**Encouraging Buy-In**

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- Input from all staff on changes
- Improving processes

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**Mirroring Changes**

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- Internal file review tool
- Employee evaluations
- Incident reporting
- Concurrent rollouts of changes

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## Challenges

- Information sharing between departments
- Venting between staff

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## Working Jointly

- Case Example:  
What Happened to Helen?

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