

DHIC STAFF SURVEY FINDINGS



Tom Adams, Director



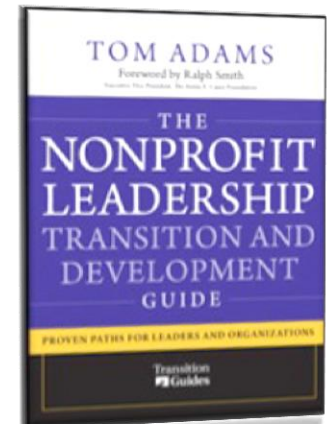
TOM ADAMS
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Former President of TransitionGuides

Former Senior Executive of NeighborWorks America

Led research projects supported by The W. K. Kellogg Foundation and the Annie E. Casey Foundation on nonprofit leadership transition and succession

Author of articles, monographs and recent book *The Nonprofit Leadership Transition and Development Guide: Proven Paths For leaders and Organizations*





ABOUT RAFFA, P.C.

Focuses on making the world a better place

Contributes to client's abilities to achieve their missions and deliver their promises to the world.

Keeps organizations compliant, effective, and efficient with practical back office support and deeper strategies that create sustainability

Provides expertise in consulting, accounting, nonprofit search, and technology services that help advance client's organizational missions.

A vertical collage of images on a dark background. At the top left is the Raffa logo. To its right is a black and white photo of a woman. Below the logo is a photo of a woman in a blue uniform. To the right of that is a close-up of green leaves. Below the woman in uniform is a photo of a train track curving through a landscape. At the bottom of the collage is the text 'Helping Great Organizations Thrive' in a light green font.

Helping Great Organizations Thrive

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Full-time Staff	<i>14 out of 14</i>
Part-time Staff	<i>2 out of 2</i>
Consultants	<i>4 out of 4</i>

**Thinking about DHIC as an organization,
what adjectives come to mind?**

- Reputable
- Reliable
- Housing



STAFF'S PERSPECTIVE

- Low to moderate income citizens
- First-time homebuyers
- Vulnerable populations – seniors, low median income households

STAFF'S PERSPECTIVE

- DHIC's reputation for a high level of quality service that exceeds industry standard
- Individual and long-term relationships within the community and with clients
- Reporting on impact
- Post-Purchase counseling and follow-up
- Commitment and care towards clients
- Nonprofit affordable housing development in Triangle

STAFF'S PERSPECTIVE

- Quality and dedication of staff
- Industry track record
- Strong/Committed leadership

STAFF'S PERSPECTIVE

- Lack of cohesiveness and communication between departments
- Staff capacity and low morale
- Fragility of business model

STAFF'S PERSPECTIVE

- New funding sources
- Cultivate existing/new partnerships
- DHIC's reputation in the community

STAFF'S PERSPECTIVE

- Financial Instability/Diversified funding streams
- Competition from similar organizations
- Rising costs of construction, labor and land
- Community resistance to change or failure of public/private sector entities recognizing the need for affordable housing

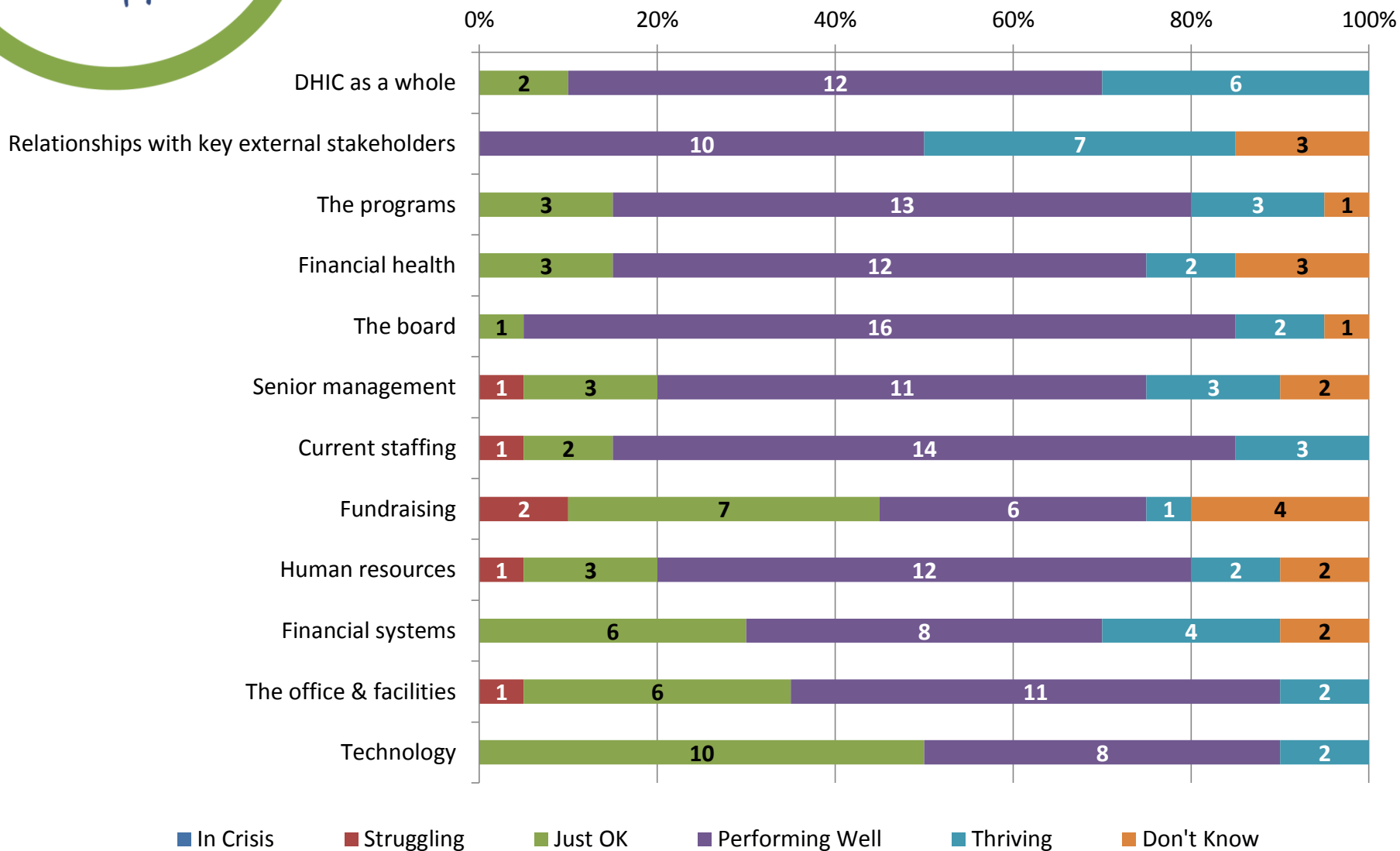
STAFF'S PERSPECTIVE

- Maintain DHIC's integrity and reputation within the community
- Keep homeownership as a part of the mission
- Maintain passion for mission
- Maintain being a quality service provider of homebuyer education, budgeting and foreclosure mitigation counseling and developing quality products for clients
- Being a well-organized organization with bright staff
- Maintain technology and financial systems
- Continue to receive tax credit awards

STAFF'S PERSPECTIVE

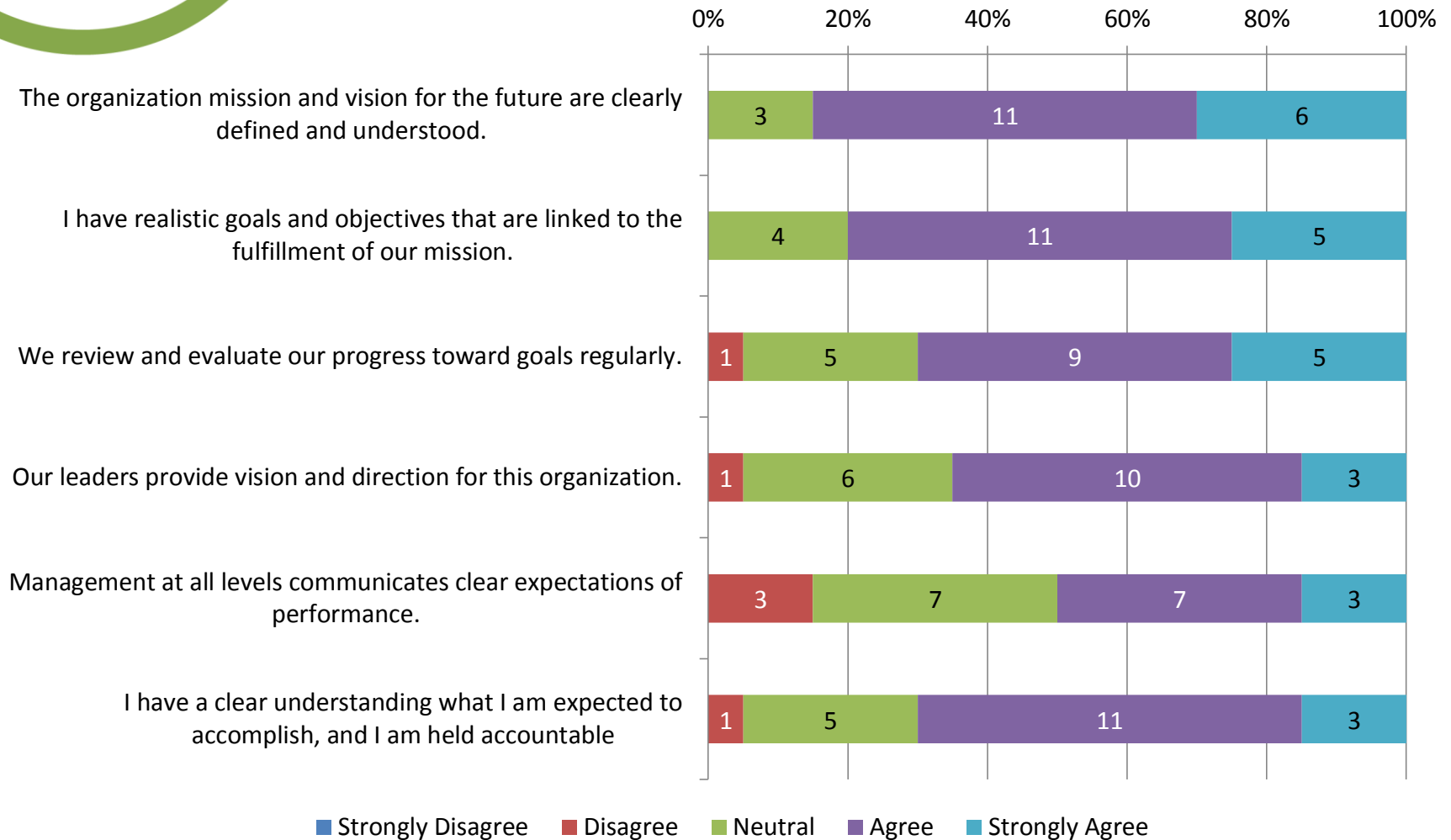
- Financial Stability, Diversification, and Allocation of funds
- Planning for the transitions of key members of the staff and leadership
- Maintain/Execute pipeline of projects

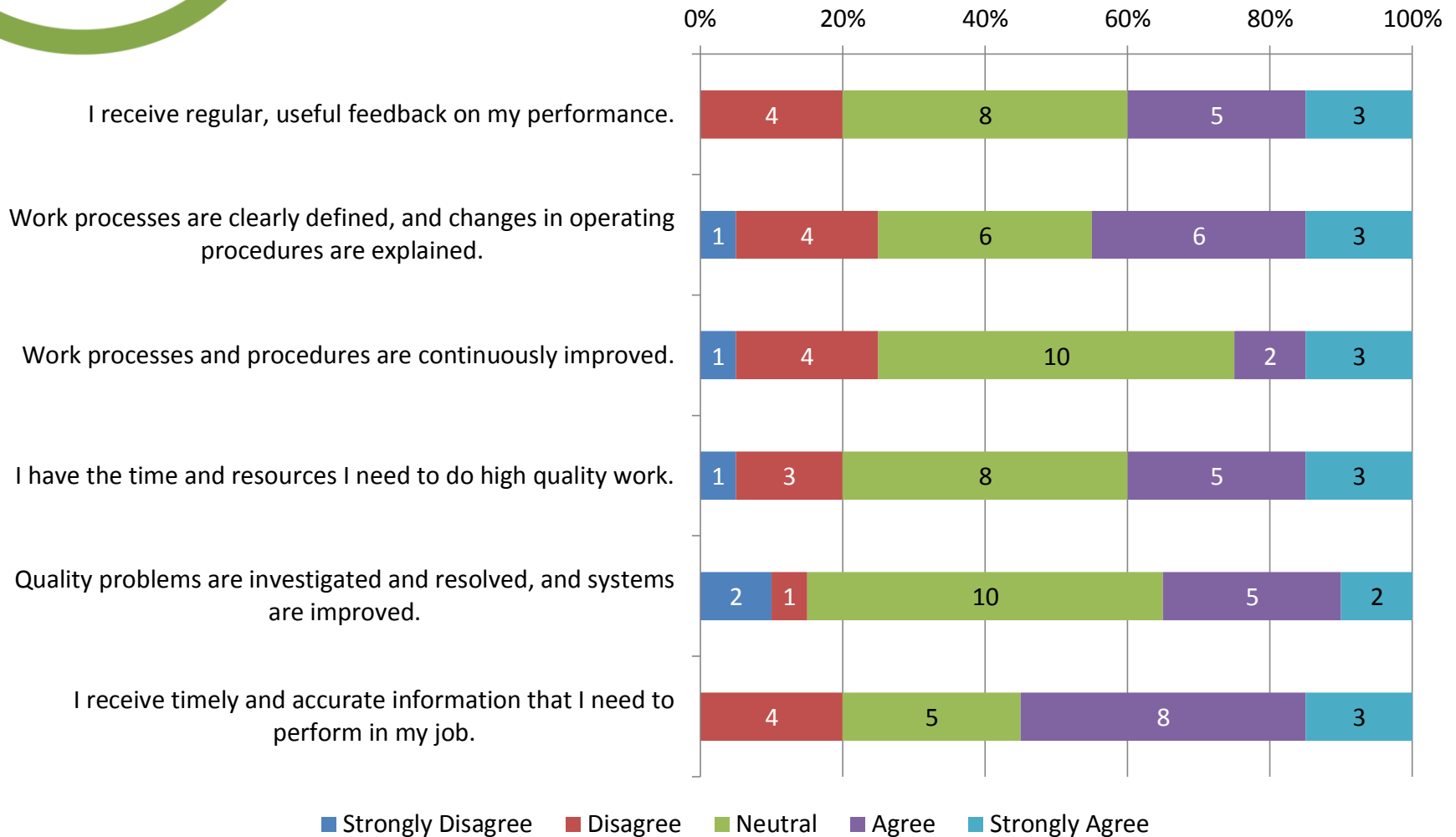
STAFF'S PERSPECTIVE: ORGANIZATIONAL HEALTH

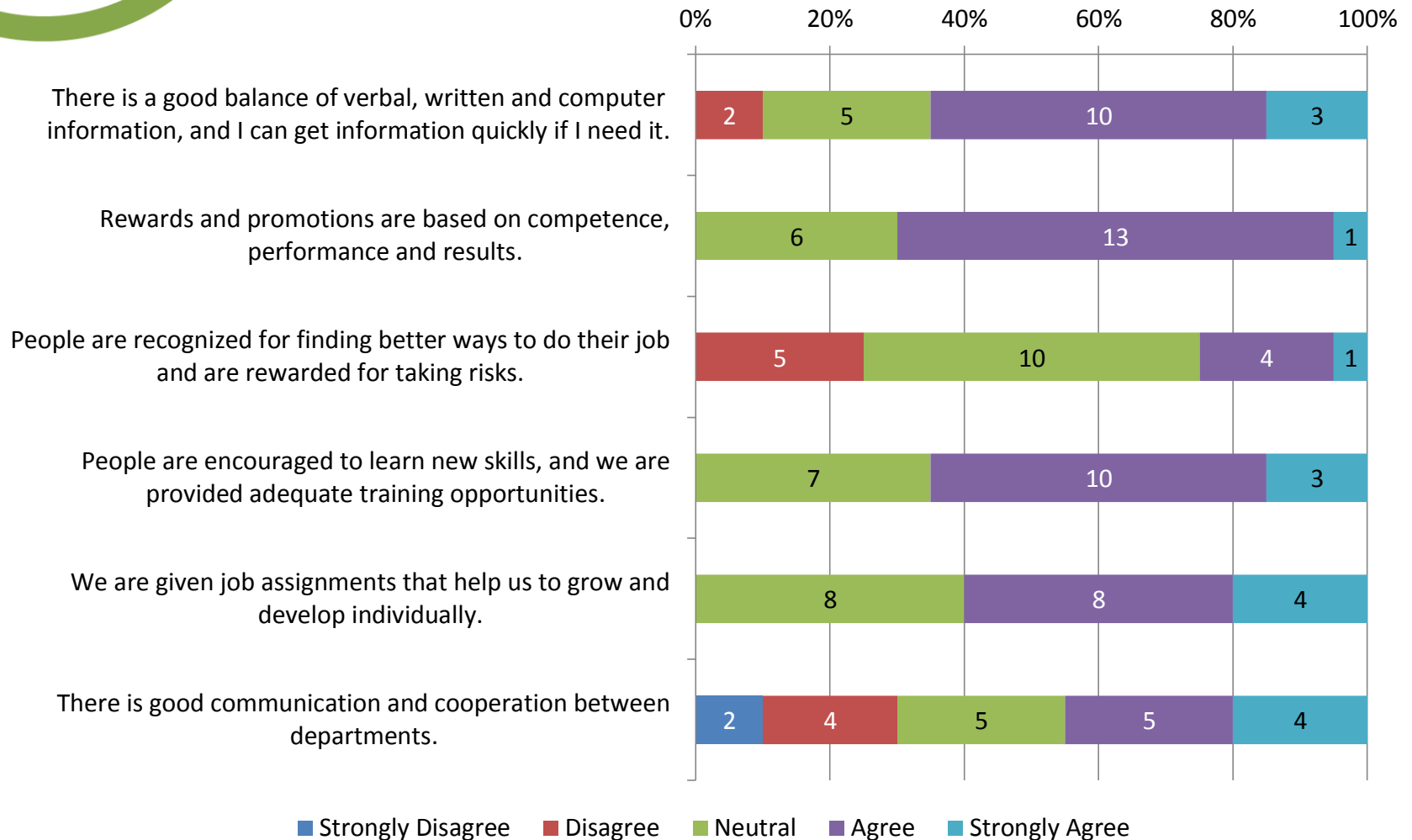


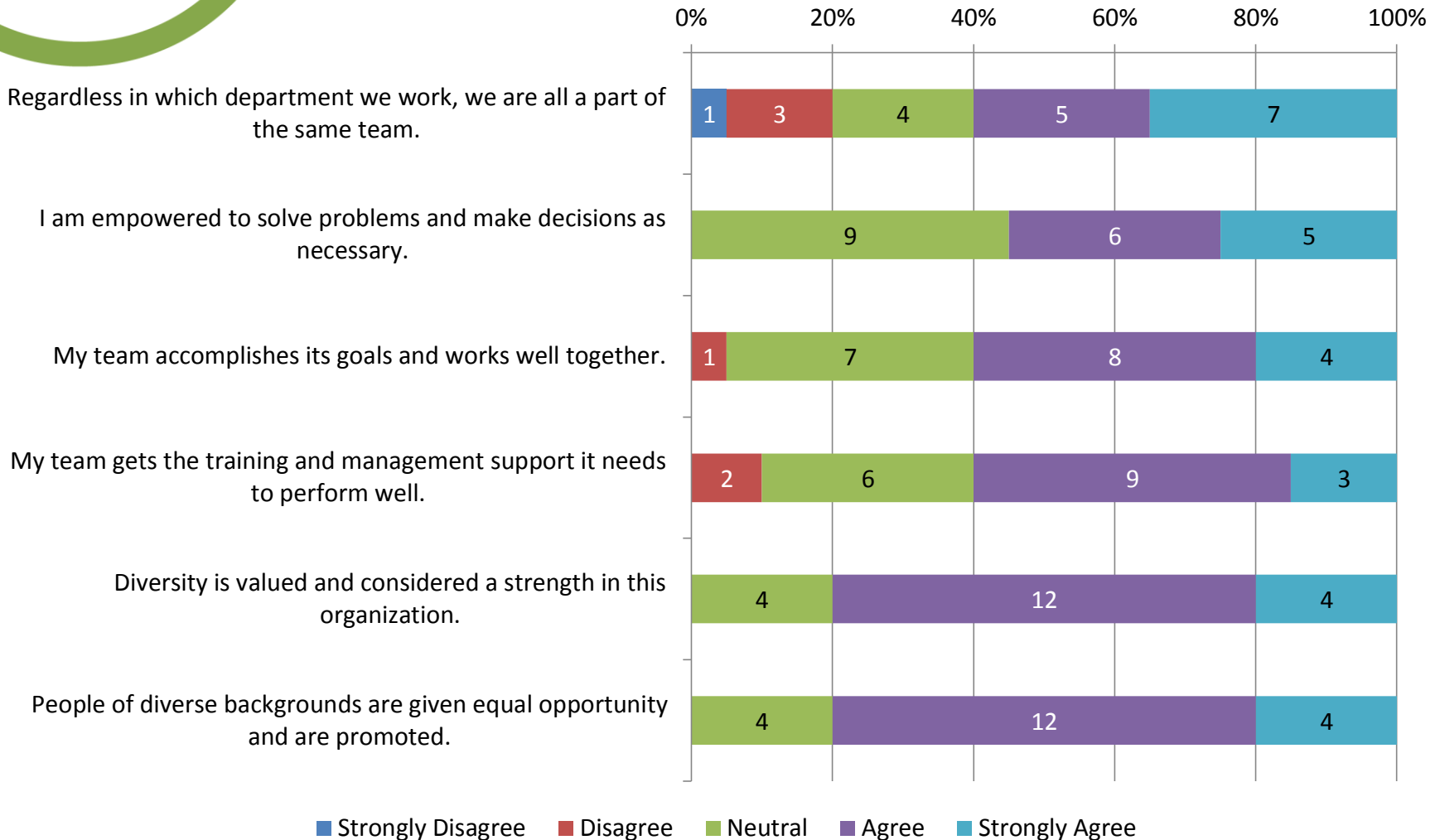


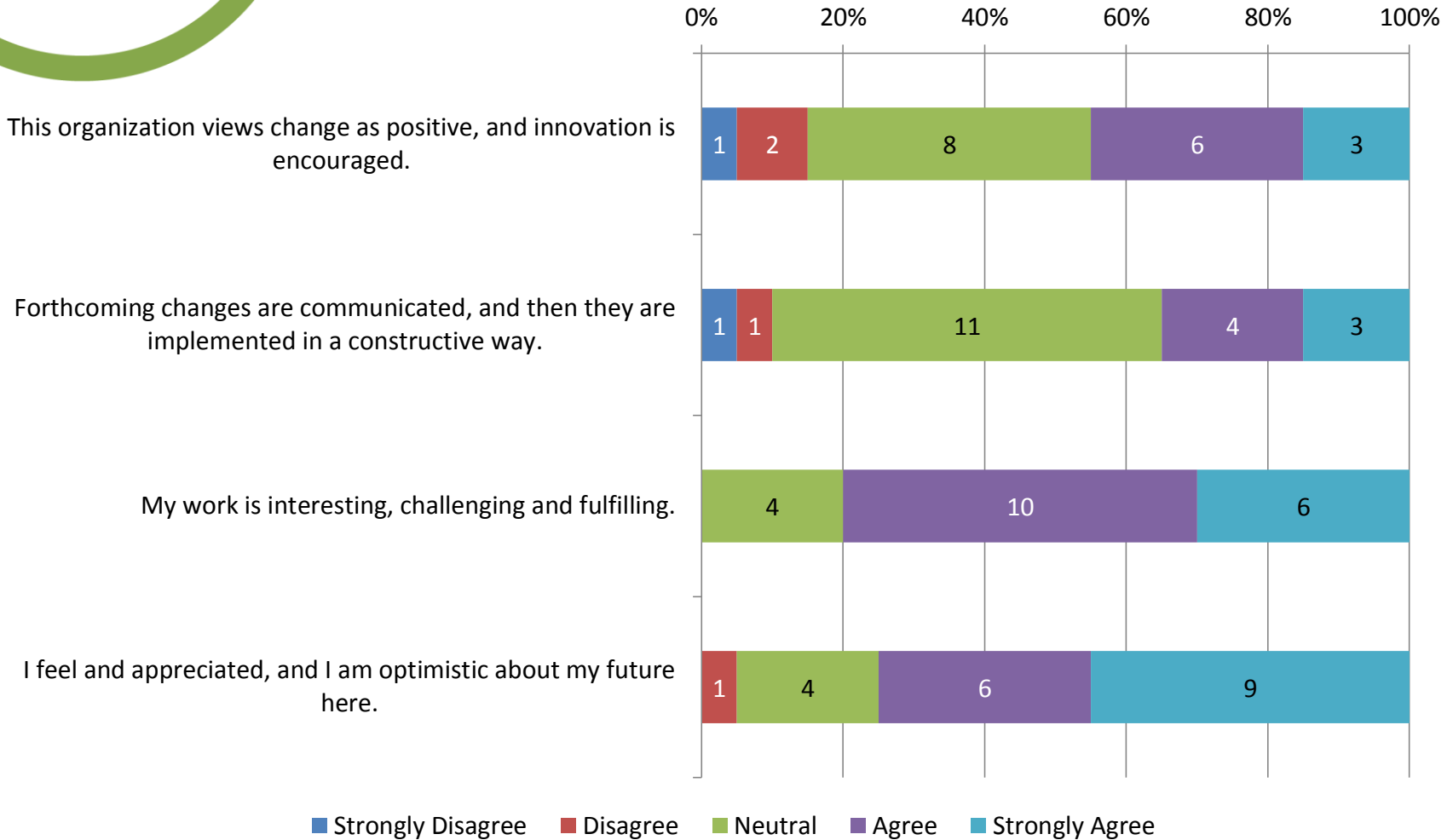
**STAFF'S PERSPECTIVE:
CLIMATE AND CULTURE
ASSESSMENT
REPORT**



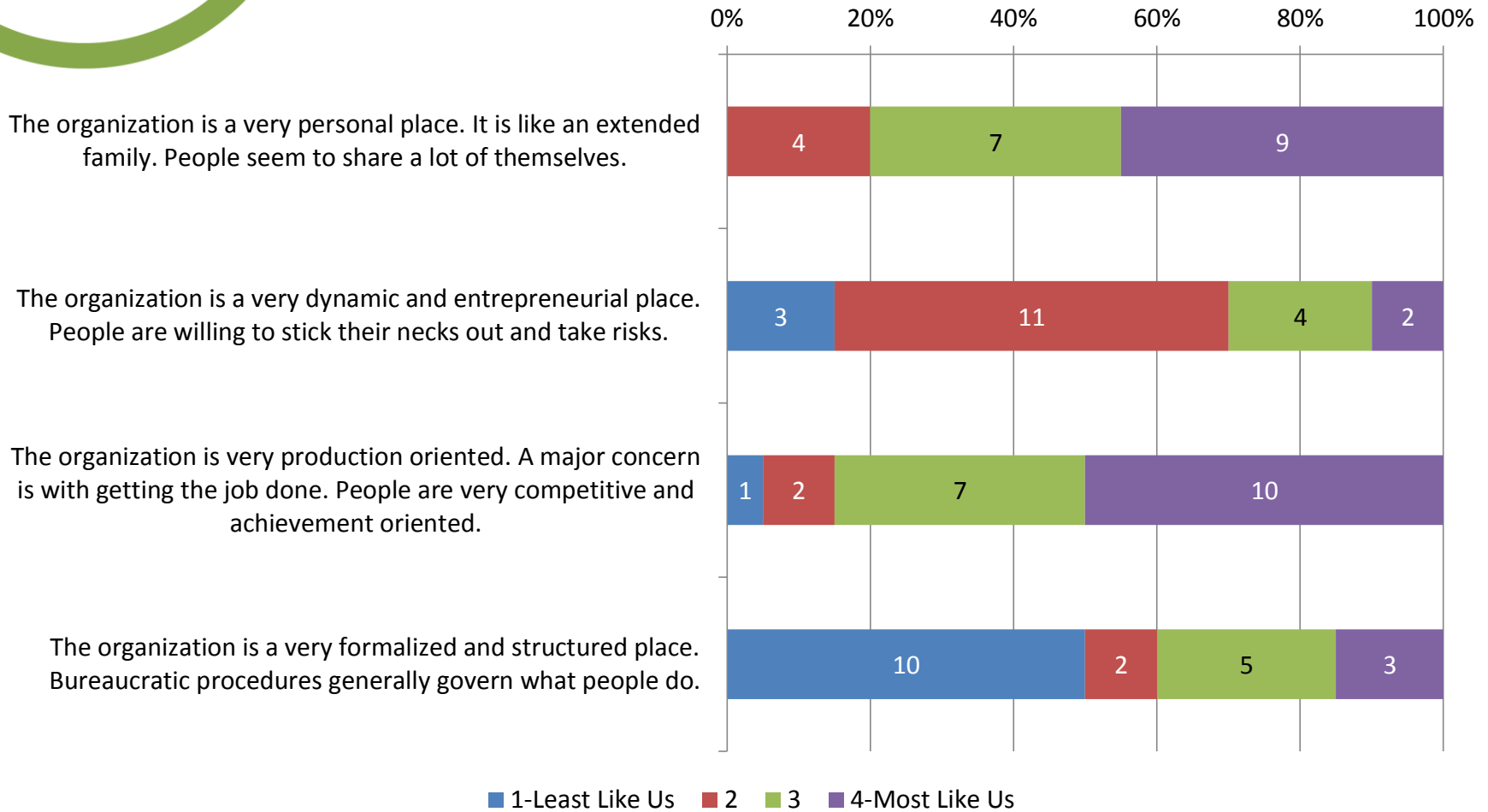


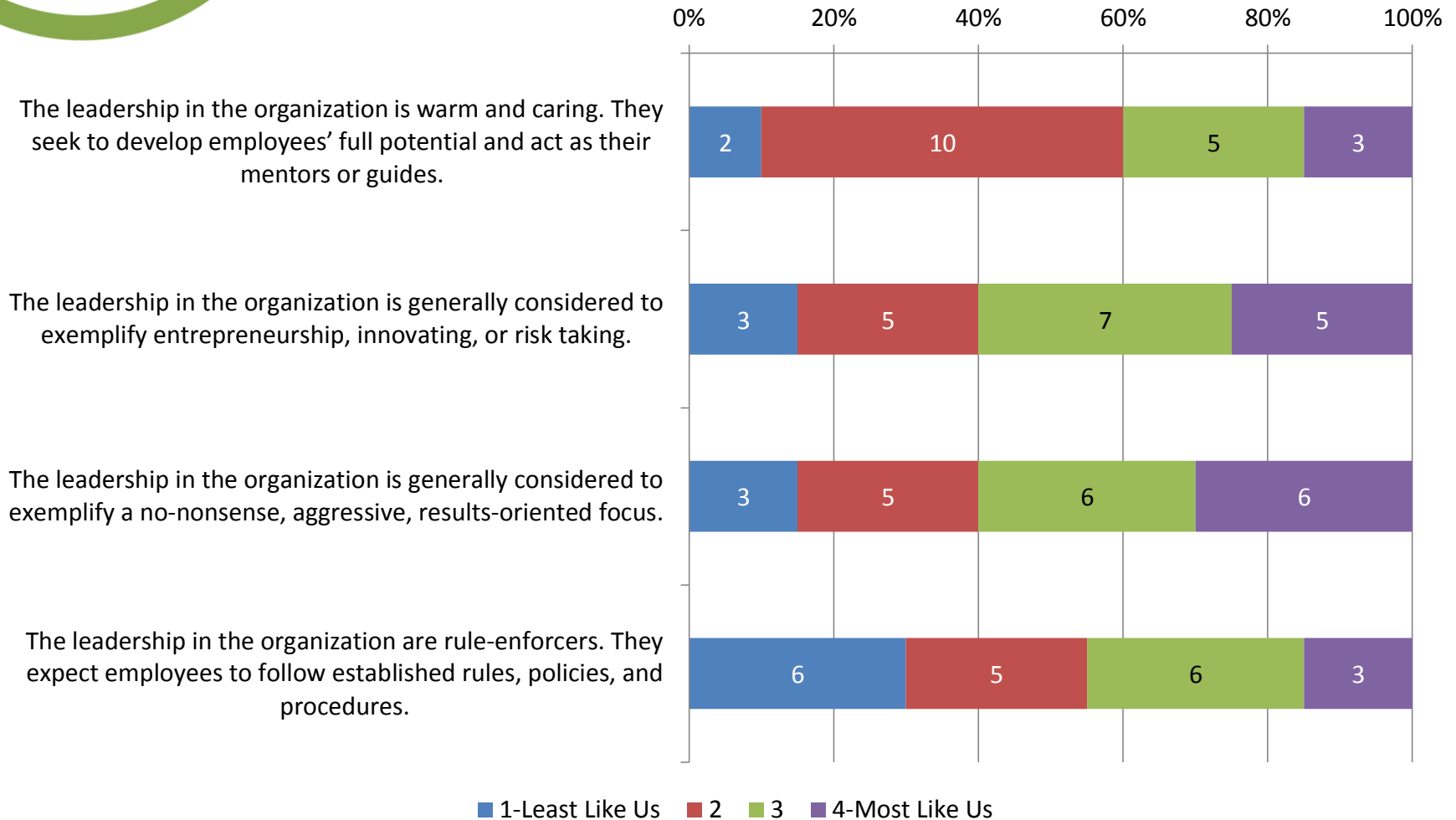


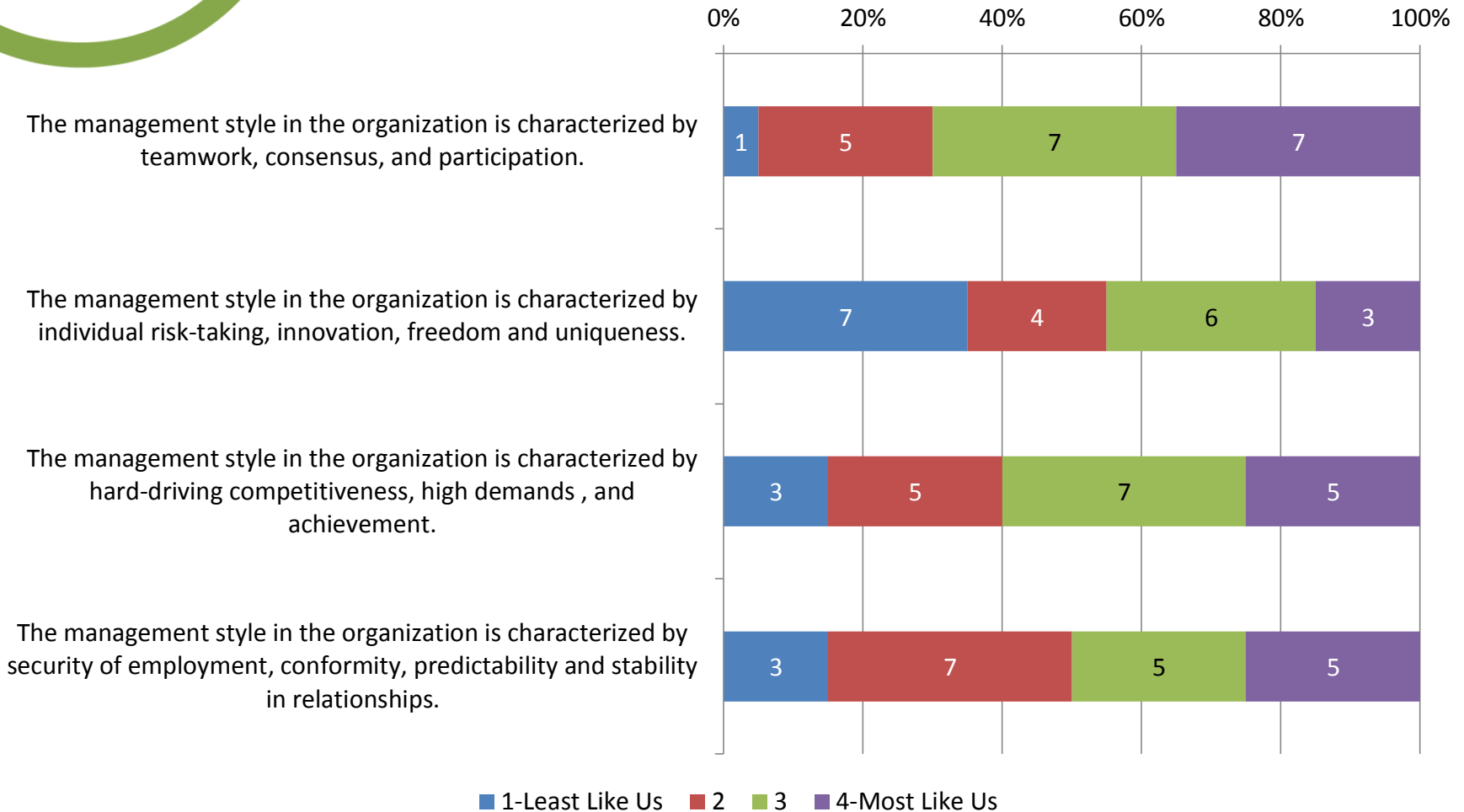


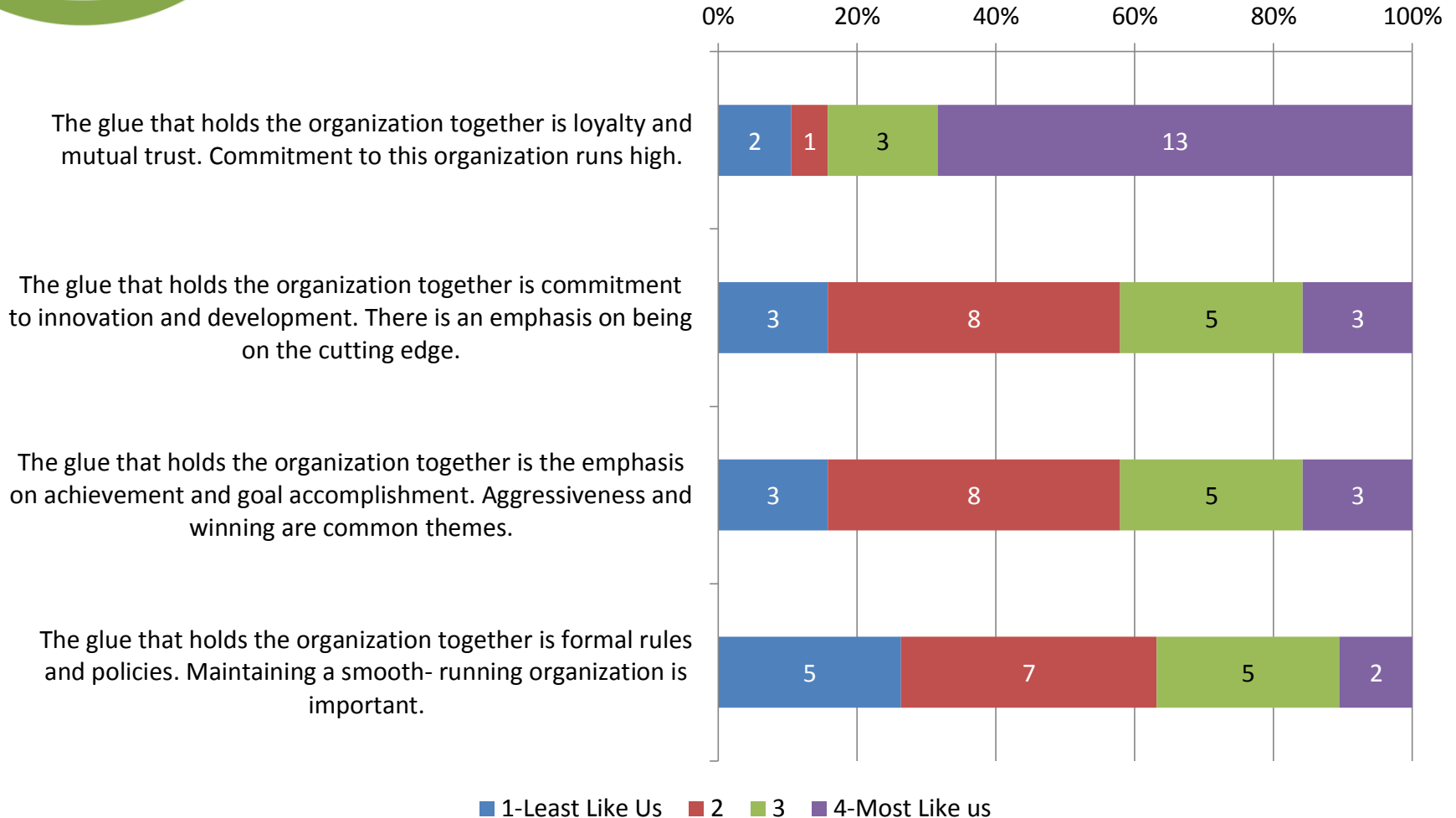


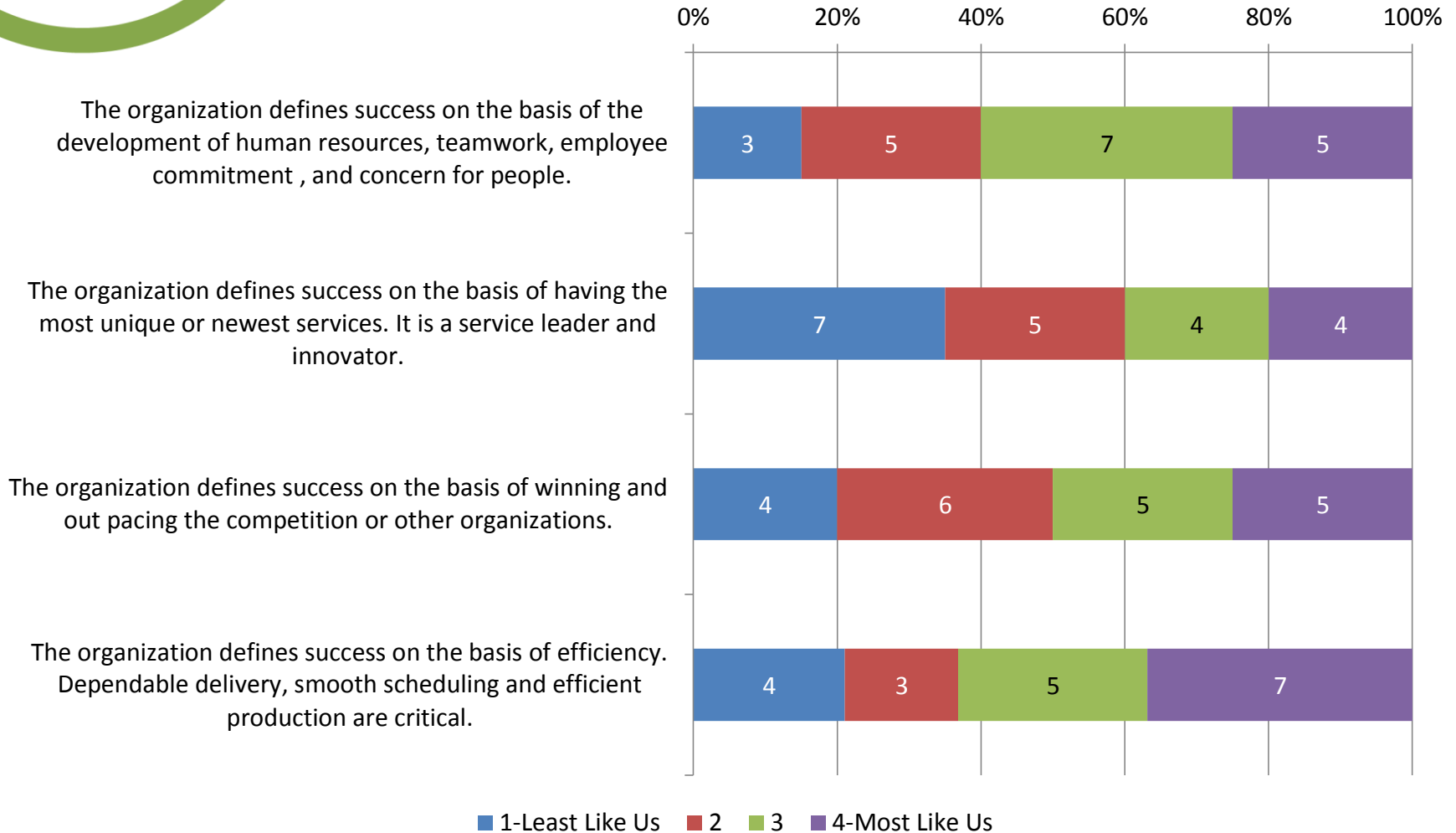
STAFF'S CULTURE ASSESSMENT: OVERALL CHARACTERISTICS











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