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May 9, 2024

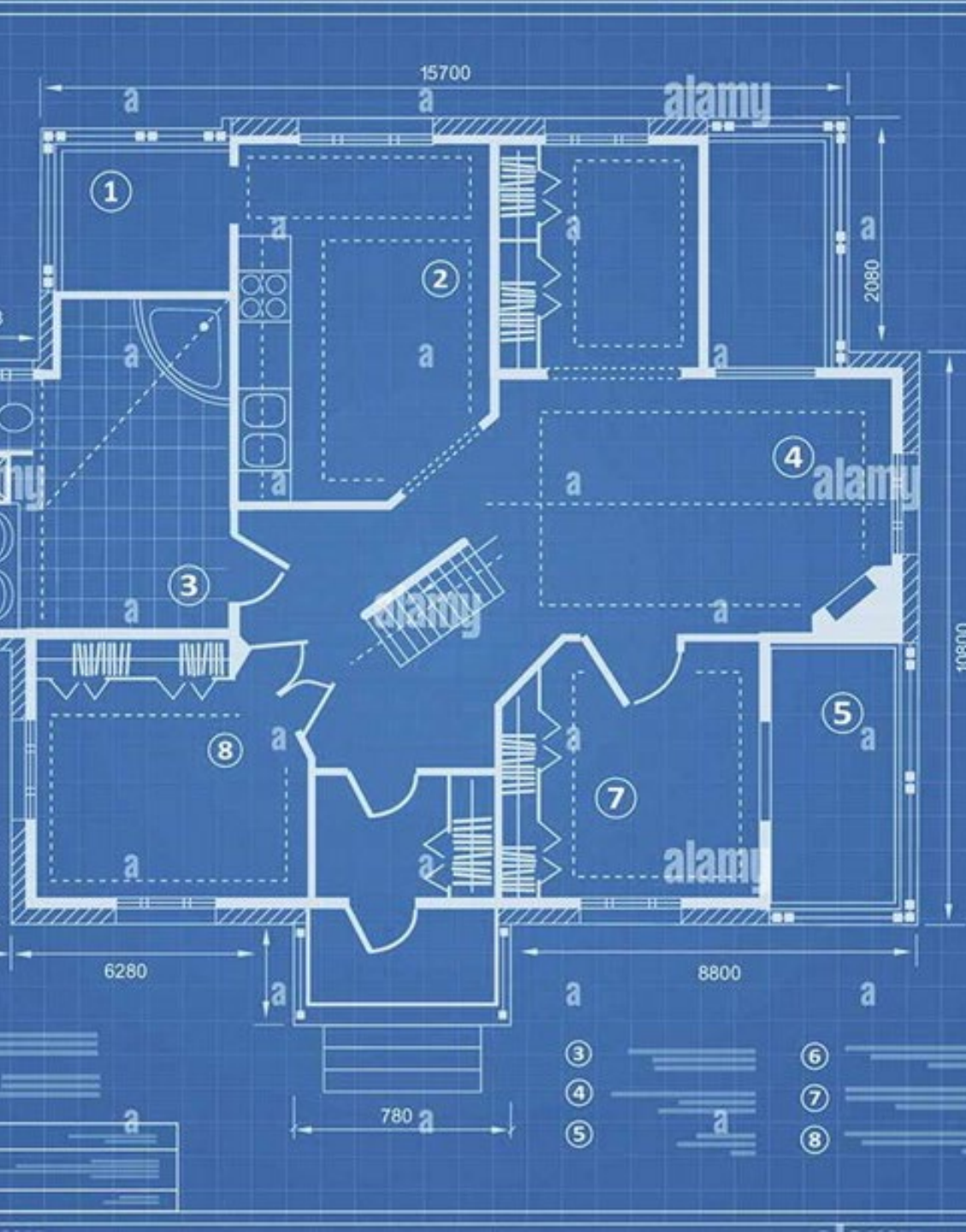
COMPETITION # 40427

PROGRAM MANAGER

INTERVIEW

HOUSING SERVICES

EASTERN REGION



Blueprint



Management
Style &
Motivation



Excellence in
Service Delivery



Defining
Success



Capitalizing on
Opportunities



Management Style

- January 8th, 1886
- Collaborative & Cooperative
 - Pastures & Prisons
- What You Do vs What You Do Next
- ~~Emotional Leadership~~
- Reasons & Excuses
- Decisiveness
- Most Folks Want to Do a Good Job & Do it Right
- Fearless Advice & Loyal Execution
- 80-20 Rule



Motivation

- ~~Performance Punishment~~
- Recognition
- Fairness
- Ideas & Implementation
- Consistency
- Predictability
- Listening



Excellence in Service Delivery

- Listen
- Seek First to Understand a Situation
- Timeliness
- Responsiveness
- Empathy
- Nested Urgencies:
 - Repairs – Homeowners, Landlords, Shelters
 - Time – DPAPS & SABSIP
 - Reporting – Annual Reviews
- One True Error



Defining Success

- Equity and Accessibility
- Waitlist Reduction
- Full Staff
- Budget Spent
- Compliance and Accountability
- Partnerships & Collaboration
- Long-Term Sustainability
- Not Leaving Situations Worse Than You Found Them



Capitalizing on Opportunities

- Staffing
 - Vacancies
 - Morale
- Program Redesign
- FY 24/25 < 23/24 > Prior FYs
- Fill Positions
- Implement Changes
 - Repairs
 - Correspondence
 - Contractors
- Fresh Start



Capitalizing on Opportunities

OK, But What About the Waitlist???

Glad You Asked



Thank You!

Questions?