

## Our People

### Staff Profile – Philip Bailey

Assets one would normally associate with a Corporation, such as buildings or inventory, do not account for what is truly invaluable, the staff of the Corporation. It is through the work of these employees that the Corporation is able to be responsive to the clients it serves.

Philip Bailey may not have started out his career with thoughts of one day working in the harsh climes of the North, but today the North is where he is happy to call home. Philip started work with the Corporation as a Program Advisor in 2003 at the Sahtu District Office in Norman Wells. His position as a Program Advisor keeps him busy, providing housing programs and services to three communities that he assists in this role.

Change is critical in being successful in meeting client needs. This was evidenced in the recent launch of *Housing Choices*, the new housing programs offered by the Corporation. Changes were necessary for the programs to continue to remain responsive to the needs of the people they assist. “We were hearing from our clients that certain things were not working with the previous programs we were providing,” says Philip. “Our new programs offer a more straightforward approach to program delivery, which I am excited to be delivering in our communities.”

When asked about where he sees the Corporation heading, Philip is quick to point out that if his experience is any indicator it will be a continued emphasis on the communities and stakeholders. “Partnerships are a vital part of what we are able to do, both at our District as well as from a Corporation standpoint,” says Philip. “To continue to meet our challenges further partnerships with communities, bands, land organizations and other groups will be part of our approach, I am sure.”

## District Office Profile – Beaufort Delta

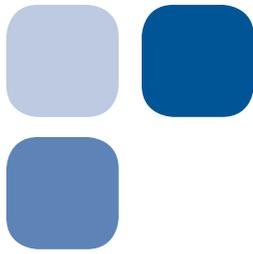
Having the title of the most northern District Office, the Beaufort Delta District Office in Inuvik is unique in every sense of the word. Serving the communities of Sachs Harbour, Ulukhaktok, Paulatuk, Tsiigehtchic, Fort McPherson, Tuktoyaktuk, Inuvik and Aklavik, the Office serves communities as diverse as the territory itself.

The Office is managed by the District Director, Franklin Carpenter, who is supported by a team of people that are committed to the work they do. “One of the best things about our Office is the people that work here,” says Franklin. “Being surrounded by people who are so dedicated in assisting the communities and clients in meeting their housing needs is refreshing.”

Having grown up in Sachs Harbour himself, Franklin has worked with the Corporation for over nine years, living and working in the region long enough to see the impact that the Office has made in assisting communities in meeting their housing needs. “Starting out as a Programs Advisor with the Corporation allowed me to see first-hand the linkage between client needs and the programs and services we offer as a Corporation,” says Franklin. “Now, as Director, I work to ensure that, as the communities we work with change, so to do our efforts and approach as a District to ensure that we continue to meet the challenges we face.”

One of the most recent challenges that the District has had to face is the launch of *Housing Choices*, the new housing programs offered by the Corporation, which replaced the 14 programs previously delivered. “Being able to respond to change is a vital component of our success as a District and one of our main strengths,” says Franklin. “At the end of the day, being able to see the positive difference we have made is one of the most rewarding parts of what we do.”





## Local Housing Organization Profile – Fort Simpson Housing Authority

It is not difficult to see why the role of Local Housing Organizations (LHOs) is fundamental to the success of the Corporation in meeting the needs of the communities and clients we serve. One of these LHOs, located in the community of Fort Simpson, relies on the expertise of Housing Manager Ann O’hare to serve the communities of Fort Simpson and Fort Liard.

The Fort Simpson Housing Authority Office, comprised of a total of eight staff, is responsible for the administration of the housing portfolios in the two communities. However, what is unique about the Office is that, in addition to the public housing it administers in Fort Simpson, it also is responsible for the delivery of market housing in Fort Liard. Ann sees the role of her LHO as providing housing in accordance with the Corporation’s mandate, with a focus on educating tenants of their responsibilities. This approach is taken with the interest of hopefully seeing rental clients transition from renters into homeowners through the homeownership program offered by the Corporation.

As is indicative of the nature of the environment in which our LHOs operate, a typical ‘day at the office’ is practically non-existent, with daily activities ranging from building inspections to tenant relations matters, or liaising with other stakeholders. The support of a solid staff is vital in responding to the needs of the people served by the office. “The best thing about our LHO is that we are a small, cohesive, proactive organization that is receptive to change,” says Ann. “This reception to change was evidenced with the transfer of the Public Housing Rental Subsidy (PHRS) to the Department of Education, Culture, and Employment (ECE).” The transfer saw the administration of the subsidy provided to qualifying tenants previously handled by the LHOs across the NWT transferred to ECE. The LHOs continue to fulfill their role as Property Managers, while now working in partnership with their counterparts from ECE, illustrating how adapting to change is critical to the success of the service the Corporation provides.

The life of an LHO is not all about change and challenge, however, as Ann will be first to point out. One of the most rewarding parts of the work that they do is seeing the results over time. “Moving from allocating a rental unit to a family who is in core need and then having that same family move from being renters to a successful homeowner is one of the most rewarding parts of what we do,” says Ann. “Knowing that it is through our joint efforts, both at the LHO and the Corporation, allows us to also share in the success of the clients we work with.”

