



What makes a successful Resident Advisory Committee (RAC) member?

- Ability to see the big picture - RAC members focus on agency-wide policy discussions. . . NOT issues that come up at a specific property or issues that are particular to individual circumstances. RAC members have the ability to look for creative solutions to complex issues; to read and analyze policy documents; to be reflective; and to evaluate issues in order to find solutions benefiting the most people possible.
- Time availability – A willingness to commit at least five hours per month to committee participation (one three hour meeting plus time spent reviewing materials ahead of time). For example, a typical meeting agenda packet (mailed prior to the meeting) is approximately ten to fifteen pages in length and needs to be read prior to the meeting.
- Good listening skills, patience and skill in working as a member of a team – The committee uses a consensus decision-making process. Their focus on teamwork emphasizes respect for one another’s different perspectives and backgrounds. RAC members have high levels of compassion for others and support each other’s right to state an individual opinion.
- An optimistic, creative attitude towards problem-solving – RAC members strive to work together, along with agency staff, to seek positive solutions to complicated issues. The ability to look at issues from multiple perspectives is a valuable asset in RAC members. This analysis contributes to quality input from the RAC prior to decisions made by Home Forward’s Board of Commissioners.
- Successful residency – Prior to interviews, names of applicants are screened by Home Forward staff in either Property Management, Affordable Housing, or Section 8/Rent Assistance to ensure that the applicant is a resident in good standing.
- Computer access – RAC members communicate between meetings via e-mail and must be willing and able to commit to checking their e-mail account at least twice each week. If members do not have a home computer, free internet access is available at public library locations in order to sign-in for a free e-mail account (such as gmail.com).

At the beginning of each Resident Advisory Committee meeting, the following guidelines are read aloud to help ensure successful teamwork.

Guiding Principles for Teamwork

Show respect for one another's different perspectives.

Stay focused on the issue in front of us.

Speak one at a time. Address only the issue at hand.

Be respectful of the time.

Come prepared.

Focus on *the big picture*, not on building, people, or personal issues.

Support one another in speaking our own opinions.