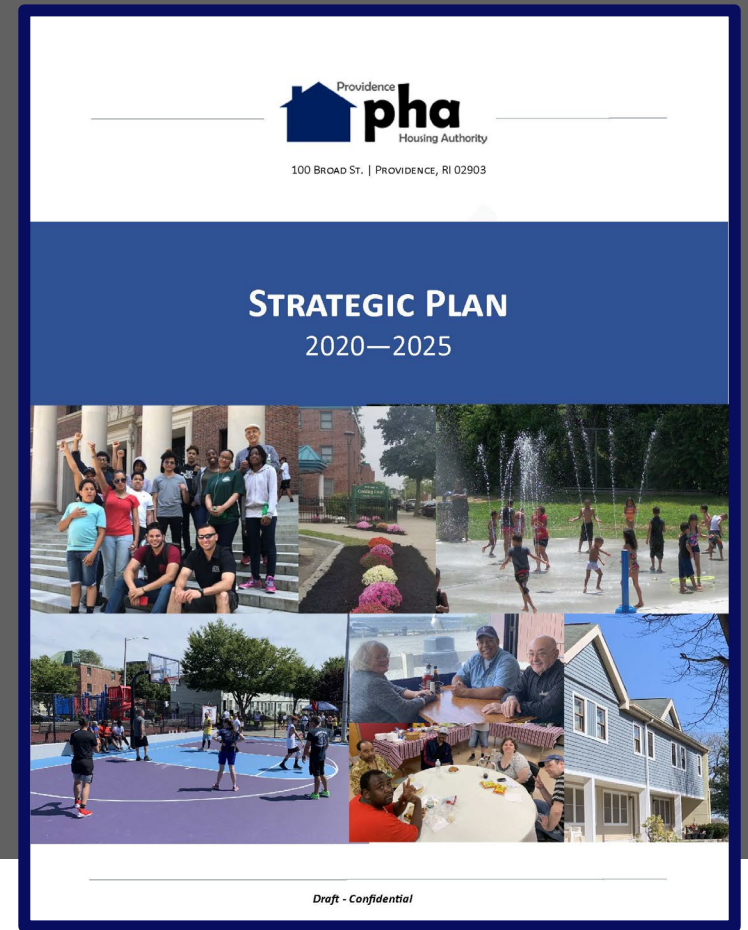


# Strategic Plan 2020-2025

Presentation to the Board of Commissioners  
May 28, 2020



# Publication of the Plan

- Raise Awareness of the Role PHA Plays in the Community
- Identify Our Team Approach to a Bright Future
- Communicate Our Revised PHA Mission and Vision
- Announce Our Goals and Strategies
- Engage Stakeholders



# Components of the Publication



**Introduction**



**Who We Are**



**Planning Process**



**Where We're Going**



**How We'll Get There**



**Appendix**

# Introduction

- Message from the Chairman and Executive Director
- Identification of PHA Public Housing Properties and Locations



**Nicolas Retsinas**  
*Chairman*



**Melissa Sanzaro**  
*Executive Director*







- Commissioners
- Leadership Team
- Resident Advisory Board

Who We Are

# Planning Process



Leadership • Innovation  
Inspiration • Creativity  
Ownership • Teamwork  
Respect • Accountability

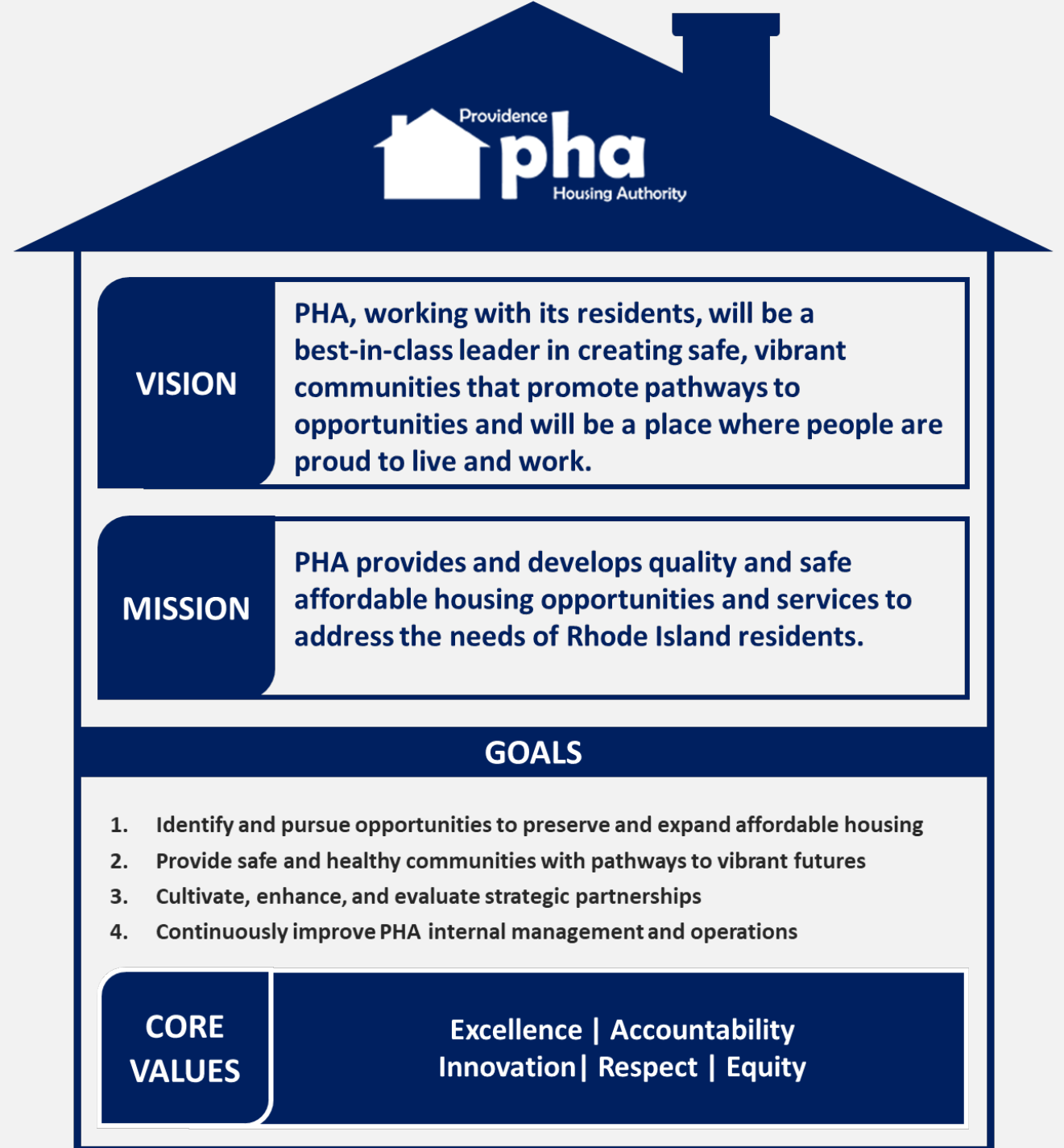


More than **130 PHA staff** participated, including **50** from **Facilities Management**.



# Where We Are Going

- Mission, Vision, Values
- Strategic Goals





# The Four Goals

1

Identify & Pursue Opportunities to Preserve & Expand Affordable Housing

2

Provide Safe & Healthy Communities with Pathways to Vibrant Futures

3

Cultivate, Enhance, & Evaluate Strategic Partnerships

4

Continuously Improve PHA Internal Management & Operations







# Goal 1:

## Identify & Pursue Opportunities to Preserve & Expand Affordable Housing

- Assess Viability of Repositioning Components of PHA's Real Estate Portfolio
- Utilize Existing and New Resources to Expand Affordable Housing
- Ensure Meaningful Engagement of PHA Residents in Preservation and Expansion Efforts
- Support Environmental Sustainability and Conservation in Response to Effects of Climate Change



# Goal 2:

## Provide Safe and Healthy Communities with Pathways to Vibrant Futures

- Enhance Security on PHA Properties
- Promote Access to Effective Economic Opportunity, Education, and Health Services for Residents and Participants
- Increase Outreach to and Engagement with Youth
- Improve Environmental Health of PHA Developments and HCV Units
- Increase Resident Services for Elderly and Disabled Residents
- Support Violence Prevention Strategies





A woman in a black top is speaking at a podium outdoors. To her left is an American flag on a pole. To her right is a white flag with yellow stars. In the foreground, the backs of several people are visible as they sit in white folding chairs, listening to the speaker. The background shows a brick building with large windows.

# Goal 3:

## Cultivate, Enhance, and Evaluate Strategic Partnerships

- Build Relationships with Prospective Organizations to Engage in Cross-Sector Planning Efforts
- Measure Impact of Partnerships
- Collaborate with Key Partners to Proactively Address and Prevent Homelessness
- Improve Existing Partnerships with Agencies Already Serving PHA Residents





# Goal 4:

## Continuously Improve PHA Internal Management & Operations

- Improve Housing Operations and Cross-Department Collaboration
- Assess and Improve Organizational Structure
- Leverage Technology
- Improve Customer Service and Publicize Customer Service Excellence
- Enhance Services to Participants and Landlords
- Optimize Financial Performance



# How We'll Get There

- Implementation
- Partnership
- Thank You





# Appendix & Closing

“Coming together is a beginning.

Keeping together is progress.

Working together is success.”

~ Henry Ford





# Discussion & Questions

