

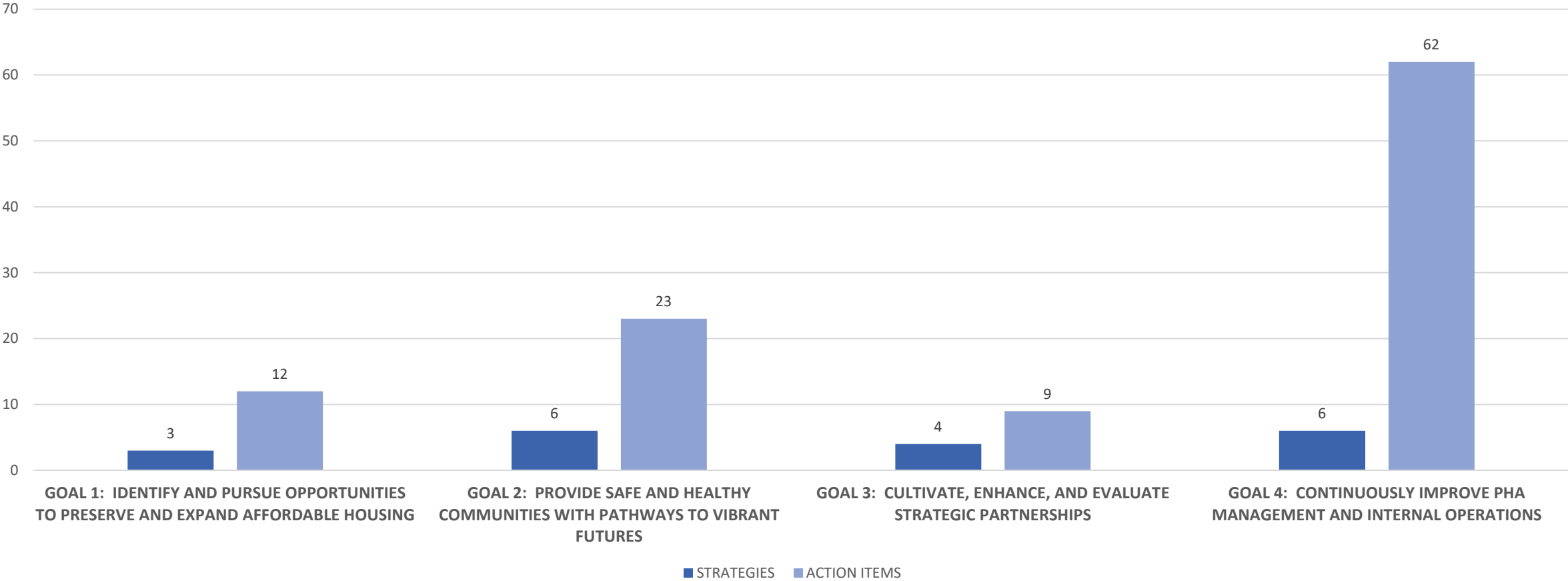


# Strategic Plan Update Q1-Q2 of FY2021

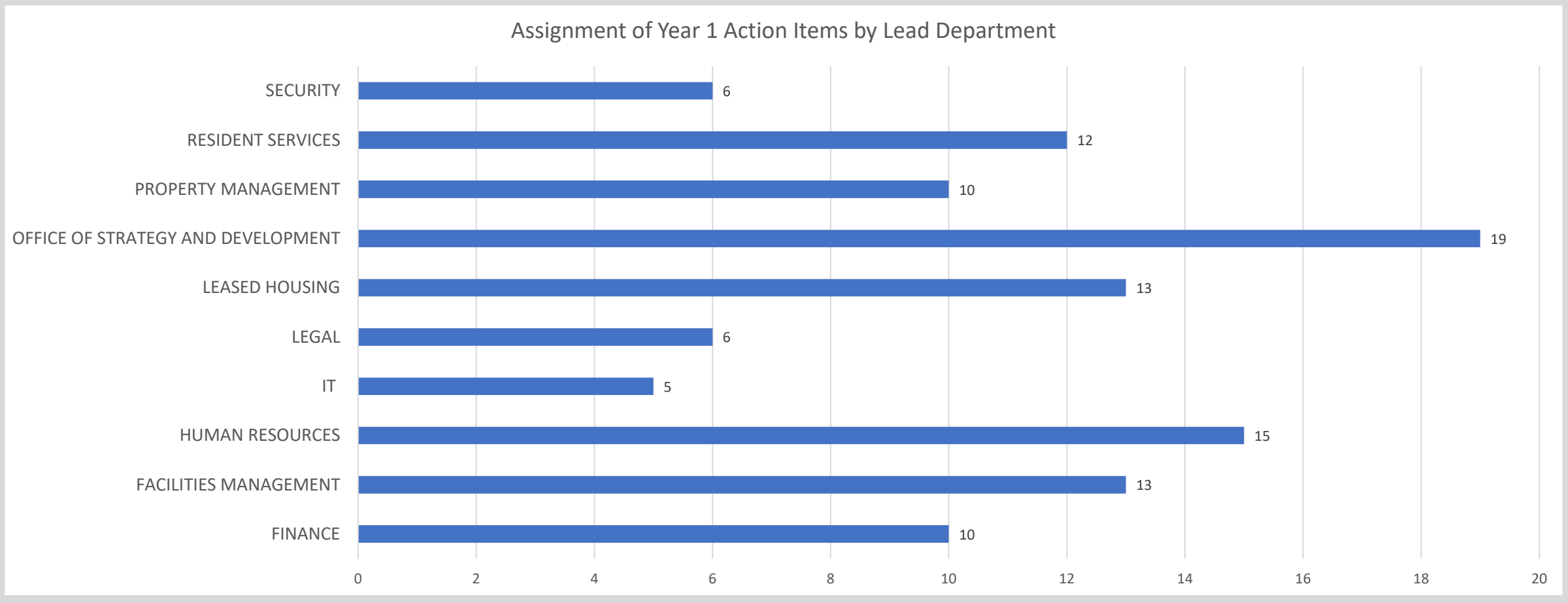
Presentation to the  
Board of  
Commissioners

January 28, 2021

# YEAR 1 STRATEGIES AND ACTION ITEMS

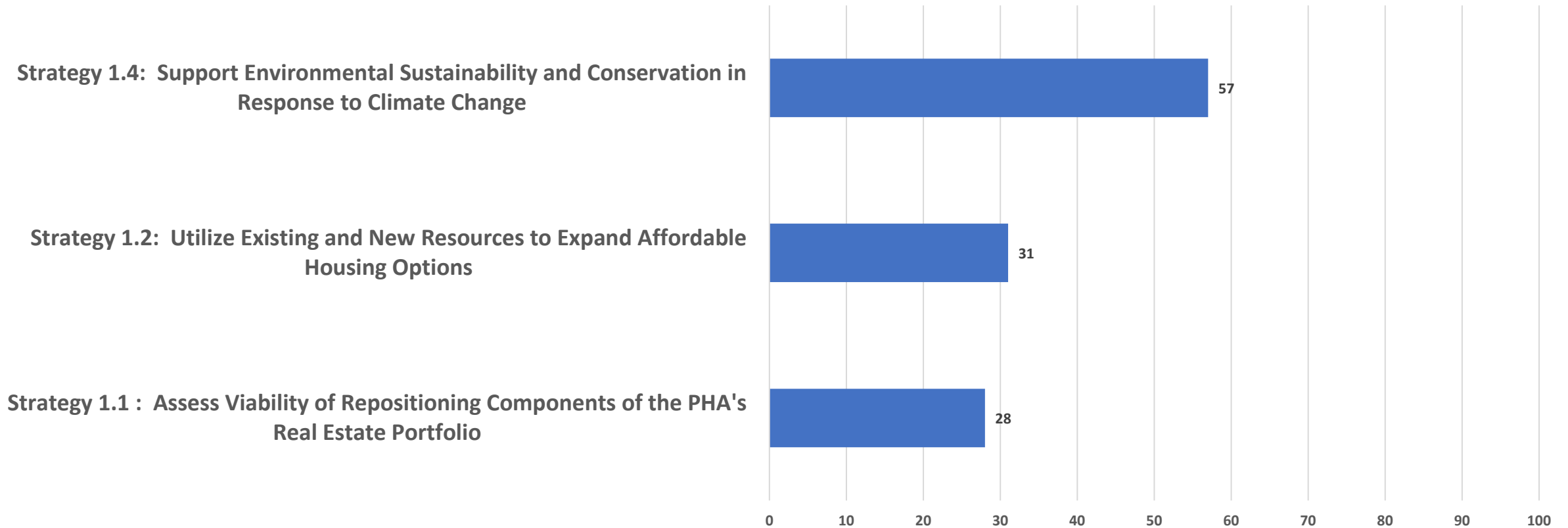


# YEAR 1 ACTION ITEMS BY LEAD DEPARTMENT



# GOAL 1: IDENTIFY AND PURSUE OPPORTUNITIES TO PRESERVE AND EXPAND AFFORDABLE HOUSING

% YEAR 1 ACTIONS COMPLETE QUARTERS 1 & 2

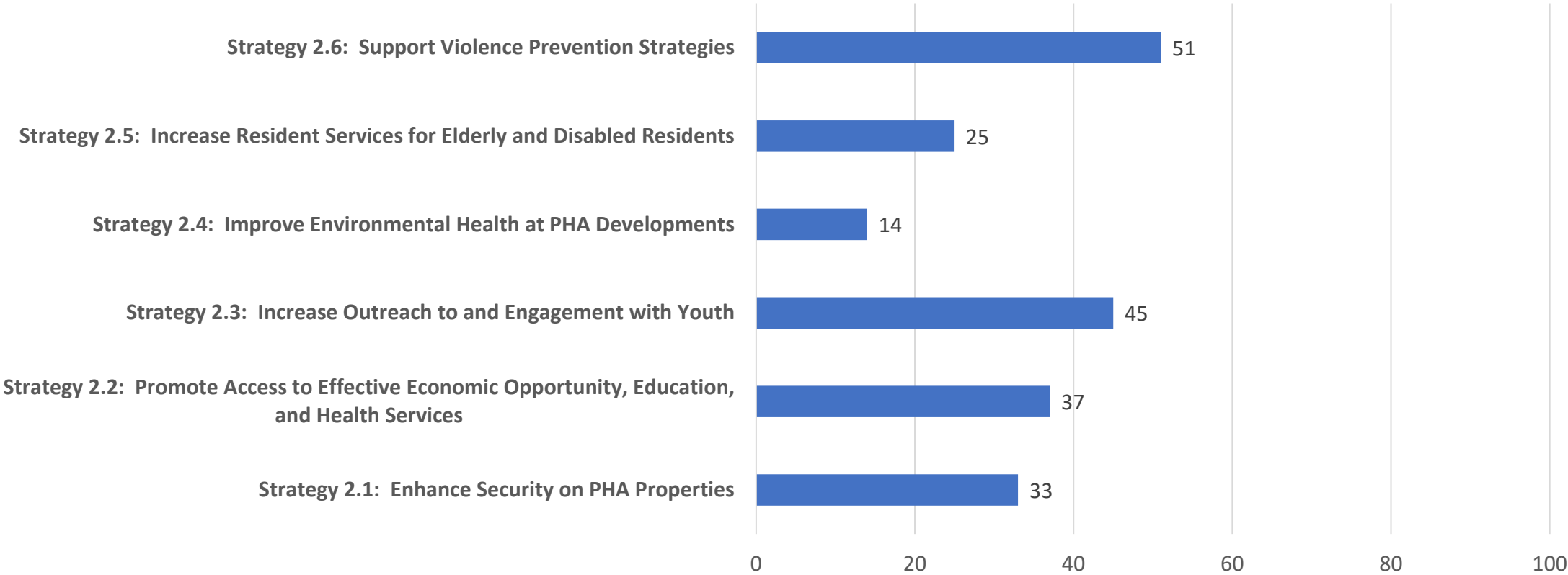


# GOAL 1: ACHIEVEMENT HIGHLIGHTS

- Consultation with HUD's Office of Relocation and HUD-provided consultant to explore benefits of various relocation tools
- Development of an RFP for a relocation/redevelopment consultant to assist in developing an agency-wide relocation plan
- Securing an additional 90 Mainstream Vouchers
- Leveraging new units of affordable housing by approving project-basing of 8 units at Barbara Jordan II. Seven units approved in 2019 for King St Commons to come online this year.
- Solar net metering off-site solar farm project with PHARI in progress
- Replacement of 3 boilers at Dominica Manor at no cost to PHA

# GOAL 2: PROVIDE SAFE AND HEALTHY COMMUNITIES WITH PATHWAYS TO VIBRANT FUTURES

% YEAR 1 ACTIONS COMPLETE QUARTERS 1 & 2



# GOAL 2: ACHIEVEMENT HIGHLIGHTS

- Identification of Mental Health First Aid and Trauma-informed Practice as violence prevention trainings
- 42 PM and RSD staff received training in September using SOR grant funds
- Identification of strengths and weakness of security plan in Covid-19 period and update of the plan to remedy weaknesses
- New resident safety and security survey developed and will be implemented as COVID allows
- Maintenance of properties in an attractive manner that communicated ownership by an involved owner and residents

# GOAL 2: ACHIEVEMENT HIGHLIGHTS

- High level of communication with resident leaders and resident associations
- WIOA Grant implemented bringing new workforce development opportunities for youth
- Ten new partnerships brought services to PHA residents
  - 2,163 Covid test administered
  - 5,000+ emergency food boxes distributed
  - 1,000+ individual household received emergency food
  - 600 Crush Covid gift bags distributed to PHA families



# GOAL 3: CULTIVATE, ENHANCE, AND EVALUATE STRATEGIC PARTNERSHIPS

% YEAR 1 ACTIONS COMPLETE QUARTERS 1 & 2

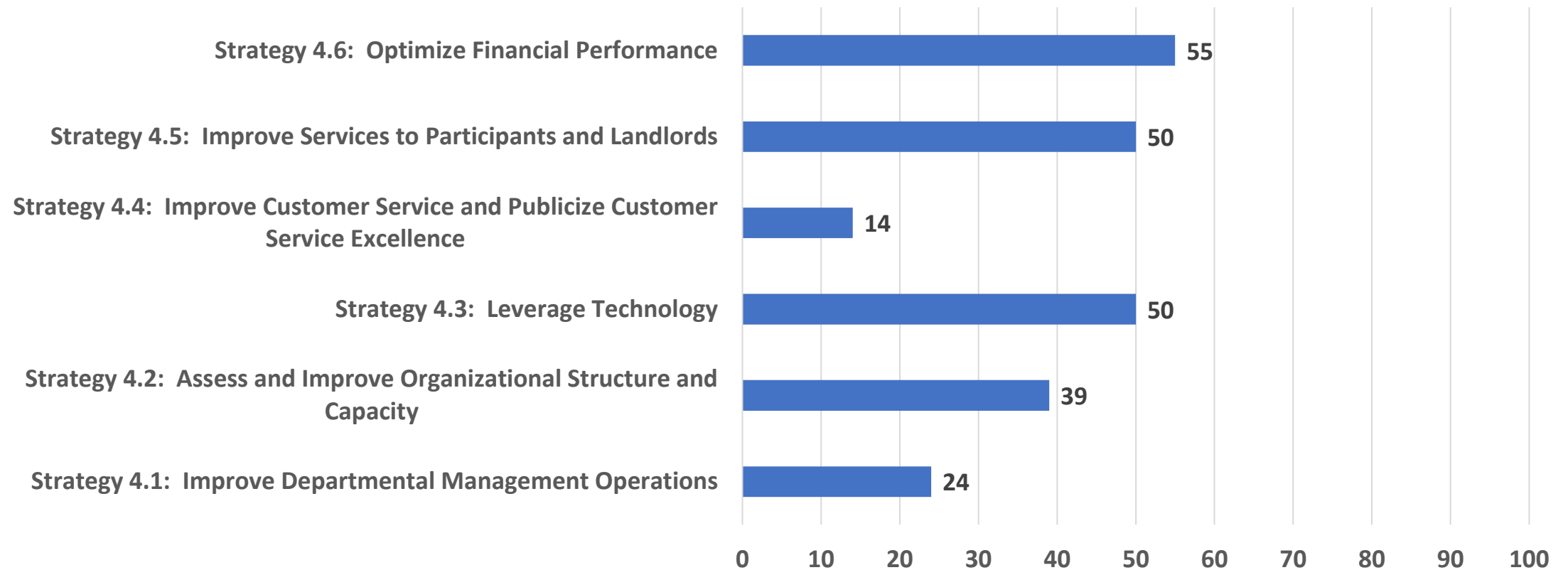


# GOAL 3: ACHIEVEMENT HIGHLIGHTS

- Forged partnership with National Guard, RI DOH and Lifespan, and PEMA for emergency operations
- Legal Counsel engaged membership in the Housing Development Law Institute (HDLI) bringing best practices information for complex legal issues
- Established a relationship with the new Superintendent of PPSD, raised awareness of the reach of PHA with families, and explored becoming a formal partner with PPSD
- Completion of new RSD MOU template with more specific scopes of work and deliverables inventoried partnerships to ensure external partners have a MOU
- Working in collaboration with community and state partners to ensure Mainstream vouchers are leased
- Disseminated PHA Strategic Plan publication to over 140 partners organizations and individuals and 240 employee partners

# GOAL 4: CONTINUOUSLY IMPROVE MANAGEMENT OPERATIONS

% COMPLETE OF YR1 ACTIONS QUARTERS 1 & 2



# GOAL 4: ACHIEVEMENT HIGHLIGHTS

- Introduction of an Employee Assistance Program to provide increased support for employees in the wake of Covid-19
- Assessed and met IT needs for remote operations and transitioning back to onsite work in reconfigured workspaces
- IT network assessment completed reviewing external network environment, conducting SWOT analysis, providing a 5-year hardware replacement/upgrade plan
- Hired a vendor to conduct a cyber-security assessment and monitor PHA's virtual environment and resolve alerts 24/7/365

# GOAL 4: ACHIEVEMENT HIGHLIGHTS

- Improved customer service to public housing residents through outreach calls and Emergency Response Outreach Log maintenance
- All PHA staff involved in purchasing goods and services received procurement training
- PHA approved for participation in HUD's NSPIRE property inspection pilot
- PHA purchased new work order software and foremen trained in its use
- Finance examined ways to optimize PHAS scoring by evaluating the use of administrative funds from capital grants and review allocation of expenses to AMPS. If there had been scoring in 2019, PHA would have been scored at 94 (23.57/25); for 2020 PHA would have received a score of 99 (24.81/25)

# GOAL 4: ACHIEVEMENT HIGHLIGHTS

- Completed update of Public Housing Admissions and Continuing Occupancy Plan (ACOP); Continuation of review and revision of HCV Administrative Plan
- Improved services to HCV landlords by: developing a landlord portal which when launched in 2021 will allow landlord to do business with PHA electronically; assessing landlord training needs; and providing four virtual workshops in which 76 landlords participated (with more in development)
- Improved services to HCV participants by engaging an Ameri-Corps worker who provided housing search assistance and mobility counseling
- Assisted 109 public housing families in receiving more than \$140,000 from Safe Harbor program
- Developed and pursued a grant writing strategy that secured \$579,269 in addition to over \$1M in new vouchers and admin fees for leased housing



QUESTIONS?