



# Status Report

April 2022

## OUR MISSION

- > Provide decent, safe, and affordable housing
- > Ensure equal housing opportunity
- > Promote self-sufficiency
- > Improve the quality of life and economic vitality for low- and moderate-income families

## OUR VALUES

- Service
- Respect
- Integrity
- Excellence
- Collaboration

## 2022 CORE OBJECTIVES

- 1) Deliver services safely, effectively, and efficiently.
- 2) Ensure residents, landlords, and employees feel respected during interactions with HASLC.
- 3) Help our residents and families gain self-sufficiency through partnerships with other organizations in the community.
- 4) Expand access to desirable and affordable housing.

## OUR "WHY"

Because every person is worthy of a stable foundation that provides the opportunity to lead a healthy, secure, and productive life.

## STRATEGIC RECOMMENDATIONS

- Create a set of values ● ● ● Completed
- Hire a deputy executive director ● ● ● Completed
- Hire a full-time human resources director ● ● ● Completed
- Delegate budget authority ● ● ● Completed
- Update the phone system ● ● ● Completed
- Finalize objectives, key results ● ● ● Completed
- Designate a contracting officer ● ● ● Completed
- Create an external partnerships plan ● ● In progress
- Develop a comprehensive training program ● ● In progress
- Update the website ● Up next
- Update job descriptions, integrate with PM ● Up next
- Measure and improve customer satisfaction ● Up next
- Launch a board review process to ensure it is optimized to support HASLC objectives ● Up next

## KEY RESULTS

(Obj 1) High performer status with no compliance or audit findings *Baseline figures from most recent reporting*



- (Obj 2) Define satisfaction for residents, landlords & employees
- (Obj 2) Implement survey tools
- (Obj 3) Develop partnership strategy
- (Obj 4) Develop access strategy
- (Obj 4) Revise Admission and Continued Occupancy Policy

	Q1	Q2	Q3	Q4
(Obj 2) Define satisfaction for residents, landlords & employees	●	●		
(Obj 2) Implement survey tools	●	●		
(Obj 3) Develop partnership strategy	●	●		
(Obj 4) Develop access strategy	●	●		
(Obj 4) Revise Admission and Continued Occupancy Policy	●	●		