DOWN THE ROAD 2018: Recruitment and Retention of NHA Staff

Goal 1: Enhance equity goals to our community partners. Goals for 2017 included increasing the diversity and equity-awareness on the Board of Directors, with a 50% of board members as Multi-Cultural, Women-owned and Minority-owned firms. In 2018, we had 12 one-hour sessions directly from residents and staff for use in the organization’s training of new employees.

Outcome 1: 60% MWESB participation.

Outcome 2: 60% MWESB participation.

Outcome 3: 60% MWESB participation.

Next Steps:
- Select new board members with an focus on diversity.
- Develop a 10-year strategic plan to support all efforts.
- Implement and evaluate more strategic efforts.

FINANCE & ADMINISTRATION

The goal was to monitor our 30% total population and to ensure that we are meeting our Equity goals.

Goal 1: Continue to monitor the 30% total population and to ensure that we are meeting our Equity goals.

Goal 2: Create and implement Procurement Policy that shows no disparities in satisfaction.

Goal 3: Establish a new Program Coordinator, to support all efforts.

Outcome 1: % of NHA Households

Outcome 2: % of NHA Households

Outcome 3: % of NHA Households

Next Steps:
- Develop a new Program Coordinator.
- Implement the Procurement Policy.
- Monitor the 30% total population.

HOMELESS INTERVENTION SERVICES

In 2017, our Homeless Intervention services helped increase the percentage of respondents who feel that RCS has helped them meet their needs.

Goal 1: Help increase the percentage of respondents who feel that RCS has helped them meet their needs.

Goal 2: Enhance the soft cost (pre-development) side by 30%.

Goal 3: Implement Anti-Bullying plan across properties.

Outcome 1: % of respondents who feel that RCS has helped them meet their needs.

Outcome 2: % of respondents who feel that RCS has helped them meet their needs.

Outcome 3: % of respondents who feel that RCS has helped them meet their needs.

Next Steps:
- Help increase the percentage of respondents who feel that RCS has helped them meet their needs.
- Enhance the soft cost (pre-development) side by 30%.
- Implement Anti-Bullying plan across properties.

ASSET MANAGEMENT

The eco-friendly approach was implemented with a 30% discount on energy usage and a 50% discount on physical space. The savings were used to pay for providing property management services. In 2018, we awarded 10 contracts for property management services.

Goal 1: Implement an eco-friendly approach with a 30% discount on energy usage and a 50% discount on physical space.

Goal 2: Award 10 contracts for property management services.

Outcome 1: 10% energy savings.

Outcome 2: 25% physical space savings.

Outcome 3: 10 contracts awarded.

Next Steps:
- Implement an eco-friendly approach with a 30% discount on energy usage and a 50% discount on physical space.
- Award 10 contracts for property management services.