

STRATEGIC OBJECTIVES (MHA LONG TERM GOALS)	FY23 ANNUAL STRATEGIES	Departmental Goals
Be the Lakeway Regional Area's Premier Provider of Affordable Housing	<ul style="list-style-type: none"> - Explore opportunities in surrounding areas - Expand Industry Leadership and Involvement - Provide elevated customer service/services 	<ul style="list-style-type: none"> Meet with developers and design teams for opportunities. Complete MHA rebrand to TVHS ED run for NAHRO SVP Explore kiosks, digital signatures & digitilization of historic files
Increase Supply & Improve Quality of our Affordable Housing	<ul style="list-style-type: none"> - Improve MHA properties - Explore opportunities to increase MHA affordable housing stock - Improve recruiting & outreach to attract quality landlords and applicants 	<ul style="list-style-type: none"> Complete Sneedville Rehab work & close RAD Deal Complete FHA Loan Application for 2nd RAD Deal Place THDA 9% LIHTC Application Place THDA NHTF Application if possible Improve & Increase Usage of Landlord Portal Issue Section 8 HQS Inspections RFP if RAD PBV Utilized Hold Landlord Forum
Achieve Long Term Financial Stability & Independence	<ul style="list-style-type: none"> - Finalize RAD conversion plans - Reduce agency operating expenses - Increase net operating income (NOI) 	<ul style="list-style-type: none"> Manage RAD Deal for 1st closing in 2023 Create new Admin Plan & Leases Manage budgets on a quarterly basis, with an emphasis on understanding property level revenue & expenses Increase NOI by 1% buy increasing revenue & cutting expenses.
Strengthen Community Relations	<ul style="list-style-type: none"> - Create better relationships with customers & partners 	<ul style="list-style-type: none"> Create new community partnerships. Increase usage of PSA's & Press Releases
Advance Workforce Development	<ul style="list-style-type: none"> - Expand skills & knowledge base of staff by providing a minimum of two training opportunity for each employee - Foster a welcoming culture with existing and new employees - Increase operational efficiency through technological advancement 	<ul style="list-style-type: none"> Hold training on at least two pertinent topics. Held Nspire and Overdose Prevention Review & update Staffing Ratios & Job Descriptions Install bi-weekly payroll system & explore server options.

Green is complete