



# 2020 5-Year PHA Plan Summary

Housing Authority of the City of Bloomington

## Introduction & Background

The PHA Plan is a comprehensive guide to public housing agency (PHA) policies, programs, operations, and strategies for meeting local housing needs and goals. There are two parts to the PHA Plan: the 5-Year Plan, which each PHA submits to HUD once every 5th PHA fiscal year, and the Annual Plan, which is submitted to HUD every year.

The Housing Authority adopted a new 5-year plan on September 24, 2019 (Resolution 1416), which covers the 5-year period beginning January 1, 2020. The heart of the 2020 5-Year Plan is the agency mission, and a set of goals and objectives that will guide the organization in the coming years. This summary document presents the agency mission, guiding values, and goals and objectives included in the 2020 5-Year Plan.

## Mission Statement

Our **mission** is providing quality affordable housing and self-sufficiency opportunities to low- and moderate-income citizens of McLean County.

These are the **values** that guide the actions and inform the decisions of the Housing Authority:

Compassion	Cooperation/Teamwork	Integrity
Empathy	Collaboration/Partnership	Transparency
Positivity	Stewardship	Leadership
Adaptability/Versatility	Accountability	Commitment/Diligence

## Goals & Objectives:

**Goal 1: Help our residents and clients by connecting them with a range of education, employment, health, and social resources.**

Objective 1.1: Educate the public about our public housing and Section 8 programs and how they can partner to help our residents and clients.

Objective 1.2: Continue to support and enhance enrichment opportunities for public housing residents (e.g. Family Self-Sufficiency (FSS), Resident Opportunities for Self-Sufficiency (ROSS), CDBG-funded job training, holiday gift baskets distribution, gardening and other recreation opportunities, etc.)

Objective 1.2: Evaluate the benefits and costs of establishing a separate not-for-profit organization that could assist public housing residents and provide training to residents.

***Goal 2: Operate the Housing Choice Voucher (HCV) Program as efficiently as possible to provide the most possible benefit to the community.***

Objective 2.1: Consider options for managing HCV waiting list in ways that will reduce the length of time applicants are on the waiting list.

Objective 2.2: Educate the public and landlords about the benefits of the HCV program.

Objective 2.3: Review and revise HCV policies and procedures to most efficiently provide the best possible service to clients and landlords.

Objective 2.4: Evaluate staff duties and realign as needed to maximize efficiency.

***Goal 3: Carefully plan for the most efficient use of Housing Authority buildings and sites.***

Objective 3.1: Conduct a formal assessment of the physical needs of the public housing portfolio and use the assessment for prioritization and planning of capital improvements.

Objective 3.2: Evaluate the options for the best long-term use of the Lawrence Irvin Neighborhood Center, which is expected to be vacated by the Boys & Girls club in the future.

Objective 3.3: Consider options for improving administrative office space to provide a better experience for clients and employees.

***Goal 4: Advocate for and participate in efforts to expand affordable housing options in the community.***

Objective 4.1: Proactively seek development partnerships to create new opportunities for affordable housing using tools such as project-based vouchers.

Objective 4.2: Evaluate need to revive or form new not-for-profit organization for affordable housing development.

Objective 4.3: Collaborate with community partners to study and advocate for affordable housing.

***Goal 5: Invest in staff training, employee development, and management tools to improve agency operations, foster innovation, and expand staff leadership capacity.***

Objective 5.1: Evaluate key agency processes (e.g. interim rent reviews, public housing move-outs, etc.) to identify opportunities for streamlining and clarification.

Objective 5.2: Prepare staff training and development plan for each position.

Objective 5.3: Continue to develop staff and board expertise in the financial elements of federal housing programs for better long-term fiscal planning within the agency.

***Goal 6: Use technology to improve client service, be more efficient, and promote Housing Authority programs.***

Objective 6.1: Upgrade agency information technology tools, including web and mobile capabilities.

Objective 6.2: Make better use of outside technology expertise and study other agencies as a model for using technology to advance the agency mission.