CDA Housing Operations 2021 Work Plan

Our Mission is to provide the highest quality service for the common good of our residents and visitors

Agency	CDA Housing Operations
Work Plan Fiscal Year	2021
Date Last Updated	6/22/2020
Division Mission Statement	To provide decent, safe, and sanitary housing to low income residents of Madison.

Status	Description
In Planning	Not started yet, but substantial discussions are underway
On Track	Moving forward as intended and is likely to be completed on time
Off Track	Encountered obstacles, but they can be resolved by the team
Needs Attention	Encountered obstacles and leadership guideance will be needed
Held	Delayed until next year or later

Service	Task ID	Task	Status	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022	2023	Responsible Staff	Primary City Element	Work Type
Highest Priority Items												
Public Housing	1.0	**Complete and implement CDA Safety and Security Policies and Procedures**	**Not Started**	■	■	■	■	■		Lisa Daniels	Healthy & Safe	New Recurring
Public Housing	2.0	**Obtain a PHAS score of 90 or greater**	**On Track**	■	■	■	■	■	■	Deb Rakowski	Neighborhoods & Housing	Existing Recurring
Public Housing	3.0	**Public Housing Repositioning**										
	3.1	Ensure MRCDC is fully operational	On Track	■	■	■	■			Deb Rakowski	Neighborhoods & Housing	New Non-Recurring
	3.2	Proceed with selected plan for 12 single family homes	In Planning	■	■	■	■			Deb Rakowski		
	3.3	Develop and implement plan for 48 units at Straubel Court	In Planning	■	■	■	■	■	■	Deb Rakowski		
	3.4	Develop plan for 3-1 projects	Not Started	■	■	■	■			Deb Rakowski		
Public Housing	4.0	**Trianlge Redevelopment Plan**										
	4.1	Conduct resident engagement sessions	Not Started	■	■	■	■			CDA Redevelopment Specialist	Neighborhoods & Housing	New Non-Recurring
	4.2	Publish RFPs for Development Team	Not Started	■	■	■	■			CDA Redevelopment Specialist		
CDA	5.0	**CDA staffing and onboarding**										
	5.1	Review onboarding program	Not Started				■					
	5.2	Implement maintenance career laddering	Not Started	■	■							
	5.3	Develop internal training programming (peer to peer learning)	Not Started	■	■	■	■					
	5.4	Develop individual training plans for every employee	Not Started	■	■	■	■					
	5.5	Conduct annual performance meetings with every employee	Not Started	■	■	■	■					
	5.6	Find funding for and hire a Resident Service Coordinator	Not Started	■	■	■	■					
Public Housing	6.0	**Resident Councils**										
	6.1	Onboard all new RAB members and meet bi-monthly.	On Track	■	■	■	■					
	6.2	Write Resident Council Handbook and train councils and RAB	In Planning	■	■							
	6.3	Establish resident council at Romnes.	Not Started		■							
	6.4	Ensure all RC's have MOU's.	Not Started				■					
CDA	7.0	**Madison ConnectHome**										
	7.1	Conduct Annual ConnectHome Digital Inclusion Summit	In Planning	■						AV Volunteer	Neighborhoods & Housing	Existing Recurring
	7.2	Launch digital literacy programs			■					AV Volunteer	Neighborhoods & Housing	Existing Recurring
	7.3	Develop mobile computer lab			■	■	■			CH Team	Neighborhoods & Housing	Existing Recurring
	7.4	Increase internet connection in CDA Housing by 10%					■			CH Team	Neighborhoods & Housing	Existing Recurring
CDA	8.0	**Branding**									Effective Government	
	8.1	Update and/or revise the CDA Website	Not Started	■	■	■	■			Lisa Daniels	Effective Government	Existing Recurring
	8.2	Build a Doing Business with the CDA webpage	Not Started	■	■					Lisa Daniels	Effective Government	New Recurring
	8.3	Launch new mission statement & strategic plan. Develop monthly/quarterly board report with clear outcomes.	On Track	■						Deb Rakowski	Effective Government	New Recurring
CDA	9.0	**Hire ASPIRE Interns**										

Service	Task ID	Task	Status	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022	2023	Responsible Staff	Primary City Element	Work Type
	9.1	Conduct an inventory audit on Spanish translated documents	Not Started			■				Lisa Daniels	Effective Government	New Recurring
	9.2	Translate and maintain vital documents	Not Started			■				Lisa Daniels	Effective Government	
	9.3	Develop Madison ConnectHome Digital Ambassador Program	Not Started			■				Deb Rakowski		
CDA	10.0	Finance & Procurement										
	10.1	Determine how CDA bad debt policies are implemented	Not Started	■	■	■	■			Anne Slezak	Neighborhoods & Housing	New Non-Recurring
	10.2	Develop Procurement Desk Guide	In Planning	■	■					Deb Rakowski	Neighborhoods & Housing	New Recurring
	10.3	Develop contracting database (procurement database/tracking system)	Not Started	■	■					Anne Slezak & Bryce Gruner	Neighborhoods & Housing	New Non-Recurring
CDA	11.0	Process Improvements										
	11.1	Clean the Shared Drive	Not Started				■			Lisa Daniels	Effective Government	New Recurring
	11.2	Develop and update procedural guides for all work teams	On Track	■	■	■	■	■	■	Deb Rakowski	Neighborhoods & Housing	Existing Recurring
	11.3	Develop CDA Sharepoint Site and training	Not Started			■	■			Anne Slezak	Neighborhoods & Housing	Existing Recurring
	11.4	Review Section 3 Program: update current plan and formulate future plan priorities	Not Started	■	■	■	■			Deb Rakowski	Neighborhoods & Housing	New Recurring
	11.5	Software										
CDA	12.0	Partnerships										
	12.1	Develop partnership agreements with health care providers	Not Started	■	■	■	■	■	■	Lauren Andersen	Neighborhoods & Housing	Existing Recurring
	12.2	Develop partnership agreements with child care providers	Not Started	■	■	■	■	■	■	Liz Yszenga	Neighborhoods & Housing	Existing Recurring
	12.3	Ensure all PBV partners have a signed HAP contract on file. Meet with each partner annually.	Not Started	■	■	■	■			Tom Conrad	Neighborhoods & Housing	Existing Recurring
	12.4	Continue partnership with Urban Tree Alliance	On Track	■	■	■	■			Bryce Gruner	Neighborhoods & Housing	Existing Recurring
	12.5	Determine feasibility of Successful Aging partnership (potentially implement health literacy program)	In Planning	■	■					Lauren Andersen	Neighborhoods & Housing	Existing Recurring
Public Housing	13.0	Infrastructure & Maintenance										
	13.1	Upgrade CDA common areas	Not Started									
	13.2	Install digital signage	Not Started									
	13.3	Locate funding source or donations for air conditioning units for CDA residents who need it.	Not Started	■	■	■	■	■	■	Deb Rakowski & SM's	Neighborhoods & Housing	New Recurring
	13.4	Implement inventory management system	In Planning		■	■	■	■		Dave Lindloff	Neighborhoods & Housing	New Non-Recurring