

CDA Housing Operations 2020 Work Plan	
Our Mission is to provide the highest quality service for the common good of our	
Agency	CDA Housing Operations
Work Plan Fiscal Year	2020
Date Last Updated	12/20/2019
Division Mission Statement	To provide decent, safe, and sanitary housing to low income residents of Madison.

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 guidance will be needed
Held	Delayed until next year or later

Service	Task ID	Task	Status	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021	2022	Responsible Staff	Primary City Element	Work Type
Highest Priority Items												
CDA	1.0	Revise the CDA's Mission Statement	On Track	<div></div>						Deb Rakowski	Effective Government	New Non-Recurring
Public Housing	2.0	Complete and implement CDA Safety and Security Policies and Procedures	Not Started	<div></div>	<div></div>	<div></div>	<div></div>			Lisa Daniels	Healthy & Safe	New Recurring
Public Housing	3.0	Develop public housing repositioning framework and plan	In Planning	<div></div>						Deb Rakowski	Neighborhoods & Housing	New Non-Recurring
Public Housing	3.1	Dispose of 8 units to meet Faircloth limit	On Track	<div></div>	<div></div>					Deb Rakowski	Neighborhoods & Housing	New Non-Recurring
Public Housing	4.0	Develop Triangle Redevelopment Plan	Not Started	<div></div>	<div></div>	<div></div>	<div></div>			Deb Rakowski/Lauren Andersen	Neighborhoods & Housing	New Non-Recurring
Public Housing	4.1	Resident engagement at Triangle in preperation of redevelopment	In Planning	<div></div>	<div></div>					Deb Rakowski, Lang Barrow	Neighborhoods & Housing	New Non-Recurring
CDA	5.0	Complete Employee Guide to Working for the CDA & Develop a consistent onboarding program	In Planning	<div></div>	<div></div>	<div></div>				Anne Slezak	Effective Government	New Non-Recurring
CDA	6.0	Establish regular meeting schedule for Resident Advisory Board	In Planning	<div></div>	<div></div>	<div></div>	<div></div>			Deb Rakowski	Neighborhoods & Housing	New Recurring
Public Housing	7.0	Complete a Green Capital Needs Assessment (GPNA)	Not Started	<div></div>	<div></div>	<div></div>	<div></div>			Mark Ziemann	Neighborhoods & Housing	New Recurring
Public Housing	8.0	Update PH Utility Allowances	Not Started	<div></div>						Deb Rakowski	Neighborhoods & Housing	New Recurring
Public Housing	9.0	Dispose of 4 units at Theresea Terrace	Not Started	<div></div>	<div></div>	<div></div>	<div></div>			CDA Redevelopment Specialist (not hired)	Neighborhoods & Housing	New Non-Recurring
Other Initiatives												
CDA	10.0	Increase number of residents who can affordably access the internet: ConnectHome Initiatve	On Track	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	Renee Robinson	Neighborhoods & Housing	New Recurring
CDA	10.1	Determine baseline data on digital divide	In Planning	<div></div>	<div></div>	<div></div>	<div></div>			Renee Robinson	Neighborhoods & Housing	New Non-Recurring
CDA	10.2	ConnectHome Convening	In Planning	<div></div>						Renee Robinson	Neighborhoods & Housing	New Recurring
CDA	10.3	Hire Americorps or Vista Volunteer: ConnectHome	Not Started	<div></div>	<div></div>					Deb Rakowski	Neighborhoods & Housing	New Recurring
CDA	11.0	CDA Branding									Effective Government	
CDA	11.1	Update and/or revise the CDA Website	Not Started			<div></div>	<div></div>			Lisa Daniels	Effective Government	Existing Recurring
CDA	11.2	Build a Doing Business with the CDA webpage	In Planning		<div></div>					Anne Slezak	Effective Government	New Recurring
CDA	11.3	Develop and implement a social media plan	In Planning	<div></div>	<div></div>	<div></div>	<div></div>			Deb Rakowski	Effective Government	New Non-Recurring
CDA	12.0	Conduct an inventory audit on Spanish translated documents	Not Started		<div></div>					Lisa Daniels	Effective Government	New Recurring
CDA	12.1	Translate and maintain vital documents	Not Started			<div></div>				Lisa Daniels	Effective Government	
CDA	13.0	Determine how CDA bad debt policies are implemented	Not Started			<div></div>				Anne Slezak	Neighborhoods & Housing	New Non-Recurring
CDA	14.0	Develop and implement a training plan for advocates on how to navigate CDA's online systems	In Planning	<div></div>	<div></div>					Kim Kennedy	Neighborhoods & Housing	New Non-Recurring
CDA	15.0	Develop how to videos for CDA website	Not Started					<div></div>		Lisa Daniels	Neighborhoods & Housing	New Non-Recurring
CDA	16.0	Develop partnerships with health care systems and child care providers	Not Started	<div></div>	<div></div>	<div></div>	<div></div>			Deb Rakowski & SM's	Neighborhoods & Housing	New Recurring
Section 8	17.0	Revisit Partnerships: PBV's, FUP, MUP, VASH	Not Started	<div></div>	<div></div>	<div></div>	<div></div>			Tom Conrad	Neighborhoods & Housing	Existing Recurring
Public Housing	18.0	Develop a career ladder for maintenance staff	Not Started	<div></div>	<div></div>	<div></div>	<div></div>			Deb Rakowski & SM's	Neighborhoods & Housing	New Non-Recurring
CDA	19.0	Hire ASPIRE Interns	Not Started		<div></div>	<div></div>				Deb Rakowski	Neighborhoods & Housing	New Recurring
CDA	20.0	Develop Procurement Desk Guide	In Planning		<div></div>	<div></div>				Anne Slezak	Neighborhoods & Housing	New Recurring

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Public Housing	21.0	Develop contracting database (procurement database/tracking system)	Not Started			■	■			Anne Slezak	Neighborhoods & Housing	New Non-Recurring
CDA	22.0	Elite: Develop procedural guides for all work teams	Not Started	■	■	■	■			Deb Rakowski	Neighborhoods & Housing	Existing Recurring
Public Housing	23.0	Determine how to provide air conditioning to residents who need it	Not Started		■	■	■	■	■	Deb Rakowski & SM's	Neighborhoods & Housing	New Recurring
CDA	24.0	Develop CDA Sharepoint Site and training	Not Started		■	■				Anne Slezak	Neighborhoods & Housing	Existing Recurring
Public Housing	25.0	Develop resident organizations at 3 sites	On Track	■	■	■	■	■	■	SM's	Neighborhoods & Housing	New Non-Recurring
Public Housing	26.0	Implement inventory management system	In Planning	■	■	■	■			SM's (Deb is lead)	Neighborhoods & Housing	New Non-Recurring
Public Housing	27.0	Implement the tree management plan from Urban Tree Alliance	On Track	■	■	■	■			Mark Ziemann	Neighborhoods & Housing	New Recurring
Public Housing	28.0	Obtain a PHAS score of 90 or greater	On Track	■	■					Deb Rakowski	Neighborhoods & Housing	New Recurring
Public Housing	29.0	Review and submit Public Housing Homeownership Plan	Not Started	■						Deb Rakowski	Neighborhoods & Housing	New Non-Recurring
Public Housing	30.0	Review Section 3 Program: update current plan and formulate future plan priorities	Not Started			■	■			Deb Rakowski/Mark Ziemann/Anne Slezak	Neighborhoods & Housing	New Recurring
Section 8	31.0	Document Section 8 procedures and processes	Not Started	■	■	■	■			Tom Conrad	Neighborhoods & Housing	New Recurring
Section 8	32.0	Migrate Accounts Receivable report from Elite to Munis monthly	On Track	■	■	■	■			Anne Slezak	Neighborhoods & Housing	New Recurring
Employee Voice Survey Action Plan												
Goal 1: Employee Engagement	33.0	CDA Staff Meetings: staff meet 1 time per quarter	On Track	■	■	■	■	■	■	Deb Rakowski		New Recurring
Goal 1: Employee Engagement	33.1	Employee Events	On Track							Engagement Team		
Goal 1: Employee Engagement	33.2	Annual Staff Retreat	In Planning		■					Engagement Team		Existing Recurring
Goal 1: Employee Engagement	33.3	Holiday Potluck	Not Started				■			Engagement Team		Existing Recurring
Goal 1: Employee Engagement	33.4	Tours & Field Trips	Not Started	■	■	■	■	■	■	Engagement Team		New Recurring
Goal 1: Employee Engagement	33.5	Engagement Team is formed and meets regularly	On Track	■	■	■	■	■	■	Deb Rakowski		Existing Recurring
Goal 1: Employee Engagement	33.6	New Hire Introduction to all staff	In Planning	■	■	■	■	■	■	Engagement Team		New Recurring
Goal 2: Employee Development	34.0	Database of training opportunities	In Planning	■						Engagement Team		New Recurring
Goal 2: Employee Development	34.1	Create a training plan for each employee	Not Started	■	■	■	■	■	■	Management Team		New Recurring
Goal 2: Employee Development	34.2	Annual employee assessments/feedback	Not Started	■	■	■	■	■	■	HR		New Recurring
Goal 2: Employee Development	34.3	Certification plan for maintneance staff: HVAC, electrical, appliance repair, plumbing	In Planning	■	■	■	■	■	■	Site Managers		New Recurring
Goal 2: Employee Development	34.4	Mentoring: Advertise City's program, develop internal mentors	Not Started	■	■	■	■	■	■	Management Team		New Recurring
Goal 2: Employee Development	34.5	Job Shadowing	Not Started	■	■	■	■	■	■	Management Team		New Recurring
Goal 2: Employee Development	34.6	Monthly all site maintenance meetings	On Track	■	■	■	■	■	■	Site Managers		Existing Recurring
Goal 2: Employee Development	34.7	Active Shooter Training at each site	Not Started		■	■				Deb Rakowski		New Recurring
Goal 2: Employee Development	34.8	Regular scheduled supervision	Not Started	■	■	■	■	■	■	Management Team		Existing Recurring
Goal 2: Employee Development	34.9	Director visits sites on a regular basis	On Track	■	■	■	■	■	■	Deb Rakowski		Existing Recurring
Goal 3: Communication	35.0	Share and update work plans, action plans, and capital plans with employees	On Track	■	■	■	■	■	■	Deb Rakowski		New Recurring
Goal 3: Communication	35.1	CDA Newsletter published bi-monthly	On Track	■	■	■	■	■	■	Engagement Team		Existing Recurring
Goal 3: Communication	35.2	Create and maintain staff roster	In Planning	■	■	■	■	■	■	Engagement Team		New Recurring

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