

HAYC
GOALS FOR FY2019 (July 1, 2018 – June 30, 2019)

Accounting/Rehab

1. Timely and accurate financial reporting to:
 - HAYC Board – monthly budget comparisons, disbursements, Housing Choice Voucher tracking, and financial summary.
 - HUD REAC – annual unaudited and audited financials in FASS (Financial Assessment Submission System).
 - HUD REAC – monthly Housing Choice Voucher statistics in VMS (Voucher Management System).
 - USDA Rural Development – annual budget and actuals for RD funded and subsidized properties (Fresa Park, Palmer Creek, Riverside Terrace, and Vittoria Square).
 - USDA Rural Development – monthly Project Worksheets (loan payment and rental assistance).
 - OHCS – annual financials for HOME or LIHTC funded properties (Abbey Heights, Deskins Commons, Haworth Terrace, Hendricks Place, Heritage Place, Homeport, Riverside Terrace, Sunflower Park, and Sunnyside) in their Web Compliance Management System (WCMS).
 - PNC – quarterly financials for Sunflower Park and Village Quarter.
 - All above and other lenders and business partners – annual audited financial report.
2. Clean audits by independent CPA of HAYC, Sunflower Park LP, Village Quarter LP, Deskins Commons Housing LLC, and Yamhill County Affordable Housing Corporation (YCAHC).
3. Have annual operating budgets for HAYC, Sunflower Park, Village Quarter, Deskins Commons, and YCAHC prepared no less than 30 days prior to the beginning of their fiscal years.
4. Continue to market and enroll landlords in electronic fund transfers (EFTs) instead of checks with a goal of having 90% of all landlords enrolled in EFTs by June 30, 2019.
5. Continue to market and enroll UAP recipients in the ReliaCard program with a goal of having 90% of all UAP recipients enrolled by June 30, 2019. Evaluate participation during the year, and if it appears unlikely we'll reach the goal, consider making participation mandatory.
6. Utilize available revolving loan and Community Development Block Grant (CDBG) funds to meet the health and safety needs of residents county-wide, and earn at least \$100,000 admin fees to sustain the program.
7. Obligate all of the \$310,000 construction funds for the City of Newberg Rehab CDBG.
8. If second year Meyer Memorial funding is granted, complete all contract requirements for the grant.
9. Assist up to 5 households by utilizing McMinnville Water & Light low income weatherization grant funds.
10. Conduct targeted outreach to veterans and obligate at least 50% of the \$150,000 OHCS Veterans Home Improvement Grant funds.

Technology

1. Keep website updated with current information.
2. Complete rebuild of website focusing on mobile friendly access, simplified navigation, and an updated look and feel.
3. Upgrade document imaging system including, installing new scan computers, updating main software application, and procuring replacement for main scanner.

Housing Services

1. Exhaust all revenue opportunities to support existing and new service programs (with concentration on adding a rental services component that includes vacancy listings, a screening co-op and deposit funds).
2. Partner with available resources in the community to maximize opportunities for clients. Keep Resource Center information updated and adequately stocked.
3. HAYC/YCAHC owned homes matched to existing clientele for sale in compliance with program.
4. Submit relevant applications for continued funding for existing programs.
5. Timely submit all draw requests and reports for uninterrupted funding.
6. Market programs.
7. Maintain Voucher utilization at or near 1,358 (including 15 VASH), or that number dictated by HUD funding and our ratio of average HAP.
8. Maintain SEMAP High Performer Status in all areas.
9. Maintain an average FSS program participation of 97% or better; continue recruitment outreach for new FSS clients.
10. Evaluate and refine Grand Ronde Tribal Housing voucher program as necessary.
11. Refine landlord training/orientation: evaluate and update course material, presentation and scheduling as appropriate what would be covered.
12. Refine Ready To Rent (R2R) Program: ensure there is at least one secondary class trainer, evaluate and update course material, presentation and scheduling as appropriate and apply for on-going program support funding and Rent Guarantee funds.
13. Refine policies and procedures as necessary to ensure a streamlined and efficient work flow for all department staff.
14. Review and update ABCs of Homebuying curriculum and other Housing Resource Center programs as necessary.

Asset Management

1. Maintain physical occupancy percentage at a minimum of 96% and financial occupancy percentage at a minimum of 95%.
2. Delinquencies at all properties reviewed on a monthly basis in effort to minimize bad debt. Goal is to have delinquency rate of 1.5 % or less of total rental revenue.
3. Maintain quality control reviews/surveys from property tenants to ensure surveys are being completed by 50% or more of tenants at least annually. Follow-up with tenants on any negative reviews to see how we can better our customer service.
4. Maintain “make ready: repairs and cleaning in 15 days (average).
5. Complete routine “on-demand” requests for repairs in 4 days (average).
6. Complete 2 additional Capital Needs Assessments by June 30, 2019.

Safety/Wellness Committee

1. Complete scheduled safety exercises.
2. Review, update and retrain staff on all Codes of Safe Practices applicable to their positions.
3. Complete annual safety inspections of properties.

Management/Housing Development

1. Continue work with all departments to increase financial security for agency with goal to have a positive amount in local reserves available for development after deducting the operating contingency reserve.
2. Review agency operations to determine where additional efficiencies may be feasible.
3. Explore options for developing additional revenue.
4. Serve as lead agency for annual Community Connect Event.
5. Provide assistance to YCAP for Point In Time Homeless Count.
6. Continue providing assistance to monthly Piecing Community Together Events.
7. Continue to support other ending homelessness activities including support of COMPASS Center/Tiny House development.
8. Continue to pursue ideas for property in front of office working with local partners.
9. Continue looking for potential properties to develop or acquire/rehab with LRPB proceeds.
10. Analyze possible affordable housing stock purchases when these properties become available for sale in order to preserve them in the affordable housing inventory.
11. Continue to purchase, repair and sell NSP homes as opportunities arise in compliance with program.
12. Continue to support youth involvement with the Fair Housing Council of Oregon poster contest by hosting poster workshops at HAYC owned/managed family properties.
13. Hold annual fair housing workshops for landlords and housing providers.