

## B.5 Progress Report

Provide a description of the PHA's progress in meeting its Mission and Goals described in the PHA's 5 Year and Annual Plan.

- 1. Increase CCHRA net operating income through actions aimed at increasing funding and decreasing operational costs.** CCHRA's new management team is looking at all areas of public housing operations with a view to further containing costs on top of severe staff cuts already made over the past 24 months. On the revenue side, leased space in JFM is increasing with a number of potential new clients interested or committed to leasing space. Other revenue options such as community development block grants, a new CCHRA Foundation, and other grant opportunities are being pursued.
- 2. Take necessary actions to improve all aspects of CCHRA staff and BOC operations.** A new CEO was hired and took over on October 1, 2017. A new Chief Financial Officer was hired and began work in early 2018. CCHRA is providing training for staff as recommended by HUD in the recently completed Technical Assistance Report. This training, underway now, will include personnel in the Finance and Asset Management Departments, as well as training offered by industry trainers such as NAHRO, PHADA, and Nan McKay.
- 3. Pursue initiatives aimed at building stronger relationships within the community, state, nation, and the housing authority.** With all of the senior management turnover and transition in the past year, action on this objective has been limited. CCHRA continues to recruit new BOC members with strong community connections and also is increasing communication with Charleston County and other government and private stakeholders.
- 4. Improve public relations and communication, both internal and external.** See response to objective 3 above. CCHRA's website has been redesigned to make it more informative and user friendly. CCHRA's new CEO is improving internal communication and employee involvement as well as making valuable connections in the community that will bear fruit in the coming months and years.
- 5. Take actions to improve quality of life for CCHRA residents.** CCHRA's new management team has entered into a collaborative agreement with Trident Technical College to utilize student interns pursuing a degree in social work to provide limited social services (companionship, etc) to residents. CCHRA is also working with the local House Calls- MD office to provide on-site routine medical assistance for residents.
- 6. Expand housing opportunities for the citizens served by CCHRA.** The agency recently opened its public housing and housing choice voucher waiting lists and closed them at 500 applicants for each program. CCHRA has not had sufficient financial resources to expand housing opportunities this past year but we are in discussions with several potential development partners on how we might approach this in the coming year.