

Finance

1/10/19 Progress Report

Goal #1- Establish Reserves for all properties

Safeguard/Maintain adequate reserves	On Going
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Goal #2- Direct Deposit Payment to Landlords

Current participation (last reported was 24%)	26%
Move toward 100%	
Added customer service for Landlords	

Goal #4 Establish online rent payment system for all programs

Yardi platform	Spring/Summer 2019
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Goal #5 - Paperless Processing

Billing	Currently for Riverbank HA payable only
Accounts payable	
Accounts receivable	

I.T.

Goal #1- Phase 2 of Yardi Implementation

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Implement Yardi Platforms to increase efficiencies	
Maintenance	Mobile Work Orders - scheduled for completion before 2/1/19
Property Management	New Reports - Developing Reports for better Turnover Management
Purchasing	Inventory System - Module is being configured to be brought online
Finance	
Online Portal Presence (online access)	All below are goals for Spring 2019
* Residents	
* Landlords	
* Applications	
* Payment Processing	
* Vendor Access (front & back end)	
* Staff access on back end	

Goal #2- Phase 3 of Yardi - Paperless Goal

No Progress with this as of yet.

Maintain focus on Document Management	
Maintain focus on Program Compliance	
Maintain focus on Community Service	
Maintain focus on Development	

HCV/PUBLIC HOUSING

Goal #1- Reduce Administrative Cost in Eligibility/Occupancy

Division

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Bi-Annual Inspections	Currently converting each month - Completion by end of September
Conduct Mail Reviews for 40% of Annual Reviews	75% complete
Utilize JotForm to allow for online applications until YARDI module is functioning in this area	Currently utilizing

Goal #2- Waitlist

Conversion from spreadsheet to YARDI. (Last update was still underway)	Completion by June, 2019
Lease Up	Lease Up goal Met September, 2018

Goal #3 - Administrative systems in place to ensure Eligibility/Occupancy is efficient and effective

Standardization of Forms (at last report 75% complete)	No progress - anticipate complete by end of September or sooner
Auditing	Ongoing
Training	Ongoing
Monitoring/Coordinating budget expenditures with Finance Department	Ongoing
Staff Development	Ongoing
Communication processes with staff and agency	Ongoing
Teamwork	Ongoing
Staff performance	Ongoing

Property Management

Goal #1- Employee Efficiency

1/10/19 Progress Report

Assign Maintenance Staff to designated areas to allow for more organized and effective distribution of resources	
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Goal #2- Provide tools for staff to be successful at job

Develop and implement a comprehensive list of policies and procedures	Training
Increase staff accountability for professional and timely service delivery.	

Goal #3- Vibrant centers of activity and opportunity

Physical Improvement to Community Center Building interior/exterior.	Updated interior paint and flooring.
Create Customer Service Center and relocate Property Management Division to that Center to better serve residents and applicants.	Still in progress/ROSS Coordinator stationed there.
Solicit and respond to customer feedback.	Currently using tenant feedback form in place.

Goal #4- Vibrant centers - Catalyst to change within each Community

Implement Asset-Based Community Development initiatives to engage and unite residents, associations and institutions from within our communities for a more sustainable community and economic development.	Partnership with PAL, Tabaco Coalition, Mobile Food Truck (free food/groceries for residents)
Continue to grow opportunities for individuals and families to achieve greater independence and self-sufficiency through the following:	
* Little Library Expansion	Now in Riverbank
* Read and Feed	
* Your Money, Your Goals	Implemented for habitually late residents - ROSS Coordinator
* ROSS Grant	Grant submitted in October 2018

H.R.

Goal #1- Employee Awareness

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All Processes Detailed in Procedure Manual	Procedure Manual will be disseminated to staff within 30-60 days.
AFSCME Rapport	We have reached out to the union to select dates to start union negotiations. In the meantime, we've been working with in-house shop stewards as to overall employee morale, and the feedback has been positive
Bi-Annual Benefit Fair	Vendors for 2019 Benefit Fair are confirmed; working to increase participation for employees, spouses, and children.

Goal #2- Healthy U

Weekly Healthy Recipes	Healthy Recipes will be sent via email every Friday for staff.
Birthday Thursdays (with Theme)	Will continue with Birthday Thursday's - have been successful.
Afternoon Walking Group	Encourage 3pm walks; many employees getting involved.
Recommendations to relieve stress, prioritization, etc. via email	Information of resources sent to employees and posted in breakroom of recommendations.
Arrange Sutter Gould to visit site to do blood pressure and biometric screening	Anticipated visit is Spring 2019.
Coordinate Fit Republic to provide incentives for employees	Fit Republic bringing back group fitness classes as well as Zumba for employees to enjoy.
Employee Participation in Marathon's	Two Marathon's scheduled this year for employees to participate in. Peace Officer Memorial Run scheduled for October 6, 2019.

Goal #3 Safety Awareness

Violent Intruder Training	Training for all staff was provided on 10/16/18. Implementing recommendations from assessment. Additional exit doors, door blockage, desk arrangement.
Agency-wide Evacuation Plan & provide procedures for emergency situations	Plan has been drafted and finalization of the plan should transpire in next couple of weeks. After will have practice drills, then unexpected drills.
Positioning of office space/equipment for safety	Working on re-positioning various employees' offices/cubicles to provide a better and more comfortable working environment.
Modesto Fire Department EMT Safety Walk-Through	Reached out to Chief Ernst of the Modesto Fire Department, and he will be having someone from his staff contact me to make arrangements.
Initiate Fire Drills	(duplication of Agency-wide Evacuation Plan) - Drafted coordinating plans; coordinate practice then move to unexpected drills.