

# Cheyenne Housing Authority



Opening doors  
to opportunities

**5-Year Plan  
November 2019**

# 5-Year Plan

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## Organizational Cornerstones

Financial Stability

Operational Efficiency

Staff Excellence

Innovation

## Strategic Directions

Advance affordable  
housing policy

Alleviate compliance and  
other risks

Diversify housing choice

Maintain financial  
stability

# Organizational Cornerstones

**CHA's organizational cornerstones reflect CHA's principles in action. These qualities help form the foundation of how CHA will advance its mission and pursue strategic directions. CHA's culture is driven by a commitment to excellence that continually strengthens these cornerstones.**



## **Financial Stability and Operational Efficiency**

CHA manages its resources to maximize the impact and cost-effectiveness of its operations as well as the value and longevity of its assets. CHA focuses on strengthening its financial condition, streamlining service-delivery, and being good stewards of the public trust to best serve people now and into the future.

## **Staff Excellence**

CHA and HOM Inc. are committed to recruiting, retaining, and developing people whose skills and dedication allow them to consistently perform at the top of their field. CHA trains and invests in a well-equipped workforce to support the agency's day-to-day operation in pursuit of its mission.

## **Innovation**

CHA and HOM Inc. pursue creative, innovative, and impactful solutions to expand organizational capacity, improve service, and meet participant and community needs. CHA continually uses high-quality information and effective analysis to plan and evaluate its actions.

# Strategic Directions

**CHA's strategic directions are "big picture" outcomes that are expected to be the focus of the agency over the next five years.**

## **Advance Affordable Housing Policy**

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Champion public policies that will increase the viability, availability, and accessibility of affordable housing for elderly, disabled and economically disadvantaged families.

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- ❖ Update the Voucher program Administrative Plan
- ❖ Update the Public Housing Admissions & Continued Occupancy Policies





## **Alleviate Compliance and Other Risks**

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Strengthen policies and contracts to maximize efficiencies, attract and retain the finest people and achieve the CHA mission in a fiscally responsible manner.

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- ❖ Update the Procurement Policies
- ❖ Solicit RFP for Legal Services
- ❖ Update Personnel Policies
- ❖ Formalize Agency Disaster Recovery Plan
- ❖ Explore Opportunities for Senior Center Improvements

## **Diversify Housing Choice**

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Expand available housing choices, demonstrate alternative housing models, and preserve and increase access to neighborhoods throughout Cheyenne that would otherwise be out of reach for elderly, disabled and economically disadvantaged families.

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- ❖ Research, evaluate and develop Pine Bluffs Senior Housing repositioning plan
- ❖ Research and evaluate RAD Program opportunities
- ❖ Explore Market Rate opportunities



## **Maintain Financial Stability**

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Manage resources to maximize the impact and cost-effectiveness of operations to strengthen CHAs financial condition and streamline service-delivery.

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- ❖ Update systems to accept electronic methods of payment
- ❖ Update website to solicit and accept donations

# **Cheyenne Housing Authority**

## **MISSION**

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To provide decent, safe and sanitary housing to elderly, disabled, and economically disadvantaged families unable to obtain housing through conventional means.

The CHA will achieve its mission through an organization and within an environment that attracts the finest people; encourages and challenges our individual talents; encourages the collaboration of those talents to achieve the goals established in a creative, progressive and fiscally responsive manner; and maintains the CHA's well established principles of integrity and professionalism.

**[Cheyennehousing.org](http://Cheyennehousing.org)**

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