

**RESOLUTION NO. \_\_\_\_\_**

**APPROVAL OF STRATEGIC PLAN**

**Item No. 5a**

WHEREAS, Louisville Metro Housing Authority (LMHA) and its Board of Commissioners have committed to developing a new comprehensive strategic plan for the agency; and

WHEREAS, LMHA engaged strategic planning consulting services from The Organizational Leadership Edge (TOLE) in March 2020; and

WHEREAS, TOLE and the Strategic Planning Committee conducted an extensive strategic planning process that resulted in a strategic plan including mission and vision statements.

NOW, THEREFORE, BE IT RESOLVED BY THE LOUISVILLE METRO HOUSING AUTHORITY BOARD OF COMMISSIONERS that the LMHA Strategic Plan be adopted and executed by Executive Director, Lisa Osanka and the LMHA team.

## RESOLUTION BACKGROUND STATEMENT

### APPROVAL OF STRATEGIC PLAN

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#### I. STATEMENT OF FACTS:

Stan Quy with The Organizational Leadership Edge (TOLE) in consultation with the LMHA Strategic Planning Committee led LMHA's strategic planning efforts.

Mr. Quy conducted individual interviews with LMHA Commissioners, members of Senior Staff and numerous community stake holders as well as one group session with LMHA staff.

Customer Satisfaction Surveys were mailed to 1,000 Housing Choice Voucher participants and 825 public housing residents evenly distributed among eight Asset Management Project groupings.

The LMHA Strategic Plan began taking shape with the input of all Commissioners and eighteen staff members spread out over a series of three (3) Board Retreats. Issues and objectives were developed and ranked by participants.

A resulting draft was circulated to all participants requesting comments, after which the updated version along with supporting materials was forwarded to Mayor Greg Fischer for input. The final version was prepared and presented for approval.

#### II. ALTERNATIVES:

- A. Approve the LMHA Strategic Plan.
- B. Do not approve the Strategic Plan at this time.

#### III. RECOMMENDATION:

Staff recommends Alternative "A."

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#### IV. JUSTIFICATION:

After a nearly ten-month process, slowed but not stopped by a pandemic, the Louisville Metro Housing Authority will have its first strategic plan in decades. This comprehensive and well thought out plan will allow the Louisville Metro Housing Authority to better prepare for the future.

The LMHA Strategic Plan was crafted by Commissioners and staff with the assistance and guidance of Stan Quy, The Organizational Leadership Edge, and additional input from LMHA's customers and community stakeholders. The shared vision, mission and values represented in the goals will provide guidance to the Board, Executive Director and staff as the agency moves toward the next phase, implementation where LMHA will begin to see the benefits of strategic planning:

- The ability to be more proactive and less reactive
- A sense of direction based on the values, ethics and equity standards identified in the plan
- Better allocate both capital and human resources
- Improved operational efficiencies
- Improved customer satisfaction
- Provide greater clarity to staff and increase employee satisfaction

In other words, create the agency we wish to become, not just be the agency we have become.

Submitted by: Dan Farrell  
Director of Special Programs  
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