



THE RRHA STRATEGIC PLAN UPDATE

October 2005

RRHA focuses on fiscal responsibility

RRHA has moved swiftly to ensure that the agency 5-Year Strategic Plan is carried out. With the creation of objectives and initiatives for the plan goals and Goal Champions to oversee them, departments are seeing immediate results.

Recently, there has been a flurry of activity in the Finance and Administration Department using *Goal 3 -- Efficiency and fiscal responsibility* -- as a guide. In order to become a *responsible steward of financial and programmatic operations*, RRHA has focused on improving the department.

Aligning with *Initiative 3.1.2 (Develop an IT strategy to support core business functions)*, the IT Department and EAS Project Team are working on the completion of the EAS project.

During the first week-end of October, RRHA successfully converted to a new General Ledger in order to efficiently report the results of internal/external operations. Budgets, requisitions, purchase orders, journal entries and more now run on a new Chart of Accounts. This financial transaction classification system has been made concise with the removal of duplications and other changes allowing for clear, reliable, and accurate data. As well as fewer requisition requests; easier reporting; improved day-to-day management of finances; and budget accountability.

Requisition training was held at the end of September. Look for several other training sessions on the updated operational system

in the near future.

Another result of EAS Project has been additional modules in FLEX (MLS) to perform daily work assignments. These modules are Bank Book, Grant Management and Budget Encumbrance. Bid and Contract Management modules will be introduced later.

These new modules will:

- Automate functions that are currently manual
 - Reduce errors
 - Increase efficiency in performing daily assignments
 - Standardize processes for consistency
 - Reduce time used to retrieve information for audit/reporting purposes
 - Unify data within the system so that reports are consistent
 - Control spending



The Finance and Administration Department is just one area that the Strategic Plan has touched. Thanks to staff, partners and the community for your work to ensure the future success of RRHA.

Reminder – RRHA University employee orientation survey due!

Goal 4 of the RRHA Strategic Plan is *Quality Customer Service*. But customer service encompasses more than residents, partners and other organizations — it includes staff as well.

Initiative 4.1.1: To develop a more comprehensive orientation program for employees examines the current RRHA employee orientation. In order to provide quality customer service to staff through this program, RRHA University wants to hear from you!

Please remember to complete and send your employee orientation survey to Human Resource Manager Ann Perkins at aperkins@rrha.state.va.us by *Monday, October 17*. Didn't receive your e-mailed copy? Call the RRHA University today at 780-4835!

Tell us your story!
How has the plan changed your work performance?

Send comments to Director of Communications Valena Dixon at vadixon@rrha.state.va.us.

They will featured in future RRHA Strategic Plan Update newsletters.

OUR VISION...
 An innovative leader creating dynamic partnerships that build vibrant communities.

OUR MISSION...
 To be the catalyst for quality affordable housing and community revitalization.