

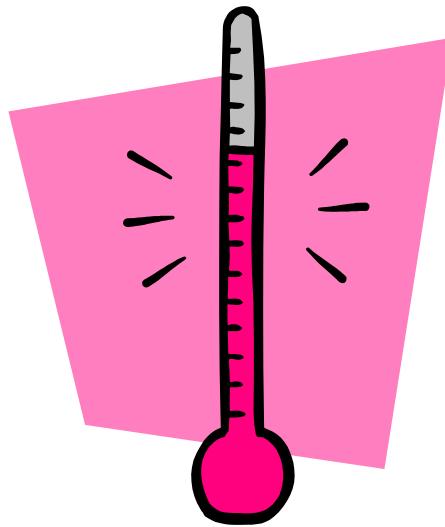
It's strategic plan fever at RRHA!

"The Strategic Plan has taken a serious hold of the agency," said Strategic Plan Administrator Kenneth Francis. "Everyone is talking the talk and most importantly walking the walk."

Each day, RRHA takes another step towards intertwining the goals and initiatives of the strategic plan into day to day activities and making it a way of life through the agency. Countless achievements are unfolding due to the hard work of employees, the understanding that change was necessary and the unwavering belief in what the plan has already and continues to accomplish.

Departments are rethinking old processes; leadership is settling in and focusing on improving the business practices of the agency; new partnerships are introducing exciting programs and opportunities; and so much more. Even the Agency Plan, once RRHA's map for the future, is being revisited so that it is a subset of the strategic plan.

But it has taken more than internal efforts to achieve such successes. Without stakeholders



such as our residents, the City of Richmond and other partners, we would not be at this level.

Most recently, over nine committee members from the Richmond Tenant's Organization (RTO) volunteered to serve on RRHA/Resident committees to assist in the redevelopment of RRHA public housing discussing Mobility

Options, Section 3 Opportunities, Communications and Economic Opportunities.

As well, as the announcement from the Mayor's Office of the establishment of an Interagency Task Force on Community Infrastructure, to bring City departments and others to the table to support the implementation of the strategic plan.

We knew we could do it! RRHA recognizes these efforts and wants each of you take a moment to reflect on the good that each of you do and the role you have played in getting us this far.

"The agency has been working so hard to execute the strategic plan, we have not taken the time to step back and celebrate," Francis said. "We need to reflect on our gains since the introduction on the plan in June 2005."

There is more work ahead and future milestones to grasp, but for today...celebrate the significant gains we have made together and look forward to what is to come. ★

Agency plan development on schedule

As stated, RRHA is working on making the agency plan a subset of the strategic plan. Therefore, the strategic plan will be the overarching business plan while the agency plan is a component. The strategic plan focuses on four goals that affect all areas of the Authority while the agency plan (created for HUD) focuses on the use of monies for HUD-funded programs.

With the assistance of Management Resource Group, Inc. (MRG - see sidebar) both plans will co-exist, but the strategic plan will drive RRHA business. Over the next few months, there are several key dates you should be aware of:

- ◆ Late March – First draft of the Agency Plan for management review will be completed by MRG, Inc.
- ◆ Mid April— Agency Plan will be available for public review
- ◆ May 16 – Public hearing will take place formally presenting this plan
- ◆ June – RRHA to receive Board approval of the finalized plan
- ◆ July – RRHA will submit the Agency Plan to HUD

Who is MRG, Inc.?

Management Resource Group, Inc. (MRG), based in Atlanta, Georgia is an operations management consulting company with over 70 years of consulting experience and over 12 years of Public Housing Authority consulting services.

Their goal is to provide substantial "best practice" knowledge and provide forward-thinking approaches to redefine the way work should be done. MRG's experienced staff works to create innovative business processes, implement seamless workflows or other industry-appropriate methodologies. As well as improve opportunities in ways which directly enhance competitive impact in today's business environment.

MRG consults in most areas of business as well as with the public sector in multi-functional assignments across a variety of departments or agencies. ★

Did you know?



The Technology, Planning and Research Department is recruiting for a Planning and Research Manager, Quality Assurance Analysis and Administrative Assistant.

The Planning and Research Manager position and the Quality Assurance Analysis position are both instrumental in further advancing the strategic plan. Resumes are being accepted. Contact Human Resources for more information.



Strategic plan news you can use

- ◆ The Strategic Plan Steering Committee:
 - ◇ has begun giving committee reports and status reports to the Board of Commissioners on a monthly basis (beginning in Feb. '06)
 - ◇ is looking to change the format of monthly meetings to become more result driven to ensure time management and efficiency and allow group to articulate gains
- ◆ Expanded Strategic Plan information is now available on the RRHA Website
- ◆ Strategic Plan pocket cards were created for employees that include a brief synopsis of the plan, goals, Phase I initiatives and RRHA factoids
- ◆ Phase I Implementation Community Meetings will be announced soon
- ◆ Mobility options draft plans are near completion
- ◆ Wachovia and New Vision/New Venture training classes for residents attendance is increasing



RRHA

Richmond Redevelopment & Housing Authority



Beautiful, quality homes being built in Richmond neighborhoods!

RRHA and its partners invite you to a Homeownership Fair

WHEN: SATURDAY, MARCH 18, 2006

TIME: 1:00 P.M. TO 3:00 P.M.

LOCATION: 800 BLOCK OF ADMIRAL GRAVELY BOULEVARD

Information available about **DOWN PAYMENT ASSISTANCE** - Special Opportunities for **FIRST-TIME HOMEBUYERS , MORTGAGE FINANCING** and MORE!

If you are looking to buy a home in the City of Richmond - this is the place to be!

Exhibits, information on energy efficient construction techniques, give-a-ways

Come out - meet and greet representatives from RRHA, Wachovia Bank, Health- E Communities builders, C&F Mortgage, Regal Realty, VHDA and others!

For information call 804-780-4167

RRHA... Building Vibrant Neighborhoods! 



Strategic Plan Administrator

Kenneth Francis (ext. 4336)

Goal Champions

Steven Benham (ext. 4168)

Valena Dixon (ext. 4167)

Lee Householder (ext. 4338)

Grace Lewis (ext. 4832)

Cassandra Scarborough (ext. 4022)