



WNCSOURCE

STRATEGIC PLAN 2020 – 2025

UPDATE

HOUSING SERVICES

Empowering people, transforming lives

STRATEGIC PLAN 2020 - 2025

- **WHO:** HOUSING DIRECTOR, STAFF, AND MEMBERS OF THE BOARD
- **WHAT:**
 - 3 EXPECTED OUTCOMES
 - 11 STRATEGIES FOR 2020 – 2022

PRESENTATION KEY:

- ❖ **ACTIVELY DOING**
- ❖ **IN PROGRESS**
- ❖ **“TO DO” ITEMS**

HOUSING – STRATEGIC PLAN Update

Expected Outcomes

- WNCSOURCE will be known for its customer service and its ability to serve as many clients as possible in an effective and efficient manner.

Strategies for 2020 - 2022

1. Improve client outreach by periodically orienting children's services staff and other programs on opportunities in the Voucher program.
2. Improve communications for landlords and tenants using WNCSOURCE website tools.
3. Upgrade the website to publish more housing information. Make routine forms available online.
4. Recruit families for self-sufficiency Program.

HOUSING – STRATEGIC PLAN Update

Expected Outcomes

- WNCSOURCE will be known as a regional expert in housing and housing related issues advocating for increased supply.

Strategies for 2020 - 2022

- 1. Participation in community forums and state and local housing organizations.
- 2. Engage with community housing efforts and provide support and technical assistance.
- 3. Increase landlord and new landlord outreach by hosting periodic community meetings.
- 4. Partner and/or collaborate with housing developers to increase housing supply in our market area.

HOUSING – STRATEGIC PLAN Update

Expected Outcomes

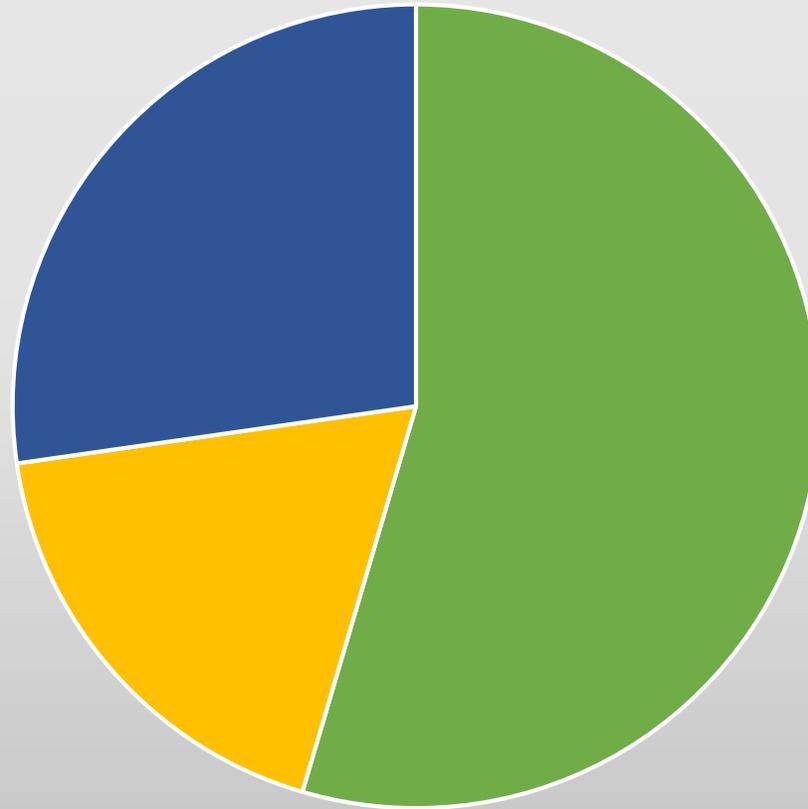
- Board Members will be able to articulate the types of WNCSOURCE housing services make decisions about housing issues and discuss housing issues in the community.

Strategies for 2020 - 2022

- 1. Organize a Housing Committee comprised of Board members, clients and community members.
- 2. The Housing Committee will be responsible for advocacy, education, assessment of new opportunities and making recommendations to the Board.
- 3. Provide basic training for the Board of Directors on housing opportunities and challenges faced by those seeking subsidized housing.

RESULTS

2020 - 2022 STRATEGY LIST PIE CHART



■ ACTIVELY DOING ■ IN PROGRESS ■ "TO DO" ITEMS

QUESTIONS?

