

FY 22-24

Objectives Key Results (OKR) Snapshot

(July 1, 2021 - June 30, 2024)



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FY 22-24 Strategic Plan



1.0 FY 22-24 Departmental Objective: Structural Alignment Refine structure to attract and retain high caliber staff, engage a large, diverse workforce with varied subject matter expertise, connect the dots between respective functions and personnel, promote a positive and productive work culture, and enable continual professional growth opportunities for improved internal/external outcomes.

1.1 FY 22-24 Strategic Solutions Team Key Result: Incubating Ideas

Conceptualize and implement a process that solicits ideas for improvement to culture, structure, and/or operations and makes at least one actionable recommendation to the appropriate departmental decisionmakers on a quarterly basis.

1.2 FY 22-24 Strategic Solutions Team Key Result: Expanding Learning Lab

Create a structured, strengths-based assessment and education program that engages internal/external subject matter expertise to deliver at least two events per quarter with at least a twenty-five percent attendance level and fifty percent of attendees reporting improved understanding.

1.3 FY 22-24 Portfolio Analysis Team Key Result: Growing Cross-Cutting Knowledgebase

Strongly encourage and support professional growth opportunities through dedicated time for education leading one hundred percent of participants to apply an acquired skill on a special project aligned with team objectives and individual professional goals.

1.4 FY 22-24 Rental Compliance Team Key Result: Catalyzing Compliance Through Education

During gaps in the monitoring cycle each fiscal year, develop and deliver hands-on, Federal, State, and/or IHDA required compliance requirements training addressing the top three topics pertinent to each role for internal staff to ensure comprehensive and consistent onboarding of new personnel and maintenance of standard knowledge for existing personnel.

2.0 FY 22-24 Departmental Objective: Continuous Improvement Facilitate regulatory, process, document, and systems improvements to set or align with best practices, eliminate gaps or redundancies, enhance efficiency and effectiveness for benefit of external partners, maximize revenues and fee for service opportunities, leverage business and partnership opportunities and position as an agency and industry leader.

2.1 FY 22-24 All Teams Key Result: Aligning Infrastructure

Develop and update process and document infrastructure to align with structure and continually refined operations to ensure compliance and reduce risk including a fifty percent reduction in repeat audit findings and a twenty-five percent reduction in overall audit findings.

2.2 FY 22-24 Executive and Strategic Solutions Teams Key Result: Digital Transformation

Proactively plan for digital transformation of operations and information through identification of three key needs based on pain points with multi-team and/or multi-department interface.

2.3 FY 22-24 Rental Compliance Team Key Result: Deduplicating Efforts

Assess and identify duplicate processes, documents and develop recommendations for consideration for discontinuation, consolidation, or integration of at least twenty-five percent of the related universe to inform interim enhancements and future procurement of replacement systems.

3.0 FY 22-24 Departmental Objective: Targeted Communications Create and implement a standardized communications approach to format, content, process, and scheduling that delivers timely, engaging, transparent and relevant information to internal/external stakeholders.

3.1 FY 22-24 Program Administration Team Key Result: Demystifying Duties

Develop and disseminate procedural guidance and educational material to internal and external audiences via a variety of instructional methods to ensure understanding and improve compliance leading to a twenty-five percent overall portfolio reduction in property findings.

3.2 FY 22-24 Rental Compliance Team Key Result: Cascading Communications

Collaboratively develop and implement an internal communications protocol governing cascading of messaging up and down within the team as well as across to other AM functional units and IHDA departments producing a twenty-five percent improvement in self-reported awareness and understanding.