

RESIDENT ROUNDTABLE INAGURAL MEETING

Friday, June 4th from 6:00PM – 8:00PM

New York City Housing Authority (NYCHA)



Hello, and welcome
to the kickoff of
NYCHA's *very first*
Resident Roundtable
meeting!

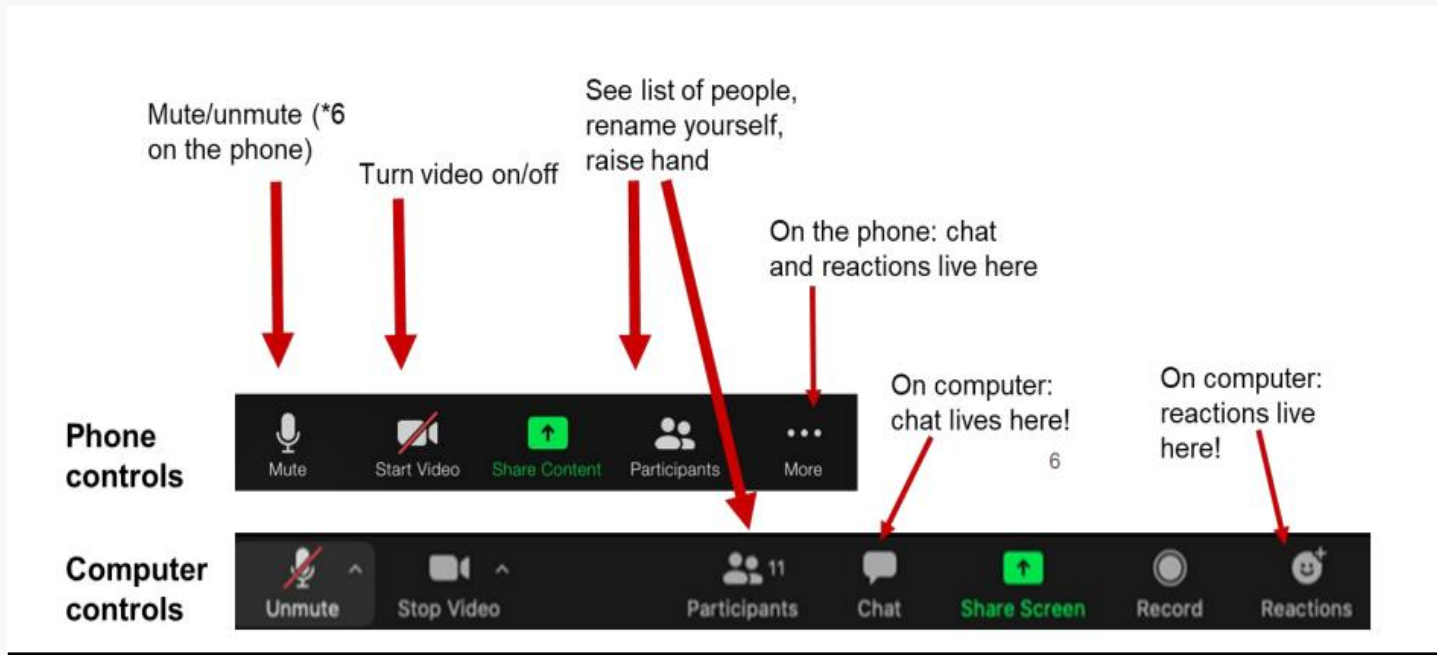


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Agenda

- Welcome
- Overview & Introductions
- Zoom 101
- Overview of Transformation Plan
- Purpose of the Resident Roundtable
- Open Q&A Discussion
- Breakout Room Etiquette
- Breakout Room Activity
- Report Out & Discussion
- Process, Governance & Next Steps
- Wrap Up Q&A

Zoom Tech 101



**Changing
Your Name
on Zoom to
FNAME
LNAME**

Participants (1)

RB Ryan B... (Host, me) Mute **Rename**

2 In the "Participants" list on the right side of the Zoom window, hover over your name and click on the "Rename" button.

Participants (2)

EN Example Name (Me)

Rename

Enter a new screen name:

Remember my name for future meetings

OK **Cancel**

Please introduce yourself.

Be sure to share:

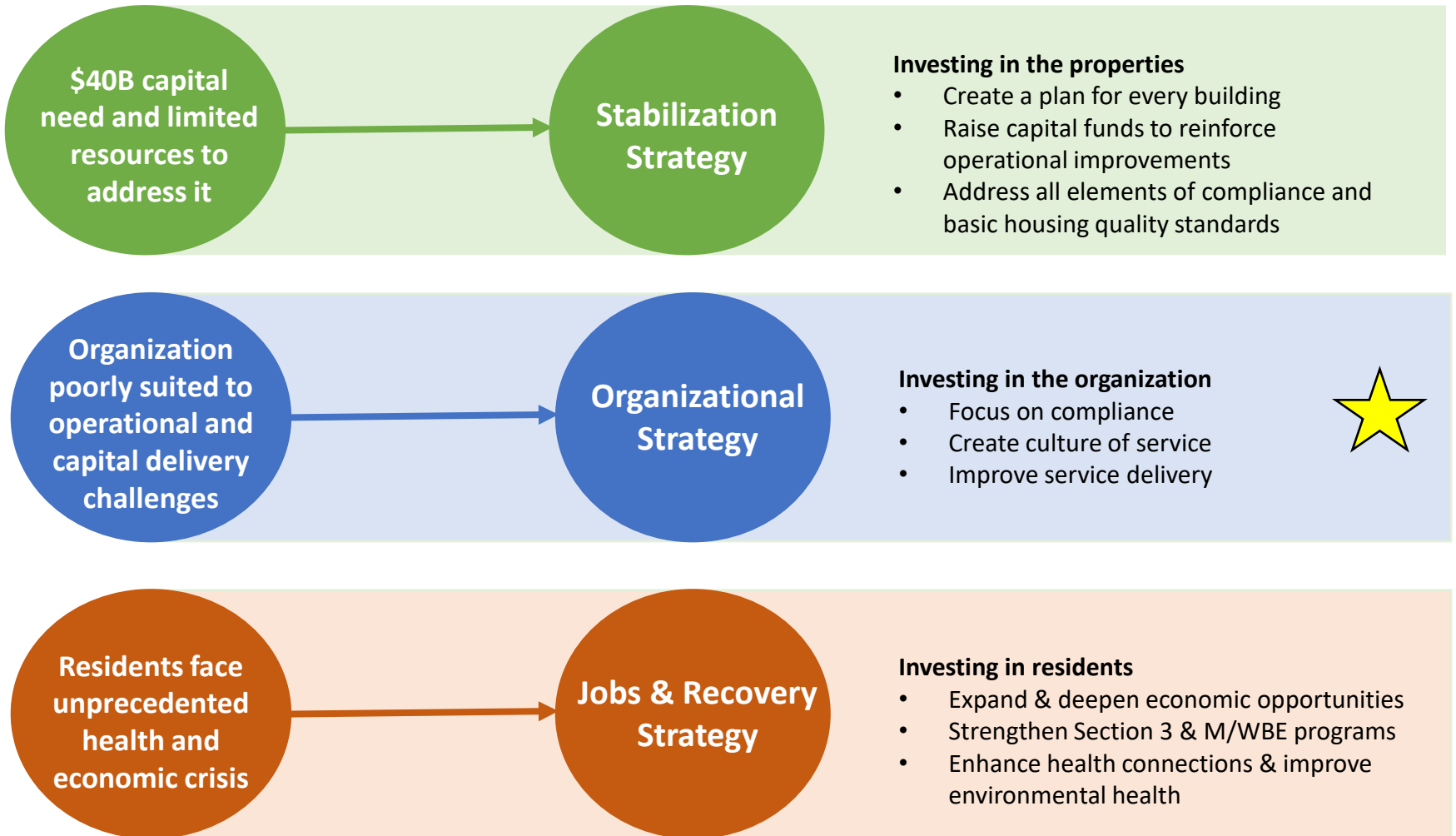
- Your Name
- Your Borough
- Your NYCHA Development
- How long you've lived in NYCHA
- Your Favorite Food



Overview of A Blueprint for Change

NYCHA's Challenges

Initiatives Under Development



What we will talk about today



NYCHA is Transforming

Background

- HUD Agreement requires NYCHA to work collaboratively with the Federal Monitor and submit an Organizational Plan to HUD and SDNY for approval

What is the Organizational Plan?

- The Organizational Plan is a new operating model designed to better deliver services to residents and achieve the performance goals of the agreement.

What is the Process?

- NYCHA conducted a Planning process to engage residents, employees and other stakeholders in designing the operating model and long-term vision for the Authority.

What is the Result?

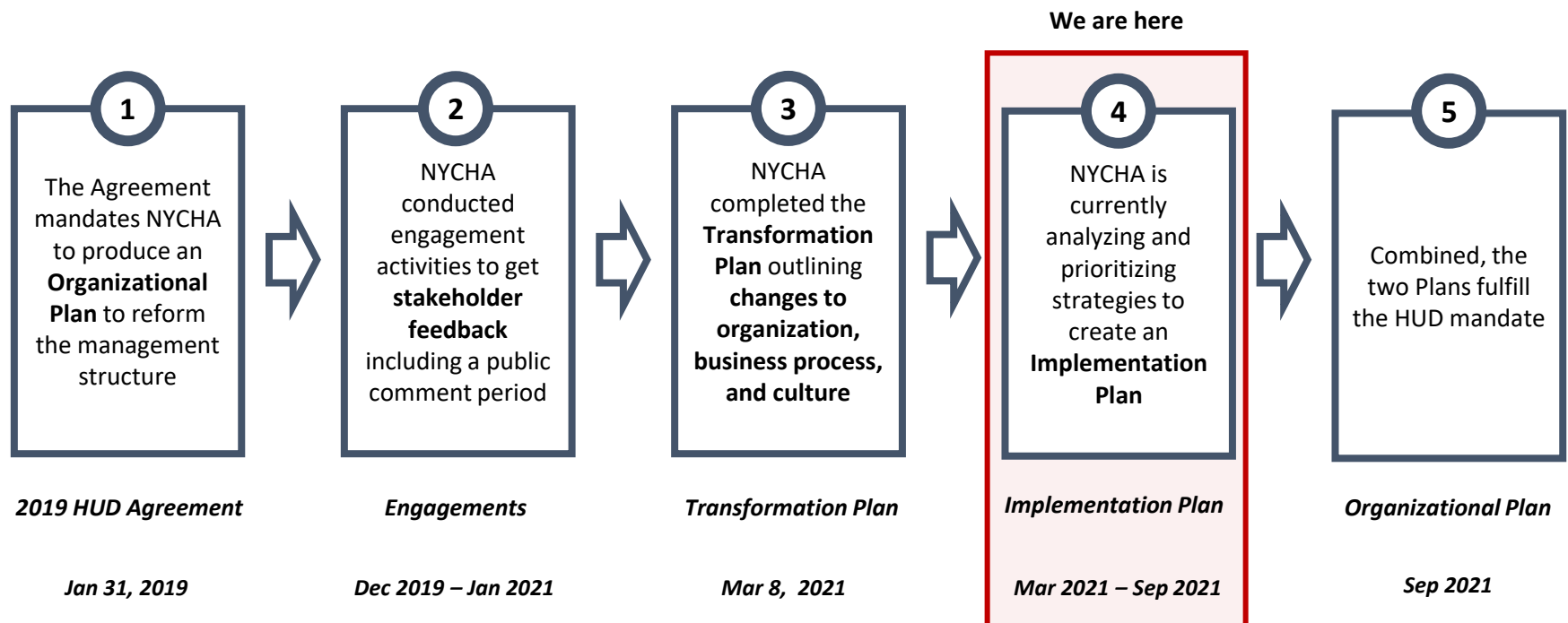
Organizational Plan = Transformation Plan + Implementation Plan

- The Transformation Plan proposes organizational changes and business process strategies and culture changes that are informed by principles that emerged from the 2019 HUD Agreement and numerous engagement sessions throughout 2019 and 2020
- The release of the final Transformation Plan begins the Analysis & Implementation phase of work with an Implementation Plan due September 2021

NYCHA is moving forward with the 2019 HUD Agreement

The purpose of the HUD Agreement is to:

- Remedy the deficient physical conditions at NYCHA properties (Six Pillars)
- Ensure that NYCHA complies with its obligations under federal law (Three New Departments)
- **Reform the management structure of NYCHA (Organizational Plan)**



Engagement Methodology

The Transformation Plan is a culmination of hundreds of conversations with staff, residents, and stakeholders.



NYCHA'S New Mission and Values of the Plan

NYCHA and its employees have always been driven by its mission. As we introduce ambitious changes for NYCHA, we created a new mission and values to guide our work.

***NYCHA's new mission** is to provide quality housing for New Yorkers that is sustainable, inclusive, and safe, while fostering opportunities for economic mobility*

Six Values of Transformation



Organizational Changes

There are three (3) major organizational changes outlined in this plan:

1. Changes to NYCHA's Board and executive management structure
2. Changes to NYCHA's property portfolios and property operations
3. Changes to how Central Office functions support property operations

Transformation Plan Priority Projects

Project Teams with Resident Participation

Strategy	Description
Work Order Reform	Skilled trades will be moved to the Neighborhood level and the process for scheduling work orders will be changed
Closing Work Tickets	Review protocols for closing work orders with no work performed by analyzing the data as well as an end-to-end process review that will result in recommendations for changes focused on resident communication touch points
AWS (Janitorial Schedule)	Building on the evaluation work, we will pilot a new AWS program for caretakers as well as develop a new way of scheduling and assigning of janitorial tasks, to ensure cleaner buildings and grounds for residents
Property-Based Budgeting	Strengthen the process to enable Property Managers to develop and manage their properties' budget, as well as reviewing how NYCHA allocates costs between properties and central office
Streamline Annual Recertification	PHTA, LHD, and IT lead a redesign of the Annual Recertification process, built in partnership with resident leaders, to simplify the Self-Service Portal
Develop new Organization KPIs	NYCHA will develop new organizational KPIs that will measure the performance of all parts of the organization, track compliance towards HUD Agreement obligations and track progress toward Transformation Plan goals
Re-Assessment of Lease Enforcement Process	Assess new options for lease enforcement that will lighten administrative burdens on development staff and ensure that lease rules are enforced consistently across developments

Transformation Plan Priority Projects

Internal Project Teams

Strategy	Description
Governance Structure	Review and alter our governance structure to build a more effective and accountable executive leadership team
Neighborhood Model	Property management and maintenance operations will reorganize to better reflect how developments are distributed
Borough Administration Teams	Central office staff will be stationed at offices within the boroughs in order to improve response time on key issues in HR, Finance, IT, etc.
AWS (Maintenance)	AWS will be expanded to cover Maintenance Workers, which will allow residents to schedule apartment repair appointments in the evenings and on Saturdays
Create QA PMO	The newly created PMO will coordinate the execution of various operational initiatives across all four boroughs ensuring consistency in program design and execution, service delivery and adherence to procedure in all operations
Implement a Human Capital Management (HCM) system	HR will implement a HCM system to provide HR staff with easy access to information and automate many HR processes, increasing efficiency and transparency
Launch a Learning Management System (LMS)	The “NYCHA University” learning management system provides staff with self-selected educational content as well as mandatory trainings, helping employees gain knowledge and advance
Re-design the Procurement & Vendor Mgmt. Process	The new Chief Procurement Officer will oversee changes to the complicated procurement process and will move to a model where staff operate in formal teams, enabling collaboration and compliance
Establish Data Governance	PTAD will lead the creation of a NYCHA-wide data governance system, which will help ensure that NYCHA’s data are as accessible, accurate, and up-to-date as possible

Transformation Plan Priority Projects

Internal Project Teams (cont'd)

Strategy	Description
Empower NYCHA-STAT to drive operational decisions	Monthly meetings will bring together executive staff to review performance at the borough, neighborhood, and development levels, as well as NYCHA-wide to improve accountability
Develop an Asset Information Strategy (AIS)	Develop an AIS that outlines the policies, organizational objectives, and scope of NYCHA's asset management system including the creation of an asset inventory
Invest in an Asset Information Management System	Invest in a comprehensive Asset Information Management System. Geographic information systems, including 3-D modeling of buildings, will make asset data accessible

Resident Focused Project Teams

Strategy	Description
Strengthen engagement under 24 CFR §964	Negotiate a new memorandum of understanding (MOU) with the Citywide Council of Presidents (CCOP), which represents the interests of NYCHA residents
Resident Roundtable	NYCHA will stand up a Resident Roundtable to get specific feedback and guidance from residents and engage throughout implementation

Purpose of the Resident Roundtable

NYCHA's Transformation Plan can only be successful if it creates a true partnership between residents and employees.

The purpose of the Resident Roundtable is to create a formal role for resident participation in designing and informing the implementation of NYCHA's Transformation Plan. The Roundtable will enable resident led working groups as well as embed residents alongside NYCHA staff in project teams.

Overview of the Resident Roundtable

32 Residents = 1 for each Neighborhood, 2 RAD/PACT

Aligned with NYCHA demographics

The Roundtable will make recommendations on key areas of the Transformation Plan in subcommittees.

Roundtable members will also opt into project teams for Transformation Plan Implementation workstreams.

Scope of Work and Duties

Scope of Work

- The Roundtable will work in subcommittees, each focusing on a distinct issue area.

Example Duties

- Attend roundtable and committee meetings
- Solicit topical input from residents (including those under connected or unconnected from the internet or computer)
- Make recommendations to NYCHA on policy and programs
- Advise and actively participate in implementation of approved recommendations
- Participate on Transformation Plan implementation workstreams
- Participate in other areas of feedback where NYCHA would like to engage with residents

Open Q&A Discussion

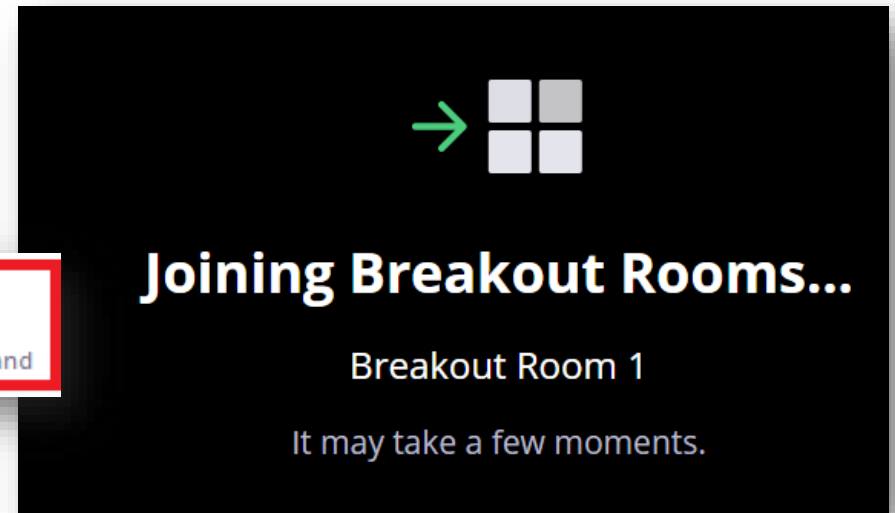
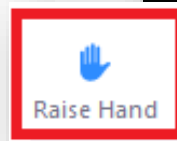


Any questions?



Zoom Breakout Room Etiquette

- Everyone gets a turn to share.
- Use the MUTE button when you're not speaking.
- Use the RAISE HAND button when you want to speak.
- Be respectful of other's words and thoughts.



Zoom Breakout Room Etiquette (cont'd)

Roles for Breakout Rooms:

- ❑ **Facilitator:** Guides the group to stay on topic and share ideas
- ❑ **Presenter:** Shares out for the group
- ❑ **Note-Taker:** Takes notes on important topics/points
- ❑ **Timekeeper:** Monitors times during meetings and various topics

Breakout Room Activity!



▪ *Prompts:*

- What do you love about your home?
- What's something you would improve about your home?

Remember!!!

▪ *Breakout Room Roles:*

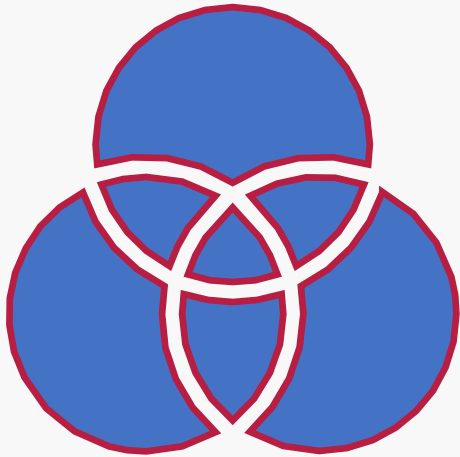
- ✓ Facilitator
- ✓ Presenter
- ✓ Note-Taker
- ✓ Timekeeper



Breakout Room Share Out!

*The PRESENTER from each
group will share out.*

Common Themes



- *What themes do we hear across groups?*
- *Anything you hadn't considered?*

Process, Governance & Next Steps...

- Complete Get-to-know-you survey
- Confirm reoccurring meeting time
- Stipend



Wrap Up Q&A

Any final
QUESTIONS?