ALBUQUERQUE HOUSING AUTHORITY
"Improving quality of life through housing opportunities"

Minutes of the AHA Board of Housing Commissioners
Special Meeting
Wednesday, July 17, 2013 4:00 p.m. (MDT)
Carnis Salisbury Building
1840 University Blvd. SE
Albuquerque, NM 87106

1. **Call to Order**
The meeting was called to order at 4:01 p.m. on July 17, 2013. Chairperson Janet McHard presided.

2. **Roll Call**
AHABHC MEMBERS PRESENT
Ms. Rebecca Chavez
Ms. Janet McHard, Chairperson
Mr. Stephen J. Vogel

AHABHC MEMBERS ABSENT
Mr. D. Todd Clarke, Excused
Ms. Roxanne Rivera-Wiest, Vice Chairperson, Excused
A quorum was present.

STAFF PRESENT
Mr. Matt Bailon, Compliance Inspector Supervisor, AHA
Ms. Mundy Boen, Executive Assistant, AHA
Ms. Linda Bridge, Executive Director, AHA
Ms. Barbara D'Onofrio, Fiscal Manger, AHA
Mr. Brian Eagan, Assistant City Attorney, COA Legal Dept
Mr. Andrew Estocin, Associate Director, AHA
Mr. Daryl Grimm, Warehouse Manager, AHA
Mr. Christopher Krupar, Information System Manager, AHA
Mr. Tom Portillo, Maintenance Manager, AHA
Mr. James Tacosa, Senior Capitol Projects Coordinator, AHA
Ms. Anita Sanchez-Triviso, Senior Personnel/Labor Relations, AHA/COA
Ms. Janice Wright, Housing Paralegal, COA Legal Dept

VISITORS PRESENT
Ms. Kate Hildebrand, Consensus Builder

3. New Business

Strategic Plan Discussion

Executive Director Linda Bridge opened the meeting by explaining the foundation and historical background for the Strategic Plan, where she described that its creation derived from numerous meetings with the Vision Team, Leadership Team, and interviews with Kate Hildebrand from Consensus Builder.

Kate Hildebrand from Consensus Builder gave an overview of the Strategic Plan. She explained the different sections of the Strategic Plan, and that separate team members would be presenting different sections. She also explained the process in writing the Plan, where many suggestions from the staff were implemented into the creation of the Plan.

Information System Manager Christopher Krupar presented the Mission Statement for the Strategic Plan and explained the background as to how the team developed it.

Associate Director Andrew Estocin presented AHA Core Values of the Strategic Plan, which included Service, Nurturing Environment and Compassion, Excellence, Integrity and Sustainability.

Chairperson McHard stated that she would like to include Member Rivera-Wiest's comments, where Member Rivera-Wiest stated that the Strategic Plan needed to be a product of AHA employees not the product of the Board. Chairperson McHard expressed Member Rivera-Wiest's suggestion that the Plan be a product of all AHA staff and articulated on a daily basis. Member Rivera-Wiest also suggested that under the Excellence section that working "as a team" be inserted in the language, and that employees "buy in" into the core values is essential, and that it only take 6% of employees to "buy in" the Plan to create change in an organization.

Chairperson McHard expressed that in her experience with core values that are on target are better, if they are embraced by the employees. Chairperson McHard suggested that under the Excellence section the word finite be changed into simpler language, so that all will have understanding of the meaning of the language. Additionally, she stated that language be added to the Integrity section stating the employees are the front line caretakers of AHA's assets and future. Mr. Estocin asked Chairperson McHard if changing the word Sustainability to Stewardship would be better for greater understanding, and Chairperson McHard stated that it would. She further clarified that the both concepts could be addressed with a single change either under Integrity or Sustainability or with the addition of another core value.

Member Vogel suggested that under the Service portion that the wording be changed to "We empower ~~people~~ clients and coworkers through education and opportunities for growth and success." for better understanding by AHA staff.

Fiscal Manager Barbara D'Onofrio presented the Five Year Practical Vision, which included six pillars: Stellar Reputation, Healthy Organization, Employee Satisfaction, New Products, HUD High Performer, and Quality Customer Service. Ms. D'Onofrio explained the process of the creation the Five Year Practical Vision, and she also addressed questions from the Board.

Chairperson McHard expressed that once the Mission Statement and Core Values were completed that the Vision Plans and Strategic Plan incorporate the Mission Statement and Core Values into both plans to prioritize individual elements of each plan.

Member Chavez requested that in the future the updated Action Plan be placed on Board meeting agendas under the Secretary Report, so that the Board could be apprised of the progress. She also expressed that the Family Self Sufficiency Program incorporate more workshops for educational purposes. Additionally, Member Chavez suggested under pillar Healthy Organization that team building activities be added to the list because organizations need to be visualized as a whole and not as separate divisions. Chairperson McHard suggested we exercise caution and do research before moving towards an incentive-based compensation program.

Senior Capitol Projects Coordinator James Tacosa presented the Obstacles portion of the Strategic Plan where there were five categories: Capacity Limitations, Destructive Attitudes, Damaged Agency Reputation, System Flaws and Political Interference.

Member Vogel expressed his concerns regarding that the transitional status of AHA may be an obstacle in receiving strategic input from the employees. Ms. Bridge stated that she recognized the challenges.

Ms. Bridge introduced Ms. Anita Sanchez-Triviso as the new Senior Personnel/Labor Relations hire for AHA.

Ms. Sanchez-Triviso presented the Strategic Directions portion of the Strategic Plan that covers three areas: Improve Workplace Culture, Collaborate for Success, and Exceed Expectations.

Compliance Inspector Supervisor Matt Bailon presented the Improve Workplace Culture section under Strategic Directions, where he explained three sub-categories: Showcase Incremental Successes, Change Reward System, and Provide Employee Training.

Maintenance Manager Tom Portillo presented the Collaborate for Success section under Strategic Directions, where he explained three sub-categories: Create Plans and Structures to Facilitate Changes, Solve Problems through Teamwork, and Act as Good Stewarts of Resources.

Warehouse Manager Daryl Grimm presented the Exceed Expectations section under Strategic Directions, where he explained one sub-category: Enrich Services and Communications with Community.

Ms. Hildebrand stated the next step is to incorporate the input from AHA employees that will be gathered at the AHA Staff Retreat - Strategic Plan Development meeting into the final Strategic Plan. After this step is complete, the Strategic Plan will be revisited every one, three and five years to reevaluate what has been successful and what has not been successful.

Member Vogel asked for clarification of the five, three and one year plans. Ms. Bridge explained that the five year mark is looking at the Practical Vision Plan, the three year mark is looking at the Strategies Plan, and the one year mark is looking at the Action Plan. Additionally, Member Vogel asked AHA to clarify what a year entailed: Board year is December to November, City year is July to June, Federal year is October to September. Ms. Bridge clarified that the year AHA would be following would be the AHA's Fiscal year, July to June.

4. Adjournment

There being no further business to be brought before the Board, Member Vogel moved to adjourn the meeting at 5:38 p.m.; seconded by Member Chavez. The motion was carried by a 3-0 vote.

SUBMITTED:

Linda Bridge
Secretary to the Board

Date: August 20, 2013

READ AND APPROVED:

Ms. Janet McHard
Chairperson of the Board