

5-Year Plan

The San Francisco Housing Authority has included in this section its mission statement and goals and objectives for 2010-2014.

Section 5.1 Mission

SAN FRANCISCO HOUSING AUTHORITY MISSION FOR SERVING THE NEEDS OF LOW-INCOME, VERY LOW-INCOME, AND EXTREMELY LOW-INCOME FAMILIES WITHIN SAN FRANCISCO FOR THE NEXT FIVE YEARS

The San Francisco Housing Authority's mission is to provide decent, safe, and sanitary housing for nearly 12,000 public housing residents and 21,000 Section 8 participants. A primary goal of the Authority is to continue to provide housing for these low-income households, while integrating housing and economic opportunities for residents and maintaining high standards of property management, fiscal management and service delivery. The mission of the Authority is achieved through collaboration with our residents, community partners, and government agencies emphasizing teamwork, mutual respect, integrity and accountability.

SFHA GOAL #1: EXPAND THE SUPPLY OF ASSISTED HOUSING

Objectives

- Apply for additional rental vouchers and special purpose rental vouchers as they become available.
- Reduce public housing vacant units from 450 units to zero units.
- Leverage private or other public funds to create additional housing opportunities.
- Acquire or build units or developments.
- Locate infill affordable and market rate housing, where density permits, at family and elderly/disabled public housing units.
- Use Section 8 Project-Based Voucher Program assistance in conjunction with revitalization of public housing sites

SFHA GOAL #2: IMPROVE THE QUALITY OF ASSISTED HOUSING

Objectives

- Improve public housing management scores.
- Improve voucher management (SEMAP scores) through the reorganization of the Section 8 Department
- Install a CRM (Customer Relationship Manager) application in order to monitor customer's satisfaction and relationship in order to improve services rendered.
- Implement paperless solution addressing workflow processes, that will address green initiatives, paperless office and process streamline.
- Install an agency wide document imaging, storage and retrieval system that will facilitate easy access to client records and will expedite client services.

- Renovate or modernize public housing units.
- Demolish or dispose of obsolete public housing.
- Provide replacement public housing through the City of San Francisco's HOPE SF Initiative.
- Provide replacement vouchers.
- Partner with housing developers, non-profit community and supportive service organizations and City agencies to rebuild public housing sites and provide services to residents.

SFHA GOAL #3: INCREASE ASSISTED HOUSING CHOICES

Objectives

- Continue to provide voucher mobility counseling.
- Conduct outreach efforts to potential voucher landlords.
- Maximize voucher payment standards.
- Implement voucher homeownership program through the Family Self-sufficiency Program.
- Implement homeownership programs for public housing residents.
- Implement public housing site-based waiting lists for HOPE VI family developments.
- Utilize Voucher Homeownership in conjunction with comprehensive revitalization, infill housing, partnerships with community-based organizations, City agencies, Family Self-Sufficiency (FSS) and other homeownership programs.
- Use Section 8 Project-Based Voucher Program assistance in conjunction with public housing revitalization efforts to increase supply of housing units.
- Utilize to the fullest extent possible the Section 8 Project-Based Voucher Program.

SFHA GOAL #4: PROVIDE AN IMPROVED LIVING ENVIRONMENT

Objectives

- Where necessary, install security cameras in and around public housing sites..
- Partner with the San Francisco Police Department in implementing community policing strategies at public housing sites.
- Employ public housing residents to monitor activities around public housing sites,
- De-concentrate poverty at lower density developments by replacing the public housing and adding housing for households with a range of incomes, adding other ancillary non-residential uses and creating mixed-income, mixed-use communities.

- Develop better one-on-one relationships with communities surrounding family and senior housing sites.
- Attend and coordinate neighborhood safety meetings.

SFHA GOAL # 5: PROMOTE SELF-SUFFICIENCY AND ASSET DEVELOPMENT OF ASSISTED HOUSEHOLDS

Objectives

- Increase resident training and access to technology and internet. Provide support in the deployment and execution of The City of San Francisco's free wireless access initiative. Extend technical support and consulting services to all San Francisco Housing Authority residential properties.
- Increase the number and percentage of employed persons in assisted families.
- Provide or attract supportive services to improve recipients' employability.
- Provide or attract supportive services to increase independence for the elderly or families with disabilities.
- Identify and implement programs with community-based partners that can promote family self-sufficiency, including first time homeownership opportunities for low-income families.
- Apply for as many SuperNOFA grants as applicable, including the ROSS grant funds.
- Utilize Section 3 goals and the SFHA 25% resident hire policy to provide more employment opportunities for public housing residents.

SFHA GOAL #6: ENSURE EQUAL OPPORTUNITY AND AFFIRMATIVELY FURTHER FAIR HOUSING

Objectives

- Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability.
- Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability.
- Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required.
- Respond to residents and applicants relating to possible discrimination-based incidents and the implementation of procedures for addressing allegations of incidents with a perceived or actual discriminatory dimension.
- Investigate allegations of discrimination based on sexual orientation.

- Implement the Limited English Proficiency Plan that will guide SFHA in providing language services to clients whose native language is not English.

SFHA GOAL#7: EXPAND CUSTOMER CARE SERVICES AND PRACTICES

- Deploy an Internet Kiosk, which will provide easy access to data pertinent to clients on Section 8, Public Housing and other services provided by The San Francisco Housing Authority.
- Provide customer service training for SFHA employees.

SFHA GOAL #8: DEVELOP AND IMPLEMENT INCREASED GREENING AND ENVIRONMENTAL PRACTICES THROUGHOUT AGENCY AND PROPERTIES

- Partner with the City of San Francisco's Department of Public Works in beautifying public housing green spaces.
- Implement maintenance and property management Energy Conservation Measures.
- Negotiate better rates with utility and water providers.
- Provide resident training on energy conservation and Energy Star products.
- Provide an administrative directive on energy conservation for all SFHA administrative, management and maintenance staffs.
- Encourage energy efficiency in the design and construction of HOPE VI and public housing sites being redeveloped.
- Install recycling centers at various public housing family developments.