

A New Day & Better IHA | 12-Month Action Plan

Presented By: Yvonda A. Bean, CEO | Monday | 05.12.2025 | 10:30 am EST



A New Day & Better IHA | 12-Month Action Plan

“A New Day & Better IHA” is a comprehensive strategy that cultivates a better Indianapolis Housing Agency by:

- Mending its Broken Relationships
- Restoring its Reputation
- Effectively Carrying Out its Mission

The **12-month Action Plan** will focus on these five (5) critical areas:

- Operations
- Finances
- People
- Properties
- Safety & Security

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*“I cannot say whether things will get better if we change;
what I can say is they must change if they are to get better.”*

- Georg C. Lichtenberg

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Who is she? Why would she choose Indianapolis Housing Agency?

- Houser at Heart
- Runs Toward the Fire,
Not Away From It
- The #PeoplesCEO
- Leader of Leaders

*As described
by Colleagues*



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Purpose

The **New Day & Better IHA | 12-month Action Plan** serves as the blueprint for the Indianapolis Housing Agency to *focus on the business of providing housing for individuals and families.*

Timeline

Application of the **New Day & Better IHA | 12-month Action Plan** occurs over a 12-month period.

Critical Areas of Focus

The **New Day & Better IHA | 12-month Action Plan** focuses on stabilizing the below five (5) critical areas:

- Operations
- Finances
- People
- Properties
- Safety & Security

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The **New Day & Better IHA | 12-month Action Plan** offers a high-level glimpse into efforts that will improve our **Operations**, our **Finances**, our **People**, our **Properties**, and our **Safety & Security** over the next 12 months.

The efforts discussed today are not all-inclusive and are subject to change as circumstances beyond our control change.



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Timeline

The New Day & Better IHA | 12-month Action Plan is being implemented over 12 months, from February 2025 - January 2026

1st Quarter
(Feb. 2025 - April)



2nd Quarter
(May – July)



3rd Quarter
(Aug. – Oct.)



4th Quarter
(Nov. - Jan. 2026)

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*“Do not go where the path may lead,
go instead where there is no path and leave a trail.”*

- Ralph Waldo Emerson

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OPERATIONS

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Timeline | Operations

ACTION ITEMS		Q1	Q2	Q3	Q4
1	Upgrade Antiquated Hardware Systems <i>By Purchasing All New Computers</i>	✓			
2	Replace Obsolete Phone Systems <i>By Installing New VOIP Phone Systems</i>	✓			
3	Transition from Outdated Software Version <i>To Cloud-Based Microsoft 365</i>	✓			

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Timeline | Operations

ACTION ITEMS		Q1	Q2	Q3	Q4
4	Rebrand the Organizations <i>Demonstrating IHA's Commitment to Rebuilding Public Trust & Reestablishing Itself as an Impactful Housing Provider</i>		✓	✓	✓



NEW LOGOS

Representing **New, Fresh, Different...**
Representing **Change in Direction...**



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Timeline | Operations

ACTION ITEMS		Q1	Q2	Q3	Q4
5	Implement New, Robust Housing Management Software	✓	✓	✓	✓
6	Launch New Website <i>Interactive, User Friendly & Accessible</i>			✓	
7	Update the Administrative Plan for the Housing Choice Voucher Program <i>Ensuring Compliance with Federal Regulations</i>			✓	

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Timeline | Operations

ACTION ITEMS		Q1	Q2	Q3	Q4
8	Update the Admissions & Continued Occupancy Plan <i>for the Public Housing Program</i>			✓	
9	Conduct Assessments <i>of Policies, Systems & People</i>		✓	✓	
10	Develop a Strategic Plan That Engages <i>Our Residents, Program Participants, Landlords, Community Stakeholders, Partners, HUD & IHA Team</i>				✓



FINANCE

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Timeline | Finance

ACTION ITEMS		Q1	Q2	Q3	Q4
1	Reduce and/or Eliminate Wasteful Spending	✓	✓	✓	
2	Maximize Resources Under the Housing Choice Voucher Program & Other Boutique Programs (FSS, VASH, Homeless, Homeownership) - LEASE UP!	✓	✓	✓	✓
3	Maximize Resources Under the Public Housing Program - LEASE UP!	✓	✓	✓	✓

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Timeline | Finance

ACTION ITEMS		Q1	Q2	Q3	Q4
4	Procure the Expertise of a Fee Accountant <i>To Help Rebuild Financials & Accounting Systems</i>		✓	✓	
5	Create a Balanced Operations Budget <i>For Both IHA & InSight</i>			✓	✓



PEOPLE

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Timeline | People

ACTION ITEMS		Q1	Q2	Q3	Q4
1	Facilitate Equitable, Competitive Compensation <i>By Performing a Compensation Study</i>			✓	✓
2	Review & Evaluate the Adequacy of Staffing Levels in Each Department <i>By Conducting a Position Analysis</i>			✓	✓
3	Improve Customer Service Delivery <i>By Creating Policies & Procedures That Demonstrate Commitment to Providing Exceptional Customer Service</i>	✓	✓	✓	✓

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Timeline | People

ACTION ITEMS		Q1	Q2	Q3	Q4
4	Expand the Agency's Hours of Operation <i>Making it More Convenient for Residents to be Served Beyond 8-5</i>		✓		
5	Create a New Interactive Website <i>Making it Easier to Partner with IHA as Employer, Vendor, and/or Resident</i>			✓	✓
6	Establish Site-based Resident Meetings <i>To Encourage Resident Engagement & Resident Feedback</i>	✓	✓	✓	✓

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Timeline | People

ACTION ITEMS		Q1	Q2	Q3	Q4
7	Launch Partnership Campaign <i>To Strengthen Existing & Foster New Partnerships with Key Community Stakeholders for the Advancement of Individuals & Families Served</i>		✓	✓	✓

Ride to Restore Relationships...



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*“Partnership is not a posture but a process –
a continuous process that grows stronger
each year as we devote ourselves to common tasks.”*

- John F. Kennedy

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Timeline | People

ACTION ITEMS		Q1	Q2	Q3	Q4
8	Partner with Community Partners <i>To Facilitate Access to Needed Goods & Services for Individuals & Families Served</i>	✓	✓	✓	✓
9	Training! Training! Training!			✓	✓
10	Restore Relationships <i>With Our Residents, Vendors, Contractors, Community Partners & Critics</i>	✓	✓	✓	✓

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PROPERTIES

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Timeline | Properties

ACTION ITEMS		Q1	Q2	Q3	Q4
1	Assess the Capital Improvement Needs Of Our Public Housing Portfolio			✓	✓
2	Devise a 10-Year Capital Improvement Plan To Preserve Our Housing Portfolio				✓
3	Establish a Repositioning Strategy For the InSight Multifamily Housing Portfolio			✓	✓



SAFETY & SECURITY

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Timeline | Safety & Security

ACTION ITEMS		Q1	Q2	Q3	Q4
1	Partner with the Indianapolis Metropolitan Police Department (IMPD) <i>To Establish a Crime-Watch for Various Communities</i>	✓	✓	✓	
2	Devise an Emergency Preparedness Plan for Residents <i>Including Fire Drills, Evacuation Plans, Etc.</i>				✓
3	Purchase & Install <i>Cybersecurity & Data Protection Software</i>			✓	

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*“Real change doesn’t happen overnight. It happens
after you envision what you want to accomplish,
and you act upon it.”*

- Rodrigo Andrade Espinosa

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THANK YOU

Residents | Housing Choice Voucher Participants
Landlords | Community Partners
Housing & Urban Development (HUD)
City of Indianapolis

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QUESTIONS?

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