



Delaware State Housing Authority

"Providing quality, affordable housing opportunities."

DSHA Strategic Plan FY2013 –2015

Mission	<i>The mission of the Delaware State Housing Authority is to efficiently provide, and assist others to provide, quality, affordable housing opportunities and appropriate supportive services to low- and moderate-income Delawareans.</i>			
Priorities	Ensure Affordable Rental Housing.	Advance and Sustain Homeownership.	Promote inclusive, sustainable communities with access to efficient, coordinated programs and services.	Manage for operational efficiency and long-term sustainability.
Objectives: Strategic Initiatives	<ul style="list-style-type: none"> Develop DSHA's multifamily products into a comprehensive line to meet the state's affordable rental housing needs from construction through preservation. 	<ul style="list-style-type: none"> Expand DSHA's affordable homeownership financing mechanisms beyond the mortgage revenue bond program to offer an array of products to meet a broader range of Delaware's homeownership needs. 	<ul style="list-style-type: none"> Promote diverse, equitable, inclusive communities and fair housing choice in Delaware. Work with partners to advance the statewide coordination of housing services in Delaware to benefit customers and improve efficiency. Ensure DSHA affordable housing programs are supporting and prioritizing community development in a coordinated way. Meet the housing needs of special populations, including people experiencing homelessness, by strengthening partnerships, programs and funding. 	<ul style="list-style-type: none"> Financial Sustainability – Increase revenues to meet rising costs with strategies to increase program, investment, and administrative income. Human Resources – Develop DSHA into a preferred Delaware employer and ensure it remains a great place to work, developing and maintaining a highly skilled and dedicated workforce. Marketing - Develop communications campaigns that effectively promote DSHA and its programs to existing and prospective stakeholders and further increase its brand, reputation and value to the State. Technology – Continually expand and improve DSHA's use of technology both internally and in our interactions with customers and partners.

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Objectives: Ongoing Programs	<ul style="list-style-type: none"> • Provide financing for the new development and preservation of affordable rental housing. • Provide rental assistance to low-income households and assistance to become economically self-sufficient via Moving to Work. • Provide rental assistance to special populations in need of supportive services to live independently in the community. • Manage portfolio of Project-based Section 8, LIHTC and DSHA-financed sites with compliance monitoring, audit reviews and inspections. 	<ul style="list-style-type: none"> • Assist first-time homebuyers with below-market mortgage financing, downpayment, settlement and other assistance. • Engage in foreclosure prevention and mitigation activities to reduce the number and impact of foreclosures on Delaware communities and households. • Assist existing homeowners with rehabilitation and emergency repair resources to maintain their homes. 	<ul style="list-style-type: none"> • Support homelessness prevention and rapid rehousing activities, other services and housing for the homeless and those at risk of homelessness. • Maximize the use of the State’s growth management framework to encourage affordable housing, via participation in and coordination with state and local planning initiatives. • Engage in ongoing housing needs assessment and planning activities. • Assist in the revitalization of distressed neighborhoods and support community development. 	<ul style="list-style-type: none"> • Customer Service: Be a true partner to our customers and Delawareans, responding to their needs with accessible, user-friendly services. • Organizational Management: Maintain DSHA’s status as a highly efficient, stable organization with sustainable operations focused on efficiency and, where possible, self-sufficiency.