

Daytona Beach Housing Authority

November 12, 2021 Board Retreat Meeting 11:24 a.m.

- I. Call to Order** - Commissioner Daniels called the meeting to order at 11:24 a.m.
- II. Roll Call** - Commissioners Jass, Brown-Crawford, and Daniels were present for roll call. Commissioners Ivey and Jamison were absent.
- III. Invocation** - Commissioner Brown-Crawford provided the invocation.
- IV. Recognition of Visitors** - None.
- V. Public Comments** - No public comments.
- VI. Retreat - Day 2 Session**

Charles Woodyard opened the second day of the Board Retreat focusing on Employee Development and Performance Management.

He handed out the current Employee Performance Evaluation and stated that the form focuses on employee behavior and not on employee performance. Commissioner Brown-Crawford stated that the form does not show that employees achieved their goals and objectives. Commissioner Daniels asked what CEO Woodyard thinks about outsourcing, and CEO Woodyard replied that he will probably outsource Human Resources and Finance for a while. CEO Woodyard said that the Housing

Authority has to be careful about who is hired and that getting the Housing Authority in tip-top shape and becoming a high performer starts with the employees. He recommended providing employee incentives of days off, gift cards, plaques, and recognition in order to motivate people. CEO Woodyard said that customer-service goals, unit turn-around times, addressing work orders, and providing quality standards on work orders are important to him. He also mentioned having customers complete customer-feedback surveys any time they interact with the Housing Authority. CEO Woodyard stated that by January 15, 2022, he wants to have a revised, draft Employee Performance Evaluation for Board review.

CEO Woodyard stated that by March 15, 2022, he wants to have a Chief Financial Officer and Housing Choice Voucher staff, and possibly a Human Resources Manager hired.

VII. Adjournment - Commissioner Daniels adjourned the meeting at 11:41 a.m.