

## Operations and Management

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### PHAS Score

The new PHAS Score for the Cayce Housing Authority is 97

### SEMAP Results

Not applicable

### Results of Resident Satisfaction Survey

Not applicable

### Subcomponent A: Management Structure of the Organization

The organizational structure is comprised of three tiers of leadership

Executive Director – Ivory Mathews is the Chief Executive Officer of the Housing Authority of the City of Columbia, SC. She reports directly to a 7-member Board of Commissions. Under her leadership, Yvonda Bean serves as the Chief Operations Officer. The Executive Assistants and specialty consultants provide administrative and operational support and guidance for the leadership staff. Thirteen Directors are under the direct leadership of the Chief Operations Officer. Each Director is responsible for oversight and management of a division within the Authority. The Directors are:

- Director of Finance -Oversees the Fiscal Management of the Authority.
- Director of Human Resources – Manages all human resources operations and personnel development strategies.
- Director of Development – Oversees all development and capital improve activities conducted by the Authority.
- Director of Communications – Oversees internal and external communications and provide public relations consulting services for leadership team.
- Director of Strategic Initiatives – Oversees operations of special programming and activities to include Continuum of Care, HCV Homeownership, Strategic Planning, and Grant Writing.
- Director of Public Housing – Manages all operations of the Public Housing portfolio.
- Director of Housing Initiatives – Enforces policy compliance and standard operational procedures of public housing.
- Director of Maintenance – Oversees central office and contracted maintenance services.
- Director of Information Technology – Oversees all operations related to IT.
- Director of Procurement – Oversees procurement and contracts administration

- Director of Family Self Sufficiency – Manages supportive services programs to include Family Self-Sufficiency and ROSS Grants
- Director of Resident Programs – Oversees programs for public housing residents and Resident Executive Council activities.
- Director of Security – Supervises and manages all security and crime enforcement activities for public housing developments.

Each division is comprised of employees working in specific operational areas to support the mission of the Cayce Housing Authority and administer programs to support

**Subcomponent B: Programs Operated by Columbia Housing**

1. Public Housing

**Subcomponent C: Internal Policy Documents that Government Maintenance and Management of Public Housing are included in the listed attachments.**

1. Maintenance Policy (Exhibit D)
2. ACOP (Exhibit C)
3. Flat Rent Policy (Section)
4. Work Order Charge Policy (Exhibit E)
5. Rent Collection Policy (Exhibit F)
6. Emergency Management Plan (Exhibit G)
7. Bedbug Addendum (Exhibit H)