

Liberty Green - Hope VJ Site



Strategic Plan 2025

We strive to enhance lives, build on strengths, and create community.

Liberty Green - Hope VJ Site



TABLE OF CONTENTS

| Letter from Louisville Metro Mayor, Craig Greenberg

| Letter from LMHA Board Chair, Gena Harris

| Introduction

| Public Housing Developments

| Section 8 Housing Choice Voucher Programs

| Special Programs and Social Services

| Internal Operations

| Conclusion

LETTER FROM LOUISVILLE METRO MAYOR

To my fellow Louisvillians:

The Louisville Metro Housing Authority plays a crucial role in our city, providing housing and rental assistance to over 30,000 people throughout Jefferson County. In recent years, LMHA has struggled to meet its mandate to provide high quality housing for low-income residents. These shortcomings stem from a variety of issues, including funding and regulatory decisions made at the federal level.

In recognition of the importance of LMHA and the need for a different direction to better serve residents, I brought in new leadership for the agency in early 2024. While change is never easy, I believe the actions LMHA has taken in the last year have brought significant improvements, with a promise of many more good things to come.

This strategy document demonstrates the pathway to LMHA's future as an integral part of our amazing city. The pathway includes real, long-term solutions to address the physical conditions of our public housing developments and get the state's largest rental assistance program back on track.

LMHA has a long history of innovation and a dedicated team of professionals working hard to serve residents in need. With continued progress, I believe we can once again have one of the best public housing authorities in the country right here in Louisville. I commend the LMHA team for their hard work in getting the agency back on solid footing. LMHA's success is truly Louisville's success. Let's keep working together to make Louisville safer, healthier, and more affordable.

Sincerely,

Craig Greenberg

Mayor, Louisville Metro Government



LETTER FROM LMHA BOARD CHAIR

Dear Louisville Community,

As the Chair of the Board of Commissioners for the Louisville Metro Housing Authority (LMHA), I am pleased to share with you our vision for 2025 and beyond. This roadmap is a collective effort of our Board, leadership team, and staff to ensure that LMHA continues to meet the evolving needs of our residents and the broader community we serve.

At LMHA, we know the road hasn't always been easy, but we're moving in a new direction, one that's focused on innovation, accountability, and stronger community partnerships. Our commitment to providing safe, affordable, and decent housing hasn't changed. We're tackling challenges head-on and embracing new opportunities to make sure LMHA is set up for long-term success and a stronger future for the people we serve.

We understand the importance of community collaboration, and as we move forward, we will continue to engage with local stakeholders, residents, and partners to shape a future that benefits the people we serve and our city. Our commitment to transparency and accountability will guide our efforts to ensure that LMHA remains a vital resource for the families and individuals who rely on us.

I look forward to the continued support of our partners, residents, and community leaders as we work together toward a more equitable and prosperous future. Thank you for your ongoing trust in the Louisville Metro Housing Authority.

Sincerely,

Gena Harris

Chair, Board of Commissioners



INTRODUCTION

The Louisville Metro Housing Authority is a federally funded, state-chartered, and locally accountable agency tasked with providing safe, quality housing and rental assistance to residents with low incomes.

Federal guidelines determine eligibility to participate in programs administered by LMHA, and the agency’s budget is almost exclusively supported by federal appropriations determined each year by the United States Congress. These appropriations are, in turn, allocated to housing authorities through the federal oversight agency, the Department of Housing and Urban Development (HUD).

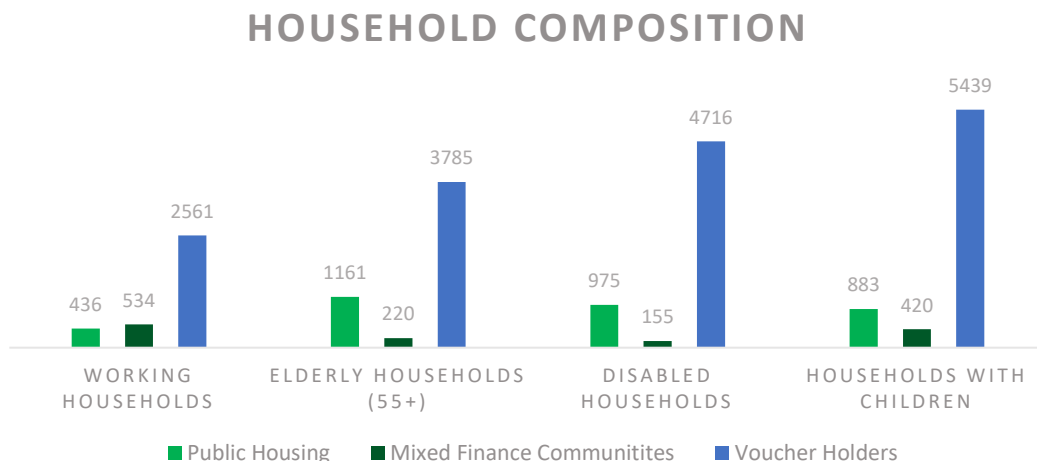
It is within this quasi-governmental structure with myriad laws, regulations, and eligibility criteria that LMHA must adapt to better serve residents. This requires changing how LMHA funds and operates its Public Housing developments to align with the national direction for Public Housing; ensuring its largest program - the Section 8 Housing Choice Voucher program - is the best it can be; rightsizing resident services to meet the evolving needs of current and future residents; and modernizing internal operations to better serve the public.

What we do

- Own and operate Public Housing communities and scattered sites
- Administer Section 8 Housing Choice and Project Based Voucher programs
- Operate or oversee mixed-finance communities (HOPE VI and Choice Neighborhoods)
- Provide special programming and supportive services to residents and voucher holders

Who we serve

As of January 23, 2025, over 14,200 households with about 30,000 people were participating in LMHA’s Public Housing or Housing Choice Voucher programs. The following chart highlights the types of households we serve. (Note: Households may be represented in more than one category.)



LMHA's Economic Impact on Louisville

- LMHA spent \$180,163,999 in federal funds for the benefit of affordable local housing in FY 2024 (July 1, 2023, through June 30, 2024).
- LMHA has 2,152 landlord partners; 92% (1,970) of these are small landlords with 10 or fewer units.
- LMHA currently has 316 full-time employees.

LMHA has a robust commitment to support businesses owned by minorities, women, and the disabled. The Housing Authority has been a leader in the Louisville Metro area regarding the value of the dollar contracts awarded to these businesses. Between January 1 and November 30, 2024, 29.14% of contract dollars spent went to minority-owned businesses.

LMHA's investment in the economy supports approximately 400 businesses - from lumber yards and hardware stores to electricians and plumbers.

"Heart of the Community" Resident Story

Joyce Mason Marks Major Milestone at Dosker Manor

On November 1st, Joyce Mason, a long-time resident of LMHA's Dosker Manor affordable housing community in the Phoenix Hill neighborhood, moved out, marking a significant milestone in the site's redevelopment efforts. She became the 100th resident to relocate from this severely distressed site - which is slated for demolition after years of deteriorating living conditions and escalating crime.

Having called Dosker Manor home for 17 years, Mason reflected on the moment with gratitude and hope.

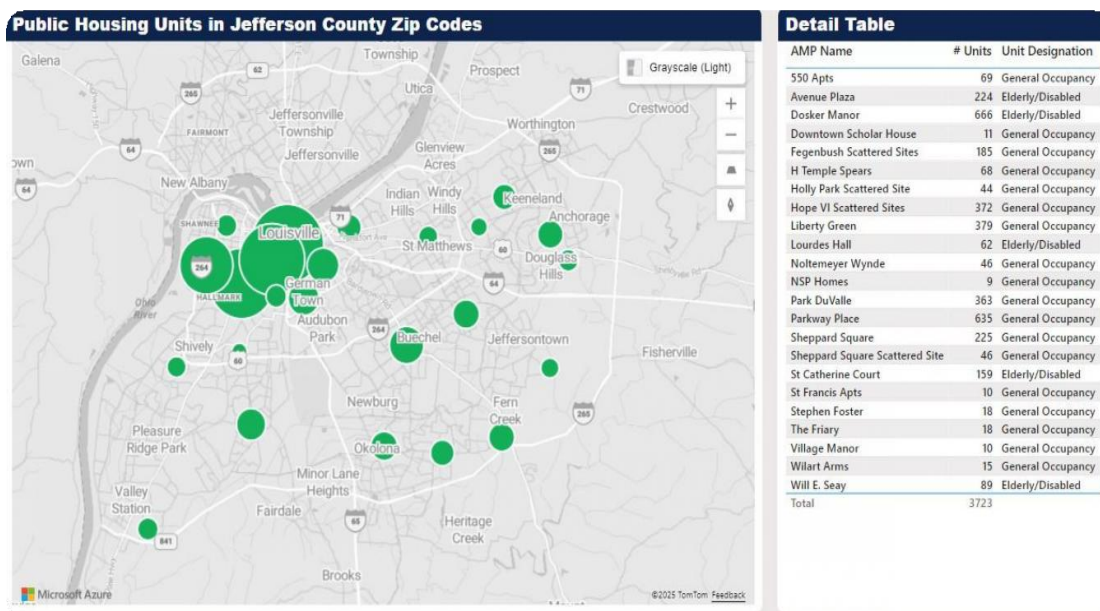
"I give all the praise to the Lord. All the praise. All the praise. Thank you, Lord!" Mason shared, as she packed her belongings. "I feel special. I'm 100, like I won the lottery or something."



PUBLIC HOUSING DEVELOPMENTS

LMHA owns and operates nearly 3,000 units of traditional Public Housing. LMHA is responsible for maintaining these units, located in larger congregate developments, smaller apartment buildings, and single-family homes scattered throughout the County.

Funding for Public Housing has not kept pace with the costs of upkeep for aging buildings, resulting in a growing backlog of deferred maintenance and needed capital repairs at PH communities throughout the country. The Council of Large Public Housing Authorities estimates the funding needed nationally to bring Public Housing into good repair to be \$100 billion and growing. Without a significant infusion of federal funding, Housing Authorities (HAs) like LMHA struggle to maintain buildings and often must divert resources to emergency repairs instead of preventative maintenance.



Despite these emergency repairs, eight of LMHA's Public Housing developments failed their most recent and more stringent HUD inspection of physical conditions. According to a physical needs assessment of LMHA's Public Housing portfolio completed in 2022, LMHA properties had immediate capital needs of \$37,366,069, plus an additional \$118,462,720 in long-term needs, for a total estimated cost of \$155,828,789 just to bring its properties into good repair. Were a needs assessment completed today, those totals would be even higher.

Fortunately, LMHA has developed the roadmap outlined in this Strategic Plan and is on a path to stabilize its Public Housing portfolio and reposition its properties to achieve physical and financial stability.

Stabilization

LMHA is currently searching for a third-party firm to help assess its property management, maintenance, and capital improvements processes and protocols. It is LMHA's goal to have a detailed report on recommendations this summer and to quickly work to implement improvements.

Collecting rent and enforcing leases

Since the federal eviction moratorium, many Housing Authorities have struggled to collect rent. LMHA is not different. As of January 2025, LMHA was owed \$4 million in back rent, representing eight months of its total rent roll. Although LMHA requested flexibility from HUD, HAs are required by statute to collect rent. Starting last spring, LMHA staff made a concerted effort to increase rent collections by sending clear communications to residents on how to get started, connecting residents to philanthropic organizations that can help address a portion of arrears, and working with residents at each site to establish repayment plans. Effective August 2024, LMHA resumed lease enforcement for non-payment of rent.

In addition to non-payment of rent, LMHA continues to monitor and enforce any "for cause" violations of their Public Housing residential lease agreement that negatively impacts the property and other residents.

Focus on safety and security

LMHA is committed to ensuring the safety and well-being of all residents, staff, and visitors. To strengthen security, LMHA is implementing enhanced safety measures, including additional cameras, access controls, off-duty police officers, and other improvements.

Last year, LMHA spent \$3.3 million on safety and security costs. The agency continues its effort of implementing advanced security technologies, including more advanced cameras. We have recently brought in a new security partner to provide specialized security officers trained to protect and assist our residents, visitors, and staff.

LMHA also partners with LMPD to provide Housing Authority Liaison Officers (HALO) to assist at various locations. This partnership keeps the same officers in the community, allowing them to build relationships and allows the community to get to know the officers serving their neighborhoods.



Addressing work orders and preventative maintenance

LMHA's maintenance staff completed over 34,000 work orders across the portfolio of Public Housing properties in the last 12 months. To support our maintenance operations and address the current deficit in maintenance positions, LMHA held its first maintenance job fair in December of 2024. LMHA plans on holding job fairs regularly and partnering with local groups to fill positions and ensure the necessary work is completed on our properties.

LMHA is also utilizing staff from temporary industrial services to help keep pace with the growing number of work orders and maintenance tasks generated from its aging housing stock. Management is using results of HUD's new NSPIRE (*National Standards for the Physical Inspection of Real Estate*) inspection model to prioritize work orders and preventative maintenance activities. These standards help identify potential health and safety risks for our residents.

LMHA's internal Inspection team, part of the Compliance Department, inspected more than 3,000 units in 2024. By proactively identifying and resolving potential hazards, LMHA is committed to maintaining high-quality housing that promotes the well-being of all residents.

Additionally, LMHA continues to provide training and resources for property managers and maintenance staff to stay up to date with NSPIRE guidelines. This effort ensures that every unit is not only in compliance but also supports a safe and healthy living environment for our community.



Capital improvement projects

LMHA has restructured its departments to better coordinate work between the maintenance team tasked with regular upkeep and the capital improvements team handling larger capital projects following HUD procurement guidelines to bring in outside contractors to execute. These projects include roof repairs or replacements, window replacements, generators, and elevator upgrades.

Repositioning the Portfolio

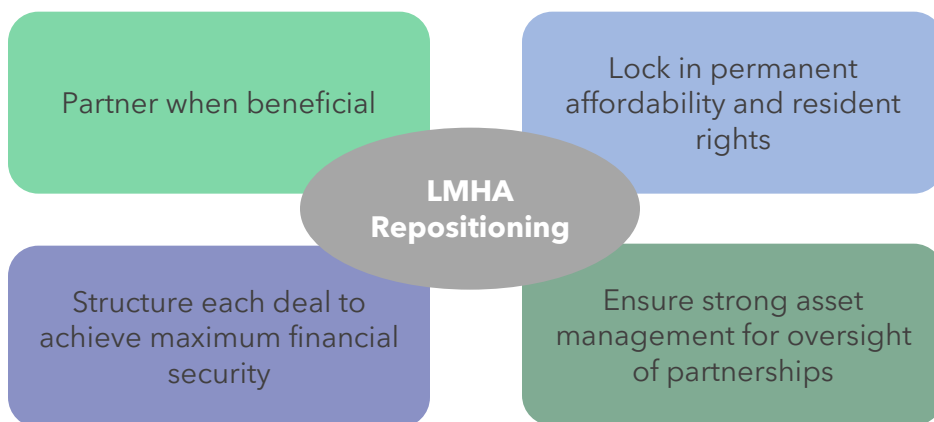
Funding to operate and maintain LMHA's nearly 3,000 Public Housing units come from HUD's Section 9 capital and operating funds, which have been underfunded for decades. Section 9 housing is also ineligible for outside funding, such as Low-Income Housing Tax Credits (LIHTC) and housing bonds, to support upgrades or operations, leaving LMHA without sufficient resources to make needed repairs.

As a result, all LMHA's Public Housing sites operate at a deficit, prompting LMHA to explore other federal options for repositioning these properties to a sounder financial and physical state.

One key strategy is converting Public Housing units to the better-funded Section 8 platform through HUD programs like the Section 18 demolition/disposition process or the Rental Assistance Demonstration (RAD) program. Section 8 offers higher operating funding and access to external resources such as LIHTCs, bonds, and grants. It also allows for public-private partnerships that bring additional expertise and capacity to the development team.

LMHA has already begun utilizing this strategy at Dosker Manor and Avenue Plaza by partnering with affordable housing developers. Implementing these repositioning efforts will depend on securing financing from local, state, and federal sources. To that end, LMHA and its developer partners are actively working with potential funding partners to apply for tax-exempt bonds and housing tax credits to move these plans forward.

Our guiding principles



Repositioning Plans for LMHA's Public Housing sites and land parcels

Legacy Sites include the LMHA's oldest and most physically distressed properties - all of which require immediate planning and attention. In preparation for repositioning these sites, LMHA committed up to 987 Project Based Vouchers (PBVs) in July of 2024 to properties being rehabbed or constructed by partners developing affordable housing throughout Jefferson County. These PBV sites will serve as potential replacement housing units - either temporarily during redevelopment or permanently, if the family chooses to remain in their new home.

- **Dosker Manor** - (666 units for seniors and persons with disabilities). Plans were announced in May of 2024 to relocate residents, demolish the three existing high-rise buildings, and rebuild affordable housing and amenities on-site and directly across from Dosker Manor on the former First Link grocery site. LMHA is currently working with a local affordable housing developer with deep experience in redevelopment efforts, LDG Development, to conduct design workshops with residents and neighborhood stakeholders, finalize plans, secure financing and rebuild the sites. Replacement housing units will be supported with Project Based Vouchers, ensuring affordability for the lowest-income Louisvillians and current Dosker residents in good standing will have a first right to return to the redeveloped community.
- **Avenue Plaza** - (224 units for seniors and persons with disabilities). This 17-floor elevator building will receive major renovations across the building's exterior, multiple building systems, and apartments. To complete this comprehensive modernization project, LMHA has partnered with Standard Communities, a national affordable housing developer with a strong track record of tenant-in-place rehabilitation for Public Housing high-rises. LMHA and Standard Communities are currently working on the necessary HUD approvals and scope of work and will be seeking additional resident input and begin working to secure financing later in 2025.
- **Parkway Place** - (635 units of family housing). Parkway Place, commonly called Parkhill, is the last remaining, barrack-style Public Housing site in Louisville. In October of 2024, LMHA issued a Request for Proposals to find a planning coordinator to help develop a vision for the site's future. LMHA expects to begin working with the selected partner in mid-2025 on a yearlong comprehensive planning process that will include extensive resident and community input.

Congregate Sites include those properties in need of capital investments but are less distressed than LMHA’s Legacy Sites. As LMHA looks to right-size its portfolio, these properties could remain as Public Housing and receive substantial capital improvements or be converted to project-based Section 8 housing.

Development Name	Units	Classification
550 Apartments	69	Family
H. Temple Spears	68	Family
Lourdes Hall	62	Senior/Disabled
St. Catherine Court	159	Senior/Disabled
Will Seay Plaza	89	Senior/Disabled

Scattered Sites

In a nationwide effort towards reducing the concentration of affordable housing in any one area or neighborhood, and providing affordable housing options in areas of opportunity, many Housing Authorities began developing or acquiring smaller multifamily buildings and single-family homes in the 1970’s and 80’s. LMHA’s portfolio currently includes over 680 of these scattered site properties. Some of these include:

Development Name	Units
801 E Broadway	17
Baxter Avenue	10
Bayberry Place	10
Berrytown Apartments	17
Breckinridge Lane	12
Country Club	10
Del Maria Way	21
East Pages Lane	14
Fegenbush Lane	7
Holly Park	44
Newbridge	20
Noltemeyer Wynde	46
Powerhouse Lane	9
Six Mile Lane Apartments	15
St Martin Apartments	26
Taylorsville Road Apartments	8
Terrier Court	8
Third Street Road Apartments	8
Townepark	12
Vaughn Mill Road Apartments	12
Whipps Mill Road Complex	17

One-to-Four Unit Rental Homes

LMHA also owns and maintains several small, scattered sites comprised of one to four units, including single-family rental homes. In the coming months, LMHA will assess the needs of these properties and residents to determine the best funding options for any needed improvements and the potential for converting properties from rental to homeownership.

Vacant Lots

LMHA owns multiple vacant lots of various sizes throughout Jefferson County, including properties suitable for development or sale. Our staff will evaluate these properties in 2025 and begin moving forward with the sale of any properties deemed unsuitable for future housing development.

Proceeds from these sales will be used for affordable housing development or towards the purchase of Project Based Voucher or Public Housing replacement units. LMHA is moving forward with plans to redevelop 46 acres near I-264 and Taylor Blvd., the former site of the Iroquois Homes Public Housing community, which was demolished in 2012.

Construction is underway on **Iroquois Senior Homes**, a new 60-unit, three-story community for adults 55+, supported in part by American Rescue Plan funding through the Louisville Affordable Housing Trust Fund.

Across Bicknell Avenue, LMHA has partnered with co-developer Denton Floyd Real Estate Group to transform 30 acres of vacant land—bounded by Taylor Blvd., I-264, Bicknell Ave., and Cayuga St.—into a multi-family housing community. While LMHA and Denton Floyd work to make this project a reality and engage the community in these efforts, it is contemplated that the project will feature affordable apartments for low- to moderate- income families, as well as community amenities and greenspace.



Asset Management

Beginning in the 1990s, LMHA utilized HUD programs to redevelop formerly distressed Public Housing sites into vibrant, mixed-finance communities. These include Park DuValle, Liberty Green, Sheppard Square, and Beecher Terrace. In 2024, LMHA hired a dedicated asset manager to provide stronger oversight of its mixed-income sites to ensure strong performance by sites managed by LMHA as well as third-party property management companies. The role was previously spread among several staff members with lengthy lists of responsibilities. The Authority also assumed management of the Liberty Green community. As LMHA seeks to convert additional properties to other funding sources, strong asset management and long-term capital planning will be essential to ensure the properties remain in good condition. This will be a growth area for LMHA in the coming years in terms of staffing and resources.

SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

Section 8

The Housing Choice Voucher Program, commonly known as Section 8, is LMHA's largest program. LMHA administers over 11,200 vouchers that pay a portion of a household's rent so that the individual or family can afford housing in the private market.

In recent years, LMHA's administration of the Section 8 program failed to follow several HUD guidelines, including recertifying eligibility for the program in a timely manner and using up-to-date income information to determine tenant rent portions. Additionally, LMHA lacked good customer service for voucher holders and landlord partners.










In March of 2024, LMHA's new leadership became aware of the seriousness of these issues and took immediate steps to rebuild the program, including a restructuring of the HCV teams, developing a true customer service call center, training for both HCV and Inspection staff, developing community engagement opportunities with landlords and participants, and requesting a full audit by a third-party firm. The audit is available on LMHA's website, www.LMHA1.org, along with the Authority's Housing Choice Voucher Recovery Plan. Below is an excerpt from the recovery plan outlining the Goals and Key Performance Indicators to track progress. LMHA reports quarterly on the progress of the plan to HUD and monthly to its Board of Commissioners.

Additionally, as LMHA repositions its Public Housing portfolio, the role of the Section 8 team will grow to administer more Project-Based Vouchers.

Strategic Goals

1. Restructure the department to improve operational performance.
2. Streamline policy and procedural documents and ensure internal consistency of MTW Annual Plan, HCV Administrative Plan, and HUD regulations.
3. Develop protocols for communication.
4. Streamline process workflows to improve responsiveness to applicants, participants, and property owners.
5. Implement comprehensive onboarding and continuing education training for staff.
6. Improve accuracy and use of program data through comprehensive data clean up and quality control.
7. Review and update forms and letters to ensure that they are clear and do not ask for more information than is required.
8. Enhance quality control mechanisms to improve program compliance, using data analysis and targeted program reviews.

Section 8 Key Performance Indicators

KPI Output	Goal	Status	Percent Complete
Develop HCV department organizational structure.	September 2024	Complete	
Complete ALL staff retraining of Housing Choice Voucher program. With Completion of HCV Specialist Certification exam with a passing score of 75%.	December 2024	Complete	
Develop Process Workflows for each function of the HCV department.	August 2024	Complete	
Implement cross-training for all LMHA Housing specialists to ensure they understand how to process an application through the entire workflow.	December 2024 (Ongoing)	Complete	
Hire a training coordinator responsible for onboarding, training specialists on HCV processes and compliance requirements.	July 2024	Complete	
Hire a landlord relations manager to oversee and manage the landlord relations team.	July 2024	Complete	
Develop tracking mechanism utilizing cloud-based software to manage the waitlist.	October 2024	In Progress: Data Analyst hired and developing Yardi-based KPIs	
Utilize Yardi representative to train current staff on Rent Café modules and capabilities.	All housing specialists will receive Yardi training by December 31, 2024	Complete	
Implement electronic document management system, including a filing hierarchy and internal naming standards for all files.	December 2025	Not Started: Currently investigating potential systems.	

SPECIAL PROGRAMS AND SOCIAL SERVICES

LMHA provides social services, referrals to resources, and other programs to Public Housing residents and voucher holders through its Special Programs team. Funding for this work comes from federal HUD grants such as the Resident Opportunity for Self Sufficiency and the Family Self Sufficiency programs. LMHA has helped residents achieve positive outcomes through these programs.

Family Self-Sufficiency (FSS) assists program participants in obtaining and maintaining full-time employment, improving financial skills, and building assets through an escrow saving account.

LMHA's FSS program highlights:

- 670 individuals served over the last five years, with 267 currently enrolled.
- 182 participants completed the program in the last five years and received a total of \$1.54 million in escrow.
- 50 to 70% of FSS participants are employed each month compared to about 25% of all families served by LMHA. Working FSS participants average 32 hours per week, with average earnings of \$29,500 per year. The healthcare industry is the #1 employer, followed by a variety of public facing service industry jobs.
- Current FSS participants have increased their annual earned income by an average of \$6,274 since joining the program.

Thrive, formerly known as the Resident Opportunities and Self-Sufficiency (ROSS) Program, underwent a transformative rebranding in 2023. The program is designed to empower Public Housing residents by addressing individual needs and overcoming barriers to self-sufficiency. Thrive focuses on connecting residents to resources and fostering partnerships that promote financial literacy, health, and community engagement. Thrive works with local partners to bring services directly to Public Housing communities or to reserve designated spots for residents to access these resources. Key collaborators include: Kentuckiana Works/SummerWorks, Blueprint 502, AMPED, Park Duvalle Community Health Center, and Louisville Financial Empowerment Center.

Resident Engagement and Service Referrals

- During the most recently completed ROSS Service Coordinator grant (June 2021 through May 2024) Thrive served a total of 522 Public Housing residents; 166 are still receiving Thrive services during our newest ROSS grant, which began June 2024.
- Between July 1, 2023, and May 31, 2024, the program referred 394 residents to community agencies and supportive service organizations to address a variety of needs, including training and employment, health and senior services, and digital inclusion.

Advancing Digital Access



Changing needs of LMHA residents

The population demographics of the residents that LMHA serves have changed over the years to include more elderly households and individuals with physical and mental disabilities, or who have recently experienced homelessness. Therefore, the services that LMHA offers must be reevaluated and adjusted to meet the special needs of these populations. This also means staff must continually seek funding to sustain these services and build the necessary partnerships to provide them.

With this objective in mind, LMHA recently embarked on a partnership with the Mayor's Office of Safe and Healthy Neighborhoods (OSHN) to provide a higher level of case management services to residents. This partnership with OSHN, called The Supportive Housing Project (SHP), is currently being funded by the Louisville Metro Government. SHP was designed to emphasize resident choice and control within a trauma-informed, harm-reduction framework, utilizing clinical, strength-based, and brokerage case management models to support residents with high and complex needs.

LMHA staff across several departments underwent trauma-informed care training to ensure a better understanding of the emotional, mental, and social challenges our residents face. By embedding a trauma-informed approach into the Authority's services and operations, LMHA can better foster trust, safety, and empowerment with the people we serve.

Furthermore, LMHA hired dedicated housing navigators and relocation specialists in 2024 to ensure a smooth transition for residents during relocation. These staff members will assist residents in identifying suitable housing options that meet the household's needs and preferences, including any accessibility requirements. Navigators work one-on-one with residents to secure housing, complete necessary paperwork, and address any barriers such as financial constraints or transportation needs. To date, 160 residents have enrolled in strength-based and clinical case management services and 118 are receiving navigation services.

“Heart of the Community” Resident Story

Homeownership Program celebrates its 500th Homeowner

On October 9th, 2024, LMHA’s Homeownership Program celebrated a major milestone with Patrice Middlebrooks becoming its 500th homeowner. After being part of Louisville Metro Government’s Metro Housing Stabilization Program for renters since 2005, Patrice discovered LMHA’s Homeownership Program, leading her to enroll and achieve her dream of owning a home in Louisville's Chickasaw neighborhood.

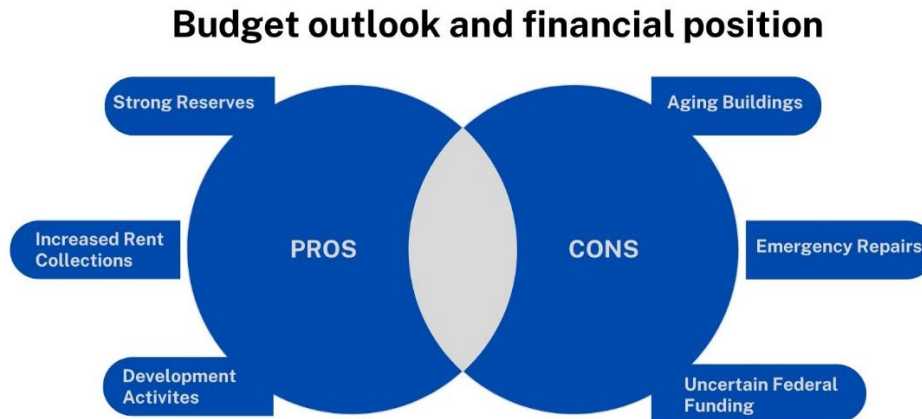
"Today was a nice day. I'm so glad everyone came out to celebrate with me," Patrice shared, reflecting on her journey. Her accomplishment marks a significant achievement for the program, which continues to help low-income families transition from renting to homeownership.

For more information about LMHA’s Homeownership Program, led by the Authority’s Special Programs Department, visit: [Section 8 Homeownership Program](#).



INTERNAL OPERATIONS

Accomplishing the bold plans outlined in this Strategic Plan requires a modern, efficient, and nimble agency with highly skilled staff. To help us achieve these plans, LMHA has undergone significant changes in the last year that have been welcomed yet also challenging. LMHA is a HUD-designated Moving to Work agency allowing more flexibility than traditional PHAs, and the ability to innovate operations.



Staffing and restructuring

Many of LMHA's staff have long tenures; future success will rely on their expertise and experience. At the same time, the agency must prepare for staff succession as longstanding employees plan to retire. Therefore, new employees have and are continuing to be hired to bring in new energy, ideas, and approaches that will address the challenges the Authority is facing and push the agency forward.

Key Hires and Staff Development

- Deputy Executive Directors of Leased Housing and Operations
- Directors of Strategic Initiatives, Information Technology, and Compliance
- Development Manager
- Asset Manager
- Training and other professional development
- Reengaging with national networks such as the Public Housing Authority Directors Association (PHADA), the Council of Large Public Housing Authorities (CLPHA), and National Association of Housing and Redevelopment Officials (NAHRO) to stay up to date on industry best practices

IT Infrastructure Updates

Updating LMHA's Information Technology (IT) Department and infrastructure is critical for maintaining security, improving performance and ensuring compatibility with new software and systems.

- Expanding IT staff to increase specialization and efficiency.
- Implementing software conversion and digitizing processes including payroll specific modules to improve performance and productivity.
- Establishing RentCafe and other online portals to help expedite the lease-up process for Section 8 program participants.

LMHA Office Move

In December 2024, LMHA announced its upcoming move to 500W - a revitalized office building at 500 W. Jefferson Street in Downtown Louisville.

This move, which is anticipated to begin in May 2025, will enhance accessibility and efficiency as LMHA has outgrown its current space at Avenue Plaza. LMHA's current office space will be converted into community space, site management offices, and other uses in conjunction with the site's comprehensive modernization project. Relocating LMHA offices will allow for centralization of operations, streamlining services, and improving customer experience.

The newly renovated 55,000 square-foot space, located across from Louisville Metro Government offices and easily accessible by multiple bus routes, will provide a more convenient and welcoming environment for clients, as well as a more efficient workplace for staff.



CONCLUSION FROM LMHA EXECUTIVE DIRECTOR

As I look back on my first year leading the Louisville Metro Housing Authority, I'm incredibly proud of how far we've come and excited about where we're headed. Our 2025 Strategic Plan lays out a bold vision for the future—one that focuses on stability, innovation, and growth while staying true to our core mission: providing safe, decent, and affordable housing for the people of Louisville.

This past year, we've made real progress in getting LMHA on track, tackling the key issues that impact our residents and communities the most. We've started the process of relocating residents from Dosker Manor to safer, higher-quality housing, making sure they have the support they need along the way. We're also improving our Housing Choice Voucher (Section 8) program to make it more efficient, more accessible, and better for both voucher holders and landlords. Inside LMHA, we're strengthening our operations, improving transparency, response times, and overall accountability, so that we can serve our residents better.

This strategic plan is the result of teamwork, dedication, and a shared belief that housing is the foundation for opportunity. It reflects the voices of our residents, staff, and partners, all of whom are committed to making LMHA stronger and more effective. Moving forward, we'll continue investing in our properties, developing new affordable housing opportunities, expanding supportive services, and building strong partnerships to ensure long-term success.

This plan is also just the beginning; we will provide updates on our progress. Get ready for annual reports from LMHA.

LMHA is at a turning point, and I truly believe that together we can create a housing authority that's more responsive, forward-thinking, and equipped to meet the needs of our great city. Thank you for your ongoing support and partnership; I'm excited about what's going to come.

Elizabeth Strojan
Executive Director
Louisville Metro Housing Authority

