



2025 Staffing Plan

Louisiana Housing Corporation

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EXECUTIVE SUMMARY

The 2025 Staffing Plan for the Louisiana Housing Corporation (LHC) provides a strategic roadmap for the agency's workforce, ensuring alignment with its mission to provide safe, affordable, and energy-efficient housing for all Louisiana residents. The plan offers a comprehensive overview of LHC's organizational structure, departmental functions, and key staff roles and responsibilities. It also presents a detailed analysis of current staffing levels, identifies future staffing needs, and proposes strategic adjustments to optimize the workforce. The plan emphasizes a proactive and data-driven approach to staffing, incorporating insights from leadership consultations, attrition analysis, trend monitoring, and funding evaluations. By strategically aligning its workforce with its mission and goals, the LHC is poised to effectively address Louisiana's evolving housing needs and make a lasting impact on communities across the state.

INTRODUCTION

MISSION AND VISION

Mission

The mission of the Louisiana Housing Corporation is to ensure that every Louisiana resident is granted an opportunity to obtain safe, affordable, energy-efficient housing.

Vision

The Louisiana Housing Corporation will be recognized as a catalyst, a coordinator, and a trusted partner changing lives and communities across the state as we provide an increasing number of residents with the opportunity to live in safe, decent and affordable housing.

Our Values

- Integrity
- Transparency
- Consistency
- Efficiency
- Client-Centric Approach
- Expand Our Reach
- Identify and Leverage
- The Power of Partnership

OVERVIEW

The LHC was created in 2011 when the Louisiana Legislature merged the Louisiana Housing Finance Agency with housing programs from other state agencies, including Louisiana's Office of Community Development (OCD). This move centralized Louisiana's housing programs into one agency to streamline how the state addresses its housing needs, avoids duplication of efforts and improves service to the general public.

The LHC administers federal and state funds through programs designed to advance the development of energy efficient and affordable housing for low and moderate income families, drives housing policy for Louisiana and oversees the state's Disaster Housing Task Force.

PURPOSE

This Staffing Plan Report documents the functions, departments, and staff that will be appropriate to administer and operate the various housing programs under the LHC. This Staffing Plan Report will make certain that each program has sufficient staff possessing the correct skill sets and experience to ensure the successful continuation of the housing programs affected. The plan is based on leadership consultations, attrition analysis, and trend monitoring, providing a data-driven approach to staffing decisions...

2023- 2026 STRATEGIC GOALS

1. Create housing that increases economic development, jobs, and builds community.
2. Expand homeownership opportunities across the state.
3. Reduce homelessness by expanding partnership with continuum-of-care agencies and non-profits that provide wraparound services.
4. Utilize newly created Disaster Recovery Unit to proactively respond to the state's housing needs.
5. Increase partnership with local governments and rural communities.
6. Build partnerships with universities to impact surrounding communities.
7. Create a culture of service excellence by attracting and retaining well-trained, professional workforce and providing resources and technology they need to achieve the mission of the LHC.
8. Update communications standard operating procedures and protocols to ensure consistency.
9. Create an automated process to track and analyze data and utilize information to effectively influence decisions on investments, best practices, performance, innovation and management.

ORGANIZATIONAL OVERVIEW

LHC is governed by a 13-member board, composed of the State Treasurer, two members appointed by the President of the Senate, two by the Speaker of the House, and eight by the Governor. This board represents various housing sectors and the public.

LHC's Executive Management Team provides strategic leadership and vision, ensuring the corporation effectively manages its programs, assists stakeholders, and achieves its mission. The Leadership Team oversees day-to-day operations, bringing extensive experience in housing and community development across both the public and private sectors.

The current workforce at the Louisiana Housing Corporation comprises 159 full-time staff members organized into 22 departments, with 19 of these departments led by department heads. This structure highlights a robust organizational framework designed to efficiently manage and execute the corporation's mission of providing affordable housing solutions.

The following table summarizes the current workforce at the LHC:

Table 1: Current Workforce Overview

Current Number of Full-time Staff	159
Number of Departments	22
Number of Department Heads	19

The LHC's organizational structure is visually represented in the organizational chart attached as Appendix A.

Current Workforce Composition and Structure

Essential to appraising future needs is the assessment of the current staffing levels in each employee category and in the organizational structure. The Louisiana Housing Corporation workforce is organized into employee groups.

1. **Executive Director:** a person appointed by the Board, subject to confirmation by the Senate for a term not to exceed three years. The Executive Director manages the daily affairs of the corporation subject to the policies, control and direction of the board.
2. **Unclassified Employee:** employees identified Article X Section 2 of the 1974 state Constitution or approved by Civil Service under 4.1(d) 2 as exempt from the provisions of the State Civil Service System. Unclassified positions often include high-level officials, policymakers, confidential assistants, and certain specialized roles.
3. **Classified Employee:** are all employees in positions covered by the provisions of the State Civil Service System. Civil Service rules and regulations make all actions affecting classified employees.

4. **Contract Worker:** LHC HR currently utilizes the State of Louisiana contract with Westaff. The positions typically filled through this contract are receptionist, executive secretary, maintenance repair and helper.

The table which appears below provides an overview of the staffing levels within each department or divisions represented in the Organizational Chart. A list of employees by department is attached as Appendix B.

Table 2: Staffing Levels by Employee Category

DEPARTMENT	CLASSIFIED EMPLOYEES	UNCLASSIFIED EMPLOYEES	CONTRACT WORKER	STUDENT WORKER
ACCOUNTING	13	0	0	0
ASSET MANAGEMENT	3	0	0	1
CDBG – DISASTER RECOVERY	2	0	0	0
COMPLIANCE	19	0	0	0
CONTRACT ADMINISTRATION	5	0	0	0
DISASTER	6	0	0	0
ENERGY ASSISTANCE	16	0	0	0
ENVIRONMENTAL	5	0	0	0
EXECUTIVE ADMINISTRATION	3	5	0	0
FACILITIES OPERATIONS	4	0	1	0
HOME	4	0	0	0
HOMELESSNESS SOLUTIONS	16	0	0	0
HOMEOWNERSHIP	11	0	0	0
HOUSING DEVELOPMENT	6	0	0	0
HUMAN RESOURCES	4	0	0	1
INTERNAL AUDIT	6	0	0	0
LEGAL	6	1	0	0
LHA (RENTAL ASSISTANCE)	13	0	0	0
POLICY	2	1	0	1
PUBLIC AFFAIRS	2	1 show t	0	0
STRATEGIC INITIATIVES	1	0	0	0
TECHNOLOGY SERVICES	9	0	0	0
TOTAL EMPLOYEES	155	8	1	3

Note: Only full-time classified and unclassified employees count toward budgeted TO.

STRATEGIC APPROACH TO FUTURE FUNDING

To ensure the LHC remains optimally staffed to achieve its mission, we employ a proactive and data-driven approach to assess and plan for future staffing needs. Our key strategies include:

- **Leadership Collaboration:**
 - Engage with LHC leadership to understand their staffing needs and challenges.
 - Gain insights into upcoming projects, growth projections, and potential areas of concern.
- **Attrition Analysis:**
 - Review stay interviews and exit information to identify the root causes of employee turnover.
 - Investigate workload-related issues and assess the impact of vacancies or process inefficiencies.
- **Trend Monitoring:**
 - Analyze historical data on turnover, vacancies, and contract staff utilization.
 - Identify trends and create forecasts to anticipate future staffing needs.
- **Funding Evaluation:**
 - Assess current and future funding sources to understand our financial capacity to support additional staff.
 - Explore the option of limited-term appointments if temporary funding is involved.
- **Internal vs. External Staffing:**
 - Evaluate job requirements and contract needs to determine the most effective staffing approach.
 - Balance internal hires with outsourcing to partnered organizations as appropriate.
- **Executive Partnership:**
 - Maintain close communication with the Executive Director to identify new initiatives or roles.
 - Ensure staffing structure aligns with LHC's strategic goals.

By systematically employing these methodologies, we develop a comprehensive understanding of our future staffing landscape. This enables the LHC to make informed, data-driven decisions regarding hiring, outsourcing, and internal resource allocation.

STAFF ESTIMATES FOR FISCAL YEAR 2025

The staffing estimates for Fiscal Year 2025 reflect the LHC's proactive approach to aligning its workforce with the evolving needs of the communities it serves and the strategic priorities of the organization. The projected workforce of 170 full-time employees (FTE) maintains stability while allowing for targeted adjustments in specific departments.

The increase in staffing for the Disaster and Homelessness Solutions departments is a direct response to the heightened demand for disaster recovery efforts and the availability of additional funding for Continuum of Care initiatives. In particular, the Homelessness Solutions department has budgeted for four new positions to effectively utilize this funding and expand its capacity to address homelessness in Louisiana.

Conversely, reductions in staffing for departments such as Energy Assistance and Internal Audit are primarily attributed to the elimination of previously unfilled positions from the FY24 budget. These adjustments ensure efficient resource allocation and fiscal responsibility while maintaining the LHC's ability to deliver essential services.

The LHC remains committed to adapting its workforce in response to the dynamic nature of its operating environment. The agency will continue to monitor program funding, disaster relief needs, and emerging opportunities to ensure that its staffing levels are optimized to meet the needs of Louisiana residents.

Table 3: FTE CHANGES – FY25 v FY24

DEPARTMENT	BUDGETED FY25	APPROVED FY24	DIFFERENCE	ACTUAL FY24
ACCOUNTING	14	15	-1	13
ASSET MANAGEMENT	4	5	-1	4
COMPLIANCE	19	18	1	18
CONTRACT ADMINISTRATION	5	5	0	4
DISASTER	6	4	2	6
ENERGY ASSISTANCE	12	14	-2	11
ENVIRONMENTAL	6	7	-1	6
EXECUTIVE ADMINISTRATION	9	8	1	9
FACILITIES OPERATIONS	6	5	1	5
HOMELESSNESS SOLUTIONS	18	16	2	15

HOMEOWNERSHIP	12	12	0	12
HOUSING DEVELOPMENT	13	12	1	11
HUMAN RESOURCES	4	4	0	4
INTERNAL AUDIT	6	8	-2	6
LEGAL	6	6	0	6
LHA (RENTAL ASSISTANCE)	14	16	-2	14
LHC BOARD	0	0	0	0
POLICY	4	3	1	3
PUBLIC AFFAIRS	2	2	0	2
STRATEGIC INITIATIVES	1	1	0	1
TECHNOLOGY SERVICES	9	9	0	9
TOTAL FTES	170	170	0	159

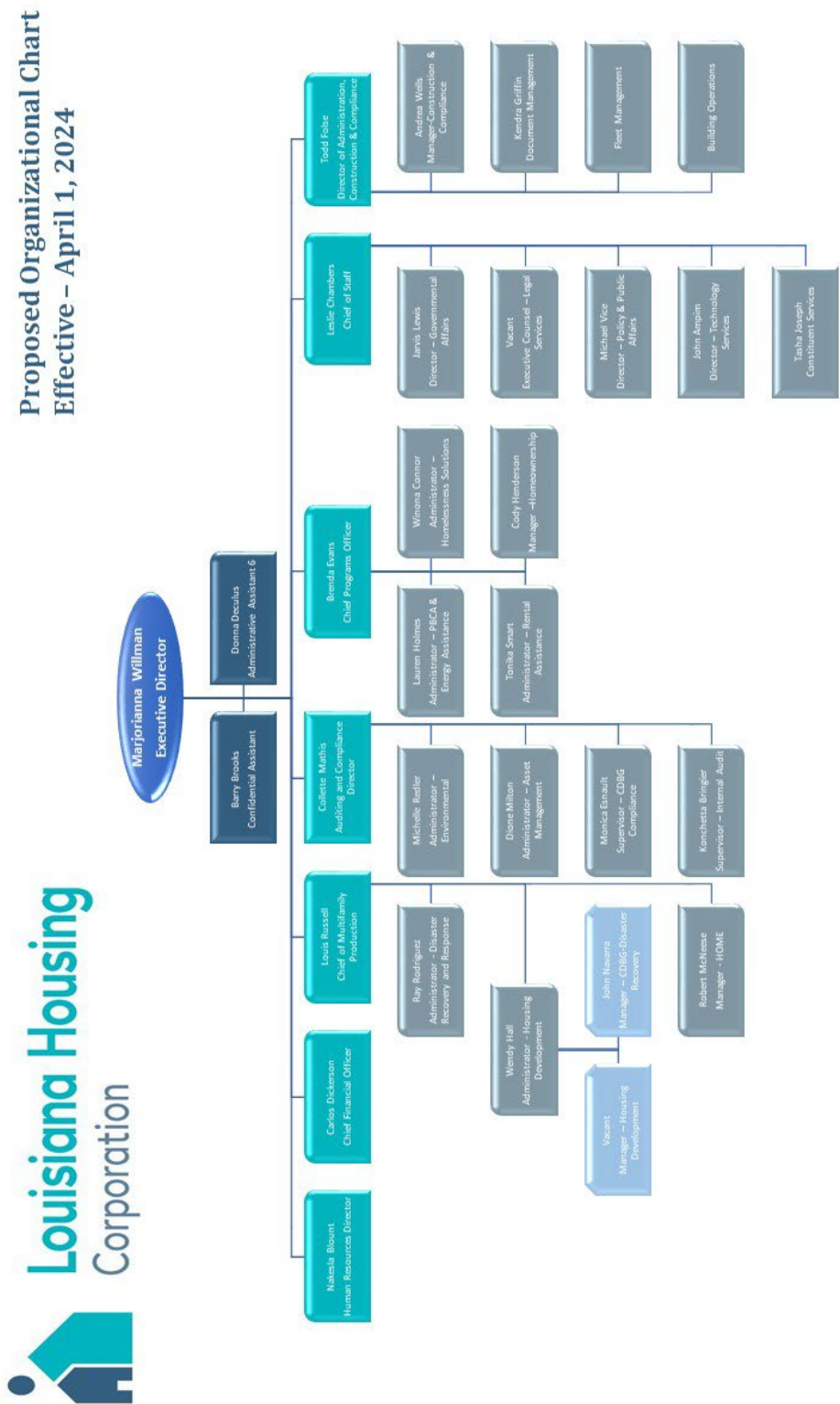
These changes reflect our commitment to aligning our staffing levels with the evolving needs of the LHC and the communities we serve.

CONCLUSION

The 2025 Staffing Plan for the Louisiana Housing Corporation reflects a thoughtful approach to maintaining and enhancing the agency's workforce to meet its strategic goals. By conducting a thorough review of current staffing levels and assessing future needs, the plan ensures that LHC is prepared to continue its mission of providing affordable housing to Louisiana residents. The strategies outlined, including leadership collaboration, attrition analysis, and trend monitoring, offer a proactive framework for managing staffing challenges and opportunities. The plan also highlights the importance of aligning staffing structures with available funding and emerging needs, ensuring that LHC remains responsive and effective in its operations.

APPENDIX

APPENDIX A: LHC ORGANIZATIONAL CHART – HIGH LEVEL



APPENDIX B: DEPARTMENTAL AND KEY STAFF ROLES AND RESPONSIBILITIES

Executive Director

The Executive Director is responsible for providing visionary leadership and strategic direction to the organization. This role involves overseeing all aspects of LHC's operations, including housing development, compliance, environmental services, and administrative functions. Key responsibilities include developing and implementing strategic plans, managing budgets, and ensuring financial accountability. The Executive Director represents LHC in interactions with government agencies, community organizations, and the public, advocating for policies and initiatives that support affordable housing solutions. This position also involves fostering a positive organizational culture, promoting high performance among staff, and ensuring the effective delivery of services to Louisiana residents. Additionally, the Executive Director collaborates with the Board of Directors to set organizational goals, monitors progress, and ensures compliance with state and federal regulations.

Chief Program Officer

The Chief Programs Officer is responsible for overseeing the administration and financial management of housing finance programs, including Homeownership, Energy Assistance & Performance-Based Contract Administration, Homelessness Solutions and Rental Assistance. This role includes developing and implementing policies and procedures to ensure compliance with federal and state regulations. Key responsibilities involve managing the allocation and disbursement of funds, preparing financial reports, and conducting financial analyses to support strategic decision-making. The Chief Programs Officer interacts with various stakeholders, including developers, property managers, and government officials, to provide guidance on program policies and applications. Additionally, this position involves overseeing contractual agreements, monitoring program compliance, and providing training and technical assistance to staff and program partners. The Chief Programs Officer plays a critical role in supporting LHC's mission to provide affordable housing solutions for low to moderate-income individuals and families.

Chief of Multifamily Production

The Chief of Multifamily Production oversees the operations of housing finance programs supporting affordable housing development and revitalization. These programs include the Low-Income Housing Tax Credit (LIHTC) Program, Multifamily Revenue Bonds, HOME Investment Partnerships, National Housing Trust Fund, Nonprofit Open Cycle Affordable Housing Program (NOAH), Community Housing Development Organization (CHDO) initiatives, and Disaster Recovery programs. The Chief of Multifamily Productions manages fund allocation, ensures compliance, and develops policies. They coordinate with developers, organizations, and agencies, provide technical assistance,

and oversee contractual agreements. The Chief of Multifamily Production also works with the Administrator – Disaster Recovery and Response to manage disaster recovery programs and non-disaster programs like the USDA-RD Housing Preservation Grant and Blue Tarp Fund Roof Repair Program.

Chief of Staff

The Chief of Staff plays a vital role in supporting the Executive Director and ensuring the smooth operation of the organization. This position provides strategic oversight and direction to a diverse team, including Public Relations, Governmental Affairs, Policy, Technology Services, Legal Services, and Constituent Services. Key responsibilities include developing and implementing the strategic plan in collaboration with the Executive Director and leadership team, overseeing daily operations and ensuring efficient workflow across departments, and managing internal and external communication strategies. The Chief of Staff leads policy development and advocacy efforts, supervises the Technology Services department, and serves as a trusted advisor to the Executive Director by providing strategic counsel and managing critical projects. Additionally, the role involves providing strategic oversight to the Constituent Services team, fostering a positive and collaborative work environment, and coordinating all aspects of planning and executing the annual conference, including budget management, vendor negotiation, speaker coordination, marketing strategies, attendee registration, logistical arrangements, and post-conference evaluation.

Director of Administration, Construction and Compliance

The Director of Administration, Construction, and Compliance oversees the Facilities, Compliance, and Construction Departments, ensuring all housing projects and facilities meet regulatory, contractual, and quality standards. This includes managing building and grounds maintenance, document management, and security to support LHC's mission of providing affordable, energy-efficient housing. Key responsibilities encompass developing and managing facility-related contracts, coordinating space allocations and meeting setups, and handling the annual facility and fleet budget. The Director ensures facilities are safe and well-maintained, maintains safety protocols, manages emergency response procedures, and collaborates with the Louisiana Office of Risk Management on insurance matters. Additionally, the Director oversees the Document Management unit and the surplus property process. In the Compliance and Construction Departments, the Director ensures projects comply with federal, state, and local regulations, conducting HUD inspections and adhering to Davis-Bacon and Section 3 requirements. The Director also monitors low-income housing properties to ensure they meet regulatory agreements, compliance monitoring, and fair housing standards.

Housing Deputy Administrators

The Housing Deputy Administrators are responsible for directing all housing programs, including but not limited to HOME, Neighborhood Stabilization Programs, and the Community Development Block Grant programs. This functional area supervises and

coordinates the activities of housing specialists while interacting with numerous community leaders, stakeholders, and others to implement projects and achieve visible results.

Accounting

The Accounting Department is responsible for the oversight and management of the corporation's operating and capital budgets. The department directs and guides financial activities, oversees all accounts and reporting functions, and ensures compliance with relevant regulations and guidelines. Key responsibilities include managing cash flow, forecasting, developing reliable projections to establish minimum operating thresholds, and overseeing investment activities. The Accounting Department also identifies opportunities to generate additional income and manages long-term budgetary plans to align with the corporation's strategic goals. Additionally, the department provides necessary financial guidance to other departments, ensuring the effective and efficient use of resources.

Asset Management

The Asset Management Department ensures that all multifamily projects in their portfolio maintain compliance with governing regulatory agreements, promissory note obligations, and remain viable throughout their established affordability periods. Key responsibilities include conducting annual desk reviews, managing annual monitoring fees, and reviewing surplus cash and loan repayments. The department handles ownership transfers, loan subordinations, and tracks casualty losses from events like hurricanes and tornadoes. They oversee various programs such as the Low-Income Housing Tax Credit (LIHTC) Program, Tax Credit Assistance Program (TCAP), HOME Investment Partnerships Program, and the Community Development Block Grant Program. The department collaborates with other LHC divisions, including Construction and Compliance Monitoring, Legal, Accounting, and Multifamily Housing Development to ensure all projects meet regulatory requirements.

Construction and Compliance Monitoring

The Construction and Compliance Monitoring Department ensures adherence to construction standards and maintains compliance with housing regulations. The Construction Department verifies that all funded projects meet program requirements and comply with federal, state, and local regulations through document reviews and site inspections. They perform various inspections, including HUD-HQS, UPCS, UPCS-V, NSPIRE, and REAC, for both internal and external clients. The Compliance Department ensures that low-income housing properties are safe and well-maintained, and that property owners adhere to all regulatory agreements and fair housing laws. They monitor numerous projects within the LHC portfolio, ensuring effective use of funds and adherence to federal, state, and local laws. Lastly, the department runs a Training Center providing skill development and certification courses.

Community Development Block Grant - Disaster Recovery (CDBG-DR)

The CDBG-DR program manages and distributes federal funds to rebuild areas impacted by disasters. The program supports long-term recovery efforts, particularly in low-income communities, by providing financial assistance for housing, infrastructure, and economic revitalization. It oversees the implementation of various recovery activities, ensures compliance with federal regulations, and coordinates with state and local agencies. The program also manages multiple Cooperative Endeavor Agreements (CEAs) to allocate funds effectively and tracks expenditures to ensure proper use. Additionally, the CDBG-DR program facilitates the "Piggyback" program, which supports affordable housing developments using Low Income Housing Tax Credits.

Energy Assistance and Performance-Based Contract Administration (PBCA)

The Energy Assistance and PBCA Department administers several programs to support low-income households. The Low-Income Home Energy Assistance Program (LIHEAP) provides heating and cooling benefits to eligible households, with an annual appropriation of approximately \$55 million from the Department of Health and Human Services (DHHS). The Low-Income Household Water Assistance Program (LIHWAP) offers water and wastewater benefits with \$20 million in funding from DHHS. Both programs involve partnerships with local subgrantees for client intake and eligibility processing, while LHC handles payment requests and vendor payments.

The Weatherization Assistance Program (WAP) improves the energy efficiency of low-income homes through measures such as insulation, air sealing, and appliance upgrades. LHC manages funds from the U.S. Department of Energy (DOE) and LIHEAP, overseeing subgrantees who perform home audits and implement energy-saving measures. The Lead Hazard Control & Healthy Homes initiative, funded by HUD, focuses on preventing child lead poisoning through lead hazard control services.

Additionally, LHC serves as a Performance-Based Contract Administrator (PBCA) for HUD, overseeing multifamily Project-Based Section 8 portfolios. This role includes conducting management and occupancy reviews, processing rental adjustments, authorizing monthly vouchers, and ensuring compliance with HUD requirements. The department's comprehensive efforts ensure that low-income households receive essential energy assistance and support for maintaining safe and efficient homes.

Environmental

The Environmental Department ensures all HUD-assisted projects comply with federal, state, and local environmental standards. This involves assessing the environmental impacts of each project to prevent adverse effects on the environment and public health. The review process includes evaluating factors such as airport hazards, flood insurance, coastal barrier resources, and more, as dictated by the National Environmental Policy Act (NEPA) and other relevant laws. The department works with various stakeholders,

including developers, contractors, and external agencies, to compile and review Environmental Review Records (ERRs). They handle public notices, compliance with Section 58.5 and 58.6 regulations, and ensure that ERRs are comprehensive and error-free.

Homeownership

The Homeownership administers programs to support low to moderate-income borrowers across Louisiana. They offer various homeownership programs, including down payment assistance, mortgage origination, lender training, and disaster recovery programs. The department collaborates with approved lenders to handle mortgage applications, compliance reviews, and fund disbursement for closings. Additionally, they manage HUD Housing Counseling Programs and specific initiatives like the Mortgage Revenue Bond Program and Keys for Service Program, which provide financial assistance and homeownership opportunities for qualifying individuals.

Homeless Solutions

The Homeless Solutions Department addresses homelessness through various programs and initiatives designed to provide immediate and long-term housing solutions. Key programs include the Emergency Solutions Grant Program, Rapid Re-Housing, and the Louisiana Permanent Supportive Housing Program, which aim to quickly move individuals from homelessness to stable housing. The department also manages the Continuum of Care (CoC) Planning and Coordinated Entry systems to ensure efficient use of resources and compliance with federal regulations. Specific initiatives like the HOME-American Rescue Plan and the Community Development Block Grant Disaster Recovery (CDBG-DR) Rapid Rehousing program focus on providing financial assistance, supportive services, and housing subsidies to vulnerable populations. Additionally, the department is involved in developing Safe Haven facilities for chronically homeless individuals with serious mental illnesses. The overall mission is to make homelessness rare, brief, and non-recurring by offering comprehensive support and housing options.

Housing Development

The Housing Development Department focuses on increasing affordable housing through partnerships with local governments, rural communities, and non-profits. The department aims to develop both rental and homeownership opportunities, revitalize aging housing stock, and enhance sustainability and resiliency. Key funding sources include federal programs such as Low Income Housing Tax Credits, Community Development Block Grants, and the HOME Investment Partnerships Program, as well as state and local funds. The department also administers programs like the Nonprofit Open Cycle Affordable Housing Program (NOAH) and the Community Housing Development Organization (CHDO) Annual Awards Program to support non-profit housing development. They also handle Multifamily Revenue Bonds to finance affordable housing projects and manage various incentives to encourage participation from small and minority developers.

Human Resources

The Human Resources (HR) Department is dedicated to maximizing the value of human capital and aligning it with the company's initiatives, values, and strategies. The HR department ensures a diverse workforce in a safe and discrimination-free environment by maintaining compliance with employment laws and regulations, providing management and employee training, and developing policies and procedures. They focus on recruitment and selection, onboarding, employee relations, benefits administration, training and development, and performance management. Additionally, HR facilitates career progression, succession planning, and organizational change, while also handling exit interviews and feedback. The department supports effective leadership, competitive wages, and benefits, and fosters communication between employees and management to retain valued employees.

Internal Audit

The Internal Audit Department conducts independent, objective activities designed to add value and improve the organization's operations. The mission is to support administration and the Board of Directors by examining and evaluating financial and management activities, and providing recommendations for improvement. The department performs various audits, including operational, program-specific, department-specific, and performance audits. They also offer consulting and advisory services, conduct fraud investigations, track and review Super-Circular Audits (A-200), and handle special projects requested by management. The Internal Audit team ensures strong corporate governance, effective risk management, internal controls, and efficient operations.

Legal

The Legal Department is responsible for providing comprehensive legal support to the organization. The department's primary functions include offering legal guidance and interpretations on various matters, managing litigation on behalf of the LHC, reviewing contracts and bids for compliance, and analyzing legislation to assess its impact on LHC operations. The department plays a crucial role in ensuring the LHC's adherence to legal and regulatory requirements, enabling the organization to effectively pursue its mission of providing affordable housing and community development opportunities.

The Procurement section ensures that LHC's purchasing of goods and services is conducted in a cost-effective manner while maintaining integrity, competition, and compliance with federal and state regulations. The Procurement Officer oversees all purchases over \$5,000, ensuring they adhere to the LHC Procurement Policy, and manages the contract administration process.

Policy

The Policy Department conducts research, policy analysis, GIS mapping, and data collection to support LHC's strategic objectives. This department collaborates with LHC Leadership Team and staff to determine departmental needs, communicate program updates to the Executive Management Team, and foster partnerships with internal and external stakeholders to improve state housing policy. Key responsibilities include reviewing and developing documents such as Notices of Funding Availability, Requests for Proposals, Program Policies and Procedures, and the Qualified Allocation Plan. The department also assists in identifying, developing, and managing grant opportunities and provides comprehensive reporting, including annual congressional reports and housing needs assessments.

Public Affairs

The Office of Public Affairs is responsible for promoting the organization's efforts in providing affordable, resilient, and energy-efficient housing in Louisiana. This department develops and implements consistent branding and messaging across traditional and emerging media platforms, manages the LHC website and social media accounts, and coordinates media requests, interviews, and public notices. Additionally, the Office of Public Affairs organizes speaking events, sponsorships, ribbon cuttings, and groundbreakings. They publish various documents such as housing updates, newsletters, and annual reports. The department plays a key role in maintaining positive public relations and ensuring that LHC's mission and programs are effectively communicated to the public, stakeholders, and government decision-makers. They work closely with all other departments to provide support and streamline communication processes.

Rental Assistance

The Rental Assistance Department administers several programs designed to assist very-low-income individuals with disabilities in transitioning to and maintaining long-term tenancies in permanent supportive housing. The Housing Choice Voucher Program provides both Project-Based and Tenant-Based Vouchers along with supportive services. The department also manages the Permanent Supportive Mainstream Housing Choice Voucher Program, targeting individuals with disabilities aged 18 to 61 with extremely low incomes. Additionally, the Emergency Housing Voucher Program, created by the American Rescue Plan Act, helps people experiencing homelessness. The Veterans Affairs Supportive Housing (HUD-VASH) program combines rental assistance for homeless veterans with case management and clinical services provided by the VA. The department coordinates closely with the Louisiana Department of Health and other partners to ensure eligible participants receive the necessary housing support and services.

Technology Services

The Technology Services Department is dedicated to securing information and communication technologies while providing innovative infrastructure to facilitate LHC's mission. The department offers diverse technical skills and effective solutions to meet

user needs, including document management, strategic planned upgrades, training, and custom applications. They manage various services such as email, collaboration software, housing management software, and audio-visual assistance. Additionally, the department handles workstation and hardware provisioning, network security, and support for tele-meeting services like Zoom. Their commitments include installing, maintaining, and upgrading technological infrastructure, ensuring compliance and security, and enhancing the agency's overall operational efficacy. The team emphasizes a customer-service-centric approach, focusing on responsiveness, efficiency, and future-proofing technologies to support LHC's strategic goals.

APPENDIX C- STAFF REPORT

FUNCTIONAL AREA	JOB TITLE	EMPLOYEE NAME	EMPLOYEE CLASSIFICATION	PAY SCALE	SUPERVISOR
ACCOUNTING	BUDGET ANALYST 3	BRIGNAC MARY	CLASSIFIED	AS-615	
ACCOUNTING	ACCOUNTANT 1	CARTER BRUMFIELD JALISACIA	CLASSIFIED	AS-612	
ACCOUNTING	ACCOUNTANT ADMIN 4	DICKERSON CARLOS	CLASSIFIED	AS-623	X
ACCOUNTING	ACCOUNTANT MANAGER 1	FOREMAN DAKORA	CLASSIFIED	AS-618	X
ACCOUNTING	HUMAN RESOURCES ANALYST C	GEORGE ALICIA	CLASSIFIED	AS-615	
ACCOUNTING	ACCOUNTANT MANAGER 2	HARRINGTON JATIS	CLASSIFIED	AS-619	X
ACCOUNTING	ACCOUNTANT MANAGER 2	MAYERS MELISSA	CLASSIFIED	AS-619	X
ACCOUNTING	ACCOUNTANT 3	MUSE JENNEL	CLASSIFIED	AS-615	
ACCOUNTING	ACCOUNTANT 3	RICHARD DINA	CLASSIFIED	AS-615	
ACCOUNTING	ACCOUNTANT 4	ROBERTS TRACY	CLASSIFIED	AS-617	
ACCOUNTING	ACCOUNTANT 4	ROBINSON RAMONA	CLASSIFIED	AS-617	
ACCOUNTING	ACCOUNTANT 2	WATTS CHARMAINE	CLASSIFIED	AS-613	
ACCOUNTING	ACCOUNTANT 3	XU LAN	CLASSIFIED	AS-615	
ASSET MANAGEMENT	COMPLIANCE EXAMINER 3	EDMONSTON SYDNEY	CLASSIFIED	AS-618	
ASSET MANAGEMENT	STUDENT	KERSHAW BRANDON	STUDENT	STUDENT	
ASSET MANAGEMENT	COMPLIANCE EXAMINER 3	KIMBENG FRANKLINE	CLASSIFIED	AS-618	
ASSET MANAGEMENT	COMPLIANCE EXAMINER 2	MCCOY INGRID	CLASSIFIED	AS-616	
ASSET MANAGEMENT	HOUSING FINANCE DEPUTY ADMIN	MILTON DIONE	CLASSIFIED	AS-622	X
CDBG - DR	HOUSING FINANCE DEPUTY ADMIN	HALL WENDY	CLASSIFIED	AS-622	X
CDBG - DR	HOUSING FINANCE MANAGER	NAVARRA JOHN	CLASSIFIED	AS-619	X
CONSTRUCTION & COMPLIANCE	BUILDING PLANS EXAMINER 1	BOUDREAUX RHETT	CLASSIFIED	TS-310	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SPEC 1	BROWN JOERICA	CLASSIFIED	AS-612	
CONSTRUCTION & COMPLIANCE	ADMIN PROG SPEC C	DUNN CHRIS	CLASSIFIED	AS-615	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SPEC 3	DURNIN JOSEPH	CLASSIFIED	AS-615	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SUPERVISOR	FLETCHER SHADAVIS	CLASSIFIED	AS-617	X
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SUPERVISOR	GAINES KOURTNEY	CLASSIFIED	AS-617	X
CONSTRUCTION & COMPLIANCE	BUILDING PLANS EXAMINER 3	HAND CADE	CLASSIFIED	TS-310	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SPEC 3	HARRIS DIANA	CLASSIFIED	AS-615	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SPEC 3	HEVEY JEFFREY	CLASSIFIED	AS-615	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SPEC 1	HINES TICOKA	CLASSIFIED	AS-612	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SPEC 3	JOURNEE TONJA	CLASSIFIED	AS-615	
CONSTRUCTION & COMPLIANCE	ADMIN PROGRAM SPEC C	LEWANDOWSKI PAMELA	CLASSIFIED	AS-615	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SPEC 1	LONDON KEAIRA	CLASSIFIED	AS-612	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SPEC 3	MARQUETTE DAVID	CLASSIFIED	AS-615	
CONSTRUCTION & COMPLIANCE	BUILDING PLANS EXAMINER 1	SCANLAN JEFFREY	CLASSIFIED	TS-307	
CONSTRUCTION & COMPLIANCE	ADMIN COORDINATOR 4	ST PIERRE KIMBERLY	CLASSIFIED	AS-611	
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE MANAGER	WELLS ANDREA	CLASSIFIED	AS-619	X
CONSTRUCTION & COMPLIANCE	HOUSING FINANCE SPEC2	WHITE BERNARD	CLASSIFIED	AS-613	
DISASTER RECOVERY	HOUSING FINANCE SPEC 3	AUSTIN KENNETH	CLASSIFIED	AS-615	
DISASTER RECOVERY	ADMIN ASSISTANT 4	DUKES JAELA	CLASSIFIED	AS-611	
DISASTER RECOVERY	HOUSING FINANCE SUPERVISOR	LANDINGHAM BRIDGETTE	CLASSIFIED	AS-617	X

FUNCTIONAL AREA	JOB TITLE	EMPLOYEE NAME	EMPLOYEE CLASSIFICATION	PAY SCALE	SUPERVISOR
DISASTER RECOVERY	HOUSING FINANCE SPEC 3	MCCRAY MYEISHA	CLASSIFIED	AS-615	
DISASTER RECOVERY	HOUSING FIN DEPUTY ADMIN	RODRIGUEZ RAYMOND	CLASSIFIED	AS-622	X
DISASTER RECOVERY	HOUSING FINANCE MANAGER	SHAW JENNIFER	CLASSIFIED	AS-619	X
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 3	ARMSTEAD DESIREE	CLASSIFIED	AS-615	
ENERGY ASSISTANCE	HOUSING FIN SPEC 2	BREWSTER ASHLEY	CLASSIFIED	AS-613	
ENERGY ASSISTANCE	HOUSING FINANCE MANAGER	CHAUVIN MITCHEL	CLASSIFIED	AS-619	X
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 1	GARDNER STEPHEN	CLASSIFIED	AS-612	
ENERGY ASSISTANCE	HOUSING FINANCE DEPUTY ADMIN	HOLMES LAUREN	CLASSIFIED	AS-622	X
ENERGY ASSISTANCE	ADMIN ASSISTANT 4	HOWARD RANDIESHA	CLASSIFIED	AS-611	
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 3	LEBLANC PRISCILLA	CLASSIFIED	AS-615	
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 3	MCGEE BRIDGET	CLASSIFIED	AS-615	
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 3	MCQUAIRTER CAROLYN	CLASSIFIED	AS-615	
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 3	MILES RONDA	CLASSIFIED	AS-615	
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 3	OGLESBY COLLETTE	CLASSIFIED	AS-615	
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 3	ORTEGA ANDREANA	CLASSIFIED	AS-612	
ENERGY ASSISTANCE	HOUSING FINANCE SUPERVISOR	PEARSON ANGELICA	CLASSIFIED	AS-617	X
ENERGY ASSISTANCE	HOUSING FINANCE MANAGER	RANDALL SEUANA	CLASSIFIED	AS-619	X
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 3	STEWART DONNA	CLASSIFIED	AS-615	
ENERGY ASSISTANCE	HOUSING FINANCE SPEC 3	STOETZNER BARBARA	CLASSIFIED	AS-615	
ENVIRONMENTAL	ENV IMPACT SPECIALIST 3	CHIN SUE	CLASSIFIED	TS-311	
ENVIRONMENTAL	ENV IMPACT MANAGER 1	GALOSE DEREK	CLASSIFIED	TS-314	X
ENVIRONMENTAL	ENV IMPACT SPECIALIST 2	GLEE SHANNA	CLASSIFIED	TS-309	
ENVIRONMENTAL	ENV IMPACT SPECIALIST 1	LAVERGNE AMBER	CLASSIFIED	TS-308	
ENVIRONMENTAL	HOUS FINANCE DEPUTY ADMIN	REDLER MICHELLE	CLASSIFIED	AS-622	X
EXECUTIVE ADMINISTRATION	CONFIDENTIAL ASSISTANT	BROOKS BARRY	UNCLASSIFIED	UNCL-REG	
EXECUTIVE ADMINISTRATION	ADMIN ASSISTANT 6	DECULUS DONNA	CLASSIFIED	AS-614	
EXECUTIVE ADMINISTRATION	CHIEF PROGRAM OFFICER	EVANS BRENDA	UNCLASSIFIED	UNCL-REG	
EXECUTIVE ADMINISTRATION	EXECUTIVE MANAGEMENT OFFICER	FIELDS DARLENE	CLASSIFIED	AS-618	
EXECUTIVE ADMINISTRATION	EXECUTIVE MANAGEMENT OFFICER	JOSEPH NATASHA	CLASSIFIED	AS-618	
EXECUTIVE ADMINISTRATION	DIRECTOR- GOVERNMENTAL AFFAIRS	LEWIS JARVIS	CLASSIFIED	UNCL-REG	
EXECUTIVE ADMINISTRATION	CHIEF OF MULTIFAMILY PRODUCTION	RUSSELL LOUIS	UNCLASSIFIED	UNCL-REG	
EXECUTIVE ADMINISTRATION	EXECUTIVE DIRECTOR	WILLMAN MARJORIANNA	UNCLASSIFIED	UNCL-REG	
FACILITIES MANAGEMENT	ADMIN COORDINATOR 3	GRIFFIN KENDRA	CLASSIFIED	AS-609	
FACILITIES MANAGEMENT	ADMIN PROG SPEC A	PERKINS MARVA	CLASSIFIED	AS-613	
FACILITIES MANAGEMENT	ADMIN COORDINATOR 2	RUCKER SAMIRA	CLASSIFIED	AS-607	
FACILITIES MANAGEMENT	ADMIN PROGRAM MANAGER 2	WILSON JUON	CLASSIFIED	AS-615	X
HOME	HOUSING FINANCE DEPUTY ADMIN	BATES THOMAS	CLASSIFIED	AS-622	X
HOME	HOUSING FINANCE SPEC 3	BILLINGSLEY DANAE	CLASSIFIED	AS-615	
HOME	HOUSING FINANCE SPEC 3	JOHNSON PAUL	CLASSIFIED	AS-615	
HOME	HOUSING FINANCE MANAGER	MCNEESE ROBERT	CLASSIFIED	AS-619	X
HOMELESSNESS	HOUSING FINANCE SPEC 3	BURNS BRETT	CLASSIFIED	AS-615	

FUNCTIONAL AREA	JOB TITLE	EMPLOYEE NAME	EMPLOYEE CLASSIFICATION	PAY SCALE	SUPERVISOR
HOMELESSNESS	HOUS FINANCE DEPUTY ADMIN	CONNOR WINONA	CLASSIFIED	AS-622	X
HOMELESSNESS	HOUSING FINANCE SUPERVISOR	DAVIS ANGELA	CLASSIFIED	AS-617	X
HOMELESSNESS	HOUSING FINANCE SPEC 2	DIETZ ANDREW	CLASSIFIED	AS-613	
HOMELESSNESS	EXECUTIVE MANAGEMENT OFFICER	HOGAN KELLY	CLASSIFIED	AS-618	
HOMELESSNESS	HOUSING FINANCE SPEC 3	HUGHES DARLENE	CLASSIFIED	AS-615	
HOMELESSNESS	HOUSING FINANCE SPEC 3	JOHNSON VICTORIA	CLASSIFIED	AS-615	
HOMELESSNESS	BUSINESS TECH ANALYST 3	JONES TONI	CLASSIFIED	TS-313	
HOMELESSNESS	ADMIN ASSISTANT 4	KEMBER KIMBERLY	CLASSIFIED	AS-611	
HOMELESSNESS	HOUSING FINANCE SPEC 3	LACY VONETTA	CLASSIFIED	AS-615	
HOMELESSNESS	HOUSING FINANCE MANAGER	LEBLANC AIMEE	CLASSIFIED	AS-619	X
HOMELESSNESS	HOUSING FINANCE SUPERVISOR	MCCARTER JOANNE	CLASSIFIED	AS-617	X
HOMELESSNESS	HOUSING FINANCE SPEC 2	NORMAN JESSICA	CLASSIFIED	AS-613	
HOMELESSNESS	HOUSING FINANCE MANAGER	PATTERSON CARRIE	CLASSIFIED	AS-619	X
HOMELESSNESS	HOUSING FINANCE SPEC 3	RAYFORD ERICA	CLASSIFIED	AS-615	
HOMELESSNESS	HOUSING FINANCE SPEC 3	STEPHENSON DE'VAN	CLASSIFIED	AS-615	
HOMEOWNERSHIP	MARKETING REP 1	ALEXANDER DEXTER	CLASSIFIED	AS-614	
HOMEOWNERSHIP	HOUSING FINANCE SPEC 3	ANDREWS SONJA	CLASSIFIED	AS-615	
HOMEOWNERSHIP	HOUSING FINANCE SPEC 2	DAVIS SARAH	CLASSIFIED	AS-613	
HOMEOWNERSHIP	MARKETING REP SUPERVISOR	DUGGAN DANIEL	CLASSIFIED	AS-618	X
HOMEOWNERSHIP	MARKETING REPRESENTATIVE 1	HALE TERRY	CLASSIFIED	AS-614	
HOMEOWNERSHIP	HOUSING FINANCE MANAGER	HENDERSON CODY	CLASSIFIED	AS-619	X
HOMEOWNERSHIP	HOUSING FINANCE SPEC 3	JENKINS SHANNON	CLASSIFIED	AS-615	
HOMEOWNERSHIP	HOUSING FINANCE SPEC 3	MCCLEARY KEVIN	CLASSIFIED	AS-612	
HOMEOWNERSHIP	ADMIN ASSISTANT 4	MEILLEUR MONICA	CLASSIFIED	AS-611	
HOMEOWNERSHIP	HOUSING FINANCE SPEC 2	RACHAL SHARONDA	CLASSIFIED	AS-613	
HOMEOWNERSHIP	HOUSING FINANCE SPEC 3	WOODS KELYA	CLASSIFIED	AS-615	
HOUSING DEVELOPMENT	ADMIN ASSISTANT 4	BELL TANETTRA	CLASSIFIED	AS-611	
HOUSING DEVELOPMENT	HOUSING FINANCE SPEC 3	BUCHHOLZ RICHARD	CLASSIFIED	AS-615	
HOUSING DEVELOPMENT	HOUSING FINANCE SUPERVISOR	DENNIS JR LIONEL	CLASSIFIED	AS-617	X
HOUSING DEVELOPMENT	HOUSING FINANCE SPEC 3	FIELDS SANDRA	CLASSIFIED	AS-615	
HOUSING DEVELOPMENT	HOUSING FINANCE SPEC 3	MCDONNELL JAMES	CLASSIFIED	AS-615	
HOUSING DEVELOPMENT	HOUSING FINANCE SPEC 1	WASHINGTON ALICE	CLASSIFIED	AS-612	
HUMAN RESOURCES	HUMAN RESOURCES SPECIALIST	ACKOURY EVELYN	CLASSIFIED	AS-617	
HUMAN RESOURCES	HUMAN RESOURCES DIRECTOR	BLOUNT NAKESLA	CLASSIFIED	AS-620	X
HUMAN RESOURCES	HUMAN RESOURCES SPECIALIST	HOLLIDAY DENIECE	CLASSIFIED	AS-617	
HUMAN RESOURCES	HUMAN RESOURCES ANALYST B	STANLEY CARONDA	CLASSIFIED	AS-613	
HUMAN RESOURCES	STUDENT	WELLS TREASURE	STUDENT	STUDENT	
INTERNAL AUDIT	AUDITOR 4	BERTRAND STERLING	CLASSIFIED	AS-618	
INTERNAL AUDIT	AUDITOR SUPERVISOR	BRINGIER HARRIS KONCHETTA	CLASSIFIED	AS-619	X
INTERNAL AUDIT	AUDITOR SUPERVISOR	ESNAULT MONICA	CLASSIFIED	AS-619	X
INTERNAL AUDIT	AUDITOR 3	HERNANDEZ NORMA	CLASSIFIED	AS-617	

FUNCTIONAL AREA	JOB TITLE	EMPLOYEE NAME	EMPLOYEE CLASSIFICATION	PAY SCALE	SUPERVISOR
INTERNAL AUDIT	AUDIT DIRECTOR 2	MATHIS COLLETTE	CLASSIFIED	AS-623	X
INTERNAL AUDIT	AUDITOR 3	RICHARD SHANTEL	CLASSIFIED	AS-617	
LEGAL SERVICES	ADMIN ASSISTANT 5	BOWIE MIRIAM	CLASSIFIED	AS-613	
LEGAL SERVICES	ADMIN ASSISTANT 5	JOSHUA DENISA	CLASSIFIED	AS-613	
LEGAL SERVICES	ATTORNEY 1	MCKARRY GABRIELLE	CLASSIFIED	AS-617	
LEGAL SERVICES	CHIEF OF STAFF	RICARD LESLIE	UNCLASSIFIED	UNCL-REG	
LEGAL SERVICES	ATTORNEY 4	RICHARD BRIDGETTE	CLASSIFIED	AS-621	
LEGAL SERVICES	ATTORNEY-GENERAL COUNSEL	STRAHAN LESLIE	CLASSIFIED	AS-624	X
LEGAL SERVICES	ATTORNEY SUPERVISOR	WEST PLEZETTA	CLASSIFIED	AS-622	X
POLICY	STUDENT	AVERHART KYLA	STUDENT	STUDENT	
POLICY	HOUSING FINANCE SPEC 3	JOHNSON WHITE JUDY	CLASSIFIED	AS-615	
POLICY	POLICY PLANNER 1	SHERMAN ALEXIS	CLASSIFIED	AS-613	
POLICY	DIRECTOR	WALKER VICE MICHAEL	UNCLASSIFIED	UNCL-REG	
PUBLIC AFFAIRS	PUBLIC INFO OFFICER 3	BIZETTE BREANNE	CLASSIFIED	AS-615	
PUBLIC AFFAIRS	DIRECTOR OF ADMINISTRATION, CONSTRUCTION & COMPLIANCE	FOLSE TODD	UNCLASSIFIED	UNCL-REG	
RENTAL ASSISTANCE	HOUSING FINANCE SUPERVISOR	BURNETT DONNA	CLASSIFIED	AS-617	X
RENTAL ASSISTANCE	HOUSING FINANCE SPEC 1	CHRISS SHALONDA	CLASSIFIED	AS-612	
RENTAL ASSISTANCE	HOUSING FINANCE SPEC 2	CONEY PORSCHA	CLASSIFIED	AS-613	
RENTAL ASSISTANCE	HOUSING FINANCE SPEC 3	EDWARDS LEOLA	CLASSIFIED	AS-615	
RENTAL ASSISTANCE	HOUSING FINANCE MANAGER	ELLIS LOKI	CLASSIFIED	AS-619	X
RENTAL ASSISTANCE	HOUSING FINANCE SPEC 3	FRANKLIN NATASHA	CLASSIFIED	AS-615	
RENTAL ASSISTANCE	HOUSING FINANCE SPEC 3	HAMPTON PATRICIA	CLASSIFIED	AS-615	
RENTAL ASSISTANCE	HOUSING FINANCE SPEC 3	MARTIN LATONYA	CLASSIFIED	AS-615	
RENTAL ASSISTANCE	HOUSING FINANCE SPEC 3	MYERS JALYNN	CLASSIFIED	AS-615	
RENTAL ASSISTANCE	HOUSING FIN DEPUTY ADMIN	SMART TONIKA	CLASSIFIED	AS-622	X
RENTAL ASSISTANCE	ADMIN ASSISTANT 4	STRADFORD CHALONDRA	CLASSIFIED	AS-611	
RENTAL ASSISTANCE	HOUSING FINANCE SPEC 3	TERRELL LADRIKA	CLASSIFIED	AS-615	
RENTAL ASSISTANCE	ADMIN PROGRAM SPEC B	WILLIAMS ADRIANNA	CLASSIFIED	AS-614	
STRATEGIC INITIATIVES	HOUSING FINANCE SUPERVISOR	JOHNSON ALVIN	CLASSIFIED	AS-617	X
TECHNOLOGY SERVICES	IT DIRECTOR	AMPIM JOHN	CLASSIFIED	TS-320	X
TECHNOLOGY SERVICES	BUSINESS TECH ANALYST 3	ANDRY DANIELLE	CLASSIFIED	TS-312	
TECHNOLOGY SERVICES	IT TECH SUPPORT ANALYST 3	BEADLE GARY	CLASSIFIED	TS-313	
TECHNOLOGY SERVICES	IT SUPERVISOR	BROWN RENDELL	CLASSIFIED	TS-316	X
TECHNOLOGY SERVICES	IT SUPERVISOR	JACKSON RASHAAD	CLASSIFIED	TS-316	X
TECHNOLOGY SERVICES	IT TECH SUPPORT ANALYST 3	JAVIUS BRIDGET	CLASSIFIED	TS-313	
TECHNOLOGY SERVICES	IT APPS DEVELOPER 3	NELSON JAQUINCY	CLASSIFIED	TS-313	
TECHNOLOGY SERVICES	IT TECH SUPPORT ANALYST 3	ROBINSON ANNIE	CLASSIFIED	TS-313	
TECHNOLOGY SERVICES	IT APPS DEVELOPER 3	WATZKE LEON	CLASSIFIED	TS-313	