



Making THA A Great Place to Work: A Review of 2023 and Look Ahead to 2024

JANUARY 2024

Introduction

THA strives to ensure all employees feel valued and included in the workplace.

This is a review of our efforts, accomplishments, and employment-related data.

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Agenda

- ▶ THA Staff At-A-Glance
- ▶ 2023 Accomplishments
- ▶ 2024 Areas of Focus
- ▶ Demographic Review
- ▶ Tenure Review
- ▶ Turnover Review
- ▶ Summary

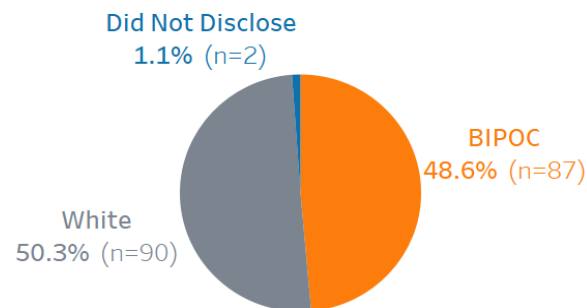


2023 THA Staff At-A-Glance

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Total THA Staff
179

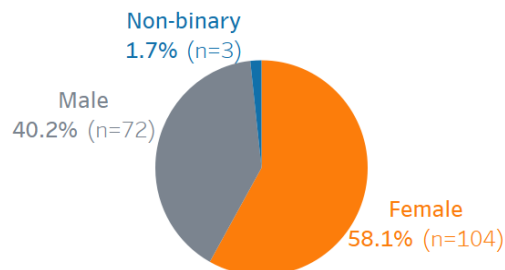
2023 Staff BIPOC and White



Overall tenure
5.8 years (avg)
3.2 years (med)

Staff rating of THA:
4.15 out of 5

2023 Staff Gender



Annual Turnover
13.3%



100% of full-time staff are paid a housing wage of \$32/hour or higher



Turnover has decreased from 25% to 13% in one year



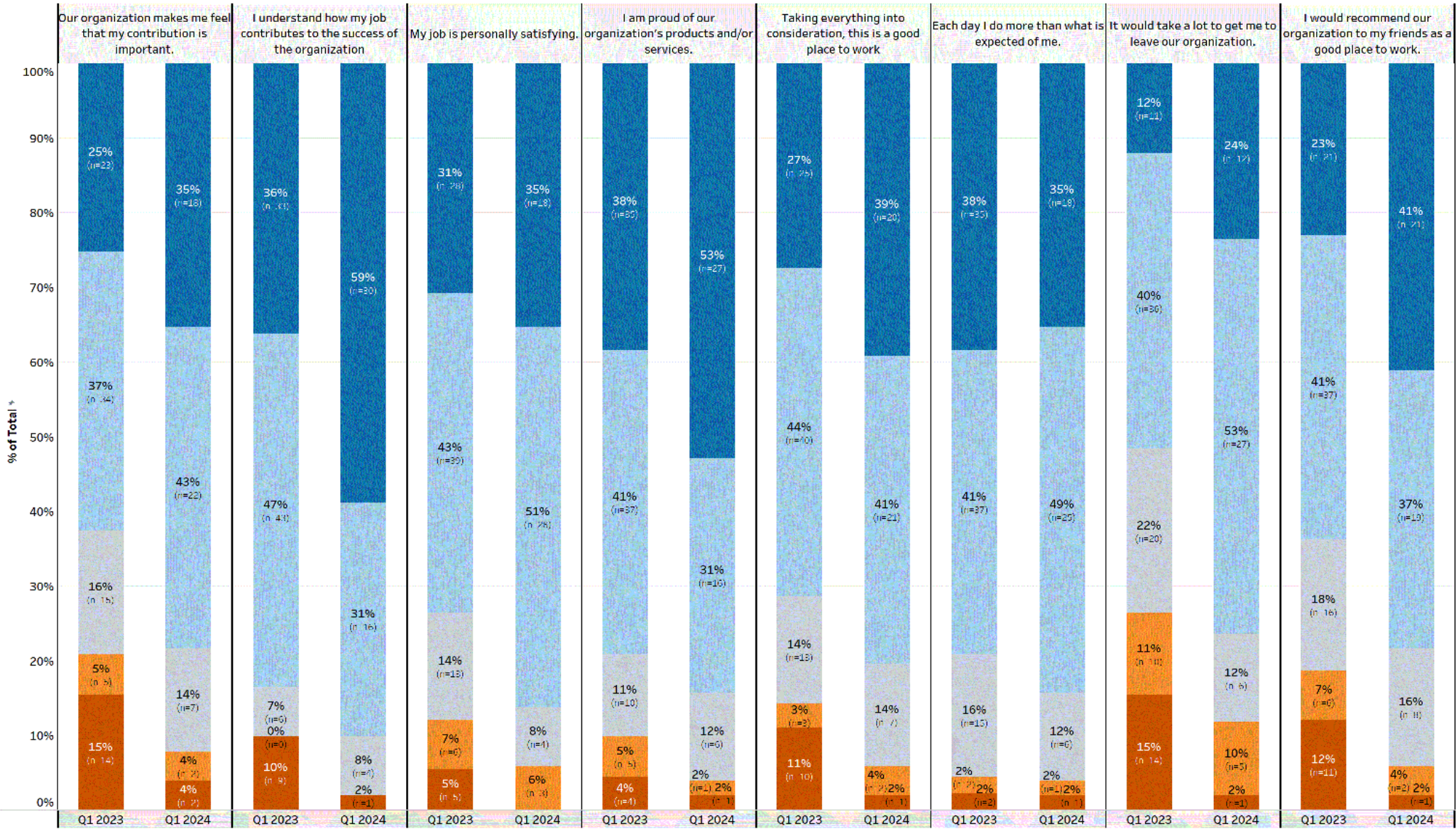
Hired a Strategic Advisor for Diversity, Equity, and Inclusion



THA is continuing to make strides to be a great place to work



2023 Accomplishments



Overall staff rating of THA (on 1-5 scale)

Q1 2023: 3.76

Q4 2023: 4.15

2024 Areas of Focus

7



Establish system for counting lived-experience when considering job candidates.



Increase the number of BIPOC staff hired in 2024



Create a new performance evaluation system



Review and update all HR policies



Increase employee engagement and measure/improve staff satisfaction



Complete software transition to Yardi

Staffing Trends

Total Staff Year-Over-Year

9

2021

Total Number
of staff:
160

2022

Total Number
of staff:
165

2023

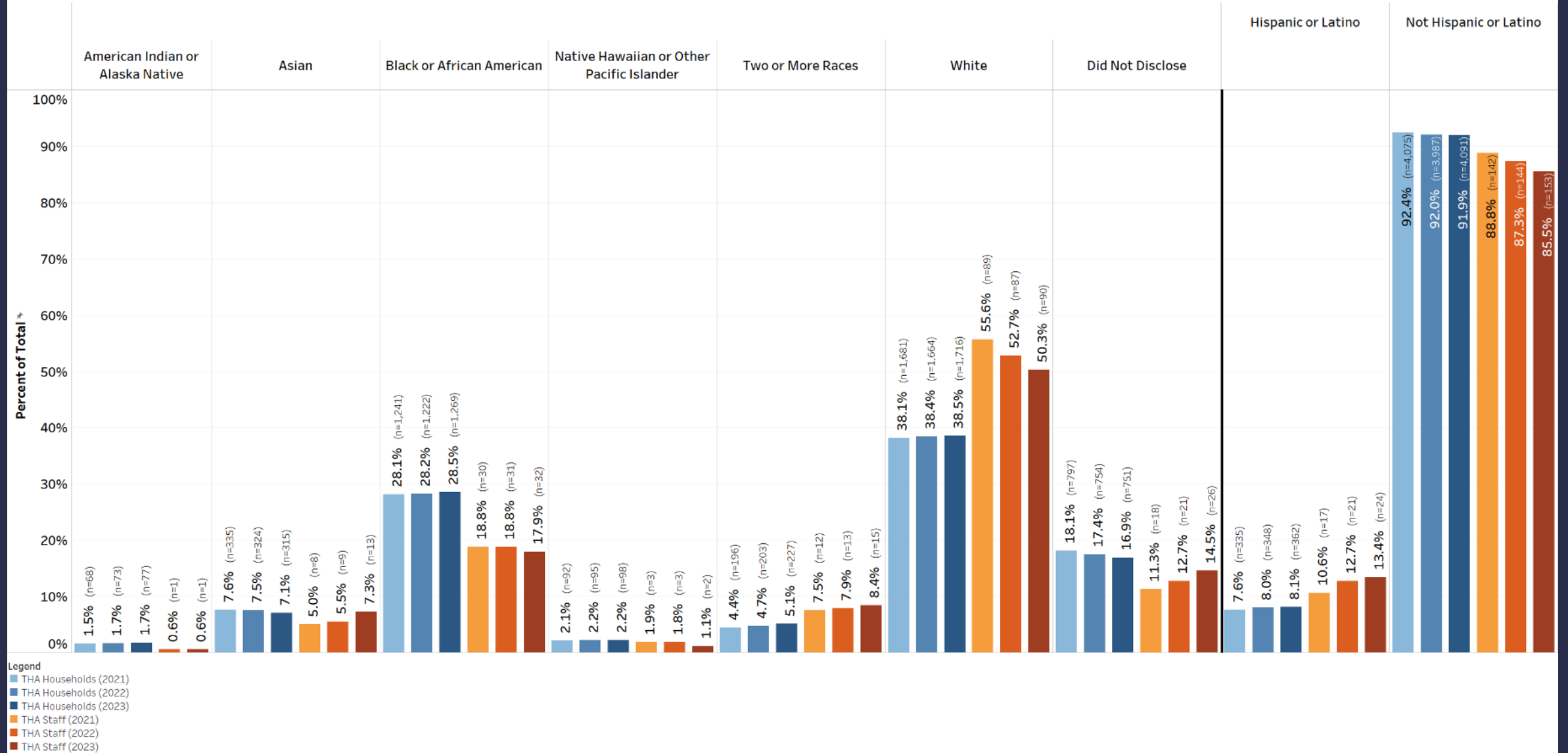
Total Number
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Demographics Review

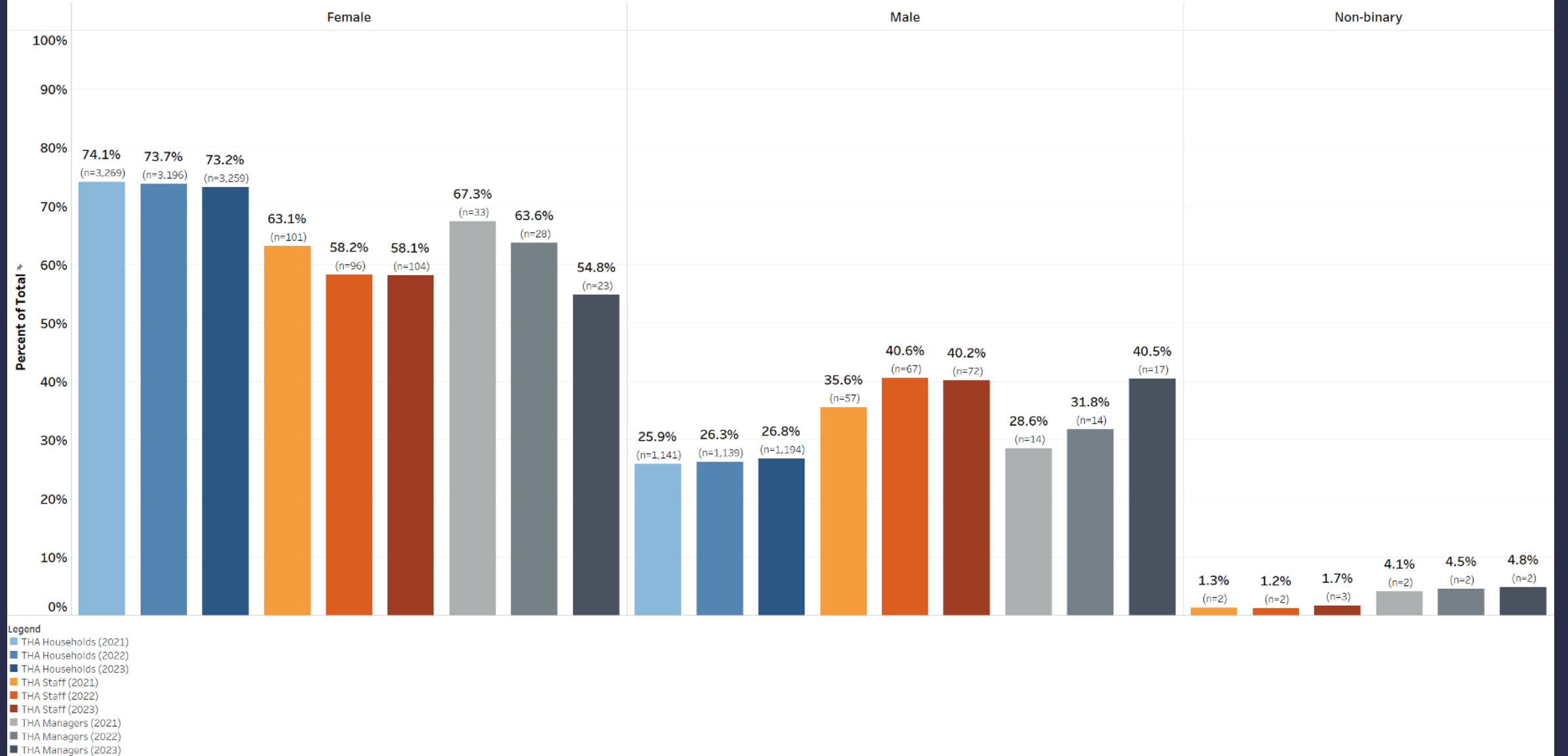
Demographic goals

- ▶ THA customers will see themselves reflected in THA staff and leadership
 - ▶ Data: demographics of THA staff and customers will be similar.
 - ▶ BIPOC staff will be represented in management positions.
- ▶ THA staff will be at least as diverse as the City of Tacoma
 - ▶ Data: THA demographics compared to City of Tacoma
- ▶ We hope to show more indicators of diversity in our 2024 data.

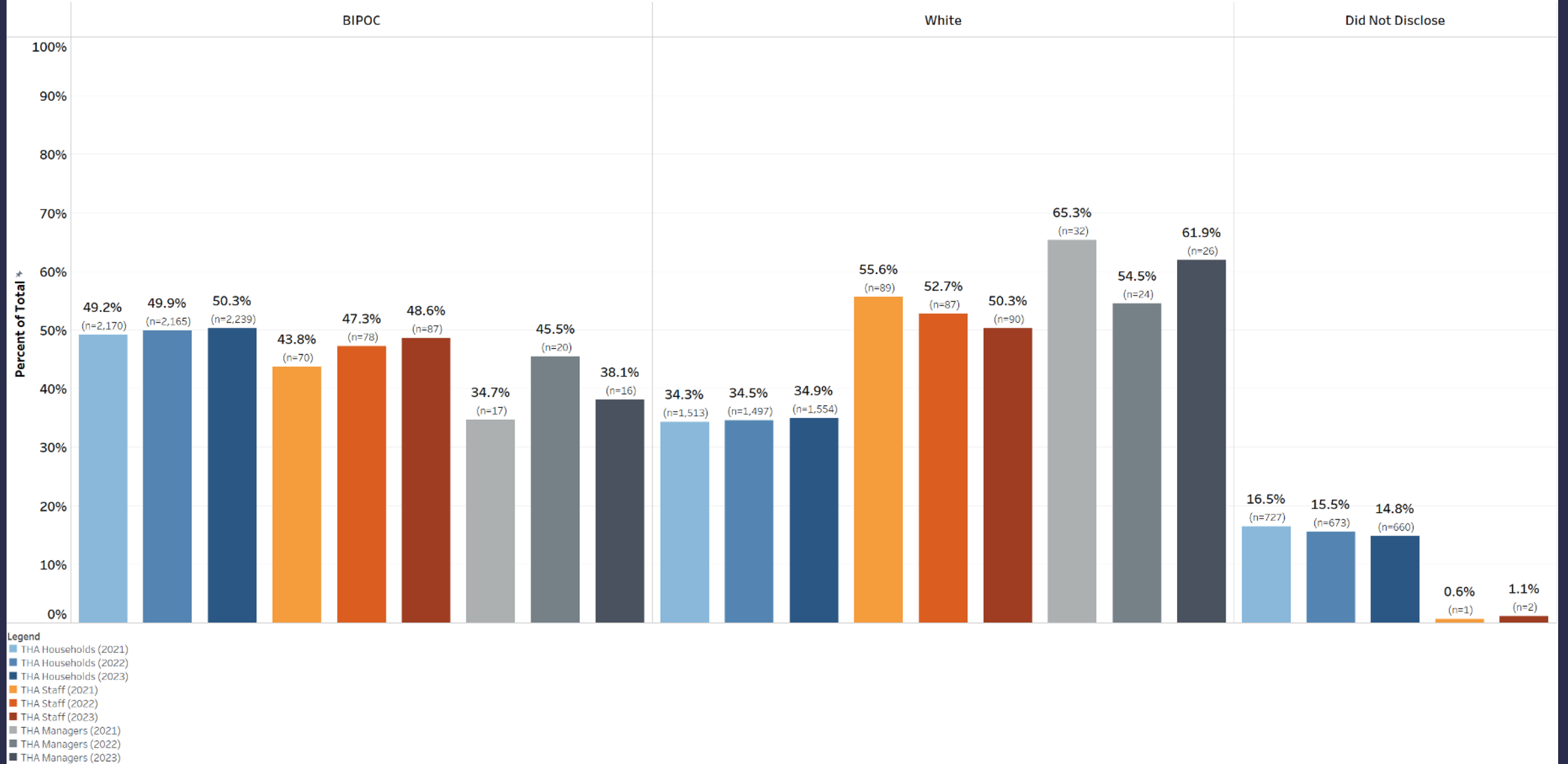
2021-2023 THA Households and Staff, by Race and Ethnicity



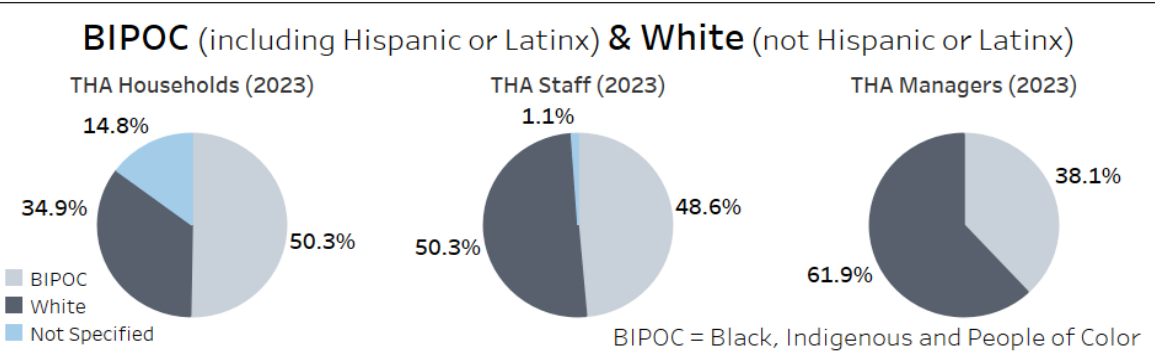
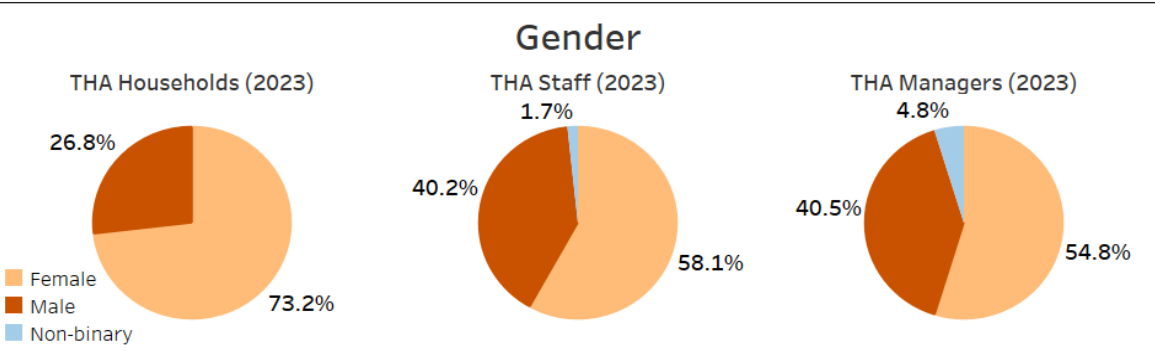
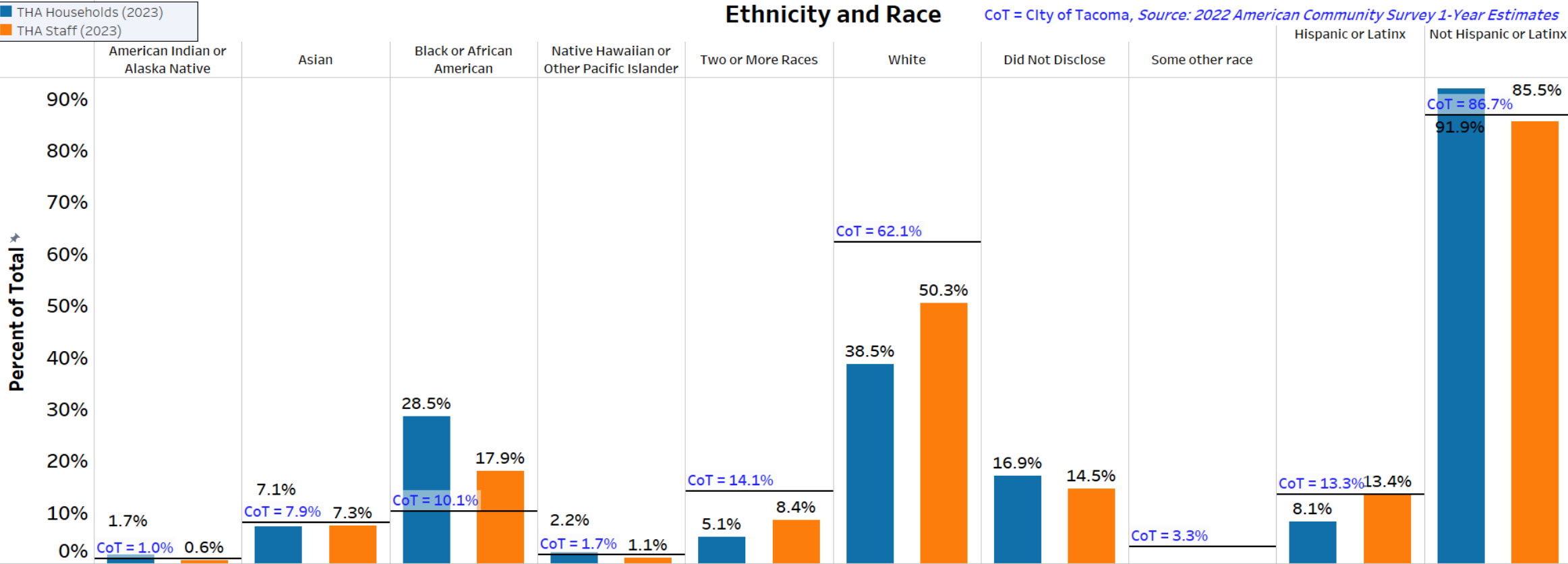
2021-2023 THA Households, Staff, and Managers, by Gender



2021-2023 THA Households, Staff, and Managers, by BIPOC and White Black, Indigenous, and People of Color (BIPOC) compared with White (not Hispanic or Latinx)



2023 Tacoma Housing Authority Demographic Breakdown As of December 2023

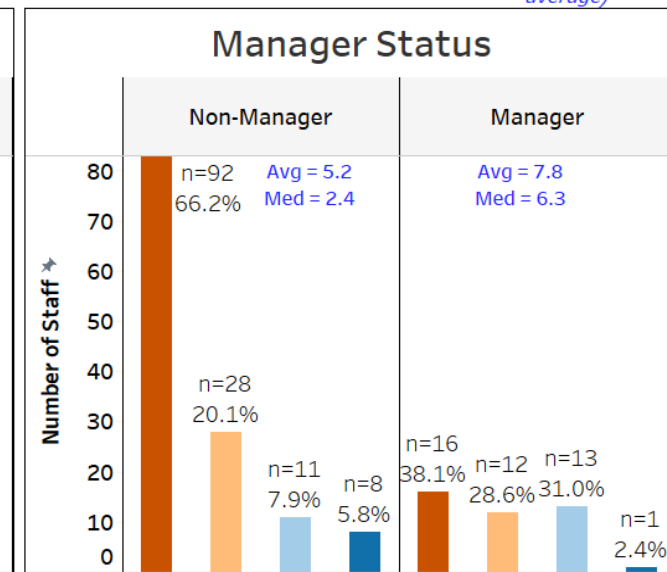
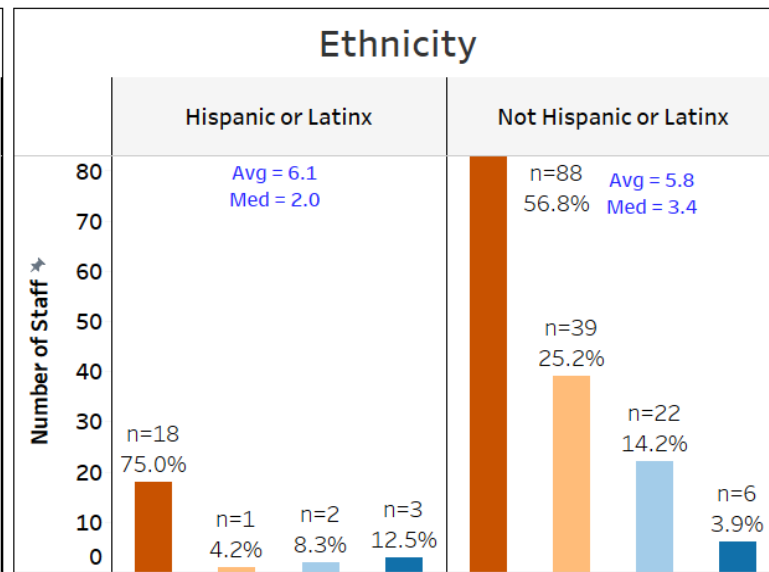
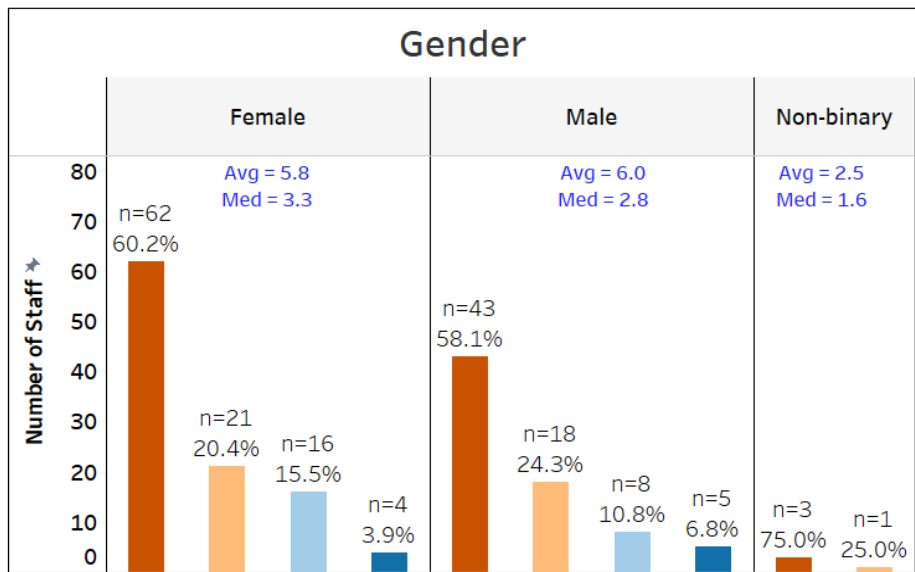
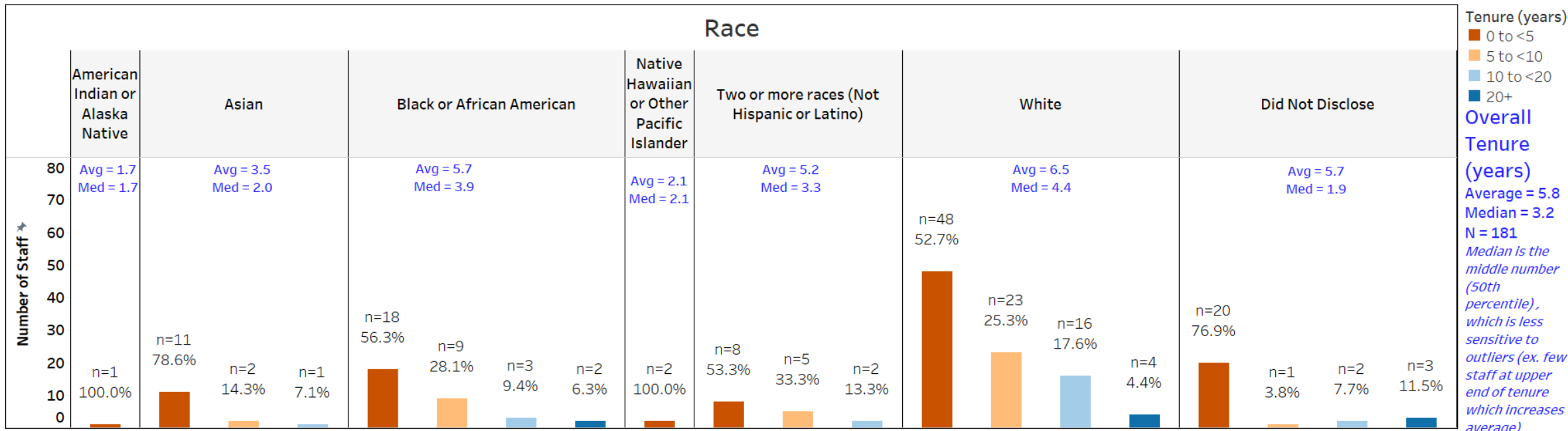


Tenure Review

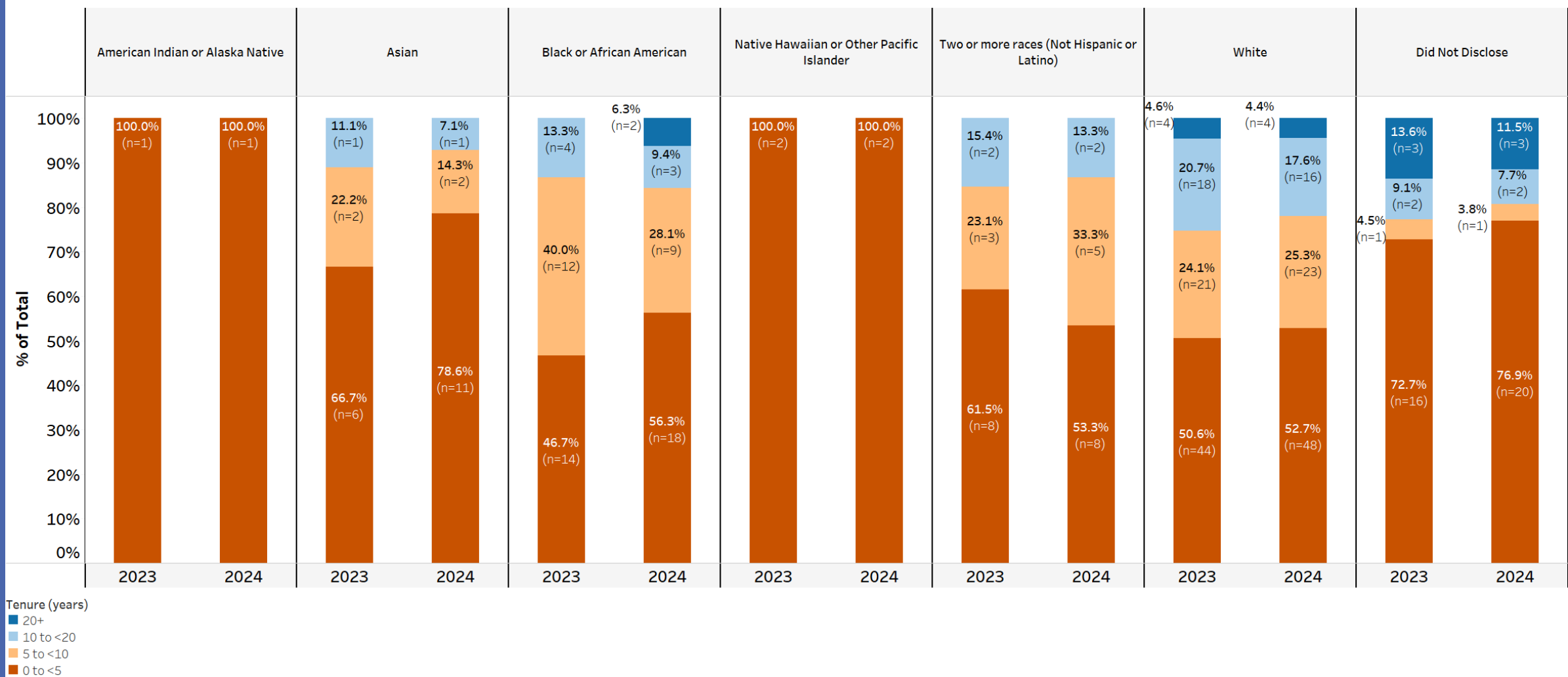
Tenure goals

- ▶ There is a mixed of tenures amongst our staff.
- ▶ THA staff have an opportunity to grow here.
- ▶ We see an increase in the number and percentage of new BIPOC staff. This increase helps increase the overall diversity of THA.

Tacoma Housing Authority Staff Tenure January 2024. Ethnicity = Did Not Disclose not shown (n=2, 100% in "0 to <5" year tenure group).



THA Staff Tenure Jan 2023 and 2024, by Race

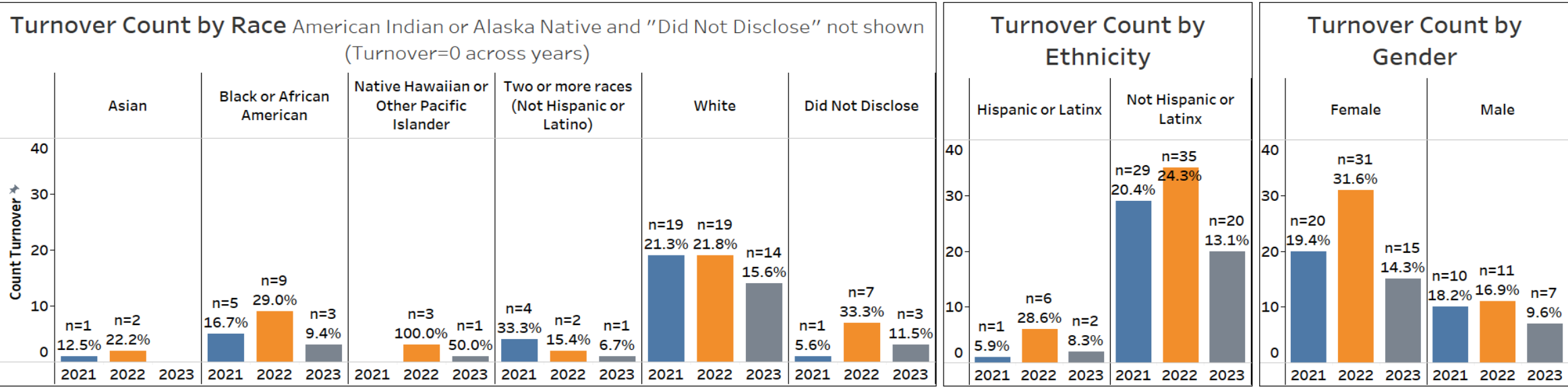
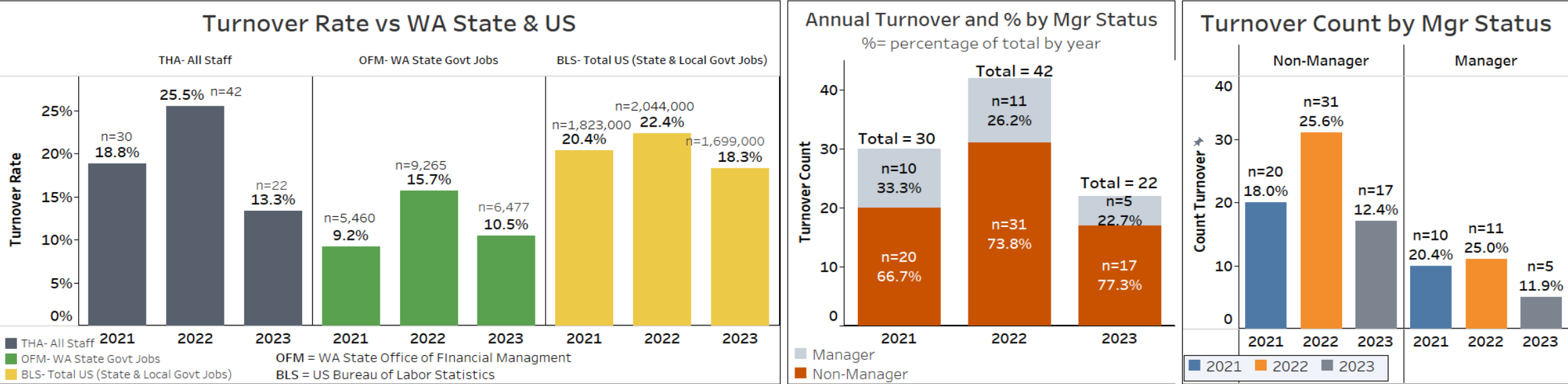


Turnover Review

Turnover goals

- ▶ THA turnover will be less than 25% and, ideally, equal to or better than state and local trends.
- ▶ We see no disparity in turnover amongst historically marginalized staff.

2021-2023 Tacoma Housing Authority Employee Turnover In *Turnover Count* sheets, n = # group turnover, % = group turnover rate



Summary

In 2023, THA made positive progress with:

- Filling vacant positions
- Improving employee pay
- Improving staff turnover
- Diversifying the THA team

There is still work to do and we remain committed to being a great place to work.



Thank you