

Chapter 3. LINKAGES WITH OTHER FUNCTIONAL AREAS.

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3-1General.

OMP, by its nature, has the widest ranging and most complex linkages to other PHA functions and they usually run from OMP to the other functions.

3-2OMP Linkages and their effects.

OMP linkages and their effects on other PHA functional areas have a direct impact for the success and failure of a PHA's operation. Examples of these linkages and their effects include:

A.The adequacy of staff skill levels, which are dependant on sound recruitment and skills development, are directly linked to performance in all other functional areas.

B.Effective organizational coordination, communication and structure are required to ensure that organizational units do not work at cross purposes. For example, assuring that the functions of Facilities Management and Marketing and Leasing Management coordinate is critical to timely vacant unit preparation.

C.Resource allocation must be consistent with agency objectives. Other organizational units charged with accomplishing specific goals should play a key role in budget development and the budget should follow from the setting of PHA objectives.

D.Productivity in all functional areas, particularly Facilities Management, is affected by the quality of negotiated union agreements.

E.Employee morale as an outgrowth of employee relations affects productivity in all functions.

F.All functions are heavily dependent on information

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systems. Work order systems, the waiting list, rent collections, productivity measures, budget administration etc, can be crippled by poor data management.

G.Inadequate planning can result in a PHA lurching from crisis to crisis rather than moving deliberately towards its objectives.

H.Board intrusion into daily operations can undercut management, and instill confusion among staff.

I.Board failure to evaluate upper management undermines organizational accountability and can result in overall failure of

the PHA to meet its mission.

J.Poor relations with local government can result in inadequate access to funding, poor media relations, and a confrontational atmosphere that distracts management from conducting its affairs.

K.Efficient administration of the legal function is a key factor in the rent collection process.

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