



STRATEGIC PLAN

2026 – 2030



Rooted in
Community,
Building for
the Future.

CEO Message

For over 50 years, DHIC has worked to make one simple belief a reality: that everyone deserves a safe, high-quality, and affordable place to call home. Our communities are stronger when families can live, work, and thrive in the same neighborhoods that shape their lives.

As we look to the future, the challenges facing our region are both urgent and complex. Rising housing costs, limited supply, and changing demographics are putting stability out of reach for too many households. Yet, these challenges bring opportunities to create new pathways to housing, strengthen partnerships, and renew our commitment to the people and places we serve.

This five-year strategic plan is both a roadmap and a promise. It outlines how we will expand and preserve affordable housing, invest in residents, and build a more resilient organization for the years ahead. It represents our collective vision for a region where every person can build a stable and fulfilling life.

Thank you for your continued partnership, trust, and belief in our mission. Together, we are not only building homes—we are building hope, belonging, and lasting community.



Yolanda Winstead
President & CEO



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EXECUTIVE SUMMARY

Overview

DHIC's 2026–2030 Strategic Plan lays out a clear path for the coming years. Through collaboration with our staff and board, this plan shows our growing capacity and commitment to building stronger communities across North Carolina. As we move forward, DHIC will expand our reach and ensure our work opens doors to stability, opportunity, and a sense of belonging for our residents and homeowners.

Key Achievements

In recent years, DHIC has made significant strides in expanding housing access, supporting residents and homeowners, and strengthening our internal operations. The following achievements demonstrate the scale and significance of our work, as well as the momentum we carry into this next phase.



certified Resident Services team supporting
service coordination across our portfolio

STRATEGIC PRIORITIES

The demand for high-quality, affordable housing across North Carolina continues to grow, placing increasing pressure on individuals and families.

In response, DHIC has identified five interconnected priorities that will guide our focus over the next five years and strengthen our work. Together, these priorities outline how we will expand our impact and address the barriers facing the communities we support.



Expand and preserve affordable housing



Strengthen and diversify revenue and partnerships



Advance internal systems, access and organizational health



Strengthen resident and client services across the housing continuum



Align core functions to improve operational efficiency and resident outcomes



ORGANIZATIONAL CONTEXT

Brief History

Since 1974, DHIC has been a trusted leader in creating affordable housing opportunities for families, seniors, and individuals across the Triangle region of North Carolina.

Through our integrated approach, combining housing support services with community development, we have empowered thousands of individuals and families to improve their economic well-being and create brighter futures.

Mission



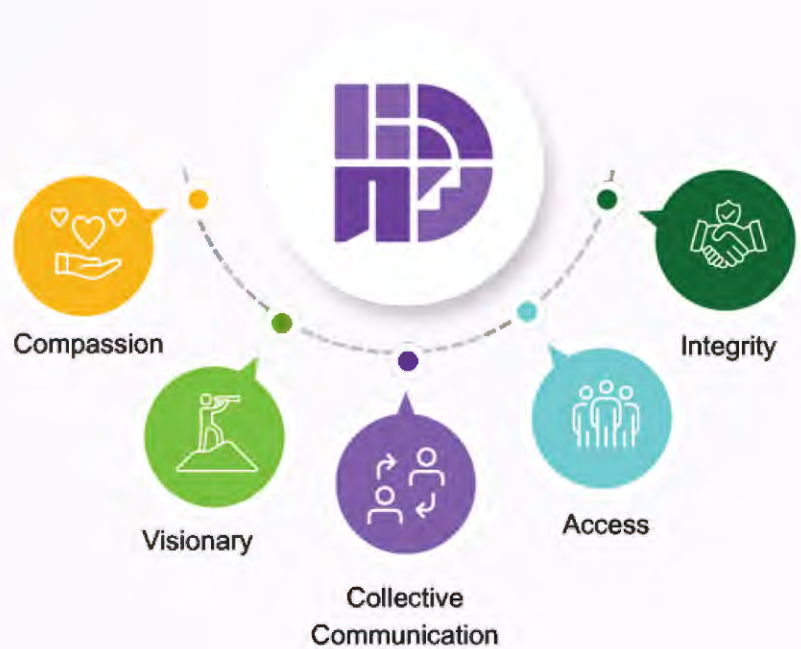
We envision a housing ecosystem that provides and promotes access, generational wealth, health and wellness for the communities in which we work.



Vision

DHIC supports individuals, families, and seniors by providing homes and opportunities that promote the financial, physical, and mental well-being of people and communities.

Core Values





Priority 1: Expand and Preserve Affordable Housing

Communities across North Carolina are experiencing increasing pressure from both rising housing costs and a critical shortage of affordable homes. As a trusted leader, DHIC has both the responsibility and the capacity to respond. Expanding and preserving affordable housing ensures that more people can access safe, high-quality homes and protects long-term affordability for future generations.

Objectives:

- Increase the number of new, high-quality, affordable homes created each year across communities.
- Protect and reinvest in DHIC's existing housing portfolio.
- Explore innovative development and financing models.



By expanding and preserving housing, DHIC strengthens the state's housing ecosystem, resilience of communities, and supports long-term regional growth.

Over time, these investments foster more inclusive, resilient communities where opportunity is shared and accessible to all.



Priority 2: Strengthen and Diversify Revenue & Partnerships for Long-Term Sustainability

As DHIC’s portfolio and programs grow, a strong financial foundation is essential to supporting our work. To navigate a shifting economic landscape, we must strengthen financial resilience and broaden our network of mission-aligned partners. By continuing to diversify revenue and stewarding resources wisely, DHIC will be well positioned to manage risk, invest confidently in priority areas, and position the organization for long-term stability and growth.

Objectives:

- Develop and implement a robust fundraising and revenue strategy.
- Expand cross-sector partnerships across the public, private, and philanthropic sectors.
- Strengthen donor communication to effectively share our impact.



These efforts allow DHIC to grow with confidence, innovate in a changing environment, and pursue ambitious projects that meet community need.

Strong partnerships extend our reach and amplify the impact of every dollar invested, creating a broader coalition committed to housing accessibility.



Priority 3: Advance Internal Systems, Access, and Organizational Health.

DHIC recognizes that our people, systems, and culture are central to delivering on our mission. As our portfolio, staff, and partnerships grow, the complexity of our work grows with it. Strengthening our internal infrastructure and ensuring staff have the tools and support they need will help DHIC operate with greater clarity and consistency, and reinforce our ability to be a high-performing, mission-driven organization.

Objectives:

- Advance data systems and tools that support informed decision-making.
- Strengthen professional development, leadership pathways, and internal communication.
- Build capacity for storytelling and impact reporting.



Investing in organizational health strengthens DHIC's long-term effectiveness and supports greater collaboration and consistency.

By enhancing our technology, culture, and leadership practices, we will continue to be one of the best places to work among housing developers in North Carolina.



Priority 4: Strengthen Resident and Client Services Across the Housing Continuum

Affordable housing is only the beginning of stability. We believe that true stability requires more. Residents and homeowners benefit most when they have access to financial tools, supportive services, and community connections that strengthen long-term well-being. As needs evolve, DHIC is expanding its ability to deliver holistic programs that foster financial stability, health, wellness, and upward mobility.

Objectives:

- Expand staffing and expertise across Resident Services and Homeownership Center teams.
- Partner with organizations to provide wraparound supports and resources.
- Develop systems to capture resident feedback and measure outcomes.



By enhancing services across the housing continuum, DHIC supports pathways to stability, asset-building, and generational opportunity.

As residents flourish, properties remain stable, neighborhoods thrive, and the broader region benefits from increased economic mobility and reduced disparities.



Priority 5:

Align Core Functions to Improve Operational Efficiency and Resident Outcomes

As DHIC's portfolio grows, coordination across Property Management, Asset Management, and Resident Services becomes increasingly important. Strengthening alignment across these areas will unify team efforts, streamline workflows, and enhance performance across the portfolio. By aligning core functions, DHIC can support strong property operations, provide timely and effective resident support, and operate with greater efficiency.

Objectives:

- Strengthen collaboration among core operating functions.
- Integrate resident-centered supports into property operations.
- Build a data-driven culture that uses clear, consistent metrics to guide decisions.



Improved operational alignment enhances both property performance and resident experience.

These integrated systems help create communities that are financially stable, well-maintained, and deeply supportive of resident well-being.

PATH FORWARD

As DHIC embarks on this next chapter, we do so with renewed commitment to the same core belief that has guided us for decades: that every person deserves a safe, high-quality, and affordable place to call home.

This journey will require courage, collaboration, and commitment from our staff, partners, residents, and supporters. It cannot be done alone.

Together, we can invest in solutions that last, uplift communities, and create pathways for families and individuals to thrive. We invite you to join us.

Ways to Support

- ✔ **Give Financially** – Support our mission through annual, monthly, or planned gifts.
- ✔ **Volunteer** – Join a committee or our Board of Directors to help guide strategy.
- ✔ **Partner** – Work with us to strengthen community impact.
- ✔ **Connect Us to Capital** – Help us secure enterprise-level funding to move quickly on housing opportunities.





Resident FEEDBACK

I love my community. I didn't grow up in the safest neighborhoods, so it means everything to see my child playing outside without fear. I'm just really thankful to live somewhere that feels safe.

— Resident, Washington Terrace



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HOUSING
PARTNERSHIP
NETWORK



CORES

NeighborWorks[®]
CHARTERED MEMBER

