



2026 STRATEGIC PLAN

Goals

Improve and Modernize FHC Properties

- Redesign Community Rooms with new furniture and fresh paint.
- Modernize Public Housing building exteriors
- Modernize lobby areas in PH Buildings
- Add Plants and artwork to lobbies in PH buildings
- Replace worn carpeting in hallways with tile
- Brighten lobby of WW with fresh paint

Expand Access to Affordable Housing Units

- Expand Landlord information on FHC website to include benefits of renting to HCV participants
- Add FSS, VASH, and Homeownership programs
- Expand Project-Based vouchers for developments in underserved areas, underserved populations

- Brighter paint in lobby of WW
- Awnings on top of both PH buildings
 - Repave AH Parking Lot
- freshly paint PH buildings and Scattered Site interiors
- Replace peeling, stained wallpaper in PH buildings
 - Replace missing fence portion at AH
 - Freshly paint all PH units
- Replace WW & AH hallway carpet with tile
- Replace furniture and redecorate Community Rooms in WW and AH. To add a 'family' feel.
 - Landscaping Services includes hedge shaping, black mulch and mowing and clean-up to continue
- Replace flooring in lobby of WW
- Reapply for the Family Self Sufficiency Program
- Add VASH program for homeless veterans
- Add Home Ownership Program



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Ensure participant access to resources and supports

- Continue to connect to resources
- Expand online rent pay to include Direct Express card utilization
- Implementation of HCV search supports in areas of opportunity
- Continue to invite community Guest Speakers to monthly resident meetings to educate residents with topics on health, fire safety, financial literacy, pest control etc.

Ensure FHC Properties are secure and welcoming

- Distribute literature regarding pest control and infestation prevention
- Enforce resident parking is reserved for residents
- Create Welcome Committee for new residents
- Brighten up PH lobbies and shared spaces

- Resident Committee meetings featuring Community Guest Speakers will continue
- Publish Resource listing on our website, post in PH high rises, mail to scattered sites
 - Set up computer lab basic computer skill classes
- Initiate PH quarterly Newsletter with resources
- Encourage interest for Resident Committee at AH
 - Camera company to update security cameras
 - Add ADA Push Plates to back patio door at WW
 - Include scattered site residents for BOC meetings and FHC Events via email/USPS
 - Zero Tolerance enforced for violence, fighting, gun play, and threats
 - Add brighter parking lot and front entry lighting at WW
 - Update patio furniture with brighter paint and umbrellas
 - Enforce parking control and vehicle registration to ensure resident parking spots are for residents



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Advance Resident
Knowledge of tolerance
towards others, basic
housekeeping skills,
healthy eating and
overall health related
education

- Prioritize property improvements that improve/enhance physical accessibility and appearance
- Customer focused, service centered staff/FHC culture
- AARP/ HUD Grant Applications

Continually
improve
organization
efficiency &
performance

- Increased Maintenance Functions and duties to ensure resident safety and comfort
- Continue with FHC policy reviews
- Update policies to protect residents and ensure safety and comfort
- ACOP Admin Plan overhaul
- Staff Engagement through soft skill training
- Review and update Admin Plan with all staff

- Added Secure Aging In Place resources by adding Home Health Care company
- Guest speakers on Nutrition, Exercise, and other health related issues
- Increase maintenance staff duties for resident comfort security
 - Encourage group Walk Around the Block with E.D.
- Add 'Suggestion' boxes to PH buildings
- Continue Employee based soft skills training to enhance customer support
 - Nan McKay Housing Choice Voucher refreshers and training for staff
 - HOTMA training for all staff
 - NSPIRE training for all staff
- Add Section 3 employees and rotate residents with paid duties