



## Improve and Modernize FHC Properties

- Secure Development Partner for Buildings and Scattered Sites
- Update 5 year Action Plan/Capital Plan (health/safety and necessary investments only, until redevelopment project launches)
- Educate residents at monthly meetings – create packets for all new information
- Modernize Public Housing building exterior and interior

## 2024 STRATEGIC PLAN

## Expand Access to Affordable Housing Units

- Landlord outreach efforts to promote participation in the HCV Program
- Partnership with other organizations
- Project-Based vouchers for developments in underserved areas, underserved populations; prioritize Ferndale to add to FHC assisted units

### Goals

- Inspected Scattered sites to bring online/ off load
- Discovery for Capitalization for scattered sites and two public housing buildings
- Ferndale City added income discrepancy ordinance
- Assessment for Scattered Sites
- Clear all Titles for Scattered Site units
- Add Home Ownership Program, FUPY and Sober Living programs
- Provided 8 HCVs each to 2 PBV units
- Replace bathtubs with ADA approved showers/tubs



## 2024 STRATEGIC PLAN

### Progress

- Online rent pay
- Resident Committee meetings featured Fire Marshall, Ferndale Police, and other community.. Speakers
- Deputy Director/Public Housing Manager presence increased at Autumn House with twice weekly visits
- Invite library speakers for various topics
  - Set up computer lab training
  - Newly spruced up landscaping
  - Replaced work carpeting with modern wood plank flooring
    - Initiated Resident Flower planting program at WW
- Encourage interest for RC at AH

Ensure participant access to resources and supports

- Implement Positive Rent Pay
- Nurture Community Partnerships health, and financial education
- Continue to connect to resources
- Expand online rent pay to include Direct Express card utilization
- Implementation of HCV search supports
- Monthly Resident Committee meetings with guest speakers

Ensure FHC Properties are secure and welcoming

- Continue Partnership with Police, prominent community policing presence, explore 'coffee with a cop' or similar programs
- Initiate 'neighborhood watch; program within PH buildings
- Expand Staff Presence at Autumn House
- Review/Update related policies



## 2024 STRATEGIC PLAN

### Progress

- Employee based soft skills training
- Hired new, aggressive, cleaning company
- Accessibility Commission to assess the two PH properties for disabled accessibility
- Secure Aging In Place resources
- Investigate outside maintenance contractor company
- Updated 5 Year Rolling Plans to enable drawdown of capital funding
- Created inclusive Disciplinary steps
- Created Notice of Purpose to ensure all staff knows customer service is utmost priority

**Proactively advance inclusion, diversity and equity**

- Prioritize property improvements that improve/enhance physical accessibility
- Customer focused, service centered staff/FHC culture
- Joint educational programming (mental health, first aide, trauma informed care)
- AARP/ HUD Grant Applications

**Continually improve organization efficiency & performance**

- Reimagine Maintenance Functions
- Implement Website redesign
- Continue with FHC policy reviews
- Review/Update related policies
- ACOP Admin Plan overhaul
- Staff Engagement
- Communication/Design intern to assist with website and proactive press releases etc.