ABILENE HOUSING AUTHORITY



Abilene Housing Authority

"SUPERCHARGING THE FSS PROGRAM!"

BY: **GENE REED**, CEO & **LACEY WUNDERLICH**, FSS SUPERVISOR

AUGUST 25, 2026

The FSS Program:
Agenda

ABILENE HOUSING AUTHORITY

- ✓The "Flag Ship" Program of a PHA!
- ✓Several Keys to Remember
- ✓Finding the Right FSS Coordinator…
- ✓Our Program
- ✓How AHA Communicates with FSS Participants
- ✓Events & Programs
- ✓Highlighting Their Successes
- ✓Q&A





FSS as the “Flag Ship” Program…



"**Keys**" to a Successful FSS Program…



❖Hire a Great FSS Coordinator(s)!

- Someone with energy…
- Someone that cares about people…
- Someone that's creative…
- Someone that has time…
- Someone with good communication skills…



"**Keys**" to a Successful FSS Program…



- Motivation:
  - ✓…gets a person started
- Discipline:
  - ✓…gives the person the energy to continue
- The Catalyst:
  - ✓…the person that causes an action or change (the FSS Coordinator)



AHA's FSS Supervisor…

- Lacey Wunderlich, AHA's Catalyst!





How AHA Attracts FSS Participants…



- Contact families on the waiting lists
- Advertise program on TV monitor in lobby
- Direct mail
- E-blasts
- Ask Housing Counselors to promote program
- Educate landlords
- Communicate program benefits
- Highlight "**Success Stories**" on website



How AHA Communicates with Participants…

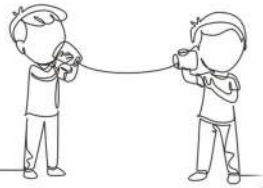
- Communicating with FSS Participants is very important:
  - ✓ On "**GroupMe**" app
  - ✓ **ZOOM** video calls
  - ✓ Meeting Them Where They Are… (after-hours)
  - ✓ One-on-One Meetings as Requested











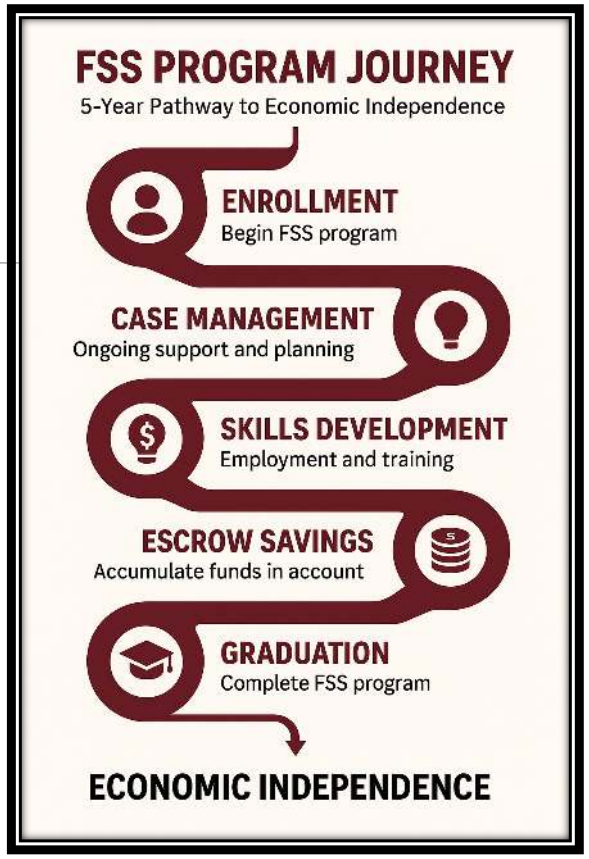






FSS Events & Programs…

- Annual Resource Fair
- Budget & Credit Classes
- FSS Quarterly Meetings
- Homeownership 101 Educational Course
- Student Recognition Program
- AHA Scholarship Program
- Individual FSS Graduate Recognition
- Graduation Ceremony
- FSS Graduate Testimonials to Current FSS Participants



Resource Fairs…

- Bringing resources together for FSS participants allows them to spend time efficiently…













Budget & Credit Class…

- AHA facilitates classes to address our participants needs by partnering with community resources…











Homeownership 101 Educational Course…

- Teaching FSS participants the homeownership process:













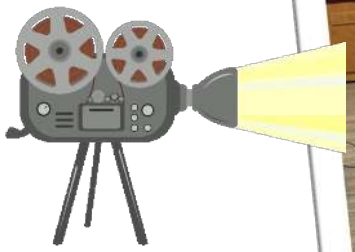




Homeownership 101 Educational Course…

- Teaching FSS, HCV, LRPH & Habitat for Humanity participants the homeownership process:
  - Show Video











Homeownership 101 Educational Course…

- NAHRO recognized our program with a "National Award of Merit & a National Award of Excellence" winner in 2025!













Student Recognition Program…



- AHA recognized 94 students, age 5-18, for maintaining a GPA of 3.0 or higher!





















Student Recognition Program….























AHA Scholarship Program…

In 2026, AHA created its Scholarship Program!







Four Scholarships ($2000 each):

- Two (2) HS Seniors (from HCV & LRPH)
- Two (2) Adults (from FSS & ROSS)

$50,000 AHA Commitment:

- Ensured sustainability by collaborating with Community Foundation of Abilene (CFA)







Individual FSS Graduate Recognition…



- Celebrating their successes, honoring their accomplishments, & telling their stories!













FSS Graduation Ceremony…



https://www.youtube.com/watch?v=B3ZcoYEz5t8



- Inviting the community to join us in celebrating our graduates!
- Held at Abilene Christian University (ACU)
  - Show video



ABILENE CHRISTIAN UNIVERSITY















FSS Graduate Testimonials to Current FSS Participants…











How AHA Tells Its Story…



- It's important to share the creative things you do, the successes of your FSS Program, & participants!
- How we do it…
  - Via Video
  - Via Website
  - Via LinkedIn






Q
QUESTION
A
ANSWER
Let's take a few questions!


Q & A


Questions
Answers

Abilene Housing Authority

- The End



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