

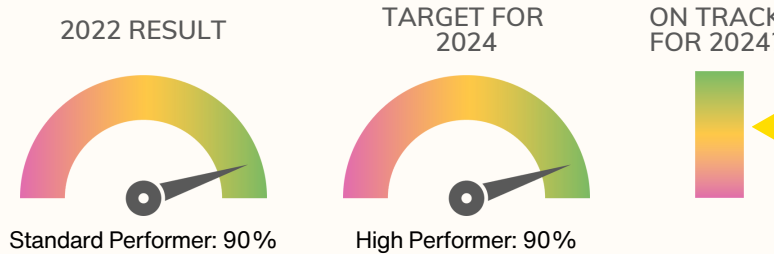
What HUD measures

PHAS SCORES

HUD assesses the health of a PHA's Public Housing program through an indicator called the Public Housing Assessment System, or PHAS.

Why it matters

The Housing Authority's PHAS score communicates how well the agency is performing, impacts the amount of HUD funding it receives for the fiscal year, and determines the frequency of HUD public housing inspections.



What the Authority measures

Objective 1: Deliver services safely, effectively, and efficiently.

Results

Finance/Single Audit [2022]

0 FINDINGS

Objective 2: Ensure residents, landlords, and employees feel respected during interactions with the Authority

Results

	Q1	Q2	Q3	Q4
Increase customer satisfaction	●	●	●	●
Implement regular resident and landlord communications	●	●	●	●

Objective 3: Help our residents and families gain self-sufficiency through partnerships with other organizations in the community.

Results

Increase the number of partnerships

Implement partner programming for residents

	Q1	Q2	Q3	Q4
Increase the number of partnerships	●	●	●	●
Implement partner programming for residents	●	●	●	●