

Agency Performance Report

First Quarter, 2025

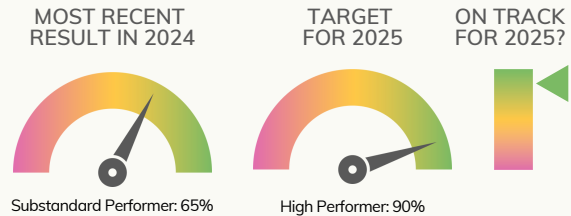
What HUD measures

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 County Housing measures

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

Results	Q1	Q2	Q3	Q4
Attain zero findings in finance/single audits	●	●	●	●

Objective 2: Foster a customer-centered culture.

Results	Q1	Q2	Q3	Q4
Increase customer satisfaction	●	●	●	●
Dedicate staff to customer outreach and resident engagement	●	●	●	●
Implement quarterly feedback loops for residents	●	●	●	●

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

Results	Q1	Q2	Q3	Q4
Communicate programming opportunities	●	●	●	●
Enhance partnerships with local organizations	●	●	●	●
Engage in community initiatives that promote housing stability and affordability	●	●	●	●