

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

02

Q3

Q4

Attain zero findings in finance/single audits

loops for residents

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

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