

# Agency Performance Report

Fourth Quarter, 2025

## What HUD measures

### PHAS SCORE

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.

MOST RECENT  
RESULT IN 2024



Standard Performer: 89%

TARGET  
FOR 2025



High Performer: 90%

ON TRACK  
FOR 2025?



## 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

