

Improvement Plan

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

OMB Approval No. 2577-0237

Public reporting and recordkeeping burden for the collection of information is estimated to average 14.55 hours for the Improvement Plan depending on the size of Public Housing Agency (PHA). This includes the time for collecting, reviewing, and reporting the data. The information will be used for monitoring PHA progress in bringing performance up to standard levels. Response to this request for information is required in order to receive the benefits to be derived, including eligibility to apply for funding. This agency may not collect this information, and you are not required to complete this form unless it displays a currently valid OMB control number.

PHA Name:

PHA FYE:

MOA Term:

Operational Area:

1. GOVERNANCE

Targets and Strategies	Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD
1.1				
A.				
1)				
a)				

Operational Area: 3. FINANCE AND PROCUREMENT

PHAS Performance Targets		Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
Indicator #:	Name:					
2-1	Current ratio					
2-2	Expendable Fund Balance					
2-3	Tenant Receivable/Outstanding					
2-5	Expense Management/Utilities					
2-6	Net Income/Loss Divided by the Expendable Fund Balance					
Targets and Strategies						
		Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD	
3.1						
A.						
1)						
a)						

Operational Area: 4. HOUSING MANAGEMENT

PHAS Performance Targets		Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
Indicator #:	Name:					
3-1	Vacant Unit Turnaround Time					
2-4	Occupancy Loss					
Targets and Strategies		Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD	
4.1						
A.						
1)						
a)						

Operational Area: 5. PROPERTY MAINTENANCE

PHAS Performance Targets		Baseline as of	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
Indicator #:	Name:					
1	Physical Conditions					
3-3a	Emergency WOs					
3-3b	Non-emergency WOs					
3-4a	Unit inspections					
3-4b	System inspections					
Targets and Strategies		Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD	
5.1						
A.						
1)						
a)						

Operational Area: 6. RESIDENT SERVICES AND INITIATIVES

PHAS Performance Targets		Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
Indicator #:	Name:					
4	Resident satisfaction					
3-5	Economic self sufficiency					
Targets and Strategies						
	Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD		
6.1						
A.						
1)						
a)						

Operational Area: 7. CAPITAL FUNDS

PHAS Performance Targets		Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
Indicator #:	Name:					
3-2a	Funds unexpended					
3-2b	Funds unobligated					
3-2c	Quality of work					
3-2d	Contract administration					
3-2e	Budget controls					
Targets and Strategies		Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD	
7.1						
A.						
1)						
a)						

Operational Area: 8. SECURITY

PHAS Performance Targets		Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
Indicator #:	Name:					
3-6a	Reporting and tracking crime					
3-6b	Applicant screening					
3-6c	Lease enforcement					
3-6d	Grant management					
Targets and Strategies		Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD	
8.1						
A.						
1)						
a)						

Operational Area: 9. MANAGEMENT INFORMATION SYSTEMS

Targets and Strategies	Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD
9.1				
A.				
1)				
a)				

