Improvement Plan

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

OMB Approval No. 2577-0237
Expires 2/28/2011

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. In order for HUD to monitor the progress of a troubled PHA, they are required to submit periodic MOA performance progress reports. This information is required to obtain benefits. No assurance of confidentiality is needed. 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: 2. ORGANIZATION AND STAFFING

Targets and Strategies	Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD
2.1				
A.				
1)				
a)				

Operational Area: 3. FINANCE AND PROCUREMENT

PHAS Performance Targets Indicator #: Name:	Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
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 Indicator #: Name:	Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
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 Indicator #: Name:	Baseline as of	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
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 Indicator #: Name:	Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
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 Indicator #: Name:	Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
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 Indicator #: Name:	Baseline as of:	1st qtr Performance Target	2nd qtr Performance Target	3rd qtr Performance Target	Final Performance Target
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)				

Continuation of Operational Area:

Targets and Strategies	Baseline as of:	Final Performance Target	Estimated Completion Date	Lead staff for PHA and HUD