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1 SECTION 1. R-24-109, Enactment No. R-2025-003 directed HHH to take a
2 number of steps to increase the efficiency and transparency of its Housing
3 Voucher Programs, including Permanent Supportive Housing (PSH), Rapid Re-
4 housing (RRH), Transitional Housing, Hotel/Motel, and Project-Based (PBV)
5 Vouchers. Following is a summary of the directives and the status of each.

6 1. Convene a Housing Voucher Program Work Group. This directive is
7 complete. The Work Group had its kick off meeting on January 27, 2025, and
8 has been meeting regularly since that time.

9 2. Outline existing policies and procedures for the administration of the
10 Housing Voucher Programs. Identify improvements and develop new and
11 expanded procedures to improve the administration of the Housing Voucher
12 Programs. Policies have been developed and/or updated for all Housing
13 Voucher Program types, except for PBVs, which is still under review. A new
14 Hotel/Motel Voucher Policy is currently being drafted.

15 3. Coordinate with the Coordinated Entry System (CES) contractor to
16 identify and evaluate existing intake and referral processes for all Housing
17 Voucher Programs. Work is ongoing and includes reviewing the CES data for
18 duplications and overall efficiencies as well as evaluating the current
19 Vulnerability Index – Service Prioritization Decision Assistance Tool
20 (VISPDAT). This continuing work to improve the system requires ongoing
21 evaluation, must meet federal requirements, and receive review and approval
22 from CES governing bodies. This work may extend beyond the deadlines in
23 the Resolution. The Work Group will continue discussions about establishing
24 a centralized location for individuals to contact when in need of Housing
25 Vouchers and/or housing assistance. The Work Group will develop a plan for
26 this resource, which will include a budget proposal and training and decision
27 trees for any hotlines fielding calls for information that replace 768-HELP.

28 4. Outline existing long-term outcome goals for each of the Housing
29 Voucher Types, identify necessary improvements, and develop long-term and
30 short-term outcome goals, program evaluation processes, and methods for
31 tracking and reporting individual outcomes for program participants. HHH will
32 aggregate outputs from all current Housing Voucher Program contracts and
33 post them on the Housing Voucher Dashboard. HHH will develop outputs for

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1 any Housing Voucher Program contract that does not currently include
2 outputs. The Work Group will review existing outputs and advise of any
3 updates for FY27.

4 5. Implement software for tracking Housing Voucher Programs to
5 include processes for requests for reimbursement, integration with the
6 Homeless Management Information System and the City’s financial system,
7 Peoplesoft, development of a public facing dashboard, and a platform for
8 participant feedback. The dashboard is live. Outcome goals will be added to
9 the dashboard once they are complete.

10 6. Requests for Reimbursement Process Improvements. HHH is
11 revising the request for reimbursement process for Housing Voucher
12 Programs to reduce the administrative burden for providers and improve
13 reimbursement timelines. The revised process will reduce the amount of
14 supplemental documentation required with each reimbursement request
15 while still maintaining necessary financial oversight and audit standards. The
16 goal is to simplify submission requirements, allow providers to spend more
17 time serving clients, and enable the City to process reimbursements more
18 quickly.

19 7. Administrative Requirements Review. HHH is currently reviewing the
20 City’s Administrative Requirements related to Housing Voucher Programs to
21 ensure that the policies, documentation expectations, and compliance
22 standards align with current program operations and federal guidance. The
23 review is intended to identify areas where requirements can be clarified,
24 streamlined, or updated to support efficient program administration while
25 maintaining accountability and transparency.

26 8. HHH has established an internal benchmark to fully execute voucher
27 contracts and encumber funds within 30 days of allocation. This is currently
28 being piloted during the FY26 contracting cycle and will be tracked internally
29 to assess process improvements.

30 9. Work with HHH and Albuquerque Community Safety (ACS) to explore
31 and provide a recommendation and propose a process to allow ACS to
32 directly administer Hotel/Motel Vouchers to unhoused individuals. HHH and

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1 ACS collaborate on the use of Hotel/Motel Voucher funding in the Street
2 Connect Contract.

3 SECTION 2. The Work Group shall develop a plan for integrating data
4 between housing, homelessness, and associated service dashboards that
5 currently exist or are planned that relate to behavioral health, substance
6 abuse, and housing and homelessness services. The dashboards should use
7 unique identifiers and data should be interoperable between the dashboards.

8 SECTION 3. The Work Group shall reconvene and include an additional
9 member with lived experience using a housing voucher in Albuquerque.

10 SECTION 4. The deadline contained in Section 2 of R-24-109, Enactment
11 No. R-2025-003, requiring that the implementation of the directives contained
12 in that Resolution be completed within one (1) year of the submission of the
13 implementation plan is hereby extended by nine (9) months to January 7,
14 2027.

15 SECTION 5. SEVERABILITY. If any section, paragraph, sentence, clause,
16 word or phrase of this Resolution is for any reason held to be invalid or
17 unenforceable by any court of competent jurisdiction, such decision shall not
18 affect the validity of the remaining provisions of this Resolution. The Council
19 hereby declares that it would have passed this Resolution and each section,
20 paragraph, sentence, clause, word or phrase thereof irrespective of any
21 provision being declared unconstitutional or otherwise invalid.

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