

**CITY of ALBUQUERQUE  
TWENTY SIXTH COUNCIL**

COUNCIL BILL NO. R-24-109 ENACTMENT NO. R. 2025. 003

SPONSORED BY: Renée Grout and Nichole Rogers

1 RESOLUTION

2 DIRECTING THE DEPARTMENT OF HEALTH, HOUSING, AND  
3 HOMELESSNESS TO MAKE THE HOUSING VOUCHER PROGRAM MORE  
4 EFFICIENT AND TRANSPARENT.

5 WHEREAS, Albuquerque is facing a housing crisis with many residents,  
6 especially the most vulnerable populations, experiencing homelessness or  
7 housing instability; and

8 WHEREAS, the City administers housing voucher programs funded by  
9 various sources (collectively, Housing Voucher Programs); and

10 WHEREAS, the Department of Health, Housing, and Homelessness (HHH)  
11 has developed Administrative Requirements to administer contracting for  
12 Housing Voucher Programs, and these can be improved, clarified, and  
13 expanded; and

14 WHEREAS, HHH requires policies and procedures for all aspects of its  
15 Housing Voucher Programs; and

16 WHEREAS, at this time, individuals needing Housing Program Vouchers  
17 must contact several different agencies to check for availability, and a  
18 standardized central referral and intake system would reduce the barriers,  
19 confusion, and delay this causes; and

20 WHEREAS, HHH can develop and improve the tracking of long-term  
21 outcomes of its Housing Voucher Programs, making it easier for the City and  
22 its residents to evaluate the effectiveness of the Housing Voucher Programs;  
23 and

24 WHEREAS, a critical step in making the Housing Voucher Program more  
25 efficient and transparent is to initiate a collaborative process through a  
26 working group, which will provide guidance and input to help the Department

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1 of Health, Housing and Homelessness carry out the directives of this  
2 Resolution; and

3 WHEREAS, the City requires a real-time software system that integrates the  
4 relevant systems and allows the timely monitoring of voucher use,  
5 streamlining data reporting, and supporting data-driven program funding.

6 BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF  
7 ALBUQUERQUE:

8 SECTION 1. The Department of Health, Housing, and Homelessness is  
9 directed to take the following steps to increase the efficiency and  
10 transparency of its Housing Voucher Programs including but not limited to:  
11 Permanent Supportive Housing (PSH) Vouchers, Rapid Re-Housing (RRH)  
12 Vouchers, Transitional Housing Vouchers (THV), Motel/Hotel Vouchers, and  
13 Project Based Housing Vouchers (PBV). Because each of these voucher  
14 programs are administered differently, HHH shall take the following steps for  
15 each voucher type separately.

16 A. HHH shall outline existing policies and procedures for the  
17 administration of its Housing Voucher Programs. Based on its review and  
18 analysis of existing policies and procedures, HHH shall identify necessary  
19 improvements and develop new and expanded policies and procedures that  
20 improve the administration of its Housing Voucher Programs.

21 B. HHH shall coordinate with the current Coordinated Entry System (CES)  
22 contractor to identify and evaluate existing intake and referral processes for  
23 all Housing Voucher Programs. Based on its review and analysis of existing  
24 processes, HHH shall identify necessary improvements and develop an  
25 expanded and improved centralized intake and referral system for all Housing  
26 Voucher Programs, and require all applicants for Housing Voucher Programs  
27 to go through this standardized entry program.

28 C. HHH shall outline existing long-term outcome goals for each of the  
29 Housing Voucher Program types, including the specific measures each  
30 provider is required to track pursuant to their contracts with the City and how  
31 HHH currently evaluates the effectiveness of each program and tracks  
32 outcomes for each program participant. Based on its review and analysis of its  
33 existing processes, HHH shall identify necessary improvements and develop

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1 new long-term and expanded short-term outcome goals, program evaluation  
2 processes, and methods for tracking and reporting individual outcomes for  
3 program participants.

4 D. HHH shall procure and implement software for tracking its Housing  
5 Voucher Programs to include but not be limited to the following core  
6 requirements. To the extent that HHH can use existing financial systems for  
7 any of the following requirements, it is directed to do so.

8 1. HHH shall outline and review its existing procedures for processing  
9 reimbursement requests. To enhance efficiency, agencies shall be able to  
10 enter requests for reimbursement into the City's financial system, and HHH  
11 shall be able to review the submissions electronically;

12 2. The software shall integrate with the Homeless Management  
13 Information System (HMIS) and the City's financial systems, such as  
14 PeopleSoft;

15 3. The software shall include a public-facing live dashboard to track  
16 voucher use, financial spend-down, and program outcomes in real-time; and

17 4. The software shall include a platform for Housing Voucher Program  
18 participants to provide feedback on services, barriers, and outcomes.

19 E. HHH shall set an internal Department goal to fully execute all housing  
20 voucher contracts and encumber funds within thirty (30) days of funding  
21 allocation, including funds allocated in the City's annual processes.

22 F. HHH shall outline and review the administrative requirements for all  
23 contracts to ensure applicability to each Housing Voucher Program, including  
24 all funding sources for each voucher type.

25 SECTION 2. HHH shall submit a report on its current practices and an  
26 implementation plan for updated practices pursuant to SECTION 1 of this  
27 Resolution to the City Council within 90 days of the effective date of this  
28 Resolution, followed by quarterly reports on progress. All reports and plans  
29 shall include a separate breakdown of all information for each voucher type.  
30 The implementation of these directives shall be completed within one-year of  
31 the submission of the implementation plan.

32 SECTION 3. Within 30 days of the effective date of this Resolution, the  
33 Administration shall convene a Housing Voucher Program Working group that

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1 is staffed by the Department of Health, Housing and Homelessness and  
2 includes members from City Staff, nonprofit agencies, and other stakeholders.

3 The Working Group shall include staff from the following City Departments:

- 4 A. Department of Health, Housing and Homelessness
- 5 B. City Council Services Department
- 6 C. Department of Technology and Innovation, for advice and input on  
7 existing City technology and any proposed new technology
- 8 D. Department of Finance and Administrative Services Accounting  
9 Division, for advice and input on the billing and payment systems
- 10 E. Department of Finance and Administrative Services Purchasing  
11 Division, for advice and input on the procurement of software
- 12 F. City Legal Department, for advice and input on policies and procedures
- 13 G. Albuquerque Community Safety and any other Department that may be  
14 tasked with distribution of vouchers or other outreach services

15 The Working Group shall also include representatives from nonprofit agencies  
16 and other groups as necessary. These may include, but are not limited to:

- 17 H. New Mexico Coalition to End Homelessness
- 18 I. The Barrett Foundation
- 19 J. Heading Home
- 20 K. Cuidando Los Niños
- 21 L. Healthcare for the Homeless

22 The Working Group shall provide guidance and input necessary to help the  
23 Department of Health, Housing and Homelessness carry out the directives of  
24 this Resolution.

25 SECTION 4. The Administration shall work with HHH and Albuquerque  
26 Community Safety (ACS) to explore and provide a recommendation and  
27 propose a process to allow ACS to directly administer Motel/Hotel Vouchers to  
28 unhoused individuals.

29 SECTION 5. SEVERABILITY. If any section, paragraph, sentence, clause,  
30 word, or phrase of this Resolution is for any reason held to be invalid or  
31 unenforceable by any court of competent jurisdiction, such decision shall not  
32 affect the validity of the remaining provisions of this Resolution. The Council  
33 hereby declares that it would have passed this Resolution and each section,

1 paragraph, sentence, clause, word, or phrase thereof irrespective of any  
2 provision being declared unconstitutional or otherwise invalid.

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1 PASSED AND ADOPTED THIS 6<sup>th</sup> DAY OF January, 2025  
2 BY A VOTE OF: 9 FOR 0 AGAINST.

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8 Brook Bassan, President  
9 City Council

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12 APPROVED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2025

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16 Bill No. R-24-109

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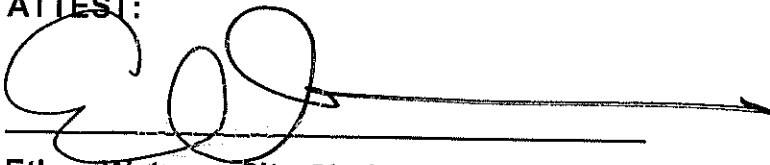
21 Timothy M. Keller, Mayor  
22 City of Albuquerque

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26 ATTEST:



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28 Ethan Watson, City Clerk

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# City of Albuquerque

## Office of the City Clerk

Timothy M. Keller, Mayor

Ethan Watson, City Clerk

### Interoffice Memorandum

January 23, 2025

**To:** CITY COUNCIL  
**From:** Ashley Santistevan, Records Center Manager  
**Subject:** BILL NO. R-24-109; ENACTMENT NO. R-2025-003

I hereby certify that on January 23, 2025, the Office of the City Clerk received Bill R-24-109 as signed by the president of the City Council, Brook Bassan. Enactment No. R-2025-003 was passed at the January 6, 2025 City Council meeting. Mayor Keller did not sign the approved Resolution within the 10 days allowed for his signature and did not exercise his veto power. Pursuant to the Albuquerque City Charter Article XI, Section 3, this Resolution is in full effect without Mayor's approval or signature. This memorandum shall be placed in the permanent file for Bill No. R-24-109.

Sincerely,

Ethan Watson  
City Clerk