

CITY of ALBUQUERQUE

TWENTY SIXTH COUNCIL

COUNCIL BILL NO. R-24-109 ENACTMENT NO. _____

SPONSORED BY: Renée Grout

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

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1 BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF
2 ALBUQUERQUE:

3 SECTION 1. The Department of Health, Housing, and Homelessness is
4 directed to take the following steps to increase the efficiency and
5 transparency of its Housing Voucher Programs:

- 6 A. HHH shall develop new and expand existing policies and procedures for
7 the administration of its Housing Voucher Programs.
- 8 B. HHH shall develop an expanded and improved centralized intake and
9 referral system for all Housing Program Vouchers, which uses a
10 platform such as the Coordinated Entry System (CES), and require all
11 applicants for Housing Program Vouchers to go through this
12 standardized entry program.
- 13 C. HHH shall develop and expand long-term outcome goals for each of the
14 Housing Program Voucher types and track those outcomes for each
15 program participant.
- 16 D. HHH shall procure and implement software for tracking its Housing
17 Voucher Programs to include but not be limited to the following core
18 requirements. To the extent that HHH can use existing financial systems
19 for any of the following requirements, it is directed to do so.
 - 20 1. Agencies shall be able to enter requests for reimbursement into the
21 City’s financial system, and HHH shall be able to review the
22 submissions electronically;
 - 23 2. The software shall integrate with the Homeless Management
24 Information System (HMIS) and the City’s financial systems, such as
25 PeopleSoft;
 - 26 3. The software shall include a public-facing live dashboard to track
27 voucher use, financial spend-down, and program outcomes in real-
28 time; and
 - 29 4. The software shall include a platform for Housing Voucher Program
30 participants to provide feedback on services, barriers, and outcomes.
- 31 E. HHH shall set an internal Department goal to fully execute all housing
32 voucher contracts and encumber funds within thirty (30) days of
33 funding allocation.

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SECTION 2. HHH shall submit an implementation plan to the City Council within 90 days of the publication of this Resolution, followed by quarterly reports on progress. The implementation of these directives shall be completed within one-year of the submission of the implementation plan.

SECTION 3. SEVERABILITY. If any section, paragraph, sentence, clause, word, or phrase of this Resolution is for any reason held to be invalid or unenforceable by any court of competent jurisdiction, such decision shall not affect the validity of the remaining provisions of this Resolution. The Council hereby declares that it would have passed this Resolution and each section, paragraph, sentence, clause, word, or phrase thereof irrespective of any provision being declared unconstitutional or otherwise invalid.