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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

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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