



CITY OF ALBUQUERQUE
Albuquerque, New Mexico
Office of the Mayor

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM

January 8, 2026

TO: Klarissa J. Peña, President, City Council

FROM: Timothy M. Keller, Mayor



SUBJECT: Executive Communication to Request Approval of a Social Services Agreement with Catholic Charities to implement and operate the Housing Resource Center and the Move-In Mentor Program.

In accordance with Section 4(D) of the Social Services Contracts Procurement Rules, a Request for Qualifications ("RFQ") was solicited to launch and operate the Housing Resource Center and the Move-In Mentor Program as outlined in the approved budget for FY26. The Department of Health, Housing and Homelessness reviewed the submissions and recommends awarding the contract to Catholic Charities. The award requires approval as it is above the Social Services Agreement threshold of \$150,000 pursuant to ROA 1994 § 5-5-19 (A)(4)(a).

The award is as follows:

- Catholic Charities for \$600,000.00, with a time of performance beginning upon execution through June 30, 2026.

The City anticipates awarding this as a three-year RFQ, with annual renewals contingent upon approved City budget allocation.

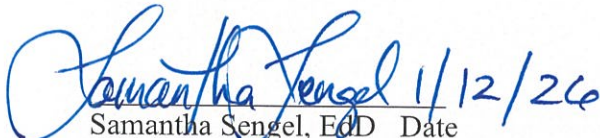
The agency will fill a critical gap in existing services by providing individuals and families experiencing housing instability with a homelessness prevention program that offers a central hub to secure resources, including needs assessments, education, warm hand-offs to community resources, and assistance finding affordable housing.

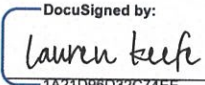
The Department of Health, Housing and Homelessness respectfully forwards this request to the Council for consideration and immediate action pursuant to ROA 1994 § 5-5-19(A)(4)(a). Attached please find the Request for Qualifications, scoring sheets, recommendation of awards, and the successful submissions.

Legislation Title: Executive Communication to Request Approval of a Social Services Agreement with Catholic Charities to implement and operate the Housing Resource Center and the Move-In Mentor Program.

Approved:

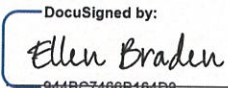
Approved as to Legal Form:


Samantha Sengel, EdD Date
Chief Administrative Officer

DocuSigned by:
 1/12/2026 | 9:36 AM MST
1A21D96D32C74EE... Date
City Attorney

Initial


Recommended:

DocuSigned by:
 1/9/2026 | 8:23 AM MST
944BC7466B104D9... Date
Ellen Braden
Acting Director
Department of Health, Housing and Homelessness

Cover Analysis

1. What is it?

This Executive Communication is a request for approval of a Social Services Agreement with Catholic Charities to implement and operate two new homeless prevention programs, the Housing Resource Center and the Move-In Mentor Program.

2. What will this piece of legislation do?

This legislation authorizes the approval of a Social Services Agreement with Catholic Charities to implement and operate the Housing Resource Center and the Move-In Mentor Program. Catholic Charities was selected through a competitive Request for Qualifications Process.

3. Why is this project needed?

The Housing Resource Center and the Move-In Mentor Program will provide a centralized hub for residents at-risk of homelessness to receive resources, guidance, education, and direct assistance with accessing affordable housing.

4. How much will it cost and what is the funding source?

The total program cost for operations, services, and program implementation will not exceed \$600,000, of which \$310,000 is allocated from the General Fund, and \$290,000 is a Non-Recurring Appropriation.

5. Is there a revenue source associated with this contract? If so, what level of income is projected?

No, there is no revenue source associated with this contract.

6. What will happen if the project is not approved?

The Housing Resource Center and Move-In Mentor Program will not be implemented. Without these programs, there will remain a critical gap in services for households at risk of homelessness.

7. Is this service already provided by another entity?

While housing services exist in the community, no other entity provides this combination of centralized housing guidance, intensive collaboration with other organizations, individualized needs assessments, warm hand-offs to community providers, and practical move-in support.

FISCAL IMPACT ANALYSIS

TITLE: Executive Communication to request authorization of a Social Service Agreement with Catholic Charities to implement and operate the Housing Resource Center and Move-In Mentor Program.

R: O:
FUND: 110
DEPT: HHH

- ☒ No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- ☐ (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	2026	Fiscal Years 2027	#	2028	Total
Base Salary/Wages					-
Fringe Benefits at					-
Subtotal Personnel	-	-		-	-
Operating Expenses					
Property		-		-	-
Indirect Costs	-	-		-	-
Total Expenses	\$ -	\$ -	\$ -	\$ -	-
<input checked="" type="checkbox"/> Estimated revenues not affected					
<input type="checkbox"/> Estimated revenue impact					
Revenue from program					
Amount of Grant					0
City Cash Match					
City Inkind Match					
City IDOH					
Total Revenue	\$ -	\$ -	\$ -	\$ -	-

These estimates do not include any adjustment for inflation.

* Range if not easily quantifiable.

Number of Positions created

COMMENTS: This resolution will authorize a Social Service Contract with Catholic Charities to provide a Housing Resource Center and Move-In Mentor Program at a cost of \$600,000 for FY 2026. There will be no fiscal impact above existing appropriations in Fund 110 for FY 2026.

COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:

PREPARED BY:

APPROVED:

DocuSigned by:

DocuSigned by:

Vicki Schwab

1/9/2026 | 7:28 AM MST

Ellen Braden

1/9/2026 | 8:23 AM MST

FISCAL ANALYST

DIRECTOR

(date)

REVIEWED BY:

Signed by:

DocuSigned by:

Signed by:

Diane Shaver

1/9/2026 | 2:11 PM MST

Lawrence Davis

1/9/2026 | 4:37 PM MST

Christine Bourner

1/9/2026 | 4:42 PM MST

EXECUTIVE BUDGET ANALYST

BUDGET OFFICER (date)

CITY ECONOMIST

AGREEMENT

THIS AGREEMENT is made and entered into upon the final date of signature below, by and between the City of Albuquerque, New Mexico, a municipal corporation (the "City"), and CATHOLIC CHARITIES, 2010 Bridge Blvd SW, Albuquerque, NM 87105, a New Mexico non-profit (the "Contractor").

RECITALS

WHEREAS, the City has determined that it will provide basic social services to ensure that its residents are afforded access to basic services required to maintain a reasonable quality of life; and

WHEREAS, these services enhance the health, wellness, education and public safety of the City of Albuquerque; and

WHEREAS, the City has appropriated funds ("City Funds") for this purpose; and

WHEREAS, the City issued Requests for Qualifications for the Housing Resource Center and Move-In Mentor Program, and the Contractor was awarded the contract for these services; and

WHEREAS, the Agreement is exempt from the City's competitive procurement requirements per paragraph 4(D) of the Department of Family and Community Services Contracts Rules, effective November 24, 2021; and

WHEREAS, the City desires to engage the Contractor to render certain social services as described herein; and

WHEREAS, the Contractor represents that it has the expertise and resources necessary to render such social services; and

NOW THEREFORE, in consideration of the premises and mutual obligations herein, the parties hereto do mutually agree as follows:

1. Goals and Objectives: The Contractor agrees to accomplish the goals and objectives set out in **Exhibit A** to this Agreement in a satisfactory and proper manner, as determined by the City and within the financial resources provided.
2. Scope of Services: The Contractor shall perform the services set out in **Exhibit A** ("Services") in a satisfactory and proper manner as determined by the City and within the financial resources provided.
3. Time of Performance: Services of the Contractor designated herein are to commence from the time of contract execution, and shall renew for two additional one-year periods, contingent on sufficient funding and appropriations, unless terminated pursuant to this Agreement. Services shall be undertaken and completed in such sequence as to assure their expeditious completion in light of the purposes of this Agreement, but in any event, all of the Services required hereunder shall be completed by June 30, 2026.

Automatic renewal of this Agreement for subsequent years within the three-year term is expressly contingent upon the City's appropriation of funds for that particular year. Should City Council fail to provide sufficient appropriations or authorizations, or should there be insufficient funding allocated in the City's budget, the City may terminate the Agreement pursuant to the terms of this Agreement, and such termination shall not be considered an event of default.

4. Compensation and Method of Payment:

A. Maximum Compensation: For performing the Services specified in Section 2 of this Agreement, the City agrees to pay the Contractor a total amount not to exceed Six Hundred Thousand and 00/100 Dollars (\$600,000.00), which includes Two Hundred Ninety Thousand and 00/100 Dollars (\$290,000.00) one-time, non-recurring funds appropriated by City Council, which amount includes any applicable gross receipts taxes and which amount shall constitute full and complete compensation for the Contractor's Services under this Agreement, including all expenditures made and expenses incurred by the Contractor in performing the Services per the "City Budgets" attached hereto and made a part hereof as **Exhibit D**.

B. Method of Payment:

- (1) The City agrees to pay such sum to the Contractor on a cost reimbursement basis at monthly intervals, and subsequent to receipt of a requisition for payment in compliance with the budgetary and fiscal guidelines of the City. Only those costs which are allowable under the terms of this Agreement shall be reimbursed. The City shall withhold reimbursement to the Contractor for failure to perform the Services described in this Agreement and for failure to meet any other requirements of this Agreement. Payment will be withheld until such time as the Contractor is in full compliance with all the terms of this Agreement.
- (2) All requisitions for payment submitted by the Contractor must be supported by documentation of Services provided in the Contractor's files, and indicate "pay now."
- (3) Checks issued by the Contractor to pay obligations incurred under this Agreement shall be made payable to the vendor for services or materials and not to cash.
- (4) The funds received by the Contractor under this Agreement shall be spent by the Contractor within three (3) days of the receipt of said funds unless such funds are for the reimbursement of costs for which Contractor funds have already been spent.
- (5) The City and the Contractor specifically agree that although the default payment schedule for the City is "net 30," under this Agreement the City's payment terms with the Contractor will be "pay now." This Agreement authorizes that the process required for payment may begin upon receipt of the invoice by the City, rather than 30 days after the invoice date.

- C. **Program Income:** Program Income refers to the gross income earned by the Contractor from City-supported activities. Program Income shall be treated as described in the *Administrative Requirements for Social Services Contracts Awarded Under the City of Albuquerque*, Section 13.B. Accounting for Program Income, as amended.
 - D. **Responsibility to Monitor Contract:** Contractor shall be responsible for ensuring that the Contractor does not bill for Services in an amount that exceeds the total contract amount. With each invoice submitted to the City, the Contractor shall include a ledger report that identifies the total amount the Contractor has billed for Services under this Agreement and any Supplements to this Agreement. If at any time the Contractor determines that payment for Services may or will exceed the total amount provided in this Agreement and any Supplements to this Agreement, the Contractor shall notify the City in writing, as soon as possible after making that determination. If the Contractor's billing exceeds the amount of this Agreement and any Supplements, the City may stop or delay payment, or the Services may be ceased or delayed at the City's request.
- 5. **Budget Revisions:** The Contractor shall inform the City of any "line item" revisions to the City Budgets, within the Maximum Compensation shown in this Agreement and shall obtain the City's prior written approval of any budget line item change that represents at least Five Hundred Dollars (\$500) or five percent (5%) or more of the line item amount, whichever is greater, pursuant to the latest approved budget. Provided, however, that any budget revisions must be eligible expenditures under this Agreement.
 - 6. **Amendment to Agreement:** Amendments to this Agreement shall be in writing and signed by both parties.
 - 7. **Fiscal Agent, Purchasing Agent, and Personnel Agent:**
 - A. The Contractor shall serve as its own fiscal agent, purchasing agent, and personnel agent.
 - B. Contractor shall have and maintain financial policies and procedures, an accounting system, purchasing policies and procedures (including bid requirements) and personnel policies and procedures that adhere to generally accepted accounting and management standards and practices.
 - 8. **Performance Monitoring:** The Contractor will from time to time provide assistance and information needed by City staff to monitor and evaluate the performance of the above mentioned Scope of Services. It is understood that City staff, at its discretion, may perform periodic fiscal and program monitoring reviews on dates to be arranged. It is also understood that reviews by other officials may be required on dates to be arranged.
 - 9. **Restrictions on Use of Funds:**
 - A. Contractor must establish and use a set of written accounting policies which meet the minimum standards established by the City for contract accounting.

- B. The funds provided by this Agreement are primarily intended to provide the Services called for by this Agreement to low and moderate income residents, defined as residents having 80% or below of the median income of the Albuquerque Standard Metropolitan Statistical Area (SMSA).
10. Reversion of Assets: Upon the expiration of this Agreement, the Contractor shall transfer to the City any City Funds on hand at the time of expiration and any accounts receivable attributed to the use of City Funds. The Contractor shall ensure that any property that was acquired or improved in whole or in part with City Funds complies with the Scope of Services Section of this Agreement and must adhere to the Property Management Section of the *Administrative Requirements for Social Services Contracts Awarded Under the City of Albuquerque*, as amended.
11. Appropriations: Notwithstanding any other provision in this Agreement, the terms of this Agreement are contingent upon the City Council of the City of Albuquerque making the appropriations necessary for the performance of this Agreement. If sufficient appropriations and authorizations are not made by the City Council, or if the City Council un-appropriates or deauthorizes funds during a fiscal year, this Agreement may be terminated upon thirty (30) days' written notice given by the City to all other parties to this Agreement. Such event shall not constitute an event of default. All payment obligations of the City and all of its interest in this Agreement will cease upon the date of termination. The City's determination as to whether sufficient appropriations are available or have been made shall be accepted by all parties and shall be final.
12. Independent Contractor:
- A. Neither the Contractor nor its employees are considered to be employees of the City of Albuquerque for any purpose whatsoever. The Contractor is considered to be an independent contractor at all times in the performance of the Scope of Services described herein.
- B. The Contractor further agrees that neither it nor its employees are entitled to any benefits from the City under the provisions of the Workers' Compensation Act of the State of New Mexico, or to any of the benefits granted to employees of the City under the provisions of the Merit System Ordinance as now enacted or hereafter amended.
- C. The Contractor certifies that it will establish, publish and post a statement of its policies and requirements on maintaining a drug free workplace which complies with the Drug-Free Workplace Act of 1988 41 U.S.C 8101-8106, and shall require all providers of Services under this Agreement to comply with the workplace requirements of the Act.
13. Personnel:
- A. The Contractor represents that it has, or will secure, all personnel required in performing all of the Services required under this Agreement. Such personnel shall not be employees of or have any contractual relationships with the City. Personnel salaries,

benefits and other related costs may be paid for from City Funds as authorized in the City Budgets.

- B. All the Services required hereunder will be performed by the Contractor or under its supervision and all personnel engaged in the work shall be fully qualified and shall be authorized or permitted under state and local law to perform such Services.
 - C. None of the work or the Services covered by this Agreement shall be subcontracted without prior written approval of the City. Any work or Services subcontracted hereunder shall be specified by written contract or agreement and shall be subject to each provision of this Agreement.
 - D. The Contractor shall have in its possession a documented set of personnel policies and procedures, including fringe benefits, if any, available to the Contractor's employees and which has been formally adopted by its governing board. Such a document shall be made available for inspection and determination by the City as to its acceptability.
 - E. If the Services under this Agreement require the Contractor to work with or be in proximity to children or other vulnerable populations, the Contractor will comply with all applicable requirements contained in the *Administrative Requirements for Social Services Contracts Awarded Under the City of Albuquerque*, as amended.
14. Indemnity: The Contractor agrees to defend, indemnify, and hold harmless the City and its officials, agents, and employees from and against any and all claims, suits, demands, actions, or proceedings of any kind brought against any of those persons because of any injury or damage received or sustained by any person, persons, or property, which injury is arising out of or resulting from the Contractor's provision of goods or services under this Agreement, or by reason of any asserted act or omission, neglect, or misconduct of the Contractor or the Contractor's agents, employees, or subcontractors, or the agents or employees of any subcontractor of Contractor, whether direct or indirect. The defense and indemnity required hereunder shall not be limited by reason of the specification of any particular insurance coverage in this Agreement.
15. Insurance: The Contractor shall procure and maintain at its own expense until final payment by the City for Services covered by this Agreement, insurance in the kinds and amounts hereinafter provided with insurance companies authorized to do business in the State of New Mexico, covering all operations under this Agreement, whether performed by the Contractor or its agents. Before commencing the Services, and on the renewal of all coverages, the Contractor shall furnish to the City a certificate or certificates in form satisfactory to the City showing that it has complied with this Section. All certificates of insurance shall provide that thirty (30) days written notice be given to the Risk Manager, Department of Finance and Administrative Services, City of Albuquerque, P.O. Box 470, Albuquerque, New Mexico, 87103, before a policy is canceled, materially changed, or not renewed. Various types of required insurance may be written in one or more policies. With respect to all applicable coverages, the City shall be named an additional insured by endorsement onto the policy. Proof of this additional insured relationship shall be evidenced on the Certificate of Insurance (COI) and on the insurance endorsement. All

coverages afforded shall be primary with respect to operations provided. Kinds and amounts of insurance required are as follows:

- A. Commercial General Liability Insurance: A commercial general liability insurance policy with combined limits of liability for bodily injury or property damage as follows:

\$2,000,000.00 Per Occurrence (or \$1,000,000 CGL and \$1,000,000 umbrella)
\$2,000,000.00 Policy Aggregate
\$1,000,000.00 Products Liability/Completed Operations
\$1,000,000.00 Personal and Advertising Injury
\$5,000.00 Medical Payments

Said policy of insurance must include coverage for all operations performed for the City by the Contractor and contractual liability coverage shall specifically insure the hold harmless provisions of this Agreement.

- B. Commercial Automobile Liability Insurance (“CAL”): A CAL policy with not less than a \$1,000,000.00 combined single limit of liability for bodily injury, including death, and property damage in any one occurrence. The CAL policy must include coverage for the use of all owned, non-owned, and hired automobiles, vehicles and other equipment both on and off work. This CAL policy cannot be a personal automobile liability insurance policy as most personal automobile liability policies exclude coverage for work related losses.
- C. Workers' Compensation Insurance: Workers' Compensation Insurance for the Contractor's employees when required by, and in accordance with, the provisions of the Workers' Compensation Act of the State of New Mexico (“Act”). The Contractor must have three (3) or more employees to trigger the Act's workers' compensation insurance requirement. Per the Act, this number includes the owner of the business.
- D. Professional Liability (Errors and Omissions) Insurance: Professional liability (errors and omissions) insurance in an amount not less than \$1,000,000.00 combined single limit of liability per occurrence with a general aggregate of \$3,000,000.00.
- E. Sexual Abuse Molestation Coverage: N/A
- F. Cyber Liability Coverage: N/A
- G. Increased Limits: If, during the term of this Agreement, the City requires the Contractor to increase the maximum limits of any insurance required herein, an appropriate adjustment in the Contractor's compensation will be made.

16. Other Attachments: The Contractor must have on file with the City current copies of:

- A. its certificate of nonprofit incorporation;
- B. the Contractor's articles of incorporation approved by the New Mexico Secretary of State Business Services Division;

- C. a copy of the Contractor's corporate bylaws;
- D. any license applicable to the Contractor's proposed activities;
- E. a listing of the current governing board members;
- F. a current organizational chart;
- G. the Contractor's written personnel policies;
- H. the Contractor's written accounting policies and procedures;
- I. the Contractor's written procurement policies and procedures; and
- J. a work plan which is based on the project narrative in Sections 1 and 2 of this Agreement and which specifies:
 - (1) the major tasks or activities to be performed under this Agreement;
 - (2) the measurable objectives for each task; and
 - (3) the time frame within which the tasks will be accomplished.

17. Representations in Proposal: The City has relied on all representations in the Contractor's proposal relevant to this Agreement in making its award, and the Contractor warrants the accuracy of all representations made by the Contractor in said proposal. Misrepresentation in the proposal shall be cause to terminate the contract and the Contractor shall owe all amounts paid to it as liquidated damages.
18. Notices, Addresses: Any notice hand-delivered or sent by mail (with a return receipt which indicates delivery) to the addresses below shall be deemed received for any purposes arising out of this Agreement, regardless of whether personally received by the Contractor.

For the City, notices may be sent to:

Director, Department of Health, Housing & Homelessness
 P.O. Box 1293
 Albuquerque, NM 87103

or for hand delivery:

Director, Department of Health, Housing & Homelessness
 400 Marquette NW, 5th Floor, Room 504
 Albuquerque, NM 87102

For Contractor, notices may be sent to:

CATHOLIC CHARITIES

2010 Bridge Blvd SW
Albuquerque, NM 87105

19. Required Assurances: During the performance of this Agreement, the Contractor agrees as follows:

A. Non-Discrimination; Americans with Disabilities Act:

- (1) In performing the Services required hereunder, the parties hereto shall not discriminate against any person on the basis of race, color, religion, sex, gender, gender identity, sexual orientation, pregnancy, childbirth or condition related to pregnancy or childbirth, spousal affiliation, national origin, ancestry, age, physical or mental handicap or serious medical condition, or disability as defined in the Americans with Disabilities Act of 1990, as now enacted or hereafter amended, and as defined in the New Mexico Human Rights Act. The Contractor agrees to comply and act in accordance with all provisions of the Albuquerque Human Rights Ordinance; the New Mexico Human Rights Act; the New Mexico Equal Pay for Women Act; Titles VI and VII of the U.S. Civil Rights Act of 1964, as amended; the Age Discrimination Act of 1975; Section 504 of the Rehabilitation Act of 1973; the Pregnant Workers Fairness Act; and all federal, New Mexico and City laws and rules related to the enforcement of civil rights. Questions regarding civil rights or affirmative action compliance requirements should be directed to the City's Office of Civil Rights.
- (2) The Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, gender, sexual preference, sexual orientation, gender identity, age, national origin or ancestry, physical or mental handicap, disability, or Vietnam era or disabled veteran status.
- (3) In performing the Services required under the Agreement, the Contractor agrees to meet all the requirements of the Americans with Disabilities Act of 1990, the Pregnant Workers Fairness Act, the New Mexico Human Rights Act, and all applicable rules and regulations (the "ADA") that are imposed directly on the Contractor or that would be imposed on the City as a public entity. The Contractor agrees to be responsible for knowing all applicable requirements of the ADA and to defend, indemnify, and hold harmless the City, its officials, agents, and employees from and against any and all claims, actions, suits, or proceedings of any kind brought against any of those parties as a result of any act or omission of the Contractor or its agents in violation of the ADA.
- (4) The Contractor shall ensure and maintain a working environment free of sexual harassment and other unlawful forms of harassment, intimidation, and coercion in all facilities at which the Contractor's employees are assigned to work.
- (5) The Contractor shall in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual

preference, sexual orientation, gender identity, age, national origin or ancestry, or physical or mental handicap or disability.

- B. Use of Funds for Sectarian Religious Purposes: The Contractor covenants and agrees that no funds awarded through this program will be used for sectarian religious purposes, and specifically that:
- (1) there will be no religious test for admission for services;
 - (2) there will be no requirement for attendance at religious services;
 - (3) there will be no inquiry as to a client's religious preference or affiliation;
 - (4) there will be no proselytizing; and
 - (5) the Services provided will be essentially secular.
- C. Lobbying: The Contractor understands that utilization of any federally appropriated funds provided to the Contractor by the City pursuant hereto to influence or attempt to influence any member or employee of the Executive or Legislative branches of the federal government with respect to a covered federal action is prohibited. The Contractor further agrees that it shall comply with the certification and disclosure requirements of the applicable regulations. *See Administrative Requirements for Social Services Contracts Awarded Under the City of Albuquerque*, as amended, for certifications and applicable rules.
- D. Accountability in Government: The Contractor understands and will comply with the City's Accountability in Government Ordinance, §2-10-1 *et seq.* ROA 1994 and Inspector General Ordinance, §2-17-1 *et seq.* ROA 1994.
- E. No Collusion: The Contractor covenants and warrants that this Agreement is entered into by the Contractor without collusion on the part of the Contractor with any person or firm, without fraud and in good faith. The Contractor also covenants and warrants that no gratuities, in the form of entertainment, gifts or otherwise, were, or during the term of this Agreement, will be offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the City with a view towards securing this Agreement or for securing more favorable treatment with respect to making any determinations regarding the performance of this Agreement.

20. Reports and Information:

- A. At such times and in such forms as the City and/or the appropriate funding entity may require, there shall be furnished to the City of Albuquerque, such statements, records, data and information as the appropriate funding entity or the City may request pertaining to matters covered by this Agreement. Unless authorized by the City, the Contractor will not release any information concerning any work product including any reports or other documents prepared pursuant to this Agreement until the final product is submitted to the City.

- B. The Contractor will provide to the City, monthly program performance reports covering the Services provided under this Agreement. Reports are due no later than fifteen (15) days after the end of the reporting period, and shall be in accordance with City of Albuquerque reporting instructions.
 - C. The Contractor will cooperate with any City, State or federal program data collection and evaluation efforts by providing the requested information for Services delivered. Failure to do so will result in the suspension and/or termination of this Agreement.
 - D. Data and information provided to the Contractor by the City, and data and information collected by the Contractor as part of its performance under this Agreement, belongs to the City and is City property. Such data and information shall be returned to the City upon the term or termination of the Agreement unless the City provides written authorization for the Contractor to retain any such data or information.
21. Open Meetings Requirements: Any nonprofit organization in the City which receives funds appropriated by the City, or which has as a member of its governing body an elected official, or appointed administrative official, as a representative of the City, is subject to the requirements of §2-5-1 *et seq.* ROA 1994, Public Interest Organizations. The Contractor agrees to comply with all such requirements, if applicable.
22. Active Board:
- A. The non-profit Contractor must document that its governing board is constituted in compliance with approved bylaws and that it actively fulfills its responsibilities for policy direction, including regularly scheduled meetings for which minutes are kept.
 - B. Project progress reports submitted by non-profit agencies must be approved and signed by the presiding officer of the board of directors. Reports submitted by a public agency must be reviewed and signed by an authorized official of that agency.
23. Debarment, Suspension, Ineligibility and Exclusion Compliance:
- A. The Contractor certifies that it has not been debarred, suspended or otherwise found ineligible to receive funds by any agency of the executive branch of the federal government.
 - B. The Contractor agrees that should any notice of debarment, suspension, ineligibility or exclusion be received by the Contractor, the Contractor will notify the City immediately.
24. Establishment and Maintenance of Records: Records shall be maintained in accordance with requirements prescribed by the City with respect to all matters covered by this Agreement. Except as otherwise authorized by the City, such records shall be maintained for a period of five (5) years after the receipt of final payment under this Agreement.
25. Audits and Inspections:

- A. At any time during normal business hours and as often as the City and/or the appropriate funding entity may deem necessary, there shall be made available to the City for examination, all of the Contractor's records with respect to all matters covered by this Agreement. The Contractor shall permit the City and/or the appropriate funding entity to audit, examine, and make excerpts or transcripts from such records, and to make audits of all contracts, invoices, materials, payrolls, records of personnel, conditions of employment, and other data relating to all matters covered by this Agreement.
- B. Contractors who expend \$1,000,000 or more of federal funds during the year shall have an audit conducted, in compliance with 2 CFR 200, Subpart F – Audit Requirements, as applicable. The audit shall be made by an independent auditor in accordance with generally accepted government auditing standards covering financial and compliance audits on funds provided under this Agreement. Contractors who receive \$25,000 or more in funding from the City, and do not fall under 2 CFR 200, Subpart F, shall have a financial statement audit conducted by an independent auditor in accordance with generally accepted government auditing standards.
26. Publication, Reproduction and Use of Material: No material produced in whole or in part under this Agreement shall be subject to copyright in the United States or in any other country. The City shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data or other materials prepared under this Agreement.
27. Identification of Documents: All reports, maps, and other documents completed as a part of this Agreement, other than documents exclusively for internal use within the City, shall contain the following information on the front cover or title page (or in the case of maps, in an appropriate block): Name of the City, month and year of the preparation, name of the Contractor and descriptive title.
28. Conflict of Interest: No member, officer, or employee of the Contractor, or any other person who exercises any functions or responsibilities with respect to the programs of the Contractor during his/her tenure, or for one year thereafter, shall have any interest, direct or indirect, in any contract or subcontract, or the proceeds thereof, for work to be performed in connection with the program assisted under this Agreement. The Contractor shall incorporate, or cause to be incorporated in all such subsequent agreements or sub-agreements, a provision prohibiting such interest pursuant to the purposes of this Section.
29. Compliance with Laws: In performing the Services required hereunder, the Contractor shall comply with all applicable laws, ordinances, and codes of the federal, State and local governments. In addition, the Contractor shall comply with the *Administrative Requirements for Social Services Contracts Awarded Under the City of Albuquerque*, as amended, and understands that failure to comply with the *Administrative Requirements* shall constitute grounds for termination of this Agreement. Should any term or condition of this Agreement violate any federal, State or local requirement, the Contractor must comply with the federal State or local requirement. Should it come to the Contractor's attention that a term or condition of this Agreement violates any federal, State or local

requirement, the Contractor will immediately bring such conflict to the attention of the City, in writing.

30. Assignability: The Contractor shall not assign any interest in this Agreement, and shall not transfer any interest in the same (whether by assignment or novation), without the prior written consent of the City thereto.
31. Termination for Cause:
- A. If, through any cause, the Contractor shall fail to fulfill in a timely and proper manner its obligations under this Agreement or if the Contractor shall violate any of the covenants, agreements, or stipulations of this Agreement, including all Exhibits thereto, the City shall thereupon have the right to terminate this Agreement by giving written notice to the Contractor of such termination and specifying the effective date thereof at least five (5) days before the effective date of such termination. In such event, all finished or unfinished documents, data, maps, studies, surveys, drawings, models, photographs and reports prepared by the Contractor under this Agreement shall, at the option of the City, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any work satisfactorily completed hereunder.
 - B. Notwithstanding the above, the Contractor shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of this Agreement by the Contractor, and the City may withhold any payments to the Contractor for the purposes of set-off until such time as the exact amount of damages due the City from the Contractor is determined.
32. Termination without Cause by the City: The City may terminate this Agreement without cause at any time by giving at least forty-five (45) days' notice in writing to the Contractor. If the Contractor is terminated by the City as provided herein, the Contractor will be paid an amount which bears the same ratio to the total compensation as the Services actually performed bear to the total Services of the Contractor covered by this Agreement, less payments of compensation previously made. If this Agreement is terminated due to the fault of the Contractor, the preceding Section hereof relative to termination shall apply.
33. Force Majeure: The City shall not be liable for failure to perform its obligations under this Agreement, for any loss or damage of any kind, or for any consequences resulting from delay or inability to perform, due to causes beyond the reasonable control and without the fault or negligence of the City. Such causes ("Force Majeure Events") include, but are not restricted to: acts of God or the public enemy; acts of State, Federal, or local governments; shortage or inability to obtain materials; breakdowns or delays of carriers, manufacturers, or suppliers; freight embargoes; theft; fire; floods; epidemics or pandemics; quarantine restrictions; strikes; lockouts; unusually severe weather; and defaults of subcontractors due to any of the above. If a Force Majeure Event causes any failure to perform, the City shall promptly inform the Contractor in writing of such event, indicating the expected duration thereof and the period for which suspension in performance is requested. The parties shall consult with each other in good faith with respect to modification of this Agreement to reflect such suspension or other changes (if any) desired by the City as a result thereof. The

rights and remedies of the City provided in this paragraph shall not be exclusive and are in addition to any other rights now being provided by law or under this Agreement.

34. Construction and Severability: If any part of this Agreement is held to be invalid or unenforceable, such holding will not affect the validity or enforceability of any other part of this Agreement so long as the remainder of the Agreement is reasonably capable of completion.
35. Enforcement: The Contractor agrees to pay to the City all costs and expenses including reasonable attorney's fees incurred by the City in exercising any of its rights or remedies in connection with the enforcement of this Agreement.
36. Entire Agreement: This Agreement contains the entire agreement of the parties and supersedes any and all other agreements or understandings, oral or written, whether previous to the execution hereof or contemporaneous herewith.
37. Applicable Law: This Agreement shall be governed by and construed and enforced in accordance with the laws of the State of New Mexico, and the laws, rules and regulations of the City of Albuquerque.
38. Forum Selection: Any cause of action, claim, suit, demand, or other case or controversy arising from or related to this Agreement shall be brought only in a court located in Bernalillo County, New Mexico. The parties irrevocably submit themselves to and consent to the jurisdiction of such courts. The provisions of this Section shall survive the termination of this Agreement.
39. No Third Party Beneficiaries: Nothing in this Agreement shall convey any rights upon any person or entity which is not a party or a successor or permitted assignee of a party to this Agreement.
40. Ethics and Campaign Practices: The Contractor agrees to provide the Board of Ethics and Campaign Practices of the City of Albuquerque or its investigator (the "Board") or the City of Albuquerque's Inspector General with any records or information pertaining in any manner to this Agreement whenever such records or information are within the Contractor's custody, are germane to an investigation authorized by the Board and are requested by the Board. The Contractor further agrees to appear as a witness before the Board as required by the Board in hearings concerning ethics or campaign practices charges heard by the Board. The Contractor agrees to require that all subcontractors or sub-consultants employed by the Contractor for any of the Services performed under the terms of this Agreement shall agree in writing to comply with the provisions of this Section. The Contractor and its sub-consultants or subcontractors shall not be compensated for its time or any costs it incurs in complying with the requirements of this Section.
41. Approval Required: This Agreement shall not become binding upon the City until approved by the highest approval authority of the City required under this Agreement.

42. Electronic Signatures: Authenticated electronic signatures are legally acceptable pursuant to Section 14-16-7 NMSA 1978. The parties agree that this Agreement may be electronically signed and that the electronic signatures appearing on the Agreement are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

SIGNATURES ON NEXT PAGE

IN WITNESS WHEREOF, the City and the Contractor have executed this Agreement upon the date of the last signature below.

CONTRACTOR:

Company: CATHOLIC CHARITIES

Approved By: /ABQSignature2/
Name: /ABQSignerName2/

Date: /ABQSignatureDate2/
Title: /ABQSignerTitle2/

CITY OF ALBUQUERQUE:

No additional directors

/ApprovedOption5/ /ABQSignature5/
Name: /ABQSignerName5/

Date: /ABQSignatureDate5/
Title: /ABQSignerTitle5/

/ApprovedOption4/ /ABQSignature4/
Name: /ABQSignerName4/

Date: /ABQSignatureDate4/
Title: /ABQSignerTitle4/

/CofAInitial1/ /ApprovedOption3/ /ABQSignature3/
Name: /ABQSignerName3/

Date: /ABQSignatureDate3/
Title: /ABQSignerTitle3/

EXHIBIT A
FY2026 SCOPE OF SERVICES
Catholic Charities: Housing Resource Center

A. Goals and Objectives:

1. To achieve the City of Albuquerque Goal Statement #1: People of all ages have the opportunity to participate in the community and economy and are well sheltered, safe, healthy, and educated.
2. To increase Housing stability by increasing constituents' access to high-quality information and warm handoff to community resources through support and oversight of the City's Housing Resource Center and offer one-time financial move-in assistance, housing-related case management/navigation through the Move-in Mentor Program.
3. To increase individual and family resiliency by providing a hub for homelessness prevention services and a framework that coordinates and educates members, community partners, and organizations.

B. Scope of Services:

The Contractor shall perform the following services in a manner satisfactory to the City, and consistent with any standards required as a condition of providing these funds and within the financial resources of this Agreement, for the purpose of operating the City's Housing Resource Center (HRC) and Move-in Mentor Program (MIM). The HRC will benefit all constituents, including tenants, landlords, property owners, and those experiencing a transition in housing or who are unhoused. The MIM will serve individuals with 50-80% AMI to provide one-time financial assistance to assist an eligible person in moving into a new rental.

Output 1: The Contractor shall coordinate the implementation of Housing Resource Center to act as a central hub for housing and a Move-In Mentor Program to act as a key homelessness prevention strategy for those at high-risk of becoming unhoused in accordance with the Program Guidelines to be developed during the Phases as outlined in **Attachment A**.

Output 2: Pre-launch materials, including program guidelines, policies and procedures, and referral workflows will be completed and approved by the City prior to moving to Phase 2.

Output 3: The Contractor will also train staff and prepare the facility to serve clients in accordance to Phases in **Attachment A**.

Outcome 3: 100% of staff will be trained to implement the HRC and MIM services and are prepared to receive clients in a trauma-informed way.

Output 4: The Contractor shall begin progressive service delivery, prepare and distribute promotional materials, and track and analyze referrals in accordance to Phases in **Attachment A**.

Outcome 4: 100% of services will be operational by the end of Phase 4, as outlined in **Attachment A**.

Output 5: Once Phase 3 is completed, the Contractor shall facilitate the provision of tailored housing and resource information, as well as a warm handoff to community resources whenever possible, to a **minimum of 100 individuals a month**. This service will be available to all individuals in the City of Albuquerque, with follow up as is deemed appropriate in the Policies and Procedures for the HRC.

Outcome 5: 100% requests for information will be returned within one business day and rescheduled if necessary.

Output 6: The Contractor shall conduct and document a brief assessment and triage of each participant's housing and related service needs. All assessments and triage activities shall be recorded for individuals seeking services and for whom a connection is made, ensuring consistent tracking and follow-up.

Outcome 6: 80% of people will be successfully referred to a community resource that directly addresses the needs they have identified.

Output 7: By collaborating with existing programs and city partners, the Contractor will conduct active community education and engagement services on a monthly basis. This outreach can include digital and on-site presentations.

Outcome 7: 90% of those attending community education sessions will report increased knowledge of tenant and landlord rights and responsibilities, an improved understanding of the housing system, and/or awareness of new resources applicable to their situation. This will be assessed through exit surveys.

Output 8: The Contractor will utilize the Unite Us platform to make and record referrals to community organizations. The Contractor shall identify a minimum of 16 community partners for targeted client referrals and develop a process for receiving referrals within Unite Us. The Contractor will also record referrals and follow-ups made outside of the Unite Us platform. The Contractor will track and record follow-ups, education and presentations provided, community coordination and planning completed, and other data necessary to complete reports and populate the internal HRC dashboard, on a quarterly basis.

Outcome 8: 100% of identified community partner will register and utilize Unite Us.

Output 9: For the MIM, the Contractor shall conduct housing assessments that identify and prioritize each client's needs, barriers, and strengths. The Contractor shall implement screening and eligibility criteria to determine appropriateness of the client's needs for program services. Based on this assessment, the Contractor shall provide coordinated service options to a **minimum of 75 households**. The Contractor will document every client engagement, including referrals to MIM services and to community partners. All assessments, service activities, referrals, and outcomes shall be recorded to ensure comprehensive tracking and consistent follow-up. In cases where there are complex eligibility questions, these instances will be elevated to the City to determine eligibility.

Outcome 9a: 100% of participants in the MIM will meet eligibility as outlined in the MIM Program Guidelines or have documented rationale and approval from the City.

Outcome 9b: 100% of those seeking services, and where services are rendered for one or more months, will have a documented housing assessment completed within the first month of service.

Outcome 9c: 90% of people served will indicate a positive experience/outcome, including feeling listened to and understood, learning at least one new resource, better understanding of the housing system, and a willingness to use the service again, if necessary, in a brief satisfaction survey.

Outcome 9d: 70% of clients served will be housed or have their need for housing resolved successfully.

Output 10: The Contractor, when they cannot satisfy a client's need with MIM program services, shall facilitate the provision of tailored housing and resource information, as well as a warm handoff to community resources, and follow up as is deemed appropriate. These referrals will be documented within the Unite Us system, on a monthly basis.

Outcome 10a: 100% of referrals to MIM will be responded to within one business day.

Outcome 10b: 80% of clients will be successfully referred to a community resource that directly addresses the needs identified in their housing assessment.

Output 11: For the MIM, the Contractor shall determine eligibility and need for financial assistance and ensure payments are made timely and appropriately to the correct payee. With approval from the City, the Contractor may provide funds for direct assistance for uses other than those specifically outlined, including those uses that support removing barriers and facilitate the acquisition of and transition into a rental. A special exception for participant income, which falls outside the 50% to 80% AMI guidelines, may be made with approval from the City.

Outcome 11a: 100% of financial support claims will be documented and reviewed utilizing a process outlined in the MIM Program Guidelines before being approved.

Outcome: 11b: 90% of payments to landlords, utility companies, or others will be made within one week of an approved claim.

Output 12: The Contractor shall reach out to landlords and property management companies and maintain a list of these entities, along with the types of renters they accept as well as ways to optimize applications to give clients the best chance possible for being selected.

Outcome 12: 60% of landlords engaged will agree to be added to the active landlord list and will provide complete and updated information about their rental criteria, vacancy practices, and application preferences.

C. Service Implementation and Reporting:

1. The Contractor will also meet regularly to receive consultant-led support and technical assistance during pre-launch, launch, and potentially early operations timeframes, to work through programmatic and operations issues, and ensure fidelity to the program model and Program Guidelines. The Contractor should notify the City of these meetings in advance. CABQ program representative(s) may also attend meetings as this program is refined during the launch and early operations timeframes. The Contractor will participate in a minimum of monthly coordination meetings with CABQ staff to review program progress, identify challenges, adjust strategies, and alter staffing as needed.

All program data collected under this Agreement, including client-level data to the extent permitted by confidentiality, will be made available to the City upon request in a timely manner.

2. The Contractor will track the number of services provided by each HRC staff member each quarter. Data tracking will include:
 - a. Call back times
 - b. Outcomes specific to CABQ-referred individuals
 - c. # and the type of population (tenant, landlord, unhoused) of people served
 - d. Type of service received (brief assessment, referral, follow-up, presentation)
 - e. # of touchpoints per person seeking assistance
 - f. # of referrals and name of organization referred to
 - g. # and type of brief housing assessment and other social service needs
 - h. # of referrals to Move-In Mentor Program
 - i. # of presentations and educational outreach activities
 - j. # and names of community partners engaged
 - k. Ways and methods in which community partners are engaged
 - l. Brief customer satisfaction survey results
 - m. Brief skills and knowledge improvement survey for education and presentation activities

3. The Contractor will track the number of services provided by each MIM staff member each quarter. Data tracking will include:
 - a. Call back times
 - b. Outcomes specific to CABQ-referred individuals
 - c. # of individuals served and type(s) of service(s) received
 - d. % of issues identified in Housing Assessment successfully addressed by MIM
 - e. # of animals finding housing via assistance of the program to their owners
 - f. # of services provided and for what amount of time
 - g. # of landlords outreached to
 - h. # of community referrals and name of organization referred to
 - i. # and the type of housing assessments completed
 - j. Total dollar amount and average dollar amount expended per client and for all clients
 - k. Days from claim completion to check mailing for cases where financial supports are utilized
 - l. Pre- and Post- customer satisfaction/ program impact survey results
 - i. # of people prevented from becoming unhoused
 - ii. # of people successfully moved into housing
4. The Contractor will pay special attention to ensuring that all the HRC services are available to multiple constituent groups, including those who are currently unhoused, housed, and landlords. The Contractor will pay special attention to ensuring that housing accessed through MIM services and financial support will be affordable to participants, based on their income, on an ongoing basis, even if initially they need assistance to acquire the housing and move in.
5. All constituents referred by CABQ from 311, or other CABQ referral source, will be given priority for callback, with every attempt made for the highest quality customer service.
6. The Contractor is to have a minimum of two Points of Contact named to work with the Consultants and CABQ to expedite the operationalizing and launch of the HRC and MIM.
7. The Contractor will ensure that the brief assessment, triage, and referral of constituents are executed in a timely fashion and that these duties do not expand to become more time-intensive or complex interventions or services that duplicate those already available in the community. Attention will also be paid to ensure that the number of touchpoints with those seeking services is sufficient for the success of the intervention.
8. The Contractor shall participate in the implementation of a social services referral platform, currently Unite Us, including establishment as an in-Network provider, attending training, and responding to referrals received through the platform. This includes administration of a City-approved Social Determinants of Health Screening Tool

at a frequency detailed in the Unite Us Navigation protocols, participation in data sharing with other community and social organizations on program activities with consent of the clients served, and sharing aggregate and non-medical client data with the City and other City-funded partners. This will include attendance at the New User Onboarding Meeting and regular Network User Meeting.

9. The Contractor will design program in such a way as to achieve equitable service provision and equitable results among participants served. Contractor will report out on outcome rates on outcomes of interest among different race and ethnicity populations served, specifically for Output 5.
10. The Contractor will submit Quarterly Reports, which consist of three forms: Part A includes aggregate results from agency data collection tools. Part B is a narrative highlighting connection to supportive resources, identification of barriers to serve the comprehensive needs of clients, and suggested solutions to address barriers to obtaining services. Part C provides clients' demographics. Reports are due no later than fifteen (15) days after the end of the reporting period.
11. The Contractor agrees to participate in networking activities as designated by the City, to include, but not be limited to, two networking meetings per program year.
12. Cooperate with any City, State, or Federal program data collection and evaluation efforts by providing the requested information for services delivered.
13. Ensure the City has accurate information about services, hours, address, and contact information in order to have accurate information on the City's website and 311 system.

Attachment A
HRC Phased Launch Steps

Disclaimer: These phases may be adjusted as necessary based on consultation with the external consultants and the approval of the City.

Phase 1 – Systems and Infrastructure (to be completed by January 31, 2026)

- Develop and finalize program guidelines, policies and procedures, and referral workflows
- Identify and procure phone and messaging system for internal and external communications
- Identify initial services to be offered and clients to be served during the Soft Launch Phase
- Identify staffing needs, including who will need to be hired and trained

Phase 2 – Training and Client Navigation (to be completed by February 28, 2026)

- Identify community partners for targeted referrals
- Provide staff training on the following:
 - Eligibility requirements for direct assistance
 - Technology and Systems (i.e., internal and external communication systems, Unite Us, and internal tracking systems)
 - Conducting needs-based assessments, providing tailored referrals, and warm hand-offs to community partners
- Prepare facility to receive and serve clients

Phase 3 – Soft Launch (to be completed by March 31, 2026)

- Prepare and distribute promotional materials for target populations
- Begin limited service delivery
- Track and analyze successful referrals
- Identify areas for improvement and refine as necessary

Phase 4 – Expanded Services and Full Launch (to be completed by April 30, 2026)

- Begin expanded service delivery
- Track and analyze successful referrals
- Begin outreach to expand community partners

Phase 5 – Stabilization, Evaluation, and Long-Term Planning (to be completed by May 31, 2026)

- Identify gaps in staffing, systems, and resources
- Conduct community education on HRC services and community resources
- Expand outreach and identify additional community partners

Request for Qualifications for Albuquerque Housing Resource Center and Move-In Mentor Program

Applications for qualifications will be accepted until **5:00 pm, October 16, 2025**.

The City of Albuquerque (CABQ) invites proposals from qualified non-profit organizations, public agencies, or consortia thereof to provide organizational support and partnership in launching and sustaining the ABQ Housing Resource Center (HRC) and Move-In Mentor Program (MIM). Entities should follow the department's Social Service Procurement regulations outlined [here](#). Together, these programs will move the needle on prevention and response to homelessness by increasing constituents' access to high-quality information, warm handoff to community resources, navigation for individuals who are not homeless but at-risk, and one-time financial aid to enable moving into a new rental unit. Through these means, CABQ will increase access to affordable housing, promote housing stability, and enhance eviction prevention. The City will provide Program Guidelines for both programs. The successful applicant will be expected to implement services consistent with these guidelines and implement updates as needed. The City of Albuquerque is providing up to \$600,000 annually to operate the Housing Resource Center (HRC) and Move-In Mentor (MIM) Program. Future funding is subject to annual budget appropriations and may be considered for continuation based on program outcomes and approved by the City Council and Administration. For full funding details, see the Funding Allocation section below.

Eligible applicants include non-profit organizations, public agencies, and consortia thereof. Applicants may apply to support one or both programs, but are strongly encouraged to apply for both due to the overlap in mission and the MIM falling within the umbrella of services offered by the HRC.

Background

The HRC and MIM programs were developed with considerable community input from the Albuquerque City Council and Albuquerque City Health, Housing & Homelessness, people with lived experience, community service providers, and landlords and tenants from across the City of Albuquerque. During program development, over 40 key informants from The City of Albuquerque were interviewed, seven community groups gave input, an innovative assessment of rental barriers in ABQ was completed, national programs were researched and mined for best and promising practices, and potential service options were identified and ranked by key informants to identify those services ABQ is most in need of. Through this input and cross-sector collaboration, a Program Guidelines document was completed to act as a roadmap for how services will be delivered and expected outcomes.

Funding Allocation

The City of Albuquerque is providing up to \$600,000 annually to operate the Housing Resource Center (HRC) and Move-In Mentor (MIM) Program. Of this amount, \$310,000 is recurring CABQ General Fund, and \$290,000 is a one-time allocation. Within this allocation, a minimum of \$160,000 must be used for direct financial assistance through the MIM Program. Future funding is subject to annual budget appropriations and may be considered for continuation based on program outcomes.

Program Overview

The Housing Resource Center and Move-In Mentor programs will be established at a location to be determined by the City of Albuquerque and in collaboration with the selected applicant. The selected provider will collaborate with the City to operationalize services at that site so that walk-in, scheduled, and remote visits will be available. Applicants should budget for program staff and services, not for facility acquisition or long-term lease costs, unless otherwise directed by the City.

CABQ anticipates awarding this as a three-year RFQ, with annual renewals contingent upon approved City budget allocations. While funding is appropriated on a year-to-year basis, the City intends to support the Housing Resource

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

Center and Move-In Mentor Program as ongoing components of the homeless prevention and housing service array. This form of procurement will be valid for three years and is intended to continue to be funded at the advertised amount, as funding allows. For funding details, see the Funding Allocation section above.

The following sections describe the two programs that make up this initiative, the Albuquerque Housing Resource Center (HRC), and the Move-In Mentor (MIM) Program, including their purpose, scope, and recommended staffing. The Housing Resource Center (HRC) and Move-In Mentor (MIM) are designed to operate in close partnership and share several core expectations outlined in each section below.

Program #1 Albuquerque Housing Resource Center (HRC)

The Housing Resource Center (HRC) will serve as a central hub for housing, supporting both landlords and tenants by offering expert guidance, triaging individual needs, and securely connecting people to community resources, including the Move-In Mentor Program. The HRC will also provide education on landlord and tenant rights and responsibilities, helping residents navigate housing challenges with confidence. Importantly, it is also planned that HRC will provide a framework to coordinate the efforts of multiple homelessness prevention programs funded by the City of Albuquerque, making them more effective and easier for those in need to access. The Albuquerque Housing Resource Center (HRC) will offer the capacity to expertly respond to constituent questions (both landlords and tenants) on housing, triage individuals' needs, securely link people to community resources, and provide the community with education on landlord and tenant rights and responsibilities.

More specifically, the focus of the HRC will include the following:

- Providing housing information services to all in need in the City of Albuquerque
- Initial, brief triage of needs for those seeking assistance
- Providing expert information and referrals/connections to community resources to constituents seeking housing information
- Offering presentations, trainings, and other educational opportunities to the community to convey accurate information on tenant and landlord rights and responsibilities
- Acting as an umbrella framework and facilitating meetings to assist in the coordination, planning, and organizing of various community programs and services focused on homelessness prevention
 - The HRC will have tight coordination with the MIM, and the MIM will fall within the HRC's umbrella of services and accept referrals from the HRC
 - The chosen applicant will utilize their existing digital platform/system and the Unite Us system to track referrals, follow-ups, data, and other details
- Collecting and analyzing data and compiling quarterly reports utilizing agreed-upon basic performance metrics

The recommended staffing for the Housing Resource Center includes four FTEs:

- HRC Project Director
- Community Housing Outreach Coordinator
- Two Housing Resource Experts

The titles listed above are provided as examples to illustrate potential roles. The selected program may propose alternative titles that are commensurate with the required level of experience and expertise. Final role titles and responsibilities can be refined in collaboration with the City to ensure alignment with program goals.

Eligibility, Role Responsibilities & Recommended FTE

The roles and responsibilities described in this section are provided to show the current thinking of how these programs could be operationalized and staffed. The selected applicant may propose alternative or refined roles and titles that are commensurate with the required level of experience and expertise. Final responsibilities will be reviewed and collaboratively refined with the City to ensure alignment with program guidelines and goals.

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

HRC Project Director (Example Title – 1 FTE)

The Project Director will oversee all HRC operations, supervise staff, and ensure adherence to program guidelines. This role requires a high level of expertise due to frequent contact and presentations to the public, responsibility for data, data analysis, and program management, and maintaining strong relationships and coordination with CABQ and community partners. The Director will also serve as the primary liaison to the City and may oversee the MIM program and staff if these programs are awarded to one entity.

Housing Resource Experts (Example Title – 2 FTE)

Housing Resource Experts will provide direct assistance to constituents by assessing housing needs, offering referrals, and maintaining a detailed resource list of services across Albuquerque. They will follow up with clients to ensure connections are made and collect data on housing needs and service gaps. They will need to maintain a thorough knowledge of available services in ABQ and the surrounding areas and maintain contacts at these organizations to facilitate warm handoffs. Three FTE are recommended for this role.

Community Housing Outreach Coordinator (Example Title – 1 FTE)

The Outreach Coordinator will focus on community education around tenant and landlord rights and responsibilities. This role will strengthen collaboration among prevention service providers, organize outreach events, and improve coordination to make resources more accessible to those in need. This individual will need to build cross-sector relationships, continuously cultivate their knowledge base, and provide presentations across the community. Outcomes will be tracked through documented outreach activities and stakeholder engagement.

Eligibility for HRC

No eligibility requirements for participants – available to all within the City of Albuquerque

Program Oversight and Coordination

The successful applicant(s) for this RFQ will meet regularly to receive consultant-led support and technical assistance during pre-launch, launch, and potentially early operations timeframes, to work through programmatic and operations issues, and ensure fidelity to the program model and Program Guidelines. CABQ program representative(s) may also attend meetings as this program is refined during the launch and early operations timeframes. The successful applicant will participate in a minimum of monthly coordination meetings with CABQ staff to review program progress, identify challenges, and adjust strategies as needed.

The HRC and MIM are designed to operate in close partnership, with each addressing different points of need in Albuquerque's housing system. The next section describes the Move-In Mentor Program, which focuses on direct support for households at imminent risk of losing housing.

Program #2 Move-In Mentor Program (MIM)

The Move-In Mentor (MIM) Program is a homelessness prevention initiative designed to support individuals and families in Albuquerque who are on the precipice of losing housing but who often do not qualify for traditional community services due to having a regular source of income. The MIM was created to prevent people from becoming unhoused when displaced from their rental and unable to quickly secure a new unit. In Albuquerque's competitive market, first-time renters and those facing sudden displacement often lack the history, resources, or financial means to compete with more seasoned renters. Through time-limited housing counseling, financial and credit guidance, navigation support, and one-time financial assistance, MIM helps participants overcome barriers to

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

secure and maintain affordable housing units. The program will work in partnership with the Housing Resource Center, accepting referrals and coordinating within its umbrella of services.

More specifically, the focus of the Move-In Mentor Program will include the following:

- Assisting people on the precipice of falling into homelessness in The City of Albuquerque and preventing them from becoming unhoused by helping them transition into affordable rentals through time-limited housing counseling, credit and financial counseling, navigation, and financial support
- Helping people who do not qualify for standard community services but are struggling and may become unhoused if they do not receive timely support
- A lifeline for people who have sufficient income to maintain housing, with some initial one-time financial assistance
- The MIM program will work in direct coordination with the HRC, accept referrals from the HRC, and operate within its umbrella of services
- Offering a goal-oriented, time-limited navigation and skill building with an appropriate level of follow-up.
- Maintaining relationships with landlords and property management companies, as well as preferences for renters and details of applications, such that they can navigate renters to rental units where they pose the greatest chance of acceptance, as well as guiding them through this application process
- Focusing on and demonstrating outcomes related to homelessness prevention
- Utilizing the applicant's existing digital platform/system and Unite Us system to track referrals, follow-ups, data, and other details
- Collecting and analyzing data and compiling quarterly reports utilizing agreed-upon basic performance metrics

The MIM will focus specifically on preventing individuals and families on the precipice of homelessness from becoming unhoused due to unaddressed needs or barriers, at a time when they are challenged to find and retain new housing. The MIM will accomplish this through a combination of services, including one-time financial support and the assistance of two FTE Housing Counselors.

The recommended staffing for the Move-In Mentor Program will include 2 FTEs:

- Two Housing Counselors

The title listed above is provided as an example to illustrate the potential role. The selected program may propose alternative titles that are commensurate with the required level of experience and expertise. Final role titles and responsibilities can be refined in collaboration with the City to ensure alignment with program goals.

Eligibility, Role Responsibilities & Recommended FTE

The roles and responsibilities described in this section are provided as examples of potential program design. The selected applicant may propose alternative or refined roles and titles that are commensurate with the required level of experience and expertise. Final responsibilities will be reviewed and collaboratively refined with the City to ensure alignment with program guidelines and goals.

Housing Counselor (Example Title – 2 FTE)

Housing Counselors will provide customized, time-limited support to participants by assessing housing needs, assisting with rental searches and applications, and building relationships with landlords and property managers offering affordable units. They will also offer financial counseling on budgeting, credit repair, and payment planning, while documenting services and tracking outcomes. In addition, Housing Counselors will facilitate access to one-time financial support of up to \$1,000 (or the amount established for the program) to cover critical move-in costs such as deposits, utilities, or first month's rent, with funds paid directly to landlords or utility providers. Counselors will follow up with participants to evaluate the effectiveness of the intervention and connect them to additional community resources as needed.

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

MIM Financial Support

Up to \$1,000, and potentially a higher dollar amount, is available for one-time support to MIM participants with move-in-related expenses they cannot afford. The need for this support will be determined and documented through an assessment completed by a Housing Counselor. This financial remedy may be used to pay for move-in fees, payment or turning on of utilities, pet deposits, security deposit, or first month's rent. All money will be paid directly to the landlord or utility companies. If there are other sources of financial aid, these will be sought first, and this support will only be used if necessary.

Eligibility for the MIM

- Services focus on renters in the City of Albuquerque.
- MIM assessment must determine that there are costs of less than \$1,000, or whatever is the maximum financial cap, preventing move-in
- Potential participants do not have access to another means of navigation, case management, or financial aid to meet their needs.
- At least one household member is receiving social security or has a regular income sufficient for renting and meeting the guidelines of the AMI designation below.
 - Household income between 50% to 80% AMI
 - Household income verification
 - Wage statements or pay stubs
 - Public Benefits Statements
 - Self-Certification – if no documentation can be produced but compelling evidence of need is documented by the Housing Counselor, a self-attested form with a signature can be used.

*Exceptions may be made to eligibility criteria on a case-by-case basis following the process identified in the Program Guidelines

Program Oversight and Coordination

The successful applicant(s) for this RFQ will meet regularly to receive consultant-led support and technical assistance during pre-launch, launch, and potentially early operations timeframes, to work through programmatic and operations issues, and ensure fidelity to the program model and Program Guidelines. CABQ program representative(s) may also attend meetings as this program is refined during the launch and early operations timeframes. The successful applicant will participate in a minimum of monthly coordination meetings with CABQ staff to review program progress, identify challenges, and adjust strategies as needed.

Outcomes and Performance Measurement

Quality Measurement

CABQ seeks to partner with the successful applicant to further refine data collection and metrics. The following provides a few examples of performance measures that could be used for each program. The Contractor will submit Quarterly Reports, which consist of three forms: Part A includes aggregate results from agency data collection tools. Part B is a narrative highlighting connection to supportive resources, identification of barriers to serve the comprehensive needs of participants, and suggested solutions to address barriers to obtaining services. Part C provides participants' demographics. Reports are due no later than fifteen (15) days after the end of the reporting period.

Options for Performance Measurement

How Much Did We Do?

HRC

of people served, landlords, and tenants

and types of touchpoints

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

and types of referrals made

MIM

of clients served
of landlords identified/ recruited
and types of service utilized by participants

How Well Did We Do It?

HRC

of community partners retained and coordinated
Call back times

MIM

Call back times
Days to receive financial support

Is Anyone Better Off?

HRC

Brief Satisfaction Survey using a 1-10 rating on three questions

MIM

of people prevented from becoming unhoused
ROI – reduction in costs and systems burden

Available Funding/Budget

The City of Albuquerque is issuing this RFQ to support the operation of the Housing Resource Center (HRC) and Move-In Mentor (MIM) Program. *See the Funding Allocation section above for full details on total allocation, recurring vs. one-time funds, and the required minimum for direct financial assistance through MIM.* Eligible applicants include non-profit organizations, public agencies, and consortia thereof, are strongly encouraged to apply for both programs.

(Budget templates to complete are found in Appendix 2 and Appendix 4. Please complete these templates with your organization's proposed budget.)

This form includes maximum salary levels per position, required FTE, and allows applicants to propose their salary and budget structures within the total allocation. A brief description may be included if an applicant recommends adjustments to staffing or budgeted amounts.

The Housing Resource Center will be established at a location to be determined by the City of Albuquerque. The selected provider will collaborate with the City to operationalize services at that site. Applicants should budget for program staff and services, not for facility acquisition or long-term lease costs, unless otherwise directed by the City.

CABQ will use this Request for Qualifications (RFQ) process to contract with a qualified applicant (s) organization to administer these positions.

Required Qualifications:

Eligible applicants include non-profit organizations, public agencies, and consortia thereof, must demonstrate:

1. Organizational and administrative capacity to launch program(s) and embed and support the related positions.

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

2. A willingness to partner with CABQ to refine programs and work collaboratively with multiple City Departments that have a role to play in offering support and services.
3. Willingness to bring community partners to the table, including tenants, landlords, those with lived experience, and multiple community housing organizations.
4. Ability to ensure that services are provided equitably across the City of Albuquerque.
5. Commitment to following Program Guidelines and openness to working with City-sponsored consultant group during pre-launch, launch, and potentially early operations timeframes.
6. Ability to collect, analyze, and report performance data as specified in the Outcomes and Performance Measurement section.
7. Have the organizational capacity to administer a supportive housing program and comply with the City's Administrative Requirements¹, including adequate financial and administrative oversight systems and staffing; and

A completed financial audit with no major deficiencies identified in the report. The financial audit must be recent – within the last two years.

Submission Process:

Applications for qualifications will be accepted until **5:00 pm, October 16, 2025**.

Interested applicants, including governmental entities, nonprofit organizations, and other qualified organizations, must:

- A. Submit a narrative no longer than 3 pages, in 12-point font, single-spaced, per program applying for that addresses the following questions. Concise information is preferred, and bullet points are acceptable within your response. Please reply to each question separately. If applying for both programs, please do not exceed 6 pages, in 12-point font, total for this narrative. Attachments are not included in this maximum number of pages.

If applying to support Program #1, Albuquerque Housing Resource Center

1. Describe your organization's experience providing equitable housing and homelessness services, including housing access, stability, eviction prevention, and work with tenants and landlords.
2. Describe your approach to collaboration with stakeholders and organizations addressing housing access and homelessness in Albuquerque.
3. What service delivery strategies and values do you believe are most important when serving the public on housing-related concerns?
4. Why is your organization interested in supporting this program, and why are you a strong candidate?
5. Would your organization use funds from other sources to supplement this program? If yes, please explain.

If applying to support Program #2, Move-In Mentor Program

1. Describe your organization's experience providing equitable housing and homelessness services, including prevention, housing stability, eviction prevention, and work with tenants and landlords.
2. Describe your approach to collaboration with stakeholders and organizations addressing housing access and homelessness in Albuquerque.
3. What service delivery methods and values are most important for providing high-quality navigation and skill-building opportunities?
4. Why is your organization interested in supporting this program, and why are you a strong candidate?

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

5. Would your organization use funds from other sources to supplement this program? If yes, please explain
 - B. Provide a copy of the most recently completed financial audit.
 - C. Provide documentation of not-for-profit status.
 - D. Complete the annual budget estimate for costs to hire, administer, and support the program applying for on the forms Appendix #2 and Appendix #4. *(If applying for both programs, feel free to combine all costs into one.)* Budget templates can be downloaded at:
<https://sfftp.cabq.gov/f/9c14ac4594494ec7/RFQ%20HRC%20MIM>.

Complete applications with narrative, estimated annual budget, financial audit, and documentation of not-for-profit status should be submitted via email to HPI@cabq.gov.

Technical Assistance and Questions

It is the responsibility of the Offeror to stay up to date with any clarifications to this RFQ that will be issued through the City website: <https://www.cabq.gov/health-housing-homelessness/partner-resources>.

Technical assistance will be provided at the written request of responder agencies by the City of Albuquerque Department of Health, Housing and Homeless, Gavino Archuleta, HPI Division Manager. Requests for technical assistance and questions regarding the RFQ may be sent in writing to HPI@cabq.gov. Questions and answers to all inquiries will be posted at https://docs.google.com/document/d/17H5XjGa-V2CAoFAVR-b_nhQ3wv3N44U572YKDI9FYDM/edit?usp=sharing.

Questions will be accepted until **5:00 p.m. October 8, 2025**.

An optional pre-submission meeting is scheduled for **Wednesday, October 1, 2025** from 10:00 to 11:00 am at the following location:

Department of Health, Housing and Homelessness
HHH Conference Room, 5th Floor
400 Marquette Ave. NW
Albuquerque, NM 87102

Review Process

An Ad Hoc Committee, comprised of Health, Housing, and Homelessness (HHH) staff, City of Albuquerque – Council representative(s), and supporting consultant(s), will review and qualify applicants as applications are received. The Committee will rank order qualified applications based on the extent to which they meet the criteria listed in this RFQ. The results of this process will be a pool of qualified applicants that are rank-ordered. From this pool, HHH will negotiate and enter into contracts with a qualified organization to administer this contract. HHH will use rank order information when selecting agencies to contract for these services, but rank order will not be the only determining factor, as final award decisions will also consider organizational fit, capacity to begin implementation quickly, and alignment with City priorities.

If, during the review process, additional information is needed regarding an RFQ, the Department staff will request such information from the responder. In addition, responders may be interviewed directly as part of the review process. Agencies will be advised of the time and date of such interviews.

During evaluation, proposals submitted shall be kept confidential. The Department will use its best efforts to restrict distribution to those individuals involved in the review and analysis of the proposals, but in any event, the City shall not be liable for disclosure of any information contained in the proposals during the review process. The proposals shall be open to public inspection after award of contract.

RFQ Appeals Process

Responders whose proposals are not selected may submit a written appeal. Letters of Appeal must be submitted and arrive in the office of the Department Director not later than ten (10) working days after receipt of the notice of non-selection. Letters must be specific as to the matter being appealed. Appeals not submitted in writing, not specific in

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

nature, or which arrive late may not be considered. The Department Director's decision concerning the Appeal is final and will be provided within 30 days of receipt of the Appeal letter. Letters must be addressed as follows:

Gilbert Ramirez, Director
Department of Health, Housing, and Homelessness
City of Albuquerque
P.O. Box 1293
Albuquerque, NM 87103

The envelope must clearly indicate:

APPEAL, DHHH – Social Services – RFQ – Housing Resource Center and Move-In Mentor Program

All Appeals will be responded to by the Department Director in writing.

Clarification

Any explanation desired by a responder regarding the meaning or interpretation of this RFQ must be requested in writing not less than five (5) working days prior to the hour and date specified for the receipt of proposals to allow sufficient time for a reply to each responder before the submission of their proposals. All inquiries must be directed Gavino Archuleta, HPI Division Manager at HPI@cabq.gov. Oral explanations or instructions given before the deadline for receipt of proposals will not be binding. Any information given in writing concerning this RFQ will be furnished through the Department of Health, Housing and Homelessness website if such information is necessary to responders in submitting proposals on this RFQ or if the lack of such information would be prejudicial to uninformed responders.

Acknowledgment of Amendments to the Request for Qualifications

Receipt of an amendment to the RFQ by a responder must be acknowledged (a) by signing and returning the amendment or (b) by letter. Such acknowledgment must be received prior to the hour and date specified for receipt of proposals and can be submitted as attachment to the Offer. It is the responsibility of the Offeror to stay up to date with any clarifications or amendments to this RFQ that may be posted on the Health, Housing, and Homelessness website including addenda and information materials.

Modification

Submissions may be modified or withdrawn provided such notice is received prior to the hour and date specified for receipt of proposals. The City reserves the right to amend, suspend, withdraw, or cancel the RFQ if needed. Any corrections or modifications will be issued by an addendum.

Applications for qualifications will be accepted until 5:00 p.m. Thursday, October 16, 2025.

All notices, forms, and supporting documents of the RFQ will be posted BELOW:

<https://www.cabq.gov/health-housing-homelessness/partner-resources>

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

City of Albuquerque
Department of Health, Housing & Homelessness
APPENDIX #2: Expense Summary Form

1. Agency Name: Catholic Charities

2. Project Title: Housing Resource Center

Expenditure Category	Program Total	City Funding Requested	Percent Requested
Personnel Costs			
Salaries & Wages	\$ 190,541.67	\$ 190,541.67	100.00%
Payroll Taxes and Employee Benefits	\$ 54,590.19	\$ 54,590.19	100.00%
Total Personnel Costs	\$ 245,131.85	\$ 245,131.85	100.00%
Operating Costs - Direct			
Contractual Services	\$ 17,414.00	\$ 17,414.00	100.00%
Audit Costs	\$ 342.15	\$ 342.15	100.00%
Consumable Supplies	\$ -	\$ -	
Telephone	\$ 2,520.00	\$ 2,520.00	100.00%
Postage and Shipping	\$ -	\$ -	
Occupancy			
a. Rent	\$ -	\$ -	
b. Utilities	\$ 1,050.00	\$ 1,050.00	100.00%
c. Other	\$ -	\$ -	
Equipment Lease/Purchase	\$ 23,750.00	\$ 23,750.00	100.00%
Equipment Maintenance	\$ -	\$ -	
Printing & Publications	\$ -	\$ -	
Travel			
a. Local Travel			
b. Out of Town Travel			
Conferences, Meetings, Etc.	\$ 1,000.00	\$ 1,000.00	100.00%
Direct Assistance to Beneficiaries	\$ 308,000.00	\$ 308,000.00	100.00%
Membership Dues			
Equipment, Land, Buildings			
Insurance	\$ 792.00	\$ 792.00	100.00%
Fuel and Vehicle Maintenance			
Total Operating Costs	\$ 354,868.15	\$ 354,868.15	100.00%
Total Direct Costs (Personnel & Operating)	\$ 600,000.00	\$ 600,000.00	100.00%
Indirect Costs (15%; attach Rate Letter)			
TOTAL PROGRAM EXPENSES	\$ 600,000.00	\$ 600,000.00	100.00%

☐ As applicable, attach Indirect Cost Rate Letter

City of Albuquerque
Department of Health, Housing & Homelessness
APPENDIX #3: Revenue Summary Form

1. Agency Name: Catholic Charities

2. Project Title: Housing Resource Center

Revenue Sources	Agency Total	% of Agency Budget	Program Total	% of Program Budget
Government Revenues				
Revenues from Federal Government <i>(On separate lines, list each Federal Agency providing fees/funding and the amount of funding)</i>				
Grants from Federal Government Agencies:				
US Dept. of Agriculture	\$90,738.78	1.4%		
US Dept. of Housing and Urban Development	\$55,000.00			
US Dept. of Education	\$276,877.00	4.3%		
Medicaid Reimbursements:		0.0%		
Other Federal Revenues:				
Subtotal Federal Agencies	\$ 422,615.78	6.6%	\$ -	0.0%
Revenues from State Government <i>(On separate lines, list each State Agency providing fees/funding and the amount of funding)</i>				
Grants from State Government Agencies:				
NM Department of Higher Education	\$347,590.00	5.4%		
NM Department of Early Childhood Education & Care	\$382,200.00	6.0%		
Other State Government Revenues:				
NM Early Childhood Education & Care - childcare subsidies	\$618,000.00	9.6%		
Subtotal State Agencies	\$ 729,790.00	11.4%	\$ -	0.0%
Revenues from County Government:				
Revenues from the City of Albuquerque (including this proposal or contract): <i>(On separate lines, list each City-funded project and the amount of funding)</i>				
Dept of Health, Housing, and Homelessness (Permanent Supportive H	\$673,932.57	10.5%		
Dept of Health, Housing, and Homelessness (Case Management)	\$100,000.00	1.6%		
Dept. of Senior Affairs	\$145,000.00	2.3%		
Dept of Health, Housing, and Homelessness (this proposal)	\$600,000.00	9.3%	\$ 600,000.00	100.0%
Other Municipal Government Revenues:				
Subtotal Local Government	\$ 1,518,932.57	23.6%	\$ 600,000.00	100.0%
TOTAL GOVERNMENT REVENUES FROM ALL SOURCES	\$ 2,671,338.35	41.6%	\$ 600,000.00	100.0%
Other Revenue:				
442	\$ 1,000,000.00			
440	\$ 300,000.00			
Contributions	\$1,800,872.00	28.0%		
Other Revenue	\$650,917.00	10.1%		
Subtotal Other Revenues	\$ 3,751,789.00	58.4%	\$ -	0.0%
TOTAL REVENUE FROM ALL SOURCES:	\$ 6,423,127.35	100.0%	\$ 600,000.00	100.0%

City of Albuquerque
Department of Health, Housing & Homelessness
APPENDIX #5 - Project Budget Detail Form - Operating Costs

1. Agency Name: Catholic Charities

2. Project Title: Housing Resource Center

3. Direct and Indirect Costs:				
Line Item and Basics (Non-Personnel)	Program Total	City Funding Requested	Amount Other Sources	Percent Requested
Contractual Services	\$ 17,414.00	\$ 17,414.00	\$ -	100.00%
iCarol annual + setup (~\$10,000, contact management system, billed annually), quickbooks+check/bill-pay (\$2,400), Steady Networks (\$3600, IT Services\$100 a month per user for 6 FTE, 100x6x6months=\$3600), softphone/admin support (\$1,000). Janitorial services \$44/month for 6 months=\$264, preventive pest control \$25/month for 6 months=\$150	\$ 17,414.00	\$ 17,414.00		100.00%
	\$ -			
	\$ -			
Audit Costs	\$ 342.15	\$ 342.15	\$ -	100.00%
SJT \$342.15 program share	\$ 342.15	\$ 342.15		100.00%
	\$ -			
Consumable Supplies	\$ -	\$ -	\$ -	
	\$ -			
Telephone	\$ 2,520.00	\$ 2,520.00	\$ -	100.00%
6 FTE for program @ \$70 a month for 6 months (60x9x6)	\$ 2,520.00	\$ 2,520.00		100.00%
	\$ -			
Postage and Shipping	\$ -	\$ -	\$ -	
	\$ -			
Occupancy				
a. Rent	\$ -			

City of Albuquerque
Department of Health, Housing & Homelessness
APPENDIX #5 - Project Budget Detail Form - Operating Costs

1. Agency Name: Catholic Charities

2. Project Title: Housing Resource Center

3. Direct and Indirect Costs:				
Line Item and Basics (Non-Personnel)	Program Total	City Funding Requested	Amount Other Sources	Percent Requested
b. Utilities Program Share PNM \$50/month ABCWUA 30/month Comcast 25/month NMGAS 70/month	\$ 1,050.00	\$ 1,050.00		100.00%
c. Other	\$ -			
Equipment Lease/Purchase	\$ 23,750.00	\$ 23,750.00	\$ -	100.00%
Laptops (6 × \$1,600) 9,600, 6 computer monitors (6 @ 250 each)=\$1500) Secure check printer + lockbox 1,000, document scanner/printer 1,600, Headsets/peripherals 700, 5 desks (\$300 each, \$1500 total), 5 desk chairs (\$250 each, \$1250 total), guest chairs 2 for each desk (10 chairs @\$200=\$2000 total), Conference Room Display (\$800), Computer Dock \$200, Conference Room Camera (\$600), Conference Room Chairs (6 chairs @ 250 each= \$1500. Reception Area Charis (6 chairs@ \$200= \$1200). Reception Area Coffee Table: 300	\$ 23,750.00	\$ 23,750.00		100.00%
	\$ -			
Equipment Maintenance	\$ -	\$ -	\$ -	

City of Albuquerque
Department of Health, Housing & Homelessness
APPENDIX #5 - Project Budget Detail Form - Operating Costs

1. Agency Name: Catholic Charities

2. Project Title: Housing Resource Center

3. Direct and Indirect Costs:

Line Item and Basics (Non-Personnel)	Program Total	City Funding Requested	Amount Other Sources	Percent Requested
	\$ -			
Printing & Publications	\$ -	\$ -	\$ -	
	\$ -			
Travel				
a. Local Travel	\$ -			
b. Out of Town Travel	\$ -			
	\$ 1,000.00	\$ 1,000.00	\$ -	100.00%
Conferences, Meetings, Etc.	\$ -			
Trauma-informed & Motivational	\$ 1,000.00	\$ 1,000.00		100.00%
Direct Assistance to Beneficiaries	\$ 308,000.00	\$ 308,000.00	\$ -	100.00%
Rental assistance up to \$4k per household, 77 households	\$ 308,000.00	\$ 308,000.00		100.00%
	\$ -			
	\$ -			
Membership Dues	\$ -	\$ -	\$ -	
	\$ -			
	\$ -			
Equipment, Land, Buildings	\$ -	\$ -	\$ -	
	\$ -			
	\$ -			
Insurance	\$ 792.00	\$ 792.00	\$ -	100.00%
Program share \$132/month X 6 months	\$ 792.00	\$ 792.00		100.00%
	\$ -			
Fuel and Vehicle Maintenance	\$ -	\$ -	\$ -	
	\$ -			
	\$ -			
Total Operating Costs	\$ 354,868.15	\$ 354,868.15	\$ -	100.00%

☐ As applicable, attach cost allocation plan

City of Albuquerque
Department of Health, Housing & Homelessness
APPENDIX #4 - Project Budget Detail Form - Personnel

1. Agency Name: Catholic Charities

2. Project Title: Housing Resource Center

Personnel costs: Use this form to justify all salaries, wages, payroll taxes and fringe benefits shown on the Expense Summary Form. Add additional rows as necessary.

3. FTE on Program	Position Title	Salary for the Program (~6 months)	City Funding Requested (~6 months)	Percent Requested <i>(Amount Requested / Salary to the Program)</i>
0.7000	Associate Director	\$ 24,500.00	\$ 24,500.00	100.00%
1.0000	HRC Manager	\$ 27,083.33	\$ 27,083.33	100.00%
1.0000	Housing Navigator	\$ 25,000.00	\$ 25,000.00	100.00%
0.5000	Community Engagement Manager	\$ 13,541.67	\$ 13,541.67	100.00%
1.0000	Move-in Mentor	\$ 30,000.00	\$ 30,000.00	100.00%
0.5000	Chief Housing Officer	\$ 22,500.00	\$ 22,500.00	100.00%
0.2500	Chief Executive Officer	\$ 15,625.00	\$ 15,625.00	100.00%
0.5000	Data Manager	\$ 13,541.67	\$ 13,541.67	100.00%
1.0000	Receptionist/Operator	\$ 18,750.00	\$ 18,750.00	100.00%
4. Salaries & Wages		\$ 190,541.67	\$ 190,541.67	100.00%
5. Payroll Taxes and Employee Benefits *		\$ 54,590.19	\$ 54,590.19	100.00%
6. Total Personnel Costs		\$ 245,131.85	\$ 245,131.85	100.00%

7. * Payroll Taxes: FICA @ xx%; Unemployment Insurance @ xx%; Workers Comp @ xx%
Employee Benefits: Health Insurance @xx% Retirement @ xx%
Other @ xx%

City of Albuquerque
Department of Health, Housing & Homelessness
APPENDIX #6: Budget Detail Form: Projected Drawdown Schedule

1. Agency Name: Catholic Charities

2. Project Title: Housing Resource Center

3. Amount and percent of total requested funds on a quarterly basis:

Quarter Ending	Amount to be Requested	Percent of Total
September 2025		0.00%
December 2025	\$ 6,500.00	1.08%
March 2026	\$ 300,000.00	50.00%
June 2026	\$ 293,500.00	48.92%
Total	600,000.00	100.00%

Explanation if any projected drawdowns exceed 25% of the total requested funds:

Program not active in Q1 and Q2.

4. As applicable: Reimbursement Rate – only applicable to *unit of service* contracts:

Rate:	\$ per unit	unit of service
\$ per (hour, client, etc.)		
Annual units:		

5. As applicable: Rate Justification – only applicable to *unit of service* contracts:



City of Albuquerque
Department of Health, Housing and Homelessness
Ellen Braden, Acting Director

Timothy M. Keller, Mayor

Interoffice Memorandum

October 31, 2025

TO: Ellen Braden, Acting Director, Health, Housing & Homelessness

FROM: Gavino Archuleta, Division Manager, Homeless Programs & Initiatives DS
GA

SUBJECT: **Ad Hoc Review Recommendations for Award for Request for Qualifications – Housing Resource Center (HRC) and Move-In Mentor (MIM) Programs**

The Ad Hoc Committee convened to review applications submitted by non-profit organizations, public agencies, and consortia thereof in response to the Request for Qualifications (RFQ) for the Housing Resource Center (HRC) and Move-In Mentor (MIM) Programs. A summary of the RFQ criteria and evaluation process was provided in the memo dated October 23, 2025.

As of October 16, 2025, HHH received four applications from the following agencies:

- Goodwill Industries of New Mexico
- Catholic Charities
- Women in Leadership
- Sierra Health Inc. & Ensemble CIN

Following a thorough review and scoring process conducted on October 22, 2025, the Ad Hoc Committee determined that all four agencies met the minimum qualifications outlined in the RFQ and subsequently ranked the applicants as follows:

Agency	Total Rank Order Score (out of 60 possible points)
Catholic Charities	49
Goodwill Industries of NM	48
Sierra Health Care Inc. & Ensemble CIN	37.75
Women in Leadership	35

The Ad Hoc Committee recommended the following designations:

- **Highly Qualified:** Catholic Charities; Goodwill Industries of New Mexico
- **Qualified:** Sierra Health Care Inc. & Ensemble CIN; Women in Leadership.

Sierra Health Care Inc. & Ensemble CIN was designated as qualified but not recommended for selection due to limited experience administering housing-related services to the target

populations.

Women in Leadership was designated as qualified but not recommended for selection to concerns identified in the financial review submitted by the agency, which noted the agency’s reliance on federal funding, and the submission’s vague explanation of how the HRC and MIM programs aligned with Women in Leadership’s mission.

On October 29, 2025, the Ad Hoc Committee conducted an interview with the top-ranked applicant, Catholic Charities, to assess readiness to implement the HRC and MIM Programs according to the City’s guidelines. Based on this interview, the Committee determined that Catholic Charities demonstrated a willingness to adhere to program guidelines and flexibility to adjust staffing to meet the City’s needs and anticipated client volume.

Accordingly, the Ad Hoc Committee recommends Catholic Charities be designated to administer the Housing Resource Center and Move-In Mentor Programs.

DS
GR

Approved by:

Initial
CV

DocuSigned by:
Ellen Braden
944BG7466B464D9...
Ellen Braden, Acting Director

10/31/2025 | 4:46 PM MDT

Date