CITY of ALBUQUERQUE
TWENTY SEVENTH COUNCIL

COUNCIL BILL NO. ___R-26-11___ ENACTMENT NO. _____

SPONSORED BY: Renée Grout and Nichole Rogers

1   **RESOLUTION**

2   **AMENDING R-24-109 TO EXTEND THE DEADLINE FOR IMPLEMENTATION OF**

3   **DIRECTIVES RELATED TO THE CITY'S HOUSING VOUCHER PROGRAMS.**

4   **WHEREAS, R-24-109, Enactment No. R-2025-003, adopted by the**

5   **Albuquerque City Council on January 6, 2025, directs the Department of**

6   **Health, Housing, and Homelessness (HHH) to take steps to improve the**

7   **efficiency and transparency of the City's Housing Voucher Programs; and**

8   **WHEREAS, Section 2 further provides that the implementation of the**

9   **directives contained in the Resolution shall be completed within one (1) year**

10 **of the submission of the implementation plan; and**

11   **WHEREAS, the EC-25-353 with the implementation plan was received and**

12 **referred by Council on April 7, 2025; and**

13   **WHEREAS, the report and implementation plan required coordination**

14 **among multiple City departments, nonprofit service providers, and regional**

15 **partners involved in the administration of Housing Voucher Programs; and**

16   **WHEREAS, although significant progress has been made, additional time is**

17 **necessary to complete implementation in a manner that ensures**

18 **improvements to program transparency, efficiency, and accountability while**

19 **minimizing disruption to residents currently receiving housing assistance.**

20 **BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF**

21 **ALBUQUERQUE:**

22   **SECTION 1. R-24-109, Enactment No. R-2025-003 directed HHH to take a**

23 **number of steps to increase the efficiency and transparency of its Housing**

24 **Voucher Programs, including Permanent Supportive Housing (PSH), Rapid Re-**

25 **housing (RRH), Transitional Housing, Motel/Hotel, and Project-Based (PBV)**

26 **Vouchers. Following is a summary of the directives and the status of each.**

1   1. Convene a Housing Voucher Program Work Group. This directive is

2   complete. The Work Group had its kick off meeting on January 27, 2025, and

3   has been meeting regularly since that time.

4   2. Outline existing policies and procedures for the administration of the

5   Housing Voucher Programs. Identify improvements and develop new and

6   expanded procedures to improve the administration of the Housing Voucher

7   Programs. Polices have been developed and/or updated for all Housing

8   Voucher Program types, except for PBVs, which is still under review. A new

9   Motel/Hotel Voucher Policy is currently being drafted.

10   3. Coordinate with the Coordinated Entry System (CES) contractor to

11   identify and evaluate existing intake and referral processes for all Housing

12   Voucher Programs. Work continues on this directive including reviewing the

13   CES waiting list data for duplications, determining ways to take from the

14   waiting list at different levels (versus only high acuity), and reviewing the

15   current Vulnerability Index – Service Prioritization Decision Assistance Tool

16   (VISPDAT).

17   4. Outline existing long-term outcome goals for each of the Housing

18   Voucher Types, identify necessary improvements, and develop long-term and

19   short-term outcome goals, program evaluation processes, and methods for

20   tracking and reporting individual outcomes for program participants.

21   Development of outcome goals is still in progress.

22   5. Implement software for tracking Housing Voucher Programs to

23   include processes for requests for reimbursement, integration with the

24   Homeless Management Information System and the City's financial system,

25   Peoplesoft, development of a public facing dashboard, and a platform for

26   participant feedback. The dashboard is live. Outcome goals will be added to

27   the dashboard once they are complete.

28   6. Requests for Reimbursement Process Improvements. HHH is

29   revising the request for reimbursement process for Housing Voucher

30   Programs to reduce the administrative burden for providers and improve

31   reimbursement timelines. The revised process will reduce the amount of

32   supplemental documentation required with each reimbursement request

33   while still maintaining necessary financial oversight and audit standards. The

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1 goal is to simplify submission requirements, allow providers to spend more

2 time serving clients, and enable the City to process reimbursements more

3 quickly.

4   7. Administrative Requirements Review. HHH is currently reviewing the

5 City's Administrative Requirements related to Housing Voucher Programs to

6 ensure that the policies, documentation expectations, and compliance

7 standards align with current program operations and federal guidance. The

8 review is intended to identify areas where requirements can be clarified,

9 streamlined, or updated to support efficient program administration while

10 maintaining accountability and transparency.

11   8. HHH has established an internal benchmark to fully execute voucher

12 contracts and encumber funds within 30 days of allocation. This is currently

13 being piloted during the FY26 contracting cycle and will be tracked internally

14 to assess process improvements.

15   9. Work with HHH and Albuquerque Community Safety (ACS) to explore

16 and provide a recommendation and propose a process to allow ACS to

17 directly administer Hotel/Motel Vouchers to unhoused individuals. HHH and

18 ACS collaborate on the use of Hotel/Motel Voucher funding in the Street

19 Connect Contract.

20   SECTION 2. The deadline contained in Section 2 of R-24-109, Enactment

21 No. R-2025-003, requiring that the implementation of the directives contained

22 in that Resolution be completed within one (1) year of the submission of the

23 implementation plan is hereby extended by nine (9) months to January 7,

24 2027.

25   SECTION 3. SEVERABILITY. If any section, paragraph, sentence, clause,

26 word or phrase of this Resolution is for any reason held to be invalid or

27 unenforceable by any court of competent jurisdiction, such decision shall not

28 affect the validity of the remaining provisions of this Resolution. The Council

29 hereby declares that it would have passed this Resolution and each section,

30 paragraph, sentence, clause, word or phrase thereof irrespective of any

31 provision being declared unconstitutional or otherwise invalid.

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