

[Bracketed/Underscored Material] - New
[Bracketed/Strikethrough Material] - Deletion

1 SECTION 1. R-24-109, Enactment No. R-2025-003 directed HHH to take a
2 number of steps to increase the efficiency and transparency of its Housing
3 Voucher Programs, including Permanent Supportive Housing (PSH), Rapid Re-
4 housing (RRH), Transitional Housing, Motel/Hotel, and Project-Based (PBV)
5 Vouchers. Following is a summary of the directives and the status of each.

6 1. Convene a Housing Voucher Program Work Group. This directive is
7 complete. The Work Group had its kick off meeting on January 27, 2025, and
8 has been meeting regularly since that time.

9 2. Outline existing policies and procedures for the administration of the
10 Housing Voucher Programs. Identify improvements and develop new and
11 expanded procedures to improve the administration of the Housing Voucher
12 Programs. Policies have been developed and/or updated for all Housing
13 Voucher Program types, except for PBVs, which is still under review. A new
14 Motel/Hotel Voucher Policy is currently being drafted.

15 ~~[3. Coordinate with the Coordinated Entry System (CES) contractor to~~
16 ~~identify and evaluate existing intake and referral processes for all Housing~~
17 ~~Voucher Programs. Work continues on this directive including reviewing the~~
18 ~~CES waiting list data for duplications, determining ways to take from the~~
19 ~~waiting list at different levels (versus only high acuity), and reviewing the~~
20 ~~current Vulnerability Index – Service Prioritization Decision Assistance Tool~~
21 ~~(VISPDAT).]~~

22 [3. Coordinate with the Coordinated Entry System (CES) contractor to
23 identify and evaluate existing intake and referral processes for all Housing
24 Voucher Programs. Work is ongoing and includes reviewing the CES data for
25 duplications and overall efficiencies as well as evaluating the current
26 Vulnerability Index – Service Prioritization Decision Assistance Tool
27 (VISPDAT). This continuing work to improve the system requires ongoing
28 evaluation, must meet federal requirements, and receive review and approval
29 from CES governing bodies. This work may extend beyond the deadlines in
30 the Resolution. The Work Group will continue discussions about establishing
31 a centralized location for individuals to contact when in need of Housing
32 Vouchers and/or housing assistance. The Work Group will develop a plan for

[Bracketed/Underscored Material] - New
[Bracketed/Strikethrough Material] - Deletion

1 [this resource, which will include a budget proposal and training and decision](#)
2 [trees for any hotlines fielding calls for information that replace 768-HELP.\]](#)

3 4. Outline existing long-term outcome goals for each of the Housing
4 Voucher Types, identify necessary improvements, and develop long-term and
5 short-term outcome goals, program evaluation processes, and methods for
6 tracking and reporting individual outcomes for program participants.
7 ~~[Development of outcome goals is still in progress.]~~ [\[HHH will aggregate](#)
8 [outputs from all current Housing Voucher Program contracts and post them](#)
9 [on the Housing Voucher Dashboard. HHH will develop outputs for any](#)
10 [Housing Voucher Program contract that does not currently include outputs.](#)
11 [The Work Group will review existing outputs and advise of any updates for](#)
12 [FY27.\]](#)

13 5. Implement software for tracking Housing Voucher Programs to
14 include processes for requests for reimbursement, integration with the
15 Homeless Management Information System and the City’s financial system,
16 Peoplesoft, development of a public facing dashboard, and a platform for
17 participant feedback. The dashboard is live. Outcome goals will be added to
18 the dashboard once they are complete.

19 6. Requests for Reimbursement Process Improvements. HHH is
20 revising the request for reimbursement process for Housing Voucher
21 Programs to reduce the administrative burden for providers and improve
22 reimbursement timelines. The revised process will reduce the amount of
23 supplemental documentation required with each reimbursement request
24 while still maintaining necessary financial oversight and audit standards. The
25 goal is to simplify submission requirements, allow providers to spend more
26 time serving clients, and enable the City to process reimbursements more
27 quickly.

28 7. Administrative Requirements Review. HHH is currently reviewing the
29 City’s Administrative Requirements related to Housing Voucher Programs to
30 ensure that the policies, documentation expectations, and compliance
31 standards align with current program operations and federal guidance. The
32 review is intended to identify areas where requirements can be clarified,

[Bracketed/Underscored Material] - New
[Bracketed/Strikethrough Material] - Deletion

1 streamlined, or updated to support efficient program administration while
2 maintaining accountability and transparency.

3 8. HHH has established an internal benchmark to fully execute voucher
4 contracts and encumber funds within 30 days of allocation. This is currently
5 being piloted during the FY26 contracting cycle and will be tracked internally
6 to assess process improvements.

7 9. Work with HHH and Albuquerque Community Safety (ACS) to explore
8 and provide a recommendation and propose a process to allow ACS to
9 directly administer Hotel/Motel Vouchers to unhoused individuals. HHH and
10 ACS collaborate on the use of Hotel/Motel Voucher funding in the Street
11 Connect Contract.

12 SECTION 2. [The Work Group shall develop a plan for integrating data
13 between housing, homelessness, and associated service dashboards that
14 currently exist or are planned that relate to behavioral health, substance
15 abuse, and housing and homelessness services. The dashboards should use
16 unique identifiers and data should be interoperable between the dashboards.]

17 SECTION 3. [The Work Group shall reconvene and include an additional
18 member with lived experience using a housing voucher in Albuquerque.]

19 SECTION 2-[4]. The deadline contained in Section 2 of R-24-109, Enactment
20 No. R-2025-003, requiring that the implementation of the directives contained
21 in that Resolution be completed within one (1) year of the submission of the
22 implementation plan is hereby extended by nine (9) months to January 7,
23 2027.

24 SECTION 3-[5]. SEVERABILITY. If any section, paragraph, sentence, clause,
25 word or phrase of this Resolution is for any reason held to be invalid or
26 unenforceable by any court of competent jurisdiction, such decision shall not
27 affect the validity of the remaining provisions of this Resolution. The Council
28 hereby declares that it would have passed this Resolution and each section,
29 paragraph, sentence, clause, word or phrase thereof irrespective of any
30 provision being declared unconstitutional or otherwise invalid.

31
32