**To:** Albuquerque Housing Authority Board of Housing Commissioners

**From:** Thea Guerin, Deputy Director

**Date:** September 15, 2021

**Re:** Executive Communication 2021-03 FY2022 AHA Action Plan

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**Overview**

Over the past year staff of the Albuquerque Housing Authority (AHA) worked hard to review AHA processes and identify areas where the Housing Authority can operate more efficiently and effectively to improve its U.S. Department of Housing & Urban Development (HUD) Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) scores. In addition, staff also identified areas where the agency can grow and/or improve its Customer Service processes and practices and be fully in compliance with Fair Housing regulations and regulations stemming from the Americans with Disabilities Act (ADA), the Fair Housing Act and similar laws.

Consequently, the FY2022 AHA Action Plan takes a deep dive into setting measureable annual program targets that feed into HUD PHAS and SEMAP scores and that are monitored at frequent intervals across all AHA Departments. While last year's AHA Action Plan focused on developing tools and identifying data sources to support decision making, this year's AHA Action Plan works to utilize these monitoring tools and data sources agency wide to support Program improvement. Also embedded in the "Tasks" identified for implementation in the FY2022 Action Plan, are mechanisms for AHA staff to: continue to effectively respond to the emerging needs of tenants and residents brought on by the Covid-19 Pandemic; improve use of technology to support residents and tenants to access AHA services; and provide increased supports for households who are destabilizing by connecting these households to community resources including mental health/behavioral health services, educational services, and food services.

Lastly, AHA staff continue to identify ways that the agency can work across Departments to achieve agency goals and objectives. Consequently, staff expanded the FY2022 "tasks" being addressed under the **Activity of 1.3.i:** *Develop and maintain an inter-departmental information sharing and reporting processes.* Based on experience, it has become very evident that teamwork is essential to meeting performance measures and therefore staff identified additional opportunities to collaborate across AHA Departments.

The 5-Year Goals, Objectives, and Activities that were presented in the AHA FY2020-2024 Strategic Plan have remained essentially the same. There were a couple of slight changes made to the FY2022 Action Plan in wording for the following "Activities":

- **1.3.v. Apply for and/or utilize Community Development Block Grant (CDBG) Funds from City of Albuquerque CABQ for repair of Public Housing units**
  The words "and/or utilize" were added to include tasks that are being implemented that fall outside the original scope of this Activity.
- **3.2.i. Develop/Implement Landlord Incentive/Support Program**

The words “Implement” and “Support” were added to increase the scope of this Activity while still maintaining the spirit of it.

- **4.1.i Conduct advocacy for affordable housing and housing programs. Set-up an exploratory group to identify relevant stakeholders, necessary resources and focus areas.** The words “Conduct advocacy for affordable housing and housing programs” were added to expand the scope of the Activity while still maintaining the original intent.

**Recommendation**
Request that the AHA Board of Housing Commissioners formally adopt the AHA FY2022 Action Plan and grant the Executive Director and AHA Leadership Team the discretion to adjust the Action Plan as needed throughout the year.

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By voting to formally approve receipt of this Executive Communication, the AHA BOARD OF HOUSING COMMISSIONERS, the governing body of the AHA does:

1. Adopt the AHA FY2022 Action Plan; and
2. Grant the Executive Director and AHA Leadership Team the discretion to adjust the Action Plan as needed throughout the year.

BY A VOTE OF 5 FOR, AND 0 AGAINST.

Members Absent: _____
Members voting against: _____

ALBUQUERQUE HOUSING AUTHORITY
BOARD OF HOUSING COMMISSIONERS

By: /s Rebecca Robinson
Rebecca Robinson, Chairperson of the Board

ATTEST: /s Linda Bridge
Linda Bridge, Secretary to the Board and Executive Director