

Goals	Objectives	Status of Objectives	Notes on Activities
<u>Goal 1: Increase quantity of affordable housing opportunities for households at or below 50% of AMI.</u>	Objective 1.1: Partner with external funding sources to expand housing opportunities for low-income households.	On track	<p>The AHA VASH Program is on schedule. The VASH Intake Tracking form is being updated and meetings with Finance to reconcile numbers are happening on schedule. The quarterly target for voucher utilization rate is 229 households. YTD AHA has housed 210 households and increase of 15 households from last quarter. 47 vouchers have been issued and these households are searching for housing. The Emergency Housing Voucher Program (EHV) has received 55 referrals for this program, an increase of 7 from last quarter. NMCEH temporarily stopped referring due to their staff capacity issues. YTD, AHA staff have issued 48 vouchers, an increase of 10 since the last quarter. YTD 19 households have been housed, an increase of 16 since the last quarters. Staff are still receiving reports on the difficulties that voucher holders are having in locating affordable unite to rent. Work to utilize and the track utilization of the security deposit fund from Catholic Charities is still pending as all funds have been expended and staff are waiting to hear back from Catholic Charities on any additional funds. Work to explore the possibility of implement a Fostering Youth in Transition (FYI) Program is still in process.</p>
	Objective 1.2: Increase supply of affordable housing opportunities for families at or below 50% of AMI by identifying and applying for new funding sources.	On track	<p>Submission of WFHTF applications has not started, as the City has not issued a NOFA. Tax Credit applications submitted for Veranda and La Plata. Letters of Intent (LOI) have been obtained from syndicators for 120 La Plata and 9000 Veranda to support LIHTC projects. Work on implementing Section 8 non RAD PBV Projects is on track. Out of 80 units, there are 68% leased and 6 PBV vouchers have been issued, Program currently at 85% utilization rate. Attrition rate with NewLife Homes continues to impact utilization rate (20% turnover rate). Activities to make sure that intake processes and forms are acceptable to populations with disabilities is pending. However, front desk staff are supporting the PBV Program to do follow-up phone calls to all households that are receiving eligibility notices in order to make the intake process more accessible.</p>

	Objective 1.3: Maintain current portfolio of 945 public housing units and 3,800 Section 8 vouchers.	Caution	Property Managers are implementing PH Security Deposit process, continue to give our information on resources when sending out Notices for non-payment of rent, and continue to review data on PH Collection rates. Activities to track repayment agreements and effectively track Covid-19 cases on properties are still being refined. Activities to refine the Section 8 rent increase process, track NED voucher utilization rates, track repayment agreements, and track the voucher utilization rate for 5 Year Mainstream vouchers are slightly behind schedule. Activities to support voucher holders with housing search assistance, complete and submit audits, identify capital needs and close out capital fund projects are all on track.
<u>Goal 2: Improve the quality of affordable housing opportunities for households at or below 80% of AMI.</u>	Objective 2.1: Implement a Rental Assistance Demonstration Program (RAD) to renovate and address deferred maintenance needs.	On track	Tax credit applications for La Plata and Veranda were submitted. Activities to complete plan/timeline for upcoming deadlines for RAD and LIHTC if awarded are pending. A Task Order for design development of 60 th Street has been issued and activities to research issues with right of way and replatting of the site are underway. Developing a task completion timeline for RAD projects is underway, refining processes to track and communicate referrals are behind schedule, but outreach to stakeholders and residents impacted by RAD activities are underway as scheduled. Activities to support staff to learn and implement a PBV RAD Program are on track. Technical assistance from MRI and from online courses have occurred on schedule. Intake and referral tracking forms for RAD PBV have been developed but are not yet being used.
	Objective 2.2: Increase the number of accessible public housing units for families at or below 50 % of AMI by 48 housing units.	Caution	Activities to comply with AHA’s Voluntary Compliance Agreement (VCA) with HUD are on track but efforts to obtain final inspections and certifications for all units are behind schedule. A review and revision of the AHA Plan for Limited English Proficiency households is also behind schedule. Partner activities with the Department of Senior Affairs to support accessibility issues in Public Housing, and activities to track “Requests for Reasonable Accommodation” in Public Housing made to AHA are pending. Efforts to track Requests for Reasonable Accommodation at the front desk are on track but tracking these requests on Section 8 caseloads tracking forms are behind schedule.

	<p>Objective 2.3: Increase accessibility modifications for Section 8 Voucher holders for families at or below 50% of AMI by providing financial assistance to eligible landlords.</p>	<p>Caution</p>	<p>Activities to develop and use tracking forms to analyze the utilization of service fees (payment of application fees, holding fees, security/utility deposits, etc.) for the Section 8 program are behind schedule. Activities to develop partnerships with hotels/motels and new property owners to identify additional sources of accessible units is underway. To date staff have made partnerships with 3 motels. Caseload tracking forms have been developed that include ability to track households with disabilities, LEP households and requests for reasonable Accommodations. Piloting the caseload tracking forms is behind schedule. Tracking forms and processes to monitor the voucher utilization rates of AHA vouchers targeted to households with disabilities (NEDs type 1 and 2) and 5-Year Main Stream are pending. A tracking form was developed to effectively support property owners to submit “change of ownership” requests and packets.</p>
	<p>Objective 2.4: Maintain portfolio of 75 units of senior housing.</p>	<p>On track</p>	<p>Activities to monitor financials and units are underway. Partner calls were made this quarter to check on REAC score and discussed management and occupancy review (MOR).</p>
	<p>Objective 2.5: Improve quality housing opportunities by implementing community stabilization initiatives</p>	<p>On track</p>	<p>Activities to establish a Resident /Tenant Advisory Board is underway. First meeting will be in March. Activities to improve processes and tools to handle lease violations have begun. Some notification templates have been reviewed and are being piloted. Lastly, activities to build partnerships with local law enforcement, implement outreach activities to neighborhood associations, COA, and other stakeholders are underway.</p>
<p><u>Goal 3: Improve access to higher income neighborhoods for families at or below 50% of AMI.</u></p>	<p>Objective 3.1: Increase dispersion of Section 8 Housing Choice Vouchers by effectively adjusting payment standards.</p>	<p>On track</p>	<p>AHA Section 8 Payment Standards, Utility Allowance, and Flat Rent schedules were all developed, reviewed and submitted to the Board on schedule and are now being implemented. Activities to update the Section 8 briefing packet to support deconcentration of poverty strategies is pending. Lastly, efforts to gather and share data with Section 8 team members to balance Per Unit Costs (PUC) concerns with deconcentration of poverty efforts are underway.</p>

	Objective 3.2: Increase landlord participation in Section 8 Housing Choice Voucher program by implementing landlord incentive programs for eligible landlords.	On track	Activities to review EHV "Service Fee" tracking form and Catholic Charities "Tony's gift" tracking form and make recommendations for what type of funds are most needed in the current market and the amount of funds needed for each type are pending. Efforts to track communication with property owners and use data to improve customer service are continuing and processes are being refined. Processes to support landlords/owners with change of ownership requests and packets have been improved and a tracking form has been developed. Lastly, activities to support landlords with the Landlord Portal are continuing and being reviewed.
<u>Goal 4: Increase affordable housing and neighborhood revitalization efforts that support families at or below 50% of AMI</u>	Objective 4.1: Work in collaboration with community partners to identify new funding sources and build political awareness of the importance of affordable housing and neighborhood revitalization efforts.	On track	This quarter AHA shared a survey link to the “NM Resident Survey” being conducted by the MFA with staff, residents and tenants. Staff also shared information on affordable housing needs and market data with ABQ City Councilor Lewis and Congresswoman Melanie Stansbury's staff. Staff advocated for City’s Affordable Housing Bond, that bond passed. Currently supporting bills at State legislature for funding for the Housing Trust Fund by speaking at committee meetings. Staff continue to attend stakeholder and coalition meetings as scheduled.
<u>Goal 5: Improve placement rates and housing success rates for vulnerable populations.</u>	Objective 5.1 Increase housing readiness	On track	Weekly routing of the “front desk call logs” to managers and to the Executive Assistant to improve interdepartmental communication on the questions being asked and the answers being given continue and are on track. Using tracking forms and other processes to refer applicants who need support applying for AHA programs continue on schedule. Developing transition plans for “at-risk” applicants; and reviewing all intake processes to make sure that AHA is adequately supporting applicants with disabilities and/or LEP households to access services are behind schedule but pending. Activities to implement Education/Advocacy activities to increase awareness of affordable housing issues specific to the AHA with referring partners and stakeholders are on track. Waitlist issues for the Section 8 HCV Program have been researched and clean up of older HCV waitlists will be completed by the end of the month. The use of intake tracking forms to analyze processes and improve customer service for all Section Programs is still pending.

	<p>Objective 5.2 Increase housing success of vulnerable populations</p>	<p>On track</p>	<p>Activities to implement Tenant Stabilization/Self-Sufficiency programs (ROSS, FSS, MTW) are on track. The AHA ROSS Program has enrolled 91 households to date and has 38 of the 50 ROSS Program caseload slots filled. The Program received an additional 10 referrals this quarter, which are being explored. This Program is used to support some of the most “at-risk” households in the AHA Public Housing Program. AHA completed its holiday decorating project and awarded 6 prizes to AHA households, 3 prizes to seniors, 2 to families with young children and 1 prize to a teenaged participant. AHA has hired a new Community Services Specialist to coordinate the FSS Program and the Community Services Coordination Program. Currently that FSS Program has an active caseload of 30 and is running at full capacity. Activities to support resident and tenants to use technology such as the AHA kiosks are happening on schedule. Activities to improve processes and tools to support training for staff and managers on how to work with specific Vulnerable populations is underway. Activities to find community partners that can support staff training to work with vulnerable populations is pending. There are no NOFAs out at this time for Move To Work (MTW) applications.</p>
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