To: Albuquerque Housing Authority Board of Housing Commissioners

From: Thea Guerin, Deputy Director

Date: October 19, 2022

Re: Executive Communication 2022-05 FY2023 AHA Action Plan

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 FY2023 AHA Action Plan focuses on "getting back to the basics" and setting measurable annual program targets that feed into HUD PHAS and SEMAP scores 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. Therefore, embedded in the FY2023 Action Plan Activities and Tasks are mechanisms for AHA staff to develop and use monitoring tools and processes that promote weekly, monthly, and quarterly learning cycles across all levels of staff and within each Department. Also embedded within the FY2023 Action Plan "Activities" and "Tasks" are opportunities for staff to: continue to explore partnerships that support increased security and safety measures at Public Housing properties; 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 refined the FY2023 "tasks" being addressed under the **Objective 1.3** *Maintain current portfolio of public housing and Section 8 vouchers* to include the implementation of an agency wide monitoring and evaluation system spear headed by the Leadership and Executive Teams. 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 and Objectives that were presented in the AHA FY2023-2027 Strategic Plan have remained essentially the same. There was only one slight change made to the FY2023 Action Plan in the wording for the following "Objective":

- **3.1. Increase dispersion of Section 8 Housing Choice Vouchers.** Previously the Objective included the following "to neighborhoods outside of high poverty areas." This language was

removed from the Objective because of the need to increase Payment Standards in all areas of the City including areas that were high poverty areas because of changes in the current Housing Market.

Recommendation
Request that the AHA Board of Housing Commissioners formally adopt the AHA FY2023 Action Plan and grant the Executive Director and AHA Leadership Team the discretion to adjust the Action Plan as needed throughout the year.

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 FY2023 Action Plan; and
2. Grant the Executive Director and AHA Leadership Team the discretion to adjust the Action Plan as needed throughout the year.

PASSED and ADOPTED this 19th day of October 2022.

BY A VOTE OF 4 FOR, AND Ø AGAINST.

Members Absent: Nunez

Members voting against: _____

ALBUQUERQUE HOUSING AUTHORITY
BOARD OF HOUSING COMMISSIONERS

By: _____
Maureen Skowran, Chairperson of the Board

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