

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>	<b>Objective 1.1: Partner with external funding sources to expand housing opportunities for low-income households.</b>	On track	<p>The AHA VASH Program is at 79% voucher utilization rate. Annual Recertification process and Inspection process are on track. Partnership with Catholic Charities has supported 8 households to date with housing search assistance. AHA has completed the intake portion of the Emergency Housing Voucher (EHV) Program. AHA was allocated 68 vouchers and currently has all 68 vouchers leased. Staff are working keeping these vouchers by stabilizing these households to maintain housing. Once a participant from the EHV Program is terminated from the Program, AHA will not be able to reissue the voucher. The AHA Portability Program is on track and up and running in compliance, The NEDs category 1 Program is at 100% voucher utilization rate, however, the NEDs Category 2 is at a 38% voucher utilization rate. PBV “Classic” currently has a 97% voucher utilization rate for PBV for “non-hard to house households” (77 vouchers with 3 vacancies) and a 70% voucher utilization rate for “hard-to-house” households, slightly below the 75% target. AHA PBV “Classic” is on track for supporting households to maintain housing for 1 year.</p>
	<b>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.</b>	On track	<p>Staff met with Governor staff on Capital Outlay request for Casitas. City of Albuquerque has agreed to be the fiscal agent. Capital Outlay request submitted to Governor and NM Legislature. The request has been included for \$250,000 in funding, pending Governor’s signature. Finalizing</p>

			<p>financing commitments for Casitas Del Camino. Attended a Housing Investment Trust round table. Housing Development Director attended Affordable Housing Investors Coalition meeting in October 2023 and met with several investors and lenders. AHA staff have identified a PH site for Capital Fund Financing. City will be issuing RFP for land for multifamily development and staff will review. The AHA Development and Asset Management Departments have been meeting on reviewing and revising the AHA Housing Development plan. AHA is providing the staff to be the Project Manager for the Choice Neighborhood Grant; project budget and timeline have been submitted to HUD; and an RFP for a planning coordinator has been submitted.</p>
	<p><b>Objective 1.3: Maintain current portfolio of 945 public housing units and 3,800 Section 8 vouchers.</b></p>	<p>On track</p>	<p>Finance Team provided expenditure reports for Program Manager and Board of Housing Commissioners, completed AHA Audit, completed monthly reconciliation and reporting activities on time to support agency wide monitoring and evaluation efforts, continued Payroll activities on time and in compliance with organizational policies, supported Programs to complete “Write-offs” and to ensure timely payments to Property Owners/Managers.</p> <p>To date the AHA Warehouse has monitored and tracked \$194,181 in inventory received and \$171,948 in inventory issued. The AHA Leadership Team and Executive Team continued to track HUD Notices and deadlines; develop an review organizational monitoring tools to include the AHA Production report, Dashboard, PHAS</p>

		<p>monitoring tool, HUD dashboards for SEMAP and PHAS indicators and review AHA budgets. The Team also continues to meet and revise program strategies and organizational policies as needed to adjust to emerging regulations, ordinances, markets, etc. Staff met with YARDI to explore software options for Property Management/Asset Management and reviewing other options as well. Asset Management and Public Housing and Admin staff meet weekly to update PHAS Monitoring Tool, Production Report and Dashboard. Staff and processes to support Property Management teams to review vacancy reports and collections reports. PH Manager meets regularly with Finance to review and discuss budgets and track PHAS indicators. Staff reviewed and revised AHA Section 8 Admin Plan and PH ACOP policies to reflect revisions in HOTMA and NSPIRE regulations and guidance. To date staff have completed and submitted AHA Action Plan Monitoring Reports on time. Staff have begun regularly including RAD production numbers in the Production Report Notes, monitoring and tracking leasing and intake data, and data on collections, and vacancies. AHA has set up on-going interdepartmental meetings to reconcile TenMast data for rent rolls and has contracted with MRI to provide TA to PBV/Finance/Asset Management/Public Housing Departments to reconcile errors in certifications and Project set-ups. Asset Management Team has set up weekly meetings with Admin, meetings with Admin, PBV and Development Departments and AHA continues to have weekly RAD meetings.</p>
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<p><u>Goal 2: Improve the quality of affordable housing opportunities for households at or below 80% of AML.</u></p>	<p><b>Objective 2.1: Implement a Rental Assistance Demonstration Program (RAD) to renovate and address deferred maintenance needs.</b></p>	<p>On track</p>	<p>La Plata and Veranda RAD conversions closed in December. Relocation in progress. Notice to proceed for construction was issued. Casitas fair housing review ready for HUD review including relocation review, accessibility, and Site and Neighborhood standards. Asset Management Team created spreadsheet of industry conferences. Staff continue to track trainings agency wide. Team attending Novogradac tax credit first year credit training. Property management training scheduled for staff. Dev staff attending a LIHTC 101 training. Staff have developed and are piloting tracking forms and meetings to monitor the following: relocation, leasing/intake, budget development, rent rolls, social service plans, and PBV RAD rent increases and inspections. AHA staff are scheduled to receive ongoing TA from MRI on rent roll reports, certifications, errors in certifications, project set ups, and contracted for</p>

			additional TA with staff. MOUs are in place for Social service plans, Explora MOU being implemented with Teen Club activities. Rent Increases and Inspections for RAD developments are being tracked and monitored.
	<b>Objective 2.2: Improve the Implementation of Property/Asset Management Best Practices</b>	On track	Training on NSPIRE completed for Public Housing Asset Management Departments and the ROSS Program. The Public Housing Department had its first NSPIRE inspection .and received a score of 82 Staff are developing protocols for these inspections to include working interdepartmentally with Fee for Service and Service Coordination staff to prepare units and households for these inspections as well sharing self-assessment checklists wit residents so they can be active participants in the preparation for these inspections. Weekly meetings to update and review PHAS monitoring tool are happening on schedule and team is developing weekly next steps, Program Manager meeting with Finance every other week. Property Management staff are working closely with APD to provide support at Gibson, 60th Street, Nakomis, and City View and working with the Albuquerque Community Services (ACS) to provide support at Grove and Pennsylvania and AHA Main.
	<b>Objective 2.3: Improve the Implementation of Inspection processes and best practices</b>	On track	The Inspections Team has developed and are using spreadsheets to track and monitor data on a daily basis to comply with the OHR Ordinance to track inspection timelines and challenges for Move-ins and to report progress on the HQS Liaison Contract with the City of Albuquerque. Additionally the Inspection Team is continuing ongoing Quality

			Control practices to ensure that AHA is on track to meet the following SEMAP indicators: “98% of Percent of units pass HQS/INSPIRE inspection before the beginning date of the assisted lease and HAP contract” and “Less than 5% of required units under contract have overdue HQS/INSPIRE inspections”. Currently AHA is on track to meet these targets. Lastly, the Inspections Teams has had NSPIRE training and the Section 8 Admin Plan has been updated to reflect changes in regulations that impact the Inspections Department.
<u>Goal 3: Improve access to higher income neighborhoods for families at or below 50% of AMI.</u>	<b>Objective 3.1: Increase dispersion of Section 8 Housing Choice Vouchers</b>	Caution	This Activity is behind schedule but staff will be working on this in the next quarter. It is expected that by the 3 <sup>rd</sup> Quarter Monitoring Report this activity will be back on track.
	<b>Objective 3.2: Increase landlord participation in Section 8 housing voucher programs)</b>	On track	2024 payment standards and utility allowances were approved on 10/2023, updated and posted on website. Staff continued to develop and gather training resources and information for Property Owners/Managers and updated website, PowerPoints and other AHA training materials with this information. AHA continued to provide training and support to the AANM and GAAR and maintain the AHA landlord portal and “Change of Ownership” process to support Property Owners/Managers. The front desk and the Inspection Team continue to track and distribute vacancy information from the Affordable Housing .com website as the Inspections vacancy tracking form.

<p><u>Goal 4: Increase affordable housing and neighborhood revitalization efforts that support families at or below 50% of AMI</u></p>	<p><b>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.</b></p>	<p>On track</p>	<p>Staff participated in the Modernization of the NM Affordable Housing Act Workgroup and Best Practices for Housing Authorities Subcommittee led by staff from the Governor’s office. Participated in the Governor’s Housing Investment Council public forum that was held to provide comment on recommendations for policy changes and state investments to increase housing development. Participated in the City Affordable Housing Committee meeting. Attended meeting regarding the Governor’s Housing and Homeless Initiatives. Conducted outreach to State legislators for capital outlay request. Staff are utilizing Linked-In for posting information, including passing of the Tax Relief Act of 2024 that increases allocation of tax credits and lowers bond threshold. Staff have reached out to SW NAHRO contacts to get timelines and application information for the national “What Home Means to Me” Poster competition and scholarship program.</p>
<p><u>Goal 5: Improve placement rates and housing success rates for vulnerable populations.</u></p>	<p><b>Objective 5.1 Increase housing readiness</b></p>	<p>On track</p>	<p>Front desk, and ROSS Program and PH Intake staff are piloting the use of technology (Google translate and other software) to use with LEP households during time of application and intake. Staff from multiple departments ensuring that outreach materials for AHA events and processes are translated into Spanish and other languages as possible. Service Coordination staff have developed and maintained partnerships with community organizations to support persons with disabilities (ILRC, CareLink), LEP households (Enlace Comunitario, Asian Family Center) and seniors (DSA) to support these households to</p>

			<p>complete and submit applications for the Housing Voucher and Public Housing Programs. Staff from the front desk are collecting information on difficulties that persons with disabilities, seniors, and LEP households have with completing and submitting applications and intake documents. Staff have developed materials in hard copy and electronic forms that use ADA recommended fonts, use white space and large print and are available in English and Spanish on how to apply online and how to use the AHA kiosks, and how to complete PBV and HVC applications. Staff are currently developing a visual presentation on how to download Google translate onto phones.</p>
	<p><b>Objective 5.2 Increase housing success of vulnerable populations</b></p>	<p>Caution</p>	<p>Property Management staff and the Service Coordination staff has supported the implementation of Explora Science Camp for young children and is now in the process of implementing an Explora Teen Camp at RAD properties. MOUs have been developed with CareLink, DSA, YDI, NM Workforce Connections, Master Gardner, and HomeWise NM. Partnership activities continue with NM Legal Aid, HELPNM, ILRC, The Asian Family Center, All Faith's, and APS Title I and McKinney Vento Programs. Staff from PH, RAD, Inspection, and the Housing Voucher Programs are continuing to make internal referrals for service coordination and Team Resident Triage Plans for families and/or individuals who are destabilizing and on the path towards eviction. However this is still a new process for AHA and has a lot of room to grow. The FSS Program was awarded an FSS Grant for</p>



		<p>2024. The ROSS Program has submitted a grant application for the 2024-2026. FSS staff with the support of the Admin Team and Finance have completed reconciling escrow accounts and cleaning up caseloads. The ROSS Program in collaboration with the Finance and Admin Teams has submitted all ROSS Annual reports on time and accurately. The Program's close out report is due March 31 and staff are on track to completing the report on time. Partnerships with Meals on Wheels, Enlace Comunitario and Nusenda Credit Union are in progress. Activities to set up a Program Coordinating Committee (PCC) for the FSS Program is pending and behind schedule, activities to provide additional training to staff on how to support vulnerable populations is happening through coaching but developing a formal training calendar is behind schedule and has been put on hold while staff are being trained in high priority topics like HOTMA, NSPIRE, Tax Credit and PBV compliance. Department reviews of letters and notifications that are sent out to tenants and residents to ensure that communication is accessible to persons with disabilities, seniors, and LEP households is happening but is behind schedule. Also the tracking and identification of households with disabilities and LEP Households on individual caseloads agency wide is behind schedule. Lastly, improvements have been made to the AHA "Request for Reasonable Accommodation" process to</p> <p>a) make it easier for persons with medical conditions and/or disabilities to make requests and, b) to provide in-depth</p>
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			technical assistance to persons with disabilities and/or medical conditions on what types of accommodations can be made (we're getting better at helping households identify all their options). Additional improvements are planned but are behind schedule.
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