



OFFICE OF HOMELESS SOLUTIONS

EXHIBIT A: STATEMENT OF SERVICES

PROJECT

Street to Home Initiative

VENDOR

Housing Forward (517577)

PROJECT DESCRIPTION

Street to Home Initiative is a \$30 million public-private initiative which sets out to cut unsheltered homelessness in half in the Continuum of Care geographical area (Dallas and Collin Counties). It aligns with the City of Dallas' strategy to reduce encampments and unsheltered homelessness through the RTR initiative. As defined by HUD, Rapid rehousing (RRH) is a permanent housing intervention to help connect families and individuals experiencing homelessness to permanent housing through a tailored package of assistance including rental assistance and supportive services. RRH helps those living on the streets or in emergency shelters solve the practical and immediate challenges to obtaining permanent housing and services while reducing the amount of time they experience homelessness, avoiding a near-term return to homelessness, and linking to community resources that enable them to achieve housing stability in the long term.

This intervention focuses on identifying and building upon the strengths of families to maintain their housing. RRH offers financial assistance (rental and utility assistance) necessary to allow individuals and families to move immediately out of homelessness and stabilize in permanent housing. Financial assistance is paired with case management and services to help households overcome and troubleshoot barriers to (re)acquiring and maintaining permanent housing.

Case management services help individuals and families select among various permanent housing options based on their unique needs, preferences, and financial resources, address issues that may impede access to housing (such as credit history, arrears, and legal issues), negotiate manageable and appropriate lease agreements with landlords, and make appropriate supports available to families and individuals—and to the landlords who are partnering with the rapid re-housing program.

On-going rental assistance and case management supports are essential to the encampment

decommissioning and re-housing process, and are responsible for delivering the following services:

- Engagement with people experiencing unsheltered homelessness;
- Conducting Coordinated Access System Assessments;
- Service coordination and connection to community based resources;
- Housing Navigation to support people on a pathway to permanent housing; and
- Data entry and reporting to monitor performance outcomes.

PROVISION OF SERVICES

The Street to Home Initiative offers **financial assistance (rental assistance, security deposits, and paid utilities)** necessary to allow individuals and families to move immediately out of homelessness and stabilize in permanent housing. Financial assistance is paired with case management and services to help households overcome and troubleshoot barriers to (re)acquiring and maintaining permanent housing.

The CoC Interim Rule specifies which eligible **supportive services** can be paid with CoC Supportive Service funds ([§ 578.53\(a\)\(1\)](#)). All supportive services provided must help program participants obtain and maintain housing. Services not specified in the CoC Interim Rule are not eligible ([§ 578.53\(d\)](#)).

Eligible supportive services are:

- Annual Assessment of Services ([§ 578.53\(e\)\(1\)](#))
- Moving costs ([§ 578.53\(e\)\(2\)](#))
- Case management ([§ 578.53\(e\)\(3\)](#))
- Childcare ([§ 578.53\(e\)\(4\)](#))
- Education services ([§ 578.53\(e\)\(5\)](#))
- Employment assistance and job training ([§ 578.53\(e\)\(6\)](#))
- Food ([§ 578.53\(e\)\(7\)](#))
- Housing search and counseling services ([§ 578.53\(e\)\(8\)](#))
- Legal services ([§ 578.53\(e\)\(9\)](#))
- Life skills training ([§ 578.53\(e\)\(10\)](#))
- Mental health services ([§ 578.53\(e\)\(11\)](#))
- Outpatient health services ([§ 578.53\(e\)\(12\)](#))
- Outreach services ([§ 578.53\(e\)\(13\)](#))
- Substance abuse treatment services ([§ 578.53\(e\)\(14\)](#))
- Transportation ([§ 578.53\(e\)\(15\)](#))
- Utility deposits ([§ 578.53\(e\)\(16\)](#))

Housing Forward will coordinate activities to connect families and individuals experiencing homelessness to permanent housing through a tailored package of assistance including rental assistance and supportive services.

Case management services help individuals and families select among various permanent housing options based on their unique needs, preferences, and financial resources, address issues that may impede access to housing, negotiate manageable and appropriate lease agreements with landlords, and make appropriate supports available to families and individuals—and to the landlords who are partnering with the rapid re-housing program. Case Management services are detailed above in the Project Description.

COLLABORATION

As the lead agency of the CoC, Housing Forward coordinates with members of the CoC to provide the services.

TARGET POPULATION

Residents of the CoC geographical area (Dallas and Collin Counties) through the Coordinated Access System (CAS) who are identified as homeless in the City of Dallas documented as unsheltered as defined by HUD. Rental assistance provided to an eligible individual or household should not be duplicative of any other federally funded rental assistance provided to such individuals or households.

Client eligibility:

- An “eligible individual/household” must meet the definition of homeless in 2 CFR 576.2, as summarized below:
 1. Individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who resided in an emergency shelter or a place not meant for human habitation and who is exiting an institution where he or she temporarily resided
 2. Individuals and families who will imminently lose their primary nighttime residence.
 3. Unaccompanied youth under 25 years of age, or families with children and youth who are defined as homeless under other federal statutes listed in 2 CFR 576.2, who do not otherwise qualify as homeless under this definition.
 4. Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member.
 5. Reside within the CoC geographical area (Dallas and Collin Counties).

CONTRACT TERM AND SCHEDULE

One year with an extension of time only to 9/30/2027.

BUDGET

Total Contract Budget: \$1,096,898.95

Funding Source: Home ARPA

Budget Allocation:

Cost Category	Amount	Activity Types
Supportive Services	\$1,096,898.95	Case Management salaries & fringe - \$864,000.00 Housing search, Lease up, Stability planning, Connection to Housing. Subrecipient mileage - \$40,200.00 Subrecipient technology - \$5,640.00 Laptop and hotspot (4) Subrecipient Program Mgmt. of Case Mgmt. - \$187,058.95 Mgt. and coordination of program case managers
CONTRACT BUDGET		\$1,096,898.95
TOTAL PROJECT COST		\$1,496,898.95

Exhibit B includes a detailed budget and line items for each cost category above. Expenses billed to the contract should not exceed the approved budgeted amounts in each cost category unless authorized by a budget revision request. Any budget request (including a budget line-item revision or budget category reallocation) must be submitted within nine months after the beginning of the contract term, unless otherwise approved by the City of Dallas for good cause.

PERFORMANCE

Performance Measures	
Measure	Annual Target
Total Individual Households Served with City Funds (5.5M)	185
Group 1: Individual Households needing services only	228
Group 3(2): Individual Households receiving services. (Financial Assistance provided in another contract)	185
Returned to homeless after 12 months	0

PERFORMANCE EVALUATION

This contract will be monitored monthly upon submission of Reimbursement Reports (Exhibit B), which is due 45 days after the end of each month **(except for September – the city's fiscal year end due on 31st of the following month)**. Additionally, a minimum of three site visits, to include contract delivery, onsite monitoring visit, renewals and close out visits, will occur during the contract term. A written report is due with the final payment to describe the overall performance, challenges, and actions taken to address challenges.

City of Dallas will reimburse only the data that is reconciled at time of submission. If the monthly submission is past due, the City will only give one additional opportunity to provide corrected or missing information by a specified due date, at which time the City will issue payment for only reconciled data at that time and move on to the next invoice.

Reimbursement Reports, to include requests for payments, are due by the contractual submission date. Late submissions could result in delayed or non-payments. Vendors are required to submit the following monthly Reimbursement Report (Exhibit B of the contract):

- Exhibit B of the contract:
 - Request for Payment Form, Page 1
 - Request for Payment Detail, Page 2
 - Match/Leveraging Expenditure Report, Page 3
 - Performance Summary, Page 4
 - Feedback Form, Page 5
 - Budget Revision Request Form (if applicable), Page 6
- Consolidated Annual Performance and Evaluation Report (CAPER) generated with HMIS data
- Source Documentation (see guidelines in Exhibit B)

For the year end close out, the submission window will close 31 days after the final month of the city's fiscal year end September 30th.