

Memorandum



CITY OF DALLAS

DATE May 26, 2026

Honorable Members of the Housing and Homelessness Solutions Committee: Cara Mendelsohn (Chair), Lorie Blair (Vice Chair), Adam Bazaldua, Zarin Gracey, Jesse Moreno, Jaime Resendez, Gay Donnell Willis

TO **Upcoming Agenda Item: May 27, 2026, Dallas City Council Agenda Item #26-1339A: Authorize the City Manager to execute seven-month contract with Housing Forward as a sole source, approved as to form by the City Attorney, for outreach services enhancing the efforts of the Real Time Rehousing (RTR) Project formerly Dallas Real Time Rapid Rehousing**

SUBJECT

The purpose of this memorandum is to brief the Housing and Homelessness Solutions Committee (HHSC) of upcoming agenda item #26-1339A for the authorization of a seven-month contract with Housing Forward in the amount of \$676,455.00 as a sole source, approved as to form by the City Attorney, for outreach services enhancing the efforts of the Real Time Rehousing (RTR) Project formerly Dallas Real Time Rapid Rehousing; the services will provide front line outreach services to persons experiencing homelessness in encampments and aligns with the City of Dallas' strategy to reduce encampments and unsheltered homelessness through the RTR initiative. This item is on the May 27, 2026, City Council agenda.

Background

The City of Dallas partners with Housing Forward, the region's U.S. Department of Housing and Urban Development (HUD)-designated lead agency for the Continuum of Care (CoC), to coordinate regional efforts addressing homelessness and housing instability across the Dallas and Collin County CoC.

The contract provides for the continuation of the City's partnership with Housing Forward that began in 2021 to provide street outreach services to chronically homeless individuals living unsheltered in the community. This program aligns with the City of Dallas' strategy to reduce encampments and unsheltered homelessness. Street outreach staff are essential to the encampment decommissioning and re-housing process by serving as the front-line social service providers and taking a compassionate approach to working with the target population.

Under the City's agreement with Housing Forward, Street Outreach staff 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

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- HMIS data entry and reporting to monitor performance outcomes

Housing Forward will continue to provide 16 Full-Time Equivalent (FTEs) to engage unsheltered residents as part of the encampment decommissioning process. This work aligns with the City of Dallas' Drivers of Opportunity framework to provide affordable, stable housing and clean and safe environments.

Housing Forward has accomplished the following performance/outcome measures in the previous contract.

Performance Measure/Outcome	Goal	FY25
Total Engagements	1500	2086
Total Assessments	1100	1240
Total Housing Navigation	400	169

Individuals served through this initiative are typically our most vulnerable and chronically homeless residents requiring multiple touch points before connecting them with available services. While outreach workers can identify, engage, assess, and prepare participants for housing, successful housing navigation is only realized when an appropriate housing resource becomes available. Housing placement and navigation from shelter to home takes on average 6-7 months due to the limited availability of units. More significant impact is seen in the number of individuals reached, assessed, and placed into shelter, which is the launching pad for more permanent housing.

Should you have any questions or need any additional information, please contact myself or Thor Erickson, Director, Office of Housing and Community Empowerment, at 214-670-3632 or Thor.Erickson@dallas.gov.

Service First, Now!



M. Elizabeth (Liz) Cedillo-Pereira, J.D.
Assistant City Manager

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C: Kimberly Bizer Tolbert, City Manager
Bertram Vandenberg, City Attorney
Mamatha Sparks, City Auditor (I)
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Baron Eliason, Inspector General (I)
Dominique Artis, Chief of Public Safety

Dev Rastogi, Assistant City Manager
Alina Ciocan, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Ahmad Goree, Chief of Staff to the City Manager
John Johnson, Chief of Real Estate
Directors and Assistant Directors