

# Memorandum



CITY OF DALLAS

DATE November 13, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Procurement Opportunity: Property Management of Supportive Housing Sites**

On June 17<sup>th</sup>, 2020, the Dallas City Council was briefed by the Office of Homeless Solutions on a plan to rapidly add supportive housing units during the current COVID-19 pandemic to the Dallas Homeless Response system through the acquisition of properties. This briefing on the acquisition process included provisions for contracting management and supportive on-site services.

The Offices of Homeless Solutions and Procurement Services have developed and intend to release a Request for Competitively Sealed Proposals (RFCSP) on Monday, November 16 to solicit potential vendors to provide management and services to any acquired properties. Funding for the services detailed in the RFCSP are provided through the CARES Act with a two-year period of performance. The RFCSP contains four core components for the management and operation of services at sites, these components are detailed below:

Core Components	Description
<b>RFCSP Core Component #1: Property Management</b>	Proposed projects will designate a Property Manager who will <ul style="list-style-type: none"> <li>○ Be responsible for the day-to-day management of the property, including maintenance tenant screening, leasing, rent collection, fiscal management, and City of Dallas compliance reporting.</li> <li>○ Develop policy to integrate and coordinate supportive services activities with property management activities.</li> <li>○ Develop policies to ensure that at-risk and formerly homeless tenants can remain living in the housing successfully.</li> <li>○ Develop policies and procedures for continuity and HUD compliance.</li> <li>○ Develop an operating guide for operations-management staff, to include establishing clear roles and responsibilities.</li> <li>○ Develop Property Management structure that supports solution-driven housing</li> </ul>
<b>RFCSP Core Component #2: Operations</b>	Proposed projects will: <ul style="list-style-type: none"> <li>○ Establish and operate a centralized or coordinated assessment system that will provide a comprehensive assessment of the needs of individuals and families for housing services.</li> <li>○ Careful selection, training, support, and supervision of property management staff ensures staff knowledge of tenants' special needs and issues and encourages staff to develop solutions that are effective for each tenant.</li> </ul>
<b>RFCSP Core Component #3: Supportive Services</b>	Proposed project will provide the following services to program participants: <ul style="list-style-type: none"> <li>○ Case Management, Program Directors &amp; Supervisors. (Case Management ratio 1:20)</li> <li>○ Ensure that tenant's rights are protected within consistently enforced policies and procedures, tenants are provided with meaningful input and leadership opportunities, and staff-tenant relationships are characterized by respect and trust.</li> <li>○ Design and deliver supportive services and facilitate access to a comprehensive array of services.</li> <li>○ Aid tenants in the program in navigating barriers that may stand in the way of securing and maintaining housing and will also strive to build a support system by connecting them with people and programs in the community.</li> </ul>
<b>RFCSP Core Component #4: Data, Documentation, and Evaluation</b>	<ul style="list-style-type: none"> <li>○ Reliably capture accurate and meaningful data regarding the effectiveness, efficiency, and outcomes of their activities, and use this data to facilitate, and improve, the performance of those activities on an ongoing basis.</li> </ul>

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The Office of Homeless Solutions and the Department of Sustainable Development and Construction are continuing to work collaboratively on the acquisition of properties that will be managed under this program. It is expected that City Council will consider the authorization of property acquisition(s) at the upcoming December 9<sup>th</sup> Council Agenda meeting.

If you have any questions please feel free to contact me or Kevin Oden, Interim Director – Office of Homeless Solutions.



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