

# Memorandum



CITY OF DALLAS

DATE December 10, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Office of Homeless Solutions – Dallas R.E.A.L. Time Rapid Rehousing Initiative**

The purpose of this memorandum is to provide the City Council with an update concerning the Dallas R.E.A.L. Time Rapid Rehousing (DRTRR) Initiative Dashboard.

## **DRTRR Dashboard Goes Live!**

On December 10, 2021, the [DRTRR performance dashboard](#) went live. The dashboard visualizes key performance metrics that indicate the progress being made toward the goals for ending homelessness set out in this Initiative. Given the time necessary to gather all reporting data being inputted by service providers and translate it to the dashboard, current data is not reflective of the actual number of households served and housed since the launch of the program. Data will reflect a more accurate picture of performance in subsequent months.

With the [DRTRR](#) Launch in October 2021, we've continued to support the following implementation timeline. This initiative is rolling out in three main phases of implementation as we work toward maximizing the number of housing placements facilitated through the program. Implementation phases and timelines are outlined below.

### Phase 1: Kickoff

*October 2021 to November 2021*

Phase 1 primarily focused on establishing the infrastructure for effectively administering the DRTRR. This included procurement and training of homeless services, building workforce capacity, establishing funding contracts, and launching the DHA DRTRR rent administration portal so that the first Rapid Rehousing program referrals could begin.

### Phase 2: Ramp Up

*December 2021 to March 2022*

The launch of Phase 2 coincided with the finalization of the Sole Source contract between the City of Dallas and the Metro Dallas Homeless Alliance (MDHA). The Ramp Up phase drives progress toward our peak monthly housing goals through continuing to strengthen the capacity of the rehousing system and accelerating housing placements. MDHA is building a Housing Location Team focused on expanding housing options for DRTRR clients and continues to lead the procurement for additional Case Managers and Community Integration Services. During this period service providers scale up the DRTRR rehousing workforce and work collaboratively to streamline rehousing processes.

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[Phase 3: Housing At Scale](#)

*April 2022 to April 2023*

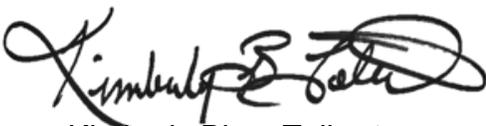
In the final phase of implementation, the system will have the tools, infrastructure, and staff capacity to reach our goal of housing 2,762+ individuals and families by September 2023. This includes an expansive portfolio of property managers and available housing units, capacity to maximize referrals to housing programs, and continuously refined practices to speed up the housing process.

As previously communicated, OHS will provide updates on the DRTRR Initiative to the City Council's Housing and Homeless Solutions Committee on a quarterly basis, as well as the Citizen Homelessness Commission, and the Dallas Area Partnership.

We will also provide you with the encampment resolution and decommissioning update in our TCB report next week.

Through our partnership with MDHA, we are continuing to do outreach around the We Come Home Campaign. This is a kit provided to each person the DRTRR rehuses, ensuring that they move into a fully furnished and equipped unit, with all the essential items that make a house a home. In a separate email next week, graphics will be provided that can help spread the word about this campaign and involve people in the process. In the meantime, for further information on the campaign, please visit the [We Come Home](#) portion of the [DRTRR](#) Initiative.

Should you have any questions or concerns, please contact myself or Christine Crossley, Director of Office of Homeless Solutions.



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