

Rapid Resolution 2026 and 2027 Contract Amendments

Community Planning and Housing Committee
August 19, 2025

Action Requested Today

Approval of the following contract amendments for Rapid Resolution services.

- 25-1194: Denver Rescue Mission contract to offer Rapid Resolution services in 2026 and 2027 (\$552,245)
- 25-1197: The Salvation Army contract to offer Rapid Resolution services in 2026 and 2027 (\$541,054)
- 25-1198: Senior Support Services contract to offer Rapid Resolution services in 2026 and 2027 (\$260,676)
- 25-1199: St. Francis Center contract to offer Rapid Resolution services in 2026 and 2027 (\$598,167)
- 25-1196: Volunteers of America contract to offer Rapid Resolution services in 2026 and 2027 (\$261,486)

HOST's Spectrum of Work



Exits from Homelessness

- **Self-Resolution:** The household leaves the system (e.g., stops accessing shelter) and reports they found stable housing without any financial assistance.
- **Institutional Exits:** The household moves to a treatment program or long-term care facility.
- **Rapid Resolution:** The household quickly exits homelessness—or avoids entering the homeless system altogether—with short term, one-time assistance
- **Time-Limited Rent Subsidies:** Programs such as Rapid Rehousing, that place a household in housing with a temporary subsidy and support services to help them stabilize in-place.
- **Permanent Housing:** Programs such as permanent supportive housing, affordable housing, and housing vouchers; can also include moves to market-rate housing.

What is Rapid Resolution?

- Rapid Resolution helps household quickly exit or avoid homelessness using case management and one-time financial assistance.
- Assistance may include rent payments, housing search assistance, employment support, or family reunification.
- The goal of rapid resolution is to explore *creative, flexible, safe, and cost-effective solutions* to quickly resolve a housing crisis.
- Examples of Rapid Resolution are items like:
 - Funds used to replace a bike for a client who used it to get to work to continue paying rent
 - Paid for a bed to be used in a spare room at family's house
 - Repaired a client's car so they could reunify with family out of state
 - Provided a bus ticket so a stranded client could return to a home they owned out of state
 - Provided a King Soopers gift card so a client could contribute to the household after a reunification

Who is Rapid Resolution a Good Fit for?

While Rapid Resolution is the fastest and least expensive intervention to prevent or end homelessness, it is only appropriate for 5-10% of the households in the homelessness response system.

Over two-thirds of those in the homelessness response system each year self-resolve after a short period of homelessness. Those who remain in the system are often struggling with complex challenges.

Rapid Resolution is effective for:

- Households that require minimal interventions to avoid or quickly resolve a bout of housing insecurity or homelessness
- Households that can exit homelessness in 90 days or less with minimal support

Although this program only works for a relatively small number of people, it is highly cost effective and helps households quickly exit homelessness, avoid long shelter stays, and makes resources available for those with higher needs.

Program Impact (9/1/23 to 12/31/24)

- 787 Unique Households served
- 94% of Households exited within 90 days or less
- 95% of Households exited to Permanent or Stable Housing
- Other Positives
 - Rapid Resolution is an exceptionally effective intervention for Black and African American Households (34% of Households served by the contracts with 95% exiting to Permanent or Stable Housing)
 - 21% of Households served were families
 - HOST has trained most of our system on the model and continues working to ensure this is offered by all outreach and shelter programs

List of all Rapid Resolution Contracts

* Require Council Approval

Denver Rescue Mission*	The Salvation Army*	Senior Support Services*	St. Francis Center*	Volunteers of America*
Family Promise of Greater Denver	Colorado Village Collaborative	The Gathering Place	Catholic Charities	Colorado Coalition for the Homeless

Action: Approve: 25-1194 Denver Rescue Mission Contract

- Households served per year: 91
- Cost per Household: \$3,034
- Primarily Serving 48th Avenue Shelter Guests



2026- Line Item	2026- Amount	2027- Line Item	2027- Amount	
Staffing	\$78,132	Staffing	\$80,085	
Client Support	\$160,998	Client Support	\$160,998	
Indirect Cost	\$35,870	Indirect Cost	\$ 36,162	
Total	\$275,000	Total	\$277,246	\$552,245

Action: Approve: 25-1197 The Salvation Army Contract



- Households served per year: 90
- Cost per Household: \$3,005
- Primarily Serving households across entire system

2026- Line Item	2026- Amount	2027- Line Item	2027- Amount	
Staffing	\$ 34,122	Staffing	\$ 35,038	
Client Support	\$ 198,161.00	Client Support	\$ 198,161	
Mileage	\$ 2,500.00	Mileage	\$ 2,500	
Indirect Cost	\$ 35,217.00	Indirect Cost	\$ 35,355	
Total	\$ 270,000	Total	\$ 271,054	\$ 541,054



Action: Approve: 25-1198 Senior Support Services Contract

- Households served per year: 45
- Cost per Household: \$2,896
- Primarily Serving Day Shelter Clients
- Serve Age 60+

Staffing	\$ 23,497.00	Staffing	\$ 24,084	
Client Support	\$ 89,547.00	Client Support	\$ 89,547	
Indirect Cost	\$ 16,956.00	Indirect Cost	\$ 17,045	
Total	\$ 130,000.00	Total	\$ 130,676	\$ 260,676



Action: Approve: 25-1199 St. Francis Center Contract

- Households served per year: 135
- Cost per Household: \$2,215
- Primarily Serving Day Shelter Clients

2026- Line Item	2026- Amount	2027- Line Item	2027- Amount	
Staffing	\$75,400	Staffing	\$77,285	
Client Support	\$183,730	Client Support	\$183,730	
Indirect Cost	\$38,870	Indirect Cost	\$39,152	
Total	\$298,000	Total	\$300,167	\$598,167

Action: Approve: 25-1196 Volunteers of America Contract



- Households served per year: 59
- Cost per Household: \$2,215
- Primarily Serving Families out of Theodora Hotel

2026- Line Item	2026- Amount	2027- Line Item	2027- Amount	
Staffing	\$50,626	Staffing	\$51,892	
Client Support	\$61,418	Client Support	\$61,418	
Mileage	\$200	Mileage	\$205	
Program Expenses	\$400	Program Expenses	\$410	
Training	\$400	Training	\$410	
Indirect Cost	\$16,956	Indirect Cost	\$17,150	
Total	\$130,000	Total	\$131,486	\$261,486

Family Promise of Greater Denver

- Households served per year: 35
- Cost per Household: \$2,789
- Serving Families



2026- Line Item	2026- Amount	2027- Line Item	2027- Amount	
Staffing	\$44,150	Staffing	\$45,254	
Client Support	\$40,198	Client Support	\$40,198	
Indirect Cost	\$12,652	Indirect Cost	\$12,818	
Total	\$97,000	Total	\$98,270	\$195,270

Colorado Village Collaborative

- Households served per year: 27
- Cost per Household: \$2,222
- Primarily Serving Micro-community Residents



2026- Line Item	2026- Amount	2027- Line Item	2027- Amount	
Client Support	\$52,174	Client Support	\$52,174	
Indirect Cost	\$7,826	Indirect Cost	\$7,826	
Total	\$60,000		\$60,000	\$120,000

The Gathering Place

- Households served per year: 23
- Cost per Household: \$2,194
- Serving Women, Trans People, and Families



2026- Line Item	2026- Amount	2027- Line Item	2027- Amount	
Staffing	\$31,495	Staffing	\$32,282	
Client Support	\$12,000	Client Support	\$12,000	
Indirect Cost	\$6,505	Indirect Cost	\$6,642	
Total	\$50,000	Total	\$50,925	\$100,925

Catholic Charities

- Households served per year: 48
- Cost per Household: \$2,198
- Primarily Serving Smith Road Shelter Guests

2026- Line Item	2026- Amount	2027- Line Item	2027- Amount	
Staffing	\$ 38,333.00	Staffing	\$ 39,291	
Client Support	\$ 52,971.00	Client Support	\$ 52,971	
Indirect Cost	\$ 13,696.00	Indirect Cost	\$ 13,839	
Total	\$ 105,000.00	Total	\$ 106,101	\$ 211,101

Colorado Coalition for the Homeless

- Households served per year: 45
- Cost per Household: \$2,352
- Primarily Serving Visitors to the Stout Street Clinic



2026- Line Item	2026- Amount	2027- Line Item	2027- Amount	
Staffing	\$60,998.00	Staffing	\$62,523	
Client Support	\$30,307.00	Client Support	\$30,307	
Indirect Cost	\$13,695.00	Indirect Cost	\$13,924	
Total	\$105,000.00	Total	\$106,754	\$211,754

Questions?

Appendix

Use of Rapid Resolution Funds

- **Rental Assistance**
 - Rent
 - Deposits
 - Arrears
 - Fees
 - Moving Costs
 - Sober Living
- **Essentials**
 - Utilities
 - Furniture
 - Food
- **Transit**
 - Air fare/bus tickets
 - Local bus passes
 - Car repair
 - Gas cards
 - Bikes
- **Employment**
 - Uniforms
 - Equipment
 - Certifications

Outcomes/Expectations of contractors

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
Housing Specialists Case Managers Short-term rent subsidies Homeless Management Information System (HMIS) use Staff training Program Policies HOST funding	<ul style="list-style-type: none"> Housing Identification Financial Assistance Case Management Services Housing First Intervention Participant feedback 	Households served	Based on Contract Funds	Households exiting to permanent or stable housing	80%	Address Unsheltered Homelessness
		Households served that receive case management to promote housing stability	100%	Households who remain housed within one year of program exit	70%	
		Households receiving Rapid Resolution services are engaged regularly to ensure prevention from entering, diversion from, or rapid exit from homelessness	100%	Households exit the program in 90 days or less	90%	Expand pathways to successful rehousing

Assumptions: Unless otherwise indicated, data will be pulled from the Homeless Management Information System (HMIS). Contractor will upload a HMIS Data Quality report in Salesforce with each quarterly report. Data quality must be in alignment with expectations and standards outlined by COHMIS (<https://cohmis.zendesk.com/hc/en-us>). All Metrics will be reviewed quarterly and annually.

