

# The Salvation Army Denver Transformational Rapid Rehousing

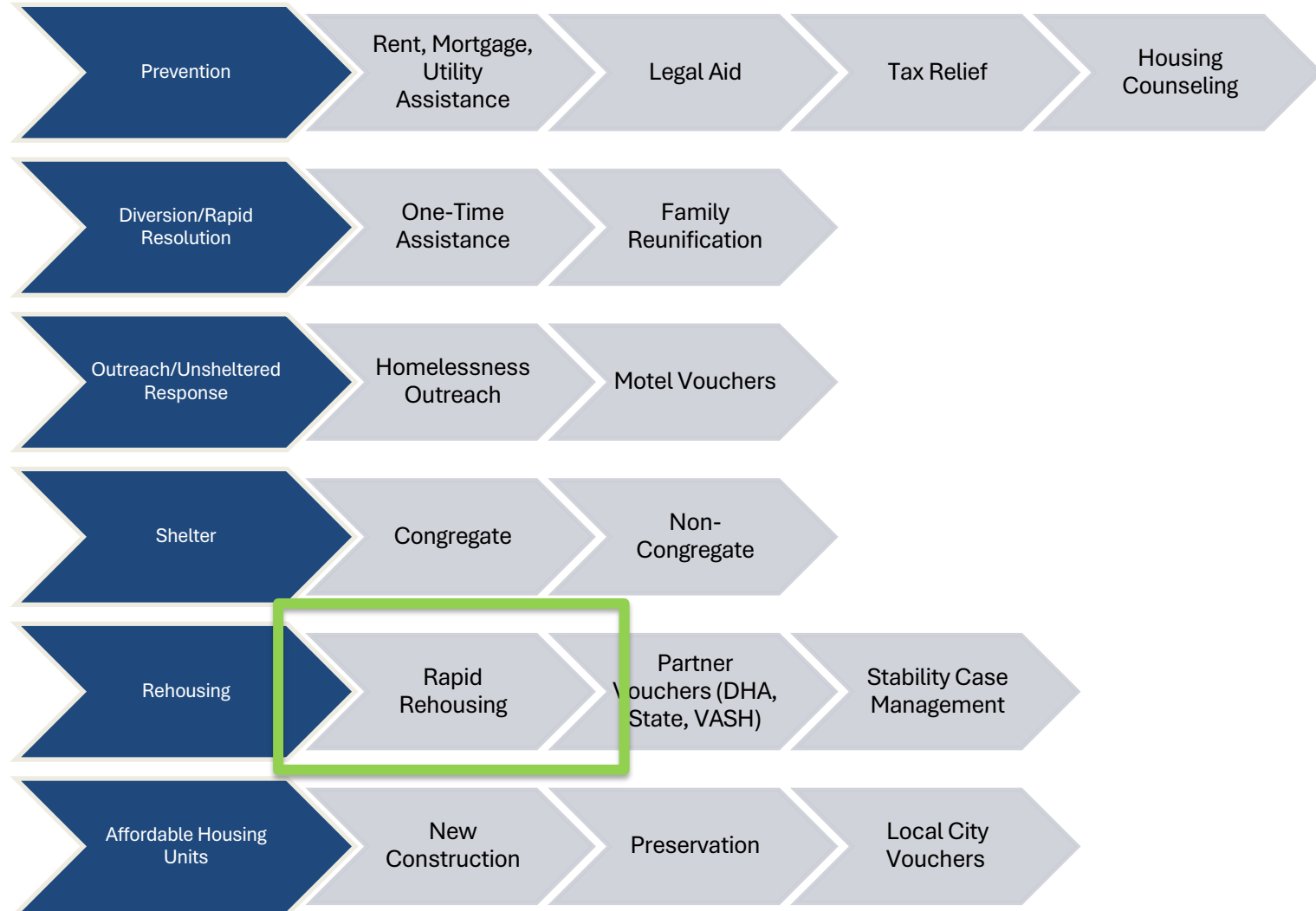
Community Planning & Housing Committee  
August 19, 2025

# Action Requested Today

## Approval of 25-1195:

- Agreement between HOST and The Salvation Army to provide Rapid-Rehousing (RRH) services to people experiencing homelessness in the City and County of Denver.
- The Transformational Rapid Rehousing Program (TRRH) program will serve over 200 clients, and support with financial assistance for participants including but not limited to: rental assistance, financial assistance, move-in support coupled with Critical Time Intervention case management for 12 months to support client stability.
- Total Contract Amount: \$5,050,000
- Contract Term: January 1, 2025 – June 30, 2026

# HOST's Spectrum of Work



# What is Transformational Rapid Rehousing (TRRH)?

## Case Management Support

- A Rapid-Rehousing program that offers up to 12 months of case management support to enrolled households based on Critical Time Intervention (CTI) best practices
- Supports clients' individual needs

## Financial Assistance

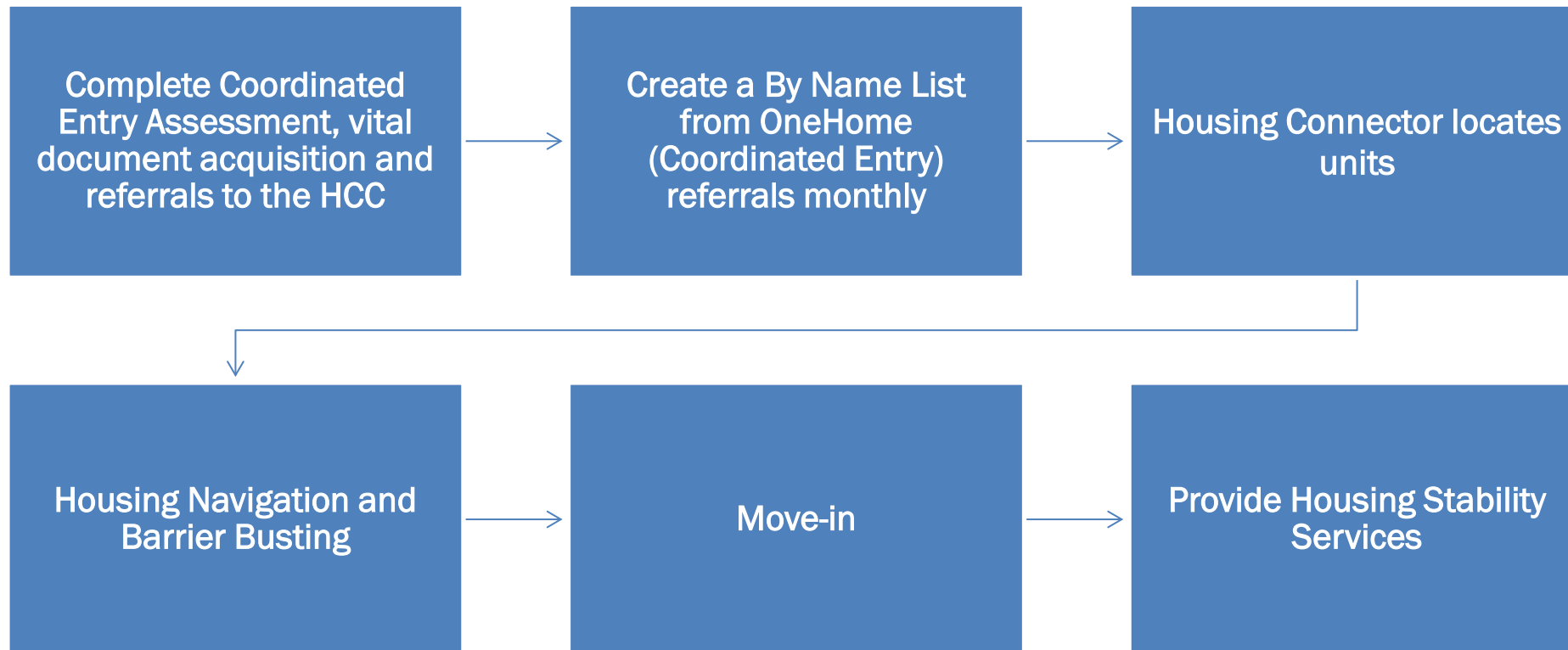
- Supports clients for up to 12 months of rental and utility payments
- Supports clients in increasing income through connection to workforce services and benefit acquisition support

## Supports HOST's Housing Central Command

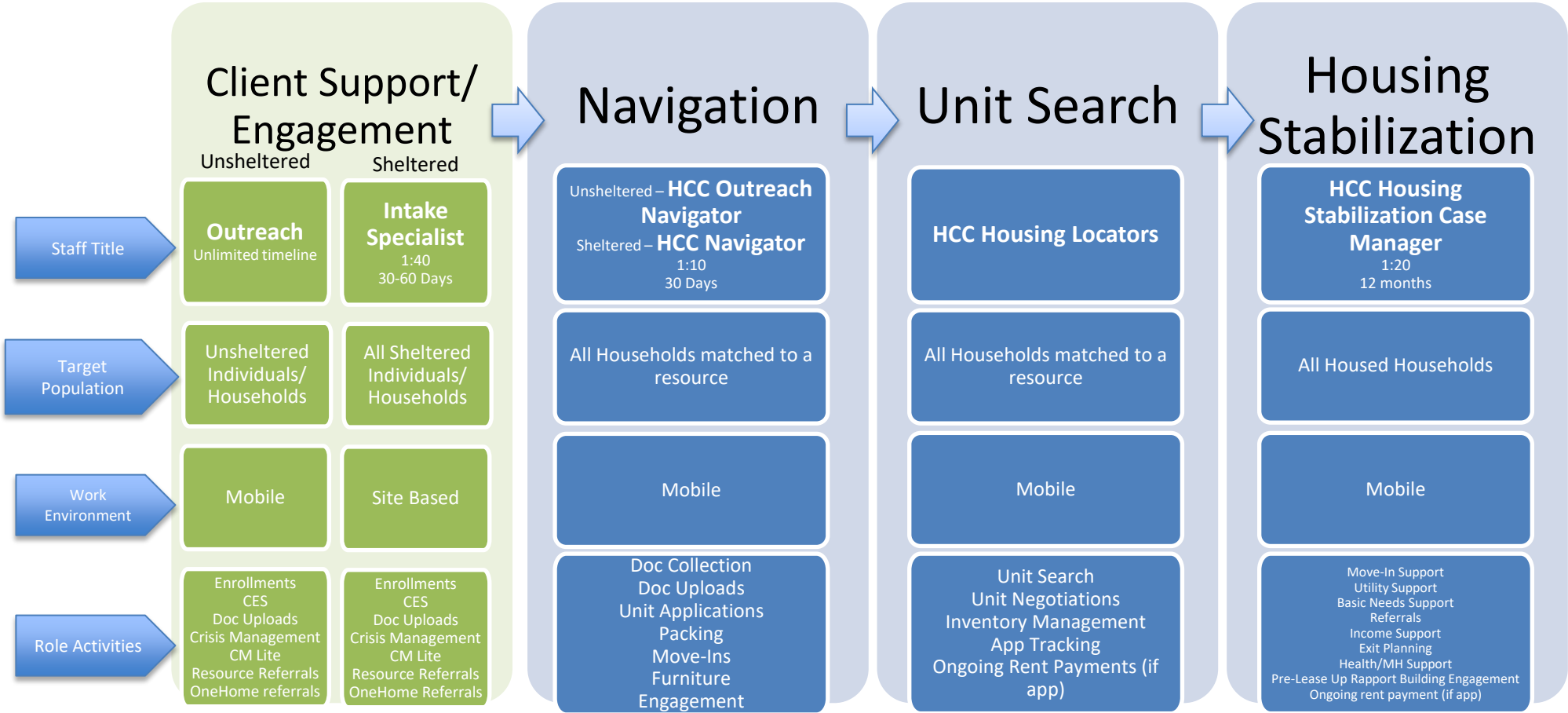
- All referrals into the TRRH program go through the Housing Central Command (HCC) and operates in partnership with HOST

# Housing Central Command (HCC)

HCC is a crisis response model that uses an emergency management staffing and communication structure to accelerate the rehousing process with people experiencing homelessness. The model maximizes all available resources.



# Housing Central Command Structure & Critical Time Intervention



# Housing Stabilizers

Mission: to support clients into ongoing stability through CTI best practices

1:20 Navigator to client ratio

Mobile: meet the client where they're at,  
12 months of support

## Key Responsibilities

- Addressing needs such as: food access, transportation, income & employment, community connection, mental & physical health, etc.
- Identify an exit plan and work with clients to outline goals and action steps necessary for client to successfully transition from program at end of rental assistance.
- Resolve conflicts and address concerns with landlords/clients to maintain positive relationships and prevent housing instability

# Budget Overview

- Contract term: January 1, 2025 – June 30, 2026
- Amount: \$5,050,000
- Average Cost/Household: \$25,500 based on 200 households served over contract period
- Includes a continuation of support for clients enrolled in 2024 and additional clients added in 2025.

## Staffing:

- Total Salary & Fringe Request - \$1,723,025

Position Title	No. of Positions
Administrative Leadership	Partial up to 6 FTE
TRRH Program Manager	1 FTE
Housing Solutions Director	1 FTE
Accounts Payable Clerk	1 FTE
Program Assistant	1 FTE
Lead Housing Stabilizer	4 FTE
Stabilizer (Case Manager)	12 FTE

- Other costs included in budget:
  - Client Support Costs
  - Financial Assistance
  - Rental Assistance
  - Program Supplies and Expenses
  - Professional Services
  - Staff Training
  - Mileage



# Questions?

# Appendix



# Programmatic Expectations

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
Housing Specialists	Accepting referrals from OneHOME and other sources	New households experiencing homelessness referred by HOST to do intake for rapid rehousing in 2025.	40	Households are provided permanent housing and services through the rapid rehousing program	95%	Expand pathways to successful re-housing.
Case Managers	Intake process for households referred	Households currently enrolled in the program in 2024 provided ongoing subsidies and support in 2025	187	Households that are currently enrolled are provided rent subsidies and/or support.		
Short- (1-3 months) to medium-term (3-24 months) rent subsidies	Housing Identification		Total of 200 households enrolled in 2024 & 2025 that may continue receiving support in 2026		200 households enrolled in 2024 & 2025 that may continue receiving support in 2026	
Landlord partners	Relationships with landlords	Households enrolled in the program provided ongoing subsidies and support in 2026		Households enrolled in rapid rehousing are provided subsidies and support.		
Homeless Management Information System (HMIS)	Move-In Rental Assistance	Number of lease applications submitted for new enrollees in 2025	40	Length of time between enrollment and lease up is less than or equals to 30 days	85%	Improve homelessness resolution system for households experiencing homelessness.
	Payment of rent subsidies	Number of households engaged in case management and ongoing support	100%	Household exits to permanent housing at the end of the program (either in their rapid rehousing or other unit)	70%	
Staff training	Housing Stability Plan for all enrolled households	Households receiving assistance with increasing income through benefits acquisition and/or employment	100%	Households that have an increase in income through benefit acquisition or employment	80%	
Program Policies	Case Management Services	Households without OneHome assessments offered housing assessments	100%	Households that receive housing assessments	100%	
	Housing First Interventions	Households offered the opportunity to provide feedback on services received	100%	Households that complete survey report being satisfied with the services received	70%	
	Assistance with budgeting and increasing income					
	Support ensuring that households remain housed after subsidy ends.					
	Participant feedback					