



# HOUSING FORWARD

SEARCH PROFILE

## Chief Financial Officer

Dallas, Texas

JANUARY 2025

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SEARCH

# The Organization

## General Information

Housing Forward, formerly Metro Dallas Homeless Alliance (MDHA), is at the forefront of historic progress, defying national trends on homelessness, and rehousing more people than ever in our region.

Founded in 2002 to serve as a collective voice for homelessness in Dallas and Collin counties, the nonprofit leads in the development and implementation of an effective homeless response system to make homelessness **rare, brief, and non-recurring** in Dallas and Collin counties. The organization works together in collaboration with the 150-member All Neighbors Coalition to lead system-wide strategies for ending homelessness in the community it serves. The All Neighbors Coalition partner organizations provide critical resources and support directly to individuals, veterans, youth, and families experiencing homelessness.

In 2021, Housing Forward underwent a system transformation. The organization aligned investments to focus on reducing unsheltered homelessness. This work has led to three consecutive years of reductions in homelessness, even as most major cities are heading in the opposite direction. By 2024, together with our partners, we reduced unsheltered homelessness in Dallas and Collin counties by 24%, rehoused nearly 14,000 people, and closed more than 28 encampments.

There is more work ahead. To ensure continued progress, Housing Forward launched a \$30 million public-private initiative to maintain the historic pace of rehousing, with a focus on resolving street homelessness, beginning with the urban core. The “Street to Home” initiative has seen early success, including housing more than 100 people living Downtown in under 100 days. The program will continue in Downtown and throughout Dallas and Collin counties in the months ahead.

## Services and Impact

To meet the needs of the communities it serves while accomplishing its goals, Housing Forward has developed several programs focused on utilizing data to inform strategy and coordinate the response of stakeholders. Programs include the following.

**Coordinated Access System (CAS).** Housing Forward ensures through the Coordinated Access System (CAS) that people experiencing homelessness are identified, assessed for their needs, referred to resources, and connected to housing. The CAS allows the community to streamline and coordinate services from providers across Dallas and Collin Counties which helps the system work efficiently for those who need it.

**Flex Fund.** Flex Fund Pays for minor but impactful fees that can end a person’s homelessness. The Flex Fund is 100% dependent on donations. Expenditures can include

but are not limited to access to critical documents, security deposits, move-in fees, pet deposits, basic furniture, household items, rental arrears, and utility assistance.

**Homeless Management Information System (HMIS).** SA Homeless Management Information System (HMIS) is a local information technology system used to collect data from service providers serving individuals or households experiencing or at risk of homelessness. Housing Forward provides HMIS access, training, and technical support to all partners serving unhoused individuals and families.

**Landlord Engagement.** Housing Forward has a Landlord Incentive Program which is designed to make units available to rent to prescreened tenants, in eligible programs, by removing financial barriers. Housing Forward seeks to work with landlords and property owners to secure units they have available for unhoused individuals and families. When they participate in the program, they receive financial incentives and the satisfaction of being part of the solution to ending homelessness in Dallas and Collin Counties.

**Point-in-Time (PIT) Count.** Once a year, along with communities across the country, Housing Forward takes a census of unhoused neighbors. The Point-in-Time (PIT) count, a requirement under Federal Law, helps communities understand the extent of homelessness, changing trends, and the measure of their success.

**Street to Home.** Housing Forward works alongside the All Neighbors Coalition and municipalities in Dallas and Collin Counties to resolve encampments in those communities. “Street to Home” is an encampment response that is a relationship-led strategy facilitated by street outreach workers, who help neighbors connect with permanent supportive housing, and supportive services, including intensive case management, to ensure a successful transition into housing.

**Training and Learning Management System.** Housing Forward’s team creates customized content to meet the training needs and requests of its homeless response system. Leveraging the technology of a learning management tool Housing Forward can provide in-person, virtual, and on-demand training for direct care service providers.

## Governance & Revenue

Governed by a 16-member board of directors and staffed by 37 full-time and 1 part-time team member, Housing Forward has an annual budget of approximately \$23 million, which derives from \$10 million in federal funding, \$11 million in local City funding, and \$2 million in membership fees and private fundraising.

# The Opportunity

## Role

At a critical juncture in the organization's history and with the arrival of a new President and Chief Executive Officer (CEO) in 2024, Housing Forward seeks a strategic and effective Chief Financial Officer (CFO) to serve as the CEO's right hand in all matters of finance and administration. In addition to building a team of professional staff to support Housing Forward's future growth, the CFO will work with the CEO and Chief Program Officer to develop and implement the agency's vision and mission, allowing Housing Forward to continue its pursuit of making homelessness rare, brief, and non-recurring in Dallas and Collin Counties, while laying the groundwork for sustainable evolution. Housing Forward is also growing in its role as a financial intermediary for funding secured on behalf of the homeless response system to provide backbone support for grant administration. The CFO is central to the agency's strategic plan to scale fiscal agent duties across a portfolio of federal and local grant programs. This includes taking on complex financial management, including centralized rent and program administration, and ensuring the contracting and payment process are as effective and efficient as possible.

To take on more grant compliance and provide financial infrastructure for its numerous constituents, Housing Forward seeks a talented systems-thinker to better realize the potential that the homeless services community possesses. Strong nonprofit leaders abound within the All Neighbors Coalition, requiring a charismatic but empathetic executive who understands others' perspectives and can drive consensus toward a collective, strategic, and long-term agenda. Similarly, she/he will need to be able to earn the trust and respect of civic leaders and elected officials, necessitating a strategic mind and political savvy.

## Responsibilities

Reporting to the CEO and supervising three direct reports and a total staff of 13 staff, the CFO is responsible for developing, guiding, and implementing Housing Forward's financial strategy and overseeing agency operations. The CFO will provide strategic financial guidance to the executive team and ensure Housing Forward's financial health and stability. This includes ensuring the agency remains in compliance with financial policies and procedures and regulatory requirements.

### **Essential Functions & Responsibilities**

#### **Financial Management**

- Develop and implement financial strategies, goals, and policies.
- Lead Housing Forward's annual budget process, working alongside the executive team and department leads, to set the strategy and build an ambitious and efficient budget for each fiscal year.

- Work with the department leads to ensure accurate forecasting and budget management throughout the year.
- Lead the creation and review of financial management reports and manage regular financial reporting to the Board and executive team.
- Works with Housing Forward's Finance and Audit Committee to ensure strong governance and performance of the organization.
- Provide financial analysis and recommendations to support key agency decisions.
- Oversee the accounting function and accounts payable and ensure accuracy and compliance with relevant regulations.
- Manage relationships with financial institutions, auditors, and other external stakeholders.
- Maintain agency financial policies and procedures and ensure efficiency and effectiveness in financial operations.
- Oversee and provide direction to staff on contracts and grant management, including sub-recipient monitoring and grant reporting.
- Oversee and provide direction to staff on Flex Fund and other program administration.
- Lead the finance and operations team, including providing strategic direction, coaching, and professional development to direct reports.

### Operations

- Supervise the Director of Operations and partner with the CEO to oversee all operational activities.
- Ensure the Director of Operations works with Leadership to ensure operations and initiatives align with Housing Forward and All Neighbors Coalition goals and priorities.
- Partner with the executive team to oversee the Director of Operations in executing human resources, including training, capacity building, performance evaluation, and professional development strategies.
- Support staff in leading asset management, IT and facility services, and grants and contract management.
- Maintain equitable and effective staff recruitment and retention standards and procedures.
- Partner with the CEO and executive team to oversee the development and implementation of strategic operational plans, setting clear and achievable KPIs to measure success and drive continuous improvement.

## The Ideal Candidate

### Leadership

Demonstrated experience enhancing the financial health of an organization.

Experience establishing a strategic financial plan and roadmap to implement and execute new initiatives.

Capability to lead a team through change, including as a strategic partner to the chief executive and Senior Management Team.

Proven track record of leading and influencing others.

Demonstrated ability to work with efficiency, diplomacy, and flexibility as part of a team.

Commitment to equity; ability to align operations to advance All Neighbors Coalition racial equity goals. Motivation and ability to foster diversity, equity, and inclusion.

Agile and adaptable to change; comfortable making strategic decisions, and responsive to incorporating new insights into plans and strategies.

## Experience

Master's degree in business, finance, or accounting, or 15 years of relevant experience (including organizational management or business administration) required. CPA is strongly preferred.

Proven track record of successful financial management, including experience developing and implementing financial strategies, managing budgets, and overseeing financial reporting and compliance. Experience managing government awards with a preference for managing HUD awards. Strong knowledge of 2CFR200 (Uniform Guidance) with experience leading organizations through single audits.

Experience in HR policy development and implementation.

At least three (3) to five (5) years of nonprofit experience in a leadership role is strongly preferred.

## Skills & Knowledge

Strong leadership and management skills, with experience building and leading high-performing teams.

Excellent analytical, problem-solving, and decision-making skills.

Excellent organizational skills and attention to detail.

Excellent time management skills with a proven ability to meet deadlines. Ability to prioritize tasks and to delegate them when appropriate.

Strong communication and interpersonal skills, with the ability to communicate financial information to non-financial stakeholders.

Excellent knowledge of data analysis, risk management, and forecasting methods.

Ability to develop and communicate spending strategies that keep the organization compliant with funders, maximizing cost recovery, and using the available funding most advantageously to be responsive to the communities we serve

Excellent technology skills including researching, designing, implementing, and training on relevant finance-related software that will scale with the organization and introduce efficiencies for the Housing Forward team and the constituency they serve.

Skill in mentoring others and working as a team.

An understanding of how nonprofit organizations are structured is strongly preferred.

## Personal Characteristics

A professional servant-leader aligned with Housing Forward's mission to make homelessness rare, brief, and non-recurring in Dallas and Collin Counties.

A passionate leader who works well with a visionary CEO in a team environment with the desire and ability to teach and mentor others.

Open, engaging, accepting of people from diverse backgrounds, willing to listen to and consider different opinions and perspectives, and approaches difficult conversations with respect and compassion.

An unpretentious and service-oriented executive who demonstrates respect and sensitivity in interactions with others.

Flexibility to adapt to changing community needs or crises and establish unity in the organization with professionalism and enthusiasm.

## Other Considerations

Compensation Competitive with comparable organizations, and commensurate with capability, experience, and prevailing market trends

Location Dallas, Texas; with a minimum of three days in the office, per current guidelines

Travel Limited

Education Bachelor's degree from an accredited college or university is required, with a relevant advanced degree preferred

Website [www.housingforwardntx.org](http://www.housingforwardntx.org)

## Contact Information

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