

DARTS

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Program Overview

Mission: DARTS mission is to help seniors stay right where they want to be. DARTS partners with Dakota County Community Development Agency (CDA) senior buildings to provide expert service coordination. Their Healthy Aging Specialists are specially trained to help older adults navigate everything from finding local resources to securing essential home services. By providing consistent, ongoing support, DARTS ensures residents have the stability and assistance they need to thrive in the home of their choice.

Contract: Dakota County has **1** contract with **DARTS** for the following service:

Service	Service Description	Funding Source(s)	Contract Term Date
Apartment Services for Seniors	Provide the senior apartment services program, to include a total of 15 buildings across Egan, Rosemount, Hastings, Mendota Heights, West St. Paul, and South St Paul. Goals for this program are to provide early intervention and navigation support services to seniors, to prevent homelessness or solve the housing instability, and promote healthy living for seniors by ensuring seniors can meet their basic housing and health needs.	100% funded by Local Affordable Housing Aid (LAHA) – MN Department of Revenue.	1/1/2026-12/31/2027

Strategic Alignment

DARTS work supports and aligns with the following County Board strategies:

Thriving people: Dakota County creates access to opportunities, cares for vulnerable people, and fosters community safety, health and well-being.

Oversight

DARTS provides quarterly reports to the county that include:

- Number of clients served (how much)
- Process measures (how well)
- Outcomes (is anyone better off)
- Budget versus actual expenditure
- Other information as determined by contractor and/or county staff.

A final comprehensive report is due each year and the county will review the following quality assurance at least once per calendar year: Review of reports, review of client case notes, review of staff list and staffing training requirements, and client interviews.

Outcome Measures

DARTS has launched a pilot of this service model in 2017 in partnership with the CDA, beginning in five buildings and quickly expanding to seven. The original approach centered on weekly open office hours in each building, providing residents with consistent, on-site access to support.

As DARTS footprint grew, DARTS tested several service delivery models to determine the most effective and sustainable approach. While most buildings maintained weekly open office hours, a few lower-traffic sites and newly added properties piloted alternative schedules. In these locations, DARTS reduced availability to twice-monthly office hours in some buildings and monthly visits in two others. In the remaining buildings, support was offered by phone or by appointment only.

Through this process, DARTS learned that consistent, visible staff presence significantly increases resident engagement. When residents see staff regularly in their building, they are more likely to seek support and build trusting relationships.

In response to these findings, in June 2025 DARTS started offering weekly open office hours in four buildings that had previously operated by appointment only and added monthly visits to two other buildings.

In 2025, DARTS served unique 377 clients across the buildings they support, reflecting both the need for and impact of consistent on-site services, providing 1,717 services. DARTS currently offers regular support in 15 CDA buildings. At the end of 2025, DARTS surveyed all clients that have used their services. The clients in the CDA buildings reported that 97% feel less isolated and 97% feel more connected in the community. DARTS added a new survey question this year, which asked “How important are DARTS’ services in helping you feel stable and secure in your housing?”, 92% of respondents answered that they are “very important” or “somewhat important.”

Mandates

Mandate Level (Board Decision) – Program Name, Authority for Program (Statute, Resolution, etc.), Program Description:

The Board of Commissioners is not mandated to provide or contract for these services.

Financials

Total Contracted Payments 2024-2025: \$563,777

Service	Contract Budget 2026-2027
Apartment Services for Seniors	\$424,000