

# Resolution Strategies

## Office Hours

April 10, 2024

11:00 am - 12:00 pm



# Welcome



## RTFH Team

- Lahela Mattox, Chief Operations Officer
- Jan Walton, Regional Outreach Coordinator East/South
- Tyler Uhlig, HMIS Manager
- Ed Boyte (Diversion Consultant)

## Grant Team

- Susan Kim, Grants & Contracts Manager
- Ronniece Boston, Grants & Contracts Manager
- Jess Torres, Program Analyst
- Quanisha Spann, Project Specialist





# Agenda



- Resolution Strategies (RS) Overview
- Definition of Diversion and Resolution Strategies eligible uses
- Diversion Training Requirements
- HMIS Requirements
- ZoomGrants Process
- Timeline



## Resolutions Strategies Overview

A source of flexible funding to support households that may need financial support to rapidly resolve their homelessness episode.

Resolution Strategies can only be accessed by RTFH subrecipients who have been awarded program funds for Diversion and/or Outreach activities.



## What is Diversion?



- An intentional problem solving conversation with people who have lost their housing and are about to enter shelter or sleep outside. Effective strategies can reduce exposure to trauma, feelings of being unsafe, and other negative impacts.
- Light touch, client led, flexible support, and sometimes offering financial assistance to resolve their episode of homelessness.
- Diversion is NOT Prevention.



## Impact of Diversion



**Outcomes** include permanent family reunification, permanent housing placement, and diverting temporarily, until housing is sustained, and/or relocating permanently to a safe place out of town.

**For the system:** significant reduction of people entering the homeless response system.

\*\*Communities utilizing the diversion approach have seen significant results from diversion strategies, recognizing that a majority of households are able to resolve their episode of homelessness without every entering the homeless response system.



## Diversion in San Diego



Resolution Strategies (RS) - Piloted in 2019 with HEAP, and RTFH continues funding through various funding sources.

June 1, 2019 - December 31, 2022:

- Funded 81% of the 27 Diversion Programs in HMIS
- Served: 1,927 unduplicated clients / 1,462 households
- 51% exits to permanent housing
- 15% return to homelessness
- Average cost per client: \$1,488.83 (spent in rental assistance/deposits)



## Resolution Strategies Awardees

Each agency was awarded based on outcome goals and the average cost of assistance (analysis of 2019-2022 spending).

G&C Manager will review with each agency their spending rates in May/June.

If additional funds are needed, please contact your assigned G&C Manager or email at [grants@rtfhhsd.org](mailto:grants@rtfhhsd.org).





# Diversion Training Requirements

2 day in person training (8am - 3pm):

- Thursday - Friday, April 25th - 26th
- Monday - Tuesday, April 29th - 30th

Training can only accommodate 4 staff per provider

- Two staff per training session
- One Program Management/Leadership staff member is required to complete the training

Please complete the registration ([Click here](#)) by 12PM PST on Thursday, April 11, 2024.



## HMIS Process



Subrecipients are required to:

- Collaborate with the HMIS team, providing the agreement terms and identifying staff needing access to the programs.
- Enter clients into Clarity
- RS used to be a service, it is now a program enrollment

Email [support@rtfhds.org](mailto:support@rtfhds.org) for HMIS questions.



## RS Eligible Uses



Examples of eligible uses include but is not limited to:

- Rental Application Fees
- Security Deposit Assistance
- Temporary Rental Assistance
- Utility Deposits and Arrears
- Moving Costs
- DMV fees, Vehicle repairs



## ZoomGrants Process



Submit an application profile in ZoomGrants (ZG)

- RTFH review and approves the profile
- If your organization has not submitted the profile into ZG, please complete by Thursday 4/11/24 at 11:59pm
- Monthly invoice submission are due on the 15th of the month following the previous month's expenses
- Utilize the HMIS ID when submitting an invoice through the expenditure form
- All invoice processing is completed via ZG only

# Grant Year Timeline



Date	Activity
Jan 1, 2024	Grant Start Date
Monthly on the 15th	Invoice submissions into ZoomGrants Monthly Multifunded Reports
Feb 15, 2024	First invoice due, covering expenses from the previous month
April 11, 2024 by 11:59pm PST April 11, 2024 by 12:00pm PST April 25-26, April 29-30	Submit ZG profile: <a href="#">Click here for ZG RS Program</a> <a href="#">Complete registration</a> by 12pm PST Diversion Training
May 2024 (Date to be determined)	Train the Trainer Diversion Training
May / June 2024	G&C Team Connects with Providers on Grant Spend Down and Outcomes
Dec 31, 2024	Grant End Date
Jan 15, 2025	Final invoice due covering expenses from Dec 2024



## Resources



- Grant Questions: [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org)
  - Expenditure Form: [click here](#)
  - Invoice Steps for Resolution Strategies: [click here](#)
- HMIS Questions [support@rtfhdsd.org](mailto:support@rtfhdsd.org)
- Diversion Training Questions: [taskforce@rtfhdsd.org](mailto:taskforce@rtfhdsd.org)



# Questions?

