



## **FY 24 Resolution Strategies (RS)**

### **Frequently Asked Questions**

05/20/2024

#### **Diversion Training Questions**

**Q: During the Diversion training offered in April it was mentioned that clients assisted with Resolution Strategies funding could not be in Coordinated Entry. Will this be spelled out in the policies?**

**A:** Clients that meet the eligibility criteria in the RS P&Ps (i.e. cannot be in a RRH program, etc.) can be assisted with RS funding. Clients may be in Coordinated Entry (CE) awaiting their referral, but if they can quickly be housed with RS funding and exited out of CE, the agency may assist them to be housed. If these clients are housed with RS, please make sure to close out their CE referral with the appropriate housing destination. After exiting to a permanent destination, HMIS will automatically exit clients from CE to the same destination and the client will no longer be in the queue. The clients assisted with RS funding must also be in the Diversion/Resolution Strategies program and exited accordingly in HMIS.

#### **Expense/Eligibility Questions**

**Q: What should be submitted in an invoice?**

**A:** General ledger/summary of the submitted expenses, receipts/leases, and the expenditure form/sheet. RTFH does not require agencies to provide proof of homeless status with the invoice, please ensure documentation is properly followed using agency guidelines.

**Q: Is there a policy on the length of lease term someone is entering into? Does the lease need to be for a specific amount of time? Example would we provide assistance to someone signing a lease agreement that is month to month?**

**A:** There is no requirement for the lease length as long as it is permanent housing. RTFH strongly encourages providers to work with housing that will provide a 12 month lease, to ensure housing stability for the client. If landlords are unwilling to provide a 12 month lease, please notify RTFH to connect with Brilliant Corners who can work directly with the landlord and provide tenancy support.

**Q: Can we use RS funding for a client that's in a hotel?**

**A:** If a client is currently staying in a temporary hotel/motel for safety and meets eligibility criteria, the client may be assisted with RS funding to be permanently housed. Funding for hotel/motel to temporarily divert the client safely while awaiting their housing move-in is also an eligible cost.



**Q: Can we use RS funding for TH Housed clients?**

A: If the client meets the RS funding eligibility criteria, the client may be assisted with RS funding.

**Q: For RS eligibility purposes, is it based on where someone will be staying tonight or where they stayed last night? So specifically is someone who will be unhoused tonight eligible even if they were housed last night? Do we need to meet the HUD definition?**

A: If the client is experiencing homelessness at the time of contact and can be documented, they are eligible for RS funding. Although homeless prevention is needed in the community, RS funding **can not** be used for prevention uses (rental arrears, eviction process, etc.). If the client is experiencing homelessness, in a temporary housing situation (lacks fixed, regular and adequate nighttime residence), and meets eligibility criteria, the client may be assisted with RS funding to be permanently housed.

**Q: If they are couch surfing are we able to assist, for example, they're staying at a friend's house every other Sunday?**

A: If the client is experiencing homelessness at the time of contact and can be documented, they are eligible for RS funding. Although homeless prevention is needed in the community, RS funding **can not** be used for prevention uses (rental arrears, eviction process, etc.). If the client is experiencing homelessness, in a temporary housing situation (lacks fixed, regular and adequate nighttime residence), and meets eligibility criteria, the client may be assisted with RS funding to be permanently housed.

**Helpful Links**

[Expenditure form](#)

[RS Office Hours 4/10/24 Presentation](#)

[RS FAQ 4/10/24](#)

[RS Office Hours 5/20/24 Presentation](#)

[RS P&P's](#)

**Additional Questions:**

Grants, Billing/Invoice, and other project related questions: [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org)

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