



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

### **Frequently Asked Questions**

6/03/2024

#### **HMIS Questions**

**Q: Which permanent housing programs can we use this in conjunction with?**

A: Permanent housing programs are not eligible to be used in conjunction with RS funds. This question was specifically referenced in the HMIS' presentation on CES. Any permanent housing destination on any program exit will trigger the CE auto-exit as well as any permanent housing move-in date (i.e. a RRH move-in will trigger CE to exit a client to RRH on the same date as move-in).

**Q: Do I need to enroll the household to RS or just the Head of Household?**

A: Enroll all members receiving services funded by RS – if you are funding a household for these services, enter that whole household.

**Q: What data are included in the RS enrollment?**

A: RS programs follow the standard HMIS data template – this means Universal Data Elements (prior living, disabling condition) and Common Data Elements (Income, Disability detail, etc.) elements that you'll find on most/every program.

**Q: Can my client be in more than one program at once? (i.e. RS and HHAP?)**

A: Yes; each HMIS program represents one set of activities taken with a client. A client may be in a shelter (ES), receiving case management (HHAP SSO), be in a diversion program (HHAP SSO), be receiving RS services (RS SSO), and may even be considered for Coordinated Entry (CE) all at once. This is expected as part of normal data entry.

**Q: I got a pop-up about Coordinated Entry when I exited from RS, what is this?**

A: When exiting a client from any program to a housed destination (or when adding a move-in date to a permanent housing program), Coordinated Entry enrollments will prompt an auto-exit. This records the success in the CE program and matches your program's data.

**Q: I have 2 RS programs in HMIS, but I did not request those.**

A: The Grants team has worked with the HMIS team to build the necessary projects in HMIS. If you believe one is missing, or you have too many, or you need assistance with entering data please reach out to HMIS at [support@rtfhsd.org](mailto:support@rtfhsd.org)



## **Expense/Eligibility Questions**

**Q: Do we need to replace all of the previous “expenditure forms” we have completed with this new updated expenditure sheet or are we using this sheet from today forward?**

A: Providers will not have to replace the previously submitted forms. Moving forward we will not use the “expenditure forms”, the expenditure sheet will replace the previous forms. Providers will only need to submit the new expenditure sheet moving forward (effective June 3, 2024). All the invoice expenditures submitted on July 15th will need to use the updated expenditure sheet.

**Q: Are clients with Section 8 vouchers eligible for assistance through RS funding?**

A: Yes, Since Section 8 voucher is not specifically for the homeless population, and the client will not continue to stay in the homeless system once they are housed, clients with Section 8 vouchers may be eligible for assistance.

**Q: Can we use this funding in conjunction with RRH?**

A: No, a client who needs, or is currently in a RRH program is not an eligible client for RS funding. This funding should not be used in conjunction with RRH, PSH or VASH.

**Q: With the new legislation regarding no second deposits to landlords; can we still offer it?**

A: Please refer to your legal counsel in regards to housing laws and regulations. RTFH does not have restrictions on payment as long as it is an eligible use and client.

## **Technical Questions**

**Q: Do I have a ZoomGrants (ZG) set up already for RS? If not, how do I set that up?**

A: The ZG link is sent to the application contact. Please reach out to your admin, they will need to add you as a collaborator. If they are having trouble with this please have them reach out to [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org).

## **Additional Questions:**

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

Diversion Training Information: [taskforce@rtfhdsd.org](mailto:taskforce@rtfhdsd.org)

Diversion Information: [BoyteEdwardL@gmail.com](mailto:BoyteEdwardL@gmail.com)

HMIS: [support@rtfhdsd.org](mailto:support@rtfhdsd.org)

## **Helpful Links**

- Resolution Strategies Policy and Procedures – [click here](#)
- RTFH Diversion Summary – updated 8/2023 [click here](#)



## **Office Hours**

- Resolution Strategies Office Hours 7/08/2024 (coming soon)
- Resolution Strategies Office Hours 6/03/2024 – [click here for slide deck](#)
- Resolution Strategies Office Hours 5/20/2024 – [click here for slide deck](#)
- Resolution Strategies Office Hours 4/10/2024 – [click here for slide deck](#)
- Invoice Steps for Resolution Strategies: [click here](#)
- Expenditure Sheet: [click here \(needed for each client that needs reimbursement\)](#)

## **RS FAQ's**

- FAQ's 5/20/24: [click here](#)
- FAQ's 4/10/24: [click here](#)