



# Resolution Strategies Office Hours

June 03, 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

## Grants & Contract Team

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



# Agenda

- Updated Resolution Strategies P&Ps
- HMIS- RS program entry/exit
- Updated Expenditure Sheet required for invoices
- Alpha Project Diversion Strategies
- Q&As



# Goals and Outcomes



- Providers to focus on individuals and families, **experiencing homelessness**, who can quickly secure permanent housing options.
  - Reducing first time homeless-length of time
  - Increasing exits from shelter, safe parking, streets to housing exits
- **Diversion Outcomes:**
  - Permanently back with friend, family, roommate
  - Return to their own residence
  - Temporarily diverted as they seek new housing
  - Relocating permanently to safe place out of town
- **Outreach and engagement** can include:  
street outreach, shelters, access sites, safe parking programs, other partners (school, family resource center, church)
- Demonstrate the impact of Diversion Focused Engagement AND access to flexible funding
- Learning Collaborative and Ongoing TA

# Resolution Strategies Policies and Procedures (Updated May 2024)



# Changes to RS P&Ps



## Updated Eligible/Ineligible Uses

- Clarification on eligibility criteria for RS Funds
  - Must be currently experiencing homelessness
  - Must have income to maintain ongoing rent payments once permanently housed
  - Does not need long term assistance (i.e. RRH, VASH, job search assistance, etc.)
- Providers may fund multiple items to help the client get to permanent housing, however providers must be able to document the need of the eligible use items and how it connects to the client being permanently housed.

## Updated HMIS Requirements

- Resolution Strategies funding is now a separate project in HMIS. Please contact [support@rtfhdsd.org](mailto:support@rtfhdsd.org) if you have not set up your project.

# HMIS (RS Program)



# HMIS RS Program



## Updates

Previously the RS entries were captured as an RS service tag.

1. Beginning January 1, 2024, RS is now being captured through the agency-specific RS program created in HMIS.
2. The RS service tag should not be used past 12/31/23. All clients served with RS funding as of January 1st 2024, must be enrolled and entered in the RS program in HMIS.
3. Only enter clients into the RS program that are receiving RTFH RS funding.
4. If you're diverting the client without using the RS funding, these clients will need to get captured in the Diversion program. (please connect with your designated HMIS admin to make sure you are entering into the correct program).



# Reminders: HMIS and CES



# HMIS and CE Reminders



## HMIS:

A standardized and centralized **database**

Locally we use the software Clarity licensed for use by Bitfocus, Inc

Governed by HUD Data Standards

Utilized for collecting and reporting data

Is a system of record (actions happen first and are then recorded)

## CES:

A **prioritization system** designed to match housing resources to the most vulnerable individuals experiencing homelessness

Has four major pillars

- Access
- Assessment
- Prioritization
- Referral

Governed Locally

Has actions (referrals) associated to the system which are then recorded in HMIS



# Diversion, RS, and CE



## Diversion

Concept

Practice

As Soon As Possible

## RS

Funding Source

Ending Homelessness w/  
Small Actions

Specific Population

Likely Low Vulnerability

## CE

Highest Vulnerability Only

Post-Diversion Efforts

Extensive Action to End  
Homelessness (subsidy)

No Guaranteed  
Timeframe



# Entry/Exit Guidance for RS Programs in HMIS



## For RS Emergency Shelter (ES):

ES = Emergency Shelter (including hotel/motel provided by an agency)

- Intended to be tracking Hotel/motels provided by RS funding (on as-needed basis)
- **Enroll/Enter** your client into RS ES for the first night they occupy a hotel bed.
- **Exit** your client from RS ES the day they stop occupying the hotel bed (likely the morning of move-out)

## For RS SSO:

SSO = Services Only

- Intended to be tracking RS activities that are not ES/Hotel/Motel stays.
- **Enroll/Enter** your client into RS SSO when you begin giving them RS-funded services
- **Exit** your client from RS SSO when the RS SSO services have completely ceased (in ideal cases, this means once the client is diverted and returns to housing)



# Entry/Exit Guidance for HMIS Programs continued

## For Safe Parking (HHAP SSO)



Treat Safe Parking SSO programs the same as an Emergency Shelter:

- **Enroll/Enter** your client into HHAP SSO Safe Parking for the first night they occupy the safe parking lot.
- **Exit** your client from HHAP SSO Safe Parking the day they stop occupying the safe parking lot (in and out privileges are okay – enrollments are capturing consecutive days of stay)



## Data Guidance for RS (FAQs)



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

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

### **What data are included in the RS enrollment?**

- 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.

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

- 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.

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

- 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.

# Expenditure Report



# Updated Template



<b>(Provider Name)</b>	<b>(Insert Project Type)</b>			
Enter HMIS Number (Clarity Unique ID)				
Select (HOH) Population	<input type="text"/>			
Number of people in household				
With this funding it will help a an	<input type="text"/>			
Has this client utilized RS funding before? If no is selected skip to #7.	<input type="text"/>			
If yes was answered for #6, provide the date, the diversion activity and provider if available				
<b>Breakdown of Expenses</b>				
Housing Placement	<input type="text"/>			
Application Fee Amount	\$	-		
Deposit Assistance Amount	\$	-		
Rental Assistance Amount	\$	-		
Interim Hotel Placement (Only for clients that have signed a lease & awaiting placement)	\$	-		
Storage Unit Amount	\$	-		
Vehicle Repair Amount	\$	-		
DMV Amount	\$	-		
Bus Pass / Gas Card Amount	\$	-		
Work Related Amount	\$	-		
Other eligible uses	\$	-		
Describe how the requested expenses meet Diversion eligibility activities and end in				
<b>Total Amount</b>	<b>\$</b>	<b>-</b>		







# IMMEDIATE IMPACT



While not always possible, how can our goal be to *end their homelessness today*?

Where can guests stay safely as we work to find a permanent address?

Have we fully explored and understood their history of housing?

When we have worked with guests securing long-term housing, rarely are we not able to temporarily divert as we do the housing search, inspections, and other details.

*Set aggressive goals.*



# SHARED HOUSING



How are staff talking about shared housing?

Most staff and society live with others – we're *including them*, not singling them out.

Normalize discussing supports and friends they think might be good housemates.

Have we helped guests identify who they consider family? Who watches their things?  
Who have they helped?

*Think client choice:* considering shared living opens up more options of where they can live, the type of unit, who they live with. By also saving money, they then have more options of how they would like to spend their time and money.



# BUILDING ON SUCCESSES 1.



Which property owners have been good to work with?

Which buildings seem to have more availability? Or work with those with bad credit, evictions, or SO? Youth, veterans, or other specific populations?

Which welcome shared living?

Could agencies send thank you notes? Would some clients agree to write notes?

*Engaging staff to focus on what does work may help with frustration and burn out – and is a way to put energy into options that have proven successes.*



## BUILDING ON SUCCESSES 2.



What specific things have **successful guests** done that have lead to housing?

Are there any trends or themes?

Celebrate incremental wins.

What specific things have **staff** done that have lead to housing?

Scheduling?

Building rapport?

Property owner engagement (previous slide)

Other things



# TRACKING PROGRESS



Track both outcomes and attempts (diversion conversations).

We can then see:

1. Success rates of a specific team, location, or program. This can be seen as a percentage of those seen and of those how many were housed.
2. How the number of diversion conversations compare to the number of person entering homelessness. Our goal should be to have as close to as many diversion attempts as there are those having a recent housing crisis.

*Diversion works to end homelessness by closing the front door,  
and allowing more resources to go to those who need more support.*

# Alpha Project Diversion Strategies

# Resolution Strategies Office Hours

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# Diversion as Rapid Exit from Shelter

- Approach as individuals access shelter for the first time or re-enter shelter
- Proactive housing stability plan (outside of CES) to shorten the length of shelter stay
  - Reality setting housing options: not waiting for CES, housing costs
  - “Planting the seed” for motivation to explore shared housing, SRO’s, or other independent options
- Use problem solving conversation, strength exploration, and diversion tools
- Help individual access permanent housing without an ongoing subsidy



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# Internal Process

- Leverage shelter case managers who are already problem solving and building trusting relationships
- Internal referral for case managers to submit clients for consideration to Resolution Strategies Admin
  - Screen for income & stability potential
  - Quickest possible turn around
  - Don't add barriers, but gain awareness and strategize to overcome
- Collaborate to verify RS flex fund eligible activities

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# Screening Tool

- Household composition (family members, children, roommates)
- Length of time homeless
- Household monthly income + verification
  - Source of income
  - Employment status (full time/ part time/ side work)
  - Employer/company name
  - Length of time employed
- Case management goals
  - Progress toward goals
- Document readiness
- Social supports (friends/ family, recovery community, mental health, case management, etc.)
- Potential barriers
  - Credit
  - Eviction
  - No rental history
  - Outstanding debts

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# Lessons Learned

- Detailed budget
- Debts
- Social support for housing stability
- Landlord relationships

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# Resolution Strategies Successes

- 20 households (31 individuals) housed through Resolution Strategies support 1/1/24- present
- 16 landlords/ property management companies
- Building trust, collaboration, and momentum

# Resolution Strategies Success Story: Jackie



Jackie entered the shelter in 2022. She made the difficult decision to separate her family and sent her children to live with relatives while she rebuilt her life. She maintained employment, leaned on the support of her case management team, and overcame barriers. With RS move in assistance, Jackie secure permanent housing and reunited with her children.

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# Resolution Strategies Success Story: Mari & Sam



Mari lost her job, then housing, due to COVID. She entered the shelter with her son. She maintained employment in janitorial services, then received a promotion and raise. With RS move in assistance, Mari & Sam secured permanent housing.

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# Resolution Strategies Success Story: Mr. Jose



Jose lost his job due to COVID. He entered the shelter and engaged in recovery services. He gained employment through Kitchens for Good, then was hired on permanently. He bought a car. With RS move in assistance, he secured permanent housing at an SRO. Jose is grateful to have the building blocks to independence.



**Questions?**







## Resources



Grant Questions: [grants@rtfhhsd.org](mailto:grants@rtfhhsd.org)

- Expenditure Form: [click here](#)
- Invoice Steps for Resolution Strategies: [click here](#)

HMIS Questions [support@rtfhhsd.org](mailto:support@rtfhhsd.org)

Diversion Training Questions: [taskforce@rtfhhsd.org](mailto:taskforce@rtfhhsd.org)



## 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).



# RS Eligible Uses



ELIGIBLE USES	INELIGIBLE USES
<ul style="list-style-type: none"><li>- Rental application fees, background and credit checks</li><li>- Transportation fees and vehicle repair costs including smog cost and certificate</li><li>- DMV fees such as car registration, citations, CA license fee</li><li>- Utility deposits and arrears</li><li>- Moving costs, including moving truck, storage fees, household food and supplies</li><li>- Food and gas cards in support of family mediation/reunification</li><li>- Work related supplies, clothing, shoes, tools, etc.</li><li>- Hotel/motel stay as interim to permanent housing placement</li><li>- Deposit, double deposit, and/or first month's rent</li><li>-Holding deposit for permanent rental unit</li></ul>	<ul style="list-style-type: none"><li>- Ongoing rental assistance</li><li>- Fees on entry to transitional housing</li><li>- Emergency relief materials Items that can be accessed through community resources (Clothes, shoes, snacks, hygiene products)</li></ul>



## 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 was previously a service, it is now a program enrollment

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



## 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 for services rendered the previous month
- 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
Week of May 13, 2024 (Date to be determined)	Train the Trainer Diversion Training Office Hours
May / June 2024	G&C Team Connects with Providers on Grant Spend Down and Outcomes
Dec 31, 2024	RS End Date
Jan 15, 2025	Final invoice due covering expenses from Dec 2024



# What is Resolution Strategies?



- **Feedback from the community**-a need for flexible funds to support households that may need financial support to rapidly resolve their homelessness episode.
- RTFH established Resolution Strategies
  - Funding available to providers contracted with RTFH for Outreach

**IMPACT:** June 1, 2019 - December 31, 2022:

- Funded 81% of the 27 Diversion Programs
- 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)



## Why Outreach with Diversion Focused Practices?

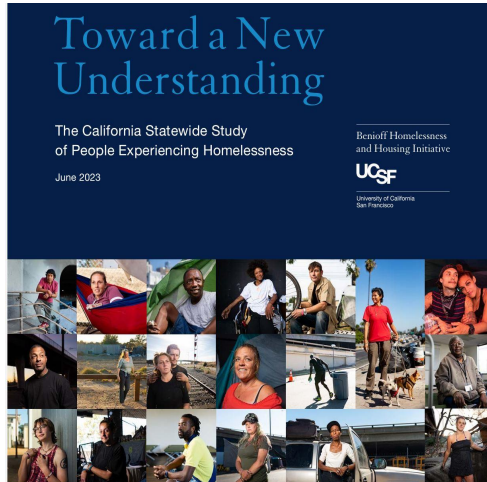


- RTFH has focused on this work in partnership with Ed Boyte, Founder of the Listening Group since 2019.
- Diversion is a nationally recognized best-practice.
- Communities utilizing the diversion approach have seen significant results from diversion strategies, including San Diego.
- Partnership with philanthropy, the City, and the County
- Data informed decision





# Statewide Study



*“70% believed that a monthly rental subsidy of \$300-\$500 would have prevented their homelessness for a sustained period;*

*82% believed receiving a one-time payment of \$5,000-\$10,000 would have prevented their homelessness;*

The California Statewide Study of People Experiencing Homelessness (CASPEH), conducted by The University of California, San Francisco Benioff Homelessness and Housing Initiative (BHII), **is the largest representative study of homelessness in the United States since the mid-1990s**. The study provides a comprehensive look at the causes and consequences of homelessness in California and recommends policy changes to shape programs in response.



## What does the data tell us?

- Increase in people experiencing homelessness for the first time
- Increase in people living in vehicles
- Increase in the number of people living in shelters, with income
- Increase in the length of stay in shelters
- The majority of households are able to resolve their episode of homelessness without ever entering the homeless response system.
- Communities utilizing the diversion approach have seen significant results from diversion strategies, including San Diego.





# RS Invoice/Program Requirements



- Updated HMIS requirement to match changes.

The new expenditures will be required beginning June 2024 invoice submissions.

- The updated form includes the previous required requested information and other additional information to support with reporting requirements.
- **Household Information:**
  - HMIS Client ID, Did the client utilize RS funding before?
  - HOH population (Youth, Adults, Seniors)
  - Family vs. Individual
  - Will this funding remove the client from being homeless into PH or Family Reunification?
- **Staff Contact Information:**
  - Agency, Staff name, Job Title, email/contact #, total dollar amount requested.
- **Breakdown of requested expenses:**
  - Application Fee
  - Deposit Assistance
  - Moving Expenses
  - Rental Assistance/Utility Arrears
  - Interim Hotel Placement (only for clients that have a lease and awaiting for their placement)
  - Vehicle Repair/DMV
  - Bus Pass/Gas Card
  - Storage Unit
  - Work Related
  - Other (Preapproved by RTFH, include description)
- Updated Required Expenditure Form- [click here](#)



# What is Diversion?



- Diversion is **NOT** a program
- Diversion is **NOT** prevention

## Diversion is

- An intentional problem solving conversation to empower people to **rapidly resolve their experience of homelessness** by identifying safe and appropriate housing solutions outside of the homeless dedicated service system.
- Light touch, client led, flexible support, and sometimes offering financial assistance to resolve their episode of homelessness.
- **Outcomes** include permanent family reunification, permanent housing placement, and diverting temporarily, until housing is sustained.