

# Resolution Strategies Office Hours

July 08, 2024

10:00 am - 11:00 am



# Welcome



## Guest Speakers

- Kelcie Parra, Executive Director at Crisis House
- Steven Anderson, Director of Programs at Crisis House

## 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

- Resolution Strategies Spending
- Crisis House Diversion Strategies
- Q&As
- Reminders & Resources

# Resolution Strategies Spending



# Resolution Strategies Spending

RTFH will not ask providers to return funds for ineligible expenses that have already been invoiced/reimbursed. As an alternative, RTFH will provide technical assistance to Subrecipients, to ensure providers are correctly using RS funding for eligible activities.

In turn, Subrecipients will use the funds in the best interest of the clients and their needs towards permanent housing.

Subrecipients should be empowered to make decisions to pay for diversion activities to place people experiencing homelessness into permanent housing.

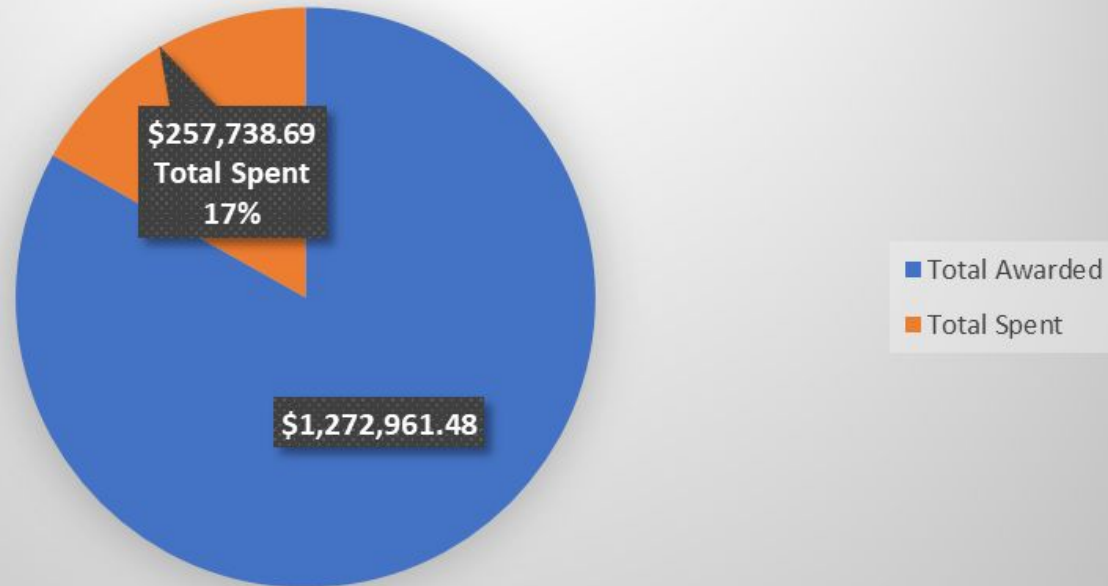
## **Reminder:**

The updated expense sheet is a required document that will need to be attached and uploaded to the invoices. Please make sure to use the most up to date sheet. Found on our website. <https://www.rtfhsd.org/funding/grant-recipients/>

***\*Please submit any expenses not previously invoiced, if they are eligible for reimbursement under RS.***



## Resolution Strategies Funding YTD 1-1-24 thru 6-30-24



# Crisis House Diversion Strategies



Resolution Strategies  
Homeless Diversion Program



# Crisis House RS Program

## Crisis House Strategies

Full Agency priority –

Crisis House has made the commitment to understand and prioritize diversion strategies, throughout the agency. Personnel within the agency, encompassing management, support staff and case managers from all programs, are focused on agency wide implementation of a Diversion Program. This includes thorough training of agency staff and creating supportive procedures.

- ✓ Create staff workloads that include RS activities.
- ✓ Processing leases and other needed documents.
- ✓ Writing checks quickly so lease can be secured.
- ✓ Interdepartmental referrals.



# Crisis House RS Program

## Outreach Team Strategies –

Engaging in Diversion conversation each interaction with person experiencing homelessness.

- ✓ Initiate conversations that encompass any solution to their current situation (creative brainstorming ).
- ✓ Not assuming that there are not RS possibilities.
- Consistent outreach efforts - thinking outside the box. Places people might go, before they show up in “street outreach”.
  - ✓ Churches
  - ✓ Schools
  - ✓ Medical facilities and social workers.
  - ✓ Community Colleges
  - ✓ Internal Crisis Line
- Thorough screening of referrals to ensure eligibility and fit.
  - ✓ If not, we can make appropriate referrals or leave the door open to possible help in future.
- Collaboration with other agencies.
  - ✓ Homeless Service Agencies, Substance abuse treatment programs, Family Health Center and Neil Good Day Center, have all referred.
- Landlord engagement and support
  - ✓ Offer to meet with landlords to explain program and answer questions.
  - ✓ Assure landlords of our ongoing support (Crisis intervention , resources and referrals).

# Client Engagement

- ✓ Trauma informed approach informs all activities
- ✓ Transparency – what we can and can't do
- ✓ Roles and responsibilities-clarifying with the client the steps needed and who will what.
- ✓ Orient clients to eligibility and limitations – reduce confusion , being mindful to increase clarity .
- ✓ Client centered approach-

Making the effort to understand what the client might have been through and really listening to ensure their thoughts, opinions and preferences are heard.

Engaging clients in discussions about budgeting , identifying barriers to maintaining housing, and exploring solutions

Maintain ongoing engagement for problem solving support.



# Success Story

- Joe and Linda P (not their real name)
- Family of 5
- Cycling through sleeping in their car and in hotels for 6 months.
- Called in to our Crisis Line.
- Both employed.
- They couldn't get the lump sum for deposit and rent so they were stuck.
- Also assisted with Household set up, beds and other essentials.
- Our support enabled them to secure 3-bedroom house, which they can afford to maintain.
- Housing allowed stability for their special needs children.





# Reminders



## RS Listserv

## ZG (ZoomGrants)

- If an applicant **has not yet** submitted a profile into ZG, please complete your submission by **Thursday 7/11/24 at 11:59pm**
- Invoices are due on the 15th of the month for services rendered the previous month.

## Next Diversion 2 Day Training Dates:

- Thursday, August 1st & Friday, August 2nd

## Save the Dates for upcoming RS Office Hours: 10:00 am -11:00 am PST

• 8/5/24	• 9/9/24	• 10/7/24
• 11/4/24	• 12/9/24	

# 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
July 11, 2024 by 11:59pm PST	Submit ZG profile: <a href="#">Click here for ZG RS Program</a>
Week of May 13, 2024	Train the Trainer Diversion Training
May-July 2024	G&C Team Connects with Providers on Grant Spend Down and Outcomes Funding should be at 50% spent in June
Dec 31, 2024	RS End Date
Jan 15, 2025	Final invoice due covering expenses from Dec 2024 Remaining balances will not rollover to the following year.



**Questions?**





# Resources



## Financial

- Grant Questions: [grants@rtfhhsd.org](mailto:grants@rtfhhsd.org)
- Expenditure Sheet: [click here](#)
- Invoice Steps for Resolution Strategies: [click here](#)

## Data Entry

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

## Programmatic

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



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Feb 15, 2024	First invoice due, covering expenses from the previous month
April 11, 2024 by 11:59pm PST April 25-26, April 29-30	Submit ZG profile: <a href="#">Click here for ZG RS Program</a> Diversion Training
Week of May 13, 2024	Train the Trainer Diversion Training
May / June 2024	G&C Team Connects with Providers on Grant Spend Down and Outcomes
Dec 31, 2024	RS End Date
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