



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

### **Frequently Asked Questions**

**04/10/2024**

#### **Program Questions**

**Q: What is Diversion?**

A: Diversion is a best-practice, intentional problem solving conversation approach, to empower individuals and families experiencing homelessness to identify safe and appropriate housing solutions outside of the homeless dedicated services system. Diversion is NOT a program and is NOT prevention ([click here](#) for the office hours presentation for further information)

**Q: Do we need to get “A homeless certification” for the RS clients we serve?**

A: Subrecipients should follow their procedures to ensure the client being served meets eligibility. RTFH does not require the subrecipients to submit homeless certification with the invoices but should ensure the client meets RS eligibility to prevent any issues.

#### **Expense Questions**

**Q: How do we get reimbursed?**

A: The subrecipient will need to submit a ZoomGrants profile to submit reimbursement claims. Invoices are due every month on the 15th for the previous month expenses.

**Q: What’s an expenditure form?**

A: The expenditure form is used to support the expense submitted for reimbursement. It is one form per client and the client will need to be enrolled into the RS HMIS program. [Click here for the expenditure form template.](#)

**Q: Can we use the funds on people who are currently housed but at imminent risk of homelessness?**

A: Resolution Strategies are not used for prevention. Funds can only be used on eligible clients who are currently experiencing homelessness. If you have specific expenses that you may have for a client, please email [grants@rtfhsd.org](mailto:grants@rtfhsd.org) to make sure it's eligible.

**Q: When working to divert what does the turnaround time look like when accessing funding?**

A: RS funds are accessed through a reimbursement process. Invoices are required to be submitted monthly on the 15th for the previous month's expenses. As long as the required documentation is submitted and they are eligible items, RTFH will approve the invoice and process for payment. RTFH has 30 days from the invoice approval date to process the payment.



**Q: If a person is moved into housing on the 1st, but invoice isn't submitted until the 15th of the month, what verbiage is used for the property owner/manager?**

A: RS funds are accessed through a reimbursement process. Subrecipients are responsible for payments made until RTFH reimburses the approved expenses. Invoices are used as reimbursements of expenses, the subrecipient would submit the expenditure form and their general ledger or receipt to support the expense. The invoice submitted on the 15th is for the previous month's expense. If the person moves in on April 1, 2024 for example, this wouldn't get submitted until May 15th. RTFH will approve eligible expenses after reviewing the submitted invoice. If a provider requires invoices to be paid more frequently than once a month, please contact [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org) for request of a modified invoice schedule, approval will be given on a case by case basis.

**Q: If we didn't spend down our previous RS funding can we use the remaining balance?**

A: No, the previous RS funding ended 12/31/23. The new funding started 1/1/24 and will end 12/31/24. Any unused funds will be returned to RTFH.

**Q: What are the eligible expenses?**

A: Please refer to the RS Policies and Procedures for examples of eligible expenses. If you have questions on what is considered eligible expenses, please email [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org).

**Q: What are the ineligible expenses?**

A: Please refer to the RS Policies and Procedures for examples of ineligible expenses. If you have questions on what is considered eligible expenses, please email [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org).

## **HMIS Questions**

**Q: HMIS question- what report should be pulled to show RS enrollments within a specific timeframe?**

A: A number of reports can be used to gather this information, but ZoomGrants requires the APR for reporting and to gather RS enrollments within a specified timeframe. For other reports, providers may use: The Program Roster, Data Quality report and if an agency is looking for other specific reports, please contact [support@rtfhdsd.org](mailto:support@rtfhdsd.org).

**Q: In the HMIS RS SSO Enrollment, do we need to utilize a service transaction as well?**

A: Currently, the intent is to solely use the program enrollment moving forward from 1/1/24. In review, if a service transaction on top of that enrollment is found to be useful or necessary, we will work with providers who may benefit from that being added. At the moment, Resolution Strategies activities are intended to be captured with a program enrollment and that's currently what we'll be looking at.



## **Diversion Training Questions**

**Q: Can we please get a copy of the link to enroll in the RS SR specific April training ?**

A: [Click Here to register](#), registration ends Thursday, April 11, 2024 at 12 PM PST. If you need to register or sign up for training after April, please reach out to [RTFH Taskforce](#).

**Q: Will we need to attend training, if we've taken the diversion training back in October/at the beginning of the year?**

A: This training encompasses what was taught last year, however there will be more information regarding Diversion Outcomes, Role Playing, and Eligible uses of funding. It is not required for someone who has attended on or after June 2023 to complete the training, however, attending the training again is recommended and would be beneficial.

## **Helpful Links**

[Expenditure form](#)

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

[RS P&P's](#)

## **Additional Questions:**

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

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

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