



# **Outreach Focused Diversion and Resolution Strategies Office Hours**

May 20, 2024

10:00 am - 11:00 am



# Welcome



## RTFH Team

- Lahela Mattox, Chief Operations Officer
- Jan Walton, Regional Outreach Coordinator East/South
- Tyler Uhlig, HMIS Manager
- Ed Boyte, Founder of the Listening Group, RTFH Consultant

## Grants & Contract Team

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



# Agenda



- Outreach focused Diversion and Resolution Strategies (RS)  
Goals and Outcomes
- Review of Updated Resolution Strategies P&Ps
- 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.

# DIVERSION (Ed Boyte)



# DIVERSION WORK



## Housing Focused

Help staff think through activities that are:

1. Important but not directly related to housing (hygiene kits, water, food)
2. Non-urgent activities
3. Work with guests/clients that does lead to housing outcomes

*How can we leadership support staff in focusing on number 3?  
Can other staff be assigned 1 and 2,  
so case managers and locators can focus their attention of housing outcomes?*





# 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.*

# Group Discussion



# Resources



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

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

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

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



<b>ELIGIBLE USES</b>	<b>INELIGIBLE USES</b>
<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@rtfh.org](mailto:support@rtfh.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)



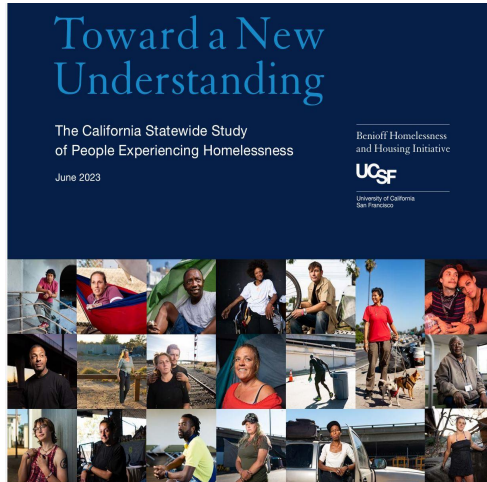
## Why Outreach with Diversion Focused Practices?



- 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.