



FY 24 Resolution Strategies (RS)

Frequently Asked Questions

8/05/2024

Expense/Eligibility Questions

Q: Is Interim Hotel Placement only for clients that have a signed lease and awaiting placement. Do they need a signed lease or can it also be waiting to move in with family, etc?

A: Interim hotel placements serve as temporary accommodations for individuals awaiting family placement or awaiting permanent housing. These short-term stays should be strategically utilized to connect clients with permanent housing. It is advisable for providers to reassess prior arrangements that have utilized RS support regarding short-term stays and consider shared living arrangements for more extended housing options.

Q: Are we able to purchase gas/bus passes with RS funds?

A: Eligible activities are items that will support the client into permanent housing and are short-term assistance. Providers are recommended to review the client's budget to determine areas of financial assistance to meet their goals of permanent housing.

Diversion Training

Q: Is there a link to sign up for the training on 09/12 & 9/13? Or should I send an email?

A: There is no link for the training, instead, please email: taskforce@rtfhdsd.org to request training dates and reservation of space.

Technical Questions

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

A: Unique ZoomGrants links are sent to the agency main contact upon contract execution. If you do not have the link, please contact your agency's main contact for RS funding, to be added to ZoomGrants as a collaborator. If additional support is still needed, please contact RTFH at grants@rtfhdsd.org.

HMIS Questions

Q: Where do we look on the APR and how do we correctly pull the APR to see the outcomes?

A: The outcomes are contract/agreement specific. The APR report is the recommended report for permanent housing placement and clients served. If you need additional support with pulling specific outcomes, please reach out to the HMIS support team support@rtfhdsd.org.

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

A: The Grants and HMIS teams worked together to build the projects in HMIS. Each provider that received RS funding has two programs, RS-Shelter and RS-SSO. RS Shelter is to capture enrollments into interim hotel/motel and RS SSO is to capture enrollments for any RS funding. If one is missing, you have too many, or you need assistance with entering data, please contact HMIS support at support@rtfhdsd.org.



Point of Contacts:

- Grants Billing/Invoice: grants@rtfh.org
- Diversion Training Information: taskforce@rtfh.org
- Diversion Information: BoyteEdwardL@gmail.com
- HMIS: support@rtfh.org

Helpful Links

- Resolution Strategies Policy and Procedures – [click here](#)
- Diversion 101 – [click here](#)
- Invoice Steps for Resolution Strategies: [click here](#)
- Expenditure Sheet: [click here](#)

Office Hours

- Resolution Strategies Office Hours 8/05/2024- [click here for slide deck](#)
- Resolution Strategies Office Hours 7/08/2024- [click here for slide deck](#)
- 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](#)

RS FAQ's

- FAQ's 6/03/24: [click here](#)
- FAQ's 5/20/24: [click here](#)
- FAQ's 4/10/24: [click here](#)

All resources and documents can be found on the RTFH's website:
<https://www.rtfhsd.org/funding/grant-recipients/>