



## RESOLUTION STRATEGIES (RS) POLICY AND PROCEDURES Updated 2025

Resolution Strategies (RS) - Piloted in 2019 with HEAP, and RTFH continues funding through various funding sources. Resolution Strategies is a source of flexible funding to support households that may need financial support to rapidly resolve their homelessness episode. Resolution Strategies can only be accessed by RTFH subrecipients who have been awarded program funds for Diversion and/or Outreach activities. Diversion is an intentional problem solving conversation with people who have lost their housing and are about to enter shelter or sleep outside. Effective strategies can reduce exposure to trauma, feelings of being unsafe, and other negative impacts. Including light touch, client led, flexible support, and sometimes offering financial assistance to resolve their episode of homelessness. Diversion is NOT Prevention. To learn more about Diversion, please [RTFH Diversion Website Click Here](#), [Diversion Summary Click Here](#)

Positive outcomes of diversion include permanent family reunification, stable housing placements, and temporary diversion until housing is secured, as well as permanent relocation to a safe area outside the community. Enhancing the homeless system leads to a notable decrease in the number of individuals entering the homeless response system. Communities that implement diversion strategies have reported significant success, understanding that most households can address their homelessness without engaging with the formal homeless response system. Awarded Subrecipients (SR) receive program funding for diversion and outreach activities. By utilizing these funds, SRs commit to adhering to the established program requirements.

### **Program Requirements**

1. Received an Award Letter/Agreement: All terms and conditions of the Agreement between RTFH and the Agency shall apply to RS.
  - a. Submit the approved program profile into ZoomGrants (ZG).
  - b. Utilize ZG to submit monthly invoices/request for reimbursements (RFR) and reports.
2. Diversion Training: SR's are expected to ensure that program staff understands Diversion practices.
  - a. To gain access to the RS funding, RTFH requires at least one program leader (i.e. Program Director, manager, supervisor, etc.) **and** all program staff engaging in diversion conversations recently complete the RTFH Diversion Training. For HMIS related questions/guidance please reach out to [taskforce@rtfhdsd.org](mailto:taskforce@rtfhdsd.org) and copy [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org)
  - b. RTFH reserves the right to recommend a SR to go through a diversion "refresher" training if it has been 2 years since staff attended or if diversion activities/outcomes are not reflecting diversion principles.
3. Evidence-based tracking via Homeless Management Information System (HMIS): Agencies are required to participate in the HMIS Trust Network. Each agency is required to meet the reporting and HMIS requirements.
  - a. Providers are **required** to notify the RTFH HMIS team when they have started and ended a grant agreement. For HMIS related questions/guidance please reach out to [support@rtfhdsd.org](mailto:support@rtfhdsd.org) and copy [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org).
  - b. RS staff will enter clients into the RS Program in accordance with the HMIS standards and submit reports pulled from HMIS to demonstrate effectiveness.
  - c. All clients receiving RS funding are required to be entered into HMIS. Clients in CES can be funded through RS funding if the client meets eligibility criteria (see Eligible/Ineligible Uses) and should be exited from CES once housed.

### **How to Access Resolution Strategies (RS)**

1. **New SR's:** If RTFH has never disbursed funds in the past the SR must submit all required financial forms such as a W-9 if requested by the RTFH Accounting Department. (upload these documents into the application in ZoomGrant's)
2. **All SR Awardees:** Awarded funds will be identified in ZG.
  - a. Are required to have an RS profile in ZoomGrants (ZG) to submit an RFR.
  - b. RTFH Grants and Contracts staff will award each account and ensure the SR understands how to submit the RFR.
3. Monthly invoice submissions are due on the 15th of the month following the previous month's expenses. If additional time is needed to submit RFR's please notify [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org). Invoice Steps for Resolution Strategies, Expenditure Form/Sheet SRs are required to be uploaded in the invoice (It helps with identifying the HMIS Client ID, the eligible use and the amount of funds requested). These tools are available on our website [Click Here](#)
  - a. RTFH has 30 days to disburse funds from the RFR approval date.
  - b. ***If RS funds are used for ineligible activities; the RFR shall be denied.*** If RTFH has disbursed funding, the SR shall be responsible for reimbursing RTFH for the amount identified within 30 days of notification.
4. **Requesting Additional Funds:** A request can be submitted to RTFH for review and approval on a case by case basis, solely dependent upon available funds. Please submit the request to [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org).

### **Eligible/Ineligible Uses**

1. RS funds must be used to assist people who are **currently experiencing homelessness** in the San Diego Region to enter into permanent housing
2. Document the participant's eligible homeless status.
3. Eligible clients will include those who already have income/resources and are able to maintain the ongoing rent payments (without the homeless system programs) once permanently housed.
4. RS Funds for Diversion should be used for short-term financial assistance including rental/security deposits and other housing-related expenses that will remove people from being unsheltered, entering shelter, or help them rapidly exit their homeless situation into permanent housing. RS funds should not be used for participants that need long term assistance and/or currently in a RRH program for ongoing rental assistance.
5. Eligible uses of RS funds must align with Diversion Training, supported by proper documentation, and be used with the goal to resolve the participant's homelessness and into permanent housing. The amount of assistance will vary by client and depend on the participant's need to resolve their homelessness and may include financial assistance of multiple eligible uses. Examples may include: rental assistance, security deposit, utility/rent debt, relocation assistance, and minor repair costs and solutions as deemed necessary for housing stability.
6. Ineligible uses of RS funds are expenses that won't resolve the client's homelessness, ongoing expenses, and items that can be covered through other community resources.

**Examples of Eligible Uses:**

- Transportation fees/vehicle repair costs including smog cost and certificate. Department of Motor Vehicle (DMV) fees such as car registration, citations, CA license fee.
- Rental application fees, background, credit checks, utility deposits/arrears
- Interim hotel/motel stay waiting for PH placement.
- Deposit, double deposit/first month's rent or holding deposit for permanent rental unit
- Moving costs: Moving truck, storage fees, household food and supplies. May include gas/relocation assistance to permanent housing location.
- Work related supplies, clothing, shoes, tools, etc.

**Examples of Ineligible Uses:**

- Emergency relief materials items that can be accessed through community resources (clothes, shoes, snacks, hygiene products)
- Transportation costs to attend emergency shelter or ongoing transportation fees.
- Fees on entry to transitional housing.
- Motel stays without a permanent housing exit plan in place.
- Ongoing rental assistance.
- Payments for assistance on clients who are currently housed and are at risk of homelessness.
- Financial assistance to help clients get income or barriers to employment (if unemployed).

For additional information, please visit the [National Alliance to End Homelessness Diversion Resources](#)

**Point of Contacts:**

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

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

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