

Resolution Strategies

Office Hours

January 20, 2022

I. Welcome/Introductions

- Lahela Mattox Chief Operations Officer
- Nina Lakhani Regional Resource Coordinator
- Tyler Uhlig HMIS Manager
- Jess Torres Program Analyst

II. Overview of Resolution Strategies: Lahela

- Background: Why Resolution Strategies was established.
- Resolution Strategies connection to HHAP

III. Diversion Training Requirement/Process: Nina

- Connect with Nina to check if Diversion Training requirement has been met.
- Training dates fill up quickly Feb 1-2, 2022 is FULL, the next training date with some available spaces is scheduled for March 2-3, 2022
- Reach out to Nina.Lakhani@rtfhsd.org to make sure your organization has met the requirement or needs the training to add the participants to the list.
- Once Diversion training requirement has been met. An email will be sent from Nina to the HMIS team.

IV. HMIS Process: Tyler

- A ticket is initiated once Nina sends the HMIS team an email confirming Diversion requirement has been met.
- Subrecipient will need to respond to the HMIS team to confirm which program(s) the service will occur in, service activation and avoid unnecessary additional enrollments.
- The service activation will be tied to program where the subrecipient is already providing services to the client.
- The ticket/email will come from one of the HMIS team members. If you are not seeing the email please reach out to support@rtfhsd.org

V. ZoomGrants Process: Jess

- CC'd on the HMIS ticket. Once HMIS has added the service to the program and cleared the subrecipient
- A zoomgrants application link will then get sent to the subrecipient via email that will include instructions.
- Once the application is completed RTFH will review the application: approving or following up with the subrecipient for corrections.

VI. Questions