



## **RESOLUTION STRATEGIES (RS) POLICY AND PROCEDURES**

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. RTFH Diversion Summary – *updated 8/2023* [click here](#)

Positive Diversion impact includes outcomes such as permanent family reunification, permanent housing placement, and diverting temporarily, until housing is sustained, and/or relocating permanently to a safe place out of town. Improving the homeless system with significant reduction of people entering the homeless response system. Communities utilizing the diversion approach have seen significant results from diversion strategies, recognizing that a majority of households are able to resolve their episode of homelessness without ever entering the homeless response system. To learn more about Diversion, please [click here](#). RS Office Hours 4-11-2024 – [click here for slide deck](#)

### **RS Eligibility**

Awarded Subrecipients (SR) have program funding through diversion/outreach activities demonstration. By accessing these funds, SR's acknowledge and agree to the following 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 into ZoomGrants (ZG)
  - b. Utilize ZG to submit monthly invoices/request for reimbursements (RFR) and reports
2. **Diversion Training:** Agencies are expected to ensure that program staff understands Diversion practices.
  - a. To gain access to the RS funding, RTFH requires that at least one program leader (i.e. Program Director, manager, supervisor, etc.) and all program staff engaging in diversion conversations complete the RTFH Diversion Training.
  - 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 HMIS team when they have started and ended a grant agreement. For HMIS related questions please reach out to [support@rtfhdsd.org](mailto:support@rtfhdsd.org) for guidance and copy [grants@rtfhdsd.org](mailto:grants@rtfhdsd.org).
  - b. RS staff will enter the client into the RS Program and submit reports pulled from HMIS to demonstrate effectiveness.

**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.
2. **All SR Awardees:** are required to have an RS profile in ZoomGrants (ZG) to submit an RFR.
  - a. Available funds will be identified in ZG.
  - b. RTFH Grants and Contracts staff will award each account and ensure the SR understands how to submit the RFR.
3. Monthly invoice submission 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: [click here](#), Expenditure Form: [click here](#): SRs will be required to upload the expenditure form that identifies the HMIS Client ID, the eligible use and the amount of funds requested.
  - 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 can be used to assist people who are currently experiencing homelessness in the San Diego Region & unincorporated areas.
2. Document the participant's eligible homeless status in the San Diego Continuum of Care.
3. Eligible uses of RS must align with Diversion Training and can include, but is not limited to:

<b>Eligible Uses:</b>	<b>Ineligible Uses:</b>
<ul style="list-style-type: none"> <li>• Food and gas cards in support of family mediation.</li> <li>• Medical equipment not covered through Health insurance</li> <li>• Work related supplies, clothing, shoes, tools, etc.</li> <li>• Transportation fees/vehicle repair costs including smog cost and certificate.</li> <li>• DMV fees such as car registration, citations, CA license fee.</li> <li>• Rental application fees, background, credit checks, utility deposits/arrears</li> <li>• Interim hotel/motel stay waiting for PH placement</li> <li>• Deposit, double deposit/first month's rent or holding deposit for permanent rental unit</li> <li>• Moving costs, including moving truck, storage fees, household food and supplies.</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency relief materials Items that can be accessed through community resources (clothes, shoes, snacks, hygiene products)</li> <li>• Transportation costs to attend emergency shelter.</li> <li>• Fees on entry to transitional housing</li> <li>• Motel stays without a permanent housing exit plan in place.</li> <li>• Ongoing rental assistance</li> </ul>

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