

RESOLUTION STRATEGIES

The Regional Task Force on Homelessness (RTFH) established Resolution Strategies in 2019 to provide a source of flexible funding for providers to assist people they engage with during outreach who could rapidly resolve their homelessness with some financial assistance. Diversion is not prevention. Diversion is an intentional problem-solving conversation with people who have lost their housing and are about to enter shelter or sleep outside. It is a nationally recognized best-practice, intended to empower people experiencing homelessness to explore potential resources and natural supports to identify safe and appropriate housing solutions outside of the homeless dedicated services system. Diversion is characterized by light touch, client lead, flexible support, and sometimes offering minimal financial assistance to resolve their episode of homelessness. Outcomes include permanent family reunification, permanent housing placement, and diverting temporarily, until housing is sustained, and/or relocating permanently to a safe place out of town.

Effective Diversion strategies can divert someone away from a shelter stay or sleeping outside, which can reduce someone's exposure to trauma, feelings of being unsafe, and other negative impacts. For the system, it significantly reduces the number of people entering the homeless response system; it reduces the need for shelter beds which are costly; and it can reduce and eliminate other emergency related costs like healthcare and interaction with law enforcement. 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 every entering the homeless response system. To learn more about Diversion, please [click here](#).

Resolution Strategies Eligibility

Agencies who are recipients of RTFH Homeless Housing, Assistance, and Prevention (HHAP) program funds for Diversion and/or Outreach activities are eligible to access Resolution Strategies. By accessing these funds, HHAP Awardees acknowledge and agree to the following program requirements.

Program Requirements

1. All terms and conditions of the HHAP Agreement between RTFH and the Agency shall apply to Resolution Strategies.
2. Staff trained in Diversion is critical. RTFH requires that at least one person in the program in a leadership role (i.e. Program Director, manager, supervisor, etc.) and all staff who will be engaging in diversion conversations complete the RTFH 2-day Diversion Training in order to access Resolution Strategies funding. Agencies are expected to ensure that program staff understands Diversion practices.
RTFH reserves the right to recommend an agency to go through a diversion refresher training if diversion activities are not reflecting diversion principles or if it has been 2 years since staff attended.
3. Agencies are required to participate in the HMIS Trust Network.
4. Each agency is required to meet HHAP reporting requirements and enter client data into HMIS.
 - a. Agencies are required to identify the Diversion or Outreach program that will access Resolution Strategies.
 - b. RTFH HMIS team will create a service record for the identified Diversion or Outreach Program.
 - c. Upon client successfully securing housing, provider will exit client to the correct exit destination.
 - d. Evidenced based tracking via HMIS. The RS program will need to add the RS service to their program in HMIS to demonstrate effectiveness.

How to Access Resolution Strategies

1. Each Agency will be required to have a Resolution Strategies account in ZoomGrants to submit Request for Reimbursements (RFR).
2. Available funds will be identified in ZoomGrants. If additional funds are needed, a request can be submitted to RTFH for review and approval on a case by case basis and is dependent upon available funds. Please submit request to grants@rtfhdsd.org.
3. RTFH Grants and Contracts staff will create each account and ensure the Agency understands how to submit requests for reimbursement.
4. For Agencies who have not been issued payment from RTFH in the past, the Agency must submit all required financial forms, such as a W-9 if requested by the RTFH Accounting Department.
5. Agencies will be required to upload the Expenditure Form that identifies the HMIS Client ID number, the eligible use and the amount of funds requested.

If Resolution Strategy funds are used for ineligible activities; the request for reimbursement shall be denied. If RTFH has issued payment, the agency shall be responsible for reimbursing RTFH for the amount identified.

6. RFR's may be submitted as expenses are incurred but shall only be submitted on the 15th of each month. If additional time is needed to submit RFR's please notify jessica.torres@rtfhdsd.org.

Eligible Uses

1. Resolution Strategies can be used to assist people who are currently experiencing homelessness in San Diego County.
2. Document the participant's eligible homeless status in the San Diego Continuum of Care.
3. Eligible uses of Resolution Strategies must align with Diversion Training and can include, but is not limited to:

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

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