



## **RTFH Diversion and Resolution Strategies (RS)**

### **What is Diversion?**

Diversion is an intentional problem-solving conversation with people who have lost their housing and are about to enter shelter or sleep outside and is 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.

### **Who does Diversion Target?**

Diversion targets people who have lost their housing and will utilize a shelter bed or sleep unsheltered. Diversion conversations can happen at any time, but is most impactful when someone who is experiencing homeless for the first time is engaged early on.

### **Are prevention and diversion the same?**

No. Prevention focuses on people who are about to lose their housing. Diversion focuses on people who are already homeless.

### **What is Resolution Strategies?**

Providers expressed a need for flexible funding to assist people they are engaging. RTFH established Resolution Strategies in 2019 as a source of flexible funding to support households that may need financial support to resolve their episode of homelessness. Providers throughout the San Diego region, who currently have HHAP funded contracts with Regional Task Force on Homelessness (RTFH) are eligible to access these funds.

### **How do people access Resolution Strategies?**

People do not access Resolution Strategies directly. Resolution Strategies is a funding source available to providers who have contracts with RTFH. Through diversion conversations, if the provider identifies that financial assistance would rapidly resolve the person(s) homelessness, the provider utilizes Resolution Strategies funding. There are providers located throughout the San Diego region and includes providers specifically serving families, young adults, and individuals.

### **What does Resolution Strategies pay for?**

Resolution strategies may include, but not limited to the list below. Providers are trained in Diversion and are aware of additional uses. Click [here](#) for Resolution Strategies Policy.

- Security deposit assistance
- Temporary rental assistance (including rent arrears)
- Application fees
- Utility deposits, payments, arrears
- Car repairs
- Motel stays with a clear plan to permanent housing



### **Is there a maximum amount of funding for each person(s) served?**

Providers have been trained in Diversion conversations and are aware of eligible uses of funds. Providers determine the amount of financial assistance needed, based on the housing plan.

\*\*Average per client: \$1,488.83 spent per client in rental assistance/deposits.

\*\*Amount could be higher for activities such as deposits and arrears.

### **Can someone who is being evicted access Resolution Strategies?**

No. Eviction prevention is not Diversion. Eviction prevention targets households who have received eviction notice. Preventing people from entering into homelessness is critical to reduce inflows into homelessness, however, Diversion is intended for people already experiencing homelessness.

### **Scenarios for Diversion and Resolution Strategies**

**YES:** Outreach worker engages with someone who states they were renting a room with their girlfriend. The girlfriend kicked him out and now he is sleeping in his car. During the conversation, the person says he moved here with his girlfriend to go to school and now he has nowhere to go. He has a job and has found a place to rent but he had to fix his car for work and now he doesn't have the deposit for the room or deposits for utilities. The provider pays \$800.00 for the deposit for the unit and utilities and submits for a reimbursement.

**NO:** Person emails RTFH, stating they are a single parent with 2 children and is part of a home reunification program. For the last 6 months she has been in a non-congregate shelter pending enrollment into home reunification. The person has not completed a closure form

**YES:** A person presents themselves at a shelter for services. The intake staff worker engages with the person and finds that the person has recently been kicked out of the house. The person has recently connected with family who lives out of state but does not have the means for transportation. The provider pays \$250 for travel expenses (gas cards) and a one-night hotel stay before traveling.

**NO:** A sheltered person is going to the hospital for surgery, the staff worker wants to coordinate a hotel stay post-surgery to recover. (an interim hotel stay is only approvable when the client is waiting for their permanent housing and only for a short stay).

**YES:** A senior person temporarily living with his daughter and her husband has now found himself in the streets. His daughter and son in law were contacted in hopes of reunification. During the mediation they mentioned that since the dad has moved in all of their bills have increased and their wages can't keep up with the expenses. They tried to get SNAP and other assistance but have either been denied or waiting on the response. The dad has incurred medical bills and has put all of his fixed income into his medical bills, which leaves him with little to no money to help with other house bills. The daughter mentions that if they could get financial assistance to have some sort of relief it would make it easier to have an extra person in their household. She mentions they are delinquent in utilities and rent, placing them at risk to also be homeless. (payment to utilities and rental arrears are approvable).