

RESOLUTION STRATEGIES

Policy and Procedures

The Regional Task Force on Homelessness (RTFH) has established the *Resolution Strategies* program to provide flexible funding to support problem-solving interventions that result in either temporary or permanent housing solutions, also known as Diversion. Diversion is an approach intended to empower individuals and families experiencing homelessness 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 may include financial assistance. Diversion outcomes include permanently back with friends or family, obtaining their own permanent residence, being temporarily diverted as they seek new housing, and/or relocating permanently to a safe place out of town.

Program 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:

Requirements

1. All terms and conditions of the HHAP Agreement between RTFH and the Agency shall apply to Resolution Strategies.
2. At least one staff person at a leadership level (includes supervisors, program managers, and/or director level staff) must complete the RTFH 2-day Diversion Training to access Resolution Strategies funding. Agencies are expected to ensure that program staff understands Diversion practices. RTFH strongly encourages all staff to be trained in Diversion practices.
 - a. Document that the participant is literally homeless in the San Diego Continuum of Care.
 - b. Apply a diversion strategy to assist families and individuals to utilize their resources in order to prevent those that do not need more intensive interventions from entering the homeless system
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.
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.
6. For Agencies who have not been issued payment from RTFH in the past, the Agency must submit all required financial forms, such as w-9 as requested by the RTFH Accounting Department.

7. 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.

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. RTFH Grants and Contracts staff will create each account and ensure the Agency understands how to submit requests for reimbursement.
3. **Each agency can access up to \$20,000 in funding through June 30, 2022.** 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 lahela.mattox@rtfhdsd.org.
4. RFR's may be submitted as expenses are incurred, however, at a minimum, RFR's must be submitted by 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 individuals or families who are literally homeless in San Diego County. Literally homeless is defined as:
 - Category 1: literally homeless or Category 4: Fleeing or Attempting to Flee Domestic Violence.
 - Certification or formal documentation of homeless status is not required. Self-report is acceptable.
2. Resolution Strategies can be used by an Agency's Diversion and/or Outreach program that is funded by multiple resources, including HHAP.

Example: Agency has an outreach program that is funded by multiple sources, including HHAP. Staff A is HHAP funded, Staff B is not HHAP funded or partially HHAP funded. Staff A and Staff B are able to access Resolution Strategies.

Example: Agency has a Diversion program and **does not** receive HHAP funding from RTFH. Staff person has attended Diversion Training with RTFH. This agency **cannot** access Resolution Strategies funding as they are not a recipient of RTFH HHAP funding.
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 downtown region 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)

**Clients in need of ongoing rental assistance should contact community resources that provide short-term and/or long-term rental assistance. Should Resolution Strategies funds be utilized for interim hotel/motel shelter, an exit strategy based on diversion principles is required.