



SYSTEMWIDE DIVERSION FOR FAMILIES

Funding Opportunity Information Session

JANUARY 11, 2023

AGENDA

1. Funding Opportunity
 - I. Overview
 - II. What is Diversion?
2. Systemwide Diversion for Families Initiative
 1. Essential Elements
 2. High Level Client Workflow
 3. What is CAS?
 4. All Neighbors Coalition Program Model
 5. Applicant Requirements
3. Application and Scoring



FUNDING OPPORTUNITY

Systemwide Diversion for Families



COMMUNITYWIDE GOALS

ACHIEVING MEASURABLE RESULTS IN FIVE YEARS

GOALS

Effectively End Veteran Homelessness

Significantly Reduce Chronic Unsheltered Homelessness

Significantly Reduce Family & Youth Homelessness

2022 PRIORITIES

- Ending Veteran Homelessness Initiative
- VA National Permanent Housing Challenge

- Sustain Dallas REAL Time
- Coordinated Outreach and System Wide Navigation
- PSH Expansion

- **Expand Front Door Diversion**
- Expand Rapid Rehousing
- Strengthen Youth Crisis Response and Rehousing System (YHDP)



FUNDING OPPORTUNITY OVERVIEW

WHAT

- Day 1 Families Fund – annual awards to agencies employing needle-moving work to help families achieve housing stability
- \$1 Million to All Neighbors Coalition for agencies providing direct assistance to families
- Funds to be used for Systemwide Diversion for Families
 - **12 month grant term, with opportunity for extension as needed**
 - **Up to 2 agencies to be awarded**
 - **Serve apx 500 families**

WHY

- Top Priority set by All Neighbors Coalition for Ending Family Homelessness
- Help families at the front door of the system to avoid shelter/unsheltered homelessness and regain safe, stable housing as quickly as possible



WHAT IS DIVERSION

Eviction Prevention

- Serves low-income people who have received an eviction notice
- Most not facing immediate homelessness
- Prevents housing instability

Homelessness Prevention

- Serves extremely vulnerable households who are about to lose their housing
- Prevents homelessness (when well targeted)

Diversion

- Serves people who have just lost housing and are seeking assistance from homeless system
- Prevent long shelter stays and unsheltered homelessness



Diversion Targets Families at the Front Door of Homeless System (e.g. CAS Access Points)

WHAT IS DIVERSION

TARGET:

- Families who have just become homeless, seeking assistance through CAS

GOAL:

- Help families find safe alternative housing, avoid entering shelter or unsheltered homelessness
- Ensure homelessness experience is as brief as possible
- Preserve shelter/homeless assistance for those with no alternative options (freeing up system resources)

HOW IT WORKS:

- Interactive, creative, client-driven problem solving with families to:
 - understand the housing crisis and explore solutions
 - pursue immediate, safe housing
 - Return to previous housing; secure new housing unit; move in with family or friends
- Flexible financial assistance directly related to obtaining a housing solution



SYSTEMWIDE DIVERSION FOR FAMILIES

Initiative Overview



ESSENTIAL ELEMENTS

Diversion Case Management

- Screening/Assessment
- Problem solving (utilizing active listening and motivational interviewing)
- Mediation, negotiation, and advocacy with family, friends, landlords etc to pursue housing solutions
- Family reunification
- Housing search
- Reducing barriers to housing (credit repair, critical docs, etc)
- Linkage to community resources, employment

Program Administration

- Up to 90 Days of short-term case management
- Caseload - 1:20 client ratio
- Each CM serves apx 20 clients per month
- Anticipate funding 2 Diversion Case Manager positions with Day 1 fund
- Housing Forward technical assistance and training from Family Homelessness leads



ESSENTIAL ELEMENTS

Flexible Financial Assistance

Expenses directly related to obtaining housing, including but not limited to:

- Credit repair costs
- Transportation or car repairs
- Rental arrears or utility costs
- Move in costs, security deposits, furniture
- One time rental assistance of up to three months

Program Administration

- One-time assistance
- Average of \$1,000 per family available to agencies + up to 3 months rent for apx 10 percent of families needing extra support
- Assistance is flexible - to promote expertise of Diversion Case Managers, there's no cap on financial assistance
- Local and national evidence suggests that 35 to 50 percent of families will likely not need any financial assistance
- Housing Forward Flex Fund available for households relocating to new housing unit (Rapid Resolution)



ALL NEIGHBORS COALITION PROGRAM MODEL

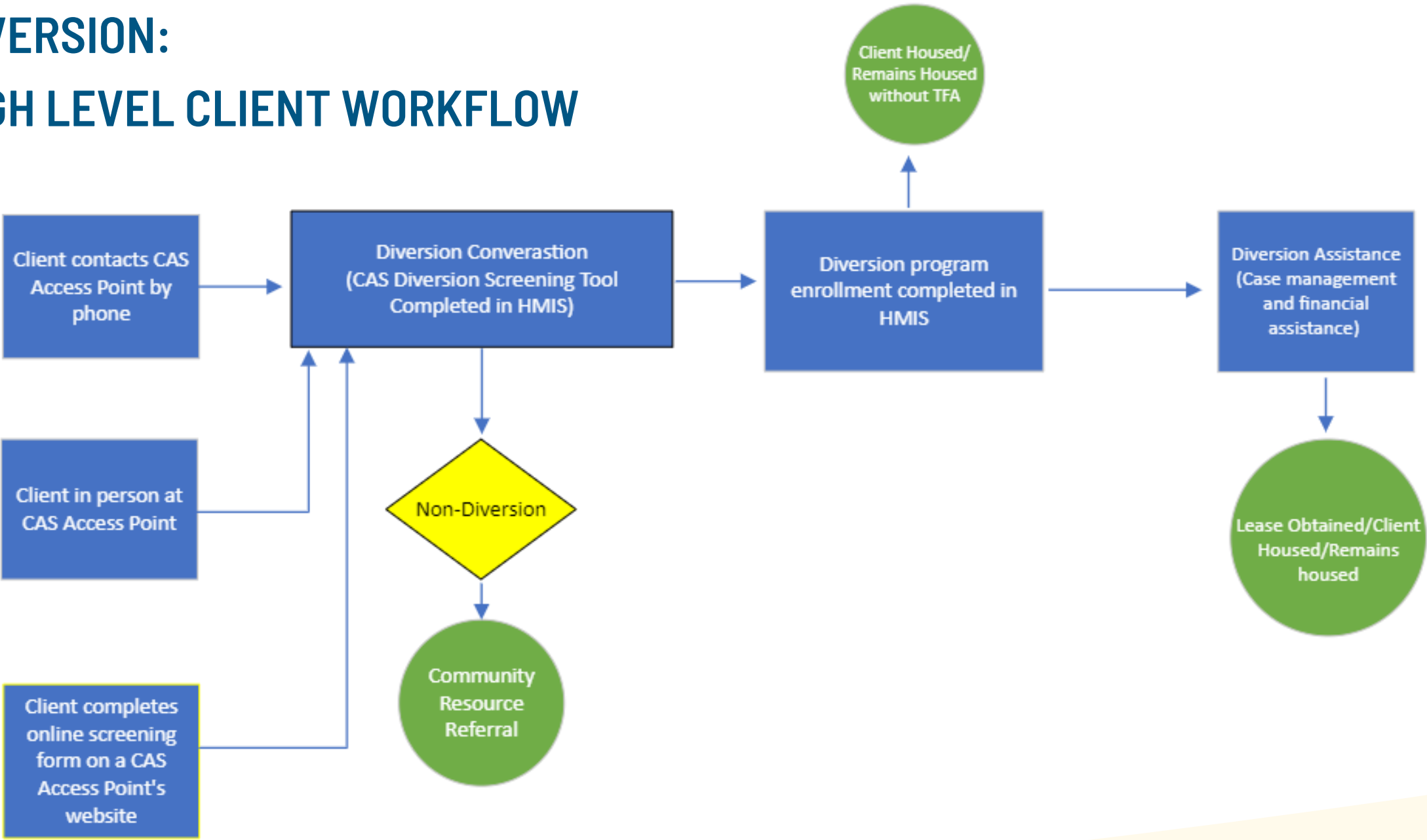
Diversion

Diversion is a strategy used to prevent a shelter experience for individuals and families experiencing homelessness. Diversion uses problem-solving techniques to quickly and efficiently assist in identifying immediate housing solutions, and when necessary, connects individuals and families with services and financial assistance to help them obtain or return to housing.

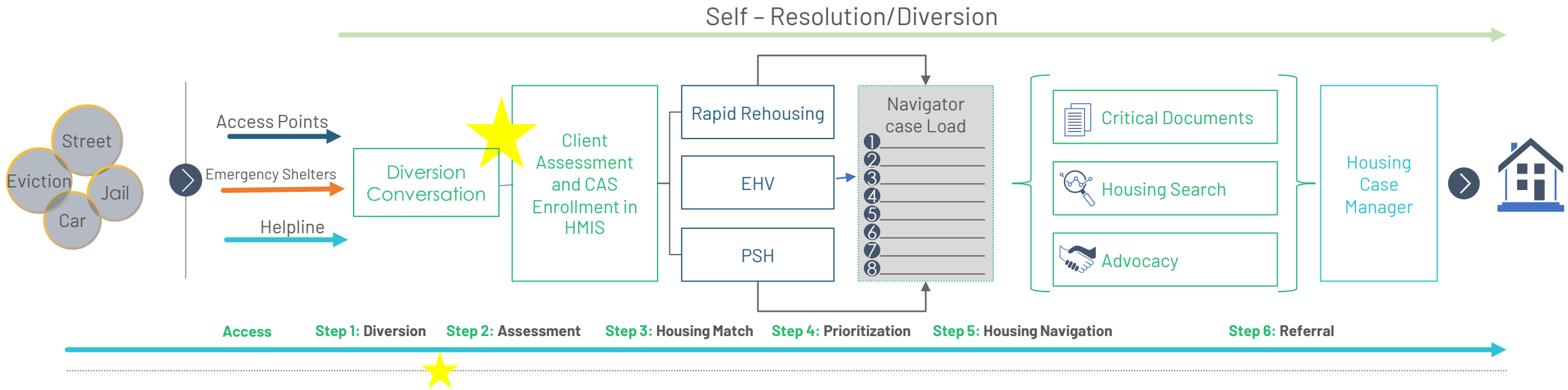
Program Description	Essential Program Elements	Time Frame	Population	Desired/expected outcomes
<p>Short-term case management, mediation, and limited financial assistance to divert homeless individuals and families from the shelter system.</p>	<p><u>Short-term Case Management</u> Screening/Assessment Critical document collection Mediation Family reunification Landlord negotiation Crisis housing search Problem solving Linkage to employment/increased income Linkage to community resources</p> <p><u>Limited Financial Assistance</u> Provides limited financial assistance for approved diversion expenses or other housing relocation resources such as security deposits, utilities, furnishings, etc.</p>	<p>Up to 90 days of diversion case management as needed</p> <p>Limited financial assistance</p> <p>Follow-up emergency services as needed</p>	<p>Individuals and family households experiencing homelessness</p>	<p>Households will obtain or return to permanent housing and not enter the homeless system</p>



DIVERSION: HIGH LEVEL CLIENT WORKFLOW



Coordinated Access System



APPLICANT REQUIREMENTS

To be eligible for this funding applicants must:

- Be a designated Access Point for the Coordinated Access System or must work with Housing Forward to become an Access Point within 30 days of award
- Participate in the Homeless Management Information System (HMIS)
- Deliver services in alignment with the All Neighbor's Coalition Diversion Program Model, which is being refined and finalized by the CoC Families Workgroup
- Reimbursement based grant
- Have 501(c)(3) status
- Independent audit or review within the last 18 months with no significant findings
- Member of the All Neighbors Coalition



APPLICATION AND SCORING



TIMELINE



APPLICATION QUESTIONS

Financial Management

1. Did your agency have an independent audit or review within the last 18 months as of the funding date of October 1st?
2. In the independent audit or review , was there a management/internal control letter included in the audit?
3. Does the auditor's report or review indicate that the agency complies with all GAAP (Generally Accepted Accounting Principles)?
4. Does the auditor's report contain an "unqualified" opinion?
5. Please upload your agency's most recent audit or review



APPLICATION QUESTIONS

Agency Experience

1. Please describe the agency's experience providing homelessness Diversion to families.
2. Please share your agency's experience supporting families experiencing homelessness to find housing.
3. Please share your agency's experience as a designated Access Point for the community's Coordinated Access System (CAS). If you are not a designated Access Point, please share your agency's willingness to become an Access Point for the family homelessness system.
4. Please provide examples that illustrate your agency's commitment to utilizing a Housing First approach. This includes specific details about how the agency ensures there are:
 - No preconditions for entry into the program.
 - No barriers to housing such as denying program entry due to service needs, criminal background, lack of income, or active substance use.



APPLICATION QUESTIONS

Diversion Model

1. Please describe how families will be assisted to quickly obtain housing and avoid entering shelter and experiencing unsheltered homelessness.
2. Please describe training and coaching available to staff for building skills in mediation, negotiation, conflict resolution, active listening, and strengths-based approaches.
3. Please enter the number of case managers you are proposing to fund (Up to 2 will be awarded)
4. Please describe the plan for prompt implementation of the project. Please include major events, activities and when they will take place. (bullet point and chronological order).



APPLICATION QUESTIONS

Promoting Equity and Inclusion

1. Detail the applicant's strategy to identify and address racial disparities in program outcomes.
2. Detail the applicant's strategy to provide culturally appropriate services
 - For example, language access policies and procedures, hiring people with lived experience of homelessness to deliver and design services, ensuring service delivery teams are diverse and representative of the people the agency is serving, partnering with agencies who serve people from underserved communities, etc).
3. Describe how the applicant integrates people with lived experience of homelessness into the design and delivery of services.



BUDGET TEMPLATE



Project Budget Template

PROJECT BUDGET	SAMPLE BUDGET	Diversion Budget	Narrative
Personnel Expenses - Salaries & Wages			
Number of Staff	1		Max 2 Case Manager (Caseload 1:20, each case manager serves apx 20 clients per month)
Diversion Case Manager	\$ 60,000		Max \$60,000 base salary per Case Manager
Fringe Benefits	\$ 12,000		Max 20% of base salary per employee
Program Manager	\$ 10,800		Max 15 % FTE for supervision by a program manager
Total Personnel Expenses	\$ 82,800	\$ -	
Non-Personnel Expenses			
Equipment	\$ 1,600		Laptop + hotspot
Mileage	\$ 3,065		0.655 @ 18 miles/day @ 5 days/week @ 52 weeks/year
Total Non-Personnel Costs	\$ 4,665	\$ -	
Direct Assistance to Clients			
Flexible Financial Assistance	\$ 215,000		Average of \$1,000 per family, financial assistance for 215 households
Up to 3 Month of Rental Assistance	\$ 151,875		Average of \$6,075 per family for aprx 25 families
Total Direct Assistance Costs	\$ 366,875	\$ -	
Total Project Expenses	\$ 454,340		
Administrative Fee	\$ 45,434		Max of 10% of total project expenses
TOTAL EXPENSES (Personnel + Non-Personnel + Direct Assistance + Admin)	\$ 499,774		Max of \$500,000 per case manager hired.



SCORING RUBRIC

0: No answer given, left blank, or does not answer the question being asked.

1: Response with no detail (yes or no)

2: Limited response that is incomplete and/or does not fully answer the application prompt.

3: Response with some key information but missing specific details.

4: Response with full details, including specific examples of past work but missing how this is related to current project they are applying for.

5: Response with full details, including specific examples of past work and how this is related to the project they are applying for.



SELECTION

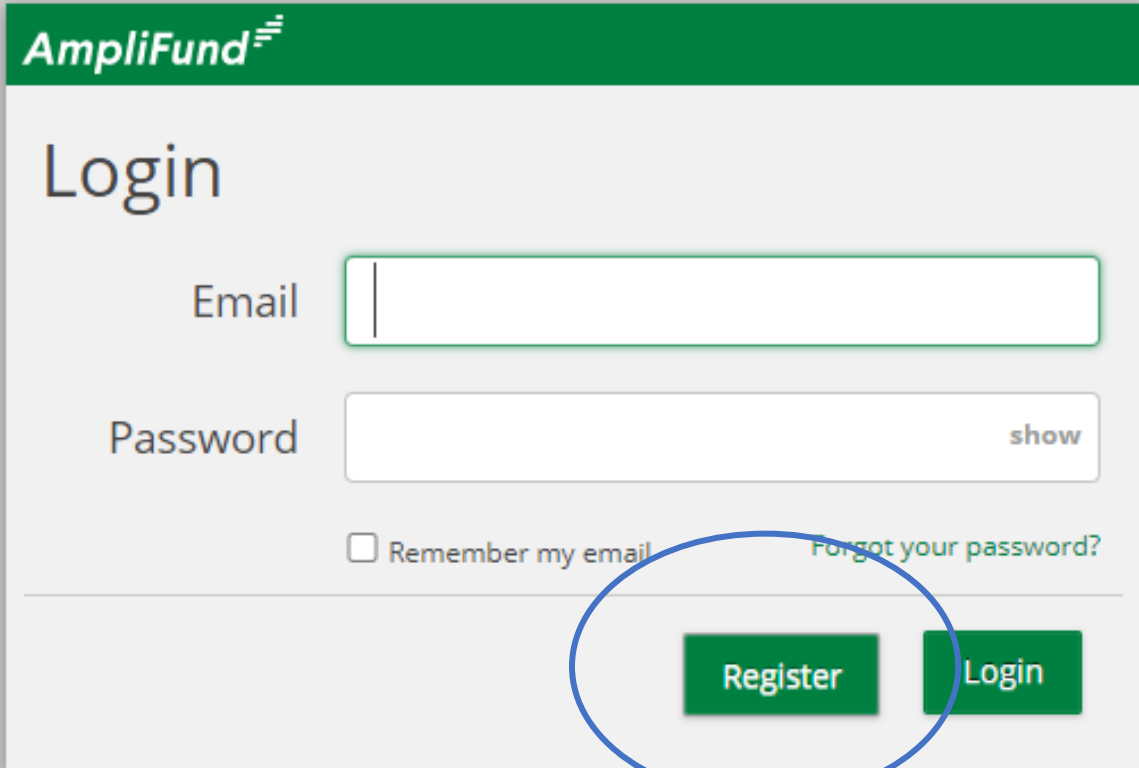
- Applications must reach a threshold of **60%** (straight score of 54/90 points) to be eligible for funding.
- Prioritization
 - Straight score
 - Preference for geographic diversity



TOUR OF AMPLIFUND



AMPLIFUND ACCOUNT REGISTRATION



The image shows a web form for AmpliFund. At the top is a green header with the AmpliFund logo. Below it is the title "Login". There are two input fields: "Email" and "Password". The "Password" field has a "show" link to its right. Below the fields are two options: a checkbox for "Remember my email" and a link for "Forgot your password?". At the bottom are two green buttons: "Register" and "Login". A blue circle highlights the "Register" button.

AmpliFund

Login

Email

Password [show](#)

Remember my email [Forgot your password?](#)

[Register](#) [Login](#)

AMPLIFUND ACCOUNT REGISTRATION

Systemwide Family Diversion Initiative 2023

[Print](#)[Help](#)[Download](#)[Save](#)[Apply](#)

Opportunity Information

Title Systemwide Family Diversion Initiative 2023

Description On behalf of the All Neighbors Coalition, Housing Forward received a \$1.25 million grant from the Day 1 Families Fund. The Day 1 Families Fund issues annual awards to leading organizations employing needle-moving work to help families achieve housing stability. The grant provides \$250,000 for Housing Forward to provide backbone support for the family homeless response system, as well as \$1,000,000 for agencies providing direct assistance to families.

The All Neighbors Coalition will use these funds to expand Systemwide Diversion for Families, which is one of the Coalition's top priorities for reducing family homelessness. Diversion is an intensive, short term service intervention that targets families at the front door of the family homelessness system who have just lost their housing. Drawing on creative problem solving and families' strengths, Diversion Case Managers help households find alternative safe housing. The goal is to ensure the experience of homelessness is as brief as possible, and to help families avoid entering shelter or experiencing unsheltered homelessness.

Diversion Funding Available:

Systemwide Diversion for Families is a 12 month initiative. Funding will be used for two main components of Diversion:

1. Case Management: Working with families to explore and pursue immediate housing solutions. Each case managers will have a diversion caseload of approximately 20 families per month. Housing-focused support includes but is not limited to:

- Negotiating a return to previous housing
- Housing search assistance to relocate into a new housing unit
- Mediation with family, friends, or landlords to preserve existing housing

2. Flexible Financial Assistance: An average of \$1000 per family is available to help families reduce barriers to accessing safe, alternative housing. Funding is flexible meaning some households may receive more and less than that amount, and the funds can be used for a variety of expenses that are directly related to obtaining permanent housing.

Expenses include but are not limited to:

- Credit repair
- Transportation or car repairs
- Rental arrears or utility costs
- Move in costs, furniture etc
- Rent or security deposit to landlords, family, or friends
- One time rental assistance of up to three months for Rapid Resolution

Program Requirements:

Diversion is designed to immediately address the needs of someone who has just lost their housing. As such these funds are to provide Diversion at the front door of the homeless response system, which is at designated Access Points for the Coordinated Access System (CAS). See more information about CAS on the Housing Forward website.

The following are requirements of applicants to receive the funding. Applicants must:

1. Be a designated Access Point for the Coordinated Access System or must work with Housing Forward to become an Access Point within 30 days of award
2. Participate in the Homeless Management Information System (HMIS)
3. Deliver services in alignment with the All Neighbor's Coalition Diversion Program Model, which is being refined and finalized by the CoC Families Workgroup.

AMPLIFUND ACCOUNT REGISTRATION

Create New Account

If you have already registered, please click [here](#) to login.

User Information

Email Address*

Role Administrator

Password*

Confirm Password*

Only one administrator for your organization should register. The administrator then adds users and sends an invite to join.

Contact Information

First Name*

Middle Name

Last Name*

Suffix

ADDING ORGANIZATION USER

How To Invite Users to Your Organization Account

Prerequisite: Must be an Administrator user. The first user to register in an organization is an Administrator by default.

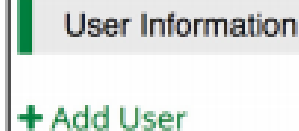
1. Open the **Applicant Portal**.
2. Click the **logo** in the top-left corner of any page.

The image shows the AmpliFund logo, which consists of the word "AmpliFund" in a bold, black, sans-serif font, followed by a green graphic of three horizontal bars of increasing length, resembling a staircase or a signal strength indicator.

3. Click **Users**.

The image shows a horizontal navigation menu with four items: "Applications", "Account Information", "Users", and "FAQ". The "Users" item is highlighted in green, indicating it is the selected option.

4. Click **+ Add User**.

The image shows a vertical menu with two items: "User Information" and "+ Add User". The "+ Add User" item is highlighted in green, indicating it is the selected option.

ADDING ORGANIZATION USER



APPLICANT PORTAL

Getting Started on the Applicant Portal

Warning

Each user must have a unique email address across all Applicant Portal accounts.

5. Add the user's **Email Address**.



User Information

Email Address*

Role* Editor ?

6. Select the user's **Role**.
 - **Administrator:** Administrators can create, edit, delete, and withdraw applications; create and edit accounts; and add new users.
 - **Editor:** Editors can edit applications and update their account settings.

Contact Information

7. Add the **user's name, mailing address, and phone number**. Required fields are marked with an asterisk (*).
8. Click **Invite**.

NAVIGATING THE APPLICATION

Systemwide Family Diversion Initiative 2023

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Opportunity Information

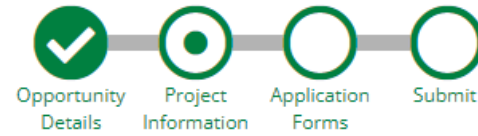
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NAVIGATING THE APPLICATION

Systemwide Family Diversion Initiative 2023



Project Information

[Help](#) [Download](#) [Save](#) [Save & Continue](#)

Application Information

NAVIGATING THE APPLICATION

Primary Contact Information

Name*	<input type="text" value="Mackeshia Brown"/>
Email Address*	<input type="text" value="mackeshia.brown@mdhadallas.org"/>
Address Line 1*	<input type="text" value="1234 Anywhere Lane"/>
Address Line 2	<input type="text"/>
City*	<input type="text" value="Dallas"/>
State/Province*	<input type="text" value="TX"/>
Postal Code*	<input type="text" value="75104"/>
Phone Number	<input type="text"/>

- Save: Saves the current page and stays on this page
- Mark as Complete: When done with page, will check to make sure all required fields are completed. If not, an error will show on the page.
- Save & Continue: Saves the current page and moves to the next page of the application

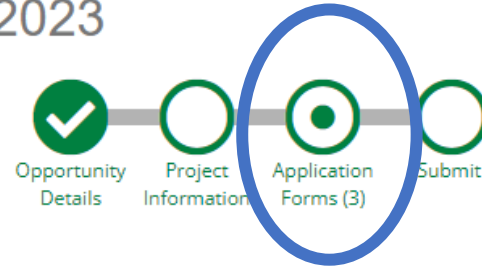
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✓ Mark as Complete

Save & Continue

NAVIGATING THE APPLICATION

Systemwide Family Diversion Initiative 2023



Forms

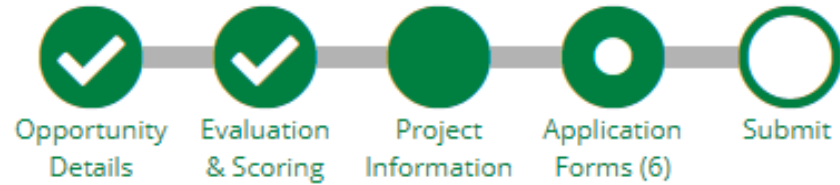
[Help](#) [Download](#) [Save & Continue](#)

Name	Status	Print
Organization Information	Complete	
Application Questions	In Progress	
Budget	New	

Navigation: < 1 > 25 items per page 1 - 3 of 3 items

[Save & Continue](#)

APPLICATION FORMS



Forms

Help

Download

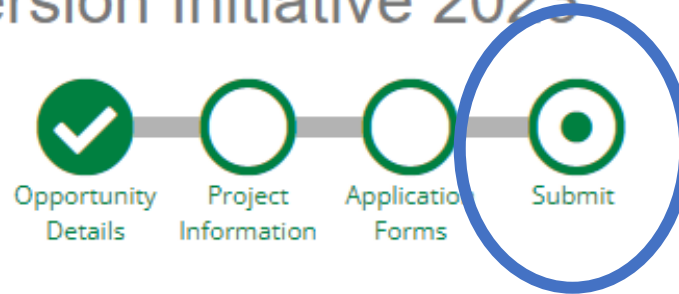
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Name	Status	Print
Organization Information	In Progress	
Project Information	Complete	
Grant Details	New	
Goals, Baseline and Target Numbers	New	
Budget	New	
Attachments	New	

Navigation: [Previous] [1] [Next] [25] items per page [1 - 6 of 6 items]

NAVIGATING THE APPLICATION

Systemwide Family Diversion Initiative 2023




You are about to submit your application, , to **Housing Forward**.

Take the time to review your application by using the timeline above. You can select any section and jump to that page.

When the application is fully complete, please select the "Submit" button. This will submit your final application to the funder.

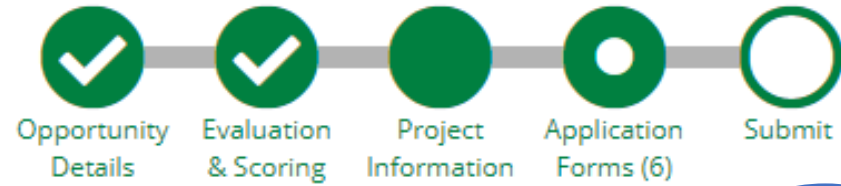
The Project Information has not been marked "Complete."

You have forms containing required fields which have not been completed!

 Review

Submit

NEED HELP?



Forms

Help

Download

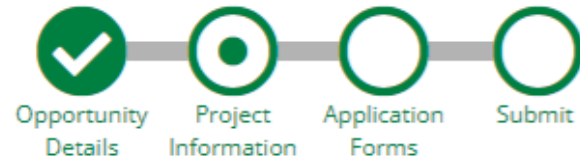
Save & Continue

Name	Status	Print
Organization Information	In Progress	
Project Information	Complete	
Grant Details	New	
Goals, Baseline and Target Numbers	New	
Budget	New	
Attachments	New	

25 items per page 1 - 6 of 6 items

NEED HELP?

Systemwide Family Diversion Initiative 2023



Help

Application Help Information

For any questions regarding application questions or the initiative please contact Sarah Kahn.

Application Help Email: sarah.kahn@housingforwardntx.org

Application Help Name: Sarah Kahn

Technical Help Information

For any questions regarding navigating the application, please contact Sydney Ford. For password or account information, you must contact Amplifund directly.

Technical Help Email: sydney.ford@housingforwardntx.org

Technical Help Name: Sydney Ford

KEY TAKE-AWAYS FOR AMPLIFUND

- One person from your organization must register as the account administrator FIRST, then user accounts can be added
- The application can be downloaded as a pdf prior to filling out the online application.
- Application will time out after 20 minutes and lose any unsaved work.
- You will not be able to submit your application without all pages and forms marked completed.
- Use the "HELP" button for AmpliFund and/or application questions.

KEY CONTACTS

- Sydney Ford: (sydney.ford@housingforwardntx.org) for all AmpliFund questions
- Sarah Kahn: (sarah.kahn@housingforwardntx.org) for all other questions

