



SYSTEMWIDE DIVERSION

Funding Opportunity Information Session

NOVEMBER 8, 2023

AGENDA

1. Funding Opportunity
 - I. Overview
 - II. What is Diversion?
2. Systemwide Diversion
 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 OVERVIEW

WHAT

- CoC Program Funds -Unsheltered NOFO and DV CAS Bonus (Renewable)
- Funds to be used for Systemwide Diversion
 - **12-month grant term, with opportunity for renewal**
 - **Awarding up to 11 Full Time Employees, 3 CAS Assessors and 8 Diversion Case Managers**

WHY

- Top Priority set by All Neighbors Coalition for reducing chronic Unsheltered Homelessness, reduces inflow and opens up needed space in shelter
- Help households at the front door of the system to avoid shelter/unsheltered homelessness and regain safe, stable housing as quickly as possible



COMMUNITYWIDE GOALS

ACHIEVING MEASURABLE RESULTS IN FIVE YEARS

GOALS

Effectively End Veteran Homelessness

Significantly Reduce Chronic Unsheltered Homelessness

Significantly Reduce Family & Youth Homelessness

2023 PRIORITIES

- Ending Veteran Homelessness Initiative
- VA National Permanent Housing Challenge

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

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



WHAT IS DIVERSION

Eviction Prevention

- Serves low-income households 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 response system
- Prevent long shelter stays and unsheltered homelessness



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

WHAT IS DIVERSION

TARGET:

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

GOAL:

- Help households 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 households 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

Initiative Overview



KEY TERMS

High-Volume Access Point: A High-Volume Access Point is an already established CAS Access Point that has a history of assessing at least 100 households per year.

Underserved Area: As a result of an equity audit, the All-Neighbors Coalition’s CAS Workgroup has identified geographic areas within the Continuum of Care (CoC) where there are no or very limited CAS Access Points as compared to the number of people experiencing homelessness that were residing in these locations during the most recent Point in Time (PIT) Count. Those areas include a 10-mile radius of the following zip codes: 75069 (McKinney), 75006 (Carrollton), 75061 (Irving), 75040 (Garland), 75050 (Grand Prairie), 75217 (Balch Springs), 75216 (South Oak Cliff), 75232 (South Dallas)

Housing Problem Solving: Housing Problem Solving (HPS) is a creative, strengths-based conversation that helps people explore all possible pathways to resolve their current housing crisis without needing ongoing shelter or a housing resource from the homelessness response system. An HPS resolution is achieved when a household has been safely diverted or rapidly exited from the homelessness response system.

ROLES AND AWARD PARAMETERS

CAS ASSESSORS (3)

- 2 CAS ASSESSORS FOR GENERAL CAS ACCESS POINTS
- 1 CAS ASSESSOR FOR A YOUTH-SPECIFIC ACCESS POINT (AN ACCESS POINT AT A NEW LOCATION WILL BE PRIORITIZED)

DIVERSION CASE MANAGERS (8)

- 4 FTE FOR EXISTING, HIGH-VOLUME CAS ACCESS POINTS (AS DEFINED IN SLIDE 8)
 - 2 FTE FOR NEW CAS ACCESS POINTS IN UNDERSERVED AREAS (AS DEFINED IN SLIDE 8)
 - 2 FTE FOR AN ACCESS POINT WHOSE POPULATIONS SERVED INCLUDES FAMILIES WITH CHILDREN OR/AND SURVIVORS OF DOMESTIC VIOLENCE
- EACH HIGH-VOLUME ACCESS POINT AWARDED MUST HAVE AT LEAST TWO FTE DEDICATED TO PROVIDING DIVERSION CASE MANAGEMENT. THEREFORE, APPLICANTS MUST EITHER APPLY FOR 2 FTE THROUGH THIS RFP OR UTILIZE A COMBINATION OF NEW AND EXISTING STAFF.



ESSENTIAL ELEMENTS

Diversion Case Management

- 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
- Completing flex-fund requests to facilitate financial assistance disbursement
- Completing accurate, timely, and complete HMIS data including program enrollments, case notes, and services
- Providing short-term case management to resolve household's housing crisis

Program Administration

- Up to 90 Days of short-term case management
- Caseload - 1:30 client ratio
- Anticipate funding 8 total Diversion Case Manager positions
- Housing Forward technical assistance and training from Diversion leads



ESSENTIAL ELEMENTS

CAS Assessor

- Engaging in client-led housing problem-solving conversations
- Providing initial screening to determine homeless status and immediate needs
- Completing the CAS Program Enrollment in HMIS
- Uploading existing and relevant critical documents to HMIS, providing referrals and services to obtain any missing critical documents
- Providing solution-focused crisis intervention and provide relevant connections to community-based support
- Providing warm connection to Diversion Case Manager when household needs short-term case management to successfully resolve their housing crisis
- Completing quality, complete, and timely HMIS data

Program Administration

- Anticipate funding 3 total CAS Assessor positions
- Housing Forward technical assistance and training from Family Homelessness leads



ESSENTIAL ELEMENTS

Flexible Financial Assistance

Eligible costs include a variety of expenditures that are directly related to removing barriers to housing for Diversion clients. This includes the cost of:

- Rental Assistance for up to 3 months
- Credit repair costs
- Transportation or car repairs
- Rental arrears or utility costs
- Move-in costs, security deposits, furniture, moving costs, etc.

Program Administration

- Limited financial assistance
- Average of \$1,320 per household available for rental assistance + up to 3 months rent for appx 15 percent of households needing extra support
- Assistance is flexible
- Local and national evidence suggests that 35 to 50 percent of households will likely not need any financial assistance

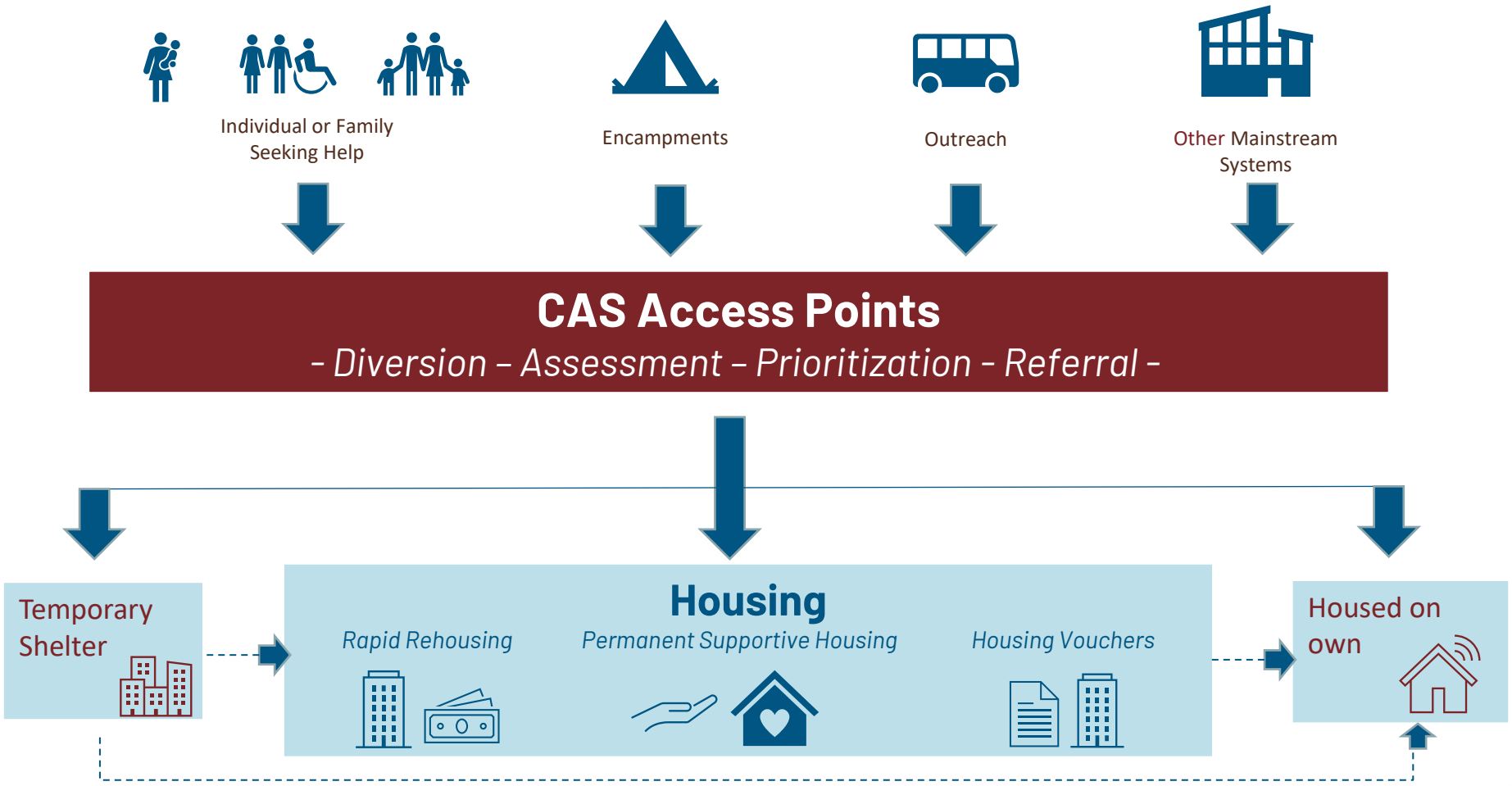


ALL-NEIGHBORS COALITION PROGRAM MODEL

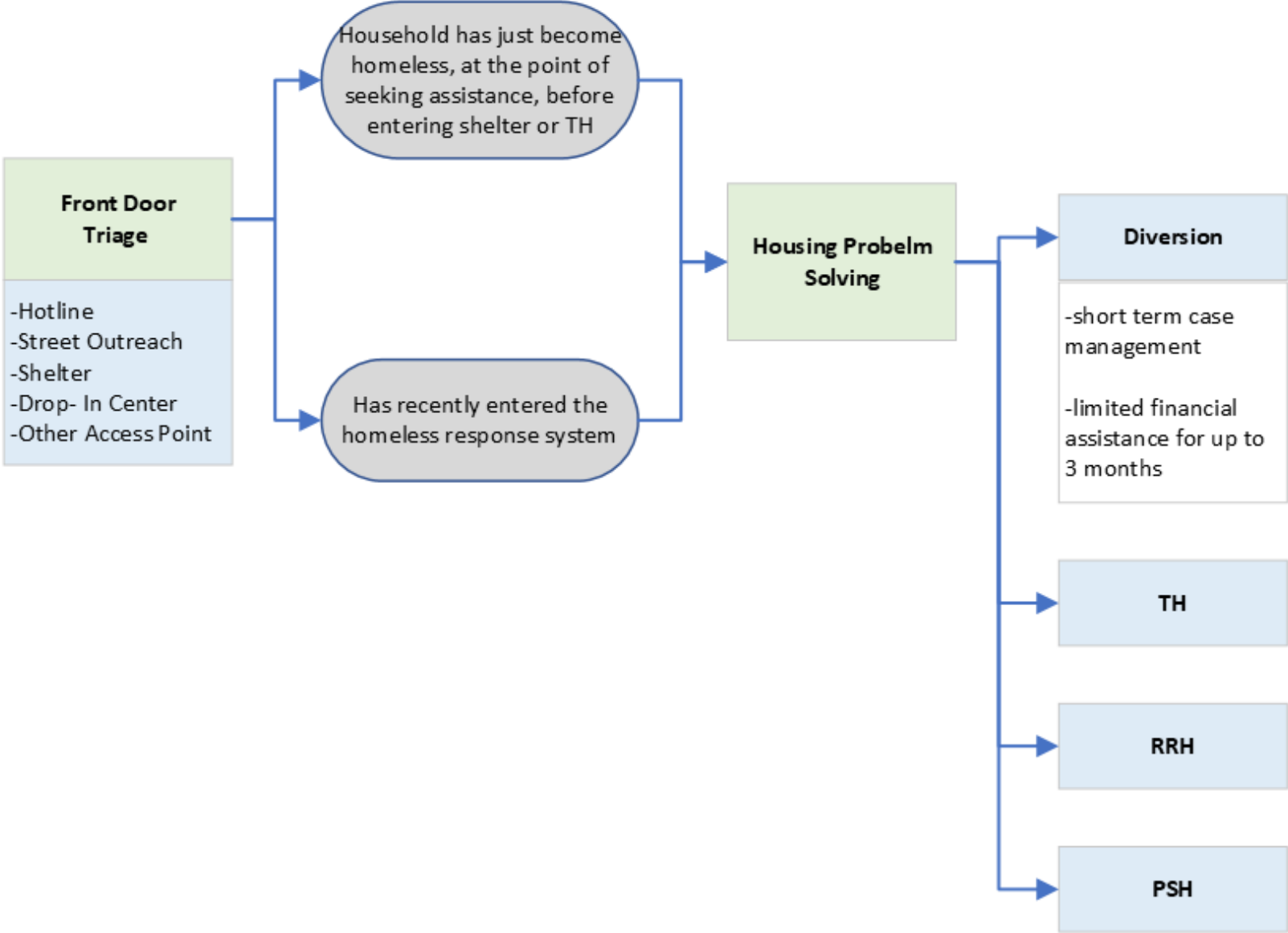
Diversion in Dallas and Collin Counties is a strategy used to prevent a shelter experience or decrease the length of time individuals and families experience homelessness. Diversion uses housing problem-solving techniques to quickly and efficiently assist in identifying immediate housing solutions, and 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>Diversion involves housing problem solving support, short-term case management, mediation, and limited financial assistance to divert homeless individuals and families from the shelter system, or rapidly exit them upon entry.</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> Diversion provides limited financial assistance for approved diversion expenses, such as up to 3 months of rental assistance, security deposits, utility assistance, etc. to support a positive housing outcome</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, or imminent homelessness at the point they are seeking entry into the homeless response system.</p>	<p><u>Output</u> 85% of new households entering the Coordinated Access System will participate in a housing problem solving conversation</p> <p><u>Outcome</u> Diverted households will obtain or return to a positive housing destination</p>

COORDINATED ACCESS SYSTEM



DIVERSION: HIGH LEVEL CLIENT WORKFLOW



APPLICATION AND SCORING



TIMELINE



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
- 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 QUESTIONS

Agency Experience – 20 POINTS

1. Provide information about agency policies and practices that illustrate your 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.
2. Describe your agency's experience working with households experiencing homelessness to quickly regain housing.
3. Provide examples of how your agency assesses clients' strengths and support networks.
4. Describe your agency's experience providing conflict resolution and mediation support to clients.



APPLICATION QUESTIONS

Financial Management - 20 POINTS

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



APPLICATION QUESTIONS

Program Design – 30 POINTS

1. Describe how individuals who become homeless will be supported to immediately find alternative housing options and avoid entering shelter and or unsheltered homelessness. Please include a description of any existing full-time staff that are dedicated to Housing Problem Solving or Diversion.
2. Describe the policies and practices your agency will establish to ensure the Systemwide Diversion Initiative aligns to Housing First Principles. Include 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.
3. Provide your agency's approach to training and coaching staff to ensure they are proficient in critical Diversion skills (mediation and conflict resolution, housing problem-solving, active and empathetic listening, and strengths-based service delivery., etc)
4. Describe the plan and timeline for prompt implementation of the project. Please include major events, activities, and when they will take place leading up to project start date. (bullet point and chronological order).
5. Is your agency a designated Access Point for the community's Coordinated Access System (CAS)? If not, please describe your agency's willingness to become an Access Point for the homeless response system.



APPLICATION QUESTIONS

Promoting Equity and Inclusion – 30 POINTS

1. Describe how the applicant will integrate people with lived experience of homelessness into the design and delivery of services.
2. Detail the applicant's strategy to identify and address racial disparities in program outcomes.
3. Describe how your agency accommodates non-English speaking clients?
4. Describe how your board and staff reflect the population the project will serve. Attach Board Composition.
5. Describe how the agency ensures individuals that identify as Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ+) receive housing and services free from discrimination?



SCORING RUBRIC

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

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

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

Applications containing all required items and submitted by the deadline will be reviewed and scored based on the selection criteria outlined in the Systemwide Diversion Scorecard which can be found [here](#).




SELECTION

Prioritization is based on:

- Straight score
- Preference for a high-volume access point and agencies located in underserved geographies. Those areas include a 10-mile radius of the following zip codes: 75069 (McKinney), 75006 (Carrollton), 75061 (Irving), 75040 (Garland), 75050 (Grand Prairie), 75217 (Balch Springs), 75216 (South Oak Cliff), 75232 (South Dallas)
- A youth dedicated Access Point, or Access Point with a youth dedicated program and staff at a *new location* will be prioritized for 1 CAS Assessor position.



BUDGET TEMPLATE

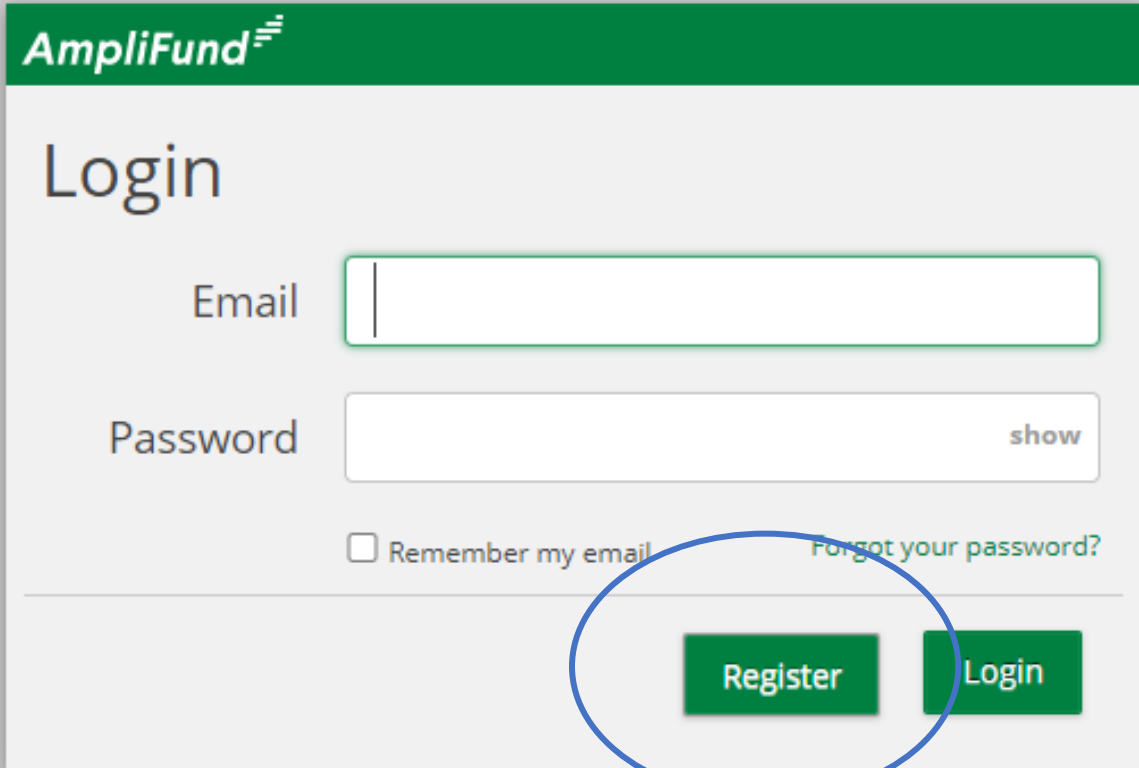
 ALL NEIGHBORS COALITION				
PROJECT BUDGET	SAMPLE BUDGET	CAS Assessor	Diversion Case Manager	Parameters
Personnel Expenses - Salaries & Wages				
Number of Staff	\$1			Minimum of 1 FTE. Up to 3 CAS Assessors and 8 Diversion Case Managers will be awarded.
Staffing	\$60,000			Max \$60,000 base salary per staff
Fringe Benefits	\$12,000			Max 20% of base salary per employee
Program Manager	\$7,200			Max 10% FTE for supervision by a program manager
Total Personnel Expenses	\$79,200	\$-	\$-	
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	\$-	\$-	
Total Project Expenses	\$83,865			
Administrative Fee	\$4,193			Max of 5% of total project expenses
TOTAL EXPENSES (Personnel + Non-Personnel + Direct Assistance + Admin)	\$88,059			



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". The form contains 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 of the form 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

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



APPLICANT PORTAL

Getting Started on the Applicant Portal

Warning
Each user must have a
que 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**.

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 height to the right, resembling a stylized bar chart or signal.

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 form titled "User Information" with a green vertical bar on the left side. Below the title, there is a section labeled "SYSTEMWIDE DIVERSION" with a green plus sign and the text "+ Add User" next to it.

AMPLIFUND ACCOUNT REGISTRATION

TX-600 System-Wide Diversion

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

Opportunity Information

Title TX-600 System-Wide Diversion

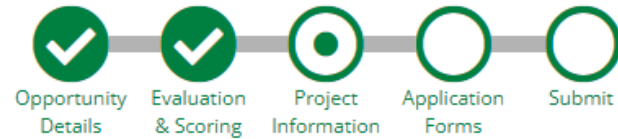
Description The Dallas and Collin Counties All-Neighbors Coalition has set goals for effectively ending Veteran homelessness, and significantly reducing chronic unsheltered, youth, and family homelessness. Our community has implemented core strategies to enhance our ability to provide immediate access to low barrier permanent housing for individuals and families experiencing homelessness. To continue making progress toward these goals, the All Neighbors Coalition has made it a top priority to scale Diversion across the homeless response system over the next two years. This intervention intends to both increase available space in shelters so more people can come inside, while helping newly unhoused people rapidly resolve their housing crisis.

The All-Neighbors Coalition is issuing a Request for Proposals (RFP) to fund agencies to deliver the Systemwide Diversion Initiative. Eligible agencies are those representing high-volume Coordinated Access System (CAS) Access Points or agencies located in underserved areas within the Dallas and Collin Counties Continuum of Care (CoC), which is defined in the next section.

The goal of the Diversion Initiative is to end an individual or family's experience of homelessness as quickly as possible while empowering them to regain stability. The emphasis is on securing safe, appropriate options in community rather than an emergency shelter stay, whenever possible. This limits the trauma of homelessness while supporting the availability of limited shelter beds for those most in need. The All-Neighbors Coalitions' Diversion Workgroup piloted and evaluated Diversion interventions, and applied lessons learned to develop a standardized Diversion Program Model that aligns best practice and guides implementation.

NAVIGATING THE APPLICATION

TX-600 System-Wide Diversion



Project Information

Help

Download

Save

Save & Continue

Application Information

NAVIGATING THE APPLICATION

Primary Contact Information

Name*	<input type="text" value="Sally Smith"/>
Email Address*	<input type="text" value="sally.smith@projectdiversion.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

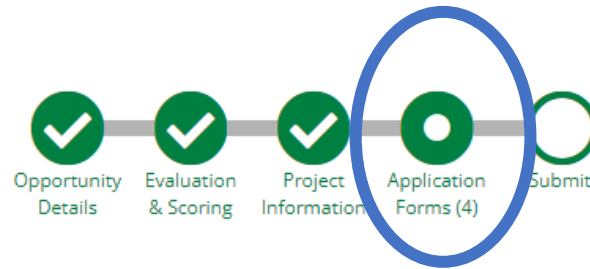
Save

✓ Mark as Complete

Save & Continue

NAVIGATING THE APPLICATION

TX-600 System-Wide Diversion



Forms

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

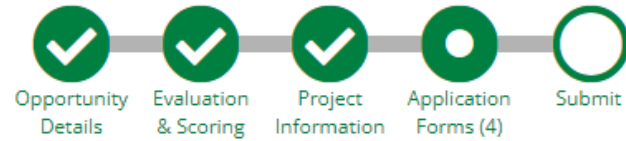
Name	Status	Print
Agency Information	Complete	
Financial Management	In Progress	
Application Questions	New	
Budget	New	

Navigation: **1** 25 items per page 1 - 4 of 4 items

[Save & Continue](#)

APPLICATION FORMS

TX-600 System-Wide Diversion



Forms

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

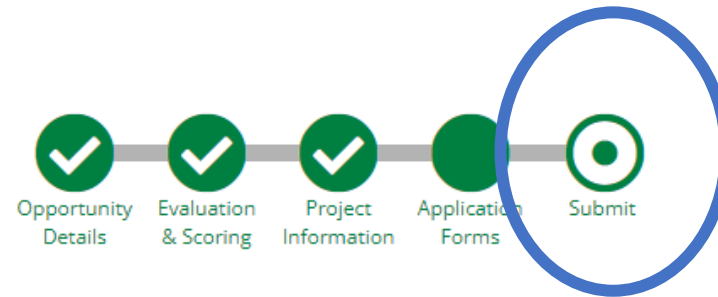
Name	Status	Print
Agency Information	Complete	
Financial Management	In Progress	
Application Questions	New	
Budget	New	

Navigation: < 1 > 25 items per page 1 - 4 of 4 items

[Save & Continue](#)

NAVIGATING THE APPLICATION

TX-600 System-Wide Diversion



You are about to submit your application, **TX-600 System-wide Diversion**, 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.

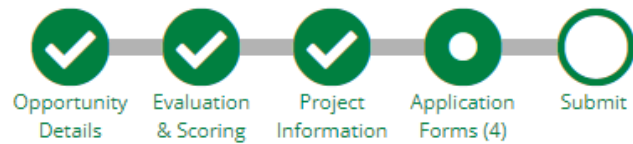
You have forms containing required fields which have not been completed!

 Review

Submit

NEED HELP?

TX-600 System-Wide Diversion



Forms

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

Name	Status	Print
Agency Information	Complete	
Financial Management	In Progress	
Application Questions	New	
Budget	New	

Navigation: < 1 > 25 items per page 1 - 4 of 4 items

[Save & Continue](#)

NEED HELP?

TX-600 System-Wide Diversion

Help

Application Help Information

For questions about the application questions or content, please reach out to the contact below.

The System-wide Diversion RFP with detailed instructions are located on Housing Forward's funding website.

<https://housingforwardntx.org/funding/>

Application Help Email: Amber.Austin@HousingForwardNTX.org

Application Help Name: Amber Austin

Application Help Phone
Number: 830-624-4073

Technical Help Information

For questions related to inputting of application information into Amplifund, please reach out to the contact below.

Technical Help Email: rae.clay@housingforwardntx.org

Technical Help Name: Rae Clay

Technical Help Phone Number: 214-669-4296

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
- Amber Austin: (amber.austin@housingforwardntx.org) for all other questions

