HOUSING FORWARD | ALL NEIGHBORS COALITION

SYSTEMWIDE DIVERSION (IRVING)

Funding Opportunity Information Session

APRIL 29, 2025

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

- Funded by City of Irving
- Funds to be used for Systemwide Diversion
  - **12-month grant term, with opportunity for renewal, contingent on funding availability**
  - **Awarding up to 2 Full Time Employees, 1 CAS Assessor and/or 1 Diversion Case Manager**

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

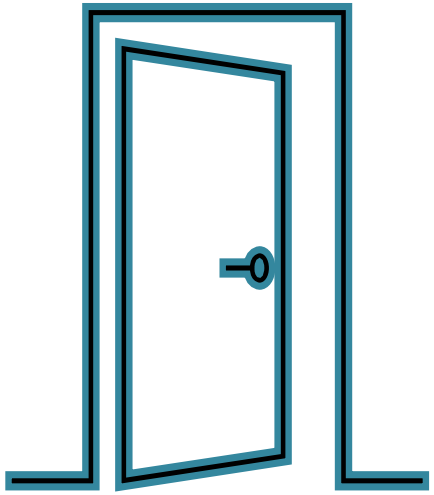
COMMUNITYWIDE GOALS

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	Homelessness Prevention	Diversion
• Serves low-income households who have received an eviction notice • Most not facing immediate homelessness • Prevents housing instability	• Serves extremely vulnerable households who are about to lose their housing • Prevents homelessness (when well targeted)	• Serves people who have just lost housing and/or 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 or are 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

Coordinated Access System (CAS): CAS, is a community response to end homelessness that accounts for the diversity of needs of people experiencing homelessness and urgently responds to these needs with housing solutions. CAS has an easily accessible set of Access Points equipped to effectively assess the needs of individuals, match people to an intervention to end their experience of homelessness and rehouse them as quickly possible.

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.

Homeless Management Information System (HMIS): HMIS, is a local information technology system used to collect data from service providers serving individuals or households experiencing or at risk of homelessness. e. Flex Fund: The Flex Fund pays for minor but impactful fees that can end a person's homelessness. It is a funding source for singular costs that stand in the way of clients obtaining housing.

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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
- 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

- Housing Forward technical assistance and training.

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

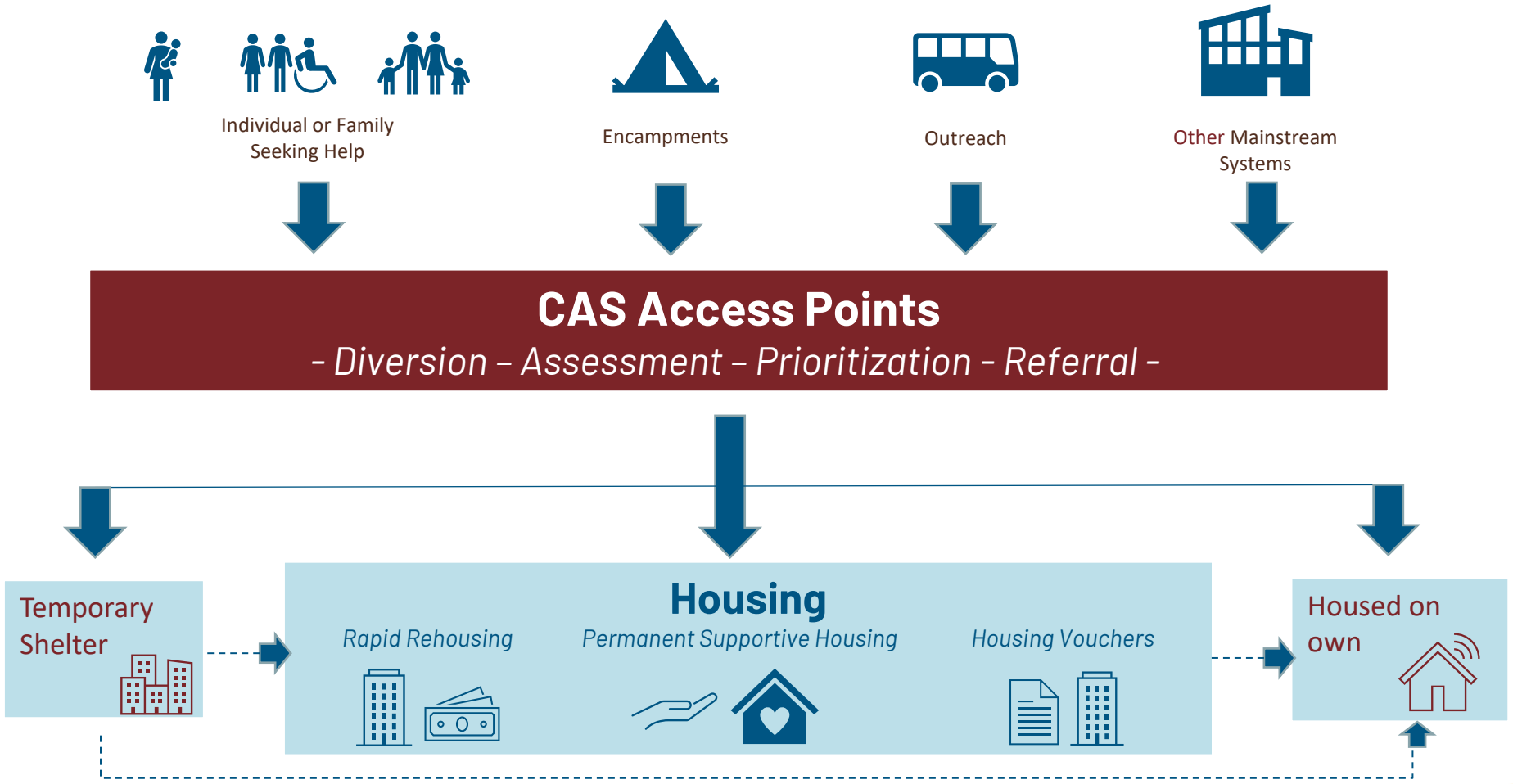
- Limited financial assistance
- Average of $1,320 per household available for rental assistance + up to 3 months rent for appx 15 percent of households needing extra support
- Assistance is flexible
- Local and national evidence suggests that 35 to 50 percent of households will likely not need any financial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

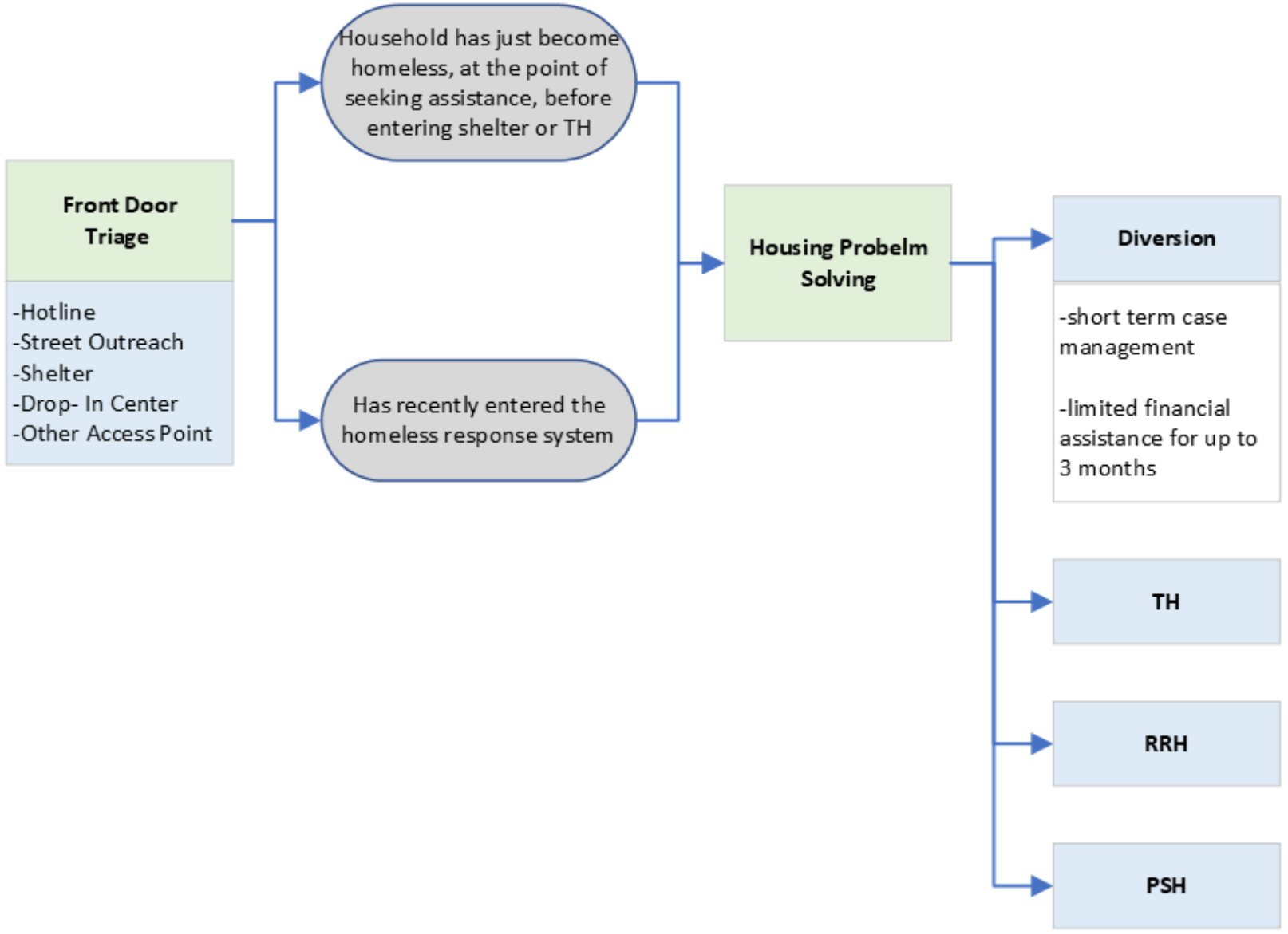
Program Description	Essential Program Elements	Time Frame	Population	Desired/expected outcomes
Diversion involves housing problem solving support, short-term case management, mediation, and limited financial assistance to divert homeless individuals and families from the shelter system, or rapidly exit them upon entry.	<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 <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	Up to 90 days of diversion case management as needed. Limited financial assistance Follow-up emergency services as needed	Individuals and family households experiencing homelessness, or imminent homelessness at the point they are seeking entry into the homeless response system.	**<u>Output</u>** 85% of new households entering the Coordinated Access System will participate in a housing problem solving conversation **<u>Outcome</u>** Diverted households will obtain or return to a positive housing destination

COORDINATED ACCESS SYSTEM



DIVERSION:

HIGH LEVEL CLIENT WORKFLOW



APPLICATION AND SCORING

TIMELINE

Request for Proposal Information Released
April 23rd

Required Information Session
April 29th at 10 AM

Application Opens
May 1st

Applications Due Date
May 14th at 5 PM

IRC Meets
End of May

Awards Announced
June 2nd

Contract Start Date and Implementation
August 1st

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
- Agree to provide in-person services within the City of Irving
- Have 501(c)(3) status
- Independent audit or review within the last 18 months with no significant findings
- Member of the All-Neighbors Coalition

REQUIREMENTS

Financial Management-Threshold Questions (Reviewed by HF's Finance Team)

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

Agency Experience – 40 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.

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

Program Implementation – 40 POINTS

5. Describe how your agency will ensure in-person services are provided within the City of Irving.

6. Describe the plan and timeline for prompt implementation of the project. Include details on how your agency plans to be fully staffed and operational by August 1st.

7. 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

Equitable Access- 20 POINTS

8. Describe how the applicant will provide equitable access to services? Include information about the plan for accommodating non-English speakers.

9. Describe how the agency will ensure individuals and households receive services free from discrimination.

BUDGET TEMPLATE

ALL NEIGHBORS COALITION

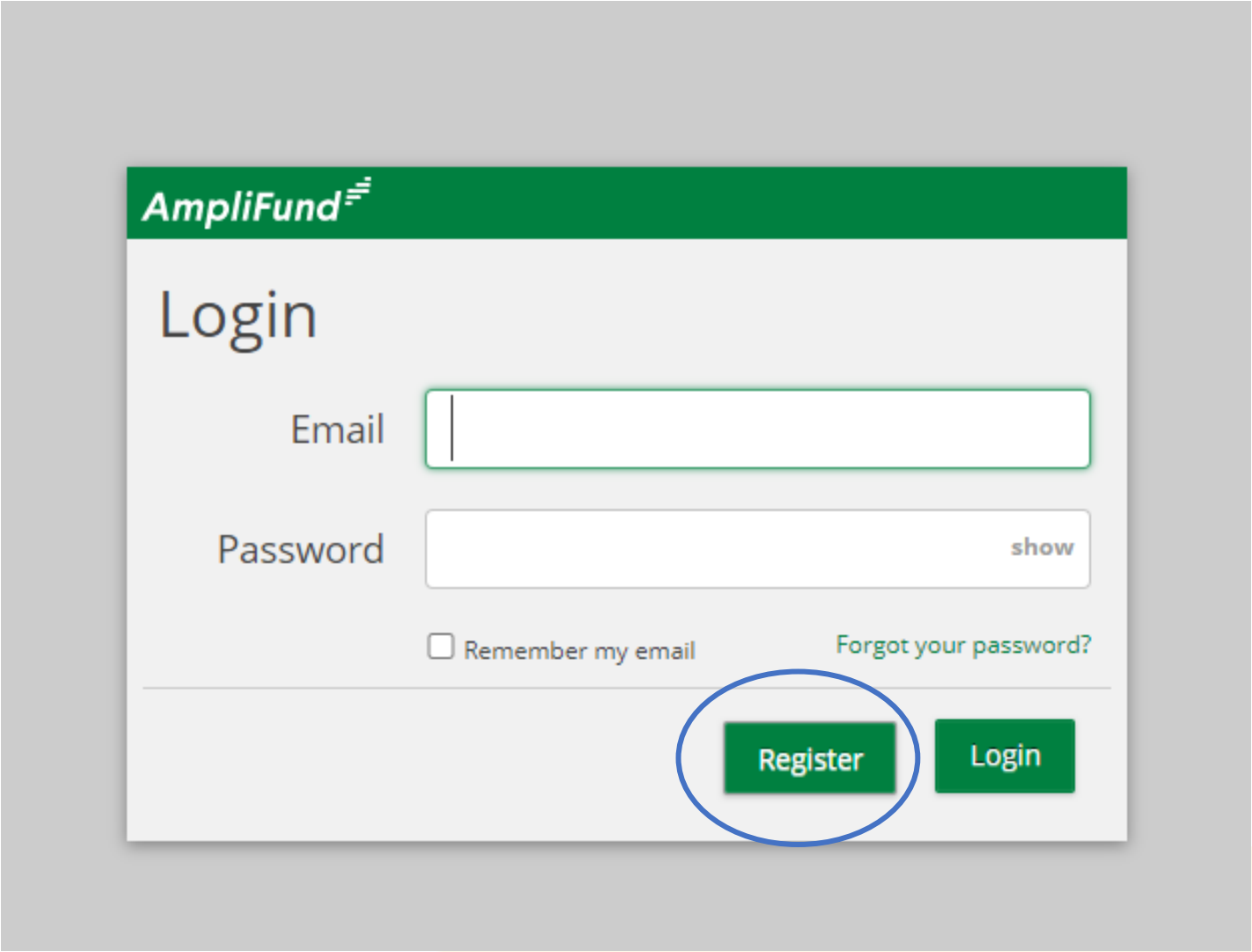
Project Budget Template

PROJECT BUDGET	SAMPLE BUDGET	CAS Assessor	Diversion Case Manager	Parameters
Personnel Expenses - Salaries & Wages				
Number of Staff	$ 1			*Minimum of 1 FTE. Up to 1 CAS Assessor and / or 1 Diversion Case Manager 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	$ 3,276			*0.70 @ 18 miles/day @ 5 days/week @ 52 weeks/year*
Total Non-Personnel Costs	**$ 4,876**	**$ -**	**$ -**	
Total Project Expenses	**$ 84,076**	**$ -**	**$ -**	
Administrative Fee	**$ 4,204**			*Max of 5% of total project expenses*
TOTAL EXPENSES (Personnel + Non-Personnel + Direct Assistance + Admin)	**$ 8[⚠] 0**	$ -	$ -	

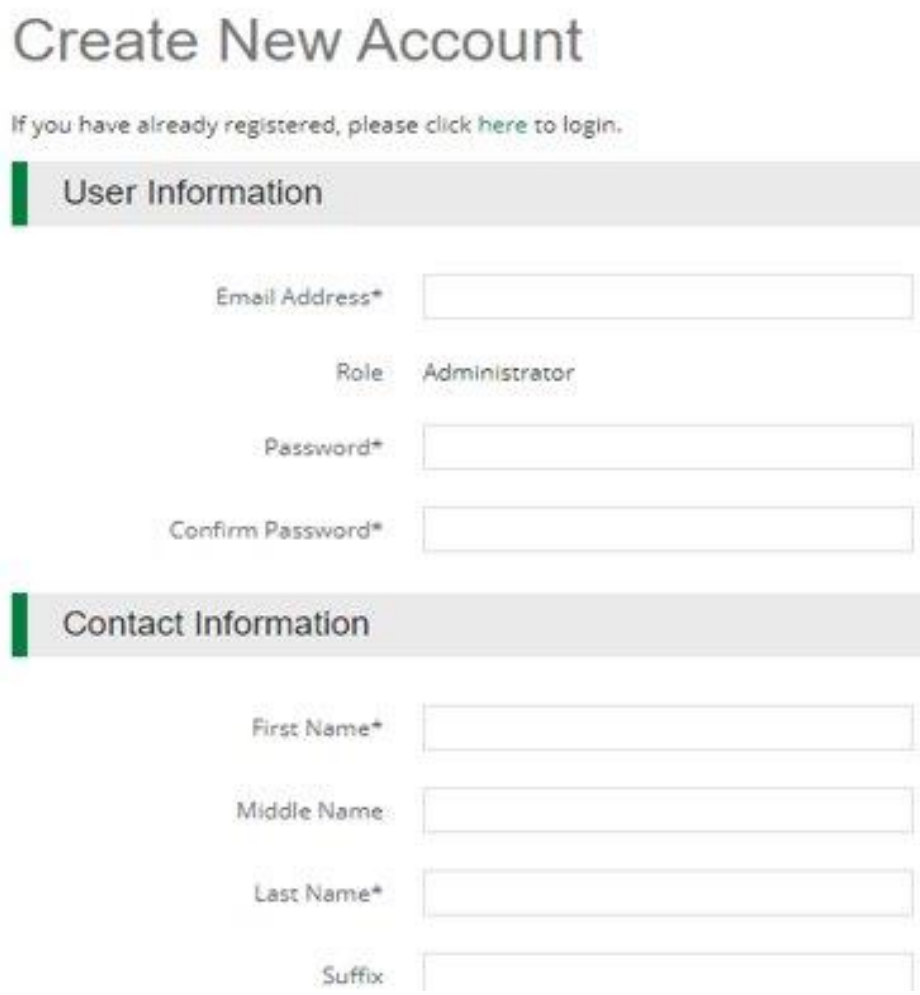
TOUR OF AMPLIFUND

AMPLIFUND ACCOUNT REGISTRATION

To create an account, follow the link on the Housing Forward website and click "Register"



AMPLIFUND ACCOUNT REGISTRATION



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

ADDING ORGANIZATION USER

AmpliFund

Warning

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

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

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

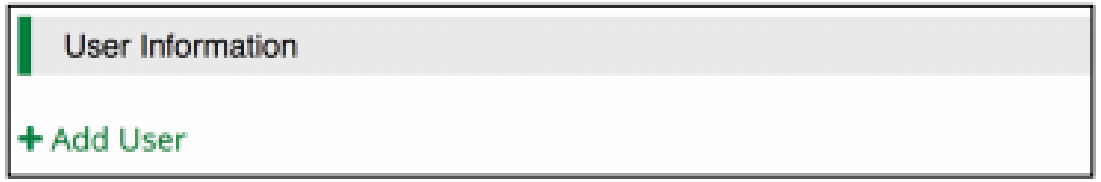
How To Invite Users to Your Organization Account

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.

3. Click **Users**.

4. Click **+ Add User**.



AMPLIFUND ACCOUNT REGISTRATION

TX-600 System-Wide Diversion

Print | Help | Download | Save | Apply

Opportunity Information

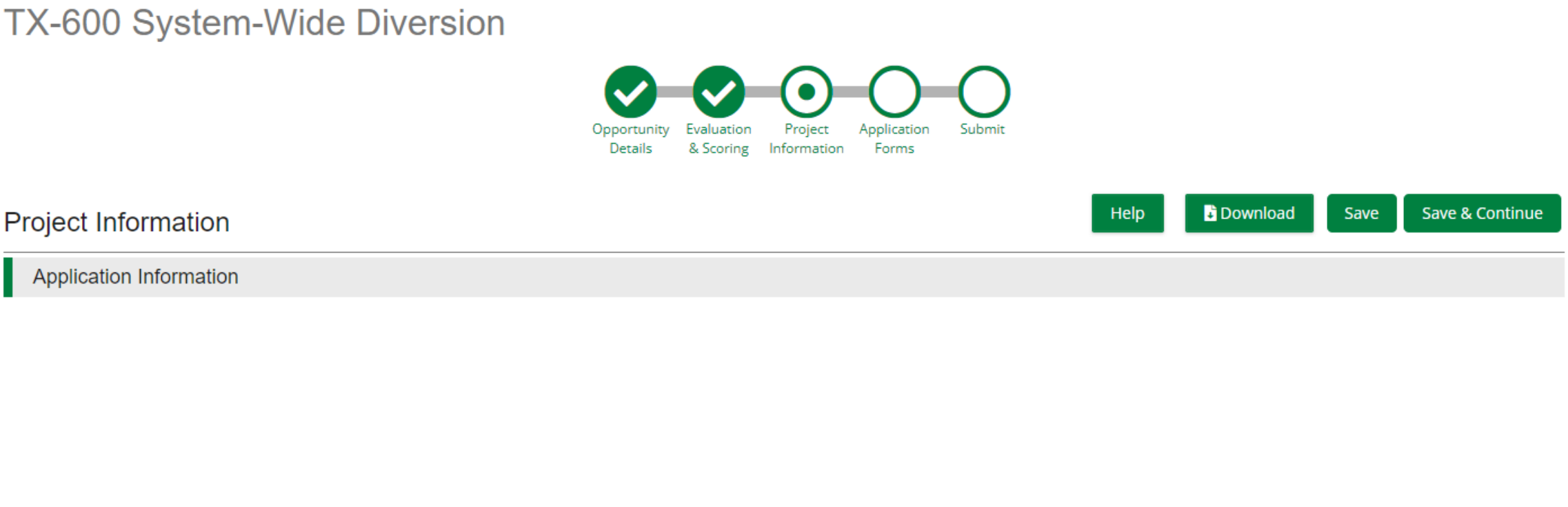
Title: TX-600 System-Wide Diversion

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



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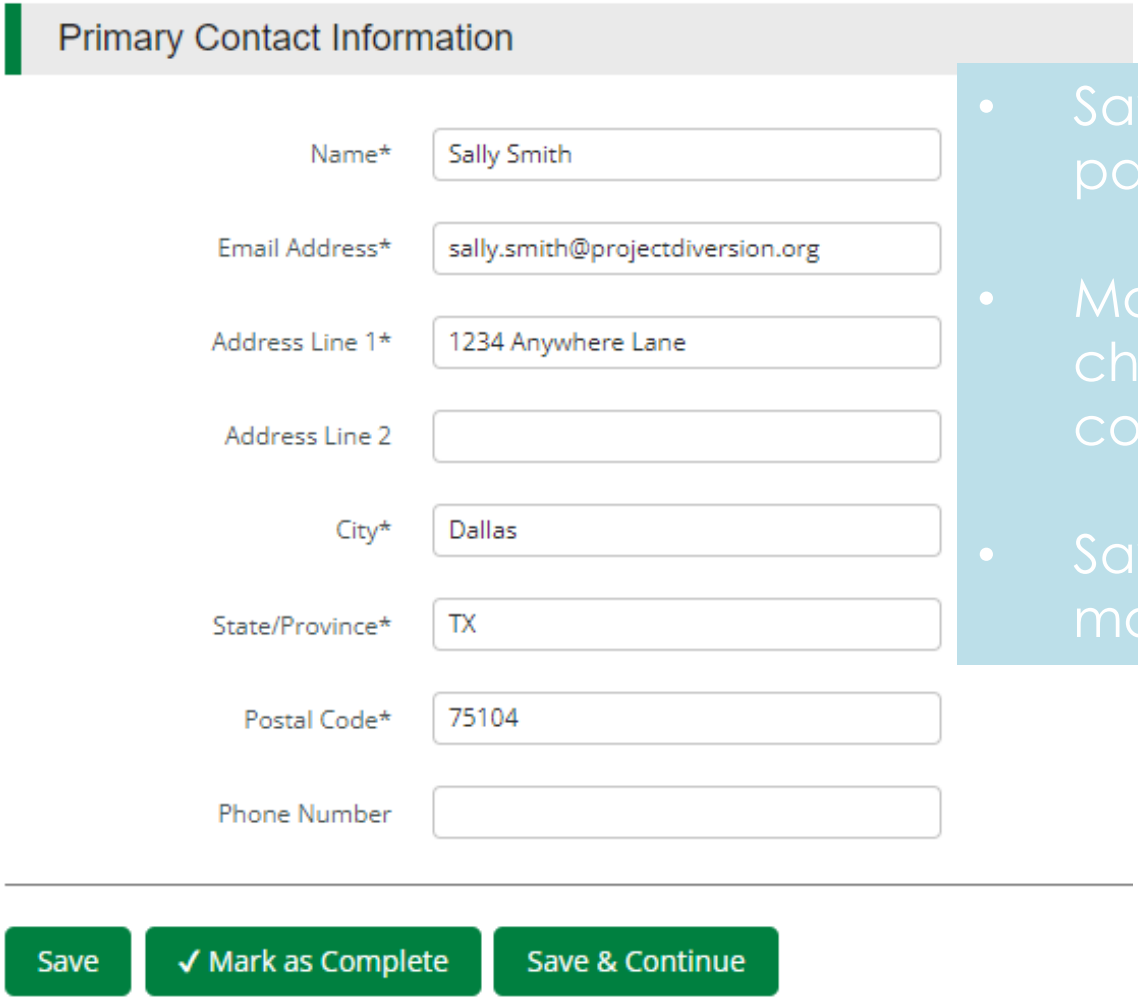
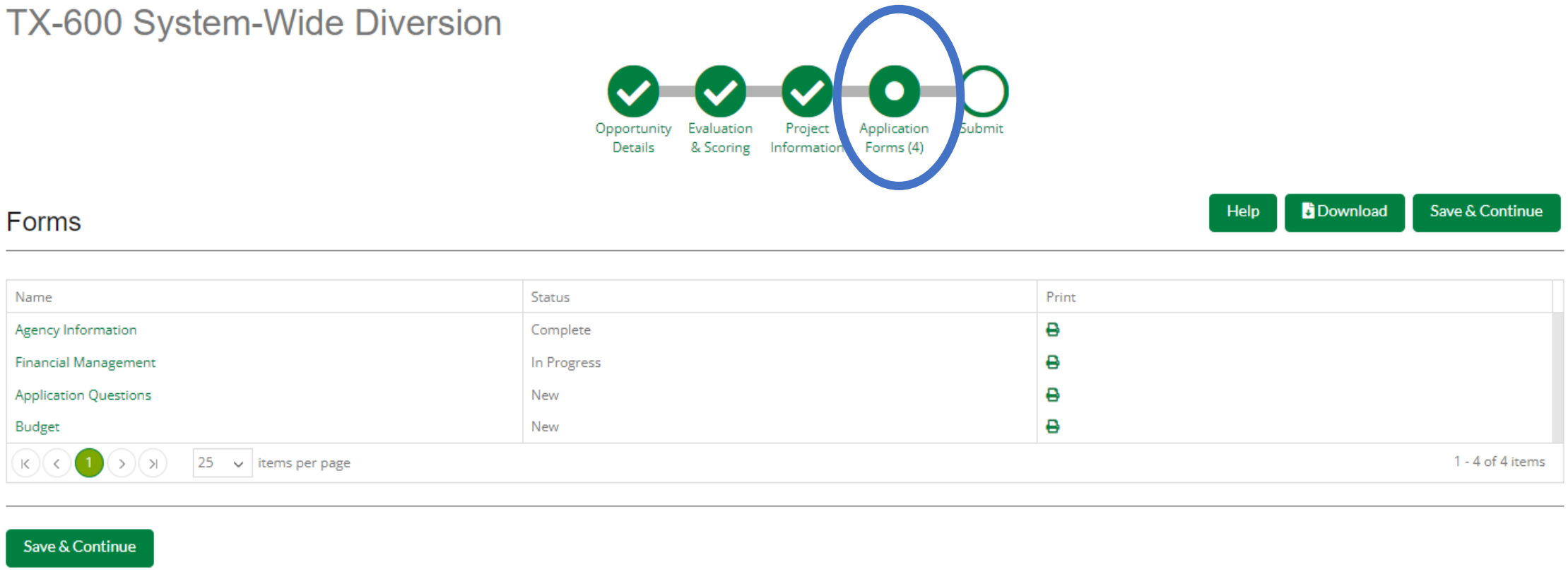


- Save: Saves the current page and stays on this page
- Mark as Complete: When done with page, will check to make sure all required fields are completed. If not, an error will show on the page.
- Save & Continue: Saves the current page and moves to the next page of the application

NAVIGATING THE APPLICATION



APPLICATION FORMS

TX-600 System-Wide Diversion

Forms

Help | Download | Save & Continue

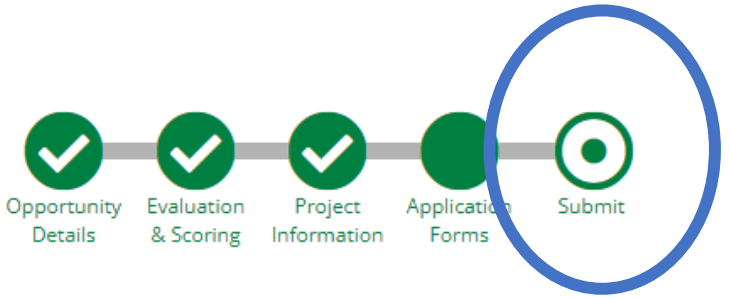
Name	Status	Print
Agency Information	Complete	
Financial Management	In Progress	
Application Questions	New	
Budget	New	

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.**

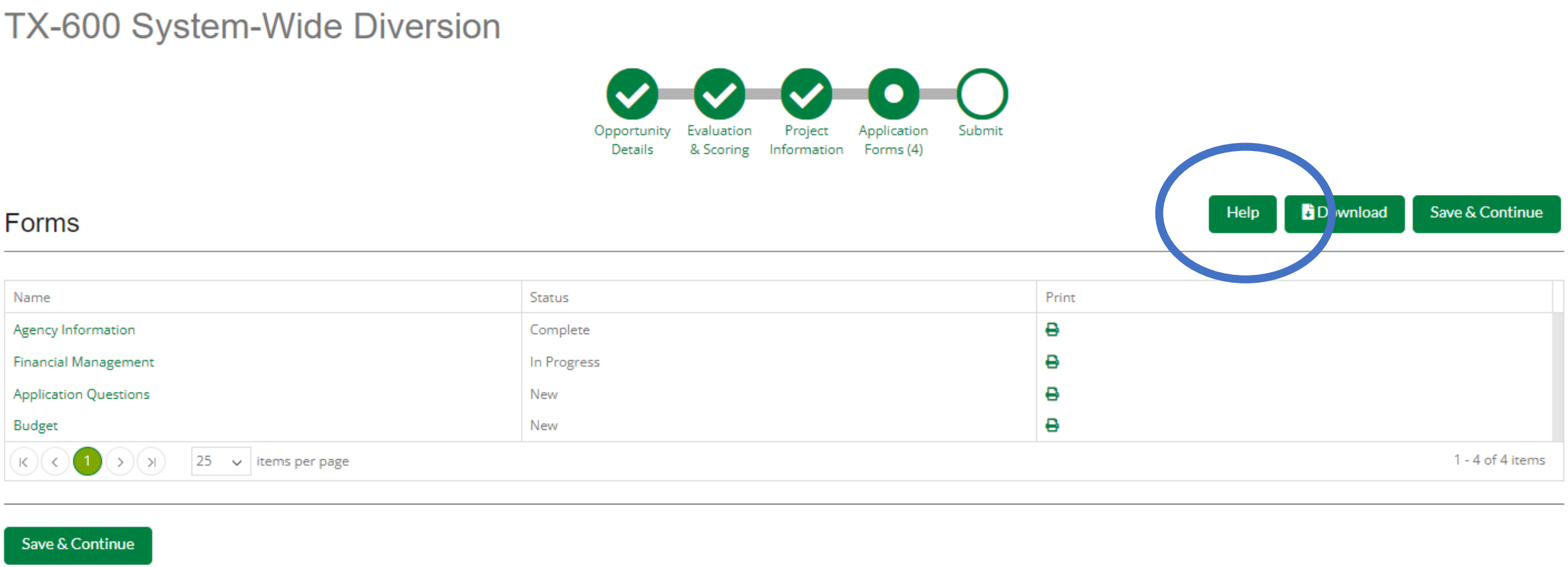
Take the time to review your application by using the timeline above. You can select any section and jump to that page.

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
Opportunity Details
Evaluation & Scoring
Project Information
Application Forms (4)
Submit
Help
Download
Save & Continue
Forms
Name
Status
Print
Agency Information
Complete
Financial Management
In Progress
Application Questions
New
Budget
New
25
items per page
1 - 4 of 4 items
Save & Continue

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

- Samuel Zivan:(Samuel.Zivan@HousingForwardNTX.org) for all AmpliFund questions
- Rebecca Hickom: (Rebecca.Hickom@HousingForwardNTX.org) for all other questions