



A WAY HOME WASHINGTON CENTRALIZED DIVERSION FUND GUIDELINES

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1. OVERVIEW OF DIVERSION

Diversion is a person-centered and strengths-based approach that assists an individual or household to quickly secure a permanent or temporary housing solution *outside* of the homeless response system. Diversion uses creative, solutions-focused conversations about housing, paired with flexible funding when needed, to explore opportunities for people to be housed. The A Way Home Washington (AWHWA) diversion program is specifically for young people who are unaccompanied, or at risk of becoming unaccompanied, and experiencing homelessness or housing instability. It is a short-term intervention focused on identifying immediate, safe housing arrangements, often utilizing conflict resolution and mediation skills. The intention with diversion is to move young people along a continuum toward housing stability by tapping into the support networks they already have.

A. Core Principles of Diversion

Diversion can fill a gap in the overtaxed homeless response systems. It is a low-barrier way to access light-touch support and flexible funds immediately outside of the system – creating an interaction that allows for an empowering, youth-driven approach.

The **core principles** of diversion include (*adapted from the National Alliance to End Homelessness*):

- **Crisis Resolution:** Diversion assists individuals and households in identifying safe, alternative options to shelter or street homelessness, reducing the trauma of an experience with homelessness.
- **Client Choice:** Diversion starts with a conversation grounded in a household's current housing situation, available resources, and identification of safe housing options outside of the homeless housing system they are willing to explore. Providers engaging in diversion with young people should partner with them to identify viable alternatives for permanent or temporary housing stability, and support connections to their preferred alternative.
- **Equity:** Homelessness disproportionately impacts communities of color, LGBTQ, and QTPOC youth, and the Anchor Community Initiative has made a commitment to ending this systemic disproportionality. Diversion has been proven to be an effective and efficient approach nationally for resolving homelessness and can help to advance racial equity by eliminating eligibility or program requirements that reproduce systemic oppression.
- **Progressive Engagement:** Progressive engagement is centered around providing the right amount of services a young person says they need to resolve their immediate housing crisis and involves providing the minimum assistance necessary and scaling up or back that assistance as needed.

In addition, pairing diversion with a **flexible funding source** allows providers who are working to divert clients the ability to access funds when the **identified housing solution requires** some financial assistance. The AWHWA's diversion approach is centralized, meaning that while the funds are located in a centrally managed pool in a community, anyone from that community with CDF can get trained to access the program on behalf of the young people they work with. The goal is to eliminate the need to refer and bounce young people across providers.

B. Key Roles with CDF

For the CDF to function effectively, there are a few key players involved throughout the process:

- **CDF Providers:** Responsible for engaging with YYA to make a housing plan and completing fund requests on their behalf. Providers are the main point of contact for the young person seeking to use diversion. (See page 11 for more information)
- **CDF Fiscal Administrators:** Responsible for processing fund requests and tracking outcomes. Admins are the main point of contact for providers. (See page 15 for more information)
- **AWHWA Technical Assistance:** AWHWA serves as the facilitator of funds between each community and the funders (OHY and private donors). Responsible for certifying new providers, technical assistance with fiscal admins, and managing policies and guidelines. The AWHWA Diversion & Training Manager is the main point of contact for the fiscal admins.

2. DETERMINING ELIGIBILITY

A. YYA Eligibility: Who is eligible to access the CDF?

The CDF will serve young people who fit within the definition of homelessness used by the **Anchor Community Initiative:**

- Young people (between 12-24 years old) who are unaccompanied by a parent or guardian and are **unsheltered/literally homeless** (living on the street or other places not meant for human habitation) or in **shelter**.
- Young people (between 12-24 years old) who are unaccompanied by a parent or guardian and who are in **unstable situations/couch-surfing or doubled-up**. They may not be literally homeless tonight but are in a housing situation where they are unable to stay (either losing their housing within 14 days, being told by family or friends that they can no longer stay; staying in a temporary accommodation like a hotel or motel that they can no longer pay for).
- Young people who are in **unsafe situations**. This includes young people (between 12-24 years old) who may not be literally homeless but are in a housing situation where it is not safe for them to stay. This category includes (but may not be limited to):

- o **Young people fleeing or attempting to flee** their home or the place they are staying because of domestic violence, dating violence, sexual assault, or stalking.
- o Other dangerous or life threatening conditions related to violence that has taken place in the home or made them afraid to return to the home, including **trading sex for housing, trafficking, physical abuse, violence or perceived threat of violence** because of the young person's sexual orientation or gender identity, for example.
- **Students experiencing unaccompanied homelessness or housing instability** are eligible to access the CDF (see **Appendix a** for detailed definition). Students that meet this definition of homelessness for any amount of time are eligible to receive McKinney-Vento services for the rest of the school year and are eligible to access the CDF to resolve a housing crisis they may be experiencing, provided they meet the other eligibility criteria above. Source: <https://nche.ed.gov/mckinney-vento-definition/>

Not eligible: Young people who are currently staying in or moving into a homeless housing program are not eligible (for example, rapid rehousing, transitional housing, permanent supportive housing). CDF is intended to be a light-touch, one-time assistance that diverts folks out of and away from the already-taxed homelessness response system. If those homeless programs are not leading to the intended outcome, namely housing young folks, then AWHWA can support communities in coaching through strategies for adjusting those programs as needed.

Required Homelessness Verification/Proof of Income

To promote flexibility and urgency in resolving the young person's homeless situation, AWHWA will not require any certification or formal documentation of homeless status or proof of income to participate in diversion. Consistent with the Office of Homeless Youth (OHY) funding requirements young people accessing the CDF must have income at or below 50% Area Median Income (AMI), however eligibility will be based on client self-report (income limits are based on AMI which can be located for each county at: www.huduser.gov). Because the program is also funded partially by private philanthropy, exceptions may be made on a case-by-case basis and invoiced accordingly. Some documentation, such as a copy of the lease or invoice, is required as verification for certain types of payments (see below)

Length of Time and Scope of Financial Assistance

Diversion is a short-term intervention and generally involves working with young people anywhere from 1-30 days. A progressive engagement framework should be used to determine the amount of resources needed to end the housing crisis of each impacted household. **AWHWA does not have a maximum or cap on the length of time or amount of financial assistance one household can receive.** Providers should work with the young person to get their current housing crisis resolved as quickly as possible, ideally within 30 days. If a young person requires some financial assistance that will **directly lead to a housing solution**, there will be no explicit cap/limit on the amount of financial

assistance they may receive. Rather, the provider should work with the young person to determine what is needed and appropriate.

B. Eligible Usage of Funds: What can CDF Cover?

Diversion conversations may result in housing solutions that don't require any funds, but sometimes funds are necessary to see a young person's housing solution become a reality. **Flexible financial assistance (via the Centralized Diversion Fund)** is available for young folks who identify it as needed to resolve their housing crisis. **CDF funds can be used for virtually anything provided that both of the following things are true:**

1. There is a direct line between that payment and housing outside of the homeless response system, **and**
2. The housing solution can be implemented within approximately 30 days.

To figure out if a particular request is eligible, a good question to ask is: "If we pay for this, will it result in the young person being housed outside of the homelessness system within 30 days?"

Common Uses of Diversion Financial Assistance

Young people have unique needs and each situation will require different strategies. A progressive engagement framework should be used to determine the amount of resources needed to end the housing crisis of each individual young person. Providers should encourage the young people they are working with to think outside of the box and to identify any possible options that would result in them accessing safe housing. To be clear, the type of housing solution young people choose are as unique as the young people themselves and CDF wants to support that. They do not need to be limited to "traditional" or common housing solutions if the expense will result in housing for the young person.

There is a list of common types of diversion costs below for reference. It is important to note that many viable housing solutions may fall outside of this list.

*Note: Please see the Addendum for the Office of Homeless Youth Funding (appendix j) for specific parameters around gift card expenses. Private funding through AWHWA does not have stipulations around the use/purchase of gift cards.

Common Eligible Costs/Expenses may include (but are not limited to):

Eligible Cost Category	Examples
Application Fees	Rental application fees and payments for background and credit check
Housing Deposit	Security (or pet) deposits needed to secure housing

Utility Deposit/Payment	Utility deposit (if it allows a participant to maintain an agreeable relationship with the utility company, for example)
Rental Assistance/Arrears	One-time rent payments (which could include first/last month's rent) or previous housing debt/rental arrears if resolving will facilitate an immediate housing solution (even when an eviction cannot be prevented if it allows the participant to obtain different housing)
Moving Expenses	Other move-in costs, including moving supplies, the cost of a moving truck, etc.
Storage	Cost of short-term storage
Transportation (including relocation)	Transportation, including gift cards for gas, bus/airline tickets for both local transport and to facilitate relocation to verifiable, safe housing out-of-the-area
Emergent Needs	<p>Cost to repair a vehicle if it is directly tied to a housing solution (i.e. is required to relocate or to accept a housing option and will require the use of a vehicle to travel for work, school, etc.)</p> <p>Utility or food assistance that can be used to secure housing with a friend/relative*</p>
ID and Documents	Fees for securing identification documents, birth certificates and social security cards
Employment	Employment supplies/tools, tests, licenses, certifications, etc. (if it is directly tied to a housing solution)
Legal Services and Fees	Related to maintaining housing
Interpreter/Translation Services and Fees	If language is a barrier to supporting a client to access the CDF or their housing solution, translation services are acceptable expenses

Ineligible costs (may include but are not limited to):

Paying for Transitional Housing
Ongoing Rental Subsidy
Hotel/Motel Voucher

3. DIVERSION OUTCOMES/SUCCESSFUL HOUSING SOLUTIONS

A successful diversion occurs when a young person moves to stable housing outside of the homeless response system (rather than shelter, transitional housing, rapid re-housing or permanent supportive housing, for example). It may be permanent or temporary (i.e. moving in with family/friends on a time-limited basis), moving into or returning to their own home/unit, in shared housing, relocating to (verifiable) safe housing outside of their community or returning to a (safe) previous living situation, or maintaining housing that had become unstable.

Diversion Targets/Goals

The overall project target, or goal for the Centralized Diversion Fund program is that **no more than 25% of young people who exit to “acceptable diversion exit destinations” return to homelessness within 3 months.**

AWHWA uses data and reports provided by Fiscal Administrators and HMIS Leads to track and improve on other success measures, including:

- % of youth/young adults stably housed within 30 days
- Median request processing time under 3 days
- Completeness and accuracy of requester form and HMIS entries/exits

Diversion Outcomes & Successful Housing Solutions

Essentially, any safe and stable housing that will allow a young person to avoid street homelessness or shelter stays is considered a successful diversion outcome. ***To effectively end the youth’s housing crisis, “successful” diversions may include short-term diversion options young people access while working toward a more permanent solution/s.*** It can, at times, be difficult to estimate how long a temporary housing solution will be available, however the young person’s options should not be limited due to the fear of not meeting outcomes.

AWHWA considers all self-reported housing options outside of the homeless system a positive diversion outcome, regardless of the length of time an option is projected to last. It is the role of the diversion provider to not only support a safe temporary option, but to work with the household to identify a permanent housing plan as well. For the purposes of tracking quality data in HMIS, a “temporary” diversion solution includes living with family or friends on a time-limited basis, and a “permanent” solution is an option the household reports that does not have a time limit.

Successful exit destinations can include the following:

- | | |
|--|---|
| 1. Staying or living with friends, permanent tenure | 2. Staying or living with family, permanent tenure |
| 3. Staying or living with friends, temporary tenure (e.g. room, apartment, or house) | 4. Staying or living with family, temporary tenure (e.g. room, apartment, or house) |

5. Rental by client in a public housing unit	6. Owned by client, with ongoing housing subsidy
7. Rental by client, no ongoing housing subsidy	8. Owned by client, no ongoing housing subsidy
9. Rental by client, with other ongoing housing subsidy	10. Residential project or halfway house with no homeless criteria
11. Foster care or foster care group home	12. Rental by client, w/HCV (tenant or project based)

Unsuccessful Attempts: In some circumstances, not all diversion attempts or housing plans will be able to be completed for various reasons. In the instances where a provider and young person are not able to come up with a viable housing plan or solution within 30 days, the provider should close the case (exit as ‘unsuccessful’ in HMIS) and ensure that the young person is connected to other options/resources (i.e. connected to other mainstream resources, prevention services or referred to the CE system, etc.). If a viable housing plan is identified but will take longer than 30 days to execute, the provider should continue to work with the young person until the housing plan can be completed and the young person is housed (as long as there is a clear plan with specific end dates/action steps being executed to complete the plan).

4. WHO CAN BE CERTIFIED TO REQUEST CDF FUNDS?

Anyone who interacts with potentially eligible young people from one of the counties that CDF is operational in can get trained and certified to access CDF on behalf of those young folks. These counties include Spokane, Pierce, Walla Walla and Yakima counties. To gain access to CDF, interested providers must complete the full Centralized Diversion Fund Certification training hosted by A Way Home Washington. All Fiscal Administrators must also complete this training as a part of their onboarding process.

5. HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

All diversion services and attempts must be tracked and documented in HMIS so that we fully understand the impact of the diversion approach within the Anchor Communities. In most circumstances, the Fiscal Administrator will be responsible for ensuring enrollment and exiting the client in HMIS if the requesting provider does not have access to HMIS. In this case, the Administrator will complete the data entry themselves or will coordinate with the partnering agency designated to assist with HMIS enrollment/exit.

A. Procedure for Exiting Clients

The Fiscal Administrator (or ACI Coordinator, depending on the Anchor Community) will be responsible for following-up with requesters to ensure exit interviews are completed in a timely manner and HMIS

records are updated. **They will email the requester on the date that the check is disbursed to remind the requester to conduct an exit interview at that time.** Collecting accurate, complete, and timely exit data is extremely important for communities to understand if CDF funds are resulting in improved housing outcomes for young people being served.

For requesters who have access to HMIS:

The person who enrolled the young person in HMIS should:

- 1) Conduct an initial exit interview and exit the client in HMIS **on the date that the payment is dispersed**; and
- 2) Follow-up with the client *within* 14 days of payment dispersal to **update the exit destination**. Folks are encouraged to update the exit destination as soon as possible and do not have to wait the full 14 days before checking in with the young person to do so.

They should follow-up with the young person within 14 days to conduct a final exit assessment. If they cannot contact the client, the first exit information will stand.

For requesters who don't have access to HMIS:

This process is different according to the Anchor Community. When checks are disbursed, the Fiscal Administrator will send clear instructions to the requester in the event they will be responsible for completing the exit interview(s) in HMIS. This might involve completing a fill-able exit form PDF with the young person. In some communities, the HMIS partner or Fiscal Administrator who enrolled the young person will complete the exit interview process, rather than the requester. Either way, whoever is doing the exits should complete an exit interview on the date the check is disbursed. They should follow-up with the young person *within* 14 days to conduct a final exit assessment. If they cannot contact the client, the first exit information will stand.

For Fiscal Admins:

Fiscal Admins are responsible for ensuring that exits are happening and that the appropriate staff member is exiting folks from HMIS in a timely manner. Admins should be monitoring exits and communicating with the provider who has access to HMIS at least on a monthly basis.

HMIS Lead

The CoC HMIS Lead will provide monthly reports in an Excel spreadsheet format (.xls) to the AWHWA Data Manager to inform process improvements and track program outcomes. These reports will include an anonymous roster of project enrollments by HMIS ID, including demographic data, exit information. No personally identifiable information is shared in these reports. Reports on returns to the homelessness system at 3, 6, 12 and 24 months after being successfully diverted will also be provided to AWHWA and the Fiscal Administrators at these intervals.

6. CDF PROVIDERS ROLE & EXPECTATIONS

Providers are the first and main point of contact with young people interested in accessing CDF. Anyone who lives, works or volunteers in one of the counties CDF is operational in and interacts with young people potentially eligible for CDF can become a certified provider. The core responsibilities include:

- **Engaging clients in CDF:** Providers are the main way that potentially eligible young people hear about and can access the CDF.
- **Having diversion conversations with clients:** The main purpose of diversion conversations is to explore housing possibilities as thought partners with young people, based on the available resources and relationships a young person has. It's crucial to spend the necessary amount of time here and really explore all possible options so the young person can determine which option works best to try first.
- **Preparing all needed documentation to determine client eligibility:** Refer back to pages 6-7 for more information on required documentation.
- **Completing the Fund Request Form:** See section below for more information on the process for providers to request flexible funds on behalf of eligible young people.
- **Assisting with follow through as needed to ensure payment is received:** If the option is selected for the provider to pick the fund check up from the fiscal admin, they are responsible for ensuring that happens within the first 24 hours of the payment being made available.
- **Supporting the young person with follow up as needed:** this might include, but is not limited to; connecting the client with resources as needed, meeting with the client to get more information about their exit destination if that is not immediately available, and/or revisiting CDF with the client if the first housing solution does not work out.
- **(With HMIS access) Exiting clients from the CDF project in the HMIS:** If the provider has access to HMIS they are responsible for exiting the client. This should be done upon disbursement of the funds (see page 13 for more information).

A. Requirements for a Provider to Access the CDF

Funds can be accessed by providers who have completed all required Diversion Certification Training **and** have signed the Centralized Diversion Fund Partner Agreement. Once a provider has completed all of the above, AWHWA will send the administrative entity a copy of the signed Certificate of Completion signed by the Diversion and Training Manager to notify them that the provider is authorized to request funds on behalf of eligible young people they are assisting. If at any time a certified provider/partner is not in compliance with the Diversion/CDF Guidelines (including all policies,

procedures and data entry requirements), certification and ability to access flexible funds may be revoked by AWHWA.

B. Process for Providers Requesting Flexible Funds

Once a provider has been certified to access the CDF, the process below should be followed to request funds for a young person with whom they are working:

Step 1) Create Housing Plan via Diversion Conversation: Work with the young person to create a housing plan by having the diversion conversation. Successful diversion conversations include a strategy that combines creative problem-solving and solutions-focused questioning to understand and map out the potential housing solutions young people might be able access in their network. This could include collaboration, mediation or negotiation with family or friends, previous/current landlords, coworkers, etc.

Step 2) Provider should take steps to ensure that the client is enrolled in HMIS:

✓ If the provider has access to HMIS (and is an authorized user), they should enroll the client into the Centralized Diversion Fund Program. It's crucial for the provider to select the HMIS project specific to the county they are working with the client in.

✓ If the provider is not an authorized user, they will note that on the Fund Request Form, if applicable. In those cases, the Administrative Entity or designee will be responsible for entering client information into HMIS before funds are dispersed. Providers without HMIS access should contact the local CDF Admin to schedule a time to complete the enrollment process with the client unless another process is established in your community*.

In either case, the client **must be enrolled in HMIS** prior to funds being released. They will have the option to remain anonymous if they so choose. See below for more information.

Step 3) Gather All Required Documentation: Once there is a housing plan in place - if financial assistance is requested - the provider should gather all necessary documentation including any W9's, lease or rental agreements, travel itineraries, etc.

Step 4) Complete Fund Request Form: Once documentation is gathered, the requesting provider will then complete the [Fund Request form](#) and attach all required documentation (see below).

Step 5) Fiscal Administrative Processing: Once the Administrator receives the Fund Request Form and any other required documentation, they will notify the provider within 24 hours via email that the request has been received and request any additional clarification or documentation needed. If there is a question about eligibility (of a young person or fund request), the Administrator and Provider/Partner should work together to discuss and/or problem-solve. If the Administrator has questions about whether or not to approve a request, they should contact the Diversion and Training Manager to discuss.

Step 6) Payment Disbursement: Once the funds are approved and processed, the Administrator will either 1) mail the payment directly to the vendor, or 2) notify the provider to come pick up the payment, etc. The provider will make arrangements with the young person to ensure the payment gets executed (whether that is delivered to the vendor or to the young person). In all cases, it is the responsibility of

the provider to remain in contact with the young person to keep them informed of the process until the funding request is complete.

Step 7) Exit Client for HMIS: On the date the payment is disbursed, the person who enrolled the young person in HMIS should complete an exit interview with the young person. **They should then follow-up with the young person within 14 days to conduct a final exit assessment.** If they cannot contact the client, the first exit information will stand and the client will be exited from the project within 30 days of fund disbursement.

C. Confidentiality and Transfer of Information

To protect the confidentiality of young people, providers should ensure all documents are being submitted through password-protected devices. Never put the name of the client in the subject line of an email or text message. When saving a file, do not use the client's name – use some other identifier (i.e. the first two letters of the first and last name). All requesters are bound by the confidentiality obligations of the partnership agreement at Appendix b and must not share any CDF data externally.

Requestor Form Connection with HMIS Enrollment

Requesters with HMIS Access: must enter the HMIS ID of the young person in the requester form. This allows us to link the requester form data with HMIS data. See below for more information.

Requesters without HMIS Access:

- **For De-Identified Clients:** Upon submission of the completed request form, an automated secure email is sent to the HMIS partner who will create the enrollment. This email contains the completed request form, the filled HMIS pdf form (for Spokane and Pierce).
- **For Regular Clients:** Upon submission of the completed request form, an automated secure email is sent to the HMIS partner who will create the enrollment. This email contains the completed request form and the filled HMIS pdf form (for Spokane and Pierce).

D. Data Management and Security

Requester form data is collected through a webform which is FERPA compliant. This data is connected to the AWHWA CDF database which is password protected.

AWHWA maintains the core elements of data security, which are confidentiality, integrity, and availability.

- **Confidentiality** ensures that data is accessed only by authorized individuals;
Only approved fiscal administrators and HMIS partners that sign confidentiality agreements receive completed request forms and have view-only access to the database.
- **Integrity** ensures that information is reliable as well as accurate;
Only the AWHWA Data & Evaluation Director and Data & Evaluation Manager have editing privileges. Each community user can only view their respective community's data.
- **Availability** ensures that data is both available and accessible to satisfy business needs;

Only aggregate data is shared publicly and externally in real-time dashboards published online through Tableau. Any demographic information with a count of less than ten is suppressed to protect the identities of young people.

AWHWA practices the following data security practices:

- **Data auditing:** ensures that the 5Cs (current, consistent, correct, complete, clean) of data quality are maintained.
- **Data real-time alerts:** ensures the access control of users accessing the data and the requester form. Authorized user and authorized IP monitoring shall be practiced, anytime a user accesses the data.
- **Data risk assessments:** ensures that AWHWA is aware of any potential risks associated with data discrepancies, data loss or unauthorized data migration.

HMIS Informed Consent

Personally identifying information (PII) must not be entered into HMIS unless all adult household members, including unaccompanied youth aged 13 or older have provided informed consent (RCW 43.185C.180). Informed consent must be documented with a signed copy of the Client Release of Information and Informed Consent Form except when only telephonic consent has been received. If electronic consent has been received, a copy does not need to be printed for the client file but must be available in HMIS.

Anonymous records

The following types of records must be entered anonymously:

- Households in which one adult member does not provide informed consent for themselves or their dependents.
- Households entering a domestic violence program or currently fleeing or in danger from a domestic violence, dating violence, sexual assault, human trafficking, or stalking situation.
- Unaccompanied youth under 13 years old, entering programs independently (without a parent or guardian).
- Households in programs, which are required by funders to report HIV/AIDS status.

Information such as age, race, ethnicity, gender, disability status, educational level, etc. may be collected in HMIS if it cannot be used in combination with other information to identify household members with anonymous records.

Timeline for Approving Requests and Fund Distribution

Once a fund request is submitted, it will be reviewed for eligibility screening by the Administrator to ensure all required documents are submitted and the client has been enrolled in HMIS. Within 24 hours an email confirmation will be sent to the provider/person submitting the request to confirm receipt of the Fund Request and give an update on the status of the payment or any other follow-up documents needed. The payment should be processed within 72 hours.

6. FISCAL ADMINISTRATOR ROLE & EXPECTATIONS

Fiscal Administrators (Fiscal Admins) are the main point of contact for providers. They are responsible for processing Request Fund Forms by completing Fiscal Admin Forms and ensuring the client is eligible. Their core responsibilities include:

- **Receiving fund requests:** Fiscal admins should follow up with providers within 24 hours to confirm receipt of the fund request
- **Exploring questions about CDF and eligibility with providers as needed:** As the main point of contact for requesters in the community, Fiscal Admins should be available to troubleshoot questions providers might have when they are working with clients to access CDF. This can include questions regarding eligibility of the client, eligible uses of the CDF fund, or other potential resources if the client is not able to access CDF. In events where the fiscal admin needs further support with provider questions, they should contact the Diversion & Training Manager for assistance.
- **Checking client eligibility & fund request eligibility:** Refer to pages 4-7 of this document for guidelines.
- **Ensuring clients are enrolled in HMIS:** As stated earlier, Fiscal Admins are responsible for ensuring that exits are happening and that the appropriate staff member is exiting folks from HMIS in a timely manner. Admins should be monitoring exits and communicating with the provider who has access to HMIS at least on a monthly basis.
- **Processing fund requests within 72 hours:** For diversion to function effectively, fiscal admins must process all fund requests within 72 hours of the request being received. If they are not available to do this, they should identify a substitute within their organization to be available to process the requests per contract requirements with AWHWA. See more information on processing requests below.
- **Reporting:** Fiscal Admins should complete the necessary Reimbursement Requests to the Office of Homeless Youth and fund tracking form to be sent to the AWHWA Program Operations Manager on a monthly basis.
- **Tracking certified providers in their county:** To ensure that only certified providers are accessing CDF and test engagement and recruitment strategies, Fiscal Admins should track the certified providers in their county.

A. Processing Fund Request Forms

After a Request Form is submitted by a provider, the fiscal admin will receive an email copy of the request and can begin determining eligibility and/or following up with the provider as needed. Once the

Fiscal Admin makes a positive eligibility determination, they will complete the Fiscal Admin Form to track and process the fund requests. **A new Fiscal Admin Form must be completed for each fund type request** (this includes checks, gift cards, tickets and all other fund types requested through CDF). The data is linked to real-time dashboards that allow the community and AWHWA to get an accurate, real-time picture of how funds are being used and how much money is left in the fund.

Data entered by the Administrator into the webform includes:

- Requester Name, Agency, and Email
- Fund Request Type
- Dollar Amount
- Request status (approved or denied)
- HMIS Client ID
- Request Submission ID

B. Data Quality Checks

The Fiscal Administrator or ACI Coordinator (depending on the Anchor Community) will receive automated reports (organized by the HMIS Lead) that provide a weekly roster of HMIS IDs enrolled in the HMIS project, including entry and exit date. The Fiscal Administrator or ACI Coordinator will reconcile this data against fund request records to ensure accuracy and completeness. They will also check that young people are being exited from the HMIS project and will follow up with providers who are not exiting clients in a timely manner.

Database Confidentiality

All fiscal administrators and partners who are assisting with HMIS enrollments must sign a confidentiality agreement in order to access the AWHWA CDF database. They agree to safeguard and not use any Confidential Information (including but not limited to participant data, participant's name, age, birth date or other personally identifiable information or any reports, information, data or other documents) for any purpose other than the performance of the CDF services. For access to the internal CDF tracking dashboard, please email the Diversion and Training Manager.

C. Collaborating on Local CDF Engagement Strategy

Fiscal Admins are required to maintain communication with the Diversion & Training Manager and collaborate on creating and implementing a CDF engagement plan to recruit providers to be trained. This may include one-on-one conversations regarding outreach and training strategies, attending state level Fiscal Admin Huddles, and communicating local CDF needs to their Anchor Community Initiative Core Teams where applicable.

APPENDICES

- a. [McKinney Vento Definition of Homelessness](#)
- b. Forms: [Partner Agreement](#)
- c. Forms: [Fund Request Form \(Print Version\)](#)
- d. Forms: [Relocation/Travel Request Form](#)
- e. [CDF Client Process Flow](#)
- f. [Administrative Process Flow](#)
- g. [Release of Information](#)
- h. [Program 1-pager: What is the CDF? and Eligibility](#)
- i. [Addendum for Office of Homeless Youth Funding](#)
- j. [Frequently Asked Questions](#)
- k. [CDF Process Flowchart](#)