

# Centralized Diversion Fund

## Day 3: Policies and Procedures

### **Introductions (Type in the Chat):**

1. Name, Pronouns, Community, Organization
2. What do you need to know to make a CDF fund request?!?!?



**A WAY HOME**  
WASHINGTON

## Diversion Philosophy

- Context
- Centralized Diversion Model
- Housing First
- LGBTQ and Racial Justice



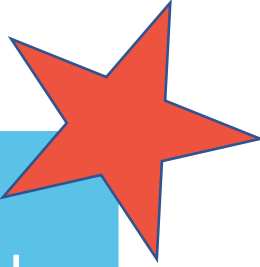
## Diversion Skills

- Diversion Conversations
- Creative housing solutions
- Practice



## Accessing the Diversion Fund

- Practice
- Eligibility
- Making a CDF Request
- Data
- Next Steps





# Today we will cover:

Practice!

Roles and responsibilities of CDF Admins and providers

Eligibility and eligible uses of funds

- Who is eligible to access the CDF?
- Diversion conversations and housing plans
- Eligible use of funds

Making a CDF fund request

- HMIS enrollments and the importance of data :D
- CDF Request form
- What happens after making a request?
- Exits 😊

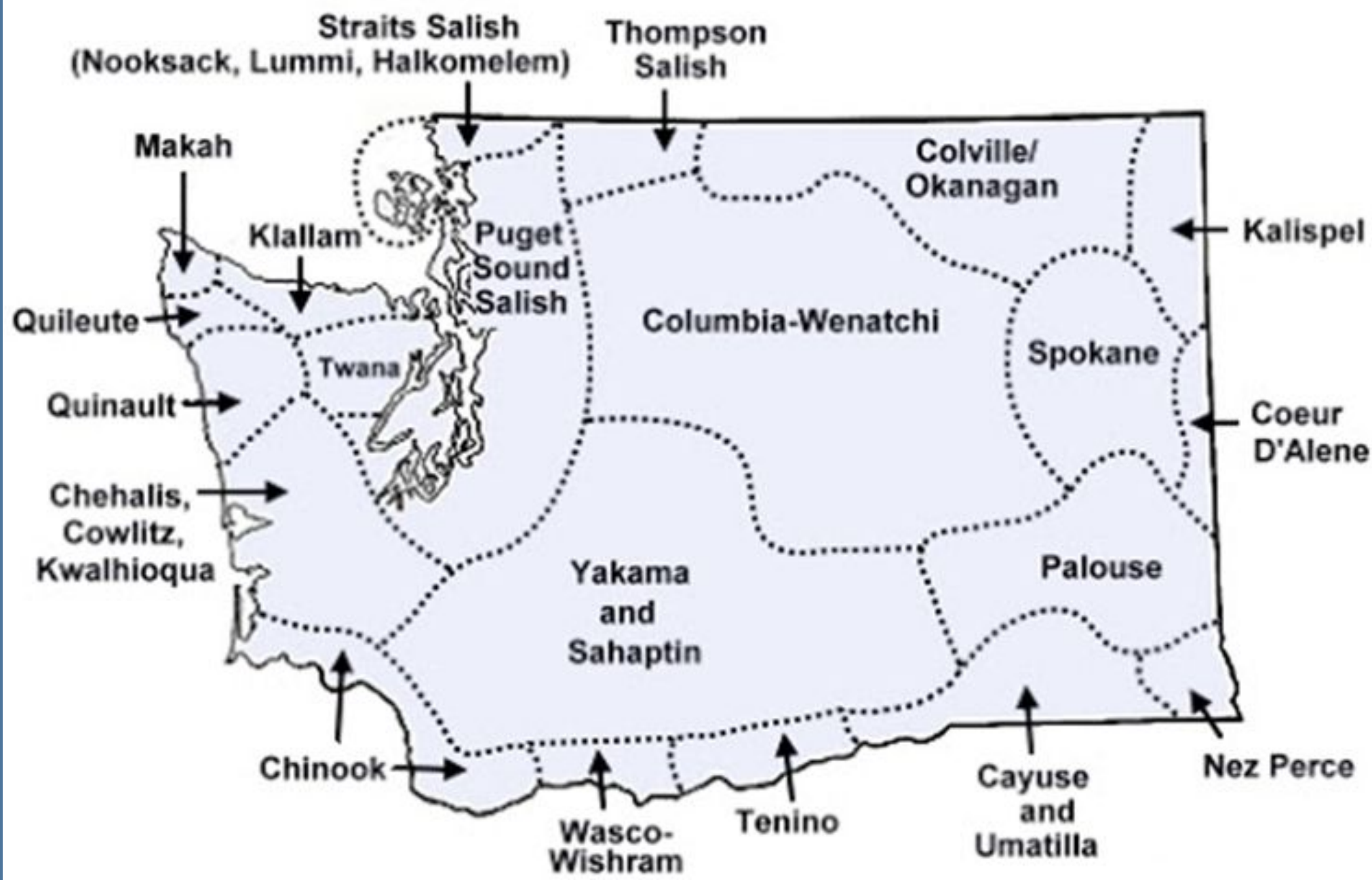
Certification and Next Steps



Overall Goal: you will know how to access the Centralized Diversion Fund in your community!



**BLACK  
LIVES  
MATTER**



**BRACE YOURSELVES**



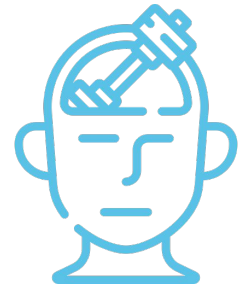
**VIRTUAL DISCUSSIONS ARE COMING**

imgflip.com

Diversion  
allows us  
to...



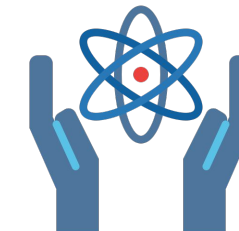
**CENTER JUSTICE IN  
SERVICES**



**HONOR STRENGTHS**



**EXPLORE POSSIBILITIES**



**BE CREATIVE**





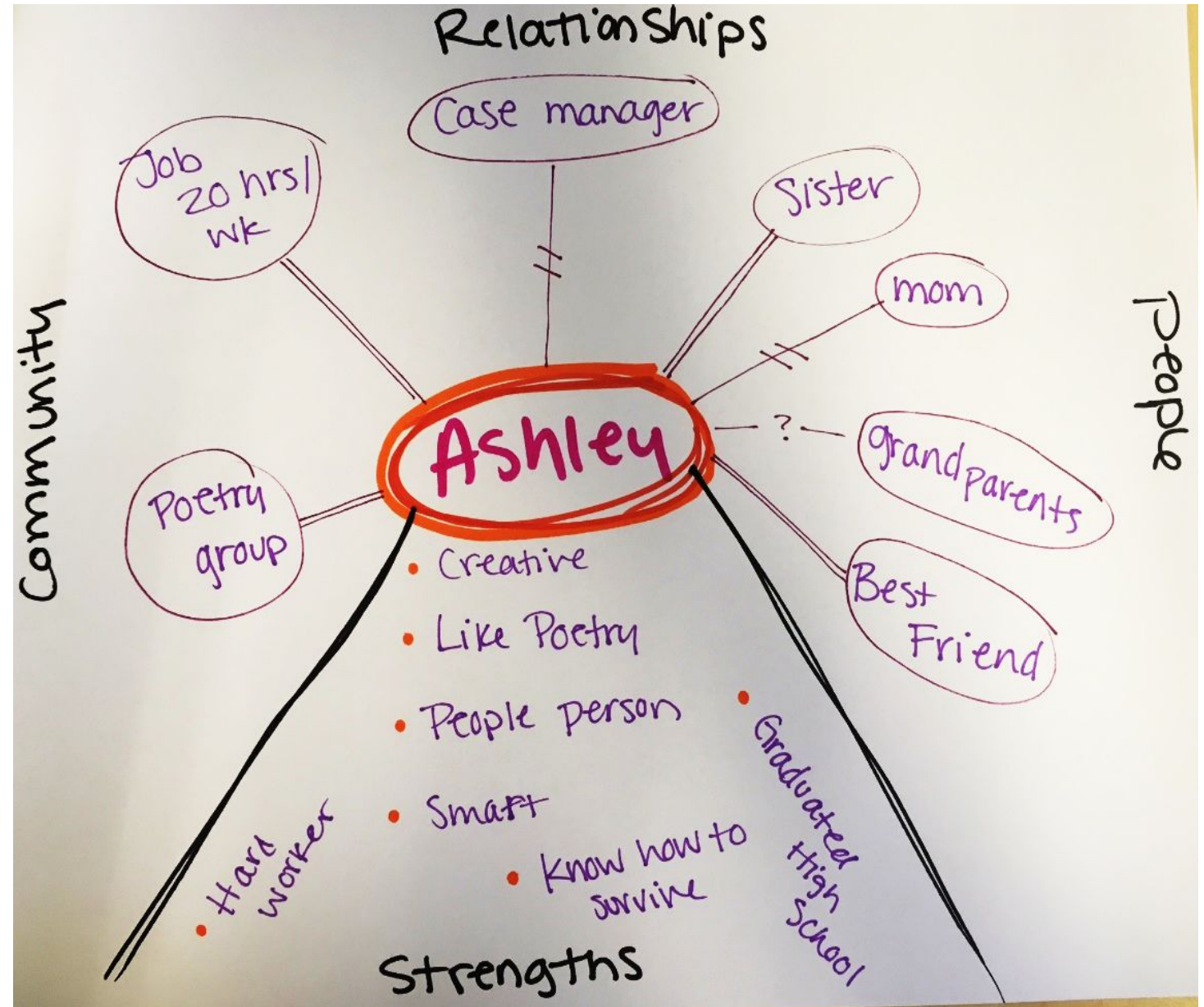
# Beliefs underlying Diversion

- Everyone **deserves** housing.
- People have deep wells of resources and **potential**.
- Not everyone needs an entire suite of services to be able to be housed – people can be housed **outside the system**.
- People need and want different things, and have **different** perceptions of what housing will work for them.
- Rejects the idea that people experiencing homelessness are in that position due to fundamental **flaws**.
- We as service providers actually **don't have all the answers**.
- We need to actively center **justice**.



# Last session...

- What was hard about this? What was more smooth?
- How would you do this differently with young people?
- What do you want to remember about this activity later on?





# Last session, you were told to...

Reflect on a young person you are working with or have in the past:

- Which creative housing solutions have you explored?
- Which have you not explored yet?
- What do you still need to know to request CDF funds on their behalf?



# Practice!

1. Engage with young people
2. Understand the situation
3. Generate possibilities
4. Explore those possibilities
5. Make the plan (s)



# Diversion Conversations

## Last Session!

- Engage with young people
- Understand the situation
- Generate possibilities
- Explore those possibilities
- Make the plan (s)

## Today!

- Assemble the documentation
- Complete the request
- Follow through

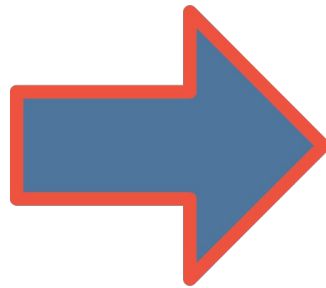
**“By The End Of 2022, Four  
Communities In Washington State  
Will End Youth And Young Adult  
Homelessness By Reaching  
Functional Zero.**

**Yes To Yes.”**

# Spirit of Diversion

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.

- Crisis resolution
- Client choice
- Equity
- Progressive engagement



- Flexibility
- Creativity
- Immediacy

How can we get someone  
housed tomorrow?







# Centralized Diversion Model



- **No wrong door.**
- **Can support young people before they enter the 'system'.**
- **Community program, rather than program in the community.**

# Roles and Responsibilities



# Provider Role (You!)

- Have diversion conversations with clients
- Prepare all needed documentation
- Enroll and Exit Clients in HMIS (if you have access – we will talk more about this :D)
- Complete Fund Request Form
- Assist with follow through as needed to ensure payment gets where it needs to go
- Support young person with follow up if needed



# CDF Administrator

- Receive Fund Requests
- Be available to answer & explore questions about the CDF program and process with providers
- Check for eligibility and that client is enrolled in HMIS
- Follow up with providers within 24 hours to confirm receipt of the fund request
- Process fund requests within 72 hours
- Reporting: Complete fund tracking form for AWHWA and Reimbursement Requests to OHY





# Who is my CDF Administrator????

- **Spokane:** Volunteers of America – Julius Henrichsen
- **Pierce:** Comprehensive Life Resources – Tamera Riles
- **Yakima:** Yakima Neighborhood Health Services – Annette Rodriguez
- **Walla Walla:** Blue Mountain Community Foundation – Joan Consani



COMPREHENSIVE  
LIFE RESOURCES



Y · A · K · I · M · A  
*Neighborhood*  
HEALTH



BLUE MOUNTAIN  
COMMUNITY  
FOUNDATION





# AWHWA Role

- Facilitator of funds and advocate
- Provide training and certification
- Technical assistance for CDF Admins and Core Teams
- Maintain data infrastructure
- Lead monthly Learning Circles





### Diversion Conversation

- Engage young people in diversion conversations
- Create a housing plan
- Collect needed documentation
- Enroll Client in HMIS\*\*
- Submit Fund Request Form

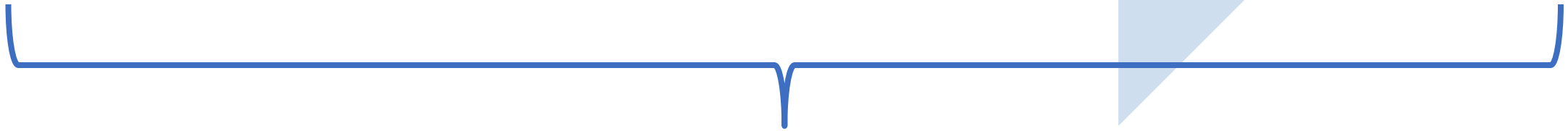


### Processing Payment

- Receive provider request
- Confirm receipt within 24 hours
- Check eligibility
- Process fund request within 72 hours

### Follow Through

- Get the payment where it needs to go
- Follow up support
- Complete exit interview on the day payment is processed
- Exit from HMIS within 30 days from payment\*\*



**Communication!**

## Diversion Conversation

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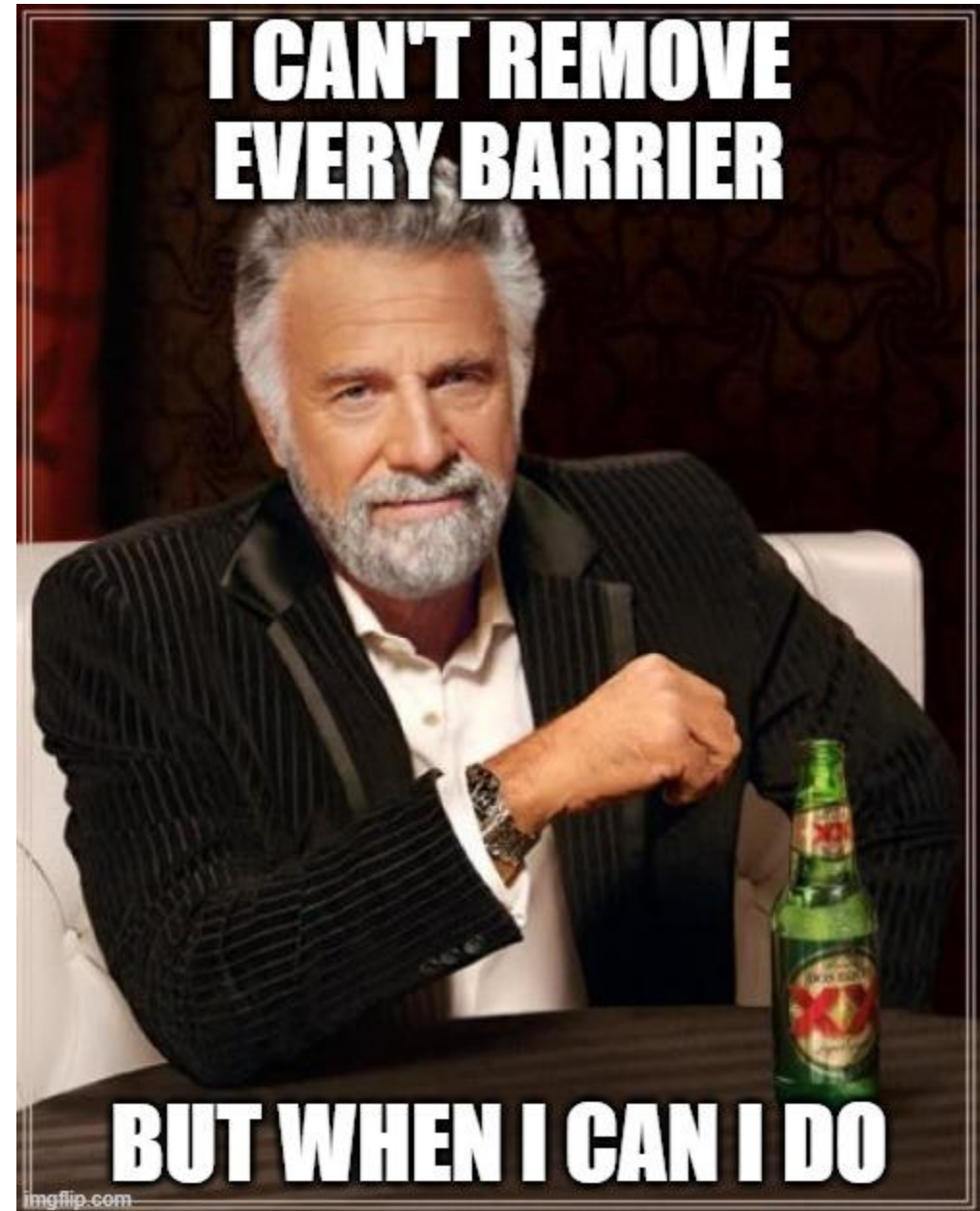
# Who is eligible?

- Age 12-24
- Unaccompanied or at imminent risk of becoming unaccompanied
- Experiencing a housing crisis:
  - Literally homeless
  - Staying in shelter
  - Unstable situations: Doubled up/couch surfing
  - Unsafe situations: Fleeing DV or trafficking situation
  - Imminent risk of becoming homeless (under AWHWA's definition)
- Has a plan for being housed outside of the homelessness system within ~30 days

**Not Eligible:** young people currently staying in or going into the homeless housing programs

# Flexibility!

- Homeless verification not needed
- No formal cap on number of times a client can access the fund
- No formal cap on length of time of time
- Client should have a housing plan that can be implemented within ~30 Days





# CDF funds can be used to...

1. Eliminate a **barrier** to housing
2. Create a **new opportunity** for housing
3. Make existing housing **safer or more tenable**
4. Resolve a **conflict** that was threatening housing
5. Result is a client being housed **permanently or temporarily outside of the homelessness system**



**IF WE PAY FOR THIS**



**WILL IT RESULT IN THE YOUNG  
PERSON BEING HOUSED IN 30 DAYS?**

# Eligible Use of Funds

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“Will this young person be housed outside of the homelessness system within ~30 days because of this intervention?”

## **Eligible costs/expenses may include (but are not limited to):**

- Security deposits
- One-time rent payments or other move-in costs
- Rental application fees and payments for background and credit checks
- Fees for securing vital documents
- 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
- Previous housing debt/rental arrears
- Utility (or pet) deposits and arrears
- Cost to repair a vehicle if it is directly tied to a housing solution
- Employment supplies/tools, tests, licenses, certifications, etc.
- Food or utility assistance that can be used to secure housing with a friend/relative



**Break Time!**

What if their older brother  
and sister are going to  
stay in their apartment  
with them?

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What if they need a laptop to apply for jobs so that they can get a place?

---





They won't move into their apartment without their pet – can we pay a pet fee?

---



What if two of my clients  
want to live together?

---



What if they are moving out of transitional housing into a permanent place?

---



What if they want to be checked into rehab and know they can get an apartment afterwards?

---



What if they are couchsurfing, but they could stay one place consistently if we helped out with rent and food at their friend's?

---



**What makes an option  
'viable?'**



using  
diversion  
as RRH lite



using  
diversion to  
get creative  
with housing

## Diversion Conversation

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# Required Documentation

Move into or <b>lease an apartment</b> (paying security deposits, one-time rent payment?)	Copy of lease with cost breakdown, and W-9 for landlord or payee
Moving in with/ <b>staying with family or friends</b>	Verbal verification + written statement (letter or email) from the person the young person will be residing with, outlining terms of stay and any associated costs (food, utility assistance, one-time rent support), and W-9 for payee as needed
<b>Relocation</b>	Same as above (either copy of lease or letter from person they will be residing with) as well as a completed <a href="#">Relocation/Travel Request Form</a>
<b>Other Expenses</b> (repairs, utility deposits, rental or background application fees)	Copy of the bill/itemized invoice
Other <b>moving costs</b> (movers, storage)	Copy of estimate/bid or invoice
<b>Eviction prevention</b>	Copy of notice to pay with specific costs broken out (i.e. rental arrears, fees, etc.), and W-9 for payee as needed

**What is the importance  
of accurate data in a  
project like this?**



**A WAY HOME**  
WASHINGTON



# At AWHWA, we use data to...

- Chart progress towards reaching functional zero, or yes to yes
- Identify bright spots and challenges in real time
- Make system and program changes
- Know if those changes are working or not





# Enrolling clients in HMIS

I have HMIS access

Diversion conversation

Enroll my client in HMIS

Complete request form if funds are needed

I do not have HMIS access and live in Yakima or Walla Walla

Diversion conversation

Contact Lee or BMAC, set up time for HMIS enrollment

Complete request form if funds are needed

I do not have HMIS access and I live in Pierce or Spokane

Diversion conversation

Complete the HMIS fillable questionnaire and consent

Complete request form if funds are needed





# Your HMIS Project is called:

- **Pierce County:** Coordinated Entry- Prevention (475)
- **Spokane:** VOA — SSO — YCDF
- **Walla Walla:** WWECDF ACI
- **Yakima:** YACCDF ACI



## Diversion Conversation

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# Fund Request Form



## Centralized Diversion Funds Requester Form

Welcome to the AWHWA Centralized Diversion Fund (CDF) Request Form!

Diversion is a housing-first, person-centered and strengths-based approach to support young people in quickly identifying safe housing solutions outside of the homeless crisis response system.

This form must be completed for local CDF Administrators to disperse funds. Prior to completing this form, please refer to the CDF Policies and Procedures Guide ([link](#)) to ensure that you have collected all necessary documentation and double-checked eligibility.

If you have access to HMIS, you are required to enroll your client in the CDF project in HMIS before submitting this form.

If you DO NOT have access to HMIS, please reach out to your local CDF Administrator to set up time for your client to do an HMIS enrollment. In the meantime, please move forward with completing this Request Form.

**By submitting this form, you are affirming that you have completed all necessary AWHWA CDF trainings and have been certified by AWHWA to be able to access the CDF in your local community.**

- Secure webform
- Allows for document upload
- Embedded logic
- Meant to provide Admins with everything they need to process payments quickly



Join the movement to prevent and end youth homelessness at [awayhomewa.org](http://awayhomewa.org)

# Staff information

## Agency and Staff Information

The Fiscal Administrator requires your basic contact information and pronouns in case they need to contact you to clarify specifics of the fund request. Please be sure to provide accurate and up to date information so that there is no delay in processing the funds.



Agency Affiliation \*

Agency Staff Name \*

Staff Email \*

example@example.com

Agency Staff Pronouns

- They/Them/Their
- She/Her/Hers
- He/Him/His
- All Pronouns
- Other

Agency Contact Number \*

 - 

Area Code

Phone Number

Representative County \*



# HMIS

## HMIS Enrollment

You are required to enroll your client in the CDF project in HMIS before this CDF request can be processed.



**Do you have access to create enrollments in HMIS? \***

- Yes
- No

# ROI & Consent

## Release of Information and Informed Consent

A Way Home Washington (AWHWA) is a state wide not-for-profit organization with a mission to build a state system able to prevent and end youth and young adult homelessness. The Anchor Community Initiative (ACI) is a program of AWHWA. The Centralized Diversion Fund (CDF) is a fund source available to providers who are also dedicated to preventing and ending youth and young adult homelessness and implementing the CDF including being trained in facilitating diversion conversations.

The purpose of the CDF is to provide young people with flexible funding and support that is intended to prevent and/or end an episode of homelessness quickly and based on what young people believe is their best option to prevent or end an episode of homelessness.

Providers trained in facilitating diversion conversations can access the fund when working with a younger person who has identified a housing solution that requires financial assistance.

By signing this form you acknowledge that any personal information about yourself, including your name, date of birth, demographic information, services received, and outcomes provided by you shall be retained and accessed by AWHWA and their partner agencies and fiscal administrators. This information will be used by AWHWA and the partner agencies for program management, evaluation, and continuous improvement. If you choose to disclose your personal information, AWHWA and our partner agencies will use the information to improve services and to hopefully expand the CDF to other parts of the state. This improvement and expansion is based on having accurate information on what services worked best for young people.

Some of the information you provide will identify you personally or may be confidential ("Confidential Information"). That Confidential Information will be kept strictly confidential and viewed only by the staff of the partner agencies. No Confidential Information will be shared outside of this group of agencies without your written permission. Only staff of partner agencies will have access to Confidential Information. The Confidential Information will be kept private by the project team each who has signed confidentiality agreements. AWHWA require all partner agencies and fiscal administrators or other affiliated persons to treat all Confidential Information in accordance with the terms of the confidentiality agreement signed between the parties.

Only aggregated (summarized) information that does not identify you personally will be used for advocacy purposes.

If you decide not to disclose information about yourself that is considered personally identifying information to the ACI CDF it will not affect the quality or quantity of services you are eligible to receive from the partner agencies, and will not impact any outreach, assistance, shelter or housing.

Additionally, you may rescind this release of information at any time by informing AWHWA or the agency you are receiving CDF support from.

# ROI & Consent

Does the client agree to sign the AWHWA consent form? \*

Yes 

Consent form method \*  Electronic Version

Downloadable PDF

Head of Household Name \*

 This field is required.

Agency Staff Name \*

 This field is required.

Head of Household Signature:

[Clear](#)

Date of Signature \*



Date

 This field is required.

Back

Next

# Client Information

## Client Name \*

First Name

Middle Name

Last Name

## Date of Birth \*



Date

## Pregnant or Parenting \*

Is the client's income at or below 50% of the area median income (AMI)?

## Sexual Orientation \*

- Asexual
- Bisexual
- Demi-sexual
- Gay or Lesbian
- Pansexual
- Queer
- Questioning
- Straight
- Client refused
- Client doesn't know
- Data not collected
- 

## Current Housing Status \*

## Race \*

- American Indian/Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Other
- Unknown
- Data not collected
- Client refused
- Client doesn't know

## Ethnicity \*

- Non-Hispanic/Non-Latinx
- Hispanic/Latinx
- Client doesn't know
- Client refused
- Data not collected

## Gender Identity \*

- Cisgender Boy/Man
- Cisgender Girl/Woman
- Genderqueer
- Non-binary
- Transgender Boy/Man
- Transgender Girl/Woman
- Client Refused
- Client Doesn't Know
- Data not collected
-

# SOGL Data Collection Hot Tips

- Actually ask these questions
- If you aren't used to asking or it makes you uncomfortable, practice!
- Ask in a space that feels comfortable and private
- Know the terms on the list
- Trust young people's answers
- Be ready to answer questions
  - 'why do you want to know? Why does it matter?'
  - 'what does that mean?'
  - 'do you think I'm a f\*g?'

July 2020

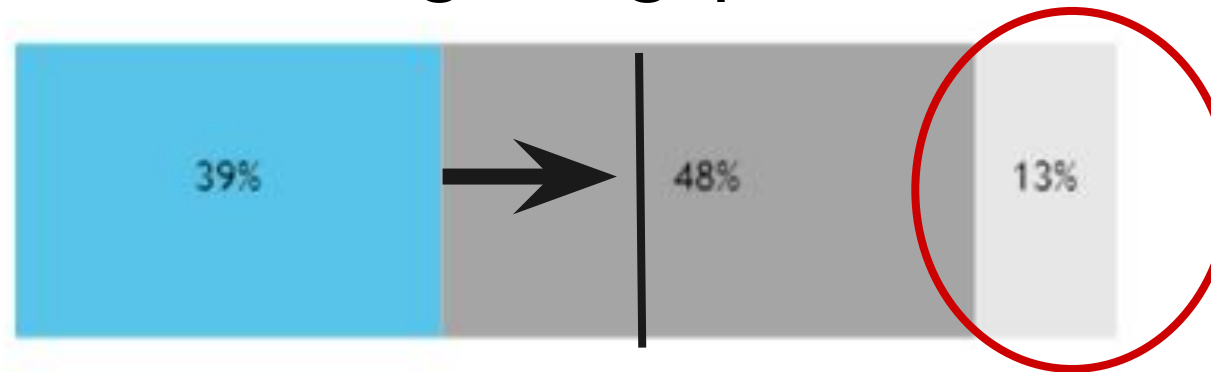
- Race/Ethnicity Unknown
- White Young People
- Young People of Color

**798**  
Actively Homeless



Ending disproportionality means closing this gap

**31**  
Permanently Housed



There's some unknowns...

# Eligibility Check

## Flex Fund Eligibility Check

These questions are related to eligibility to access the CDF. Young people must be between the ages of 12-24 and experiencing unaccompanied homelessness or at imminent risk of becoming an unaccompanied homeless young person. There must be a housing plan in place that can be reasonably executed within the next ~30 days.



Is the client an unaccompanied young person experiencing homelessness or at imminent risk of becoming an unaccompanied young person experiencing homelessness? \*

- Yes  
 No  
 Other

Will this diversion funding result in the client being housed outside of the homelessness system within the next 30 days? \*

- Yes  
 No  
 Other

Is the client enrolled in the HMIS database? \*



Summary of Housing Solution \*

Please provide a short description of the young person's housing plan, including how the



# Fund Request

## Flex Fund Type Request

Please document the funds you are requesting and whether you need the CDF admin to mail funds directly or if you plan to pick them up.



Fund Request Type \* Dollar Amount \* Payee Name \* Payee Address Payment Method \*

Please Select ▼ e.g. 1,00,100,1000... e.g. A Way Home W e.g. 11 N ST Seattle Please Select ▼

+Add

Fund Request Type	Definition
Application Fees	Rental application fees and payments for background and credit check
Housing Deposit	Security deposits (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 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. Must complete and submit the Relocation Travel Request Form .
Emergent Needs	Creative solutions not captured in other categories
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	
Interpreter/Translation Services and Fees	
Other	

How would you like to receive the requested funds? \*

▼



# Supporting Documents

## Supporting documents for upload



Please refer to the ACI CDF Guidelines for more detailed instructions on what supporting documents you must provide.

**For Check requests, you must include a copy of W9 Form for the payee (recipient of CDF funds)**

 No file chosen

(pdf, doc, docx, txt, rtf, jpg, jpeg, png, gif)

**For relocation (by bus, car or plane), you must include a copy of the desired travel itinerary**

 No file chosen

(pdf, doc, docx, txt, rtf, jpg, jpeg, png, gif)

### Other supporting documents

# Thank You!

PLEASE CLICK ON THE PREVIEW BUTTON TO COMPLETE THE REQUEST.

Thank you for submitting this request! Your local CDF Administrator should contact you to confirm receipt of your fund request within 24 hours. If you do not receive confirmation, please reach out to your local Administrator at the email address listed below:

Walla Walla: [Samantha Jackle](#)

Spokane: [Julius Henrichsen](#)

Yakima: [Mary Diaz](#), [Annette Rodriguez](#)

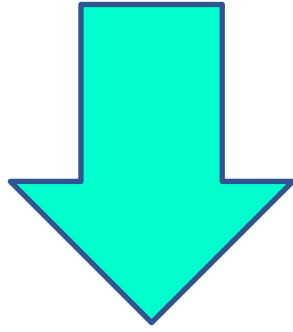
Pierce County: [Tamera Riles](#)

Please verify that you are human \*



Submit

# SUBMITTT!



## Diversion Conversation

- Engage young people in diversion conversations
- Create a housing plan
- Collect needed documentation
- Enroll Client in HMIS\*\*
- Submit Fund Request Form

## Processing Payment

- Receive provider request
- Confirm receipt within 24 hours
- Check eligibility
- Process fund request within 72 hours

## Follow Through

- Get the payment where it needs to go
- Follow up support
- Exit in HMIS/do exit interview on day payment is processed
- Follow up within 30 days from payment and update HMIS\*\*

What happens after I make a request?

No more than 25% of young people who have exited to acceptable diversion exit destinations return to homelessness within 3 months

Primary  
OUTCOME



A WAY HOME  
WASHINGTON

# Exits

Person that enrolled clients in HMIS should:

- Conduct initial exit interview and Exit client in HMIS the day the payment is dispersed
- Follow up within 30 days of payment dispersal and update exit destination



## Diversion Philosophy

- Context
- Centralized Diversion Model
- Housing First
- LGBTQ and Racial Justice

## Diversion Skills

- Diversion Conversations
- Creative housing solutions
- Practice

## Accessing the Diversion Fund

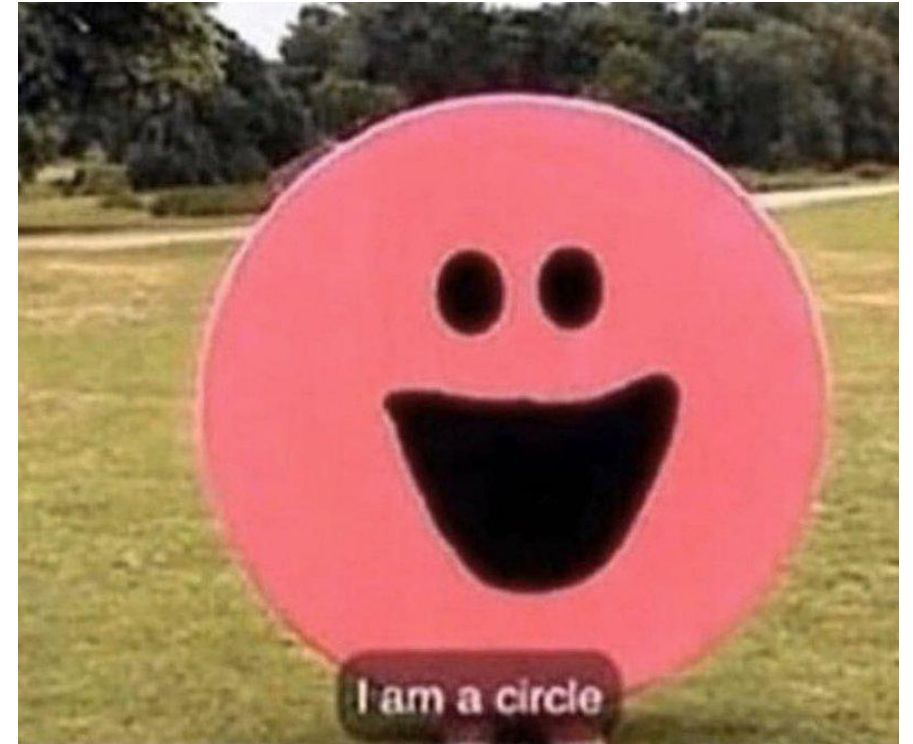
- Practice
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## Q&A!

1. What something you are taking away with you from this session
2. What lingering questions do you still have about how to access the CDF in your community?

# Ongoing Learning

- Monthly Cross-Community Learning Circles led by AWHWA
  - Next one: Dec. 17 @ Noon
- Community-level Learning Circles
- Continuous Quality Improvement





# Next Steps

- YOU DID THE TRAINING!! Congrats!!
- Virtually sign the partnership agreement, then we will send you and your CDF Admin your certification
- All forms should be in the appendix of the Policies and Procedures you got
- Next CDF Learning Circle is **Dec. 17 from 12-1 p.m.!**
- DO THE SURVEY PLS!

# Survey!

