

# **Diversion and Rapid Exit: Rapid Resolution in Focus**

*2019 Federal Permanent Housing Conference*

# ***Welcome and Introductions***

## Quick introductions

- Name?
- Role?
  - Front Line Staff
  - Manager
  - Executive Director
  - Other
- Experience with Rapid Resolution?
  - Already implemented?
  - Working on it?
  - What is diversion?



# ***Learning Objectives***

At the end of this session, participants will understand:

- Key early takeaways and learnings from the SSVF Rapid Resolution Pilot and national rollout of Rapid Resolution
- Key system and practice foundations for effective Rapid Resolution
- Trajectory and scope of diversion and rapid exit strategies across the Federal partners and other local implementations



# ***Session Agenda***

- Overview of Diversion/Rapid Exit and Rapid Resolution
- Community Practice Panel
- Federal Partner Panel
- Compliance and Implementation Q&A
- Q&A and Discussion



# ***Overview of Rapid Resolution***



empathetic listening build trust  
brainstorming empowerment be positive  
diversion safe place resourceful quiet space  
mediation family options  
**rapid resolution**  
problem solving client choice partners housing  
respectful creative  
trauma informed friends safety conflict resolution  
crisis resolution social networks  
open-ended questions natural supports  
follow up action oriented trust  
active listening



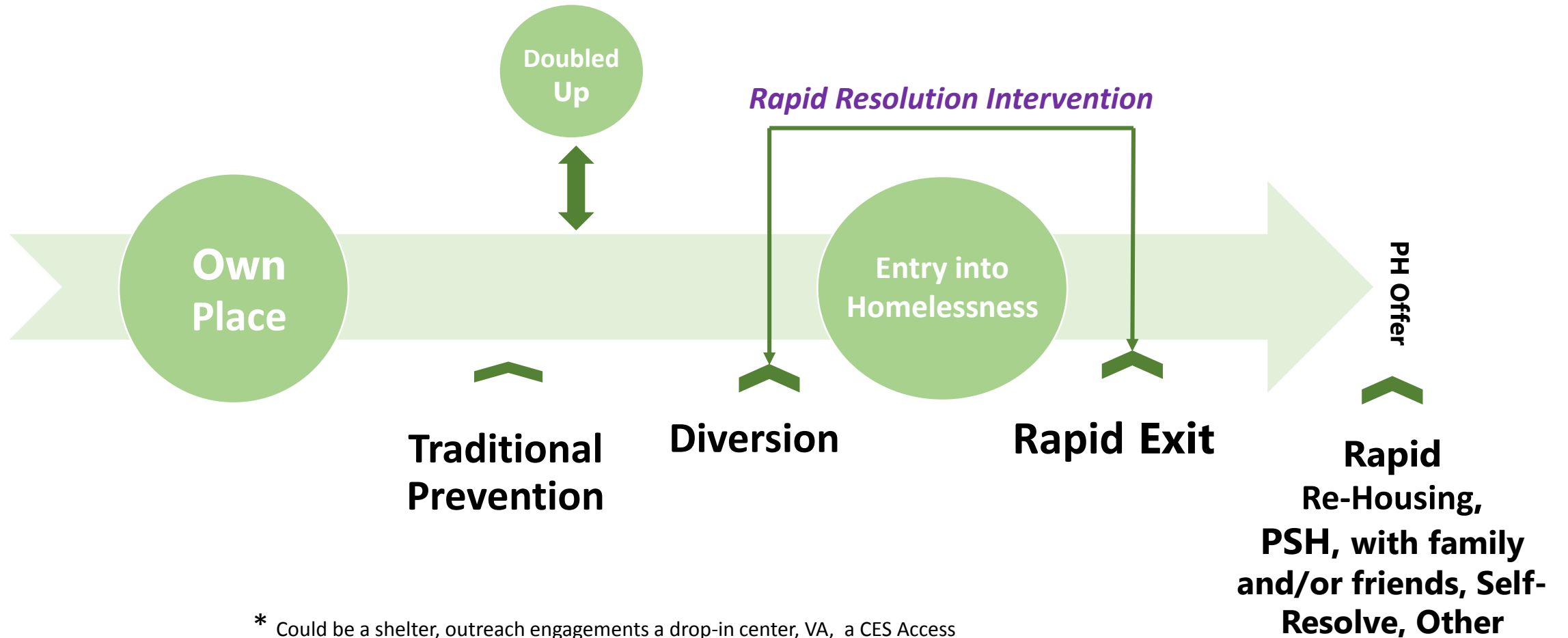
# Rapid Resolution Defined



- Rapid Resolution is an intervention designed to **prevent immediate entry** into homelessness or **immediately resolve** a household's homelessness once they enter shelter, transitional housing or an unsheltered situation.
- RR includes both **Diversion and Rapid Exit** strategies with the aim of ensuring **homelessness is avoided or as brief as possible when it does occur**.
- RR is a **system-wide intervention and can be used for all populations**, not just Veterans.



# Position of Diversion/Rapid Exit or Rapid Resolution in the System



\* Could be a shelter, outreach engagements a drop-in center, VA, a CES Access Point, wherever people are most likely to present asking for help.



# Rapid Resolution In Context

- Rapid Resolution is a term first used by VA to break down the barriers between the traditional definition of Diversion and interventions that may happen shortly after someone becomes literally homeless
- System orientation provides insights on how communities may consider diversion and rapid exit strategies for non-Veteran populations
- The skills sets and planning associated with effective Rapid Resolution interventions may be similar or the same as what would work similarly for other populations
- RR is a pilot, emerging initiative – much learning to do within and across systems



# VA Rule Change Implications

- Added Rapid Resolution services as an allowable package available to all SSVF Grantees
- Encourages Grantees to invest in new emerging practice models
- Recognized that SSVF plays a key role in preventing and ending homelessness, even as the interventions SSVF employs continue to evolve
  - Evolution as a result of serving Veterans with higher needs and vulnerabilities
  - Evolution as a result of the growing affordability crisis and limited housing stock
- Allowed for limited, targeted financial assistance to support diversion and rapid exit outcomes where necessary
- Began to encourage and codify new data collection requirements to help measure success and challenges over time



# SSVF Rapid Resolution Timeline

## Pilot Sites

- Spring 2018 – Pilot Planning
- Spring 2018 – SSVF Rapid Resolution National Launch Event
- June/July 2018 – Launch of 6-month pilot in 11 communities, including onsite TA support and planning meetings

## All Grantees

- Winter 2019 – National Rollout Planning and Trainings
- Spring-Summer 2019 – Practice Trainings
- Summer-Fall 2019 – 1:1 Remote TA Support
- Fall 2019 – Nationwide Launch
- NOW! 2019 Permanent Housing Conference



# ***Rapid Resolution Goal***

- ALL Veteran households at the beginning of a housing crisis engaged in Rapid Resolution intervention
  - Integration with the front door of the homeless crisis response system
  - Work with CoC and VA Medical Center to identify needed system changes
- RR NOT a “Program” – a system level orientation and response. We do not “offer” RR/Diversion/Rapid Exit - we engage in it with everyone presenting for crisis services
- Even for those housing emergencies that are not rapidly resolved, housing planning and connections to resources begins more immediately



# RR Pilot Results: Early Success

- Engaging Veterans more quickly even if they cannot be rapidly resolved
- Some communities have found that RR accelerates Veterans connecting to housing resources
- Program staff appreciate the high level of engagement they are able to establish through RR
- Veterans who have had the RR conversation and could not be resolved are more likely to return for other resource discussions
- Communities that has diversion already in place had a much easier time implementing Rapid Resolution
- Many grantees felt they “already did this” without the name – new rules allowed for flexibility to do that work better



# RR Pilot Results: Early Challenges

- Planning period was short and some grantees weren't able to establish a process that ensured Veterans were engaged with Rapid Resolution.
- Communities with a no-wrong-door design particularly struggled with design and implementation.
- Helping local partners understand the intervention (and support its implementation) a struggle in some places
- VA/TA partners worked to build guidance as pilots were already underway, resulting in some confusion but a good feedback loop
- Lack of dedicated training resources and guidance
- Don't make 'perfect the enemy of the good'



***QUESTIONS?***

# ***Questions for Panelists***

- Please tell us some of your lessons learned when building your pilot, including challenges but also good success points
- Describe your Rapid Resolution system and practice.
  - Who conducts the Rapid Resolution conversation? Where is it conducted?
  - How you provide follow-up services once the person is resolved? How has this effected program design and management (budget planning, supervision)
- How does RR work in terms of your CE System?
- How have you addressed the culture change required for effective diversion and rapid exit processes? How did you got buy-in?
- What are 2-3 tips you'd give practitioners who are pursuing diversion type techniques, including for non-Veteran populations?





# ***Federal Partner Panel***

***John Kuhn – Supportive Services for Veteran Families***

***Brett Esders – HUD Office of Special Needs Assistance Programs***

***Robert Pulster– U.S. Interagency Council on Homelessness***



# ***COMPLIANCE AND IMPLEMENTATION***

***OPEN Q&A***