



U.S. Department of Veterans Affairs

Veterans Health Administration

# ***Rapid Resolution Pilot***

*(The Intervention Formerly Known as  
Diversion)*

Audio Link



- Effort to return participant to previous residence
- Seeks to avoid shelter entry or resolve homelessness within days of entry into homeless system
- Rapid resolution to housing crisis with minimal resource demands



- Eliminate or reduce trauma of entry into homelessness
- Reduce system inflows
- Concentrate resources and limited affordable housing stock on those with greater barriers
- Support family reunification; reduce isolation



- CES screens for possible involvement
- Identify potential return locations - may support family reunifications
- Mediate causes for housing loss
  - *Ensure safety!*
- Available flexible one-time financial assistance
  - SSVF waives lease requirements and allows rental payment to family



- 11 CoC pilot (other CoCs may informally join)
- Training launch June 7-8 in Dallas
- Identify practices and processes for national rollout October 2018

# CE AND RAPID RESOLUTION

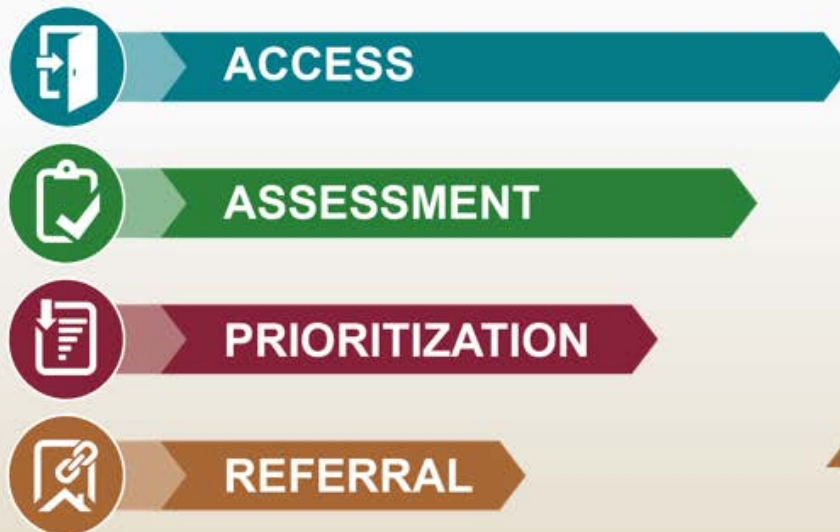


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# Why Coordinated Entry?

**Coordinated Entry** is needed to ensure:

- Resources are accessible no matter where or how people present for assistance;
- A standardized and consistent approach is used to assess need; and,
- Highest need households are prioritized for more intensive interventions.



# Common Coordinated Entry Challenge



- ✓ Too many people are accessing homeless crisis response services such as emergency shelter when they could be successfully diverted
- ✓ Crisis response system cannot adequately address the crisis response needs for persons who have no other safe, available housing options



# Phased Assessment



# Why *Dynamic* Prioritization?

**Dynamic Prioritization** is needed to ensure:

- Most intensive interventions (PSH and RRH) are prioritized to serve the highest need persons first;
- Persons with lower vulnerability are assisted through less intensive strategies that focus on problem solving; and,
- Reduce wait times so that highest need household wait no more than 60 days



**QUESTIONS?**



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# Rapid Resolution Pilot Project

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Planning & Implementation Support  
Pilot Project Evaluation  
Next Steps

# Rapid Resolution Technical Assistance

- SSVF Regional Coordinator and TA staff will provide planning and implementation support with:
  - Materials, training and reports
  - Remote calls and emails
  - One or more on-site visits as needed
  - Monthly peer learning calls with other pilot project communities (tent.)

# Pilot Project Evaluation

- Goal of the pilot is to gather information about effective rapid resolution practices including:
  - Staff training and structure
  - Approaches to problem solving conversation
  - Amount and type of financial assistance
- Limited deidentified participant data will be collected for analysis



# Next Steps



# Follow-up Community Calls

- SSVF Regional Coordinators and TA staff will be scheduling follow-up calls for next week
  - Answer questions
  - Provide more information
  - Confirm CoC, SSVF and VAMC commitment to participate in pilot project
  - Discuss ongoing TA support, community preferences and initial pilot planning

# Pilot Project Launch - Dallas June 7<sup>th</sup> & 8<sup>th</sup>

- Attended by community stakeholders who can start planning Rapid Resolution process for their community
  - CoC staff
  - Coordinated Entry staff if separate from CoC
  - SSVF grantees
  - VAMC Staff (as directed by SSVF/HCHV National Leads)
- Agenda topics to include:
  - Overview of Rapid Resolution activities
  - Principles and best practices for planning
  - Feedback and brainstorming from communities
  - Time for community planning

# Logistics

- Don't book travel to Dallas until community stakeholders confirm participation in pilot project
- Check with SSVF Regional Coordinator or other appropriate authority for approval for travel
- Up to 12 participants per community
- Meeting will end at noon on June 8<sup>th</sup>

# Rapid Resolution Implementation

- Community stakeholders will submit a Rapid Resolution initial plan to the SSVF Regional Coordinator for review.
  - CoC, SSVF and VAMC must certify that they will align their practices with the process described in the plan.
- Once plan is approved by the Regional Coordinator SSVF grantees will be able to offer Rapid Resolution intervention and activities that differ from normal SSVF costs
- Target launch date is July 1<sup>st</sup>

# Rapid Resolution National Rollout

- SSVF and Federal Partners likely to highlight pilot lessons learned at Rapid Rehousing Institutes in October 2018