

9 Steps to Diversion

Step 1: Explain what Diversion is

- ▶ Goal is to learn more about you and your specific housing situation.
- ▶ What you need now so together we can identify the best possible way to get you a safe place to stay and find permanent housing.
- ▶ That might mean staying in a shelter but we want to avoid if at all possible.
- ▶ We will work with you to find a more stable alternative “IF WE CAN”

Step 2: Gathering Information

- ▶ Why are you seeking emergency shelter today?
- ▶ What are all the other things you have tried or thought about trying before you sought shelter today?

Step 3: Where did you stay last night?

- ▶ If staying with someone else , what is the relationship between them and you?
- ▶ How long have you been staying there?
- ▶ Where did you stay before that?
- ▶ Would it be safe for you to stay there again for the next 3-7 days?
- ▶ If unsafe, ask why unsafe?
- ▶ If cannot stay there safely, or if were staying in a place unfit for human habitation, move to step 6.

Step 4: What is the primary/main reason that you had to leave the place where you stayed last night?

- ▶ Are there additional reasons why you can't stay there any longer?

Step 5: Do you think that you/you and your family could stay safe temporarily if we provide you with some help or referrals to find permanent housing or connect with other services?

- ▶ If no, why not? What would it take to be able to stay there temporarily?

Step 6: If no, is there somewhere else where you/your family could stay temporarily if we provide you with some help or referrals to find a permanent housing and access to other supports?

- ▶ Ex. What about other family members?
- ▶ Friends?
- ▶ Co-workers?

Step 7: What is making it hard for you to find permanent housing for you/your family, or connecting to other resources that could help you do that?

- ▶ Ex. do you or anyone in your family have special needs/medical conditions?
- ▶ Do you owe money for rent or utilities?
- ▶ Are you new to area?

Step 8: What resources do you have right now that could help you and your family find a place to stay temporarily or find permanent housing?

- ▶ Ex. Are you getting any help from either family members or friends?


- ▶ Do you have income?
 - ▶ What are your income sources?
- ▶ Are you involved with any other services right now?

Step 9: If admitted to shelter there is still an Expectation that you will be attempting to secure permanent housing for you and your family.

- ▶ What is your plan at this point for securing housing if you are admitted to the shelter

Diversion

- ▶ Provide Alternatives to Shelters by exhausting ALL other possible supports first
- ▶ The Goal of Diversion is to find a housing solution even if temporary that stabilizes their housing without shelter access.
- ▶ Diversion is the first step in Progressive Engagement-Lightest Touch (ex. services can be one time vs a couple of times)
- ▶ Diversion exists because majority of people that use shelters exit within a short period of time, suggesting they may not have needed shelter at all in the first place.
- ▶ To be clear Diversion is not about turning people away from services, Diversion is a service! (Connect to services)
- ▶ Diversion should be attempted with all people seeking shelter.
- ▶ Family Reunification/Accessing help within the family.
- ▶ Landlord mediation

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- ▶ Access to housing listings
 - ▶ Assistance Accessing other Community based supports and resources.
 - ▶ Navigating other systems of support.
 - ▶ Very short-term case management- Gift Cards, solution focused, creative and innovative
 - ▶ CoC Resource Matrix by county on CMHP Website:
<https://www.cmhp.net/coordinated-entry>