Access Point Diversion Process

Client presents or calls the access point with a housing crisis meeting the Diversion definition.

During business hours, proceed to Step 2.

During off hours, provide the client with shelter if the need is emergent and a bed is available. If shelter is utilized follow the HMIS workflow and proceed to Step 3 the following day.

Discuss HMIS Data Privacy Notice & Consent and HMIS Release of Information.

If completed over phone, verbal agreement must be provided.

If in person, applicant's signature is required.

Begin the diversion conversation using and completing the Diversion Screening Tool.

If the client is diverted, follow the HMIS Diversion Workflow.

If the client is not diverted, follow the CE Workflow.

Staff works with Head of Households to complete HMIS Diversion Form.