

KEY ELEMENTS OF DIVERSION

A Conflict Resolution Approach to Keeping People Housed

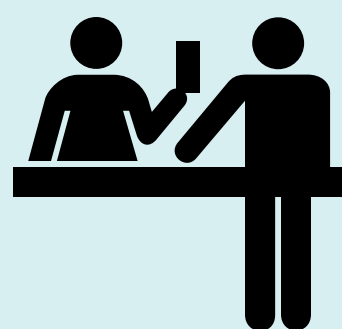
STRENGTHS-BASED

Help clients identify strengths, successes and resources they've used in the past to help them overcome this episode of homelessness.



CLIENT-CENTERED

Don't assume what people need, help clients articulate their OWN needs.



EMPATHETIC LISTENING

Listen and validate the clients' experience. Be non-judgemental.



SUPPORT & TRUST

Support and trust that people WANT to succeed. Help clients identify their own strengths and successes that can help them overcome this crisis.



TRANSPARENCY

Conduct yourself with the goal of transparency and of building and maintaining trust - make tasks and decision-making processes clear, and maintain appropriate boundaries.



EMPOWERMENT

Assist clients in identifying safe and appropriate housing options and with regaining control over their situation and lives.



ADAPTED FROM:

CLEVELAND MEDIATION CENTER, DIVERSION: A CONFLICT RESOLUTION APPROACH TO KEEPING PEOPLE HOUSED