

D I V E R S I O N W O R K F L O W

Diversion determines if a household experiencing a housing crisis can return to housing or find alternative housing outside of the crisis response system.

Diversion involves utilizing mainstream resources and mediation techniques to assist the household in identifying alternative housing options, including but not limited to returning to their own housing, staying with family/friends, or relocation to another area.

Diversion should only take place with people who are literally homeless or at risk of homelessness within seven days prior to the potential housing crisis. Providers should incorporate a strengths-based, person-centered approach to help the household maintain or find safe, stable housing.

If the household is contacting the access point during business hours and is not currently staying in shelter, follow this workflow to determine if this household meets the Diversion definition:



Is the person seeking shelter or emergency housing?

YES Continue the Diversion workflow and continue to the next question.

NO Stop the Diversion workflow and assist them following your programs policy and procedures.



Is the household literally homeless or at risk of homelessness within 7 days of contact?

YES Continue the Diversion workflow and continue to the next question.

NO Stop the Diversion workflow and continue using the Household Facing Housing Instability workflow.



Did the Diversion conversation result in the person going to family/friends, own home or a safe place meant for habitation (i.e. hotel, group home etc.)?

YES Follow the Diversion HMIS Workflow (entering them into the Diversion provider).

NO Follow the CE workflow.

If the household has entered shelter during the CE access points off hours, instruct the person to return to the access point on the next business day:



Did the Diversion conversation result in the person going to family/friends, own home or a safe place meant for habitation (i.e. hotel, group home etc.)?

YES Follow the Diversion Off Hours HMIS Workflow (adding a Diversion service and exiting them from shelter).

NO Follow the CE workflow.