When Diversion Takes Place
Ohio BoSCoC Coordinated Entry System

ACCESS ➔ ASSESSMENT ➔ PRIORIZATION ➔ REFERRAL

CALL
CALL ACCESS POINT TO COMPLETE DIVERSION SCREENING

VISIT
VISIT ACCESS POINT TO COMPLETE DIVERSION SCREENING

DELAY?
ACCESS POINT STAFF IS NOT AVAILABLE = ACCESS POINT STAFF FOLLOWS UP AFTER THE ACCESS POINT REOPENS.

SCREENING LEADS TO

CONNECT
UNSUCCESSFUL DIVERSION CONNECTS HOUSEHOLD TO SHELTER

OR

DIVERSION
SUCCESSFUL DIVERSION CONNECTS HOUSEHOLD TO SERVICES AND MAINSTREAM RESOURCES