What IS Diversion?

- The standardized definition of Diversion is assisting households in housing crisis to return to housing or identify alternative housing outside of the homeless crisis response system. Diversion is used at a county’s assigned Access Point with a household that presents themselves as homeless, or at risk of homelessness, within SEVEN days.

- What does that mean? Essentially, it means that when a household presents as homeless, Diversion is utilized to determine if other resources can be offered to avoid perceived or potential homelessness.
What does Diversion look like?

Like most in our community there are barriers that our homeless population will encounter such as: housing, employment, transportation, utility assistance, food assistance, personal identifying information availability, and funding assistance eligibility.

Households experiencing, or potentially facing, a homeless crisis may have all of the above barriers.

Or only a few.

Divert or Not Divert?…That is THE Question.

When a household presents themselves as homeless, how do we determine a homeless crisis is actually present?

How do we learn what barriers they are facing?

Usually, a simple discussion results in alleviating the perceived homeless crisis, without the need to utilize any homeless services.

Our Diversion Assessment allows that conversation to take place.

Diversion WorkFlow
Our Diversion Assessment is the tool we use to determine if we can divert a client from homeless service.

Region 16 Diversion Assessment includes:
- Diversion Form
- Data Acknowledgment Form

Diversion can be SUCCESSFUL!

- Sometimes, our Diversion Assessment allows us to divert the household AWAY from homeless services, by connecting the household to other resources that will allow them to return to their housing situation, or identify another housing option through their support networks (i.e. family or friends).

- If Diversion is NOT successful, then move forward with Coordinated Entry & referral to eligible homeless services (i.e. Emergency Shelter, Rapid Rehousing or Permanent Supportive Housing).

- Regardless of success, Diversion is essential in the efficiency of assessing a household & the services that will best benefit their situation.
Elements to a successful Diversion

- The Basics
  - Empowerment
  - Active Listening
  - Conflict Resolution

- Assessment of ONLY the Head of Household is required at Diversion.

- Thorough Knowledge of Community Resources:
  - Funding Resources & subsequent limitations
  - Program requirements

- Active Communication with Local Agencies & Access Points:
  - Local COD Meetings
  - Outreach through Housing Programs

Thank you for your time!

Dreama Brown
dbrown@cacfayettecounty.org