Understanding the Basics of Diversion

LaTonya Murray
FrontLine Service

Homelessness in Cleveland

- FrontLine Service
  - Who are we??

- PIT Data: Trends
  - Singles: 2017-1360 (*97) 2018-1377 (*78)
  - Families: 2017-111 (*0) 2018-123 (*0)

*unsheltered
Seeds of Diversion in Cleveland

- Learned about Diversion Model from National Alliance session
- Successful pilot in 2009 at men’s shelter
- Conflict resolution/empowerment approach
- Changes to funding over time, and partners
  - Cleveland Mediation Center
  - Continuum of Care
  - Foundation Support

Diversion Is........

Empowering persons facing imminent homelessness to identify safe and appropriate housing options (other than the street/car/shelter), and assisting them in returning, as quickly as possible, to housing.

- Quickly establish rapport
- Access to limited, flexible funding
- Linkage with mainstream services

Where Diversion Happens

- Diversion happens at the shelter door
- Diversion can happen in person, on the phone, or a combination of both
Coordinated Intake & Diversion

Diversion Outcomes

• Identify presenting circumstances
• Explore diversion options
• Determine eligibility for veteran services, if applicable

Transportation Assistance

Lower Barrier to CI Access:

• No ID necessary
• No appointment necessary
• No income restriction
• No residency requirement
• No referral necessary
• Shelter-resistant... OK!
• Open Mon-Fri (8a–8p)

Family Shelter Waitlist

If no diversion supports identified

If diversion supports are identified, assist client with mediation to conflicts & transportation

Explore Diversion Supports

- Where have you been staying?
- What lead you here today?
- Why are you no longer able to stay?
- Was it a safe place?
- Who were you staying with?
- Do you have friends or family members in the area?
- If there was a conflict is there a way to resolve it?
- Do you still have keys to the home?

Coordinated Intake

• Tailor a Housing Recommendation (short & long-term) for client
• Initiate referrals for supportive services
• Service Point data entry + referral

Coordinated Intake

• Check transitional housing eligibility
• Tailor a Housing Recommendation (short & long-term) for client and shelter provider
• Initiate referrals for supportive services
• Service Point data entry + referral
• Request for addition to By Name List

Building Staff Capacity

Training...Shadowing...Coaching

• Understanding the Diversion Model
  • Empowerment
  • Active Listening
  • Conflict Resolution

• Regular supervisions with role playing
• Remain open-minded: Diversion opens the door to creative solutions to end homelessness
• Trauma-informed

Diversion: A Part of the System

Diversion for All!!

• Not a separate system
  • Provided within the existing Coordinated Entry System
• Our way of doing business...Commitment
  • Part of the service design
• Leveraging existing resources
  • Collaboration and connections are key
Leveraging Resources

Utilizing:

- Mediation and conflict resolution
- Minimal financial assistance
- Program funding
- Foundation
- Linkage to ongoing service providers

Source: Homeless Management Information System

Emergency Shelter Counts

<table>
<thead>
<tr>
<th>Year</th>
<th>Singles</th>
<th>Families</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>4,549</td>
<td>0</td>
</tr>
<tr>
<td>2016</td>
<td>4,524</td>
<td>22</td>
</tr>
<tr>
<td>2017</td>
<td>4,698</td>
<td>66</td>
</tr>
</tbody>
</table>

Lessons Learned

- Differences between families and singles
- Willingness to adapt to environmental changes
- Ongoing challenges