

## Understanding the Basics of Diversion LaTonya Murray FrontLine Service

<ul><li>FrontLine Service</li><li>Who are we??</li></ul>	
<ul> <li>PIT Data: Trends</li> <li>Singles: 2017-1360 (*97) 2018-1377 (*78)</li> </ul>	
Families: 2017- 111 (*0) 2018- 123 (*0) "unshelten	ed

### **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

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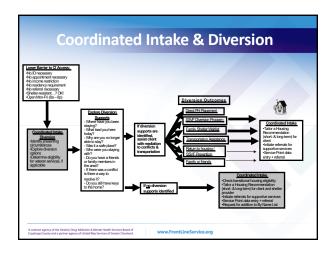
### Diversion Is.....

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

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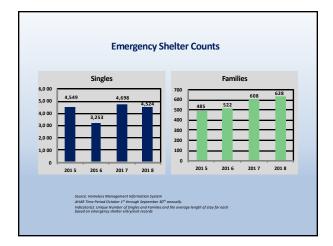
## Where Diversion Happens Own Doubled Emergency Shelter Up Shelter Prevention Activities Diversion Rapid Exit • Diversion happens at the shelter door • Diversion can happen in person, on the phone, or a combination of both Aurma specy of the faithful Drop Michael A Marria Special Service Const.



	Building Staff Capacity
	TrainingShadowingCoaching
•	Understanding the Diversion Model
	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 Autor group of the Marke Day Medican A Beneficial Short of Course Course (Course) \*\*Market Group of the Market Day Medican A Beneficial Short of Course (Course) \*\*Wew Front Line Service.org\*\*



# Lessons Learned Differences between families and singles Willingness to adapt to environmental changes Ongoing challenges Manual page of the Admitt Diog Addition & Advant Marke Disease Based of Supress (April 1998) (1998)

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