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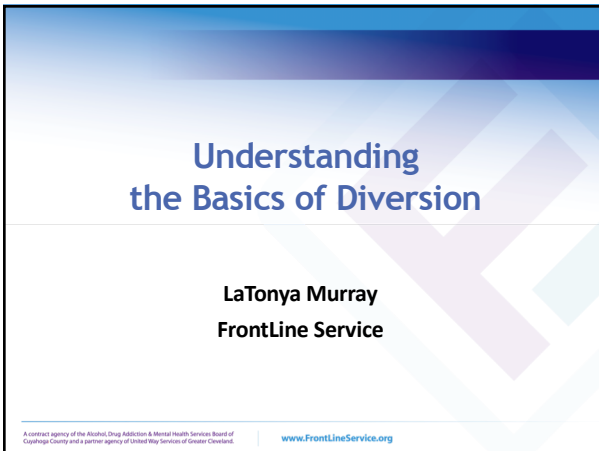
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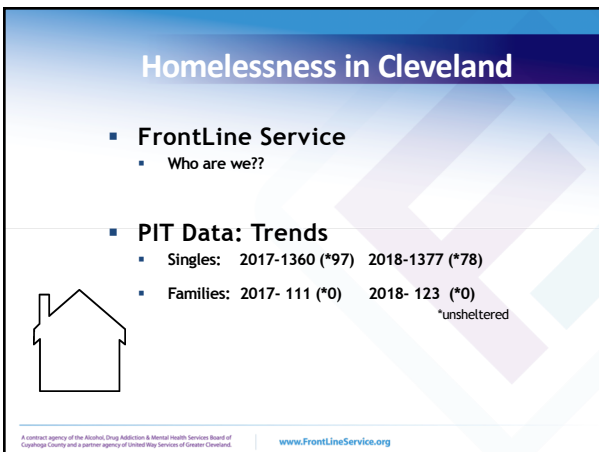
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## Seeds of Diversion in Cleveland

- 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

A contract agency of the Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County and a partner agency of United Way Services of Greater Cleveland.

[www.FrontLineService.org](http://www.FrontLineService.org)

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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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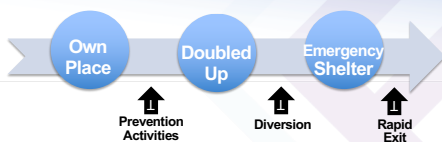
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## Where Diversion Happens



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

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## Leveraging Resources

**Utilizing:**

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



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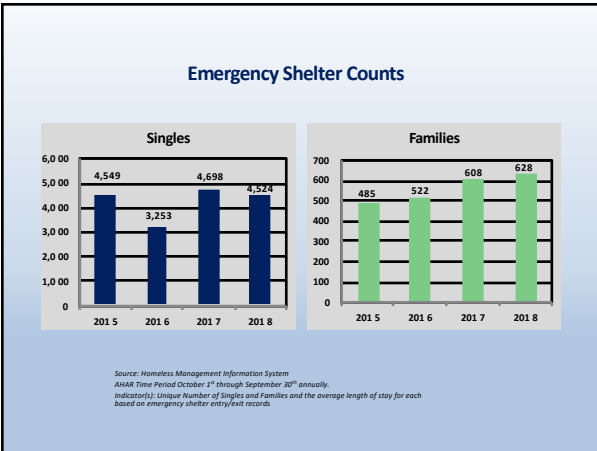
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## Lessons Learned

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



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