

The background of the slide is a light gray gradient. It is decorated with several realistic water droplets of various sizes and shapes, scattered across the top and bottom edges. The droplets have highlights and shadows, giving them a three-dimensional appearance.

HOMELESSNESS DIVERSION

NAHRO SPRING 2018



WHAT IS HOMELESS DIVERSION?

- EMPOWERING PERSONS FACING IMMINENT HOMELESSNESS TO IDENTIFY SAFE AND APPROPRIATE HOUSING OPTIONS (OTHER THAN STREET/CAR/SHELTER), AND ASSISTING THEM IN AVOIDING SHELTER AND RETURNING IMMEDIATELY TO HOUSING
 - THIS COULD BE TEMPORARY OR PERMANENT
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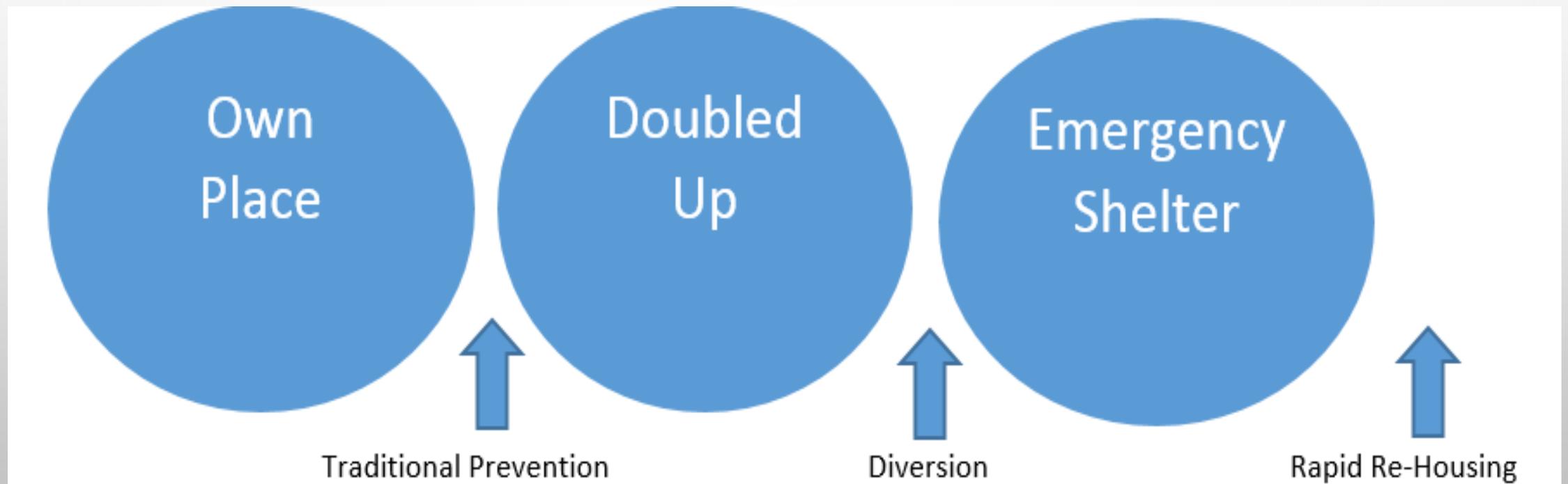
HOMELESS DIVERSION IS NOT...

- CASE MANAGEMENT
 - OPERATION DIVERSION/JAIL DIVERSION
 - DELAYED DIVERSION
 - OVERFLOW SHELTER
 - DETERMINATION OF SHELTER ELIGIBILITY OR A BARRIER TO SHELTER
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DIFFERENCE BETWEEN PREVENTION, DIVERSION AND RAPID RE-HOUSING

Consumer's Housing Situation	Intervention Used
At imminent risk of losing housing: Precariously housed and not yet homeless	Prevention
Requesting Shelter: At the "front door" or another program/system entry point seeking a place to stay	Diversion
In Shelter: Homeless / in the homeless assistance system	Rapid Re-Housing

WHEN AND WHERE DIVERSION CAN HAPPEN





HOMELESS DIVERSION PRINCIPLE 1

CRISIS RESOLUTION

- HOMELESSNESS IS A CRISIS - AS IN CONFLICT, PERSONS IN CRISIS ARE LESS LIKELY TO CLEARLY THINK THROUGH PROBLEMS AND ADVOCATE FOR THEMSELVES.
 - FIRST LISTEN AND VALIDATE THEIR EXPERIENCE, BEING NON-JUDGMENTAL.
 - CLIENT CENTERED, DON'T ASSUME WHAT PEOPLE NEED, HELP THEM ARTICULATE THEIR OWN NEEDS.
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HOMELESS DIVERSION PRINCIPLE 2

CLIENT CHOICE – RESPECT AND EMPOWERMENT

- STAFF MUST HELP PEOPLE IN CRISIS REGAIN A SENSE OF CONTROL
 - FOCUS IS ON CLIENT'S GOALS, CHOICES, AND PREFERENCES
 - UNWAVERING RESPECT FOR CLIENT'S STRENGTHS AND REINFORCEMENT OF PROGRESS ARE ESSENTIAL FOR EMPOWERMENT
 - THIS DOES NOT MEAN CLIENTS ARE PROTECTED FROM THE NATURAL CONSEQUENCES OF THEIR ACTIONS
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HOMELESS DIVERSION PRINCIPLE 3

PROVIDE THE MINIMUM ASSISTANCE NECESSARY FOR THE SHORTEST TIME POSSIBLE





HOMELESS DIVERSION PRINCIPLE 4

MAXIMIZE COMMUNITY RESOURCES

- LIGHTEST TOUCH – CLIENTS MAY BE ABLE TO SELF-RESOLVE
 - TRY TO COORDINATE RESOURCES, NOT DUPLICATE THEM
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HOMELESS DIVERSION PRINCIPLE 5

THE RIGHT RESOURCES TO THE RIGHT PEOPLE AT THE RIGHT TIME

- LIGHTEST TOUCH
 - RESERVE SHELTER BEDS FOR THOSE IN MOST NEED
 - CONNECT PEOPLE TO RESOURCES
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DIVERSION BASICS

- DIVERSION CONVERSATIONS WON'T BE THE EXACT SAME, HOWEVER, THE QUESTIONS FOR THE HOUSEHOLD SHOULD BEGIN EXPLORING POTENTIAL RESOURCES AND SOLUTIONS TO ADDRESS THE IMMEDIATE NEED FOR HOUSING STABILITY.
 - SOME FAMILIES MAY NOT BE GOOD CANDIDATES FOR DIVERSION PROGRAMS DUE TO A LACK OF SAFE AND APPROPRIATE HOUSING ALTERNATIVES; AND REQUIRE IMMEDIATE ADMITTANCE TO SHELTER, E.G. FAMILIES FLEEING DOMESTIC VIOLENCE.
 - FAMILIES' SAFETY SHOULD ALWAYS BE THE TOP CONSIDERATION WHEN THINKING THROUGH WHAT INTERVENTION FITS THEM BEST
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DIVERSION ASSESSMENT

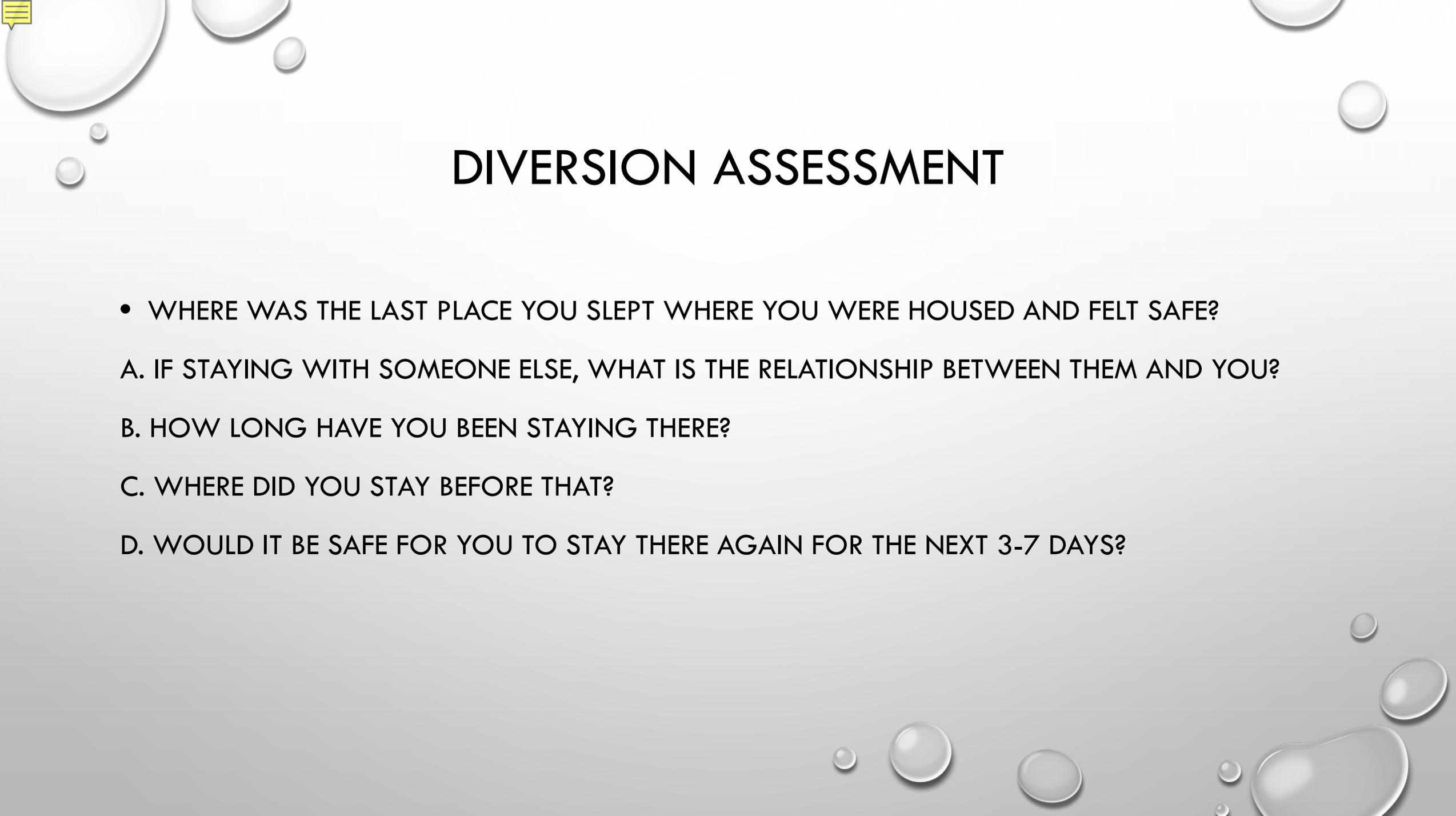
- FIRST, EXPLAIN THE DIVERSION CONVERSATION

“OUR GOAL IS TO LEARN MORE ABOUT YOUR SPECIFIC HOUSING SITUATION RIGHT NOW AND WHAT YOU NEED, SO THAT TOGETHER WE CAN IDENTIFY THE BEST POSSIBLE WAY TO GET YOU A PLACE TO STAY TONIGHT AND TO FIND SAFE, PERMANENT HOUSING AS QUICKLY AS POSSIBLE. THAT MIGHT MEAN STAYING IN SHELTER TONIGHT, BUT WE WANT TO AVOID THAT IF AT ALL POSSIBLE. WE WILL WORK WITH YOU TO FIND A MORE STABLE ALTERNATIVE IF WE CAN.”



DIVERSION ASSESSMENT

- WHY ARE YOU SEEKING EMERGENCY SHELTER TODAY?
 - WHAT ARE THE OTHER THINGS YOU TRIED BEFORE YOU SOUGHT SHELTER TODAY?
 - WHAT ARE THE OTHER THINGS YOU HAVE THOUGHT ABOUT TRYING BUT HAVE NOT ATTEMPTED YET, IN ORDER TO AVOID NEEDING SHELTER TODAY?
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DIVERSION ASSESSMENT

- WHERE WAS THE LAST PLACE YOU SLEPT WHERE YOU WERE HOUSED AND FELT SAFE?
 - A. IF STAYING WITH SOMEONE ELSE, WHAT IS THE RELATIONSHIP BETWEEN THEM AND YOU?
 - B. HOW LONG HAVE YOU BEEN STAYING THERE?
 - C. WHERE DID YOU STAY BEFORE THAT?
 - D. WOULD IT BE SAFE FOR YOU TO STAY THERE AGAIN FOR THE NEXT 3-7 DAYS?



DIVERSION ASSESSMENT

- WOULD YOUR WHOLE HOUSEHOLD BE ABLE TO RETURN AND STAY THERE SAFELY FOR THE NEXT 3-7 DAYS?
 - IF THE CLIENT INDICATES THE PLACE WHERE THEY STAYED IS UNSAFE, ASK WHY IT IS UNSAFE.
 - SOME FAMILIES MAY NOT BE GOOD CANDIDATES FOR DIVERSION PROGRAMS DUE TO A LACK OF SAFE AND APPROPRIATE HOUSING ALTERNATIVES AND REQUIRE IMMEDIATE ADMITTANCE TO SHELTER, E.G. FAMILIES FLEEING DOMESTIC VIOLENCE. FAMILIES' SAFETY SHOULD ALWAYS BE THE TOP CONSIDERATION WHEN THINKING THROUGH WHAT INTERVENTION FITS THEM BEST
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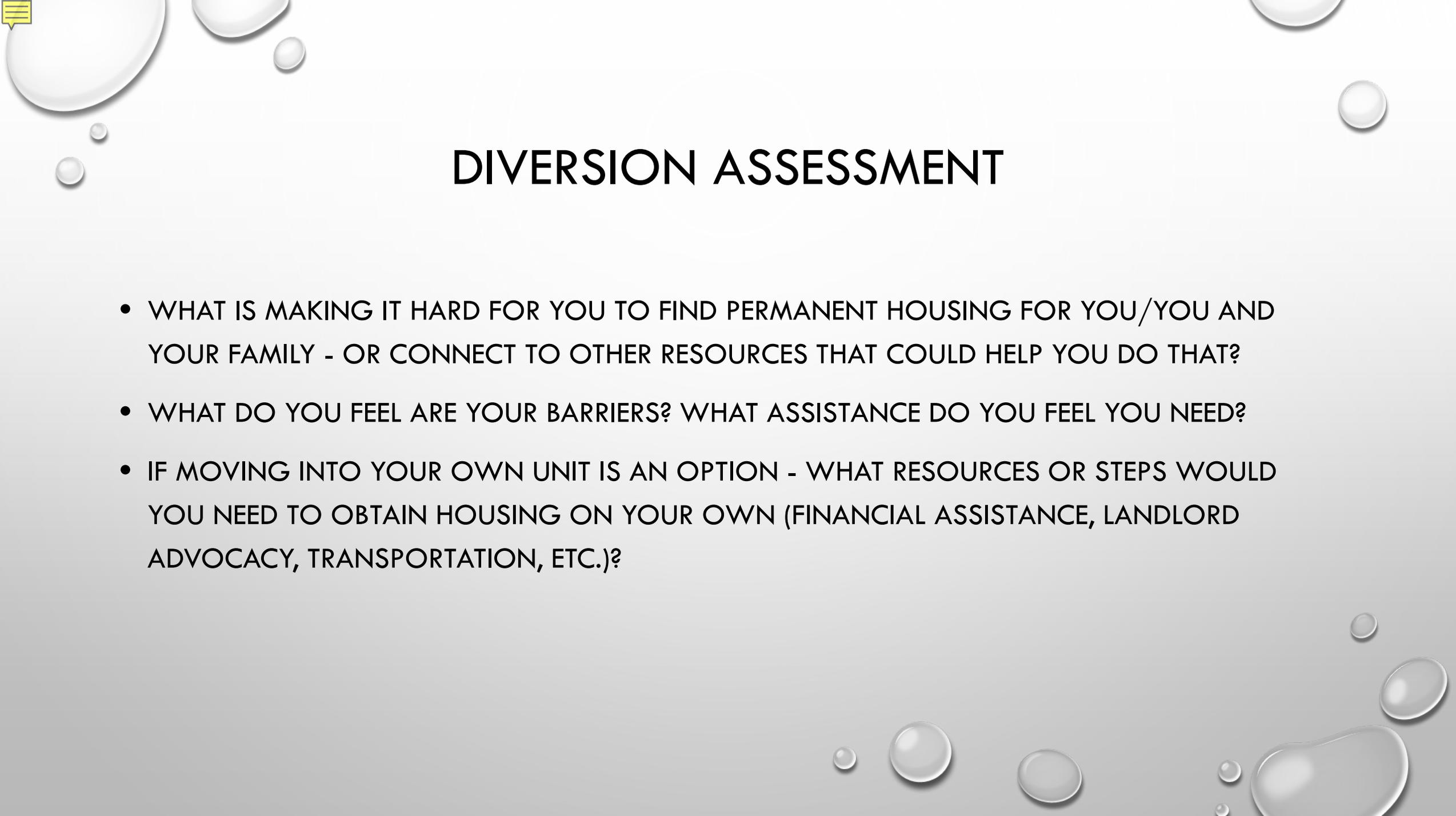
DIVERSION ASSESSMENT

- EVEN IF IT'S TEMPORARY OR MEANS STAYING WITH SOMEONE YOU KNOW, CAN YOU THINK OF ANY HOUSING OPTIONS THAT MIGHT BE AVAILABLE TO YOU IN THE NEXT FEW DAYS OR WEEKS?
 - WHAT IS THE PRIMARY/MAIN REASON THAT YOU HAD TO LEAVE THE PLACE WHERE YOU STAYED LAST NIGHT?
 - ARE THERE ADDITIONAL REASONS WHY YOU CAN'T STAY THERE ANY LONGER?
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DIVERSION ASSESSMENT

- IF THERE IS AN OPTION TO STAY IN SOMEONE ELSE'S HOUSING - WHAT NEEDS TO CHANGE OR HAPPEN IN ORDER FOR YOU TO STAY WITH YOUR FRIEND/FAMILY?
 - CAN THOSE ISSUES BE RESOLVED WITH REUNIFICATION, DISPUTE RESOLUTION, FINANCIAL SUPPORT, ETC.?
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DIVERSION ASSESSMENT

- WHAT IS MAKING IT HARD FOR YOU TO FIND PERMANENT HOUSING FOR YOU/YOU AND YOUR FAMILY - OR CONNECT TO OTHER RESOURCES THAT COULD HELP YOU DO THAT?
- WHAT DO YOU FEEL ARE YOUR BARRIERS? WHAT ASSISTANCE DO YOU FEEL YOU NEED?
- IF MOVING INTO YOUR OWN UNIT IS AN OPTION - WHAT RESOURCES OR STEPS WOULD YOU NEED TO OBTAIN HOUSING ON YOUR OWN (FINANCIAL ASSISTANCE, LANDLORD ADVOCACY, TRANSPORTATION, ETC.)?



DIVERSION ASSESSMENT

- IF ADMITTED TO SHELTER THERE IS STILL AN EXPECTATION THAT YOU WILL BE ATTEMPTING TO SECURE PERMANENT HOUSING FOR YOU (AND YOUR FAMILY). WHAT IS YOUR PLAN AT THIS POINT FOR SECURING HOUSING IF YOU ARE ADMITTED TO SHELTER?
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ROLE PLAY

- YOU (PAT) CAME SEEKING A SHELTER BED AFTER YOUR SISTER WHO YOU'D BEEN STAYING WITH FOR SEVERAL MONTHS KICKED YOU OUT.
- YOU HAD ORIGINALLY AGREED ON STAYING A MONTH, BUT WITH THE JOB MARKET WHAT IT IS, IT'S BEEN HARD TO FIND WORK. AS MONTH 3 STARTED YOUR SISTER RUDELY SHOWED YOU THE DOOR. YOU NORMALLY GET ALONG, BUT SHE HAD BEEN COMPLAINING ABOUT MINOR THINGS LIKE DOING THE DISHES. (DOESN'T SHE KNOW HOW STRESSFUL IT IS TO NOT HAVE YOUR OWN PLACE AND NOT BE ABLE TO FIND WORK?) YOU TWO HAVE HAD A FEW ARGUMENTS AND YOU ACKNOWLEDGE THAT YOU'RE NOT EXACTLY THE NICEST WHEN YOU FIGHT.
- YOU HAVE ONE SEMESTER LEFT IN SCHOOL BUT CAN'T REGISTER FOR CLASSES UNTIL YOU PAY A COUPLE HUNDRED BUCKS FROM LAST SEMESTER. YOU WOULD LIKE TO BE WORKING BEFORE YOU START YOUR FINAL TERM AT SCHOOL.
- YOU HAVE EXPERIENCE BEING A SERVER, BUT CAN'T SEEM TO FIND A DECENT PLACE THAT IS HIRING.



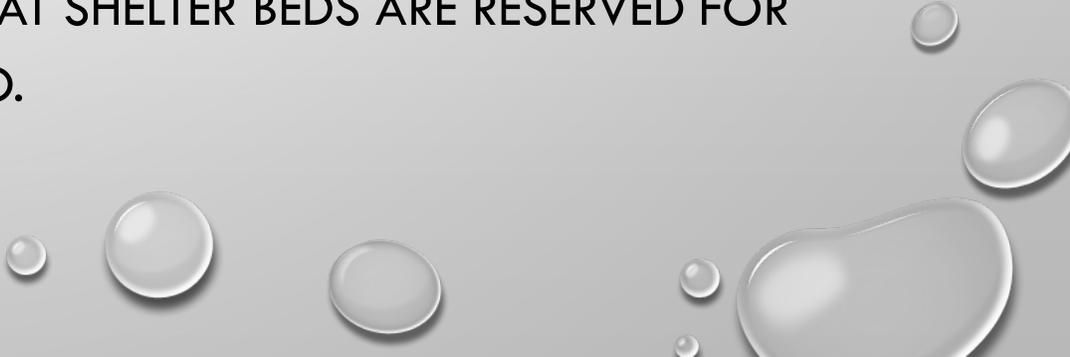
ROLE PLAY

- VIDEO
- PAT'S STORY





CREATING OPPORTUNITIES FOR SELF-RESOLVING IN SHELTER

- MAJORITY OF SHELTER USERS ONLY USE SHELTER ONCE AND GENERAL FOR SHORTER PERIODS OF TIME
 - FOR A LONG TIME, THERE WERE NOT PROGRAMS LIKE RRH, BUT PEOPLE STILL FOUND A WAY TO GET OUT INTO HOUSING
 - BARRIERS MAY INCREASE OPPORTUNITY FOR HOUSING PROGRAMS TO BE EFFECTIVE
 - HAVING PROVIDERS COMMIT TO DIVERSION CONVERSATIONS WILL ENSURE THAT ALL FAMILIES HAVE A CHANCE AT BEING DIVERTED AND THAT SHELTER BEDS ARE RESERVED FOR FAMILIES WHO LITERALLY HAVE NOWHERE ELSE TO GO.
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DIVERSION SERVICES

- UTILITY ASSISTANCE
 - GROCERY CARD
 - CERTIFICATIONS OR LICENSE FEES RELATED TO SCHOOL OR EMPLOYMENT
 - VEHICLE REPAIR
 - TRANSPORTATION (INCLUDING BUS TICKETS FOR BOTH LOCAL TRANSPORTATION AND RELOCATION)
 - MEDIATION
 - CONNECTION TO MAINSTREAM RESOURCES
 - LEGAL SERVICES
 - WORK OR EDUCATION RELATED ASSISTANCE
 - HOUSING SEARCH
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DIVERSION SERVICES

- DIVERSION CONVERSATIONS SHOULD BE FOCUSED ON AN INDIVIDUALS' HOUSING SITUATIONS, RESOURCES, AND ABILITY TO IDENTIFY AND OBTAIN SAFE HOUSING OPTIONS OUTSIDE OF THE HOMELESS HOUSING SYSTEM. THE ROLE OF STAFF IS TO PARTNER WITH THE HOUSEHOLD TO IDENTIFY VIABLE ALTERNATIVES FOR TEMPORARY OR PERMANENT HOUSING STABILITY. SERVICES AND BEST PRACTICES INCLUDE
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DIVERSION SERVICES

- SERVING AS A MEDIATOR TO ASSIST HOUSEHOLDS IN HAVING DIFFICULT CONVERSATIONS WITH INDIVIDUALS IN THEIR SUPPORT NETWORK. THIS SOMETIMES WILL BE WITH FRIENDS/AND OR FAMILY, DEBT COLLECTORS, OR LANDLORDS IF IT IS SHORT-TERM AND LEADS TO A HOUSING ALTERNATIVE.
 - SHARE IDEAS OR RESOURCES FOR HOUSING SEARCH.
 - SERVING AS AN ADVOCATE OR NEGOTIATOR WITH LANDLORD OR DEBT COLLECTOR
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DIVERSION SERVICES

- HOLD DIVERSION CONVERSATIONS THAT FOSTER EFFECTIVE PARTICIPANT “PROBLEM SOLVING”. THESE CONVERSATIONS INCLUDE OPEN ENDED QUESTIONS, AND MOTIVATIONAL INTERVIEWING.
 - FOLLOW THE LEAD OF THE HOUSEHOLD AND DO NOT INHIBIT THE HOUSEHOLD FROM PURSUING A HOUSING SITUATION, EVEN IF IT’S ONLY A SHORT-TERM SOLUTION.
 - CONNECT HOUSEHOLDS TO LONGER TERM SUPPORTS AND RESOURCES, INCLUDING MAINSTREAM SERVICES THAT CAN ADDRESS ON-GOING NEEDS.
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DIVERSION SPECIALIST QUALITIES

THEY SHOULD BE AN EXTRAORDINARY PROBLEM SOLVER WHO IS REMARKABLY RESOURCEFUL

- BEING SOLUTION-FOCUSED MEANS THE INDIVIDUAL WILL WORK THE PROBLEM TO FIND A SOLUTION
 - THEY FIND A WAY TO MAKE IT WORK WITH WHAT THEY HAVE, EVEN WHEN IT IS NOT IDEAL.
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DIVERSION SPECIALIST QUALITIES

THEY NEED TO THINK BEFORE REACTING

- A GOOD DIVERSION SPECIALIST PUTS THEMSELVES ON DELAY.
 - THE CLIENT SAYS SOMETHING, THE DIVERSION SPECIALISTS TAKE A PAUSE, SOMETIMES COUNTING IN THEIR HEAD, BEFORE RESPONDING.
 - THIS AVOIDS UNNECESSARY CONFLICT, FEELINGS OF INTERROGATION, AND THE RAPID EXCHANGE THAT CAN INTERFERE WITH REMAINING OBJECTIVE.
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DIVERSION SPECIALIST QUALITIES

THEY MUST REMAIN OBJECTIVE AND FAIR.

- A GOOD DIVERSION SPECIALIST SEES THE NEEDS OF THE HOUSEHOLD IN FRONT OF THEM WHILE ALSO THINKING OF ALL HOUSEHOLDS IN SIMILAR CIRCUMSTANCE.
 - THEY ARE NOT GOING TO CIRCUMVENT THE PROCESS, NOR ARE THEY GOING TO MAKE EXCEPTIONS.
 - THEY BUILD TRUSTWORTHINESS THROUGH THE TRANSPARENCY OF WHAT THEY DO.
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DIVERSION SPECIALIST QUALITIES

THEY MUST FOCUS ON THE PROBLEM/ISSUES, NOT THE EMOTIONS.

- A DIVERSION SPECIALIST SHOULD HAVE COMPASSION.
 - SEPARATE THE OVERWHELMING EMOTIONAL CONTEXT THAT THE HOUSEHOLD FINDS THEMSELVES IN FROM THE PROBLEMS THAT LED THE HOUSEHOLD TO SEEK SERVICE IN THE FIRST PLACE.
 - THE SPECIALIST CAN TEMPER THE RESPONSE TO THE EMOTIONAL OUTBURST AND ENCOURAGE DEALING WITH THE REAL ISSUE(S).
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DIVERSION SPECIALIST QUALITIES

THEY MUST EXERCISE DIRECT COMMUNICATION AND ACTIVE LISTENING.

- NO SUGAR COATING OR MISLEADING REFERRALS
 - FOCUS ON FACTS RATHER THAN OPINION OR ADVICE.
 - DISTINGUISH BETWEEN WANT AND NEED
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SUCCESSFUL DIVERSION

- SUCCESSFUL DIVERSION COMES IN MULTIPLE FORMS. THE HOUSEHOLD COULD BE IN THEIR OWN HOME, LIVING WITH FAMILY OR FRIENDS, OR THEY COULD BE IN SHARED HOUSING. IN OBTAINING THESE OUTCOMES, DIVERSION MIGHT SUPPORT A HOUSEHOLD GO BACK TO THE HOME THEY HAVE RECENTLY STAYED (I.E. MEDIATION, FOOD ASSISTANCE, BACK RENT) OR IT MIGHT SUPPORT A MOVE OUT OF THE AREA TO STABLE HOME (I.E. BUS FARE, PHONE FACILITATION) OR IT MIGHT BE A MOVE INTO A NEW HOUSING SITUATION (I.E. LANDLORD ADVOCACY, FIRST/LAST RENT).
 - A SUCCESSFUL DIVERSION SOLUTION MAY BE TEMPORARY. SOMETIMES IT'S DIFFICULT TO PROJECT HOW LONG A TEMPORARY HOUSING SOLUTION WILL LAST, BUT A GOOD PRACTICE IS TO AIM FOR A SOLUTION THAT WILL LAST FOR AT LEAST 90 DAYS.
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WHY DOES DIVERSION WORK

- WE SUPPORT AND TRUST THAT PERSONS WANT TO SUCCEED, HAVE DONE SO PREVIOUSLY AND HELP THEM TAP INTO THEIR OWN STRENGTHS AND PAST SUCCESSES TO HELP THEM WITH THEIR CURRENT SITUATION.
 - DIVERSION PROGRAMS CAN REDUCE THE NUMBER OF FAMILIES BECOMING HOMELESS, THE DEMAND FOR SHELTER BEDS, AND THE SIZE OF PROGRAM WAIT LISTS.
 - DIVERSION PROGRAMS CAN ALSO HELP COMMUNITIES ACHIEVE BETTER OUTCOMES AND BE MORE COMPETITIVE WHEN APPLYING FOR FEDERAL FUNDING.
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WHY DOES DIVERSION WORK

- DIVERSION PROGRAMS HELP FAMILIES OBTAIN TEMPORARY HOUSING OUTSIDE OF THE HOMELESS ASSISTANCE SYSTEM WHILE CONNECTING THEM TO THE SERVICES AND RESOURCES THEY NEED TO SECURE STABLE PERMANENT HOUSING.
 - A SUCCESSFUL DIVERSION PROGRAM WILL IMPROVE THE ABILITY OF A HOMELESS ASSISTANCE SYSTEM TO TARGET SHELTER RESOURCES EFFECTIVELY, AND
 - MOST IMPORTANTLY, HELP FAMILIES SAFELY AVOID A TRAUMATIC AND STRESSFUL HOMELESS EPISODE.
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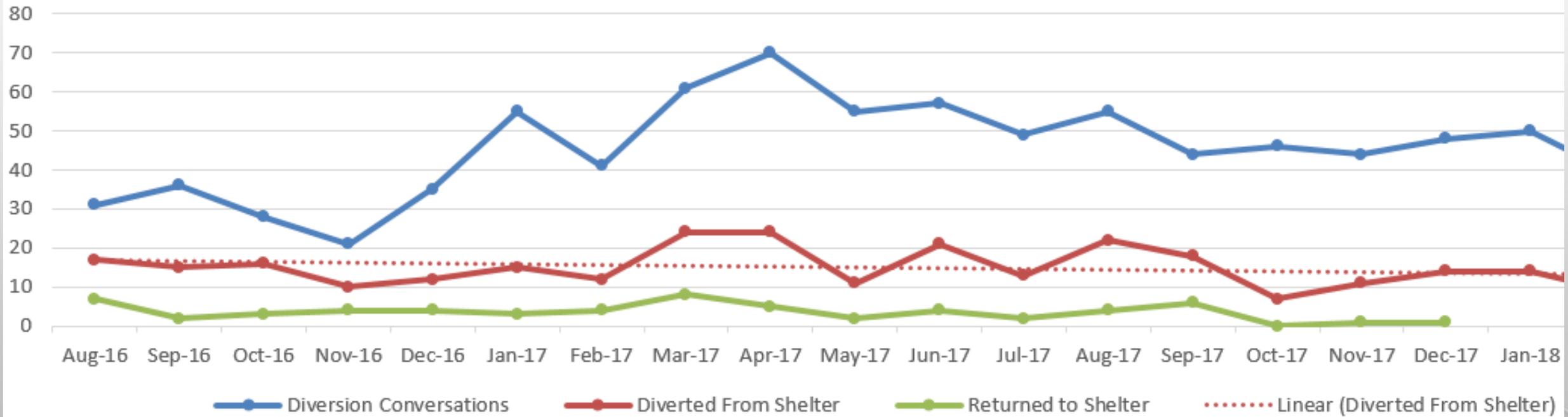
HMIS AND DATA COLLECTION REQUIREMENTS

- INCLUDING DATA IN THE HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) ASSISTS COMMUNITIES IN EVALUATING THE IMPACT OF DIVERSION AND OTHER HOMELESS SERVICES.
 - WHEN A HOUSEHOLD RECEIVES A FORMAL DIVERSION ASSESSMENT AND ARE THEN REFERRED TO AN EMERGENCY SHELTER, THE EMERGENCY SHELTER PROVIDERS SHOULD COMPLETE THE STANDARD HMIS INTAKE.
 - IF A HOUSEHOLD IS SUCCESSFULLY DIVERTED OR IF A HOUSEHOLD FINDS A HOUSING SOLUTION OUTSIDE OF THE HOMELESS RESPONSE SYSTEM AND CAN REMAIN OUT OF THE SHELTERS, WE HAVE AN OPPORTUNITY FOR RECOGNITION OF HOW DIVERSION CAN BE A HUGE FACTOR IN ENDING HOMELESSNESS.
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UTAH COMMUNITY ACTION DATA

"New" Diversion Conversations	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
Diversion Conversations	25	31	36	28	21	35	55	41	61	70
Diverted From Shelter	12	17	15	16	10	12	15	12	24	24
Returned to Shelter	1	7	2	3	4	4	3	4	8	5
Shelter Returns in Reporting Month	0	0	1	0	1	1	3	4	2	4
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
Success Percent	48%	55%	42%	57%	48%	34%	27%	29%	39%	34%
Recidivism Percent	8%	41%	13%	19%	40%	33%	20%	33%	33%	21%

Diversion Conversations vs Successes - Midvale Family Shelter





DIVERSION OUTCOMES

- PERMANENTLY BACK SAFELY WITH FRIENDS OR FAMILY
 - RETURN SAFELY TO THEIR OWN RESIDENCE
 - TEMPORARILY DIVERTED AS THEY SEEK NEW HOUSING
 - RELOCATING PERMANENTLY TO SAFE PLACE OUT OF TOWN
 - IT IS IMPERATIVE TO BE COGNIZANT OF DOMESTIC VIOLENCE SITUATIONS
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DIVERSION GOALS

**DIVERT 20% - 25% OF CLIENTS
FROM ENTERING SHELTER**



RESOURCES

- DIVERSION – A CONFLICT RESOLUTION APPROACH - CLEVELAND MEDIATION CENTER
- CONNECTICUT - COORDINATED ASSESSMENT NETWORK- COALITION TO END HOMELESSNESS
- ORGCODE CONSULTING, INC
- NATIONAL ALLIANCE TO END HOMELESSNESS
- UTAH COMMUNITY ACTION

CONTACT

- JENNIFER DOMENICI – JDOMENICI@UTAH.GOV – 801-803-3173
- ALEX HARTVIGSEN – ALEXHARTVIGSEN@UTAH.GOV – 801-205-6907
- SARAH MOORE – SMMOORE@UTAH.GOV – 801-834-4609