

A11: A COMMUNITY BASED APPROACH TO DIVERSION

King County Diversion Coaches



Introductions

Homelessness Crisis Response

- Funders/City/County chose to pursue pilot of innovative approach to training in the community with creation of the King County Diversion Coaches
 - ▣ Create formal leadership development approach for direct service providers who exhibit leadership skills in their daily work
 - ▣ Strengthen champions in diversion (service providers)
 - ▣ Test coaches training model

Homelessness Crisis Response

- Leading with Diversion as a frontline approach
- King County Diversion Guidelines
 - Implementation and timeline
 - Everyone experiencing unsheltered homelessness is eligible for diversion
- Central Diversion Fund established 2019
 - Goal to provide streamlined access to flexible diversion funding for SA, families, & YYA

Origins of Diversion Coaches

Currently 10
core coaches

→ 10
facilitated
trainings

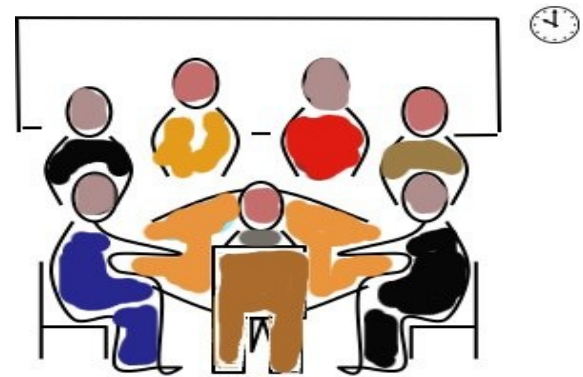
→ 460
service
providers
trained to
date

- ❑ Objective: train service providers in Diversion Approach and implement KC Diversion Guidelines
- ❑ Application process resulted in June 2018, 17 coaches took multiple trainings on Diversion approach
- ❑ Training other providers began in July of 2018
- ❑ Spring 2019: Revamped Diversion Training with equity lens and anti-racist language
- ❑ Regional Learning Circles for trained service providers began in 2019

Activity

- Take two minutes to identify what is your understanding of Diversion?

- Share out!



What is Diversion?

Diversion IS...

- ✓ Fast!
- ✓ Housing First
- ✓ Strength Based
- ✓ Equitable
- ✓ Person Centric
- ✓ Explorative
- ✓ CREATIVE

Diversion IS NOT...

- ✓ Slow
- ✓ Housing Ready
- ✓ Deficit Based
- ✓ Racist
- ✓ System Centric
- ✓ Directive
- ✓ Traditional

Diversion is an Approach

The *Diversion Approach* draws on the values of housing first, trauma informed care, motivational interviewing, harm reduction, and *person centered engagement*

- Supports people's self determination with impartiality and powerful questions – **honoring strengths**
- Become a “thought partner”– **focusing on exploration**
- Provides **equitable** services
- People seeking assistance connect to **housing!**
- **Anti-Racist**

Person Centered Theory

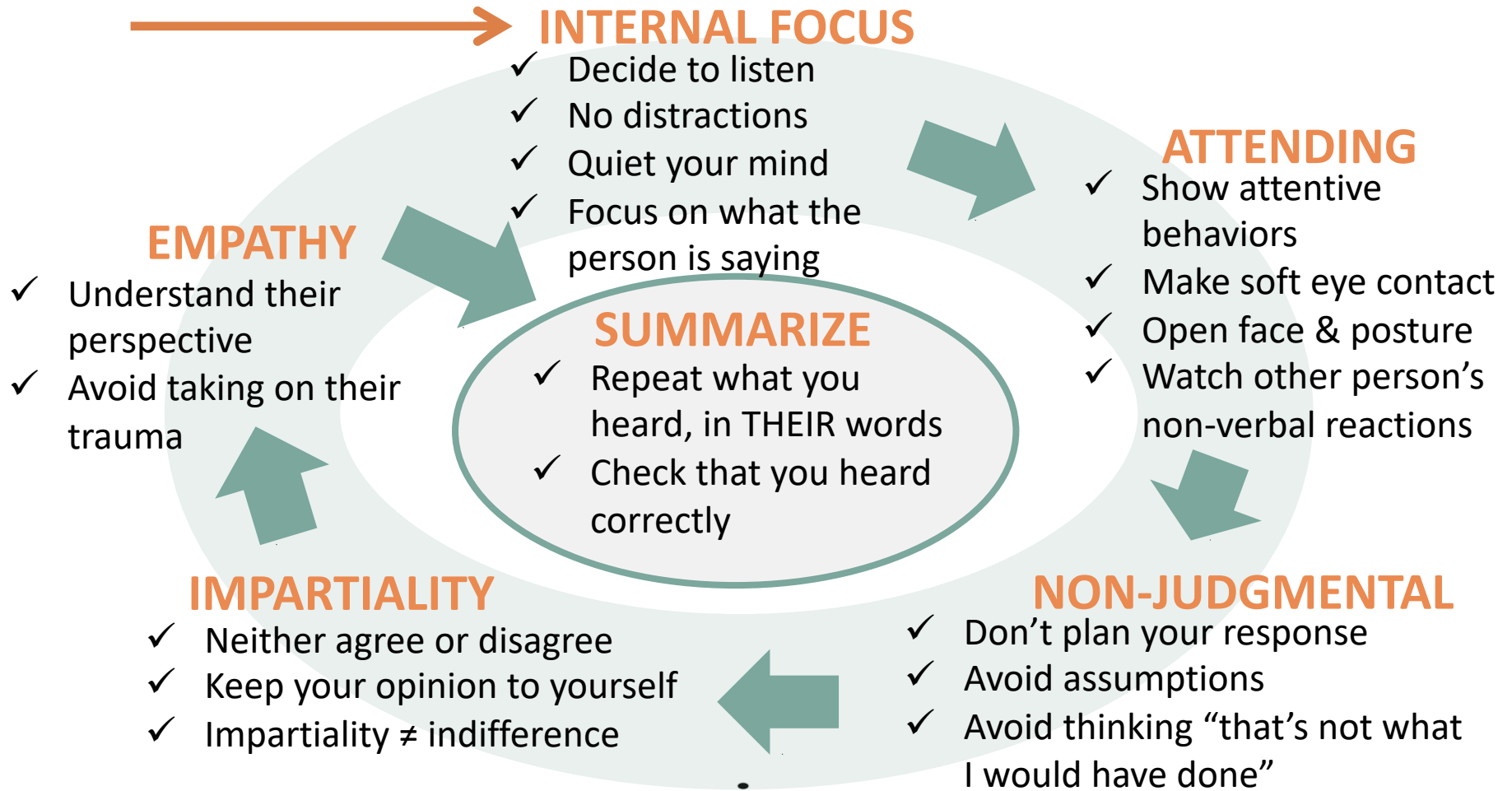
- The idea that every human being strives for and can attain their full potential.
- Trusts human potential.
- Aims to provide empathy, unconditional positive regard, support and structure so people discover solutions within themselves.

Diversion: *Person* Based Approach

For people to grow they need...

- Genuineness (openness)
- Transparency (don't sugar coat reality)
- Acceptance (being seen with unconditional positive regard)
- Empathy (being listened to and understood).

Attentive Listening Cycle



Diversion Conversation: Steps for Being a Thought Partner

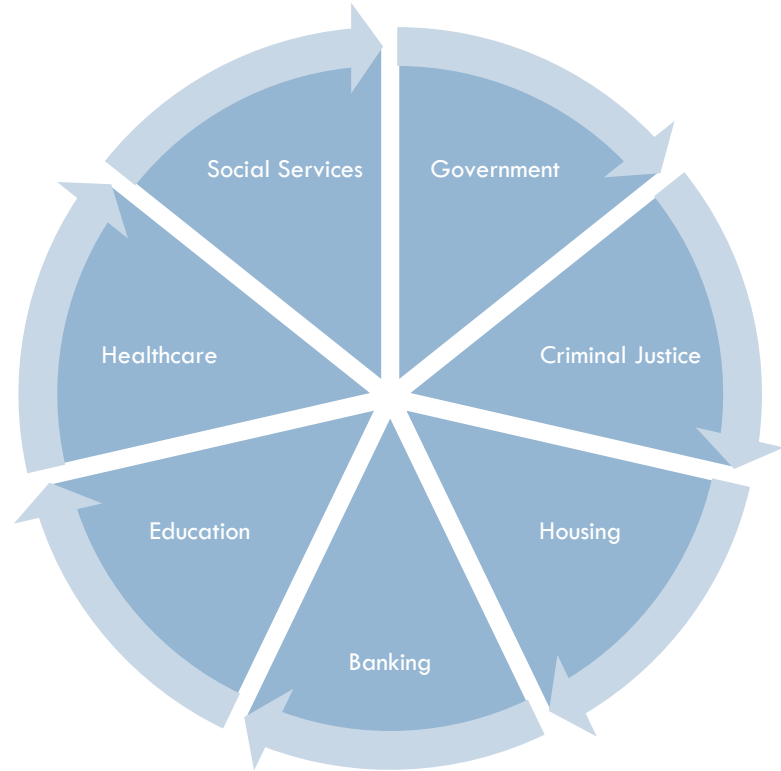


Equity in Diversion Approach

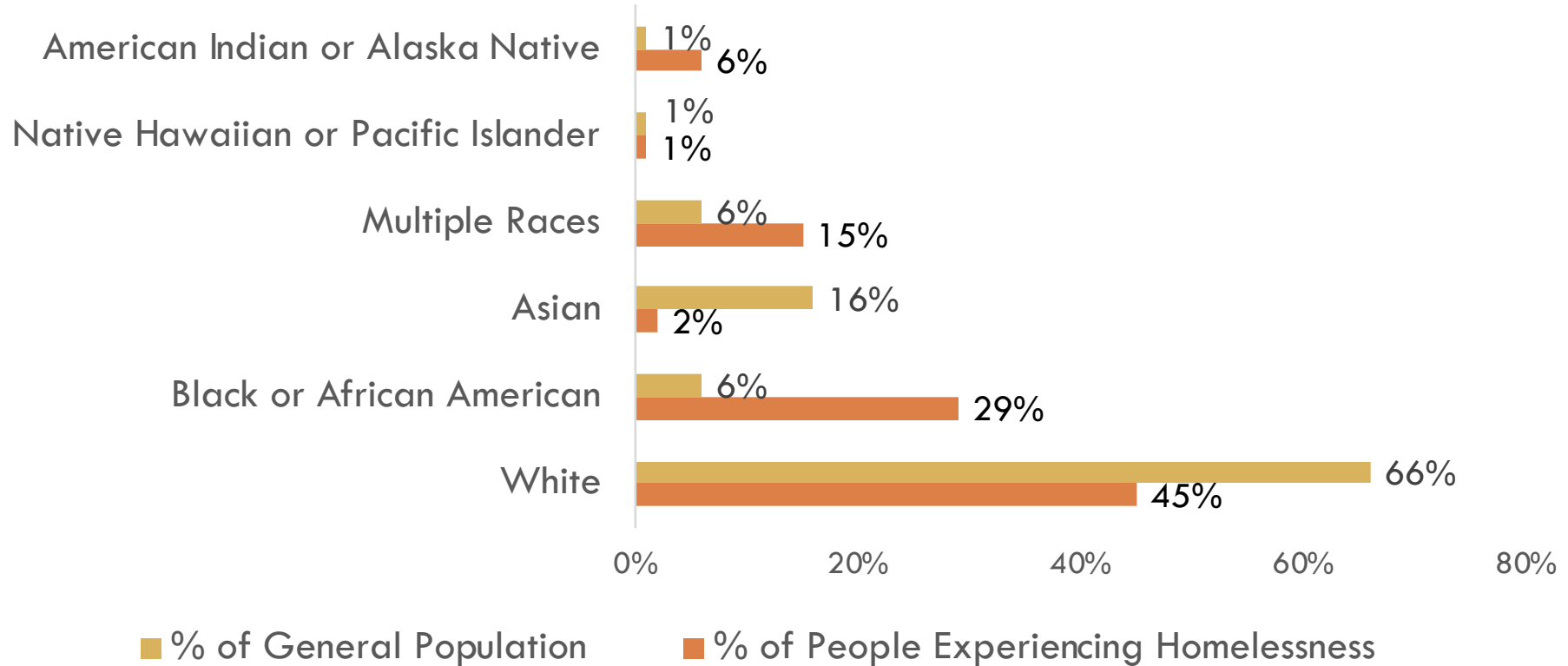
- Diversion serves everyone because there is no eligibility or program requirements to screen them out.
- By evoking and not instilling and by accepting and not judging, Diversion does not impose white dominant values on people of color.
- Diversion gives power back to communities whose power has been taken away by giving them autonomy and trust.

Racial Disproportionality

Disproportionality in homelessness exists because of the racism these systems were designed to perpetuate.



Homelessness disproportionately impacts people of color in King County



Source: 2017 Homeless Management Information System (HMIS) data.



King County Centralized Diversion Fund

November 2019

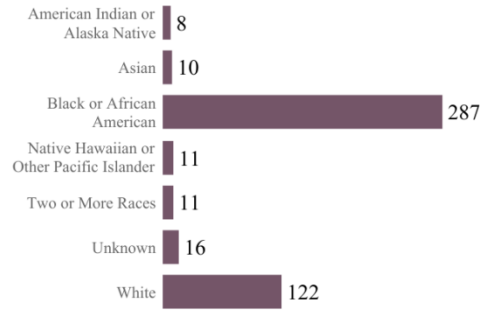
*Number of Households
Served*

460

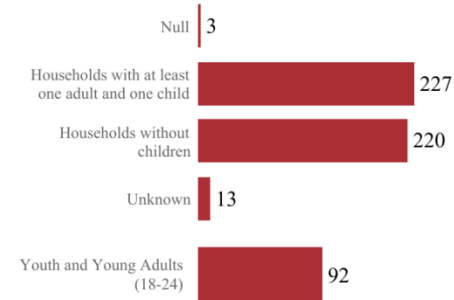
*Average Cost per
Household*

\$2,202

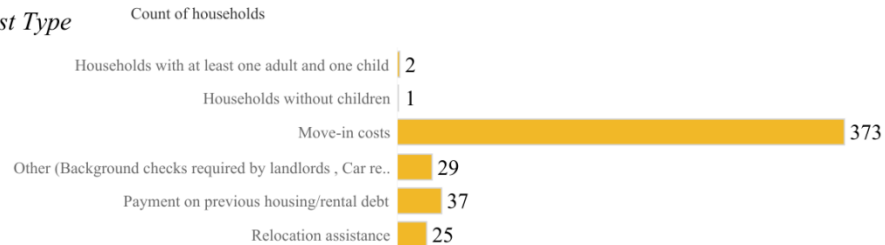
Household Race/Ethnicity



Household Type



Cost Type



Diversion Scenarios

- Doubled up
- Re-establish rental (landlord negotiation or mediation with past landlord or family)
- Relocation
- New rental
- Other? Think outside the box!



Questions & Contact Info

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Thank you!

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- ❖ Zachary DeWolf, formerly with All Home of King County
- ❖ Klarissa Monteros, Building Changes
- ❖ Fellow Diversion Coaches