

Diversion Crash Course & Interactive Workshop

Washington Conference on Ending Homelessness

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- *Provide context: Evolution of system change toward Coordinated Entry
- *Introduce "Diversion" concepts, elements of conversation
- *Look at outcome data
- *Demonstrate
- *Interact
- *Questions

*Objectives

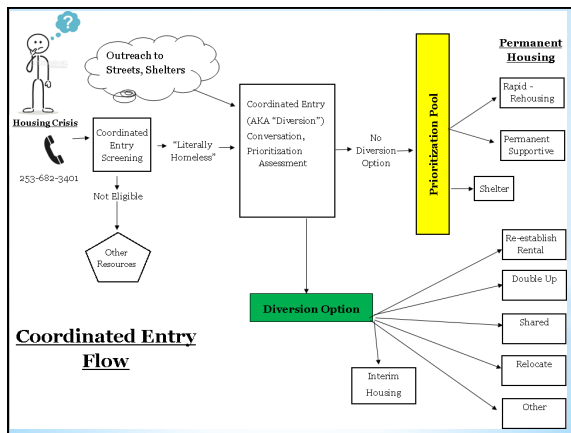
- *Always at my time and place
- *Gather as much information as possible, whether relevant or not, repeat.
- *Barrier-focused
- *Match to needs of program rather than participant (screen out)
- *1st come, 1st served

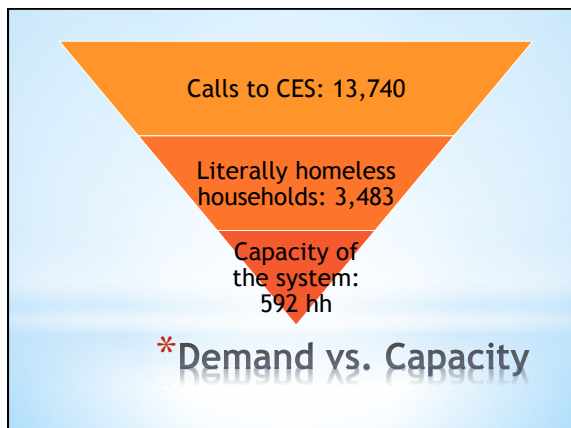


Where we're from: Traditional Intake


- * A Homeless Crisis Response System (AM, CCS, PATH teams)
- * Assure people get the right level of help at the right time, as soon as possible.
- * Prioritize those with the most vulnerability and barriers. (locally developed tool)
- * Multiple points of entry (including at shelter), outreach.
- * Eliminate program barriers
- * Start with an empowering problem-solving ("Diversion") conversation.

*** Coordinated Entry in Pierce County**





- *For everyone 1st step is a problem-solving conversation to figure things out with a Diversion Specialist.
- *Set the tone as a conversation (not an "intake")
- *Strength-based, client-centered & empowering
- *No set formula. No script. This is about building trust and CONNECTING. Approach as an art.
- *Acknowledge crisis, explore options for RIGHT NOW




*The Conversation

- *Listen: pay attention to housing strengths, resources, resilience and the needs (not services) expressed.
- *Summarize: Affirm, reflect
- *Powerful Questions: Open-ended, provoking deeper thought
- *Creative Exploration: Move from crisis to brainstorming solutions, *empowerment*, engage their resources. Immediate plan
- *Reality Testing: Viability, longevity, safety
- *Next Steps: What will be done today, tomorrow (30 day max.)

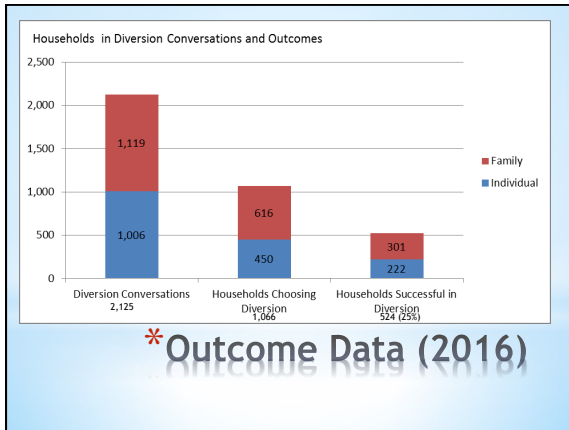


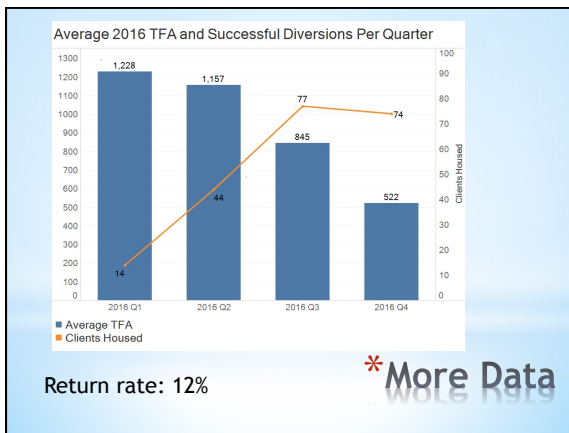
The Conversation Elements

- *Re-establish rental housing with minimal, 1X financial assistance
- *Mediate with family/friends to stay short or long term, possible flex financial assistance
- *Mediation with landlord/property
- *Shared housing
- *Relocation to out-of-area support system.
- *Other ???



*Potential Outcomes





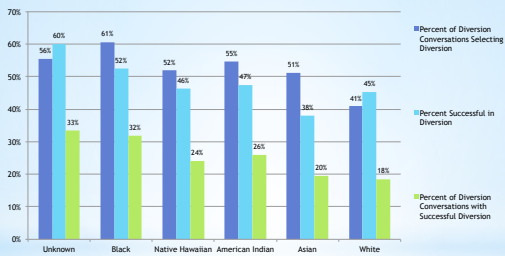
*** Questions?**

Demonstration

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Diversion Conversations Outcomes - by Race



*Outcomes by Race
