

Welcome

SPOKANE'S DIVERSION FIRST MODEL

Speaker Introductions

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Learning Objectives

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- An understanding of a history of Diversion in Spokane County
- An understanding of the importance of Diversion as a tool in Homeless Services
- An understanding of the purpose and structure of the Diversion program
- And understanding of the fundamentals of an effective Diversion Conversation
- An understanding of how to foster increased communication and problem solving skills

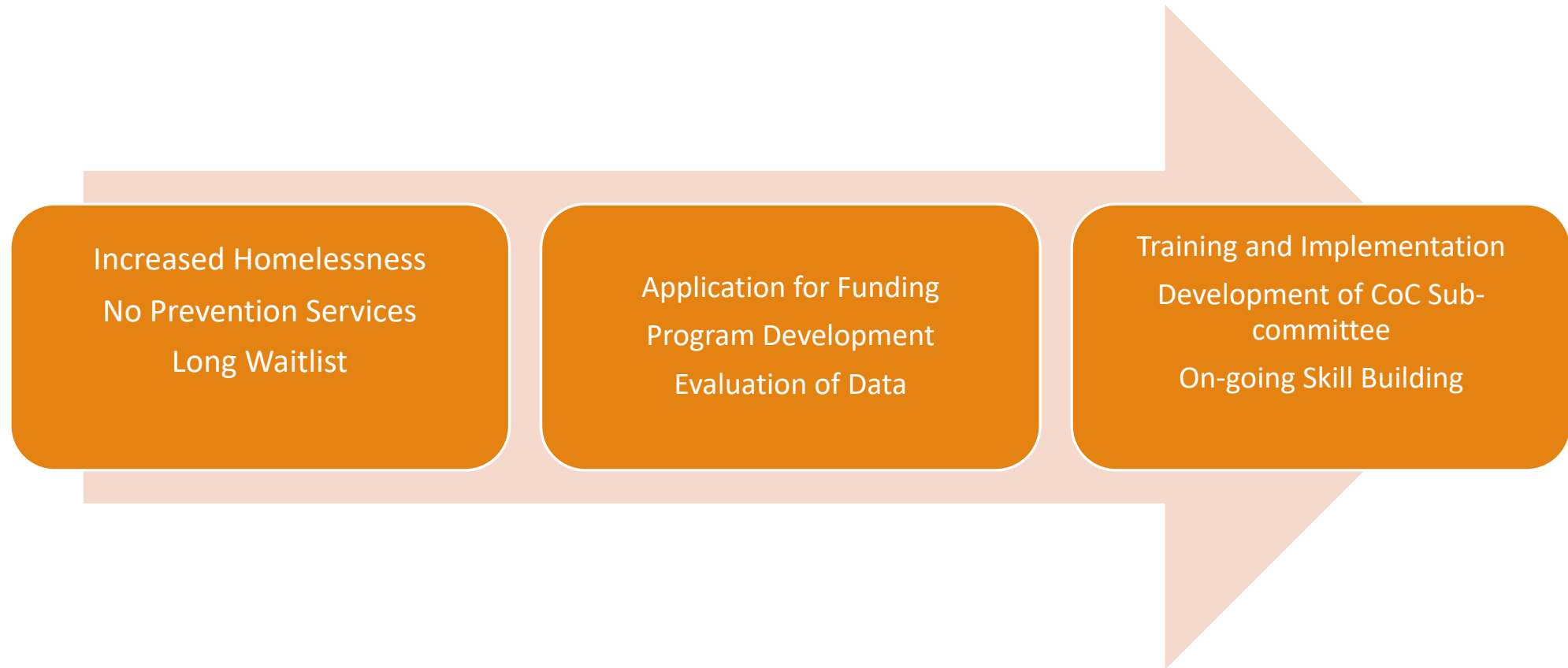
Group Agreements

- Ask Questions! We are all here to learn!
- This training has some interactive activities – participate as fully as you are able!
- Take care of yourself!

What do you know about Diversion?

LARGE GROUP DISCUSSION

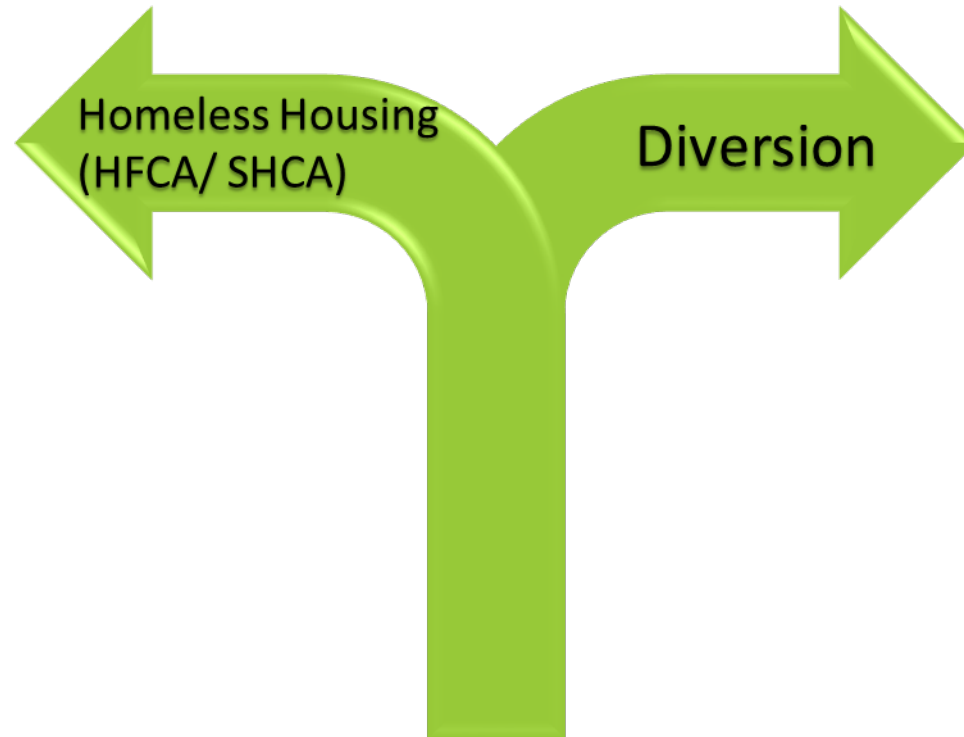
History of Diversion in Spokane



Homeless Housing
(HFCA/SHCA)



Housing Crisis



Housing Crisis

Traditional CE Intake vs. Diversion First

Traditional CE Intake

- Vulnerability Assessment
- Assessment helps determine intervention
- Referral made to eligibility pool
- Minimal support available until housing placement
- Possible participant doesn't "score" high enough
- Problem Solving

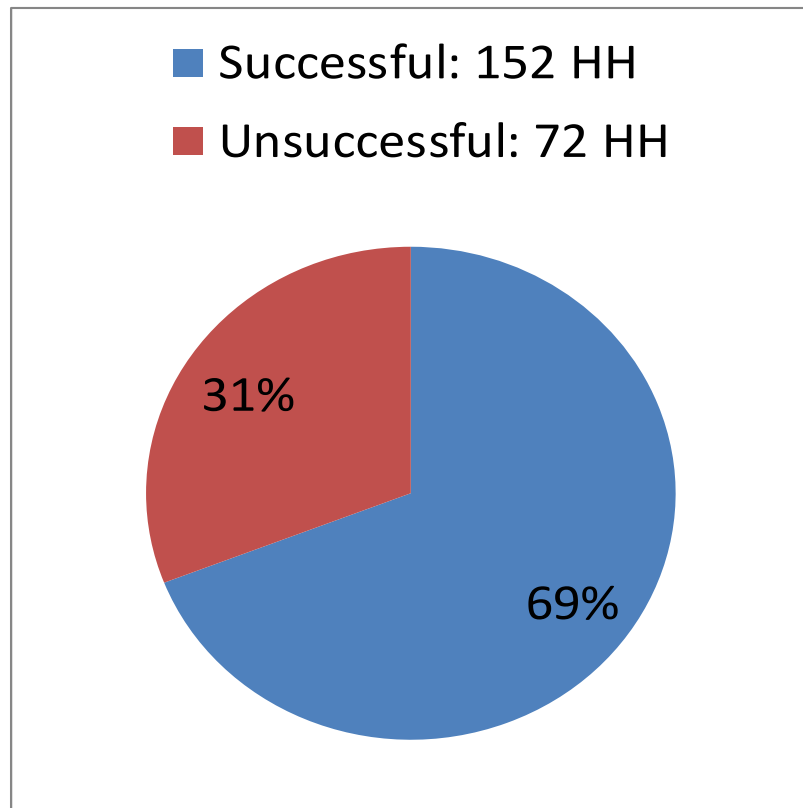
Diversion First

- Conversation instead of assessment
- Participant choice
- Solutions focus
- Creativity in solutions
- No waitlist
- Staff support is available throughout process

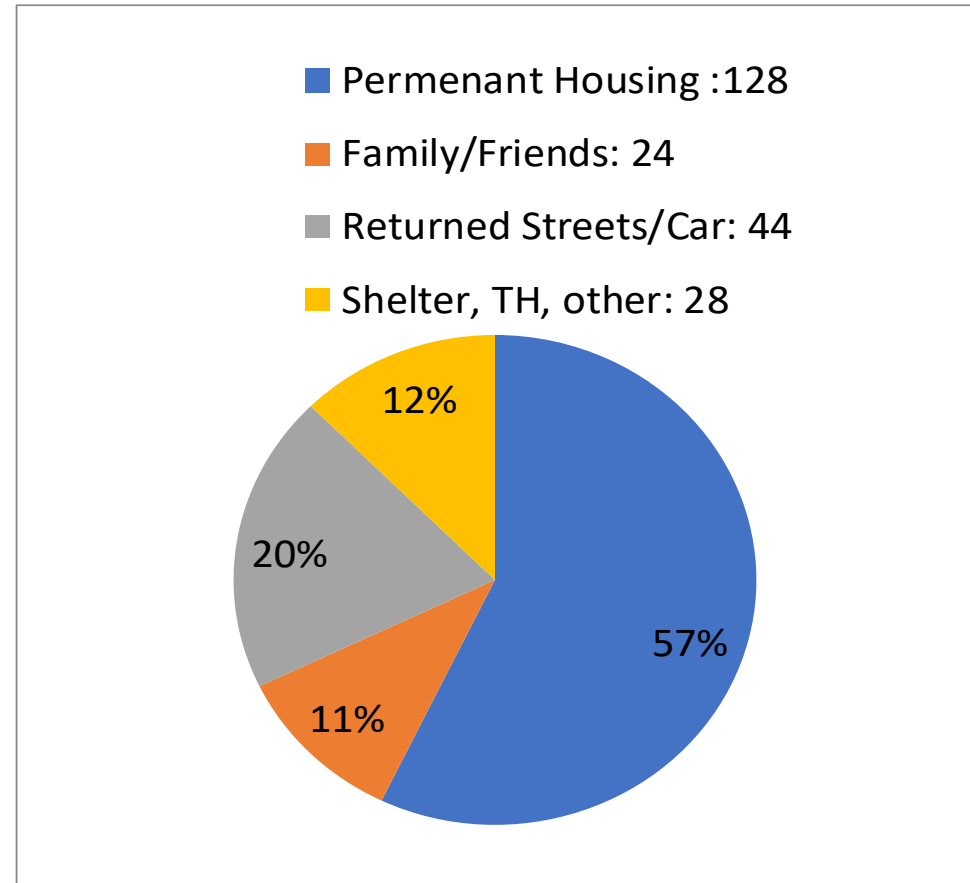
Building Changes Diversion Program Outcomes for “Literally Homeless Families”

Grant period: September 2016-August 2019

Overall Outcomes



Exit Locations *(by Household)*

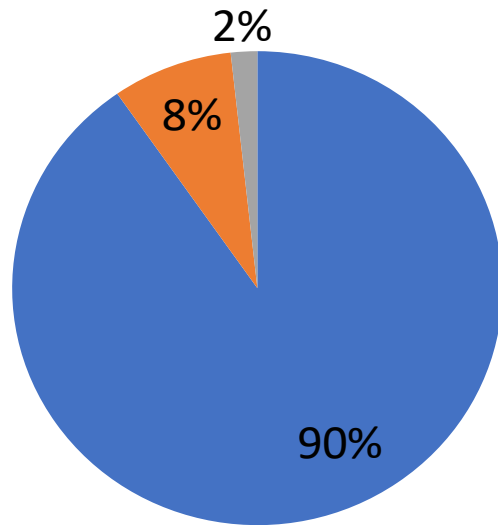


City HHOS Diversion Program Outcomes for “Singles and Families”

Grant period: January 2016-December 2018

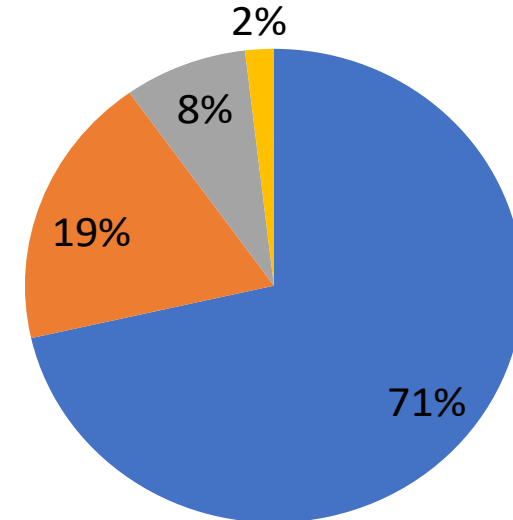
Overall Outcomes

- Successful: 1003 HH
- Unsuccessful: 29 HH
- Unknown/No exit interview: 20 HH



Exit locations (by Household)

- Rental/Permanent housing 792
- Friends or Family: 211
- Shelter, TH, Other: 29
- Unknown/No exit interview: 20



Diversion Program

Goals

- Change the way we interact with individuals experiencing housing insecurity or homelessness when they first enter the system.
- Quickly address the participant's housing crisis
- Easy to access

Principles

- Participant's safety is paramount
- Person centered, client choice
- Important to listen to the story to hear the need and
- Capitalizes on the participant's strengths to find solutions
- Creativity is encouraged! Housing success can look different to everyone

What does housing success look like?

LARGE GROUP DISCUSSION

A solid orange horizontal bar at the bottom of the slide.

Diversion Process: Start to Finish



Image provided by:



LISTEN! SUMMARIZE! REPEAT!

Starting the conversation:

- ✓ Treat this like a conversation, not an interrogation
- ✓ Make it clear why you are asking questions
- ✓ Make it clear that participants can decide what information to provide
- ✓ Minimize distractions, show interest in answers
- ✓ Pay attention to implicit bias and stay impartial

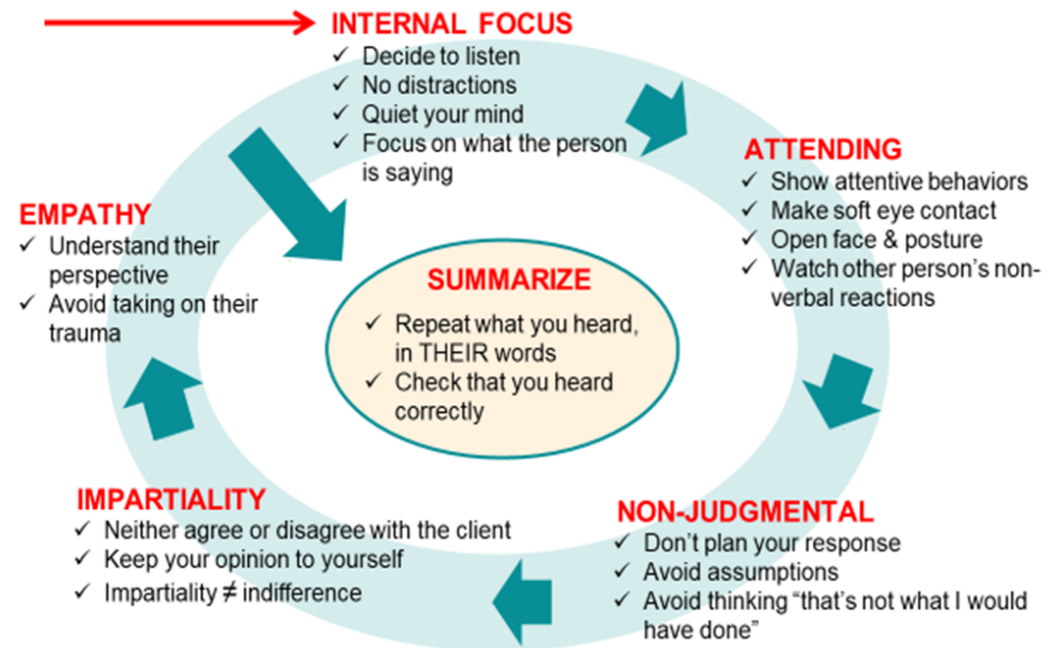


Image provided by:

Examples of questions to start the conversation:

What do you think is important for me to know about you?

I know your housing is an issue for you right now – what is going well for you?

Help! I'm stuck!!!

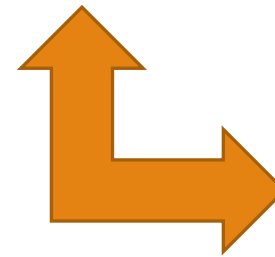
HOW REFRAMING CAN HELP YOU UNDERSTAND THE NEED



Reframing: How to do it?

- Change delivery without changing the content
- Focus on their interests and concerns
- Use neutral language
- A complaint is a badly-worded request

I can't get housing
because I don't use
drugs!



What is the
request?

Solutions focused approach

Solution-building rather
than problem-solving



1. Clients are the experts of their own lives
2. Clients have resources and resilience
3. What's working vs what's wrong?
4. What will they be doing vs what won't they be doing?
5. Emphasis on what is possible and changeable
6. Questions vs directives

Solution-Focused Questions

1. Looking for exceptions

“Can you tell me about a time you were stably housed?”

2. Scaling Questions

“On a scale of 1-10, how confident are you this would help?”

3. Coping/Complement Questions

“How have you managed to stay so positive?”

4. Inviting person to add information

“What do you think is important for me to know about you?”

5. Platform Questions

“What is something that is going well for you right now?”

6. Eliciting details

“Tell me more about that.”

Creative Brainstorming: Be a Thought Partner

**Goal: Identify a
safe, viable
alternative
housing option**

Examples of Questions:

1. What would you need to be able to stay with one of these people?
2. What would you need to be able to stay on your own?
3. On a scale of 1-10, how confident are you that this would work? What could move you up a number?

Action Plan



DRAFT

HMIS ID number: _____

DRAFT	
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Diversion Skill Building and Resources Diversion Action Plan	
Housing Goal:	
Young Adult Action Steps	Diversion Staff Action Steps
	Financial Support: Non-Financial Support/Referrals:

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