Welcome

SPOKANE’S DIVERSION FIRST MODEL
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Learning Objectives

- 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
- An 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?
History of Diversion in Spokane

- Increased Homelessness
  - No Prevention Services
  - Long Waitlist
- Application for Funding
  - Program Development
  - Evaluation of Data
- Training and Implementation
  - Development of CoC Sub-committee
  - On-going Skill Building
Homeless Housing (HFCA/SHCA)

Housing Crisis

Diversion

Housing Crisis

Housing Crisis
### Traditional CE Intake vs. Diversion First

#### Traditional CE Intake
- Vulnerability Assessment
- Assessment helps determines 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
- Successful: 152 HH (69%)
- Unsuccessful: 72 HH (31%)

Exit Locations (by Household)
- Permanent Housing: 128 (57%)
- Family/Friends: 24 (12%)
- Returned Streets/Car: 44 (20%)
- Shelter, TH, other: 28 (11%)
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
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
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!!!
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

Content Provided By: Ashley Barnes-Cocke, Ed. MA, Way Home Washington
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.”

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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?

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Action Plan

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