

Diversion 101



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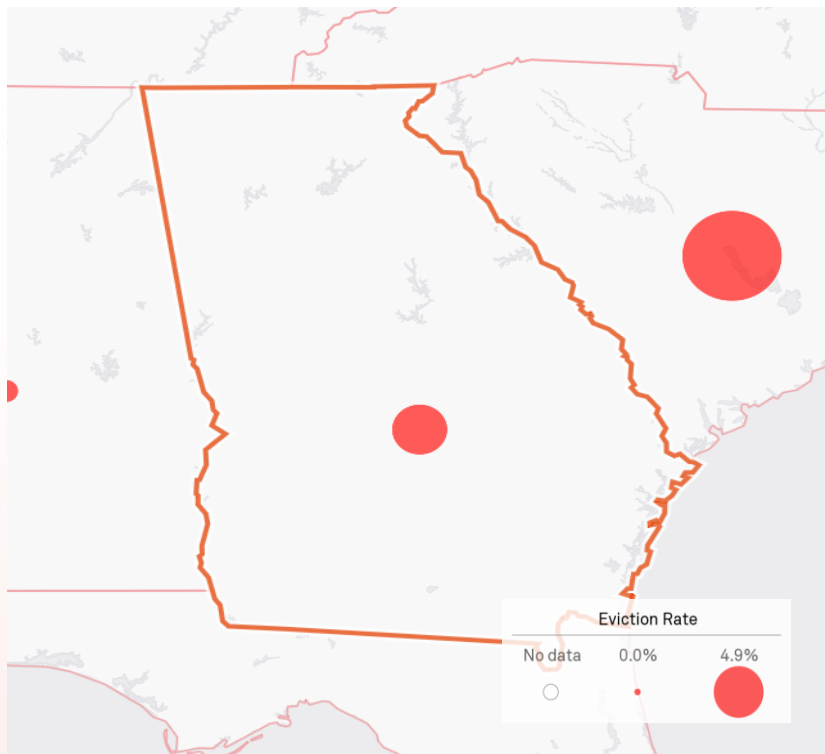
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Homeless Population

Georgia's Literally Homeless Population: Single Night (Point in Time Count)

Housing Status	Number of Individuals per Year		
	2013	2015	2017
Unsheltered	8,450	5,803	3,692
Emergency Shelter or Transitional Housing	8,497	7,987	6,681
TOTAL	16,947	13,790	10,373
Change from previous count (%)	-15%	-19%	-25%

Georgia 2016

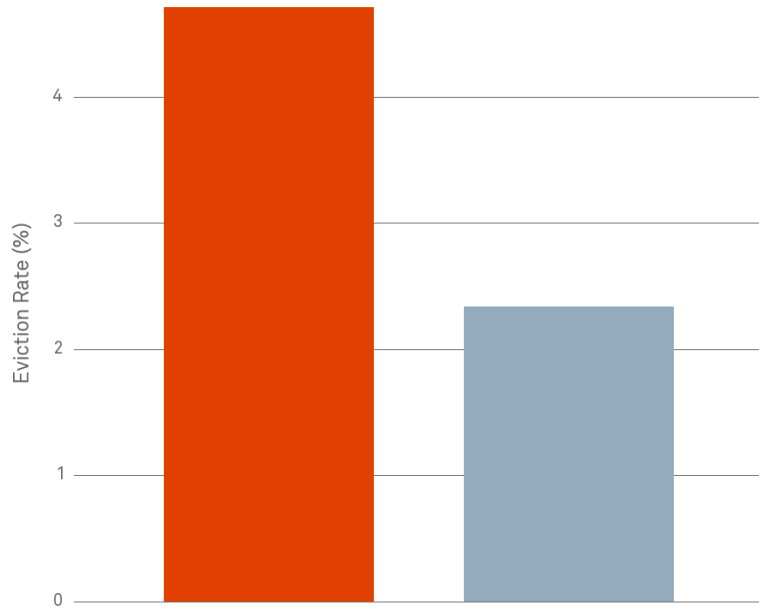


Georgia experienced 56,963 evictions in 2016

- Number of evictions per day: 155.64
- Eviction Rate: 4.71%*

* An eviction rate is the number of evictions per 100 renter-occupied households

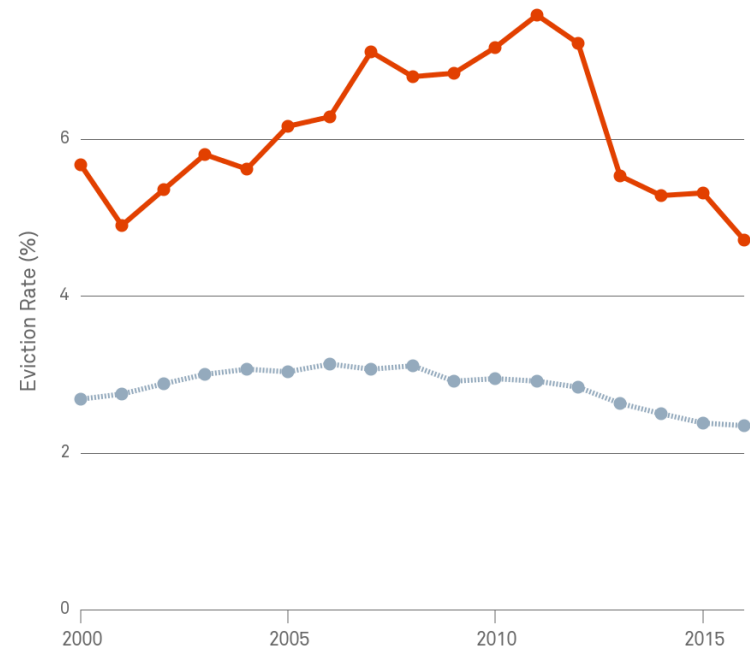
Comparison of eviction rates in 2016



1 Georgia

2 United States

Comparison of eviction rates over time



Georgia

United States

Georgia 2016



- 155.64 Evictions per day
- 4.71% Eviction Rate – U.S. avg. 2.37%
- 203,212 Eviction Filings

What happened?



- Home sales remained below pre-recession levels
- Decrease in housing permits
- Home prices increased
- Decline in wage and salary growth

Objective



Is to provide a general description of the methods used to divert clients away from homelessness.

History



- Four Penny Coffin – Established in 1865, one of the first efforts of the Salvation Army
- Hull House – Jane Addams and Ellen Gates Starr, established in 1889

What is Diversion?



- A strategy that helps people identify and access alternatives to entering emergency shelter to resolve their immediate housing crisis and avoid homelessness.

What is Diversion?



- Is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing.

Why Diversion?

- Decreases the amount of individuals and families entering a shelter
- Long or short-term process
- Occurrences of homelessness should be brief
- Individualized and person-centered
- Mediation and conflict resolution methods
- Saves resources for the most vulnerable
- Helps avoid the stress of shelters

Why Diversion?



- Lightest touch
- Connect clients to community resources
- Connect with non-traditional partners

Eligibility



- An individual/ family who is literally homeless seeking shelter/ services or at risk of homelessness
- Doubled up and being forced to leave

Diversion Truths



- ❑ There is **not** enough resources to assist everyone
- ❑ Shelters may not be able to provide a client with additional assistance
- ❑ Shelters can cause a traumatic experience

Methods/Approaches

Org Code

Step One: Explanation of the diversion conversation.

Step Two: Reason why (exactly why) they are seeking shelter.

Step Three: Understanding where they stayed the previous night, how long and can they return. (If the location is unsafe skip to Step Six.)

Step Four: Main reason they had to vacate previous location.

Step Five: Can their time be extended?

Step Six: Explore other locations that they can stay.

Step Seven: Ask exploratory question to better understand their situation.

Step Eight: Explore their resources.

Step Nine: Shelter entrance and planed exit to permanent housing.

Cleveland Mediation Center (CMC)

Conflict Resolution Approach

Homelessness is a crisis – as in conflict, persons in crisis are less able to clearly think through problems and advocate for themselves than they are when not in crisis.

- ❑ **First listen and validate** their experience. Be non-judgmental.
- ❑ **Client-centered.** Don't assume what people need; help them articulate their needs.
- ❑ **A strength-based approach** helps clients identify and there strengths, successes and resources they've used in the past to help them with this episode of homelessness.
- ❑ **Support and trust** that people want to succeed. Help them identify their own strengths and successes in their life that can help them with this crisis.

Diversion Steps



Step One: Introductions

- Name, organization, and role
- Describe the conversation
- Hear their experience

How can we help them return to housing?

Step Two: Active Listening

- Body Language
- Paraphrasing
- Empathy

Keep this listening step separate from problem-solving.

Step Three: Strength Exploration

Explore past strengths – this step has two purposes:

1. Help them identify times when they have been of help or support to others.
2. Begin to identify networks and supports persons that be able to help them with income or housing.

What were things like for them when things were going better?

Who are their allies, friends, and family members? Who have they helped?

Step Four: Moving Forward

After we have listened, then explored past strengths, what housing options do they want to pursue?

1. Going back to live with friends and family.
2. Returning to their own residence.
3. Temporarily diverted as they seek new housing.
4. Relocating to a safe, permanent place out-of- town.

Are there any other needs identified by the client?

Connecticut Coalition to End Homelessness (Step One)

□ Introduce your self and the Purpose of the Appointment

“ Hi, my name is _____ and I work for _____ which is a part of the _____ Coordinated Access Network. The purpose of this meeting is to help you and your family find a safe place to stay. Typically shelters in this area are very full and the goal is that we brainstorm alternatives to staying in shelter. The hope is we can find another safe place for you to stay, other than a shelter OR help you return to where you were staying previously.”

Step Two: Active Listening

R- Relaxed

O- Open

L- Leaning towards the speaker

E- Eye Contact

S- Squared towards the speaker

Allow the person to tell the story of their housing crisis

Take minimal notes of the main points

Paraphrase and ask open ended questions

Step Three: Strengths Exploration



Who are their friends, allies, and family members?

What were things like for them when things were better?

Help them identify when they have been support to others.

Step Four: Moving Forward

Review Income and Housing History

*What Housing options do **THEY** want to pursue?*

- Going back to live with friends or family
- Returning to their own residence
- Temporarily diverted as they seek new housing
- Relocating to a safe permanent place out of town

Step Four: Moving Forward



Is it a safe and appropriate option?

Use reality testing to help client think through decisions:

“What is the timeline?”

“How would that look?”

“Have you done something like this before?”

“What resources do you have to carry this out?”

Step Five: Getting Help

- You may offer to help the client call friends/family after determining a plan
- Make referrals to other resources

They must have a 30 day commitment to be considered diverted. If less, consider it temporarily diverted while waiting for shelter.

Step Six: Paperwork and VI-SPDAT

- Do the paperwork at the end of the session
- You may have obtained all the information you need by active listening
- Complete the VI-SPDAT if the client can not be diverted

Conversation Shift

Active Listening



- Combines talking and listening skills in such a way that others feel both understood and encouraged to share more
- Form of feedback
- Listen and communicate your understanding

Active Listening

Step One: Inviting

- Body position
- Facial expression
- Speech and language

Example

“What happen?”

“How did all of this come about?”

Active Listening

Step Two: Listening

- Hear
- Observe
- Encourage
- Remember

Active Listening

Step Three: Reflecting

- Paraphrase the clients statements

Example:

Client: *I'm a househusband. Every day, I cook the meals, clean the house, and do the laundry. That's my job now.*

CM: *You're saying that your current responsibilities include taking care of the family needs and doing the household chores.*

Alternative Language



From: Are you willing to enter shelter?

To: What can we do to keep you from entering shelter?

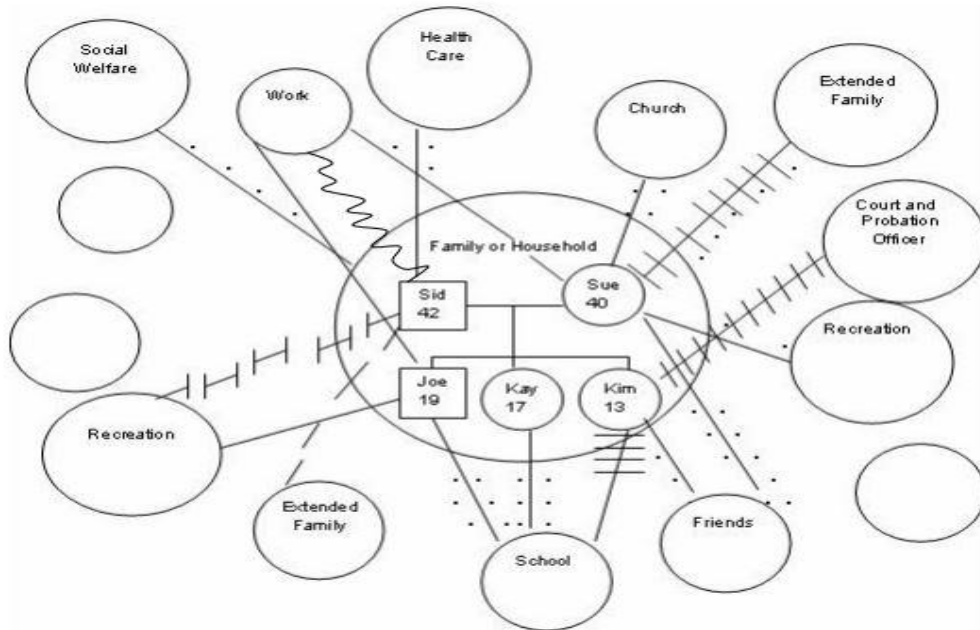
From: What programs are you eligible to enter and who has a bed?

To: What would resolve your current housing crisis?

From: Assessment/eligibility

To: Structured problem-solving conversation about household situation and resources.

Ecomap



Relationship Key	Examples of systems
Strong —————	Extended Family Culture
Stressful ~~~~~	Health Care Church
Tenuous - - - - -	Friends Work
Broken/ended - - // - - // - - // - -	Social Welfare Recreation
	School Courts

Support Map

Support Map for _____

Family

Name: _____
Contact Info: _____
Type of help: _____

Name: _____
Contact Info: _____
Type of help: _____

Name: _____
Contact Info: _____
Type of help: _____

Friends

Name: _____
Contact Info: _____
Type of help: _____

Name: _____
Contact Info: _____
Type of help: _____

Name: _____
Contact Info: _____
Type of help: _____

Name: _____
Strengths: _____

May need support with _____

Community Assistance Programs

Name: _____
Contact Info: _____
Type of help: _____

Name: _____
Contact Info: _____
Type of help: _____

Name: _____
Contact Info: _____
Type of help: _____

Other Community Resources

Name: _____
Contact Info: _____
Type of help: _____

Name: _____
Contact Info: _____
Type of help: _____

Name: _____
Contact Info: _____
Type of help: _____

BoS Screening Tool

Script: *Hi, my name is _____ and I work for _____ which is part of the _____ Coordinated Entry System. The purpose of this conversation is to assist you/your family with finding a safe place to stay. First, let me get your contact information.*

Contact information:

Name _____

Contact # _____

Script: *I'll need to ask you a few questions to better understand your current housing status.*

1. Are you currently homeless or do you believe that you will become homeless in the next 72 hours? Yes No

2. Are you currently residing with, leaving, or attempting to leave an intimate partner/someone you're living with that makes you feel unsafe? Yes No

(If yes, and in immediate danger, refer to law enforcement. If yes, refer to agency providing DV resources or to assessment site to complete VI-SPDAT) (If no, continue to next question)

3. Where did you stay last night?

Outside/Park/Campground	Emergency or DV Shelter
Shed/Garage or Outbuilding	Motel/Hotel paid by agency
Vehicle	Hospital or treatment facility (less than 90 days)
Public Building	Jail, Prison or Detention Center (less than 90 days)
<i>Refer to emergency shelter and/or assessment site to complete VI/SPDAT</i>	

Own apartment/house/trailer
With a family member or friend
Motel/Hotel paid by self, family, friend
Other:
<i>Continue with screening</i>

4. Are you safe in your current situation? Yes No

If no, admit or refer to emergency shelter.

5. Are you able to stay in your current situation? Yes No

BoS Screening Tool

6. If yes, how long are you able to stay in your current housing situation?

Can no longer stay there	Go to question #6.
2-7 days	Refer to mainstream or prevention resources
1-3 weeks	Refer to mainstream or prevention resources
Indefinite/Unknown	Refer to mainstream or prevention resources

7. If you are currently housed, why can't you stay in your current housing situation?

Late rent
3 day notice to evict
Court eviction or foreclosure
Utility shut-off
Problems with landlord
Overcrowding
Other: _____
Domestic violence/sexual violence

If checked, refer to appropriate mainstream resource to attempt prevention/diversion.

If fleeing violence, refer to DV resources or refer to assessment site to complete VI-SPDAT.

8. Is there anyone else you could stay with for the next 3-7 days? Yes No

No	Yes
<i>If no, refer to emergency shelter.</i>	<i>If yes, please list where:</i>
	What resources would you need to stay there?

Date of Birth: _____

Number of people in household (including head of household): _____

Is there another way we can contact you, besides by phone, to make follow-up referrals or obtain additional eligibility information?

Address: _____

E-mail: _____

Results of screening:

Referred to emergency shelter	Shelter Name	
Referred to assessment site to complete VI/SPDAT	Site Name	
Referred to prevention resources	What resource?	

BoS Screening Tool

Completed VI/SPDAT at pre-screen location	Score	
Referred to mainstream resources	What resource?	
Referred to DV resources	What resource?	
Provided mediation service(s)	Outcome?	
Provided case management	Outcome?	

Remember...



- Focus on open ended questions
- Client centered
- Help the client prioritize their current needs
- What resources used in the past to avoid homelessness

Outcomes

Pierce County – Out of 939 families

- Successful exits **52%**
 - In a rental, no subsidy **73%**
 - Living with family/friends **20%**
 - In a rental, with subsidy **6%**
- Unsuccessful exits **34%**
- Unknown destination **14%**

Median days to successfully house **36**

\$ 1,668 *was the avg. cost to housed a family.*

Pilot Communities

Washington – Shelter Diversion Pilot: Washington
Families Fund Systems Innovation Grant

[http://allhomekc.org/wp-
content/uploads/2015/09/Diversion_GrantGuidance
_Revised_7_10_15.pdf](http://allhomekc.org/wp-content/uploads/2015/09/Diversion_GrantGuidance_Revised_7_10_15.pdf)

Pilot Communities



Montgomery County, PA

<https://housingalliancepa.org/wp-content/uploads/2017/05/Diversion-and-Coordinated-Entry-for-Homeless-Services-04.28.17.pdf>

SSVF- Rapid Resolution Pilot

To work with BoS's to develop a process for veterans.

https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Webinar_Rapid_Resolution_Kick_Off_May112018.pdf

Possible Funding Sources

- ESG
- HUD 811
- Private Funds
- SSVF
- TANF

Future BoS Trainings



- Trauma Inform Care
- Adult Mental Health First Aid
- Diversion

Questions?

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