



Pillars Diversion Program

Diversion is both proactive and preventative in nature. The goal of the Diversion Program is to help households facing homelessness avoid having to enter shelter. Eligible households are typically staying with friends or family and are able to temporarily remain in their housing.

1. Contact Shelter

- The household seeking shelter meets with a Shelter Client Advocate
- Households who are not currently homeless but are at risk, will be referred to Prevention services

2. Complete Assessment

- The Shelter Client Advocate completes the Diversion Assessment with the head of the household
- All households actively seeking shelter are provided with information, referrals and resources to self-resolve while they are on the waitlist
- Households who are staying on the street will be immediately referred to the Street Outreach team
- If a household is able to stay where they are for 3-7 days and are appropriate candidates for Diversion Case Management, a referral in HMIS is made to the Diversion Program

3. Provide Case Management

- A meeting between the household and Diversion Case Manager is scheduled, during which a deeper assessment of the household's situation is completed
- The Diversion Case Manager completes the HMIS assessment and formally enters the household into the program
- The household collaborates with Diversion Case Manager to complete housing search and placement and secure housing
- Once, housing is secured, the Diversion Case Manager and participating household set goals together to ensure ongoing housing stability and further self-reliance
- The Diversion Case Manager meets with the client at 30, 60 and 90 days to review goals and provide support to participating households (meetings, phone conversations, support and guidance may be provided outside of the 30, 60 and 90 day meetings if needed and requested)

4. Assess Outcomes

- A successful outcome is primarily measured by securing housing and avoiding a shelter stay
- While housing is the primary focus, other outcomes are assessed to identify if a client has furthered their self-reliance; this includes, but are not limited to: purposeful activity through volunteer activities, employment, education advancements, improved financial wellness, reunification of children, avoidance of repeated occurrences of homelessness

229

Households completed
Shelter Diversion
Assessments

90

Households referred to the
Diversion Case Manager
after completing the
assessment

154

Households did not have
to enter shelter after
completing
the assessment

205

Individuals served by the
Diversion Case Manager,
with only 5 individuals
entering shelter

*The 229, 90, and 154 households reflects data collected 1/1/2019-6/30/2019; The 205 individuals served reflects data collected 10/1/2018-6/30/2019