

6 STEPS for conducting an effective PROBLEM SOLVING CONVERSATION

Diversion is a problem solving, strength based conversation. It is grounded in a conflict resolution approach, is empowering, and client centered.

1

INTRODUCE YOURSELF & YOUR PURPOSE

"Hi, my name is Jane and I'd like to speak with you today about how we can find you a safe place to stay tonight as the shelters in our area are typically full. It's my hope that we can find you another safe place to stay rather than shelter or have you return to where you were previously."



2

ACTIVE LISTENING

Allow the person to share the story of their housing crisis

ASK OPEN-ENDED QUESTIONS

Active listening is key to diversion and empowerment.



PARAPHRASE

Acknowledge what you're being told.



PRACTICE "ROLES"

Relaxed
Open
Lean towards speaker
Eye contact
Squared towards speaker

Avoid judgmental verbal and body language



NO NOTES

Makes it feel less like a conversation.

3

STRENGTHS & SUPPORTS EXPLORATION

During the conversation, consider the persons current and past housing and income history, and whether every option is safe and appropriate.



What have you done to be able to avoid shelter these past six months?



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

Identify when you have been a support to others.



Who are your friends, allies, and family members?

4

MOVING FORWARD

Discuss the person's ideas and expectations and consider how realistic they are. These reality testing questions are open-ended and non-judgmental.

Back with friends/family

Return to own unit

Temporarily diverted while seek new housing

Out of town relocation to safe, permanent housing

Shelter or Shelter Waitlist



Consider the following:

1

Is this option safe?

2

Appropriate for this household?

Reality Test the Option



How would this look?
What is the timeline?

Have you done something like this before?

What other options have you considered?

What resources do you have to carry this out?



In case this doesn't work out as well as you hope, would you like explore a back-up plan?

5

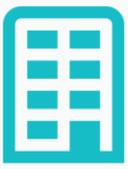
CREATING CONNECTIONS

Help connect household to natural supports, community partners, and if diversion is not appropriate for them, access to shelter



Create connections family and friends

Make connections to support providers



If diversion isn't appropriate, make arrangements for shelter

6

SUMMARIZE & FOLLOW-UP

Take a minute to summarize your problem solving conversation as well as the outcomes in a written summary you provide to the household.



1

Summarize what was discussed

2

Record action items, person responsible, timelines

3

Review and provide copy of summary to household

4

Schedule a time to follow-up with household as well as any support providers identified