



# 4 Fundamental "Cs" for Effective Diversion Practice

The four fundamental "Cs" are critical to developing and supporting a strategy that helps people identify and access alternatives to entering emergency shelter to resolve their immediate housing crisis and avoid homelessness.

Diversion strategies are a service and not a denial or barrier to shelter entry but instead help people avoid a shelter stay and expand options to identify alternatives to shelter.



## 1 Community-Wide Buy In

Achieving community-wide buy in to develop and support diversion strategies requires a **Collective Impact Approach**:

- ✓ Common Agenda
- ✓ Shared Measurement System
- ✓ Mutually Reinforcing Activities
- ✓ Continuous Communication
- ✓ Backbone Organization



## 2 Problem Solving Conversation

Diversion is a **problem solving, strength based conversation** not a pre-application/assessment for eligibility with a list of questions. It's a conversation to discover available options and identify supports. The Six Steps for conducting a problem solving conversation include:

- ✓ Introducing Yourself & Purpose of Conversation
- ✓ Active Listening
- ✓ Strengths & Supports Exploration
- ✓ Moving Forward
- ✓ Create Connections
- ✓ Summarize & Follow-Up



## 3 Creating Connections

The homeless response system cannot do it all and having choice and options is empowering to people seeking solutions. **Family, friends, and community partners are critical** for effective implementation of diversion strategies. **Warm Handoffs are a MUST.**



## 4 Continuous Practice

Implementing successful diversion strategies requires recognizing that **problem solving conversations and creating connections may need to happen more than once** and engagement deepened with people who continue to seek services. Remember to enter each conversation as if it were the first, knowing you are better equipped the second time around.