

Jessica Cruz      Randy Hade  
UMOM New Day Centers  
Phoenix, AZ

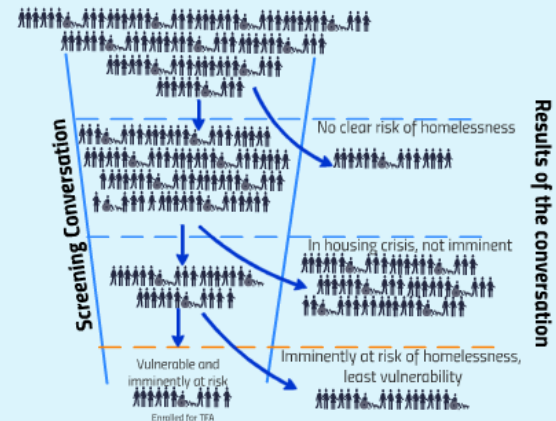
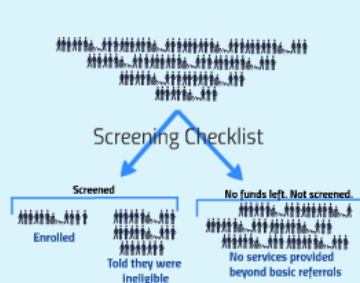
**Extending your services to families at the "front door"**

- What that looks like for clients and staff.
- What that looks like for your program's outcomes.

1. Crisis Resolution
2. Client Choice and Respect
3. Thoughtfully Using Community Resources

**What is diversion?**

*For our community: Diversion includes looking at the current circumstance of the family and professionally, sensitively, and patiently attempting to solve their housing instability without ever requiring homeless program enrollment.*



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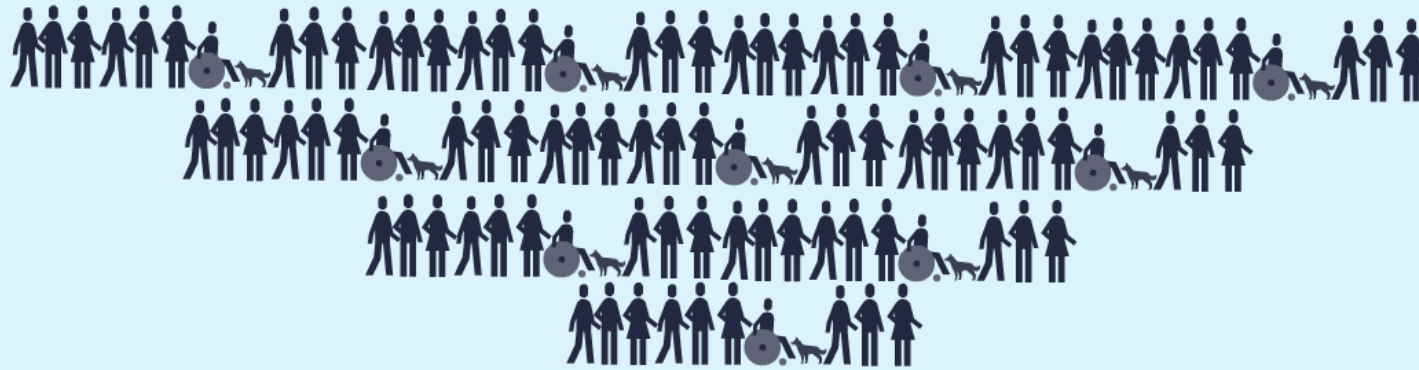
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# Screening Checklist



## Screened

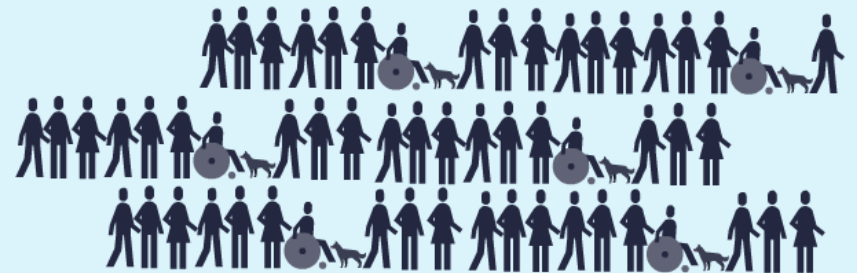


**Enrolled**

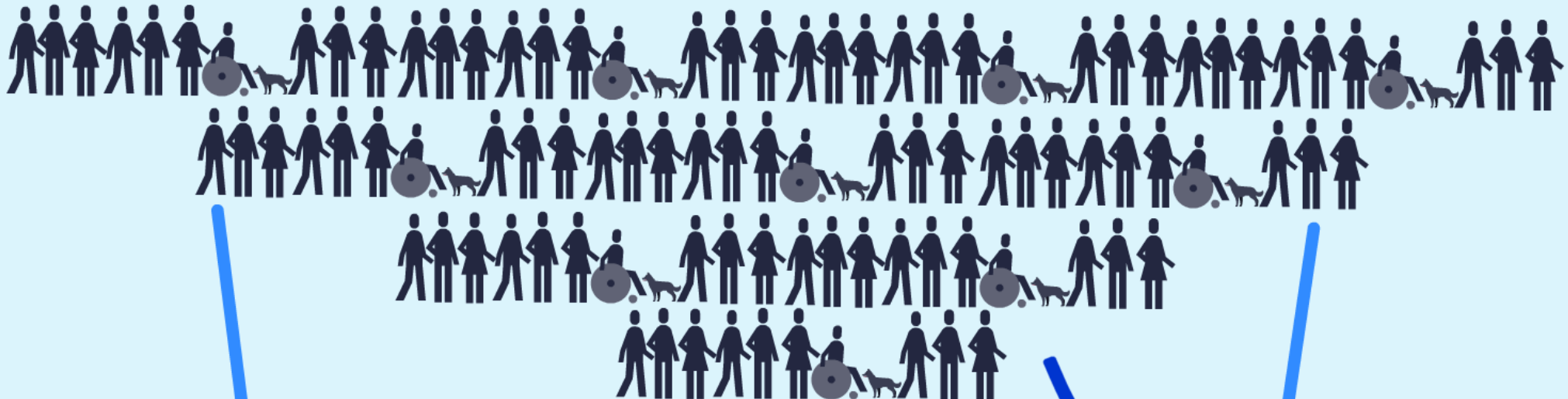


**Told they were ineligible**

## No funds left. Not screened.

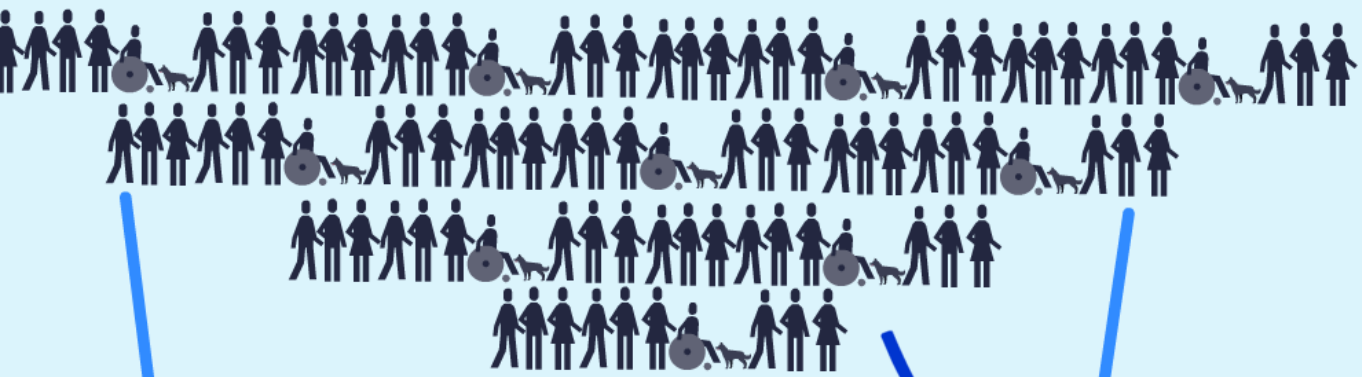


**No services provided beyond basic referrals**

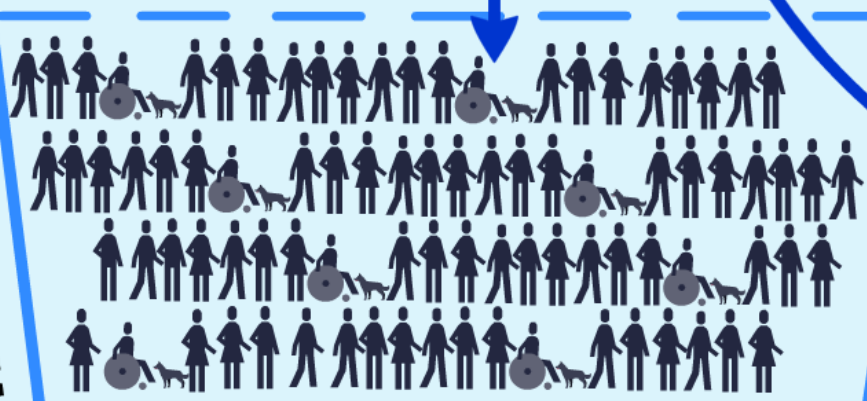


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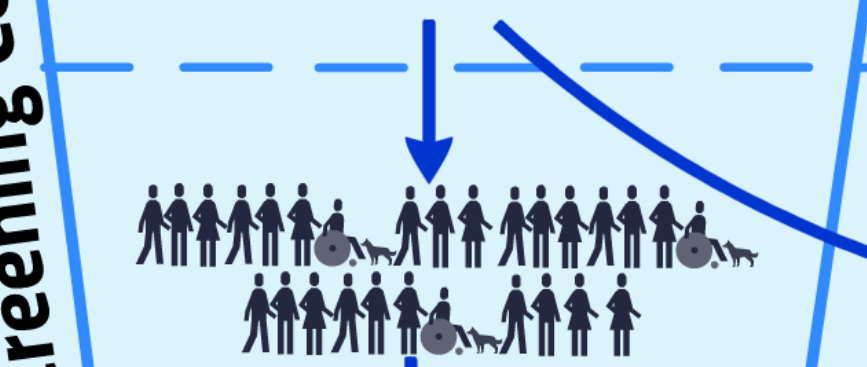
No clear r



Screening Conversation



No clear risk of homelessness



In housing crisis, not imminent



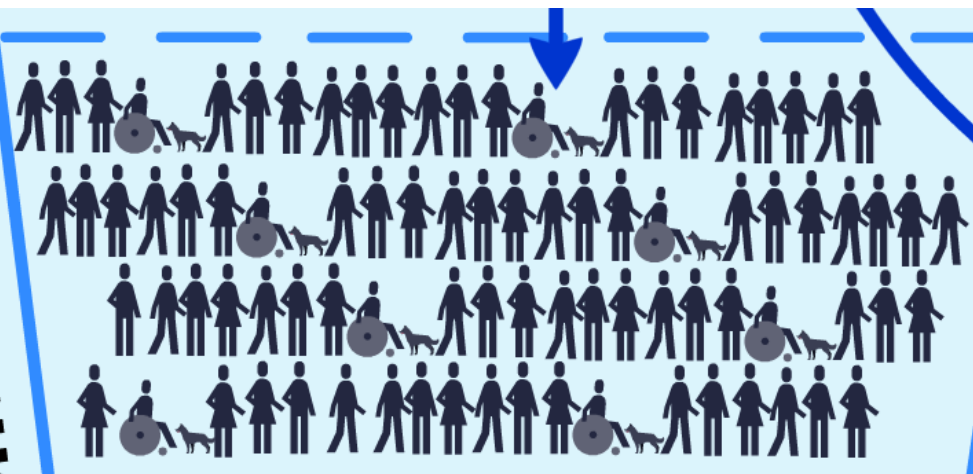
Imminently at risk of homelessness

Results of the conversation

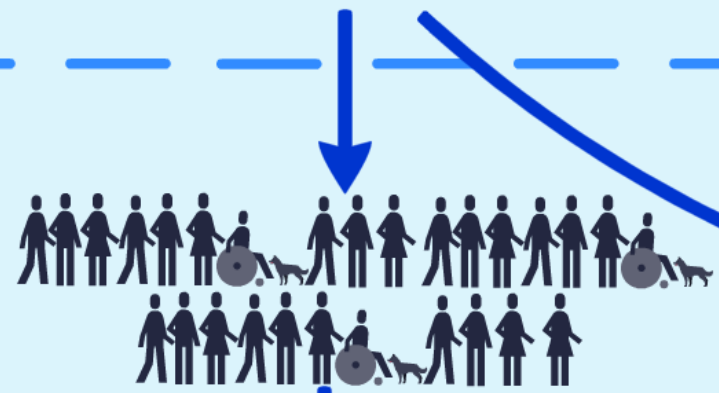




# Screening Conversation



No clear risk of homelessness



In housing crisis, not imminent



Vulnerable and  
imminently at risk



Enrolled for TFA

Imminently at risk of homelessness,  
least vulnerability





In housing crisis, not imminent



Imminently at risk of homelessness, least vulnerability



Vulnerable and imminently at risk



Enrolled for TFA



# Results of the conversation

## Screening Conversation

