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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Screening Checklist

- Screened
  - Enrolled
    - Told they were ineligible
  - No funds left. Not screened.
    - No services provided beyond basic referrals
Vulnerable and imminently at risk
Enrolled for TFA

Imminently at risk of homelessness, least vulnerability

In housing crisis, not imminent