



## Diversion in Northumberland

Slides adapted from Northumberland County Community and Social Services  
Diversion presentation.

# What is Diversion

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- ▶ **Diversion is...**
  - ▶ An evidence based tool used to prevent people from entering the emergency shelter system.
  - ▶ Not about saying no to someone looking for shelter, it is about having a conversation and exploring what their immediate needs are and if there is a temporary solution to their concerns.
  - ▶ Used when someone says they have nowhere to go or can't stay where they are currently staying. This is different than prevention work.

# How is Diversion Used

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- ▶ A diversion conversation is about developing creative solutions to keep people out of the shelter.
- ▶ Staff use skills of mediation, negotiation, conflict resolution, active listening and strengths-based approach to supporting people.
- ▶ Have access to flexible financial resources for (i.e. rent arrears, transportation, etc.)

## Coordinated Access in Northumberland

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- ▶ Main point of access for CAS in Northumberland is our emergency shelter system
  - ▶ Cornerstone (VAW and families)
  - ▶ Transition House
- ▶ Each of these agencies will do screenings to determine if the client can be admitted into the emergency shelter system
  - ▶ Health Screenings
  - ▶ Age requirements
  - ▶ Residency requirements

## Homelessness Coordinated Response Team

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- ▶ HCRT is a multi-agency case conferencing table working with clients who are experiencing homelessness in the community
- ▶ Intended to address high acuity clients – often also look at moderate acuity
- ▶ HCRT is consent driven (unlike the situation table that operates based on elevated risk and no consent needed)
- ▶ Clients work with agencies to complete paperwork and agree to be added to the BNL, working with a lead agency to work toward housing stability

# How do we use Diversion in Northumberland?

