



# Diversion Strategies to Meet the Needs of Homeless Families

*Early engagement quickly moves families from the street to housing, avoids costly interventions, and frees our limited shelter resources for those who have no other option.*

## As a “front door” strategy, diversion:

- Engages families as early as possible;
- Draws on their strengths, resources, and resilience;
- Helps them avoid entering the homeless system;
- Reestablishes recent housing situation, when possible;
- Reduces long waitlists for housing.

## As a community best practice, diversion meets HEARTH Act\* goals to:

- Reduce the number of people homeless;
- Reduce the length of time spent homeless;
- Reduce returns to homelessness.

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- Reducing the number of families entering homelessness;
- Stabilizing families in permanent housing more quickly;
- Reserving shelter beds and other housing and services to those who have no other option.

## Providers play a critical role.

**Providers are already skilled at many of the services needed to make diversion successful:**

They identify and work with each family’s unique needs.

They provide short-term assistance and partner with families on solutions that can include:

- Mediation and conflict resolution with landlords or family and friends
- Housing alternatives, such as shared housing
- Financial, utility, and/or move-in assistance
- Connections to other mainstream services
- Planning for long-term stability

*\*For more information, see Summary of the HEARTH Act from the National Alliance to End Homelessness at: <http://www.endhomelessness.org/library/entry/summary-of-hearth-act>.*

