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.

by
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


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**EARLY ENGAGEMENT**
- Housing Search
- Financial Assistance
  - Move-in
  - Utility
  - Transportation
- Landlord Support
- Legal Services
- Mediation
- Connection to Mainstream Services
  - Child care
  - Employment

**IMPACT:**
Shelter beds and other housing and services reserved for those who have no other option.
Families avoid the trauma of homelessness.