

Diversion

Diversion in Dallas and Collin Counties is a strategy used to prevent a shelter experience or decrease the length of time individuals and families experience homelessness. Diversion uses housing problem-solving techniques to quickly and efficiently assist in identifying immediate housing solutions, and when necessary, connects individuals and families with services and financial assistance to help them obtain or return to housing.

Program Description	Essential Program Elements	Time Frame	Population	Desired/expected outcomes
<p>Diversion involves housing problem solving support, short-term case management, mediation, and limited financial assistance to divert homeless individuals and families from the shelter system, or rapidly exit them upon entry.</p>	<p><u>Short-term Case Management</u></p> <ul style="list-style-type: none"> • Screening/Assessment • Critical document collection • Mediation • Family reunification • Landlord negotiation • Crisis housing search • Problem solving • Linkage to employment/increased income • Linkage to community resources <p><u>Limited Financial Assistance</u></p> <ul style="list-style-type: none"> • Diversion provides limited financial assistance for approved diversion expenses, such as up to 3 months of rental assistance, security deposits, utility assistance, etc. to support a positive housing outcome 	<ul style="list-style-type: none"> • Up to 90 days of diversion case management as needed. • Limited financial assistance • Follow-up emergency services as needed 	<p>Individuals and family households experiencing homelessness, or imminent homelessness at the point they are seeking entry into the homeless response system.</p>	<p><u>Output</u> 85% of new households entering the Coordinated Access System will participate in a housing problem solving conversation</p> <p><u>Outcome</u> Diverted households will obtain or return to a positive housing destination</p>