

## Shelter Diversion Pilot:

The goal of the Diversion Pilot (funded by Building Changes and the City of Seattle Human Services Department, in partnership with the Family Homelessness Initiative) is to divert families who are living in places not meant for human habitation from having to enter the shelter system whenever possible -- moving families quickly from the street to housing while freeing up our limited shelter resources for those families that are most vulnerable with no other housing options.

## Diversion Pilot – Program Model

|  |  |
|--|--|
| <b>Diversion at the “front door”:</b>                        | <p>All families who call 2-1-1 and are eligible for FHC (HUD category 1 definition) will meet with a FHC Diversion Specialist at their initial meeting to explore options outside of shelter</p>   |
| <b>Process:</b>  | <p><b>Level 1 (lightest-touch diversion):</b> Families who identify housing options that can be quickly accessed or need only minimal assistance will work with the FHC Diversion staff for:</p> <ul style="list-style-type: none"> <li>• One to two contacts to brainstorm, make referrals, mediate</li> <li>• Assistance with minimal financial assistance (less than \$250 on average)</li> </ul> <p><b>Level 2 (Short-term assistance):</b> Families who identify options that might require more than one or two contacts and potentially higher financial assistance will be referred to a Diversion Partner Agency:</p> <ul style="list-style-type: none"> <li>• Agencies will work with the family to identify a housing solution within 30 days</li> <li>• Can offer more financial assistance, including move-in costs (up to \$1500 on average)</li> </ul> <p>If, after working with a Diversion partner, a viable housing solution cannot be identified, the family will be reconnected directly with FHC (they do not need to contact 2-1-1 again) to complete a housing assessment and be added to the placement roster with their original call date.</p> <p><b>*Note – at launch, until the Placement Roster Call-backs are completed, FHC is providing all diversion services (level 1 &amp; 2), while the Diversion Partner Agencies are providing diversion services to families who are currently on the placement roster and are literally homeless (unsheltered)</b></p> |
| <b>Viable Housing Solutions for Diversion Could Include:</b> | <ul style="list-style-type: none"> <li>▪ Re-establishing lease terms with a previous/recent landlord</li> <li>▪ Identifying a viable doubled-up situation</li> <li>▪ Finding a roommate or other household to share the rent</li> <li>▪ Providing one-time assistance to help a family move-in to their own place</li> <li>▪ Relocating to another city/state where a stable housing solution is more viable</li> </ul>  |
| <b>Services Provided:</b>                                    | <p>Diversion case managers will provide a combination of direct services and financial assistance to families, resulting in an alternate safe and stable housing arrangement. Services provided may include:</p> <ul style="list-style-type: none"> <li>▪ Mediation with a family member or friend</li> <li>▪ Mediation or negotiation with a previous or potential landlord</li> <li>▪ Help the family brainstorm creative, alternate solutions to shelter</li> <li>▪ Assist with housing search</li> <li>▪ Connect the family with resources such as child care, employment and other mainstream resources that may assist them in obtaining housing</li> </ul>  |
| <b>Financial Assistance:</b>                                 | <p>The pilot is intended to offer very flexible financial assistance in order to allow creative solutions that may assist the family in obtaining housing and eliminate the need for shelter or other homeless housing resources. Eligible financial assistance includes:</p> <ul style="list-style-type: none"> <li>▪ Background and credit checks; landlord fees</li> <li>▪ Move-in costs (including deposit and first months rent, cost of moving truck)</li> <li>▪ Utility deposits and arrears</li> <li>▪ Transportation (including bus tickets for local transportation as well as relocation)</li> <li>▪ Grocery cards</li> </ul>   |

|                            |   |
|----------------------------|---|
|                            | <ul style="list-style-type: none"> <li>▪ Fees for obtaining documents (IDs, birth certificates, social security cards)</li> <li>▪ Work or education related assistance; certifications or license fees related to employment</li> </ul> |
| <b>Diversion Agencies:</b> | Catholic Community Services – Family Housing Connection<br>INTERIM CDA<br>Neighborhood House<br>Solid Ground<br>Wellspring Family Services  |

**For more information on the Diversion Pilot, you can contact any of the following workgroup members:**

Nick Codd (Building Changes) at [Nick.Codd@BuildingChanges.org](mailto:Nick.Codd@BuildingChanges.org)

Adrienne Easter (City of Seattle) at [Adrienne.Easter@seattle.gov](mailto:Adrienne.Easter@seattle.gov)

Michelle Valdez (Committee to End Homelessness, Family Homelessness Initiative) at [michelle.valdez@cehkc.org](mailto:michelle.valdez@cehkc.org)

Ann-Margaret Webb (City of Seattle) at [Ann-Margaret.Webb@seattle.gov](mailto:Ann-Margaret.Webb@seattle.gov)