Diversion HMIS User Guide

Diversion activities occur once an individual or family has legally lost their housing but prior to shelter entry. If the client/household is facing a "love-eviction" for a residence for which they are not a legal resident, or in certain circumstances when they are unsheltered, follow the guidance below.

When to Complete a New BOS-Diversion Project Entry

- If client/household is seeking shelter assistance
- If the client/household came into shelter in the middle of the night without a Diversion conversation with staff. It is recommended staff have a Diversion conversation with the client/household the following morning.
- If the client/household is unsheltered for the first time and their time unsheltered has been less than a week.
- If the client/household is unstably housed (doubled up, living in hotel/motel paid for by the client etc.) and they have identified no alternative place to stay that night.

Diversion should not be completed with a household seeking eviction-prevention assistance for a residence they legally reside in or, in certain circumstances, when they are unsheltered.

When Not to Complete a New BOS-Diversion Project Entry

- If the client/household is unsheltered for the first time and their time unsheltered has been more than a week. These households should be engaged and offered access to shelter resources and access to CE for housing resources.
- If the client/household is unsheltered and this is not their first time being unsheltered. These households should be engaged and offered access to shelter resources and access to CE for housing resources.
- If the client/household has entered the homeless response system more than once in the last 12 months. This includes any entry for any access point such as Street Outreach and Emergency Shelter providers.

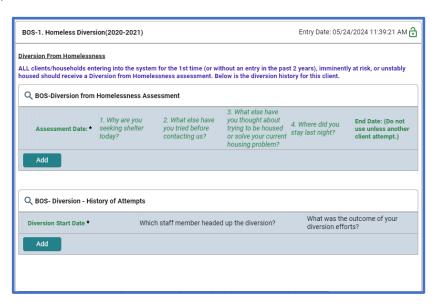
How to Complete a Diversion in KYHMIS

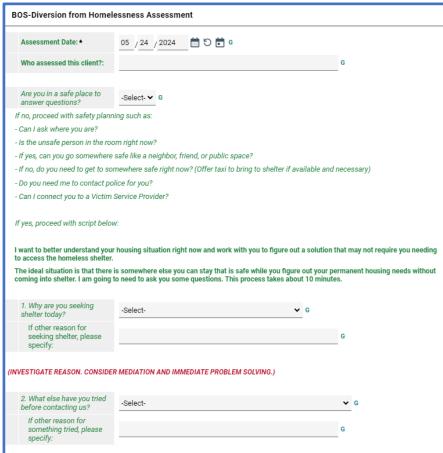
Historically, Diversion data has not been collected in KYHMIS for the KY BoS CoC. In order to best serve the households seeking shelter assistance, KHC has created a BOS-Diversion Project (2991) in KYHMIS. Entry into this project is highly encouraged to be completed with households seeking shelter assistance. It is the goal of the KY BoS CoC to divert households from the shelter system to safe and appropriate housing alternatives with these Diversion practices to reserve shelter space for those who have no other safe alternatives.

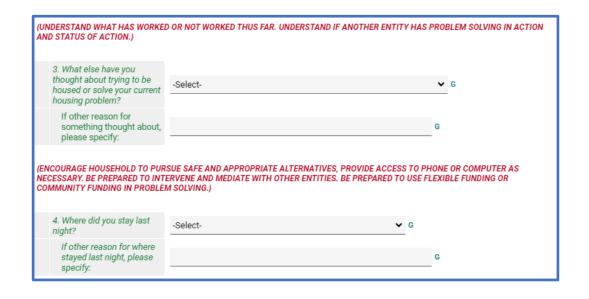
Below is an overview of the BOS-Diversion Project (2991) workflow in KYHMIS:

• First, staff will login to KYHMIS and click "Enter Data As" and then select the BOS-Diversion Project (2991). Once the client has either been found or created, a new entry will be added to the Entry/Exit tab.

 Within the Diversion project entry, the first Sub-Assessment to be completed is the "BOS-Diversion from Homelessness Assessment." Below are screenshots of the workflow for this subassessment.







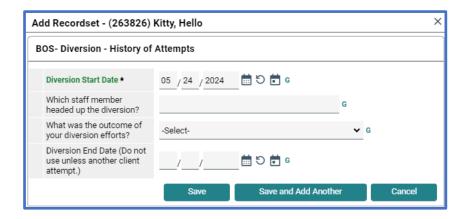
	TAYED IN A 24 HOUR RESTAUI IATION, SKIP QUESTION 5.}	RANT, BUS STATION/REST STOP, OR A PLACE UNFIT FOR HUMAN HABITATION OR ANOTHER UNSAFE				
	5. Do you think you could continue to stay there for another 3-7 days if you were able to receive some help?	-Select- ▼ G				
⟨IF Y	ES TO Q5:}					
	Is it safe to stay there?	-Select- ✔ G				
	What would you need to make this option work for at least 3-7 days?	-Select- ✓ G				
	If other reason for what you may need, please specify:	G				
(IF N	O OR DON'T KNOW TO Q5:}					
	Is it safe to stay there?	-Select- ✓ G				
(IF UNSAFE PROCEED TO QUESTION 6. OTHERWISE PROBE FOR WHAT IT WOULD TAKE TO FIX THE CURRENT SITUATION TO BE ABLE TO STAY IN THE CURRENT HOUSING SITUATION.)						
-	6. Do you have anyone else you could stay with for 3-7 days if you were able to receive some help?	-Select- ∨ G				
(IF YES TO Q6:)						
	Is it safe to stay there?	-Select- ✔ G				
	What would you need to make this option work for at least 3-7 days?	-Select- ✓ G				
	If other reason for what you may need, please specify:	G				

	(PROBE FOR WHAT IT WOULD TAKE TO HAVE THEM STAY ELSEWHERE SO LONG AS IT IS SAFE. DO NOT PROCEED TO QUESTION 7 UNLESS ALL OPTIONS HAVE BEEN EXHAUSTED.)						
7. V	7. What are your top 3 reasons you are struggling to find stable, safe and appropriate housing?						
	Reason 1:	-Select-	~	G			
	Reason 2:	-Select-	~	G			
	Reason 3:	-Select-	~	G			
	If you are struggling for another reason, please specify:				G		

NG MARKET AND THE STRATEGIES OTHER LOW-INCOME HOUSEHOLDS ARE USING TO FIND AND STINGS AND ACCESS TO PHONE IF NECESSARY.}
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Outline any special programs that vouchers, and public housing). Exp			ess housing, as necessary (Section 8 [HC able to find and secure housing	CV], Mainstream		
(ex. Utilizing church and other non-	(ex. Utilizing church and other non-profits for deposit/first month's rent assistance). Offer apartment listings of dwellings within price rage.					
Explain that many low-income hous Medicaid/Medicare, KTAP (TANF),			stance in order to afford their housing (S	NAP,		
as well as renting a room from som website in which they can apply for			omeone as extra income. Direct to Kentuc	cky's Benefind		
Offer access to a phone/computer assistance.}	f necessary, to apply	y for public assistance, h	ousing and/or to make calls to sign up fo	r any food/medical		
9. If there is space in shelter and you are accepted into the shelter, there is an expectation that you will work on finding housing immediately and getting out of shelter as rapidly as possible. Do you have a plan?	-Select-▼ G					
What is your plan at this point to ensure your shelter stay is short and that you move into housing quickly?				G		
(ENSURE THERE IS A HOUSING PLAN IN PLACE PRIOR TO SHELTER ENTRY. COMMUNICATE ENTRY TO SHELTER STAFF FOR FOLLOW-UP. DO NOT ALLOW SHELTER ENTRY WITHOUT EVEN A RUDIMENTARY HOUSING PLAN.) End Date: (Do not use unless						
another client attempt.)	//	= 5 = 6				
		Save	Save and Add Another	Cancel		

• After completing the Diversion from Homelessness Sub-Assessment, staff will then complete the "BOS-Diversion-History of Attempts Sub-Assessment." Below is a screenshot of the workflow for this sub-assessment.

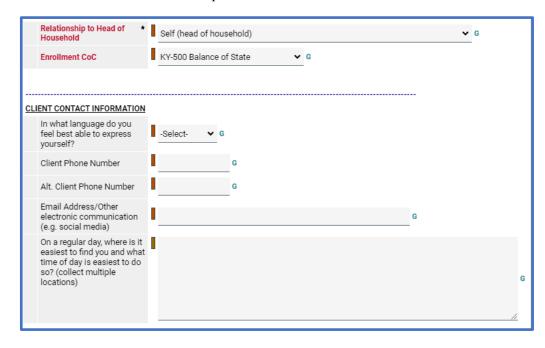


When to complete an additional Diversion from Homelessness Assessment and Attempt (within the current project entry):

• If the client/household has already had a diversion entry within the last 30 days and is seeking shelter assistance.

When to complete an additional Diversion-History of Attempts (within the current project entry):

- Each time a Diversion from Homelessness Assessment is completed.
- Once both Sub-Assessments are completed, staff will then answer additional client information. Below is a screenshot of the additional questions.



• Lastly, staff will complete both the "Coordinated Entry Assessment" and "Coordinated Entry Event" Sub-Assessments within the entry. Below are screenshots of the workflow for these Sub-Assessments.

Q Coordinated En	Q Coordinated Entry Assessment							
Date of Assessment	* Date of Exit	Assessment Location	Assessment Type	Assessment Level	Prioritization Status			
Add	Add							
Q Coordinated En	Q Coordinated Entry Event							
Start Date *			Date of Exit					
Add								

Coordinated Entry Assessment						
Date of Assessment *	05 / 24 / 2024	≣ 5 € 6				
Date of Exit	/ /					
Assessment Location	-Select-	∨ G				
Assessment Type	-Select- ∨ G					
Assessment Level	-Select-	∨ G				
Prioritization Status	-Select-	∨ G				
	Save	Save and Add Another	Cancel			

Coordinated Entry Event								
Start Date *	05 / 24 / 2024 🛗 🖰 🙃 G							
Date of Event *	/							
Event *	-Select-	∨ G						
If "Problem Solving/Diversion/Rap	If "Problem Solving/Diversion/Rapid Resolution intervention or service result:							
Client housed/re-housed in a safe alternative	-Select- ∨ G							
If Referral to post-placement/folk	ow-up case management result:							
Enrolled in Aftercare project	-Select- ▼ G							
If Referral to an ES, TH, Joint TH-RRH, PSH, or Other PH opening:								
Location of Crisis Housing or Permanent Housing Referral	Lookup Clear G							
Referral Result	-Select- C							
Date of Result	/							
Date of Exit	/							
	Save Save and Add Another	Cancel						

• After completing the entire entry, staff will follow the below guidance for exiting a client/household from the BoS-Diversion Project.

When to Exit the BOS-Diversion Project

- Diversion attempt is successful, and the client/household has established a safe, alternative housing placement whether it be temporary or permanent.
- Diversion attempt is unsuccessful, and the client/household is entering shelter.
- 14 days after project entry, staff has been unable to follow-up and determine if the diversion attempt was successful or unsuccessful.