

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 sub-assessment.

BOS-1. Homeless Diversion(2020-2021)

Entry Date: 05/24/2024 11:39:21 AM

Diversion From Homelessness

ALL clients/households entering into the system for the 1st time (or without an entry in the past 2 years), imminently at risk, or unstably housed should receive a Diversion from Homelessness assessment. Below is the diversion history for this client.

BOS-Diversion from Homelessness Assessment

Assessment Date: *	1. Why are you seeking shelter today?	2. What else have you tried before contacting us?	3. What else have you thought about trying to be housed or solve your current housing problem?	4. Where did you stay last night?	End Date: (Do not use unless another client attempt.)
Add					

BOS- Diversion - History of Attempts

Diversion Start Date *	Which staff member headed up the diversion?	What was the outcome of your diversion efforts?
Add		

BOS-Diversion from Homelessness Assessment

Assessment Date: *

05 / 24 / 2024

Who assessed this client?:

G

Are you in a safe place to answer questions?

-Select-

G

If no, proceed with safety planning such as:

- Can I ask where you are?

- Is the unsafe person in the room right now?

- If yes, can you go somewhere safe like a neighbor, friend, or public space?

- If no, do you need to get to somewhere safe right now? (Offer taxi to bring to shelter if available and necessary)

- Do you need me to contact police for you?

- Can I connect you to a Victim Service Provider?

If yes, proceed with script below:

I want to better understand your housing situation right now and work with you to figure out a solution that may not require you needing to access the homeless shelter.

The ideal situation is that there is somewhere else you can stay that is safe while you figure out your permanent housing needs without coming into shelter. I am going to need to ask you some questions. This process takes about 10 minutes.

1. Why are you seeking shelter today?

-Select-

G

If other reason for seeking shelter, please specify:

G

(INVESTIGATE REASON. CONSIDER MEDIATION AND IMMEDIATE PROBLEM SOLVING.)

2. What else have you tried before contacting us?

-Select-

G

If other reason for something tried, please specify:

G

2

(UNDERSTAND WHAT HAS WORKED OR NOT WORKED THUS FAR. UNDERSTAND IF ANOTHER ENTITY HAS PROBLEM SOLVING IN ACTION AND STATUS OF ACTION.)

3. What else have you thought about trying to be housed or solve your current housing problem?	-Select- ▼ G
If other reason for something thought about, please specify:	G

(ENCOURAGE HOUSEHOLD TO PURSUE SAFE AND APPROPRIATE ALTERNATIVES, PROVIDE ACCESS TO PHONE OR COMPUTER AS NECESSARY. BE PREPARED TO INTERVENE AND MEDIATE WITH OTHER ENTITIES. BE PREPARED TO USE FLEXIBLE FUNDING OR COMMUNITY FUNDING IN PROBLEM SOLVING.)

4. Where did you stay last night?	-Select- ▼ G
If other reason for where stayed last night, please specify:	G

(IF STAYED IN A 24 HOUR RESTAURANT, BUS STATION/REST STOP, OR A PLACE UNFIT FOR HUMAN HABITATION OR ANOTHER UNSAFE SITUATION, SKIP QUESTION 5.)

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 YES 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 NO OR DON'T KNOW TO Q5:)

Is it safe to stay there?	-Select- ▼ G
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(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. 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:		

(EXPLAIN REALITIES OF CURRENT HOUSING MARKET AND THE STRATEGIES OTHER LOW-INCOME HOUSEHOLDS ARE USING TO FIND AND SECURE HOUSING. OFFER APARTMENT LISTINGS AND ACCESS TO PHONE IF NECESSARY.)

8. What is your total amount of income?		G
Employment		G
Inheritance		G
Pension		G
K-TAP		G
SSDI		G
Unemployment Insurance		G
Social Security Benefits		G
Working under the table		G
SSI		G
Other		G

(Outline any special programs that may exist for low-income households to access housing, as necessary (Section 8 [HCV], Mainstream vouchers, and public housing). Explain how other households of low-income are able to find and secure housing

(ex. Utilizing church and other non-profits for deposit/first month's rent assistance). Offer apartment listings of dwellings within price range.

Explain that many low-income households also utilize other forms of public assistance in order to afford their housing (SNAP, Medicaid/Medicare, KTAP (TANF), WIC, Food banks and free meal locations),

as well as renting a room from someone for affordability OR renting a room to someone as extra income. Direct to Kentucky's Benefind website in which they can apply for public assistance: <https://benefind.ky.gov/>

Offer access to a phone/computer if necessary, to apply for public assistance, housing and/or to make calls to sign up for any food/medical assistance.)

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?

(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.)

/ /

📅 🔁 📅 G

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.

The screenshot shows a form titled "Add Recordset - (263826) Kitty, Hello" with a sub-header "BOS- Diversion - History of Attempts". The form contains the following fields:

- Diversion Start Date ***: A date picker set to 05 / 24 / 2024, with a green 'G' icon.
- Which staff member headed up the diversion?**: A text input field with a green 'G' icon.
- What was the outcome of your diversion efforts?**: A dropdown menu with "-Select-" and a green 'G' icon.
- Diversion End Date (Do not use unless another client attempt.)**: A date picker with a green 'G' icon.

At the bottom of the form are three buttons: "Save", "Save and Add Another", and "Cancel".

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.

The screenshot shows the "CLIENT CONTACT INFORMATION" section of the form. It includes the following fields:

- Relationship to Head of Household ***: A dropdown menu with "Self (head of household)" and a green 'G' icon.
- Enrollment CoC**: A dropdown menu with "KY-500 Balance of State" and a green 'G' icon.
- In what language do you feel best able to express yourself?**: A dropdown menu with "-Select-" and a green 'G' icon.
- Client Phone Number**: A text input field with a green 'G' icon.
- Alt. Client Phone Number**: A text input field with a green 'G' icon.
- Email Address/Other electronic communication (e.g. social media)**: A text input field with a green 'G' icon.
- On a regular day, where is it easiest to find you and what time of day is easiest to do so? (collect multiple locations)**: A large text area with a green 'G' icon.

- 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.

Coordinated Entry Assessment

Date of Assessment	* Date of Exit	Assessment Location	Assessment Type	Assessment Level	Prioritization Status
<input type="button" value="Add"/>					

Coordinated Entry Event

Start Date *	Date of Exit
<input type="button" value="Add"/>	

Coordinated Entry Assessment

Date of Assessment *	05 / 24 / 2024	G
Date of Exit	/ /	G
Assessment Location	-Select-	G
Assessment Type	-Select-	G
Assessment Level	-Select-	G
Prioritization Status	-Select-	G

Coordinated Entry Event

Start Date *	05 / 24 / 2024	G
Date of Event *	/ /	G
Event *	-Select-	G

If "Problem Solving/Diversion/Rapid Resolution intervention or service result:

Client housed/re-housed in a safe alternative	-Select-	G
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If Referral to post-placement/follow-up case management result:

Enrolled in Aftercare project	-Select-	G
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If Referral to an ES, TH, Joint TH-RRH, PSH, or Other PH opening:

Location of Crisis Housing or Permanent Housing Referral		<input type="button" value="Lookup"/> <input type="button" value="Clear"/> G
Referral Result	-Select-	G
Date of Result	/ /	G
Date of Exit	/ /	G

- 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.