**Diversion Assessment Outline**

1. **Introduce yourself & the Purpose of the Appointment**

*Hi, my name is \_\_\_ and I work for \_\_\_. The purpose of this meeting is to help you (and your family) find a safe place to stay*

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**Determine how we may be able to help them return to housing.**

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*The goal is that you do not stay in shelter if at all possible.*

*We are going to explore/have a conversation about/look into if there is another safe place for you to stay, other than shelter.*

**2. Active Listening**

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**Physical Preparedness for Listening:**  
All focus on the client. No distractions.

**Practice:**

**R** –*Relaxed*

**O** – *Open*

**L** *– Leaning towards the speaker*

**E** – *Eye Contact*

**S** – *Squared towards the speaker*

* **Take minimal notes of main points**
* **Allow the person to tell the story of their housing crisis.**
* **Paraphrase & ask open ended questions***avoid “Why” questions, which sound judgmental*

**What were things like for them when things were better?**

**Who are their friends, allies, and family members?**

**3. Strengths Exploration**

**Help them identify when they have been a support to others.   
They may be likely to help them now.**

**4. Moving Forward**

**Assess for Income History & Housing History:   
Past Success is the best indicator for future success**

**Do any paperwork at the end of the session**

**If can’t be diverted & they’re going to shelter, then enter data when/where appropriate**

**Is it a safe and appropriate option?  
Use reality testing to help client thing through decisions:**

“What is the timeline?” “How would that look?” “Have you done something like this before?” “What resources do you have to carry this out?”

**You may have obtained all the information you need by active listening.**

What Housing Options do ***THEY*** want to Pursue?

* Going back to live with friends or family?
* Returning to their own residence?
* Temporarily diverted as they seek new housing?
* Relocating to a safe permanent place out of town.

**5. Paperwork**