

S1.02 Using Problem Solving Conversations and Flexible Financial Assistance to House Unsheltered People



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Code of Conduct

The Alliance has a zero tolerance policy for any form of discrimination or abusive behavior, and we strive to maintain an environment that is respectful and free from harm or harassment. If you encounter anything that makes you feel unsafe please notify an Alliance staff member.



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Financial Assistance to House Unsheltered People

*Key approaches & strategies to integrate
Diversion at the system-level in Washington State*

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About Building Changes

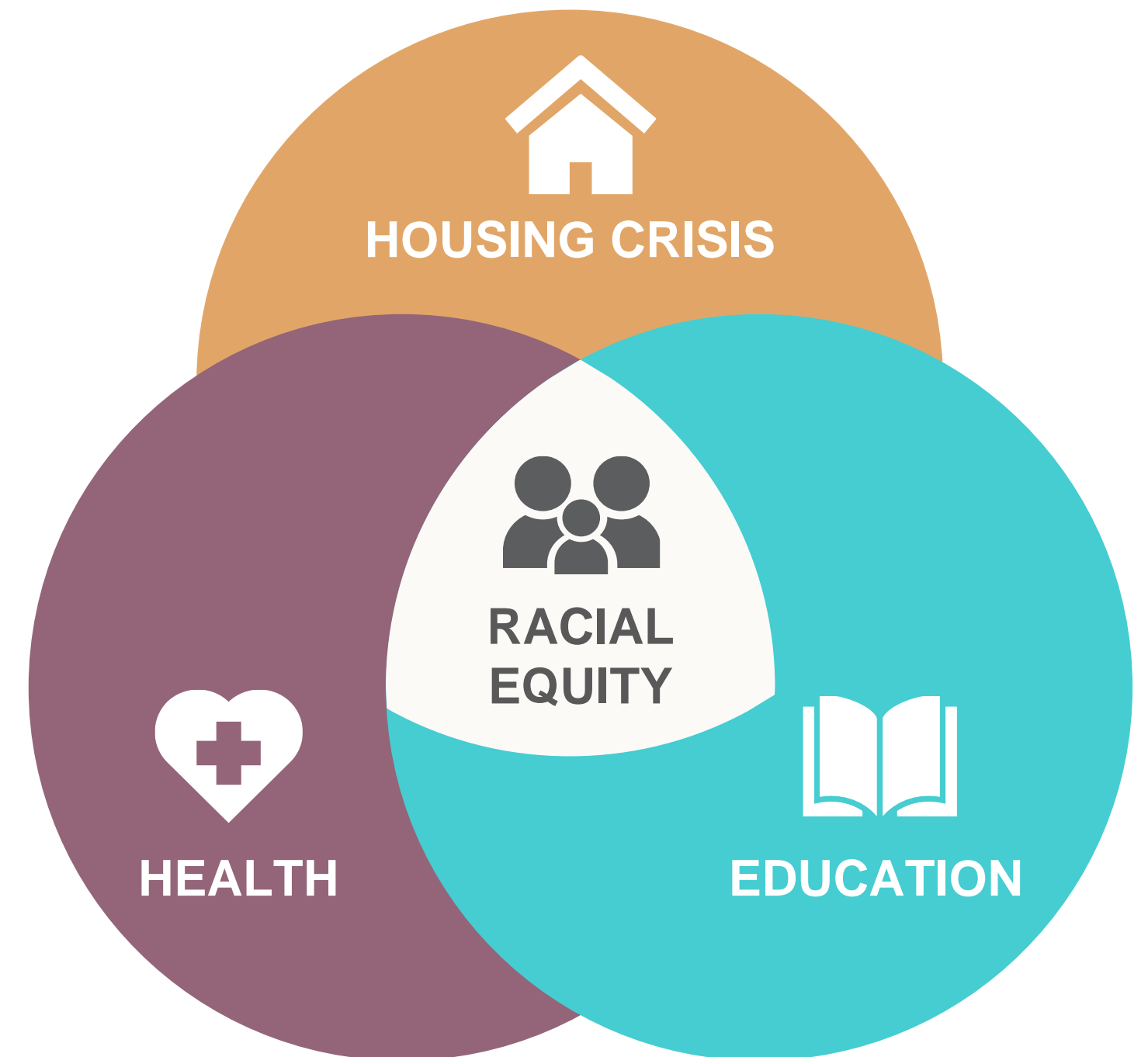
Vision

Communities thrive when people have safe and stable housing and can equitably access and use services.

Mission

Building Changes advances equitable responses to homelessness in Washington State with a focus on children, youth, and families and the systems that serve them.

<https://buildingchanges.org/>



“You may think that YOU don't need an anti-racist plan, but if you don't have an Anti-Racism plan... you plan to be racist.”

Catrice M. Jackson
Author, speaker & educator



HPS/Diversion 101

Diversion is a **fast, strengths-based problem-solving approach** that supports a person/household to identify realistic housing options from **outside the homeless system** to resolve their housing crisis quickly.

- *Trauma-informed & person-centered*
- *Fast & flexible*
- *Exploratory not prescriptive*
- *Equitable & anti-racist*



“An equitable response within an inequitable system.”

Diversion serves everyone because there are **no eligibility or program requirements** to screen them out.

By evoking and not instilling and by accepting and not judging, Diversion **does not impose white dominant values** on people of color.

Diversion gives **power back to communities** whose power has been taken away by giving them autonomy and trust.

Washington State Diversion Study, 2022

Families of color who utilized diversion were **more likely** to exit to permanent housing

Families who utilized diversion were **no more or less likely** to return to homeless service system

Families who utilized diversion were **more likely** to exit to permanent housing

Families of color reported choosing Diversion because it met their needs

Access the report here: <https://buildingchanges.org/resources/washington-state-diversion-study/>

Traditional Intake...or



Person-Centered Thought Partner?



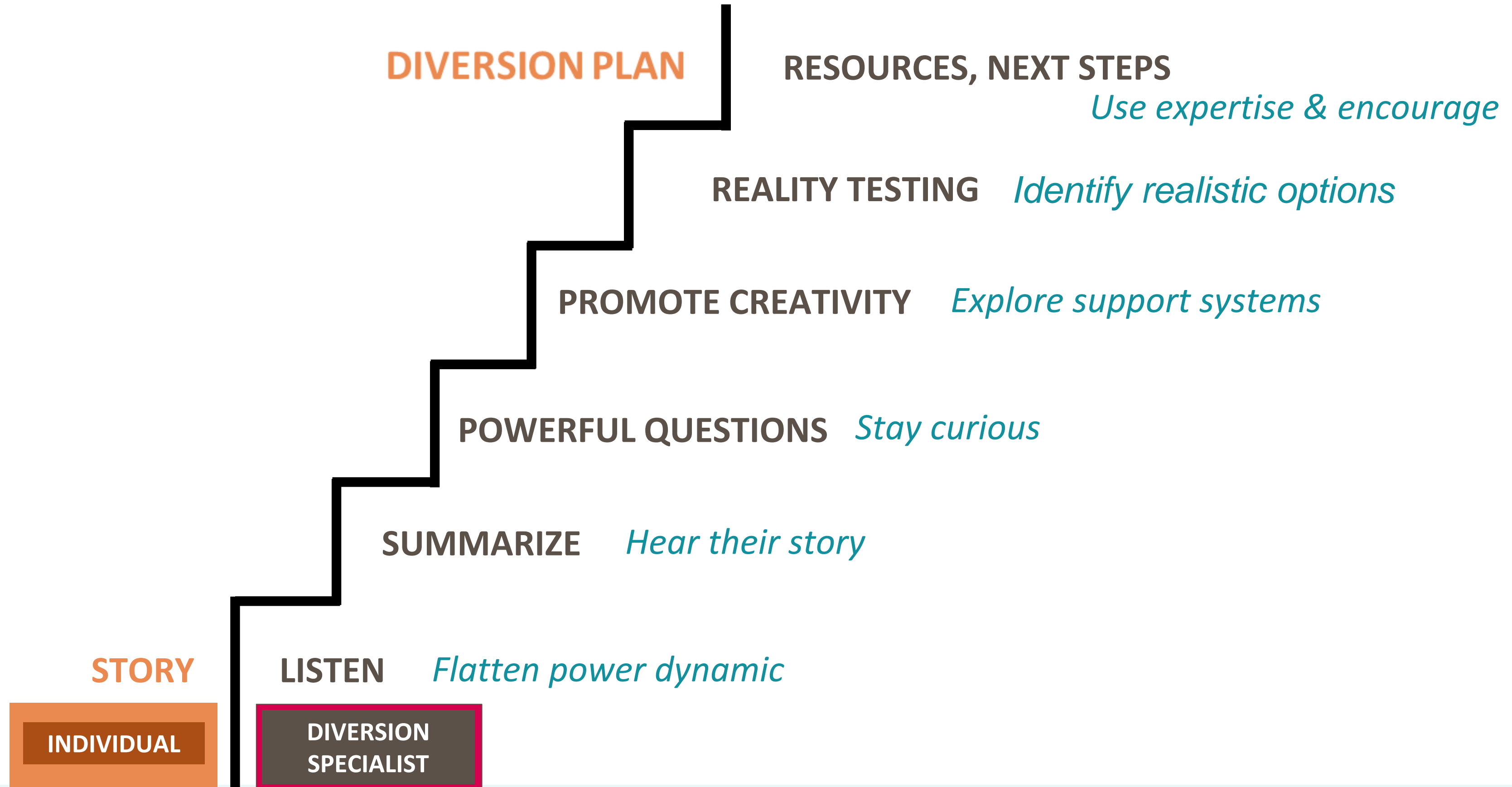
SPEAKING IMPACT

Your ability to communicate effectively will leave a lasting impact on your clients.

*Effectively communicating involves not only **delivering a message** but also resonating with the **experiences, values, and emotions** of those listening.*



Diversion Conversation: Steps for Being a Thought Partner



SCARF Assessment

Establishing a sense of safety and enabling for clients as a Liberated Gatekeeper & thought-partner.

Status: a sense of being valued (relative to others).

Certainty: consistency, reliability, & predictably.

Autonomy: having choice & ability to provide input.

Relatedness: social group belonging.

Fairness: a sense of justice & non-biased decisionmaking.

Adapted from David Rock, the NeuroLeadership Institute. Credit to National Equity Project.

TIPS & RECOMMENDATIONS

Ongoing individual practice

Consistent rehearsal

- Strengthen your familiarity
- Integrate into standard intake routine

Refine delivery style

- Pacing, tone, & emphasis
- Confidence & style

Timing and transitions

- Listen, summarize, powerful question
- Aim for seamless, professional delivery

Practice audience

- Enlist colleagues to listen & provide feedback

Peer-to-peer & supervision support

- Seek feedback
- Reflect on performance
- Explore new techniques
- Set personal goals
- Iterate and adapt

No wrong door.

HPS/Diversion can be done at any “access point” in our system.



What have we learned about HPS/Diversion & flex funds as system strategy?



Center
HPS/Diversion in
Coordinated Entry
(CE) process



Prioritize By-For orgs
in accessing
HPS/Diversion
contracts



Build out system
capacity & centralize
access to Flex Funds



Adapt & train
partners outside of
the traditional
homeless system



Elevate
HPS/Diversion as a
part of the prevention
spectrum

To learn more, see https://buildingchanges.org/wp-content/uploads/2021/06/2021_FHIBrief_Diversion.pdf



QUESTIONS & DISCUSSION

Thank you!



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