



Hamilton

Introducing and Piloting
Shelter Diversion

November 2018

Shelter Diversion in Hamilton

- ✓ Family Centre Shelter Diversion Program
- ✓ Youth Services Family Mediation Program

Today's Focus → Men's Emergency Shelter
Diversion Pilot



By-Name Priority List

- Established in November 2017
- Real-Time Data about our system



Data highlighted trend in Men's Shelters:

*Large group of men who
access shelter for 7 or less days
and did not return to the system.*



The Question



Would this group of men
have needed
to access shelter
if a critical-timed intervention
was available?



PDSA: Plan, Do, Study, Act



Objective: Individuals that have safe and appropriate alternatives to shelters are supported in achieving those services.

Change: Test diversion at Good Shepherd to develop recommendations for the emergency shelter system in Hamilton.





- Piloted the program at Good Shepherd Men's Centre
- Policy Analyst and Shelter Staff discussions to design procedures and tools for diversion
- OrgCode Training Provided to all three men's shelters



- May 11, 2018: Official launch!
- 90 days testing period
- Constant communication between Policy Analyst and Shelter staff teams
- Regular on-site visits, conversation and feedback to make adjustments as needed



58% of individuals who called or presented at shelter were screened for diversion eligibility

Of individuals who were eligible for diversion...

- ✓ 21% were diverted (19 men)
- ✓ 13/19 did not return to system
- ✓ 6/19 returned to shelter → 4 returned to another shelter within 3 days of diversion attempt



Of the 19 men who were diverted, flex funds were used 5 times:

- Transportation Costs (2x)
- Rent Assistance (2x)
- Rent Arrears (1x)



Housing-Focused Sheltering

When you practice Shelter Diversion,
you also...



- Right-match shelter beds to individuals who have no other alternative
- Initiate Housing-focused culture within shelter system



Expanding Shelter Diversion Across Men's Emergency Shelter System

- New PDSA Cycle
- Across Men's Shelter System
- Standardized process
- Real-time information sharing in HIFIS
- Flex funds and extra staffing resources
- Winter months



Remember...

- Have a clear vision
- Keep the overall goal in the forefront
- Maintain a growth mindset!
- Everyone's participation is needed to end homelessness



*Nothing of **significance**
was ever achieved without
people working together.*

John C. Maxwell



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