

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.





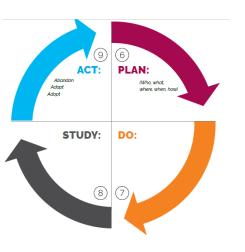
The Question



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







PDSA: Plan, Do, Study, Act

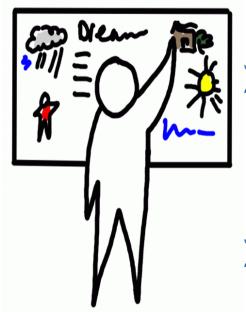
Objective: Individuals that have safe and appropriate alternatives to shelters are supported in achieving those services.

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





Planning



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



Study

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





Flex Funds

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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