PHASE 2 – SHELTER DIVERSION

Start: Client requests a bed → **Ask: Have you been chronically homeless for 6 months or more?**

Ask: Have you been chronically homeless for 6 months or more? — **No** → **Complete the Shelter Diversion Assessment Tool**

Ask: Have you been chronically homeless for 6 months or more? — **Yes** → **End: Complete shelter intake process (regular process)**

Complete the Shelter Diversion Assessment Tool → **Does the client meet the Diversion Assessment Tool requirements to be diverted?**

Does the client meet the Diversion Assessment Tool requirements to be diverted? — **No** → **Complete shelter intake process (regular process)**

Does the client meet the Diversion Assessment Tool requirements to be diverted? — **Yes** → **Allocate flex funds to client if required (if not proceed to next step)**

Allocate flex funds to client if required (if not proceed to next step) → **Capture that diversion was completed in "Turn Away" section in HIFIS. *Will need to create new client file if the client is new**

Capture that diversion was completed in "Turn Away" section in HIFIS. *Will need to create new client file if the client is new → **End: Provide a copy of the Diversion Assessment Tool to Homelessness Policy and Programs Team**

Complete shelter intake process (regular process) → **Capture that Diversion Assessment Tool was used to attempt to complete diversion in HIFIS case notes**

Capture that Diversion Assessment Tool was used to attempt to complete diversion in HIFIS case notes → **End: Provide a copy of the Diversion Assessment Tool to Homelessness Policy and Programs Team**