



homeward trust
edmonton



Bissell Centre

Diversion in Edmonton



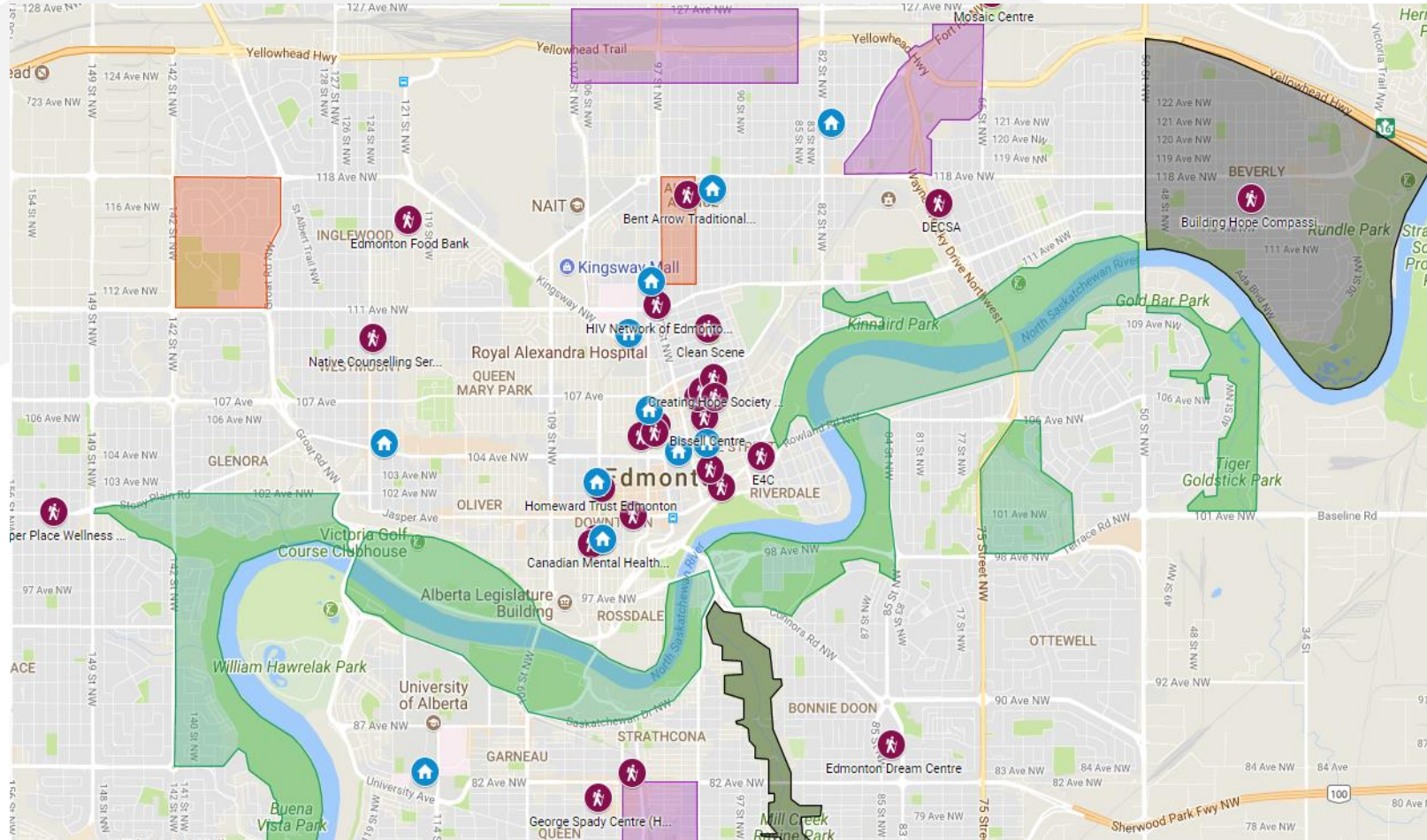
What is Diversion?

- A necessary component of any strategy to end homelessness
- A structured approach to work off the by-names-list, that is complimentary to the existing system of housing programs
- Typically occurs at the point at which people become homeless, or at imminent risk of homelessness
- Applications for diversion practice vary (ex. Discharge planning, from shelters, from the system of housing programs, as well as extending into prevention work)

Why is it important?

- Most individuals who experience homelessness are able to self resolve
- All permanent housing needs cannot be the long-term responsibility of the homeless serving system
- Stimulates system collaboration and change

Coordinated Access Points



By-Names-List Total

TOTAL	1,504
Singles	1,135
Youth	257
Families	112

Starting Point

- Consistency
- Provide options first
- Collaboration and mutuality
- Duplication

Transparency and Availability

- Build based on evidence
- Office Hours & Workshops
- Referrals from internal & external
- Ready to Rent classes

Diversion Script

“What brought you in today?”

“Where did you stay last night? Are there any reason why you can't stay there longer? Is there someone else you could stay with temporarily?”

“What have you tried before?”

“Do you have other ideas that you haven't tried yet?”

Diversion Script, continued

“What is making it difficult for you to find housing or connect to other resources to help you? “

“What resources do you have right now that could help you to find a place to stay temporarily &/or find permanent housing?”

“Is there anything else I haven’t ask you, that it would be important to be aware of?”

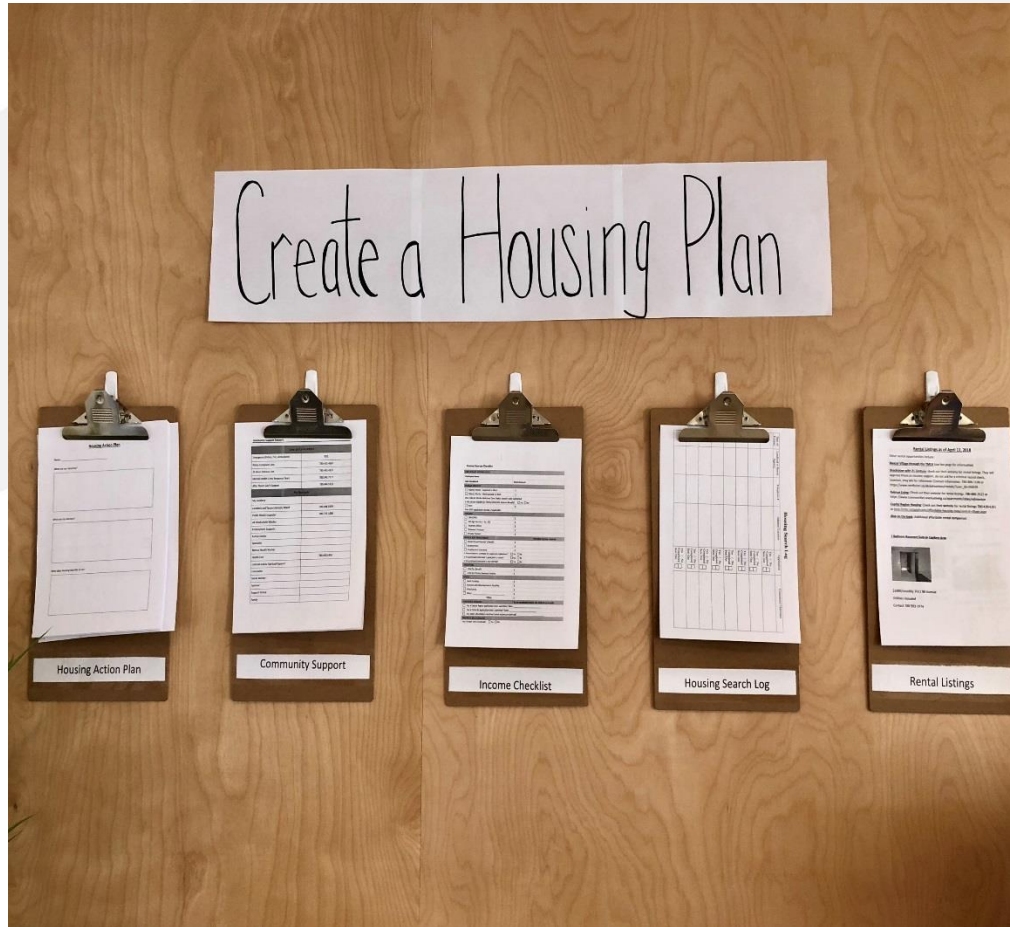
“Now that we’ve had this meeting, what is your housing action plan?”



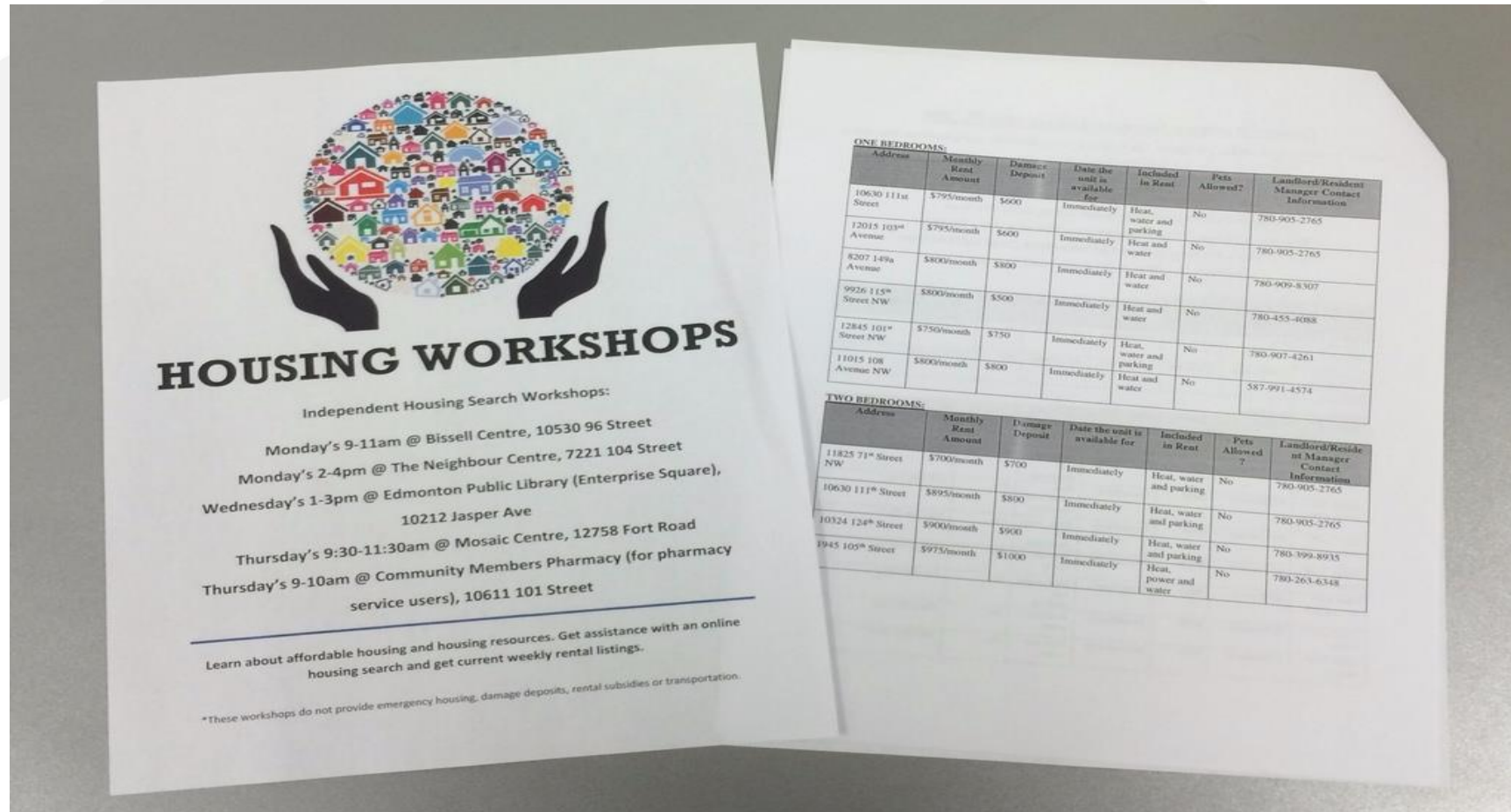
Examples Include

- Housing vacancies
- Provision of financial, utilities etc.
- Short term case management
- Connection to mainstream services

In Practice: Action Centre



In Practice: Housing Workshops



HOUSING WORKSHOPS

Independent Housing Search Workshops:

Monday's 9-11am @ Bissell Centre, 10530 96 Street

Monday's 2-4pm @ The Neighbour Centre, 7221 104 Street

Wednesday's 1-3pm @ Edmonton Public Library (Enterprise Square),
10212 Jasper Ave

Thursday's 9:30-11:30am @ Mosaic Centre, 12758 Fort Road

Thursday's 9-10am @ Community Members Pharmacy (for pharmacy
service users), 10611 101 Street

Learn about affordable housing and housing resources. Get assistance with an online
housing search and get current weekly rental listings.

*These workshops do not provide emergency housing, damage deposits, rental subsidies or transportation.

ONE BEDROOMS:

Address	Monthly Rent Amount	Damage Deposit	Date the unit is available for	Included in Rent	Pets Allowed?	Landlord/Resident Manager Contact Information
10630 111st Street	\$795/month	\$600	Immediately	Heat, water and parking	No	780-905-2765
12015 103rd Avenue	\$795/month	\$600	Immediately	Heat and water	No	780-905-2765
8207 149a Avenue	\$800/month	\$800	Immediately	Heat and water	No	780-909-8307
9926 115th Street NW	\$800/month	\$500	Immediately	Heat and water	No	780-453-6088
12845 101st Street NW	\$750/month	\$750	Immediately	Heat, water and parking	No	780-907-4261
11015 108 Avenue NW	\$800/month	\$800	Immediately	Heat and water	No	587-991-4574

TWO BEDROOMS:

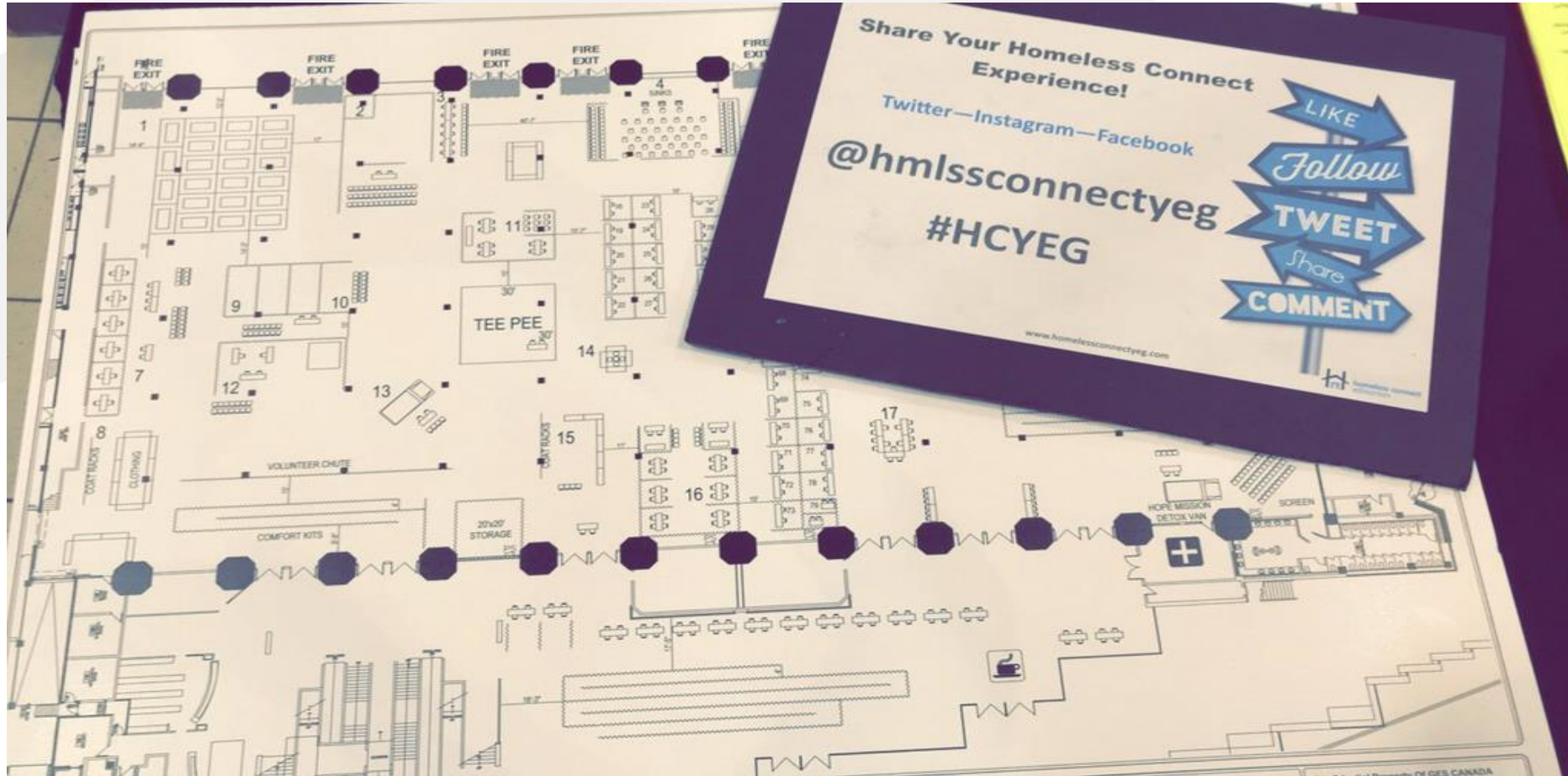
Address	Monthly Rent Amount	Damage Deposit	Date the unit is available for	Included in Rent	Pets Allowed?	Landlord/Resident Manager Contact Information
11825 71st Street NW	\$700/month	\$700	Immediately	Heat, water and parking	No	780-905-2765
10630 111st Street	\$895/month	\$800	Immediately	Heat, water and parking	No	780-905-2765
10324 124th Street	\$900/month	\$900	Immediately	Heat, water and parking	No	780-399-8935
1945 105th Street	\$975/month	\$1000	Immediately	Heat, power and water	No	780-263-6348

In Practice: Co-Location of Services

‘Hotspot’ Events

- Meeting participants where they are at
- Collective effort between coordinated access, housing first agencies, shelters, and outreach teams
- Co-location of diversion work, screening activity, housing first intakes, and housing planning work.

In Practice: Events



Determining Success

- Data Collection systems & picking only 1 or 2 goals for the team
- Closing the loop to know if intervention was successful
- Emphasize continual growth and team impact

Future State

- Tracking of activities need to be configured to track diversion efforts
- Community wide performance benchmarks are needed to determine how often diversion is completed, and its success rate
- Communication across system of care is needed to decrease duplication of efforts and increase information and data patterns



THANK YOU FOR JOINING US
TODAY.

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