

# Continuum of Family Promise



Community & Promise

**Diversion** is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements while connecting them with services and financial assistance to help them return to permanent housing.

# Starts at intake screening

“Is there anywhere you can stay temporarily?”

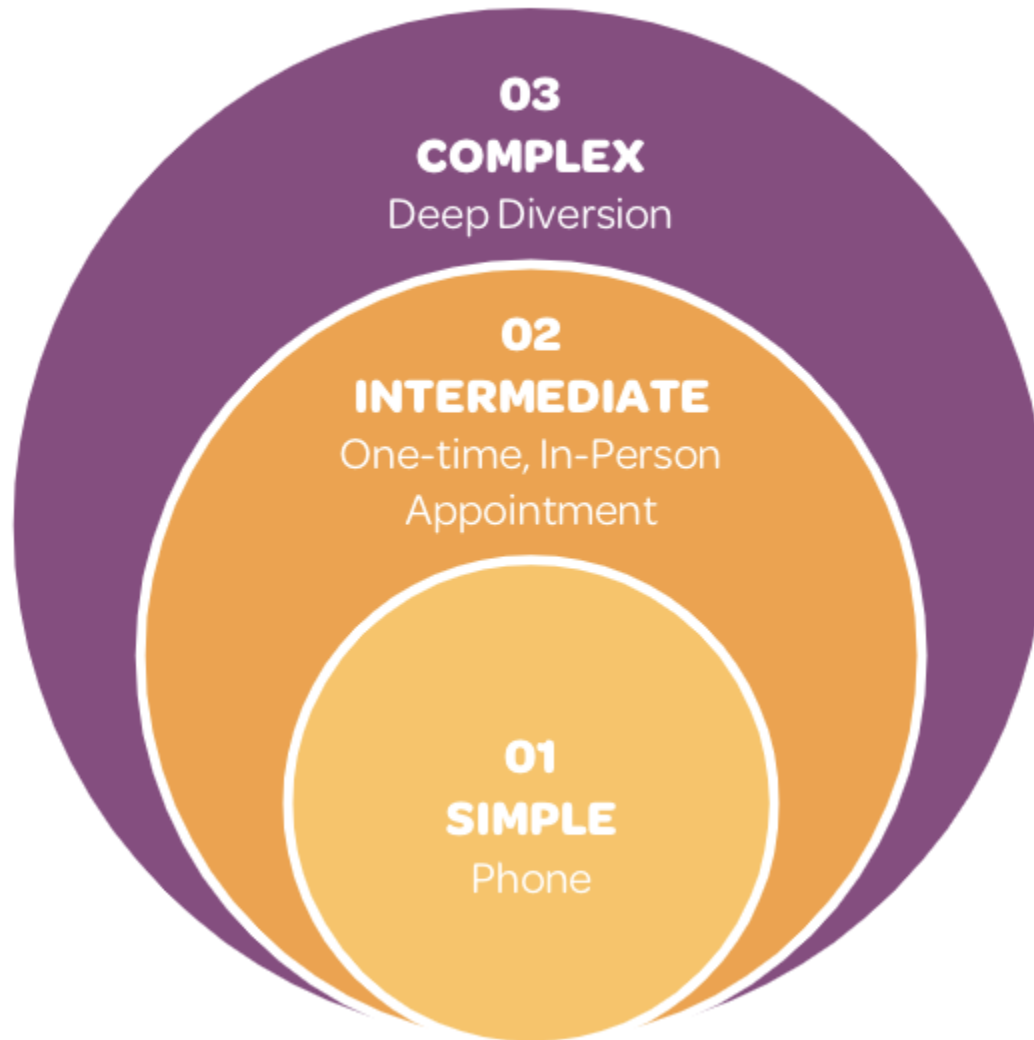
“Where did you sleep last night?”

“Do you have any leads on a rental?”

See Shelter Diversions question sheet.

# Assessment

- Is the family literally homeless or at imminent risk of homelessness? Is there any other possible place they can stay, even temporarily?
- If they are staying with family/friends and have been there awhile and can stay, divert from system (01 in next chart).
- If they have an eviction notice or are staying with family/friends and have been asked to leave, enroll into diversion program. Note: families must have income for diversion to be successful. (02 & 03 in the next chart).
- If they are literally homeless, eligible for shelter and access to CES housing vouchers.



**03**

**COMPLEX**

Deep Diversion

**02**

**INTERMEDIATE**

One-time, In-Person  
Appointment

**01**

**SIMPLE**

Phone

## Potential Services



Housing stability case management



Landlord, family, and roommate tenant mediation



Housing search



Tenant legal services



Credit repair help and matching



Bus passes



Car repairs



Costs associated with obtaining legal identification



Security Deposits/last month's rent



Utility deposits, payments and arrears



Rent assistance and arrear



Rental application fee



Moving costs