



Shelter Diversion Questions

Ensure you have prepared yourself to listen, be empathetic and remain guest-centered as you help them to resolve their homelessness crisis.

1) Explain the process to the guest:

"Our goal is to learn more about your specific housing situation right now and what you need so that together we can identify the best possible way to get you a place to stay tonight and to find safe, permanent housing as quickly as possible.

That might mean staying in shelter tonight, but we want to avoid that if at all possible. We will work with you to find a more stable alternative if we can."

2) Today's Urgency and Untested Options.

Why are you seeking emergency shelter today?

What are all the other things you tried before you sought shelter today?

What are all the other things you have thought about trying but have not attempted yet in order to avoid needing shelter today?

These questions get at the urgency. Why is the family seeking shelter today but not tomorrow? Why were they not seeking shelter yesterday? Learn what they have tried...and what else they would like to try.

3) Last night's safety.

Where did you stay last night?

If staying with someone else, what is the relationship between them and you?

b. How long have you been staying there?

c. Where did you stay before that?

d. Would it be safe for you to stay there again for the next 3-7 days?

e. (If a couple and/or household with children under 18) Would your whole household be able to return and stay there safely for the next 3-7 days?

f. If indicate that the place where they stayed is unsafe, ask why it is unsafe.

g. If cannot stay there safely, or if were staying in a place unfit for human habitation, move to Step Six.

4) Story behind the story.

What is the primary/main reason that you had to leave the place where you stayed last night?

Are there additional reasons why you can't stay there any longer?

5) What would it take to stay (At last night's safe place)?

Do you think that you/you and your family could stay there again temporarily if we provide you with some help or referrals to find permanent housing or connect with other services?

If no, why not? What would it take to be able to stay there temporarily?

6) New place to stay temporarily.

If no, is there somewhere else where you/you and your family could stay temporarily if we provide you with some help or referrals to find permanent housing and access other supports?

For example, what about other family members? Friends? Coworkers? What would it take for you to be able to stay there temporarily?

7) Identifying Barriers and Assistance Required.

What is making it hard for you to find permanent housing for you/you and your family - or connect to other resources that could help you do that?

What do you feel are your barriers? What assistance do you feel you need?

8) Current Resources.

What resources do you have right now that could help you and your family find a place to stay temporarily or find permanent housing?

