B3. Diversion/Rapid Exit: Rural Realities and Opportunities

2018 Rapid Rehousing Institute

Agenda

- **What is Rapid Resolution?**
- **Services**
- **Outcomes**
- **Diversion and Rapid Exit Pathways**
- **Rural Considerations**

What is Rapid Resolution (RR)

- **Combination of Diversion and Rapid Exit Strategies**
- **RR is a strategy to divert entrance to a shelter or the homeless system or rapidly resolve the crisis immediately after entry.**
- **RR helps people who are experiencing a housing crisis and are seeking shelter or other emergency services.**
- **RR aims to preserve their current housing situation or make immediate alternative arrangements.**

Activity #1

Show of hands…

- Who in the room is currently practicing Rapid Resolution (RR) strategies?
- What role do you play in your RR practice?
  - Frontline Staff
  - Program Manager
  - Executive Director
  - CoC/System Lead

- What unique challenges or opportunities exist within rural communities regarding RR?
- When you leave, what do you hope to know about RR?

Services Provided

- **Coaching and Problem-Solving**
- **Conflict Resolution and Mediation with Landlords, Family, and Friends**
- **Connection to Mainstream Services**
- **Housing Search Assistance and Stabilization Planning**
- **<u>LIMITED</u> Financial, Utility, and/or Rental Assistance (funding specific)**

Potential Outcomes of RR

- **Return to housing situation of origination**
- **Go, even temporarily, to stay with family or friends**
- **Other social networks or alternative options**
- **Can accelerate engagement with households even if they can't be diverted or rapidly resolved**

Guiding Principles of Diversion

Principle 1	Crisis Resolution
Principle 2	Client choice, respect and empowerment
Principle 3	Provide the minimum assistance necessary for the shortest time possible
Principle 4	Maximize Community Resources
Principle 5	The right resources to the right people at the right time

"I'm here for diversion program."

MISCONCEPTION

Diversion!

Diversion/Rapid Exit is a SERVICE, not a PROGRAM

Source: Frontline

Diversion & Rapid Exit Pathways

First Point of Contact

Diversion Conversation

Successful Housing Crisis Resolution

Goes to temporary or long-term stay with family or friends

Next Steps: Rapid Follow Up

- **Identify** other temporary situation if needed
- **Negotiate** with family friends for longer- term housing
- **Assess** for other community, CoC, and SSVF services as appropriate

Housing Crisis Not Resolved

Connect to available beds in homeless system if possible: Shelter, HCHV, GPD, Other TH, Other temp options

Next Steps: Rapid Follow Up

- **Continue** to attempt to identify temporary or longer-term housing situation with family or friends, if appropriate
- **Connect** to Coordinated Entry Process and/or Other Connection to PH Intervention

Shift in Approach

BEFORE Rapid Resolution	NOW
Are you willing to enter shelter or receive a motel voucher?	What can we do to keep you from entering shelter?
What programs are you eligible to enter and who has a bed?	What would resolve your current housing crisis?
Assessment/eligibility	Brain Storming and structured problem solving conversation about household situation and resources.
Intake or put on waitlist	Support crisis resolution to avoid shelter entry. Allow for client centered empowerment.

Rural Considerations

- **Coordinated Entry/Access Points Across Geography**
- **Phone-based Systems (211)**
- **Travel and Transportation**
- **Diverse Access Points: “Mom/Pop” Shelters, Faith-Based Groups**
- **Fewer Formal Provider Networks**
- **Training and Planning**

What else?

Rural Considerations

What unique features (opportunities and challenges)do Rural Communities have as related to implementing a diversion and rapid exit strategy?

Community Example

Ohio Balance of State Diversion Overview

- 80 Counties are divided into 17 Homeless Planning Regions.
- 400 Projects serving 7700 persons experiencing homelessness.
- Began developing a Diversion process18 months ago.
- **Diversion**
  - Determines if a HH can return to housing or find alternative housing outside the crisis response system.
  - Utilizes mainstream resources and mediation to assist HH
  - Should only take place with people who are literally homeless or at risk of homelessness within **7 days**

Small Group Activity

Local Action Items