Emergency Shelter Agency Self-Assessment

**Diversion**

1. **For people requesting shelter, our staff engages them in conversations to find safe, appropriate, permanent housing solutions for them that may be better than entering shelter.**
* Strongly Agree
* Agree
* Disagree
* Strongly Disagree
* I don't know
1. **Our staff discusses diversion options with people who are seeking shelter by having creative and problem-solving conversations that help to identify whether they are fleeing an unsafe situation, have better alternative** **housing options, or need help to stay in the place that they currently have rather than simply asking a checklist of questions.**
	* Strongly Agree
	* Agree
	* Disagree
	* Strongly Disagree
	* I don't know
2. **We have appropriate staffing and job descriptions to provide safe, appropriate, and effective diversion services.**
* Strongly Agree
* Agree
* Disagree
* Strongly Disagree
* I don't know
1. **Our staff is trained on how to provide safe and appropriate diversion options that are focused on finding better permanent housing solutions for people instead of entering shelter.**
* Strongly Agree
* Agree
* Disagree
* Strongly Disagree
* I don't know
1. **Staff continuously works with shelter participants to problem-solve and find permanent housing solutions even after they have entered shelter.**
* Strongly Agree
* Agree
* Disagree
* Strongly Disagree
* I don't know
1. **Our shelter’s diversion practice ensures that people feel that they are receiving a service that helps them to resolve their housing crises rather than making people feel that staff is restricting entry to shelter with no additional support.**
* Strongly Agree
* Agree
* Disagree
* Strongly Disagree
* I don't know

**Action Plan for Implementing Diversion Services**

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| --- | --- | --- | --- | --- | --- |
| **Action Step*What needs to be done?*** | **Responsible Person*Who should take action to complete this step?*** | **Deadline** | **Necessary Resources*What do you need in order to complete this step?*** | **Potential Challenges*Are there any potential challenges? How will you overcome them?*** | **Result*****Was this step successfully completed? Any new steps to take?*** |
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