



## Shelter and Diversion Pre-Screening Procedure

**Purpose:** All team members that provide phone and door service should pre-screen families for the Diversion Program then the Shelter Program in an effort to reduce the trauma of shelter for the family, and reserve limited shelter space for those most in need.

**Pre-Screening Script:** When the Diversion Program has availability, screen all individuals requesting shelter by asking the following questions:

- 1) “Do you have at least one child?” *Must be yes, but exceptions are noted below.*
- 2) “Are you currently in Indianapolis?” *Must be yes.*
- 3) “Where did you stay last night?” *Cannot be a lease in their own name.*
- 4) “Do you have a place you can stay for a week at least?” *Must be yes.*
- 5) “I’d like to have our case manager call you and see if you can join our Diversion program. It is a program to help you get housing without going into a shelter. Can I get your name, number, and email?” *If the case manager for Diversion is in the building and available, just transfer the phone immediately.*
- 6) “I will email our case manager to call you today to see if you can join her program. Please keep calling shelters, and you can call us at 8:30am Monday thru Friday for shelter.”

**Shelter Referral:** If the family is not eligible for diversion, and the shelter is full, refer them to 2-1-1. If the shelter is not full, screen them for shelter by asking the following additional questions:

- 7) “Are you fleeing domestic violence?” *Must be a no b/c we are not a secure site.*
- 8) “How many are in your family?” *Must match the availability of the unit’s occupancy.*
- 9) “I will transfer you to the program manager now,” or “Can I get your name and contact number to have our case manager call you as soon as possible?”

### Diversion Eligibility Notes:

- A family must have at least one child, but unlike shelter, that child need not be with them (e.g., DCS removal), can be unborn (e.g., pregnant adult), and can be over 18 if a disabling condition requires the care of a parent/guardian.
- A family moving to Indy with a place to stay in Indy can qualify, but not one staying with family/friends out of town.
- Do not make promises about shelter or diversion acceptance, as the respective case manager will continue the eligibility screening when you pass the client to them.