



HMIS Diversion Data Entry Instructions

Introduction

Diversion is unique in HMIS because it does not have its own project type. Instead, we track diversion within any “front door” HMIS program. A front door program is one that offers a potential entry point into the homeless response system for clients. Front door programs can include shelters, day centers, services only programs, and coordinated entry programs. If you’re unsure which HMIS project you should enter diversion attempts under, ask your agency’s HMIS lead or your funder.

Instructions

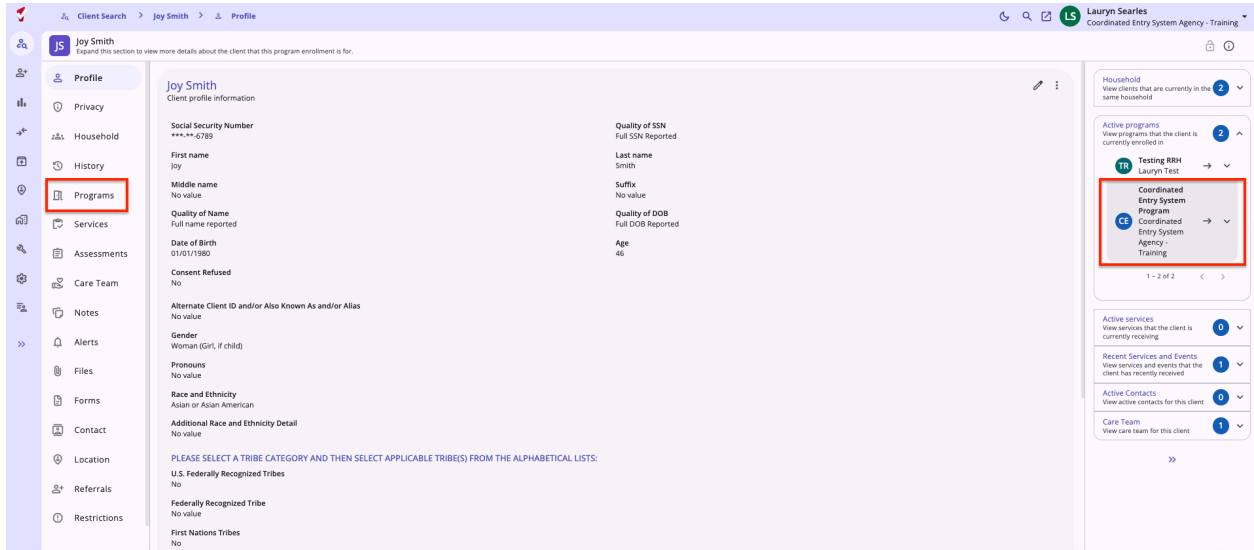
Before entering a diversion attempt, ensure that all members of the household are actively enrolled in a front-door program. This can be a program under your own agency, or it can be the Coordinated Entry System Program

Documenting diversion services in HMIS consists of three primary steps:

1. Create a “Diversion Attempted” **Coordinated Entry Event** for the head of household
2. Within that **Coordinated Entry Event**, indicate whether the client/household was successfully housed (yes/no)
3. If your agency cuts a check for diversion, enter the amount in a “Financial Assistance” **Service**

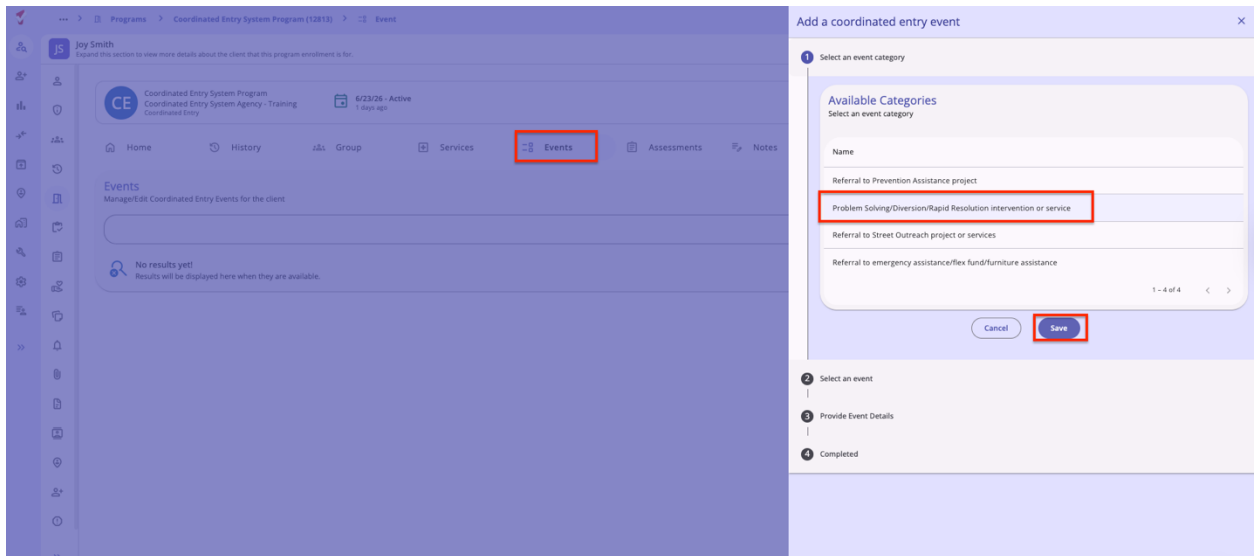
Step-by-Step Guide

1. Start from the profile of the head of household being served. Enter the client's active program enrollment by selecting the Active Program on the right-hand side preview window, or via the Programs tab on the left side of the screen.



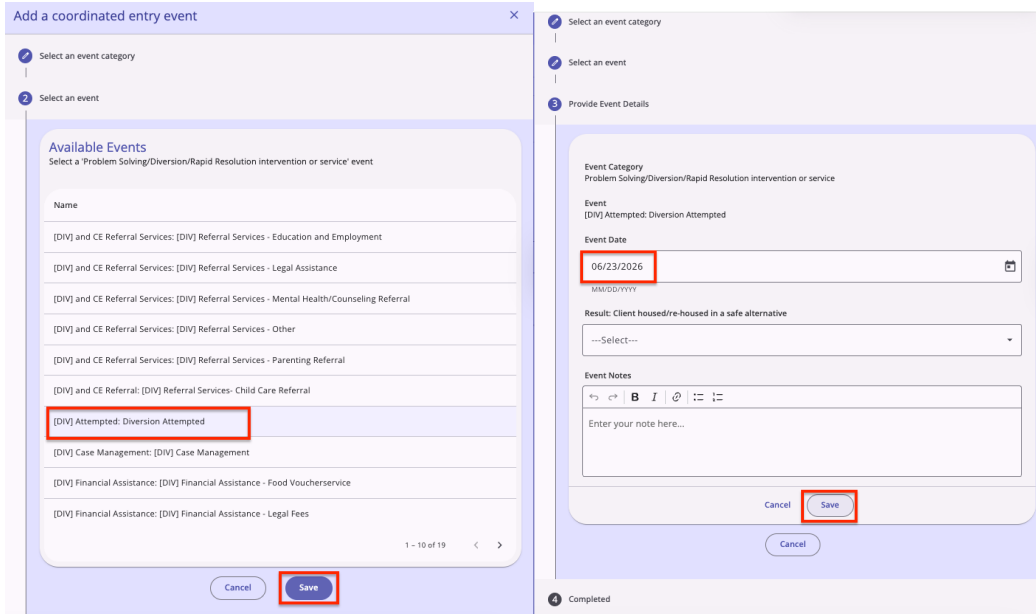
The screenshot shows the client profile for Joy Smith. The left sidebar has a 'Programs' tab highlighted. The main content area shows client information. On the right-hand side, under 'Active programs', the 'Coordinated Entry System' is selected and highlighted with a red box.

2. Navigate to the "Events" tab, then expand the category labeled "Problem solving/diversion/rapid resolution intervention or service". Click "Save" and move through each step of the workflow.



The screenshot shows the 'Add a coordinated entry event' workflow. The 'Events' tab is highlighted in the left sidebar. The 'Available Categories' list shows 'Problem Solving/Diversion/Rapid Resolution intervention or service' selected and highlighted with a red box. The 'Save' button is also highlighted with a red box.

- Expand the CE Event labeled “[DIV] Attempted: Diversion Attempted”. Enter the date the client came in for services. If the outcome of the diversion attempt isn’t yet known, press submit. If you’re entering data for a diversion attempt that has already concluded, enter the result and result date and skip steps 4 and 5.



Add a coordinated entry event

1 Select an event category

2 Select an event

Available Events
Select a 'Problem Solving/Diversion/Rapid Resolution intervention or service' event

Name

[DIV] and CE Referral Services: [DIV] Referral Services - Education and Employment

[DIV] and CE Referral Services: [DIV] Referral Services - Legal Assistance

[DIV] and CE Referral Services: [DIV] Referral Services - Mental Health/Counseling Referral

[DIV] and CE Referral Services: [DIV] Referral Services - Other

[DIV] and CE Referral Services: [DIV] Referral Services - Parenting Referral

[DIV] and CE Referral: [DIV] Referral Services- Child Care Referral

[DIV] Attempted: Diversion Attempted

[DIV] Case Management: [DIV] Case Management

[DIV] Financial Assistance: [DIV] Financial Assistance - Food Voucherservice

[DIV] Financial Assistance: [DIV] Financial Assistance - Legal Fees

1 - 10 of 19

Cancel Save

3 Provide Event Details

Event Category
Problem Solving/Diversion/Rapid Resolution intervention or service

Event
[DIV] Attempted: Diversion Attempted

Event Date
06/23/2026

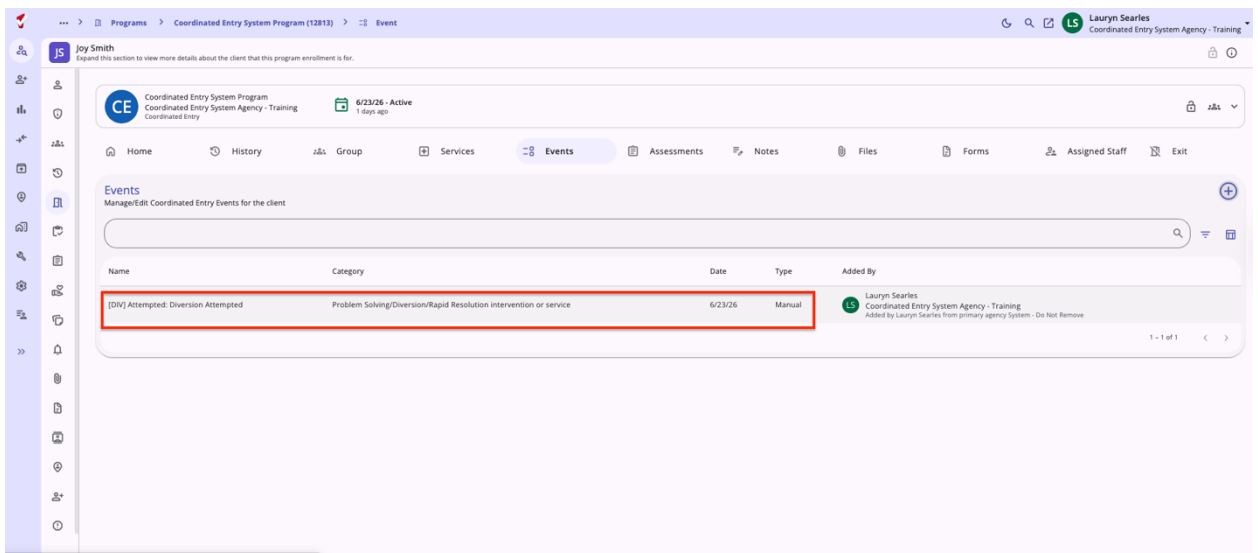
Result: Client housed/re-housed in a safe alternative
---Select---

Event Notes
Enter your note here...

Cancel Save

4 Completed

- If you submitted the diversion attempt before the result was known, return to the Events tab once it’s known.



Coordinated Entry System Program (12813) > Event

JS Joy Smith
Expand this section to view more details about the client that this program enrollment is for.

Coordinated Entry System Program
Coordinated Entry System Agency - Training
Coordinated Entry

6/23/26 - Active
1 days ago

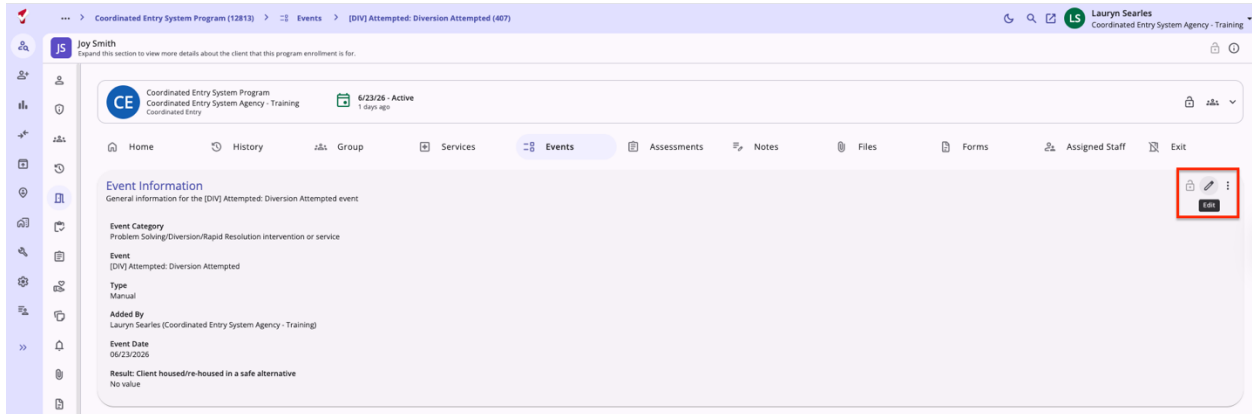
Home History J&A Group Services **Events** Assessments E&P Notes Files Forms Assigned Staff Exit

Events
Manage/Edit Coordinated Entry Events for the client

Name	Category	Date	Type	Added By
[DIV] Attempted: Diversion Attempted	Problem Solving/Diversion/Rapid Resolution intervention or service	6/23/26	Manual	Laurnyn Searles Coordinated Entry System Agency - Training Added by Laurnyn Searles from primary agency system - Do Not Remove

1 - 1 of 1

5. Enter into the Event, and click the “Edit” icon. Select the result and fill in the result date. Press “Save Changes” at the bottom of the screen to finish.



Coordinated Entry System Program (12813) > Events > [DIV] Attempted: Diversion Attempted (407)

JS Joy Smith
Expand this section to view more details about the client that this program enrollment is for.

Coordinated Entry System Agency - Training
Coordinated Entry
6/23/26 - Active
1 days ago

Home History Group Services **Events** Assessments Notes Files Forms Assigned Staff Exit

Event Information
General information for the [DIV] Attempted: Diversion Attempted event

Event Category
Problem Solving/Diversion/Rapid Resolution intervention or service

Event
[DIV] Attempted: Diversion Attempted

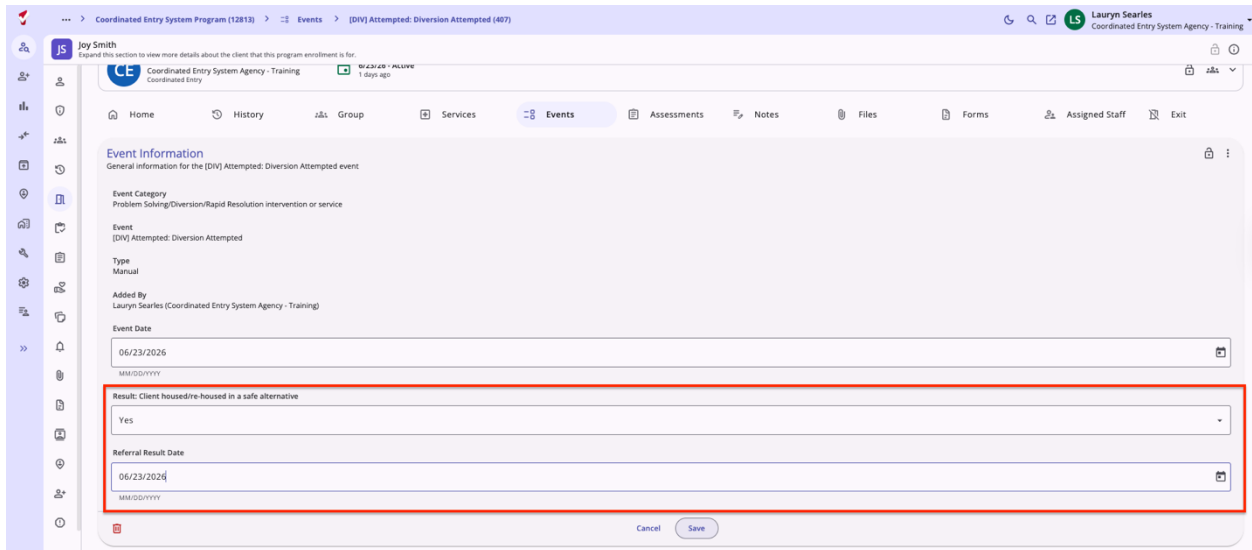
Type
Manual

Added By
Lauryn Searles (Coordinated Entry System Agency - Training)

Event Date
06/23/2026

Result: Client housed/re-housed in a safe alternative
No value

Edit



Coordinated Entry System Program (12813) > Events > [DIV] Attempted: Diversion Attempted (407)

JS Joy Smith
Expand this section to view more details about the client that this program enrollment is for.

Coordinated Entry System Agency - Training
Coordinated Entry
6/23/26 - ACTIVE
1 days ago

Home History Group Services **Events** Assessments Notes Files Forms Assigned Staff Exit

Event Information
General information for the [DIV] Attempted: Diversion Attempted event

Event Category
Problem Solving/Diversion/Rapid Resolution intervention or service

Event
[DIV] Attempted: Diversion Attempted

Type
Manual

Added By
Lauryn Searles (Coordinated Entry System Agency - Training)

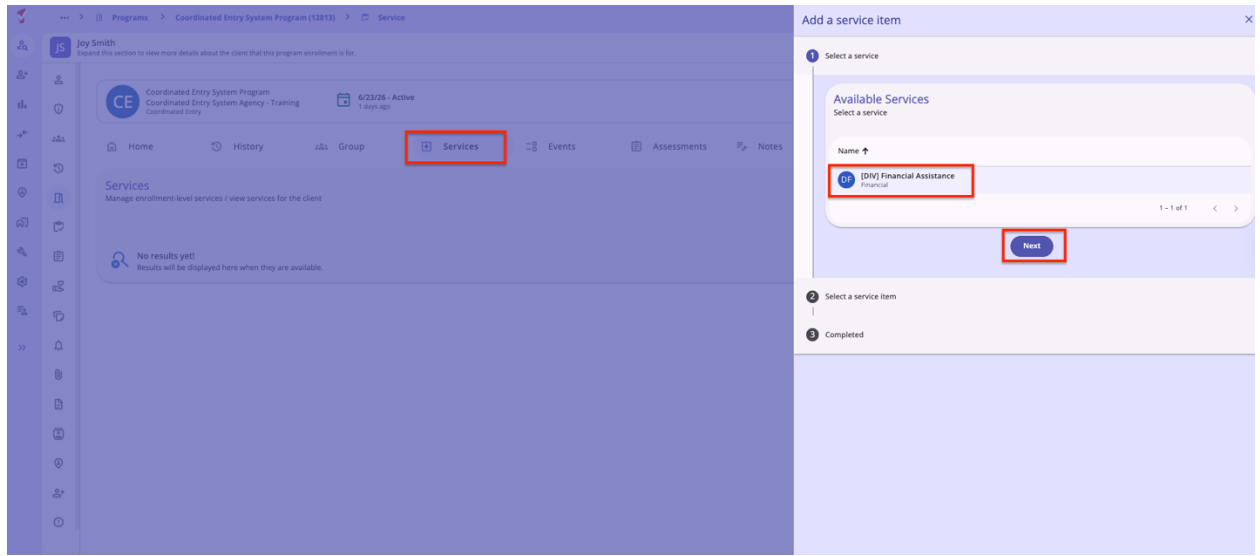
Event Date
06/23/2026

Result: Client housed/re-housed in a safe alternative
Yes

Referral Result Date
06/23/2026

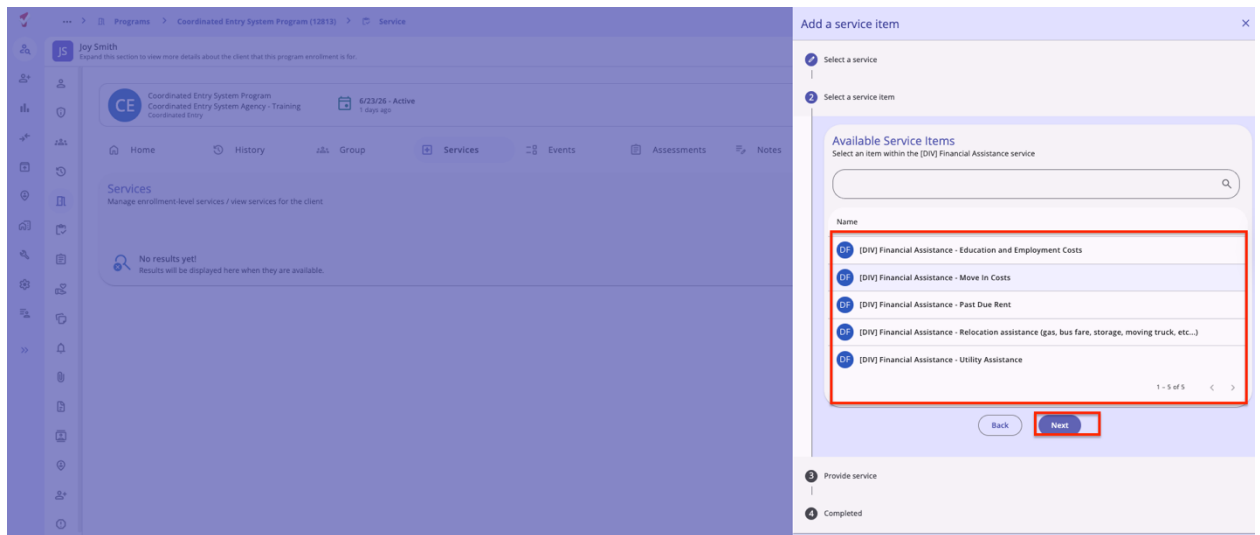
Cancel Save

6. If your agency cut a check with diversion funds, navigate to the “Provide Services” tab within the enrollment and expand the “[DIV] Financial Assistance” category.

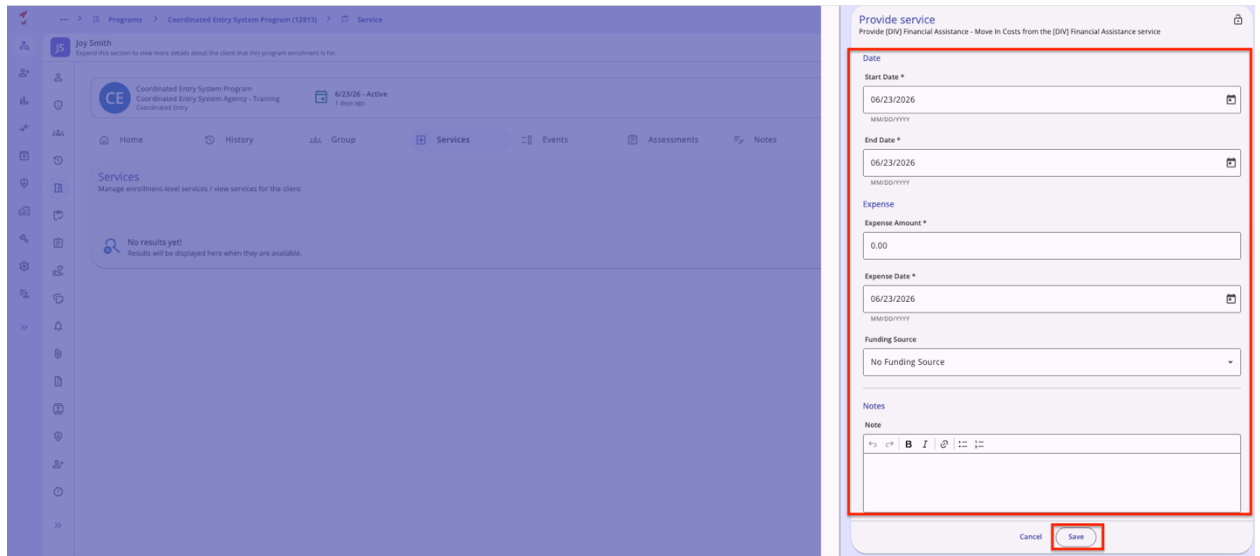


The screenshot shows the 'Services' tab selected in the main interface. The 'Add service item' modal is open, showing 'Available Services'. The 'DVI Financial Assistance' service is selected, and the 'Next' button is highlighted.

7. Select the financial service that best matches what the diversion funds were used for. Start date and end dates should align with the use of funds. For example, if the money is going towards one month's rent, the start-end dates could be 3/1/26 - 3/31/26. The expense amount and date should match the check. You can ignore the "Funding Source" field. Click Submit to finish.



The screenshot shows the 'Add service item' modal with 'Available Service Items'. The list of items is displayed, and the 'Next' button is highlighted.



The screenshot displays the KCRHA Coordinated Entry System (CES) interface. On the left, a sidebar shows navigation options: Home, History, Group, Services, Events, Assessments, and Notes. The main content area shows a client profile for Joy Smith, with a 'CE' (Coordinated Entry) status and a '6/23/26 - Active' date. Below this, a 'Services' section indicates 'No results yet!'. On the right, a 'Provide service' form is open, titled 'Provide (DV) Financial Assistance - Move In Costs from the (DV) Financial Assistance service'. The form includes fields for 'Start Date' (06/23/2026), 'End Date' (06/23/2026), 'Expense Amount' (0.00), 'Expense Date' (06/23/2026), and 'Funding Source' (No Funding Source). A 'Notes' section is also present. The 'Save' button is highlighted with a red box.

8. If the same household returns for diversion services, create new CE events and financial services rather than editing pre-existing ones.