HMIS Diversion Data Entry Instructions

March 2026

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 into the client's active program enrollment by selecting the pencil icon of the appropriate program.
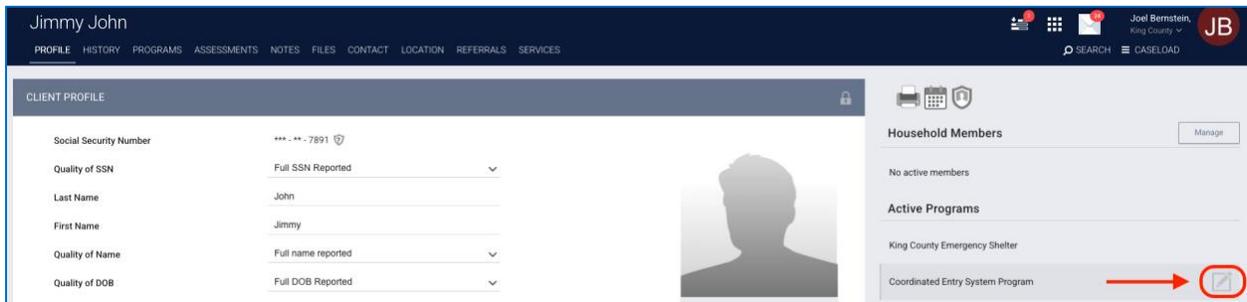
2. Navigate to the "Events" tab, then expand the category labeled "Problem solving/diversion/rapid resolution intervention or service"
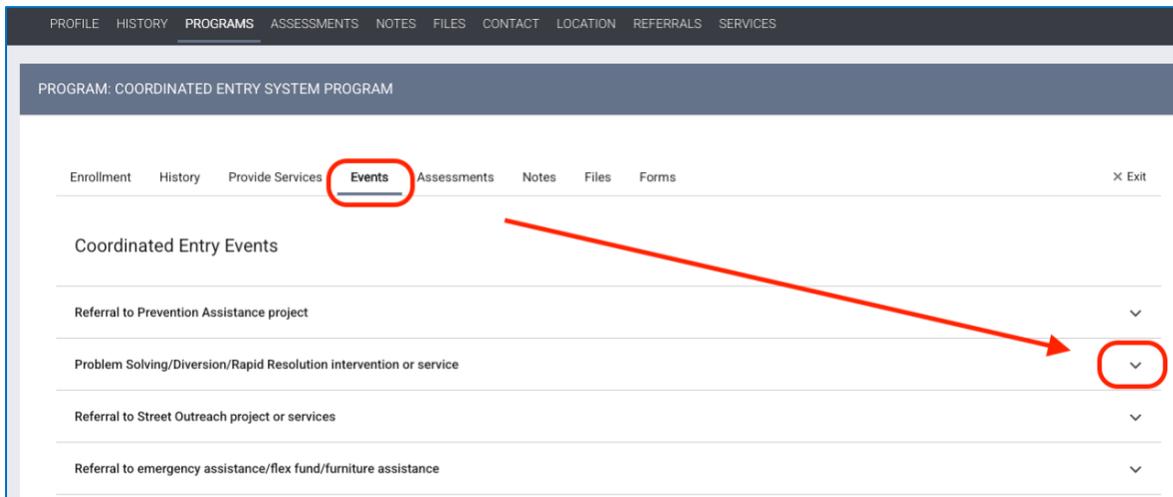
3. Expand the CE Event labeled "[DIV] Attempted: Diversion Attempted". Enter the date the client came in for services. If the outcome of the diversion attempt isn't yet known, press submit. If you're entering data for a diversion attempt that has already concluded, enter the result and result date and skip steps 4 and 5.

4. If you submitted the diversion attempt before the result was known, return to the Events tab once it's known. Click the pencil icon next to the event you created under "History"

5. Select the result and fill in the result date. Press "Save Changes" at the bottom of the screen to finish.
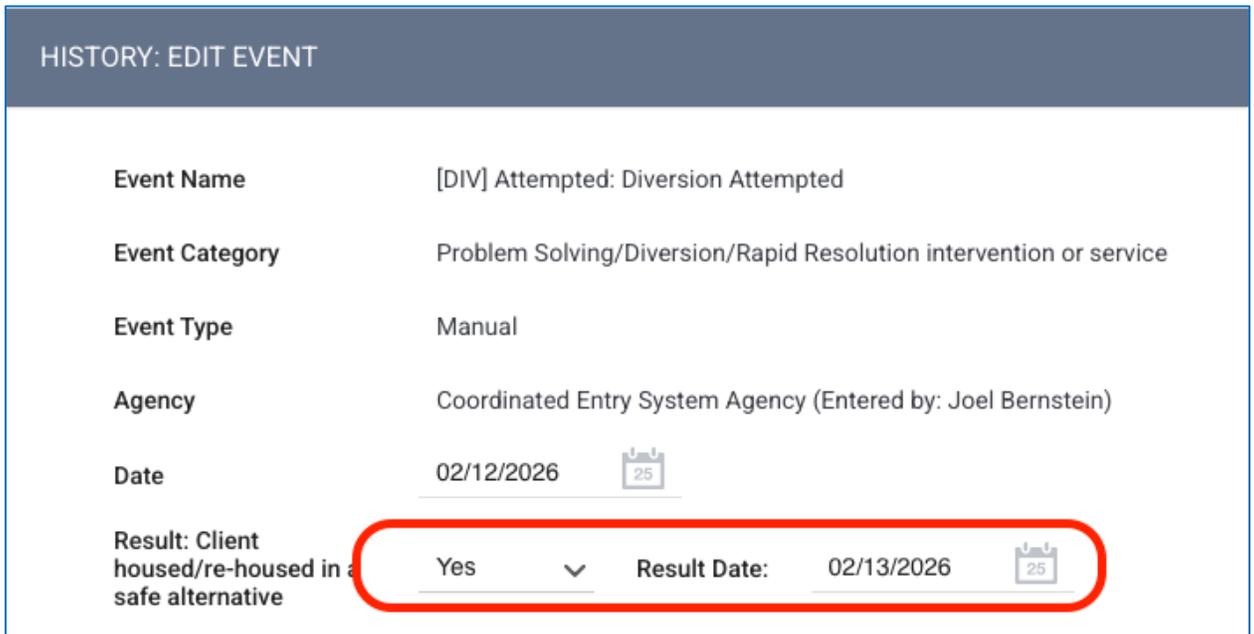
HISTORY: EDIT EVENT

|	
Event Name	[DIV] Attempted: Diversion Attempted
Event Category	Problem Solving/Diversion/Rapid Resolution intervention or service
Event Type	Manual
Agency	Coordinated Entry System Agency (Entered by: Joel Bernstein)
Date	02/12/2026
Result: Client housed/re-housed in a safe alternative	Yes Result Date: 02/13/2026

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.
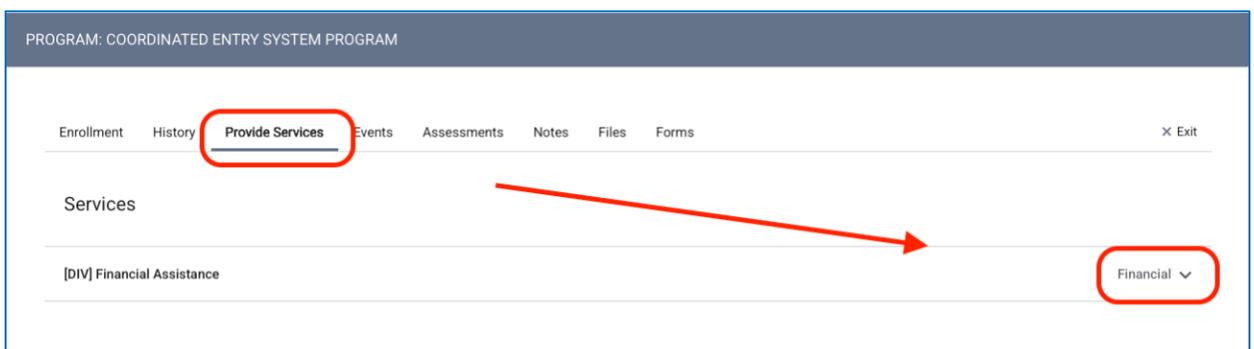
PROGRAM: COORDINATED ENTRY SYSTEM PROGRAM

Enrollment   History   **Provide Services**   Events   Assessments   Notes   Files   Forms   × Exit

Services

[DIV] Financial Assistance   Financial ⌄

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.

[DIV] Financial Assistance - Local Transportation Assistance/Vehicle Assistance

[DIV] Financial Assistance - Move-In Costs (security deposit, utility deposit, first/last rent, etc.)

Start Date: 03/01/2026   End Date: 03/31/2026

Expense Amount: 2100.00   Expense Date: 02/13/2026

Funding Source: No Funding Source

Service Note :

SUBMIT

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