What is Problem Solving?

A strategy that addresses and prevents homelessness by helping people to:
- Return immediately to housing;
- Without having to enter temporary shelter or a housing program; and
- Utilizes safe and available permanent and temporary housing options.
Homelessness Response System

http://hsh.sfgov.org
Homelessness Response System and PROBLEM SOLVING

**COORDINATED ENTRY & INITIAL SCREENING**
1. Coordinated Entry
   - 311
   - Health System
   - HSA/SSA
   - SF HOT
2. Initial Screening
   - Access Points
   - Providers
   - School District
   - Justice System
   - Self Referral

**PROBLEM SOLVING & HOUSING ASSESSMENT**
3. Problem Solving
   - Problem Solving Opportunities
   - Homeward Bound
   - Homelessness Prevention Assistance
   - Market Rate Housing/Non-HSH Housing
   - Conflict Resolution/Mediation
   - SSFV Rapid Resolution - For Veterans Only

4. Housing Assessment
   - If unable to Problem Solve
   - Housing Prioritization
   - Secondary Assessment
   - VAT (Vulnerability Assessment Tool)

**HOUSING OPPORTUNITIES**
5. Housing Navigation and Housing
   - Permanent Supportive Housing
   - Scattered Sites Supportive Housing
   - Housing Navigation
   - Review and Prepare Housing Eligibility Documents
   - Rapid Re-Housing
   - Market Rate/Non-HSH Housing

**Problem Solving - A Constant Resource**
Definition of Success

A person experiencing homelessness spending one or more nights in a safe location outside of the homeless response system.

http://hsh.sfgov.org
Potential Problem Solving Outcomes

- Keep current rental housing
- Return to a rental housing situation that the household recently left
- Return or go stay temporarily or longer-term with family or friends
- Return to or go to another community where the household will have a support system
- Find a room to rent or a place to share

http://hsh.sfgov.org
Benefits of Problem Solving

For the household

- A strengths-based/empowerment driven approach; provides help right away; they get a “yes, I can help you now” instead of a “no” or a wait list
- Keeps the person or household in charge of driving their solutions
- Keeps them from entering the HRS (Homeless Response System) unnecessarily and from being labeled homeless
- Prevents the negative impacts of time in shelter or on the street

For the community

- Saves shelter and housing programs for those with highest needs who have no other options
- Supports resolution of homelessness at much lower cost than shelter, Navigation Centers or housing programs
- In some cases, preserves housing in San Francisco

http://hsh.sfgov.org
It’s A Big Change In Approach!

Good problem solving work includes:

• Belief that it can work and people can find their own solutions
• Comfort with people living in safe, doubled-up situations
• Knowing that an unknown outcome is not necessarily a bad outcome
• Being comfortable with trying creative solutions
• Knowing everyone will receive the conversation but it might not be the right fit, and that’s ok

http://hsh.sfgov.org
Problem Solving - Where is it happening?

Access Points

Family Access Points
Mission Access Point
3270 18th Street
San Francisco, CA 94110

Bayview Access Point
1641 LaSalle Avenue
San Francisco, CA 94124

ECS Adult Access Points
2111 Jennings St.
San Francisco, CA 94124

123 10th St.
San Francisco, CA 94103

http://hsh.sfgov.org
**Problem Solving - Where is it happening?**

**HOMEWARD BOUND**

The Homeward Bound program, now housed under the Coordinated Entry/Problem Solving Team, was designed to help reunite people experiencing homelessness in San Francisco with family and friends willing and able to offer ongoing support to end the cycle of homelessness.