



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# **Problem Solving in San Francisco**

Local Homeless Coordinating Board Presentation

December 3, 2018



# What is Problem Solving?

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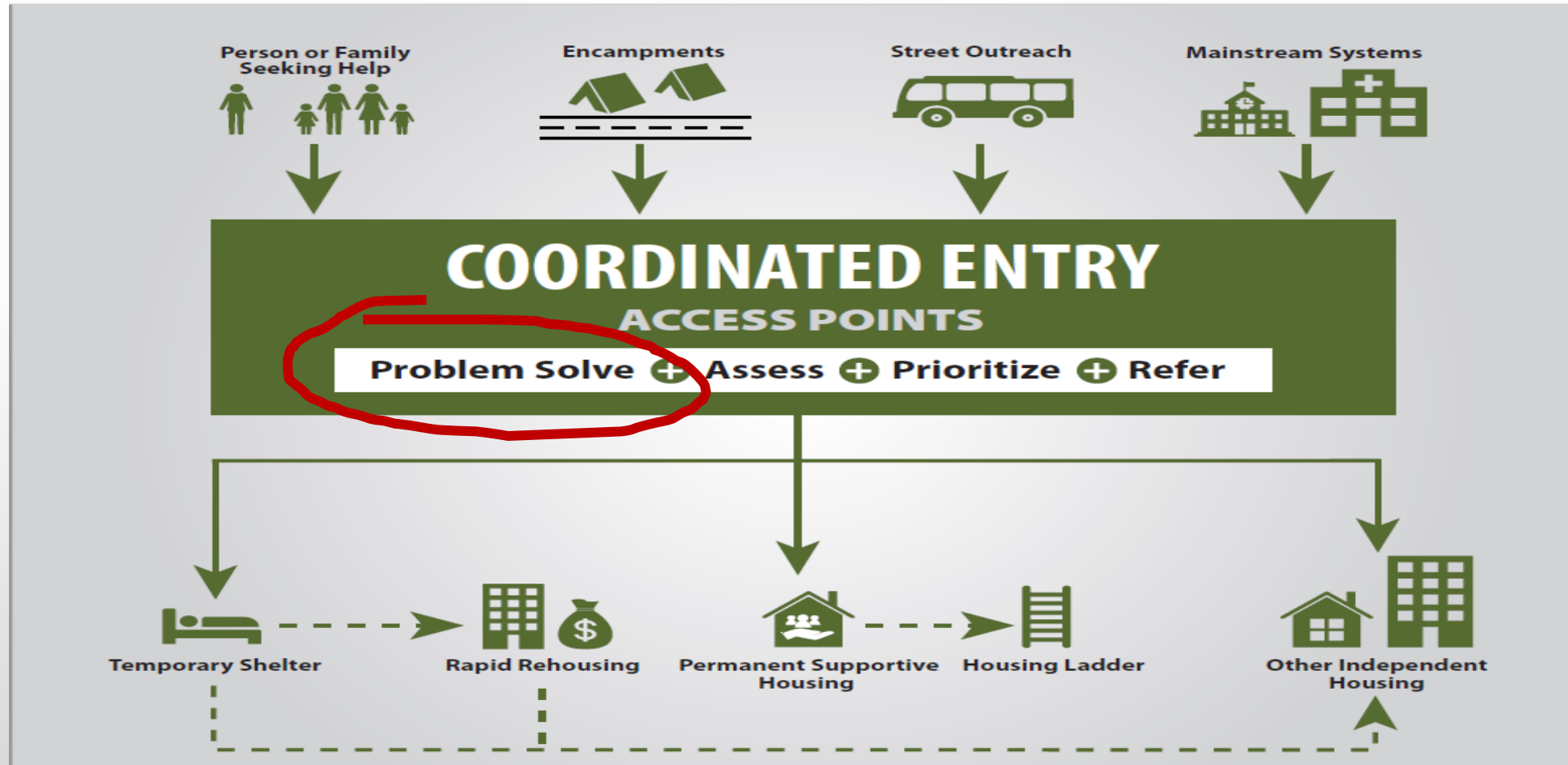
A strategy that addresses and prevents homelessness by helping people to:

- Return immediately to housing;
- Without having to enter temporary shelter or a housing program; and
- Utilizes safe and available permanent and temporary housing options.

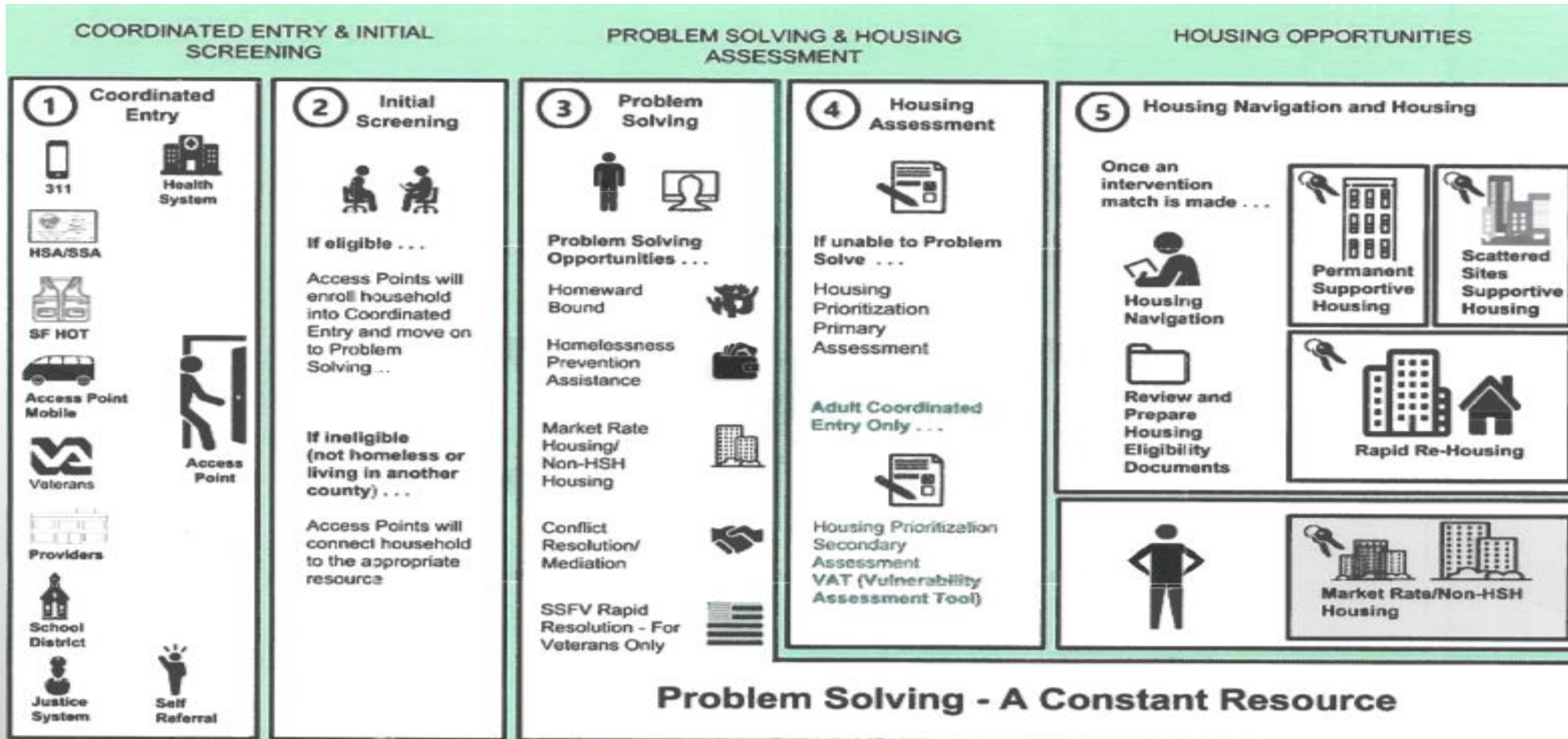


# Homelessness Response System

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# Homelessness Response System and PROBLEM SOLVING





# Definition of Success

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



# Potential Problem Solving Outcomes

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- 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



# Benefits of Problem Solving

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## 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



# It's A Big Change In Approach!

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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





# Problem Solving-Where is it happening?

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## 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?

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## **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.