Problem Solving Overview
Dept. of Homelessness and Supportive Housing

• Launched in August of 2016
• Combined and coordinated city programs to address homelessness
• Mission is to make homelessness in San Francisco rare, brief, and one-time

• Core Components:
  • Outreach
  • Problem Solving and Prevention
  • Coordinated Entry
  • Shelter
  • Supportive Housing
  • Housing Ladder
What is Problem Solving?

Problem Solving helps people identify possible pathways to resolve their current housing crisis without needing ongoing shelter or a housing resource from the Homeless Response System (HRS).

The foundation of Problem Solving is a creative, strength-based conversation that helps people explore all safe housing options available to them – the person or household drives their own solutions.

A Problem Solving resolution is achieved when a household has found a safe, indoor solution to their housing crisis outside of the HRS.
Problem Solving and the Homelessness Response System

- Problem Solving may not be the best intervention for all households and it is not expected to be the solution for everyone.

- As an intervention, Problem Solving is an integral core component of the Homelessness Response System (HRS) and is essential for the System to function more effectively.

- It is one of the many tools available and should operate in tandem with other interventions (RRH, PSH, shelter, outreach).

- Its main mission is to prevent or slow down inflow into the HRS
Who is Eligible?

• Any household experiencing homelessness in San Francisco (refer to HSH’s definition of homelessness document here) who has an annual household income at the time of assistance no higher than 50% of the Area Median Income (AMI).
Where is Problem Solving Offered?

• All HSH Access Points (13+)
• Family Shelters (12)
• SF HOT Team
## Problem Solving Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Conversations</strong></td>
<td>Help identify real-time solutions to a housing crisis</td>
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<tr>
<td><strong>Housing location assistance</strong></td>
<td>Helps households with income but without an immediate housing plan locate a place to rent. Includes shared housing placements to increase exits to housing</td>
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<tr>
<td><strong>Travel and relocation support outside of San Francisco</strong></td>
<td>Travel and relocation assistance that results in a housing connection/safe housing plan in another community</td>
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<tr>
<td><strong>Reunification, mediation, and conflict resolution</strong></td>
<td>Helps households stay in a current or recent housing situation or new housing situation with mediation support</td>
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<tr>
<td><strong>Financial assistance</strong></td>
<td>Flexible financial resources to cover specific costs that will assist households to stay in a safe, indoor place outside the Homelessness Response System</td>
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Problem Solving Services

Connections to Employment
- Current pilot with OEWD

Referrals and linkages to a range of community services
- Referrals and linkages to supportive resources/services
Allowable Expenses (examples)

**Removal of Barriers**
- Pest extermination
- Car repairs, insurance, payment

**Travel and Relocation Assistance**
- Airplane, bus or train ticket
- Food stipend
- Gas stipend

**Move-in Assistance**
- Deposits
- First and last months’ rent
- Contribution to rent costs of another household, furniture

**Rental Assistance After Move-In**
- Up to 3 months (within max limits)

**Anything that contributes to resolving the housing crisis**
Outcomes

Resolution: Secure a safe indoor place outside of the Homelessness Response System

1. With friends and family permanently
2. With friends and family temporarily
3. Relocation
4. New residence of their own
5. Maintain a residence of their own
Questions?