



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

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

Conversations

Help identify real-time solutions to a housing crisis

Housing location assistance

Helps households with income but without an immediate housing plan locate a place to rent. Includes shared housing placements to increase exits to housing

Travel and relocation support outside of San Francisco

Travel and relocation assistance that results in a housing connection/safe housing plan in another community

Reunification, mediation, and conflict resolution

Helps households stay in a current or recent housing situation or new housing situation with mediation support

Financial assistance

Flexible financial resources to cover specific costs that will assist households to stay in a safe, indoor place outside the Homelessness Response System

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?