

Coordinated Entry Redesign

→ Housing Problem-Solving (Regional)

Welcome and Introduction

- Welcome, Introductions, and Agenda (10 minutes)
- HPS at the System Level (10 minutes)
- HPS at the Service Level (15 minutes)
- Demonstration and Discussion (20 minutes)
- Breakout Room Scenarios (45 minutes)
- Reconvene and Discuss (20 minutes)



Welcome, Introductions, Agenda

Introductions

Come off mute or introduce yourselves:

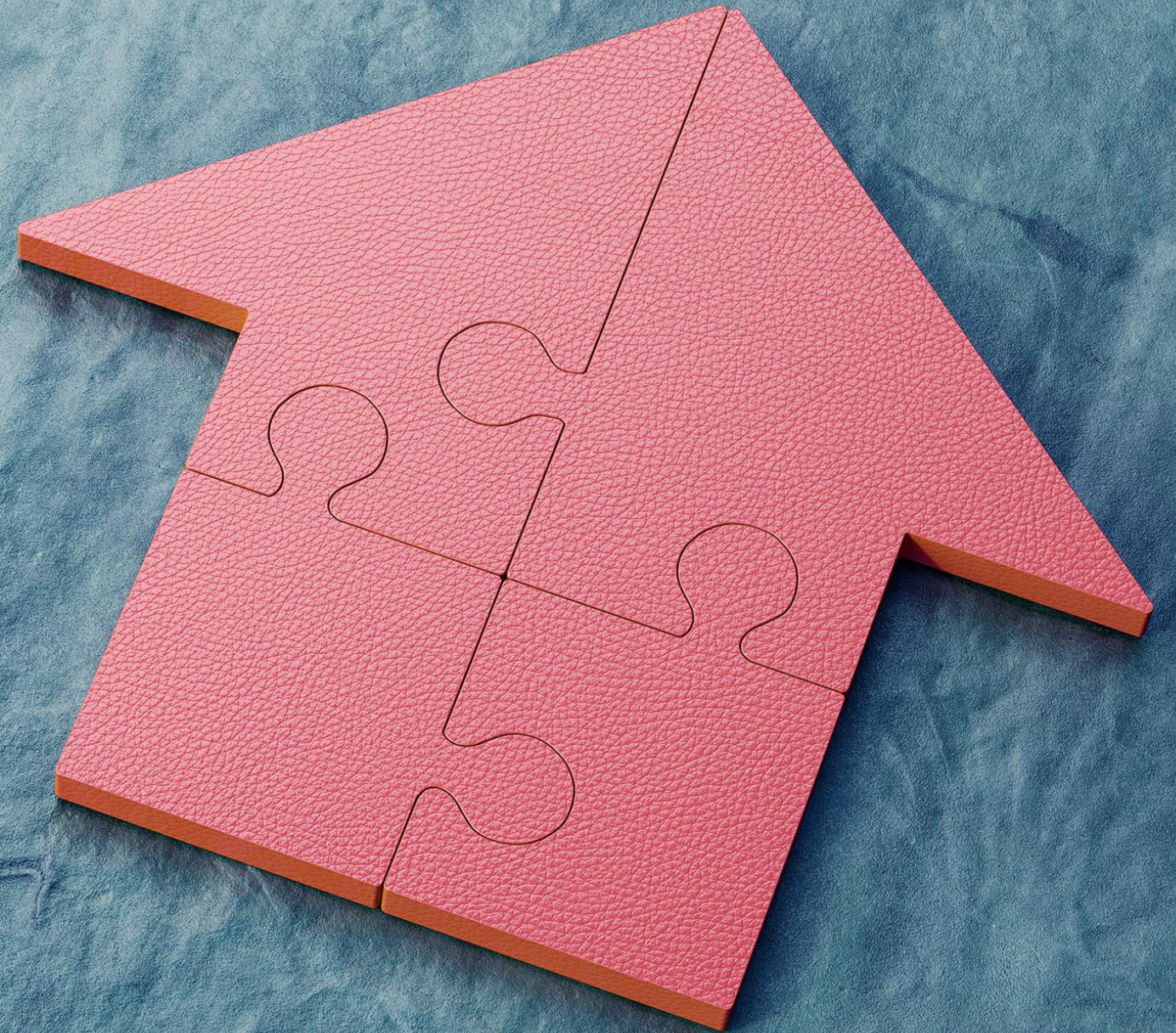
- Name
- Pronouns and any other identities you want to share
- Organization
- Role in housing problem-solving (e.g. case manager...)



Housing Problem–Solving at the System Level

What is Housing Problem-Solving (HPS)?

“A person-centered, housing-focused approach to explore creative, safe, and cost-effective solutions to quickly resolve a housing crisis.”



The Mind of (Many) Homeless Services Providers

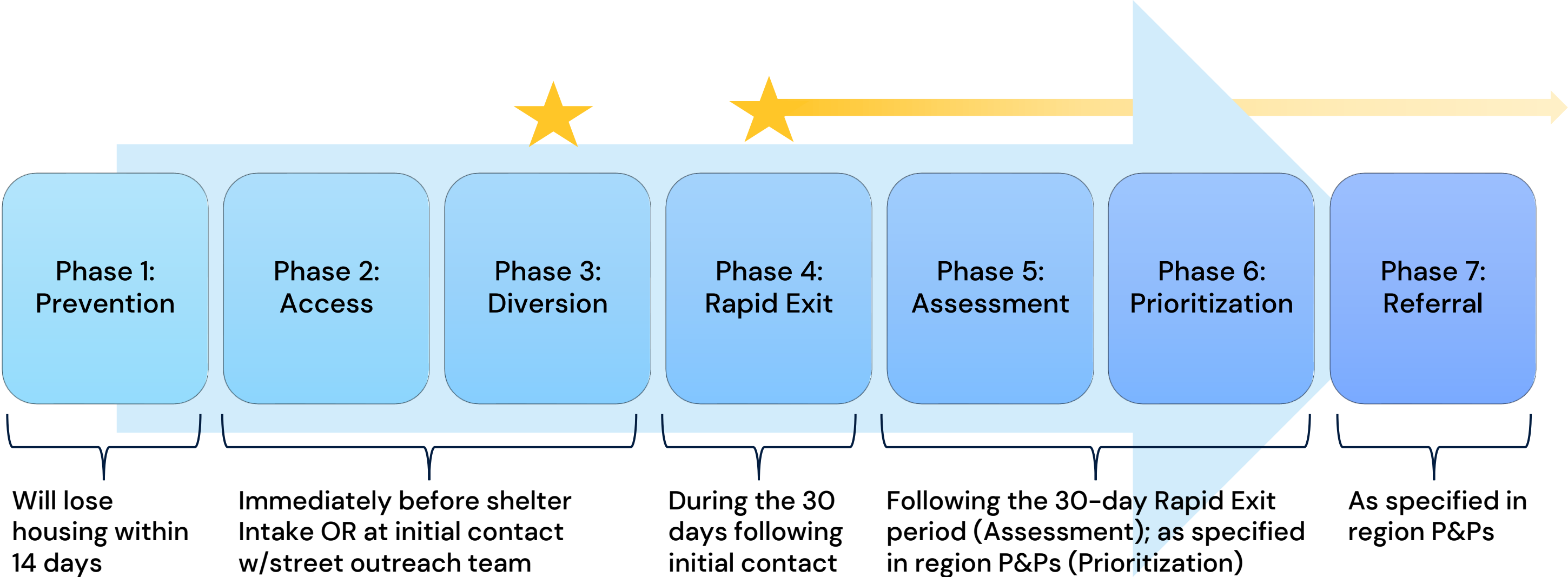


A Better Approach to Progressive Engagement

Because the system has too few resources to serve each participant, the system **shows curiosity about individual needs**. By default, participants gradually escalate from low-intensity to high-intensity services; however, **the pace varies based on the participant**. The system **trusts its case managers** to be good stewards of limited resources. Participants can **skip interventions that aren't working**. The goal of HPS is to **discover** how to return each person to safe, stable permanent housing.

Housing Problem-Solving in Coordinated Entry 2.0

HPS is required at two points during Phases 3 and 4 of the coordinated entry process. Each phase requires the CE service provider to offer one session of HPS services. Providers should continue to offer HPS until all parties agree that the options HPS offers have been exhausted—even after a participant has been referred to a housing project.



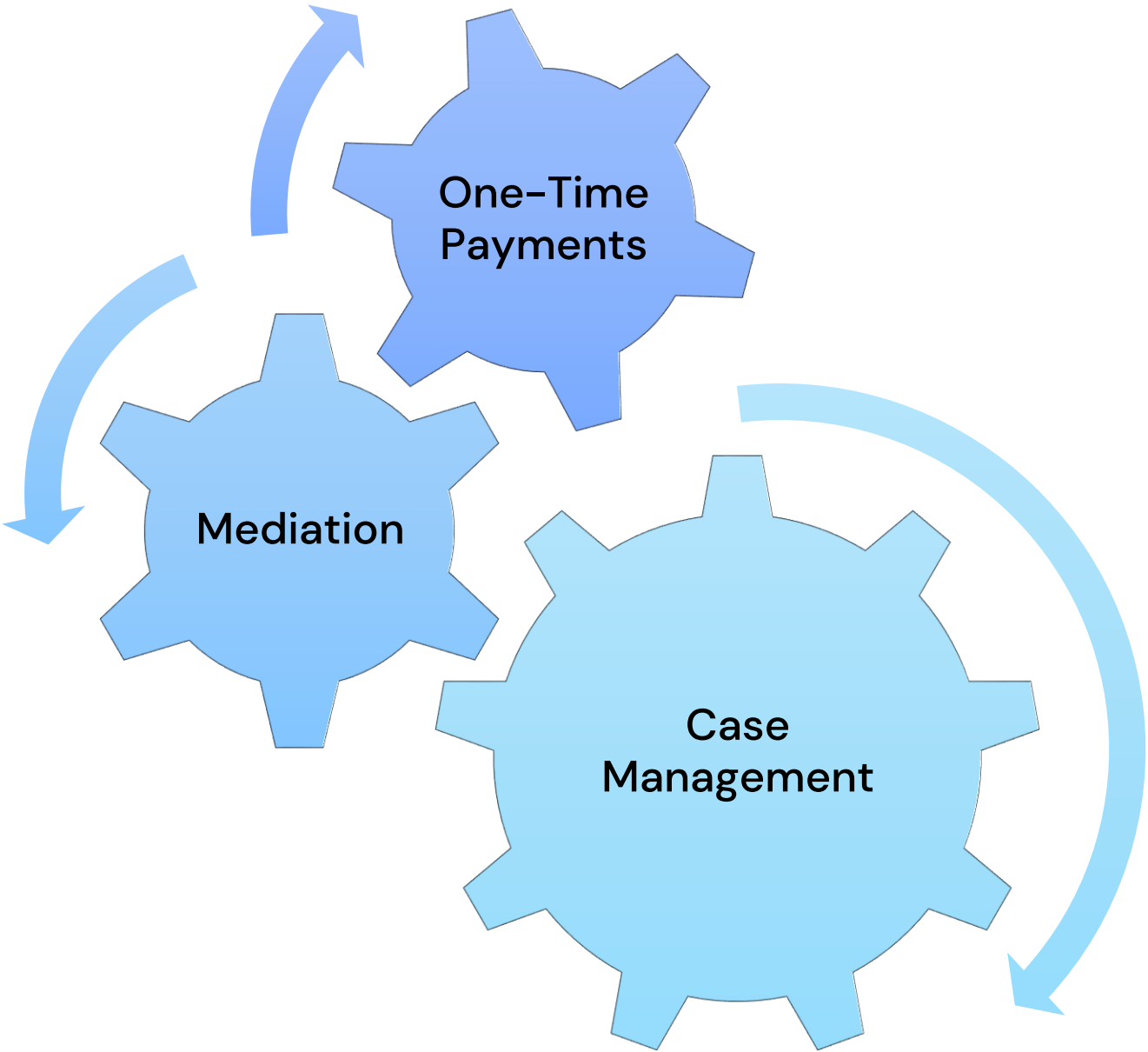


Housing Problem–Solving at the Services Level

**Identify Strengths &
Support Networks**

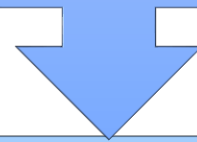
**Help Return to
Housing w/o Ongoing
Housing Subsidy**

HPS: Core Tools

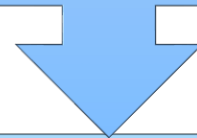


Returns to Housing: A More Complex Route

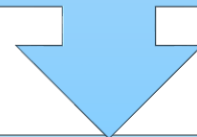
Initial Street Outreach/Shelter Contact



Immediate Housing Problem-Solving Conversation



Ongoing Housing Problem-Solving Conversations



Housed Via Support Networks

Paying for HPS (CoC and ESG)

	CoC					ESG			
Service	SSO-CE	SSO	RRH	TH-RRH	PSH	SO	ES	HP	RRH
Case management	x	x	x	x	x	x	x	x	x
Transportation		x	x	x	x	x	x	x	x
Vocational certifications & licenses		x	x	x	x		x		
Food		x	x	x	x		x		
Legal services		x	x	x	x		x	x	x
Rent & utility arrears			x	x	x			x	x
Security deposit			x	x	x			x	x
Short-term rental assistance			x	x	x			x	x
Application fees			x	x	x			x	x
Background/ credit check			x	x	x		x	x	x
Moving expenses			x	x	x			x	x
Storage			x	x	x			x	x
First/last month's rent			x	x	x			x	x
Utilities			x	x	x			x	x
Obtaining IDs and birth certificates			x	x	x	x	x	x	x
Mediation (currently housed)								x	



Demonstration and Discussion

Demonstration

Housing Problem-Solving: Unscripted

<https://youtu.be/1SLiR1OYFOI?t=138>

(from <https://www.hudexchange.info/resource/6494/covid19-homeless-system-response-housing-problem-solving/>)

→ Discussion

In the chat or come off mute:

- What did you notice in that video?
- What are you already doing?
- What might you start doing?



Breakout Room Scenarios

Housing Problem Solving Scenarios

Brenda is a 32-year-old mom of three:

- Two 4-year-old twins, a boy and a girl
- A 10-year-old son

Her mom's friend Joseph runs a hardware store in town. He has been letting Brenda and the kids sleep in the back room with access to a toilet and sink. An angry customer has threatened to report Joseph, so now Brenda must find another place to stay.

Brenda's mom lives with an abusive husband, so Brenda feels she and the kids are not welcome there.

Brenda has never worked. Her income is a survivor's benefit check due to the work-related death of her late fiancé, Stephen. Brenda is supposed to get a settlement for Brenda's fiancé's death but expects the settlement to be tied up in court for some time.

You are the first contact Brenda has with the CoC, what is your priority during this first conversation?

1. Getting Brenda back to where she was staying because those are people she knows and is familiar with.
2. Making sure Brenda has a safe place to stay tonight for her and her 3 children by first attempting to connect her with friends and family.
3. Filing a police report against the customer for wrongly threatening the hardware store owner.
4. Filing a lawsuit against Stephen's former employer to get a settlement that would be able to support the family while they stabilize.

What are some possible options that a diversion worker should explore with Brenda under the HPS model?

1. They don't have a lot of immediate needs so place the family in a family shelter and begin the intake process for Coordinated Entry to obtain permanent housing. They will wait on the BNL for appropriate placement.
2. Separate the family and sending the children to be with a relative since Brenda cannot afford all three kids.
3. Utilizing limited financial support, reconnect Brenda with her grandmother that has a house with extra rooms and needs help around the house.
4. Separate the family and send children into foster care while Brenda finds a new place for her and the kids.

Housing Problem Solving Scenarios

David (age 30) and his partner Colin (age 27) broke up last month. Colin kicked David out of the house they rent together. Both David and Colin are named on the lease. While living together, they each paid half the rent.

David is couch surfing and no longer paying his half of the rent for the house. Neither David nor Colin can afford to pay the rent alone; as a result, Colin moved out mid-month without paying any additional rent.

The house is currently empty. At this time, David and Colin are one month behind on rent; soon, they will be two months behind. Both left personal items at the house. The property owner is anxious and may soon file an eviction.

David is seeking emergency shelter and help finding another place to stay. He wants to rush the process before the eviction is filed, which can create problems leasing another unit.

You are the first contact David has with the CoC, what is your priority during this first conversation?

1. Help David relocate back to his hometown. He can stay with his mom while he saves up to move back out on his own.
2. Connect the property owner with a program to place another family experiencing homelessness in the home. David will need to resolve his homelessness on his own but a relationship with the landlord has been established.
3. Encourage David to stay in the house and possibly find a roommate while using some local private funding resources to pay the back rent.
4. Suggest David access shelter and help him locate a new apartment that he can afford.

What are some other options you could present to David under the HPS model?

1. Post an advertisement to sublease the home with owner's permission.
2. Work with a housing counselor who has experience finding units for people with eviction history.
3. Access legal aid services to provide mediation services with the property owner to stop the eviction or remove the eviction from his record.
4. Help David connect with an elder family member who has agreed to serve as rent payee.

Housing Problem Solving Scenarios

Jessie (age 57) has lived in a small town in western PA for his whole life. He left after high school to stay with friends in LA to break into acting but returned for his mother's funeral 10 years ago.

After his mother passed, Jessie stayed in his mother's house, which he recently lost because he didn't know he had to pay the taxes. Since he knows the area, he decided to camp in the woods behind his mother's old house. He is familiar with the woods, having explored them as a child, and doesn't want to connect with family on the west coast because it's too far and "too different." Grief and pre-existing mental health challenges have led to Jessie isolating himself; he only comes into town for supplies. Jessie doesn't have any friends and family left in the area.

Some of Jessie's LA friends have lived on the street. They told Jessie that outreach workers are recruiting homeless people to conduct "medical experiments"—so when street outreach workers approach, he is very standoffish and mistrustful.

You are the first contact Jessie has with the CoC, what is your priority during this first conversation?

1. Conduct an intake assessment and gather information to get him on the waitlist for housing.
2. Build rapport. Jessie is mistrustful of outreach workers and has been sleeping outside for a long time. It may take some time to engage.
3. Convince Jessie to come inside to shelter. He is sleeping outside and the weather will be turning cold soon.
4. Get Jessie to take you to his camp. You will need to know where to send more outreach workers to speak with him.

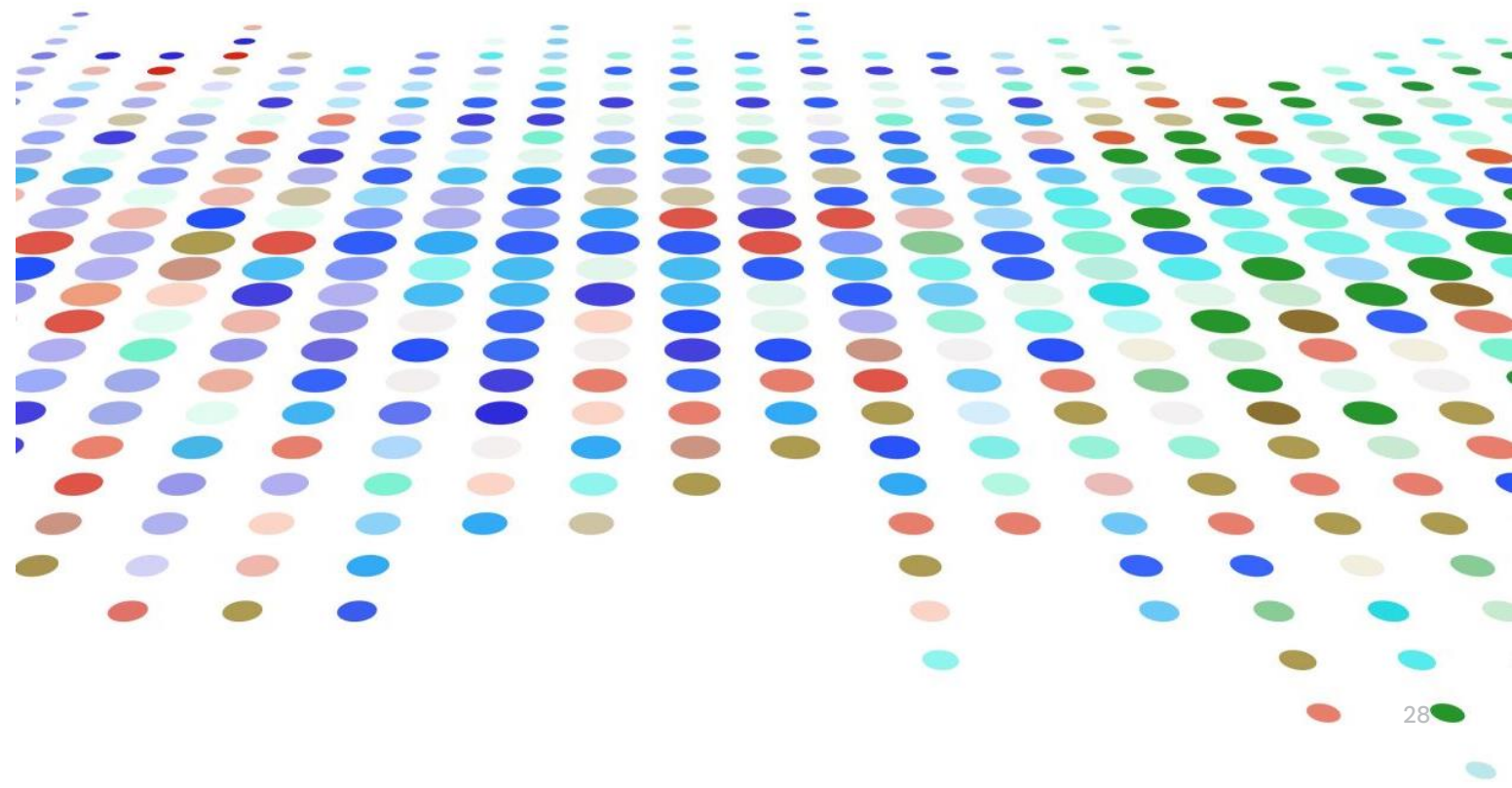
What are some other options you could present to Jessie under the HPS model?

1. Jessie is not engaging so the worker should wait until Jessie is ready and reaches out.
2. Jessie is not engaging yet so the outreach worker should continue to attempt outreach and offer other services like meals, toiletries and clothing essentials to build a rapport.
3. Jessie is not seeking services so they should not be considered in need of housing.
4. Offer Jessie a plane ticket to go back to California to be with his friends since he knows people there.

→ Discussion

In the chat or come off mute:

- What are long-term options with Jessie?
- What role should HPS play going forward?
- Was HPS with Jessie a success or a failure?





Reconvene and Discuss

→ Reconvene, Discuss

