Problem Solving Terminology

1. ***Coordinated Entry (CE)*** *- A system of homeless service providers working together and utilizing shared resources to resolve homelessness.*
2. ***An Eligible Participant*** *- A person who has been homeless in San Francisco at least one night in the past seven nights. The following conditions qualify someone as homeless: sleeping on the street or other place not meant for human habitat, moving from place to place frequently, in shelter, interim, or transitional housing, experiencing violence in the place they’re staying, or trading sex for a place to stay.*
3. ***Homeless Response System (HRS)*** *- The overall system of programs and city funded housing for people experiencing homelessness.*
4. ***Problem Solving*** *- A strategy that diverts people from homelessness by utilizing resources within their own network to help identify immediate housing arrangements in a safe place.*
5. ***Problem Solving Success*** *- When a participant spends at least one night outside of the Homeless Response System. Spending one night or more outside of the HRS might be what a person needs to exit homelessness in the intermediate or long term. Problem Solving can offer respite from the street or other homeless living situation, which could result in a brief period outside the HRS or a longer exit.*
6. ***Department of Homelessness and Supportive Housing (HSH)*** *- The City and County Department running CE and leading the City’s strategic plan to end family homelessness and veteran homelessness completely, and street homelessness 50% by 2022.*
7. ***Homeward Bound*** *- An HSH program designed to help reunite people experiencing homelessness with family and friends outside of San Francisco who are willing and able to offer ongoing support to end the cycle of homelessness.*
8. ***Adult Rapid Rehousing*** *- Market rate housing for single adults who qualify for CE, are employed, and earn $1200 or more per month. The program offers a 12-24 month subsidy through Brilliant Corners for qualifying individuals.*
9. ***Access Points*** *- Run by various non-profits contracted through CE, Access Points are places where families, youth, and single adults can receive Problem Solving and other City and County housing resources.*
10. ***Flex Fund*** *- Monetary resources that can be used to reinforce Problem Solving resolutions.*

**Problem Solving Take-Aways**

**Cornerstone Questions**

1. Why is our system prioritizing Problem Solving?
2. What is Problem Solving?
3. How does Problem Solving work?
4. How do you conclude Problem Solving?

**Principles of Problem Solving**

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| *Principle 1: Transparency* - There is not enough City funded housing to end most people’s homelessness. Reliance on local affordable housing pathways is not viable for most homeless residents. Delivering this message with honesty and engaging in discussions about realistic housing options will promote self-identified solutions through personal networks. | *Principle 2: Creativity* - Problem Solving challenges the belief that valid housing is exclusively in permanent settings. Long conversations that are open ended and the values of Principal 1 will lead to resolutions that may surprise the Problem Solver and even the participant. |

**Goals for Participant Leaving Conversation**

1. Participants have a realistic understanding of the housing situation in San Francisco
2. Participants recognize that the most effective way to resolve homelessness is through their own networks and resources
3. Problem Solving is the new City standard for how we approach housing
4. Problem Solving is a constant resource - give invitation to come back

**Docs needed for Flex Fund**

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|  | **W9** | **Lease** | **ECS Intent to Rent** | **ECS Financial Assistance Agreement** | **Receipt or Invoice** |
| **Rent by lease over $600** |  |  |  |  |  |
| **Rent by lease under $600** |  |  |  |  |  |
| **Rent without lease over $600** |  |  |  |  |  |
| **Rent without lease under $600** |  |  |  |  |  |
| **Third Party Vendor** |  |  |  |  |  |
| **Gift Card** |  |  |  |  |  |