

An aerial photograph of the San Francisco Bay Bridge, showing its iconic towers and suspension cables. The bridge stretches across the water towards the horizon. The sky is a mix of soft orange, pink, and blue, indicating a sunset or sunrise. The water is a deep blue-green. The bridge's structure is clearly visible, with cars traveling across it.

2020

# SOLUTIONS

FOR INDIVIDUAL HOMELESS ADULTS

A NATIONAL CONFERENCE



National Alliance to  
END HOMELESSNESS



# Using Problem-Solving Strategies to Avert and End Homelessness

February 19, 2020



National Alliance to  
**END HOMELESSNESS**

# PROBLEM-SOLVING APPROACH

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Problem-solving is a strengths-based approach that utilizes conversation and empowerment methods to help resolve the household's housing crisis, or quickly connect them to existing emergency or crisis housing services, by working alongside them in an empowering manner.





# USING PROBLEM-SOLVING TO AVERT AND END HOMELESSNESS

## DIVERSION

Assists people who have just lost their housing and are seeking emergency shelter or facing unsheltered homelessness.



## RAPID EXIT

Assists people experiencing homelessness to quickly identify and access safe housing options.



## Action Steps To Problem-Solve



### UNDERSTAND

Understand what precipitated individuals' and families' housing crisis and their own plan to avoid or exit homelessness.



### EXPLORE

Explore immediate, short- and long-term housing options with individuals and families, including within their own family or social networks, that may offer safe alternatives to entering or remaining in emergency shelter or unsheltered homelessness.



### PURSUE

Pursue safe, alternative housing options and supports in partnership with individuals and families experiencing an immediate housing crisis.

# Action Steps To Support Individuals and Families

CONNECT OR  
RECONNECT WITH  
FRIENDS & FAMILY



RESOLVE DISPUTES



CONNECT TO  
COMMUNITY-BASED  
& MAINSTREAM  
SERVICES

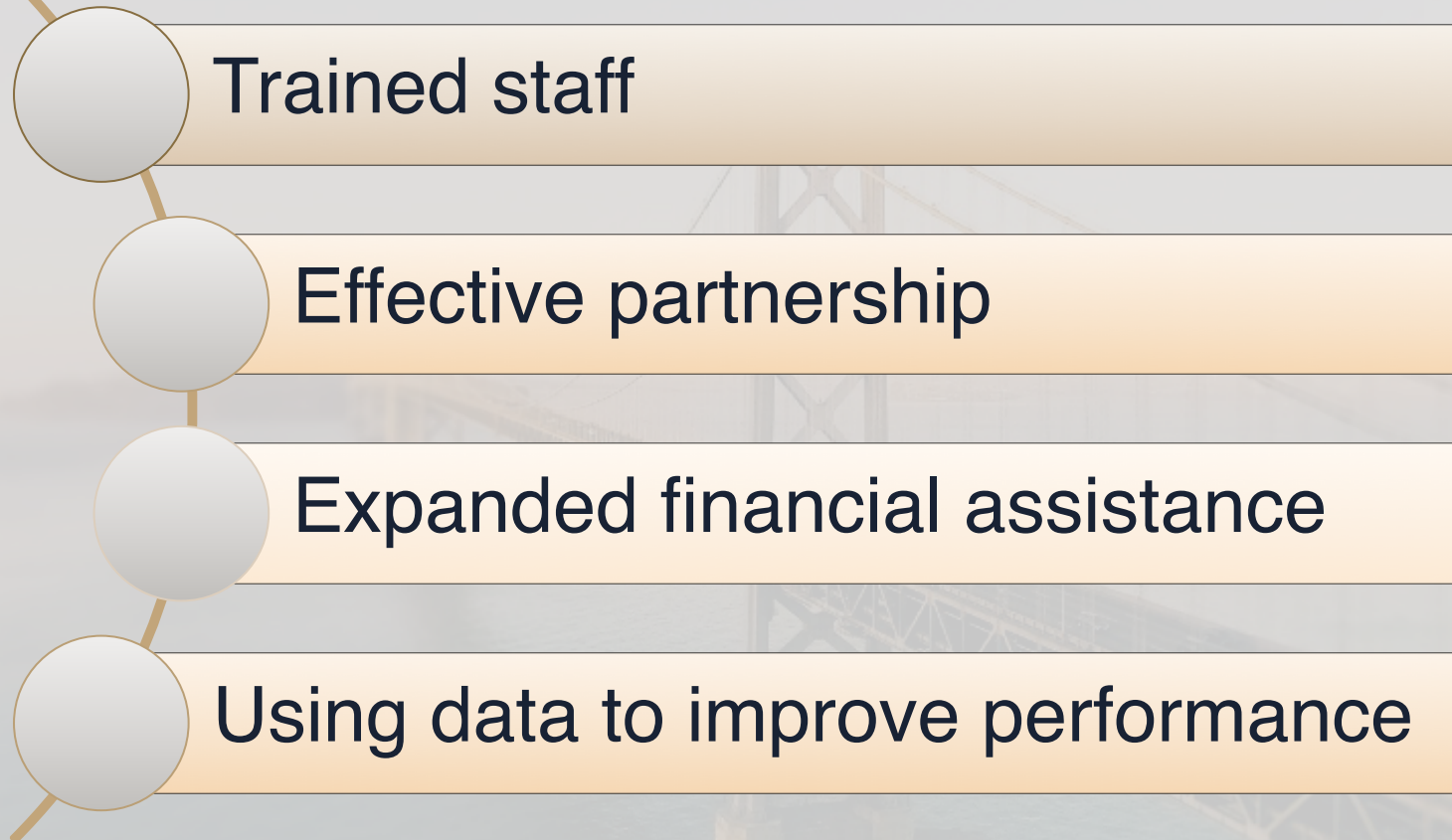


ACCESS FINANCIAL  
ASSISTANCE





# AN EFFECTIVE PROBLEM-SOLVING APPROACH



# AN EFFECTIVE PROBLEM-SOLVING APPROACH

## *Staff trained in problem-solving.*

- Staff trained in problem-solving are readily accessible at coordinated entry and shelter entry points to try and divert homeless episodes whenever safely possible.
- Outreach and shelter staff are also trained in problem-solving to help families and individuals quickly reconnect to housing and access needed supports.



# AN EFFECTIVE PROBLEM-SOLVING APPROACH

## *Effective partnerships.*

- Homelessness services leaders effectively promote coordination across homelessness services programs and with mainstream and community-based social service organizations so staff providing diversion and rapid exit services can offer warm hand-offs to needed services for the individuals and families they assist.

# AN EFFECTIVE PROBLEM-SOLVING APPROACH

## *Expanded financial assistance.*

- Homeless service systems are building capacity and increasing resources to offer short-term financial assistance to stabilize more households experiencing housing crises.



# AN EFFECTIVE PROBLEM-SOLVING APPROACH

*Regular use of data to improve performance.*

- Homelessness services systems regularly use data to refine and strengthen interventions and evaluate impact on assisted households as well as the impact on overall system performance.

# Today's Presenters

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