Update on Problem-Solving Integration

CoC Quarterly Meetings

What is Problem-Solving?

- Housing crisis response philosophy and approach consisting of:
  - Creative conversations and active listening
  - Participant empowerment and personal ownership
  - Limited or one-time service interventions (E.g. Mediation)
  - Limited or one-time financial assistance (as needed)

...and grounded in:

- Trauma-Informed and Person-Centered principles and practices
Why Problem-Solving?

1) More people can connect to temporary or permanent housing in our system.

   *Housing resources in CES are limited.*

2) People can connect to temporary or permanent housing more quickly.

   *Accessing housing through CES is not immediate.*

Problem-Solving Integration

**Core Strategy Areas:**

1) Training and TA
2) Staffing
3) Financial Assistance

**Funding:**

- State Homeless Emergency Aid Program (HEAP)
- Measure H
Problem-Solving - Training and TA

- **Frontline Services Training**
  - Initial training and periodic refreshers
- **LAHSA Problem-Solving Unit**
  - Ongoing training and technical assistance for all homeless service provider and system partner staff
  - Region and/or population-focused

Problem-Solving - Staffing

- Approximately 80 new **Problem-Solving Specialists** within homelessness response system and across other key systems
- Conduct problem-solving conversations
- Provide technical assistance to other front line staff
- 2-year positions (facilitate long-term Problem-Solving integration)
Problem-Solving - Financial Assistance

The Problem-Solving Assistance Fund is a one-time or limited financial assistance service to help participants in the event of minimal financial need to resolve their housing crisis or homelessness rapidly.

- One Centralized Provider &
- Funds connected to Access Centers and Family Solution Centers
Problem-Solving Integration Timeline

- **May** – Problem-Solving Specialists funded at Family Solutions Centers
- **July** – Problem-Solving Specialists funded at DCFS/Probation, Healthcare, Family Source Centers, and Interim Housing sites
- **August** – Problem-Solving Assistance Funds become available
- **July - October** – Problem-Solving Specialists staffed at newly-funded Adults and TAY Access Centers

**Ongoing** – Training and TA provided by Frontline Services and LAHSA Problem-Solving Unit

Questions?

For ongoing inquiries about Problem-Solving Integration efforts, please contact:

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Update on CES Access Infrastructure

CoC Quarterly Meetings

CES Participating Agency Roles

Initial Point of Access

Access Point
Access Center*
Outreach

CES Coordination and Infrastructure

Regional Coordination
Regional Data Coordination
Matching

System Components

Interim Housing
- Crisis*
- DV Shelter
- Bridge

Transitional Housing
- Youth
- YLP

Permanent Housing
- Shallow Subsidy
- REA
- Site
- Housing Resource Provider

Services Only
- Housing Navigation
- Housing Location
- Youth Agency Reconnection
- Case Management
Referral Partner Roles

Initial Point of Access

CES Coordination and Infrastructure

System Components

Interim Housing
- Crisis
- Div Shelter
- Bridge
- PIP

Transitional Housing
- Youth
- YP

Permanent Housing
- Shallow Stable
- SRO
- Housing Resource Provider

Services Only
- Housing Navigation
- Housing Location
- Youth Family Reconnection
- Case Management

Access Centers
Access Points
Interim Housing
Outreach
Access Points - *Minimum Requirements*

- a) Initial Access Tool
- b) Problem-Solving/Diversion Strategies
- c) Population-appropriate CES Survey Packet (Initial Assessment)
- d) Emergency Services Referrals
- e) Warm Handoff (No Wrong Door) Referrals
- f) HMIS data entry

Access Centers - *Minimum Requirements*

**Minimum Requirements**

- All Access Point requirements; and
  - a) Receive and manage CES referrals sent by Referral Partners
  - b) Provide case management
  - c) Make supportive services referrals

*NOTE:* Access Centers may provide additional services including housing navigation, co-located supportive services, and drop-in services.
CES Access Redesign - Timeline

- Access Centers and Access Points RFP released in December 2018 and closed February 2019—awards finalized in **June**
- CES Operations Guide implementation phase begins **between July and September** (fully effective October)
- New Access Centers and Access Points begin operations **between July and October** (TBD)

Questions?

*For general inquiries about CES Access, please contact CES@lahsa.org.*