

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 - Financial Assistance

Security Deposit

Utility Deposits

Application Fees

Rental Assistance

Utility Arrears

Public Transportation

Emergency Housing Assistance

Grocery Cards

Gas Cards

Rental Arrears

Utility Assistance

Employment

Automobile Repair

Furniture Assistance

Reunification Services

Motel Voucher



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:

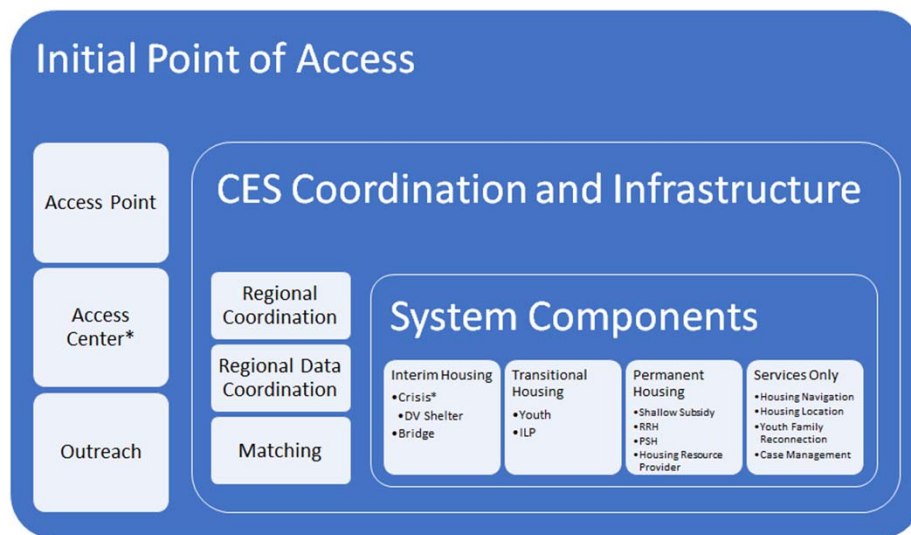
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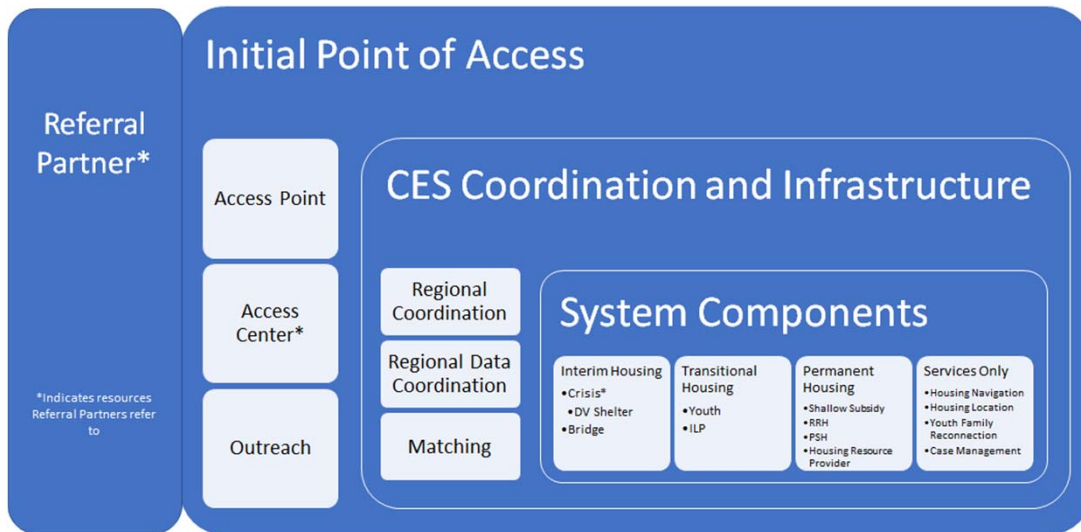
Update on CES Access Infrastructure

CoC Quarterly Meetings

CES Participating Agency Roles



Referral Partner Roles



CES Initial Points of Access



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.*

