



**SYSTEM COORDINATION COMMITTEE AGENDA
4-8-2020**

System Coordination Committee meetings are open to the public. Homeless and formerly homeless Alameda County residents are encouraged to attend. Public comment will be taken at the beginning of each meeting and is limited to 2 minutes per person.

Due to the COVID-19 stay-at-home restrictions, System Coordination Committee meetings will be held via zoom.

Join Zoom Meeting

<https://zoom.us/j/264251656?pwd=dmp5TG05eEZVbXZxeTBWQXBCT21VQT09>

Meeting ID: 264 251 656

Password: 636938

Persons who are unable to attend the meeting may submit written comments. Comments should address an item on the agenda and be submitted prior to the meeting. Comments which include "For Public Distribution" in either the title and/or body of the email or letter will be brought to the attention of the SCC Committee and included in the public meeting notes. Written comments should be submitted to:

jleadbetter@everyonehome.org

or

*Julie Leadbetter, Director of System Coordination
101 Callan Ave, Ste 230,
San Leandro, CA 94577*

- | | |
|--|--------------------|
| 1. Public Comment (Julie) | 2:00-2:10pm |
| a. Public comment | |
| b. Reading of written comments submitted, if any | |
| 2. Gratitude for COVID response work | 2:10-2:15pm |
| 3. Director's Report (Julie) | 2:15-2:20pm |
| a. Coordinated Entry Management Entity RFI | |
| b. Housing Problem Solving Work Groups | |
| c. COVID Response | |
| d. Temporary change to Katharine Gale consulting contract plan | |
| 4. Urgent Items (Julie) | |
| a. CE Triage Protocol Pilot (Julie) | 2:20-2:30pm |
| i. What are the current COVID triage protocols for CE – HRCs, Outreach, 211? Is this teaching us anything for CE triage/phased assessment? | |



- ii. CE triage will be addressed comprehensively in the CE 2.0 Phased Assessment work stream, however is there a CE triage protocol that could be piloted in the short term to support ease of operations?
- iii. Proposal to have an SCC work group that includes members of CE operations group held by HCSA and HMIS Oversight

5. Action Items for Vote (Lara)

a. CE Triage Protocol Pilot Recommendation (Julie) **2:30-2:40pm**

- i. Presentation of Recommendation
- ii. Amendments
- iii. Call to Vote
- iv. Vote

b. HMIS Restructure **2:40-3:00pm**

- i. Update (Suzanne)
- ii. Disability Scoring Recommendation (Jessie)
 - 1. Amendments
 - 2. Call to Vote
 - 3. Vote

c. Housing Problem Solving (Katharine) **3:00-3:45pm**

- i. Presentation of Recommendations
 - 1. HPS Policy Guide
 - 2. HPS Conversation Guide and Resolution Plan
 - 3. Housing Problem Solving Flexible Funds Request Form
- ii. Amendments
- iii. Call to Vote
- iv. Vote

6. Discussion Items (Lara)

a. Housing Problem Solving Implementation (Lara) **3:45-4:00pm**

- i. Given the rapidly changing context, what resources and timeline should be taken into consideration for Housing Problem Solving implementation?
 - 1. CE Management Entity
 - 2. HHAP/ Boomerang/ CDBG/ ESG/ COVID emergency funds
 - 3. Other anticipated prevention dollars

7. Consent Items

- a. None



RECOMMENDATION: CE Triage Protocol Pilot Recommendation

REQUESTED BY: EOH Staff, HMIS Oversight, Katharine Gale

DEVELOPED BY: EOH Staff, HMIS Oversight, Katharine Gale

DATE: April 6, 2020

BACKGROUND

In the 2019 Coordinated Entry Evaluation and the CE 2.0 Refresh Report, Coordinated Entry operators and participants have stated that the CE screening and assessment process needs to be shortened and linked to available resources. CE triage will be addressed comprehensively in the CE 2.0 Phased Assessment work stream however, there is an immediate need to create a CE triage protocol that could be piloted in the short term to support ease of CE operations and response to the COVID-19 public health crisis.

RECOMMENDATION

1. Establish an SCC workgroup with representation from SCC, CE operators, and HMIS Oversight to develop a CE triage protocol pilot for immediate implementation.
2. CE triage protocol could include:
 - a. Assess all Veterans
 - b. Assess all sheltered and unsheltered families
 - c. Have 2-3 quick criteria for whether to assess TAY and adults
 - d. HPS for anyone not assessed
 - e. 6-month pilot timeframe
 - f. Changes to the CE Access Packet
3. If the majority of the workgroup votes to approve the pilot protocol, SCC authorizes immediate implementation without the protocol needing to come back to SCC.
4. Work group may continue to meet to develop CE 2.0 phased assessment policies and review assessment tools as part of the CE 2.0 Action Plan.



RECOMMENDATION: Disability Scoring Recommendation for HMIS CE Restructure

REQUESTED BY: HMIS Oversight Committee

DEVELOPED BY: HMIS Oversight Committee

DATE: April 6, 2020

BACKGROUND

The assessment processor in Clarity cannot calculate the points for disability in the way they are configured in the assessment right now. Currently the assessment counts the number of disabilities and then there is a scoring breakdown in buckets of 1, 2, 3-4, 5+ with a maximum number of 36 points for the section.

RECOMMENDATION

HMIS Oversight Committee recommends scoring each disability at 6 points. Since there are six, that caps at 36 points. It will have some impact on scoring, but the impact will be uniform across all assessments.

**Housing Problem Solving
Alameda County Homelessness Response System Policy
DRAFT 4-6-2020**

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DRAFT

Housing Problem Solving
Alameda County Homelessness Response System Policy
DRAFT 4-6-2020

A. Purpose of this Policy

This document outlines the system-level policies related to the purpose, intent, timing, delivery, uses of flexible funds, and key outcomes of Housing Problem Solving in Alameda County’s Housing Crisis Response System. These policies are intended to guide the work of all organizations delivering HPS services and the use of HPS resources within the System, regardless of originating funding source, geographic area, location delivered or population served. (Where exceptions are made, these will be noted.)

This document is not a training manual or a best practice guide. Training materials and guidance on employing best practices in delivering Housing Problem Solving will be developed separately. Training will include a focus on developing and honing the skills and approaches needed for a successful HPS practice as well as how to apply the local policies included here.

This document uses the term “participant” to indicate an individual or household participating in HPS services.

B. Housing Problem Solving Defined¹

Housing Problem Solving is both a practice and a system intervention that works with a participant who is experiencing homelessness or at imminent risk of homelessness to identify options for self-help to resolve the housing crisis without the need for ongoing support from the Housing Crisis Response System.

Housing Problem Solving may be offered to participants who are literally homeless, which includes people staying in shelters and in places not meant for human habitation, as well as those who are fleeing domestic violence, as well as participants who are at imminent risk of homelessness and are living in doubled-up situations, in institutional settings, who are “invisibly housed” (that is, have no legal rights to occupy their current housing situation) and who will become literally homeless if not assisted. Housing Problem Solving may also work with leaseholders *if they are unable to be appropriately assisted by an eviction prevention provider and will become homeless within three days if not assisted.*

C. Intent of Housing Problem Solving

Housing Problem Solving is intended to both stem the inflow of new people becoming homeless and to help people who have already lost housing to leave homelessness quickly. As a system practice, it should prevent participants from waiting for another form of assistance that is not coming, being added to the By Name List when they have little to no chance of being prioritized for a resource, and from unnecessary long-term homeless system involvement.

¹ The term Housing Problem Solving is used in Alameda County to describe a practice that works with people who are already homeless and those who are at imminent risk of immediate homelessness; in other communities these practices may be known as Diversion and Rapid Resolution.

D. Potential Resolutions

Housing Problem Solving results in a resolution when one of five things occur:

1. A participant who was at imminent risk of becoming immediately homeless is able to safely remain in a place they were already staying, or moves to another place without entering the homeless crisis response system.
2. A participant moves from streets or shelter to a safe place to stay with family or friends.
3. A participant moves from streets or shelter into housing, on own or shared.
4. A participant who was already homeless or about to become homeless is assisted to return to another community where they will have a place to live.
5. A participant enters a treatment program or other temporary place to achieve a goal related to gaining housing that is outside the crisis response system with the intention of going from there to housing.

E. Definition of Success

1. Process success: The process of offering Housing Problem Solving is successful when a staff person and a participant identify one or more options for self-help to resolve the housing crisis and the HPS staff has provided appropriate services or resources to support the resolution (including referrals to other resources.)

2. Outcome successes:

The HPS solution is successful when the provision of HPS services and supports has resulted in

- A participant who was at risk of homelessness has a place to safely stay, and avoids homelessness and avoids getting onto the By Name List; or,
- A participant who was homeless gets housed without an ongoing resource from the Crisis Response System and gets off of the By Name List.²

F. Components of Housing Problem Solving

HPS Conversation: All Housing Problem Solving will begin with a conversation designed to unearth potential alternatives to homelessness that could, temporarily or permanently, resolve the participants housing crisis. A conversation guide is available; however, the guide is not a form and is not intended to be completed in the same way for every participant. Training to conduct this conversation, including safety screening and planning, will be offered regularly.

Other HPS supports: In some cases, the conversation will be the only support necessary to identify and support a potential resolution that the participant can pursue. If additional support is needed, staff conducting HPS may offer one or more of the following additional supports:

² As the Coordinated Entry Assessment changes these definitions may need to be adjusted as it may be that the option to get on the BNL will not be available even if the participant does not achieve an HPS resolution right away.

1. Referrals to other programs or services that the participant can access that will support a resolutions, including but not limited to benefits, employment services, child care, health care, legal services, and/or DV services
2. Conflict resolution/mediation with landlords, friend or family members, with participant's permission
3. Housing search/housing location assistance to help a participant seek appropriate housing on their own
4. Flexible Funds to support a specific resolution opportunity. Specific requirements regarding flexible funds including eligible expenses, caps and other requirements are described below.

G. Locations where HPS may be delivered

Housing Problem Solving is intended to be offered throughout the Crisis Response System and may occur at:

- A Housing Resource Center or other organization delivering direct services to participants
- With a Street Outreach worker
- Via 211
- At a shelter, including hotels (specifics to be determined)

H. Delivering Housing Problem Solving at an HRC

The techniques associated with Housing Problem Solving, including problem solving conversations and support for alternative housing resolutions may be used throughout the system and at other times, by case managers, Navigators, and others. As a focus of this expansion, however, HPS as a discrete intervention will be focused on people who are at immediate risk for entry into the system or who are newly homeless, and those who are on the current BNL who are not likely to receive another resource.

As system practice, HPS will always be offered *at least* once when a participant is first identified as needing help and *before* a participant is assessed for other system resources using the Coordinate Entry Assessment process. It should also be continuously available after a participant has been assessed *and not assigned to another resource* until they receive a system resource, or are housed or lose contact.

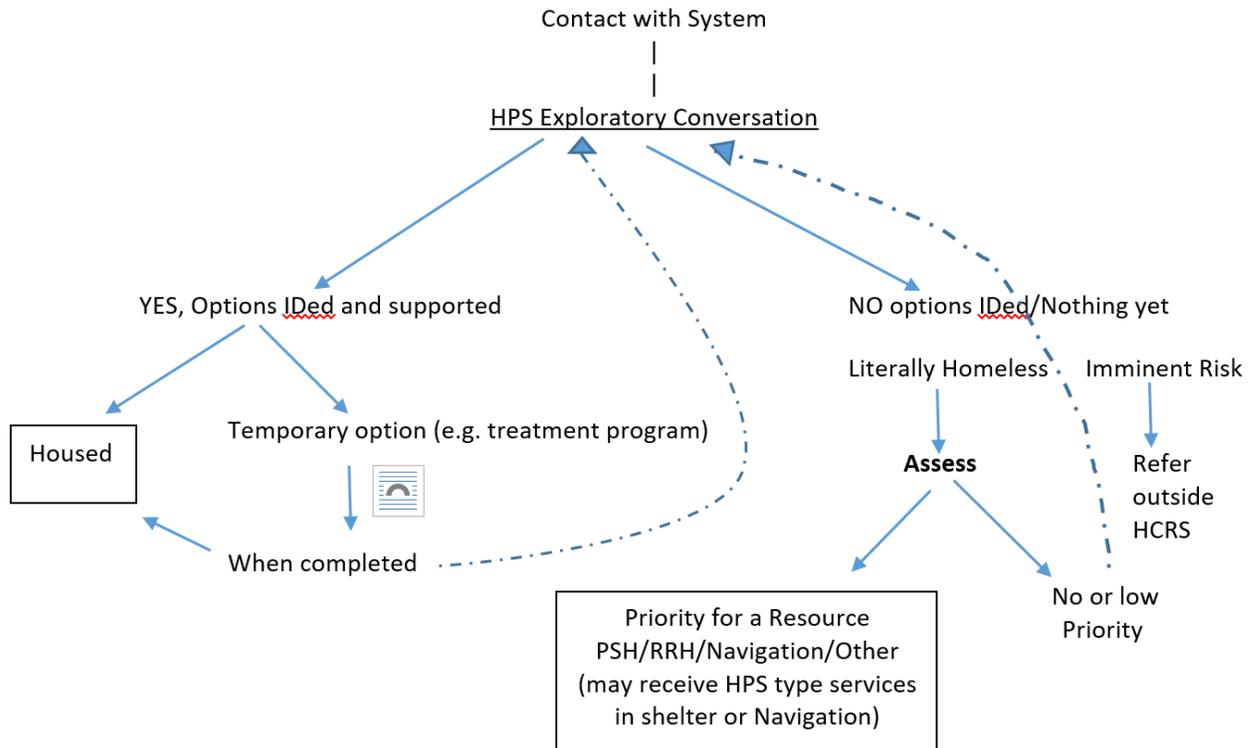
Once changes are made to the Coordinated Entry assessment, for some participants HPS may be the primary or only resource that is available to them after assessment, and this should be communicated clearly.³

a. HPS at first connection (prior to assessment)

All people initially seeking homeless services will be offered an HPS conversation.

³ Changes to the Coordinated Entry Assessment process are anticipated in the coming months. At such time as the new assessment process is finalized and underway, these policies for HPS should be reviewed and updated.

Visual of HPS process



1. Approach and key messaging for literally homeless: If the participant is literally homeless, HPS will be offered after determining homeless status, using the Coordinated Entry guidelines. Staff's initial message to the client *must* include that the crisis response system has very limited shelter and housing resources and is unlikely to be able to help the participant in a timely fashion but that the staff person can help them to determine what options they may have right away and may assist them to secure an option immediately.

i. With resolution: If one or more potential resolutions is identified with someone who is literally homeless, staff will work with the participant to develop a plan to pursue the resolution and will offer necessary assistance, including referrals, conflict resolution, housing search support and/or flexible funds (following the guidelines below.)

If one or more potential resolutions is identified the staff person will not conduct a client assessment. The staff person will ensure that the participant has the information they need to proceed with the resolution and will message that they can return if they need more Problem Solving assistance.

ii. Without resolution: If no resolution is identified, and the staff person is a qualified assessor, the staff person may then offer an assessment immediately, schedule a time in the future to conduct an assessment, or may connect the participant to a site which does assessments.

Whether or not a resolution is identified, if the participant will not be in a safe alternative that evening the staff person will also offer information about shelter availability.

2. Approach and messaging for those at imminent risk: If a participant is at imminent risk of becoming immediately homeless, an HPS conversation will be offered to identify ways to stay in their current situation if this is safe, or to move to an alternative situation without entering the crisis response system. In addition to the conversation, HPS staff may offer referrals and, if time permits, conflict resolution/mediation. ***Unless the entity conducting HPS has specific resources targeted for those at imminent risk, financial assistance will not be available for those at risk .***

If no resolution is achieved, the participant will be told that they can return if they identify a potential option, or if they are unable to secure an option they may return for a further conversation and a potentially an assessment. *No assessments will be performed with participants who are not literally homeless.*

b. Housing Problem Solving after Assessment

At this time, once someone has been assessed, they are entered onto the By Name List and may be offered system resources such as rapid rehousing or, if in the highest scoring group, Permanent Supportive Housing. Until such time as the assessment process is reformed and people can be told in real time that they are or are not prioritized for a system resource, all persons will be told that they may be contacted if a resource is available but that there is no guarantee that they will receive housing support. They should be told that they may return (or call again) for Housing Problem Solving assistance at any time.⁴

c. Housing Problem Solving for those on BNL: Due to the significant number of people on the BNL who are unlikely to receive another resource, HPS should be offered to those currently on the BNL, as funding for staff and support is available. HRC's funded to conduct HPS should proactively reach out to persons who are active on the By Name List in their Zone and have not been connected to a system resource to offer and promote Housing Problem Solving.

I. Housing Problem Solving in other Parts of the System

a. Housing Problem Solving with an Outreach Worker

Outreach workers will be trained in Housing Problem Solving techniques and will offer HPS as part of outreach services. Because it is difficult for outreach workers to manage flexible funds and the necessary forms, resolutions that are identified with an outreach worker that will require flexible funds will be referred to an HRC. HRC's and outreach teams will develop protocols for these shared clients and will ensure that the participant continues to work with the person they have developed a relationship with as much as possible.

b. Housing Problem Solving via phone:

HPS may be initiated over the telephone, and during the COVID-19 or any other public health crisis or emergency, HPS may be delivered exclusively by phone. Efforts to collect documents and to provide financial assistance that avoid in-person contact may include scanning and texting or emailing documents,

⁴ Once the reform of the assessment process is done it should be possible to inform them whether they are prioritized for a resource or not. At that time those not prioritized for a resource will be told that they *will not* be receiving another system resource and that Housing Problem Solving is what they are qualified for.

mailing resources, or dropping off documents or resources in locations where staff and participants do not need to meet. Agencies conducting HPS by phone must ensure that all necessary steps are taken to reasonably ensure that the participant's situation is accurate and requires assistance and that the person or entity receiving the assistance is the intended beneficiary and will put that assistance toward ensuring a housing resolution for the participant.

c. Housing Problem Solving with a Navigator

Assignment to a Navigator after an assessment is matching to a system resource managed by Coordinated Entry. Navigation services are also intended to work with an individual or household to get them housed. When someone is attached to both a Navigator and a system resource (such as a PSH or RRH slot) a Navigator will work with them to utilize the system resource and secure housing. If someone has been matched to no other resource than Navigation, the Navigator may use HPS techniques and may even access flexible funding but the resulting housing exit is a Navigation result, not HSP.

However, there may be times that Navigators offer HPS directly or connect their clients specifically to an HPS resource. This should include:

- The potential for successful HPS should be explored at first contact between the client and the assigned Navigator if the client has not had a HPS conversation within the past 30 days.
- If the Navigator is concerned about someone who is sleeping outside due to current or imminent weather or illness and no other housing plan is in progress the Navigator should introduce an HPS conversation.

d. Housing Problem Solving by 2-1-1

2-1-1 operators will, as time and training permits, conduct initial problem solving conversation with callers seeking homeless assistance. 2-1-1 will refer those at imminent risk of homelessness to relevant resources such as food, utility assistance, rental assistance, landlord-tenant mediation, eviction prevention and emergency financial assistance, as well as any other places able to conduct more in-depth HPS with those who are not literally homeless. 2-1-1 will continue to refer literally homeless persons to the appropriate HRC.

As resources become available, additional HPS work may be possible via 2-1-1, including more in-depth work with callers who are at imminent risk of homelessness. To deliver full HPS services at 2-1-1 or any other call center will require additional funding for dedicated staffing, training, and access to Flexible Funds. Protocols with an administering agency or clearinghouse to manage Flex Funds should be explored.

e. Housing Problem Solving in an Emergency Shelter

TBD

J. Privacy and comfort

All HPS conversations should be conducted in as private a setting as is possible to ensure confidentiality and should maximize the participant's comfort.

K. Safety Screening and DV Resources

All staff conducting HPS will be trained in safety screening and safety planning.

During Initial Conversation: Safety screening must be part of the initial conversation and key questions designed to determine if someone may be a survivor will be part of the conversation guide and training. Anyone who at this point is identified as a survivor should be offered DV resources. If the person who is a survivor declines these resources, and the housing problem solving conversation continues, safety planning should be part of any resolution plan.

As Part of the Exploration of Options: For all participants, whether identified as survivors or not, all potential resolutions should be screened through the lens of safety. This includes ensuring that the person feels safe with the option selected and, if they have identified any safety concerns, specific plans have been made to address those concerns.

Survivors who can safely stay where they are or obtain secure housing with assistance may be eligible financial assistance and/or legal assistance and advocacy from a DV agency which have Housing First funds.

L. Timeframe for Problem Solving

Housing Problem Solving is not ongoing Navigation or case management. It is intended to be a short-term service and most resolutions should be completed within an anticipated one to three visits/conversations over a 30-60 day period. Continuation after four or more sessions or after 60 days should be approved by a supervisor.

M. Required Forms

All providers of HPS will be provided with forms to guide the conversation and develop the Housing Resolution Plan, and with a standard Flexible Funds Request Form. Additional forms and requirements may be created as funding streams are identified and committed to this intervention.

N. Flexible Funds Guidance

a. Flex funds not primary or always offered

Many HPS resolutions can be reached without need of flex funds. In exploring options with a participant, flex funds should not be presented as the primary service of HPS nor specifically offered unless it is clear that flex funds are needed to secure the resolution under consideration.

b. Flexible Funds for interim need only: Flexible funds are intended to cover costs that are necessary to achieve an immediate resolution and may cover some interim household needs or bridge a financial gap while more permanent resources are secured. HPS staff should always seek alternatives to Flex Funds for ongoing needs such as food, childcare, transportation, utilities, etc. HPS staff should help participants develop and implement plans to secure needed resources, including income from benefits for which participants qualify. The anticipated time to secure emergency benefits (GA, TANF, CalFresh) is one to two weeks. Flex funds should be issued with the intent to cover anticipated needs over no more than 30 days at a time.

c. Eviction Prevention assistance only available in limited cases

Rental assistance payments should not be made for existing housing in order to cover back rent or prevent eviction, unless

- 1) The person or household does not qualify for any other eviction prevention assistance, as verified by HPS staff contacting third parties offering such assistance or consulting their written guidance; (typical reasons a person may not qualify may include that they have previously used the resource and there is a time-limit or cap or they are not in a qualifying subpopulation.)
- 2) The person does qualify but program does not have sufficient resources at the time of need or the process would take too long and the opportunity to preserve the housing would be lost.

These reasons must be documented on the Flexible Funding Form, including how they were confirmed.

d. Third-party or trackable expenditure

Flex funds may be directly paid to a third party such as a landlord, utility company, moving company or other vendor, or, in cases in which the funds will be used for specific needs such as food or transportation, may be provided to the participant through a trackable means such as a gift card. ***Under no circumstances are flex funds provided in cash or in a direct payment to the participant, even as reimbursement.***

e. Eligible Expenses

Flex Funds are intended to be flexible and cover a wide range of potential costs that could be used to secure a housing resolution. In general, expenses should be kept to the minimum needed to resolve the situation. Potential expenses include:

Flex resources for gaining or retaining housing or employment	Housing related costs
Grocery cards Gas cards Certificates or licenses to work Car repair Furniture Pest extermination Storage Essential minor repairs to make a living space habitable Transportation vouchers/passes Costs for birth certificate/documentation	Housing Application Fees Credit Checks Rental Deposits Past Due Rent* (if no other source can cover) One-month rent on new unit Utility deposit Utility payment
Costs related to moving to another community	Other
Bus ticket Train ticket Shipping belongings Incidentals (food)	Other expenses documented and necessary to secure a housing resolution, and approved by a supervisor
Maximum Annual Expenditure per Household	
Individual Household - \$4,000	Family Household - \$5,000

f. Flexible Funds Assistance Caps

There is a total maximum annual expenditure of \$4,000 for an individual and \$5,000 for a family household. *Most resolutions are anticipated to cost less.*

Additional caps that apply include:

1. Rental payments and deposits: The maximum amount of funding for costs associated with past or current rent or deposit is equal to three (3) times the Fair Market Rent for the unit being covered, to allow for a two-month deposit and first months payment. *Note that any payments approved for rent or deposit must include a lease or written occupancy agreement.*

2. Other Flexible Assistance : For resolutions that do not involve rental payments or deposits, an annual maximum of \$1,000 per individual, and \$1,500 per family is permitted.

- Gift card/in-kind maximums: Gift cards such as grocery and gas cards and local transportation passes are capped at \$250 per person assisted.

All apply over a period of one year from when assistance was first delivered. If a participant returns for additional assistance within the year, they may be supported again, up to the total annual cap.

f. Form and Approval Process

All uses of Flex Funds must include completion of the Flexible Funding Request Form and approval by a manager or supervisor other than the person making the recommendation.

g. Second request

If Flex funds are requested for the second time (or more) within a year for the same household/client, a discussion between the recommending staff and their supervisor must occur prior to approval and is noted on the form.

Note that some expenses, such as rental application fees, or support to a family member during a crisis period, may be needed more than once and should not be seen as a sign of unwillingness or inability of the participant to follow through. In particular, for People of Color who face discrimination in the job and housing markets more time and multiple periods of assistance may be needed to overcome the impact of systemic racism in the availability of options.

O. Follow up

As much as possible, staff that provide housing problem solving support to a participant who identifies and pursues a resolution should follow up within 30 – 60 days after the last contact to determine whether the person or household remains in place and whether any other referrals are needed. Ongoing case management is not expected.

P. HMIS Data Collection

HMIS is the database that is used to collect information on homelessness in Alameda County and should, to the greatest extent feasible, be used by providers of HPS services.

Given the short-term nature and potential high volume of HPS work, HMIS data collection should be kept as limited as possible while ensuring that information is available to the program operator and to the system to know:

- Who received assistance, including information about household type and demographics
- If there was a process success
- If there was an outcome success and if so, what type of housing outcome was achieved
- Length of time over which service was delivered

- Total Flexible Funds expenditures, and types of expenditures
- If possible, the participant's reported situation at follow up

It will also be important for HRCs, outreach worker or others who are delivering HPS to be able to look up a participant to determine that they are not already receiving HPS or another service from another entity.

Q. Training

Housing Problem Solving is a skill and a technique that requires training and practice. Alameda County will make regular training available to those practicing HPS, including techniques and best practices, safety screening and safety planning; complying with these policies and any forms, procedures or other requirements that may be developed; data collection, privacy and reporting and other topics.

R. Intended expansion of HPS to mainstream agencies

HPS as described in this document is delivered within the Homeless Crisis Response System. It is the intent of the system to ensure that HPS services can also be delivered outside of the housing crisis response system in mainstream agencies that work with households that are homeless and/or those at imminent risk. Agencies that should be invited and encouraged to become trained in HPS techniques and able to connect participants to resources should include:

- SSA
- Behavioral Health Care – nurse and social workers who engage with clients
- Hospitals
- Health Homes
- Schools
- Probation/Sheriff

Details on how these agencies will work with HPS and related to HPS as delivered within the Crisis Response System remain to be developed.

First Name: _____ Last Name: _____ HMIS ID: _____

Housing Problem Solving Conversation Guide and Resolution Plan

INSTRUCTIONS: Use the questions below as a guide to work with a participant to identify potential options. Questions are offered as suggestions only; the conversation should flow naturally. If one or more solutions is identified, use the Resolution Plan (on this form) and Flexible Funds Request Form if needed.

Introduction: “I’d like to help you identify an immediate solution. There are extremely limited shelter and housing options available in Alameda County, but I can help brainstorm some potential solutions to your current situation. Let’s start with where you have stayed recently.”

- Where did you stay last night?
- Do you feel unsafe where you are? (If with a partner or other people, follow up with questions about situation such as “Have you had any heated argument with someone recently? Has someone recently hit or tried to hurt you? Do you share any financial resources with someone that concerns you?” If DV identified, offer referrals to DV system.)

IF LITERALLY HOMELESS – “Let’s think of some ways you could have a safe place to stay tonight, maybe somewhere you have previously stayed or another place.”	IF IN A PLACE AND NOT FLEEING DV – “Let’s think of what you could do to continue staying here or to find an alternative place to stay”
<ul style="list-style-type: none"> • Is there anywhere you stayed in the past that might be a place you could stay now? • What do you think it would take for you to be able to go back? • Do you pay any money to stay there? What amount of money do you have now? Could you work in exchange? • Where are your personal belongings? • Where else have you stayed recently that is not outside or in a car? Is that safe? • How long ago did you lose your last housing? • What other family or friends might let you stay with them? Who else might worry about you? • Do you have friends or family not in the Bay Area? • If we can’t help you find a place to stay, where will you stay tonight? Who would you contact in case of an emergency? 	<ul style="list-style-type: none"> • Do you have a place to live now that you have rights to (like a lease?) • When was the last time you paid rent? • Have you tried to work out a payment plan with your landlord? • Have you ever considered a roommate? • Are you staying with family or friends right now? • What happened that caused a problem at the place you’ve been staying? • How have you tried to work things out with the people you are staying with, including offering to contribute? Is that safe for you? • Do you have any income? What amount of money do you have now? • When is the next time you’ll have money that you could put toward the rent? • Have you experienced this type of crisis before? How did you resolve it then? • What other family or friends might let you stay with them?
<ul style="list-style-type: none"> • Are there other things about your current situation that I should be aware of, such as any pressing medical conditions, a current threat to your safety, or a new job? 	

First Name: _____ Last Name: _____ HMIS ID: _____

Notes on the situation:

If one or more potential resolutions are identified, complete safety screening and move to complete Housing Resolution Plan on next page.

Safety Screening:

- Do you feel safe with this option?
- Would you like information about domestic violence services?
- *(If safety concerns)* Does the abuser know where that person lives? Is it in an area that is safe from the abuser – does the abuser work nearby or would go in that area?
- *(If safety concerns)* Can I refer you to another agency for safety planning?

+ + + + + + + + + + +

If no identified resolution, conclude conversation with statements such as:

- I am sorry we weren't able to find a solution that works for you today. You are always welcome to return to discuss options with me or my colleagues.
- I am going to now move on to do an assessment with you. This assessment may take up to XX minutes. Do you have time for that now and want to go ahead?
- I am going to give you with some referrals that may be helpful (make sure participant receives electronic or hard copy of referral information)
- Is there anything else I could do with you right now that would be helpful for you?

First Name: _____ Last Name: _____ HMIS ID: _____

HOUSING RESOLUTION PLAN

(Copy this page and give copy to participant)

| | | |
|--|------------------------|-------|
| Primary Option - Location/Situation: | | |
| Action(s) Steps for Participant | Action Steps for Staff | When? |
| | | |
| | | |
| Alternate Plan (if any) – Location/Situation: | | |
| Action(s) Steps for Participant | Action Steps for Staff | When? |
| | | |
| | | |

1. Referral Information, if any (service provided, agency name, location, hours of operation, etc.):

| |
|--|
| |
|--|

2. Documents I need to collect/bring with me and for what purpose:

| |
|--|
| |
|--|

3. Problem Solving Staff Contact Information:

| |
|--|
| |
|--|

Participant Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Housing Problem Solving Flexible Funds Request Form

Participant Name: _____

HMIS ID: _____

Describe situation, resolution planned and role of flex funds in supporting successful resolution

(e.g. Participant was staying with mother until two days ago, when she left and has remained in her car. Participant will return to stay with her mother. I have spoken to the mother who is willing to have her come back if she contributes to the household expenses and they can reach agreements on how to share the living area. Participant has agreed to rules for sharing the space and program will contribute \$150 grocery card to cover participant food costs this month. Participant will follow up on referrals for employment services.) :

Expense Type and Amount

Gift Card/Flexible Resource to Support a Resolution

- | | | |
|---|--------------|------------------------|
| <input type="checkbox"/> Grocery Card | Value: _____ | Tracking Number: _____ |
| <input type="checkbox"/> Gas Card | Value: _____ | Tracking Number: _____ |
| <input type="checkbox"/> Bus Pass or Tickets | Value: _____ | Tracking Number: _____ |
| <input type="checkbox"/> Other, Describe: _____ | Value: _____ | Tracking Number: _____ |

Person whom the expense is intended to benefit (host): _____

Notes (describe how intended beneficiary has been notified):

Third party payments –Complete all that apply

- | | | |
|--|---------------|---------------|
| <input type="checkbox"/> Housing Deposit | Amount: _____ | Pay to: _____ |
| <input type="checkbox"/> Rent Payment | Amount: _____ | Pay to: _____ |
| <input type="checkbox"/> Utility Payment | Amount: _____ | Pay to: _____ |

- Certification or License Payment, describe: _____
Amount: _____ Pay to: _____
- Car Insurance, repair, or other car related payment, describe: _____
Amount: _____ Pay to: _____
- Travel expenditure (bus or train ticket) describe: _____
Amount: _____ Pay to: _____
- Other, describe _____

Conditions for Assistance

- If flex funds are to pay deposit or rent costs to remain in a current unit or to rent in a new unit, adequate income to pay rent or a plan to sustain housing has been discussed with participant.
- If flex funds are to pay deposit or rent, a copy of the lease or occupancy agreement is attached
- If flex funds are for past-due rent to prevent eviction, the assistance *cannot be funded by an alternate source in a timely fashion*: i.e. KOH, Season of Sharing, etc. Describe efforts made to cover costs from another source including who spoken to (or determination that participant is not eligible for another source):

Grand total of all assistance: _____

Staff Signature: _____ Date: _____

Supervisor Approval: _____ Date: _____

- This participant has previously received assistance within the last year and is being recommended for additional assistance. Supervisor and staff have discussed the situation.

Supervisor's conclusion and any additional steps required to approve expenditure.

(To be completed by supervisor)

Supervisor Approval: _____ Date: _____