

HOUSING PROBLEM SOLVING

1. CREATE A SAFE SPACE

PRIVACY, COMFORT, SAFETY SCREEN

People need to feel safe. Create a quiet place where people feel safe to speak. Sit facing each other with no physical barriers. Ask safety screening and make referral to DV resources when needed.

2. LEAD WITH STRONG OPENING

CLEARLY STATE YOUR ROLE & PURPOSE OF CONVO

Use your well-scripted messages about your role, the purpose of HPS, the value of pursuing housing options outside of the crisis response system, and the realities of shelter and staying outdoors.

3. ACTIVELY LISTEN

VALIDATE, EMPATHY, REFLECT

Actively listen to their story with your attention without judgement. Use empathy and validate their challenging experience. Reflect back strengths and other resources they might have.

4. UNDERSTAND & EMPOWER

ASK QUESTIONS, EMPOWER

Don't assume what people need. Empower them to articulate their needs and share their ideas about solving their housing crisis. Use open-ended and evocative questions to guide their thinking.

5. DEVELOP AND TEST PLAN

EXPLORE OPTIONS OUTSIDE OF THE HCRS

Help them develop a plan for housing tonight and/or long term. The plan needs to work for them - not you. Be creative in problem solving and explore resources that could help. Reality test the plan.

6. CONNECT TO RESOURCES

RELATED TO CRISIS, INVITE BACK AS NEEDED

Connect people to and/or provide resources that help resolve their crisis, including referrals, mediation, housing search or financial assistance. Invite people to contact you/your colleagues if needed.