

How much SSI advocacy is being funded through HSA? Is the funding sufficient to meet the need?

Program Manger on vacation, returned 4/26 and will provide a written response from the Human Services Agency.

Are longer-term subsidies being used as part of Problem Solving?

Problem Solving is a very specific intervention and it is meant to be a short-term intervention. **It's designed to quickly resolve people's homelessness in real time.** It's not meant to work for all – and it's not the catch all for any/all new interventions. It has a specific design rooted in what has historically been known as diversion and rapid exit interventions. It's one of the core components of the Homelessness Response System (just ***one*** of the tools) and it's supposed to happen in tandem with other interventions.

HSH recognizes longer-term shallow subsidies as a gap in its service offerings that could meet the need of some clients. However, if we were to fund this intervention, it would sit more appropriately within our housing programs than in Problem Solving.

What services are included in Problem Solving?

The very core of Problem Solving is the Problem Solving conversation – where the counselor and the household explore alternative solutions to a housing crisis. Through this conversation, we empower the household to explore ways to solve their homelessness outside of the Homelessness Response System. Problem Solving can support resolutions through 1) financial assistance, 2) housing location assistance (about to launch) and 3) mediation or reunification services. Problem Solving can pay for ***anything*** that resolves the housing crisis – airplane ticket, refrigerator, furniture, move in assistance, utility bills, we can make contributions to other people's rental payments (for cases where there are informal living arrangements).

Is there data on success rate/effectiveness of problem solving?

Yes, since July 2022 (this current fiscal year), there have been 2,456 Problem Solving conversations and Problem Solving has resolved 302 household's homelessness – these households would have received zero services before Problem Solving was being offered. The success rate for this current FY is 11.9% - which is surpassing the goal of 10% for Problem Solving. Problem Solving seeks to resolve homelessness for 10% of Problem Solving status households. Resolution rate is purposely low because we conceptually understand that Problem Solving is not for all. As the intervention continues to be operationalized and expand, the rate will grow. Keep in mind that Problem Solving has only been around for less than 3 years and is a new intervention. It takes time for a new approach to take hold, for it to be operationalized and embraced, etc. HSH tracks all Problem Solving conversations, all resolutions, all expenses. There is an upcoming evaluation for Problem Solving where HSH will also look into how many of these clients are returning to the Homelessness Response System.

Is the HSH Allocation enough to cover technical assistance and capacity building to support the nonprofit providers who are launching prevention work? Will it cover evaluation?

Within the one time allocation for Problem Solving, HSH has set aside money to bring in an expert trainer/provider to offer more substantial training and coaching to all Prevention and Problem Solving providers. These interventions are not easy and they take skill building – consistent, expert and quality training is key for the delivery of these interventions. HSH developed an 8 hour training curriculum on Problem Solving and a training curriculum for Prevention as well – and provides significant support and TA through our Program Managers. But there is an ongoing need to enhance capacity building and skills and tools across the system. In terms of evaluation – HSH will engage with Focus Strategies for an

Responses to OCOH Oversight Committee Questions about Prevention raised at 4/21/2022 Special Meeting

evaluation of Problem Solving and prevention. Through our partnership with All Home, UCSF will be evaluating the Prevention System that HSH administers jointly with MOHCD.