



River Valleys Continuum of Care Coordinated Entry System: Housing Problem Solving Guide

**This is a worksheet to help guide your conversation. Space is provided to take notes. This is not an official form.*

Step 1: Introduce yourself and the purpose of the appointment

Hi, my name is _____ and I work for _____ which is a part of the _____ Coordinated Entry System in Southeast MN. The purpose of this meeting is to help you and your family find a safe place to stay. Typically shelters in this area are very full and the goal is that we brainstorm alternatives to staying in shelter. The hope is we can find another safe place for you to stay, other than a shelter OR help you return to where you were staying previously.”

Step 2: Active Listening

Allow the person to tell their story about their housing crisis

	<p>Remember: Use open-ended questions Paraphrase Be present</p>
--	--

Step 3: Strengths and Supports Exploration

Over the past 6 months, what have you been able to do to avoid seeking emergency shelter?	Identify when you have been a support to others?	What were things like for you when things were going better?	Who are your friends, allies, and family members?
---	--	--	---

Step 4: Moving Forward

Help pick the best option:

Going back to live with friends and family

Returning to their own residence

Temporarily diverted as they seek new housing

Relocating to a safe, permanent place out of town

Shelter Waitlist

Consider...

- Is this option:
 - Safe?
 - Appropriate for the client?
- If not, use reality testing



Reality Testing

- How would this look?
- What is the timeline?
- Have you done something like this before?
- What other options have you considered?
- What resources do you have to carry this out?
- In case this does not work out as well as you would like, would you like to explore a back-up plan?



Step 5: Getting Help and Creating Connections

Summarize the conversation, ensure you are on the same page, and create action steps

Create a list of potential friends and family to contact and if needed offer use of a phone to contact

Make referrals to other resources: See Google Folder (https://drive.google.com/drive/folders/1UdwdMuqh2zZBJ_4IzXgYEVjvvy0AVn9Y?usp=sharing) for appropriate county as needed

If they cannot be diverted, help locate shelter options if possible

Step 6: Summarize, Follow-up, and Complete the Paperwork

Fill out what you can; you may have already obtained much of the required information by active listening.

- HMIS Release
- River Valleys CoC Coordinated Entry Release
- HPS Assessment (Preferably directly into HMIS)
- CE Assessment - ONLY IF THE CLIENT IS LITERALLY HOMELESS (outdoors, in a car, uninhabitable location), IN SHELTER, OR AT IMMINENT RISK OF HOMELESSNESS AND CANNOT BE DIVERTED
 - Or have been staying outside/uninhabitable location and will return to staying outside
 - **Check HMIS to see if they have an existing CE Assessment**