



River Valleys Continuum of Care Coordinated Entry System Open-ended Questions for Housing Problem Solving Conversations

- “Tell me about your family, friends, and other people important to you. Where are they? Are they available to help you? Would they be available to help you if we provided you or them with some help or services?”
 - “Do you think you could possibly stay there again if we provided you or them some help or services?”
 - “Do you have friends, who if they were in the same situation, you would help? Maybe they would be willing to help you? What about people at work?”
 - “Are you active in a religious group? Could they be helpful?”
 - “Have you been in touch with any other organizations you are a member of? A union for example?”
 - “What would your family or friends say if they knew you were entering a shelter?”
 - “Who has you helped in the past? Have there been times when you have been of help or support to others?”
 - “If you recently stayed with a family member, how did you contribute to the household?”
 - “Can you increase the amount of work or funds you contribute to the household?”
 - “What did your situation look like when things were going better?”
- Ask the household what brought them to seek assistance today and to share their current housing situation. Let them share their story and listen actively. Encourage them to share more.
- “What led you to reach out to us today?”
 - “Tell me a little bit about your current situation.”
 - “Are you fleeing domestic violence or is there any other potential threat to you or your household’s safety?”
 - “Can you tell me more about that?”