



RAPID RESOLUTION: BOOT CAMP PART 2

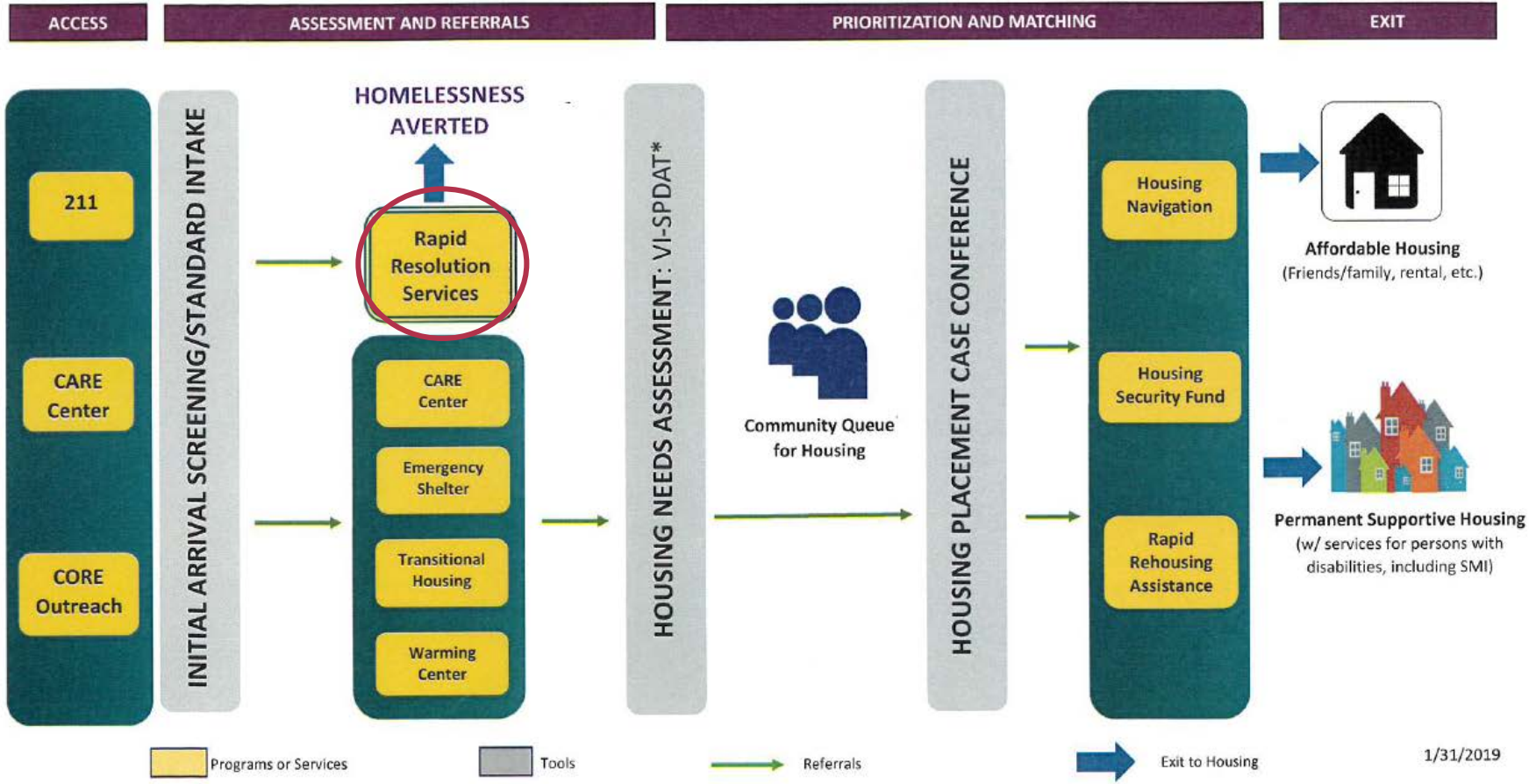
SHELBY FERGUSON, COORDINATED ENTRY SYSTEMS MANAGER, H3
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COMPONENTS OF AN EFFECTIVE
HOUSING CRISIS
Response System



Contra Costa County Coordinated Entry Process Flow



*Those not housed in 6 months or who re-enter the system complete new VI-SPDAT and case management as necessary.



WHAT IS RAPID RESOLUTION?



Prevent Entry in Homelessness



Immediately resolve homelessness once in system



System-Wide Intervention for all populations





Permanently back
with friends or
family

Return to their
own residence

Temporarily
diverted as they
seek new housing

Relocating
permanently to
safe place out of
town

WHAT CAN
RAPID
RESOLUTION
LOOK LIKE?

WHAT RAPID RESOLUTION IS NOT!

- Prevention
- Back Rent
- For stably housed



IS RAPID RESOLUTION GOING TO HELP EVERYONE?

- No, Rapid Resolution will likely help 8-10% of those entering our homeless system of care.
- Everyone presenting for assistance should begin with a conversation with the provider to better understand alternative housing options.



PROBLEM-SOLVING CONVERSATIONS



Observing without
judgment



Empathy



Active Listening



Understanding
Feelings and Needs



Motivational
Interviewing

BRENE BROWN EMPATHY
VS. SYMPATHY

EMPATHY

<https://www.youtube.com/watch?v=IEvwgu369Jw>



RAPID RESOLUTION RESULTS

261 enrolled participants

155 clarity referrals

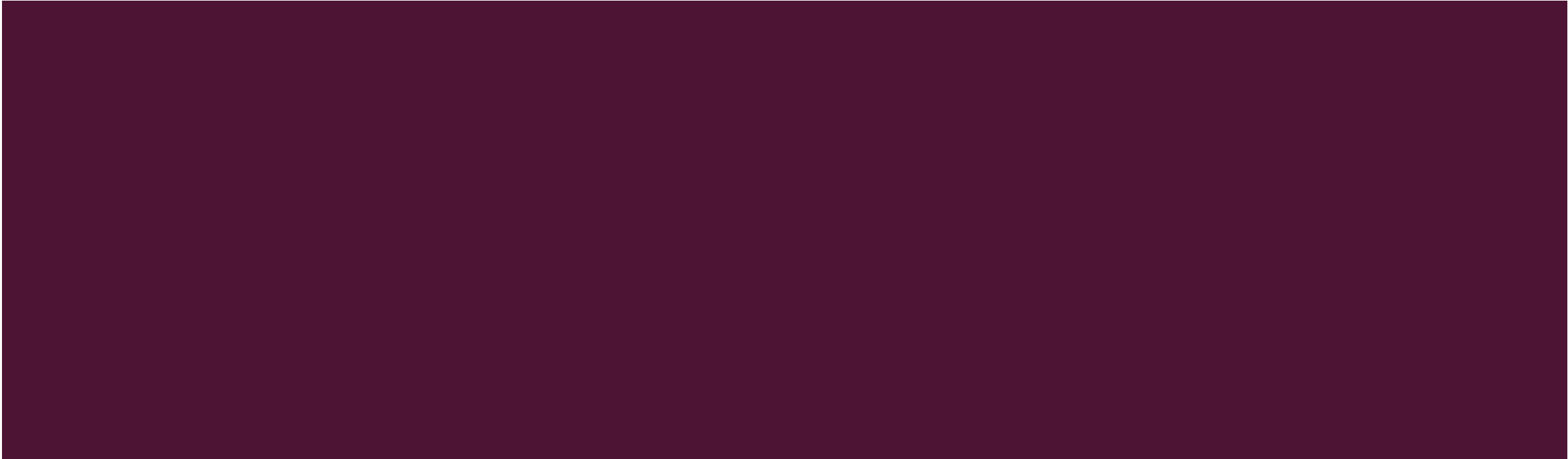
Housing Security fund utilized 52 times

109 successfully diverted



RAPID RESOLUTION SCENARIOS

WHAT WOULD YOU DO?





SCENARIO I

-
- A husband and wife are newly homeless [under 30 days]. The husband got injured [back] and is currently on short term disability. Not able to afford his prior rent. He has a job he can go back to once his back heals up. His wife has chronic health issues with her digestive track. He just picked her up from the hospital and picked up the medication. He is concerned because his wife needs to be near a bathroom while she is on the medication since it makes her go to the bathroom. They need help finding low cost housing.



SCENARIO 2

-
- Client has lived at their apartment for over 15-20 years. The apartment building was sold and the new owners plan to "terminate" all tenants who are on section 8. As a young adult, this client was homeless and went to a shelter. Client has mental health challenges. He wants to continue to remain to be independent of his money [no payee at this point], but he does need help finding a place that he can afford [section 8]. He has 2-3 months to find a place. He is hoping to find a place soon because he is starting to get worried. Mobility issues: uses braces on both legs and a cane.

YOU GET DIVERTED!



YOU GET DIVERTED!

WHAT DOES
SUCCESS
LOOK LIKE?

SUCCESS STORY





SUCCESS STORY CONT.

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