



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Problem Solving Travel & Relocation Assistance Changes

Effective July 1, 2024





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HOMELESSNESS AND  
SUPPORTIVE HOUSING

## Background

The approval of proposed ordinance by SF Board of Supervisors to make Homeward Bound a permanent program for individuals experiencing or who formerly experienced homelessness will expand its definition of eligibility and service delivery.



# Key Changes

- Eligibility
- Travel & Relocation Maximum Assistance Limits
- Justice Involved Clients
- Substance Use Treatment & Sobering Centers Referrals

# Eligibility

Travel and relocation assistance has been expanded to serve:

- Individuals at-risk of experiencing homelessness in San Francisco
- Individuals who recently experienced homelessness (i.e., formerly homeless) and
- Individuals who are experiencing housing instability, such as those residing in permanent supportive housing (PSH).

# Travel & Relocation Maximum Assistance Limits

New ordinance changes the number of times an individual may request services over time:

- Individuals may only be eligible for assistance once every two years (includes assistance requested & received by similar programs offered by SF City & County Human Services Agency (HSA))
- Problem Solving providers will need to request confirmation from HSH that the individual has not received services in the last two years prior to issuing support. Requests shall be sent to HSH's designated email account [problemsolvingsupport@sfgov.org](mailto:problemsolvingsupport@sfgov.org).

# Travel & Relocation Maximum Assistance Limits (cont'd)

HSH will verify service history through both HSH & HAS:

- In the event the individual has not received support in the last two years, Problem Solving providers will continue to offer services as usual
- In the event the individual has received support in the last two years, HSH will alert the Problem Solving provider that a waiver request may be submitted to their designated HSH Problem Solving Manager.

# Justice Involved Clients

- Individuals on parole or probation are eligible for Problem Solving travel and relocation support if they receive approval from the person's parole agent or probation officer and the person is authorized by law enforcement to move to a different jurisdiction.
- Problem Solving staff during Problem Solving conversations will need to ask the client to self report status and provide written confirmation if approval is needed. Related conversations and documentation shall be recorded in the ONE System.

# Referrals to Substance Use Treatment/Sobering Centers

- Individuals who are unable to travel alone because they pose a direct risk to themselves, or a risk to others are not eligible for immediate Problem Solving travel and relocation assistance.
- Problem Solving staff may
  - **a)** delay travel and relocation services or
  - **b)** refer the individual to a substance use treatment center or sobering center. Referrals to these centers shall be record in the ONE System as an 'Event'.

# Referrals to Substance Use Treatment/Sobering Centers

## **Community Forward SF 24/7**

(415) 734-3150 Women's Resource Center

(415) 293-7360 24/7 Drop-in

(415) 223-1416 Community Forward SF Main number

(415) 734-4200 Sobering Center

## **Medical Respite & Sobering Center - SFDPH**

1171 Mission St, San Francisco, CA 94103

Phone: (415) 734-4200

## **HealthRIGHT 360 Medial Clinic San Francisco**

1563 Mission St, San Francisco, CA 94103

Phone: (415) 762-3700

## **Methadone Program Addiction Treatment Center**

915 Bryant St, San Francisco, CA 94103

Phone: (415) 777-9953

## **BAART: Bay Area Addiction Research & Treatment**

433 Turk St, San Francisco, CA 94102

Phone: (415) 573-3632

# Reporting Changes

HSH will utilize data from the ONE System to share program outcomes with HSA and the Homelessness Oversight Commission to comply with ordinance reporting requirements on:

- # of people served
- Status of participants at the time of relocation (i.e., current living situation)
- Total cost of Problem Solving travel and relocation support, and average cost per individual
- # of individuals referred to Substance Use Treatment or Sobering Centers
- Exit Destination by zip code
- # of individuals who, 90 days following relocation retained housing at their destination
  - HSH will contact participants after 90 days to follow up and confirm

# HSH Problem Solving Program Managers

- Jasmine Tijerino (she/her)

Program Support Analyst- Problem Solving Manager  
Family Coordinated Entry Access Points & Family Shelter System

[Jasmine.Tijerino@sfgov.org](mailto:Jasmine.Tijerino@sfgov.org)

(628) 652-7901

- Gabriela Perez (she/her/ella)

Program Support Analyst- Problem Solving Manager  
Youth & Adult Coordinated Entry Access Points

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# Questions?



# Problem Solving Relocation Assistance: ONE System Updates

# What's New?

## New for Problem Solving Relocation Assistance

- New File Category
- Need to enter travel clearance into a Problem Solving Conversation Event (if client indicates they are on parole or probation)
- New CE Event
- New Destination Zip Code field at Program Exit

## Not Changing in Workflow

- Program Enrollments
- **Current Living Situation (CLS) Assessment**
- Problem Solving Screening
- Recording Problem Solving Conversations/activity as Events
- Recording Financial Assistance as Services
- Recording Problem Solving Resolutions
- Recording pertinent information at Program Exit

# Current Living Situation Assessment

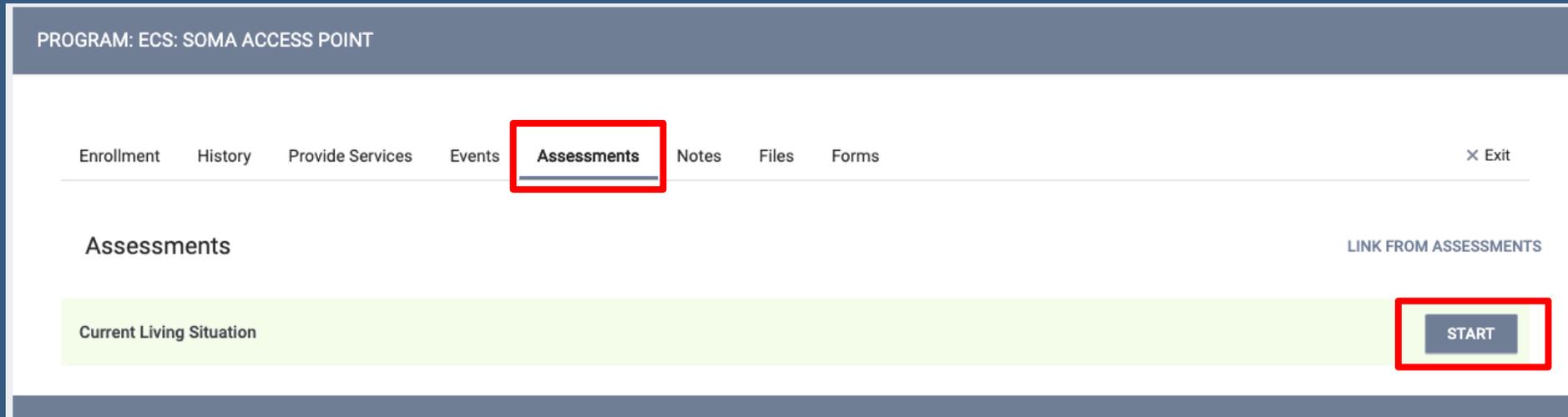
- > **Current Living Situation (CLS)** is a federally mandated assessment by HUD (Dept of Housing and Urban Development)
- > Used to better understand where people experiencing homelessness are staying and how many times they've been engaged
- > Should be recorded anytime the following occurs:
  - > Client/household enrolls into your program
  - > CE Assessment or CE Event is recorded for the client/household
  - > Client/household's living situation changes

The screenshot shows a web application interface with a navigation bar at the top containing the following tabs: Enrollment, History, Provide Services, Events, **Assessments** (highlighted), Notes, Files, and Forms. Below the navigation bar, the main content area is titled "Add Current living situation for client Diana Prince". The form contains the following fields:

- Date of Contact:** 06/18/2024 (with a calendar icon and the number 25).
- Current Living Situation:** Select (with a dropdown arrow).
- Living Situation Verified By:** Select (with a dropdown arrow).
- Location Details:** A large empty text input field.

At the bottom right of the form, there are two buttons: "SAVE & CLOSE" and "CANCEL".

# How to complete a CLS in ONE



PROGRAM: ECS: SOMA ACCESS POINT

Enrollment History Provide Services Events **Assessments** Notes Files Forms X Exit

Assessments LINK FROM ASSESSMENTS

Current Living Situation **START**

Within a program enrollment

1. Click on Assessments Tab
2. Click to START a Current Living Situation Assessment
3. Select household members for whom you'd like to complete the CLS Assessment

# Current Living Situation Screen

- > Based on client self-report
- > Be aware as additional fields may appear based on the client's answers
- > Living Situation Verified By will only be visible to **Access Point** programs
  - > APs should fill this in with their particular CE Program
  - > APs can find CE agency and programs under the following program type:
    - > Coordinated Entry

Add Current living situation for client Diana Prince

Date of Contact	06/18/2024 
Current Living Situation	Rental by client, no ongoing housing subsidy 
Living Situation Verified By	Select 
Is client going to have to leave their current living situation within 14 days?	Yes 
Has a subsequent residence been identified?	Select 
Does individual or family have resources or support networks to obtain other permanent housing?	Select 
Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?	Select 
Has the client moved 2 or more times in the last 60 days?	Select 
Location Details	<input type="text"/>

# New File Name for Waiver Requests

Diana Prince

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES **FILES** REFERRALS CONTACT LOCATION

UPLOAD A FILE

Category	Problem Solving
Predefined Name	<ul style="list-style-type: none"><li>✓ Budget Worksheet</li><li>Conversation Guide</li><li>Financial Assistance Agreement for Participant</li><li>Financial Assistance Agreement for Payee</li><li>Fiscal Agent Checklist</li><li>Furniture Promissory Note</li><li>Furniture Request Form</li><li>Gift Card Disbursement Log</li><li>Housing Habitability Standards Inspection Checklist</li><li>Housing Preference Questionnaire</li><li>Housing Resolution Plan Form</li><li>Housing Sustainability Tool</li><li>Lease/Written Agreement/Intent to Rent</li><li>Limited Financial Assistance Request Form</li><li>Payee W-9</li><li>Proof of Household Income</li><li>Proof of Purchase/Invoice</li><li><b>Travel and Relocation Support Waiver Request</b></li><li>Verification of Property Ownership</li><li>Waiver Request</li><li>Other</li></ul>
File	
Private	

Managed with: Clarify Human Services

---> New “Predefined Name” under the Problem Solving file Category: **Travel and Relocation Support Waiver Request**

---> This is where you you can upload this category of waiver request

# Uploading a File in ONE



Diana Prince

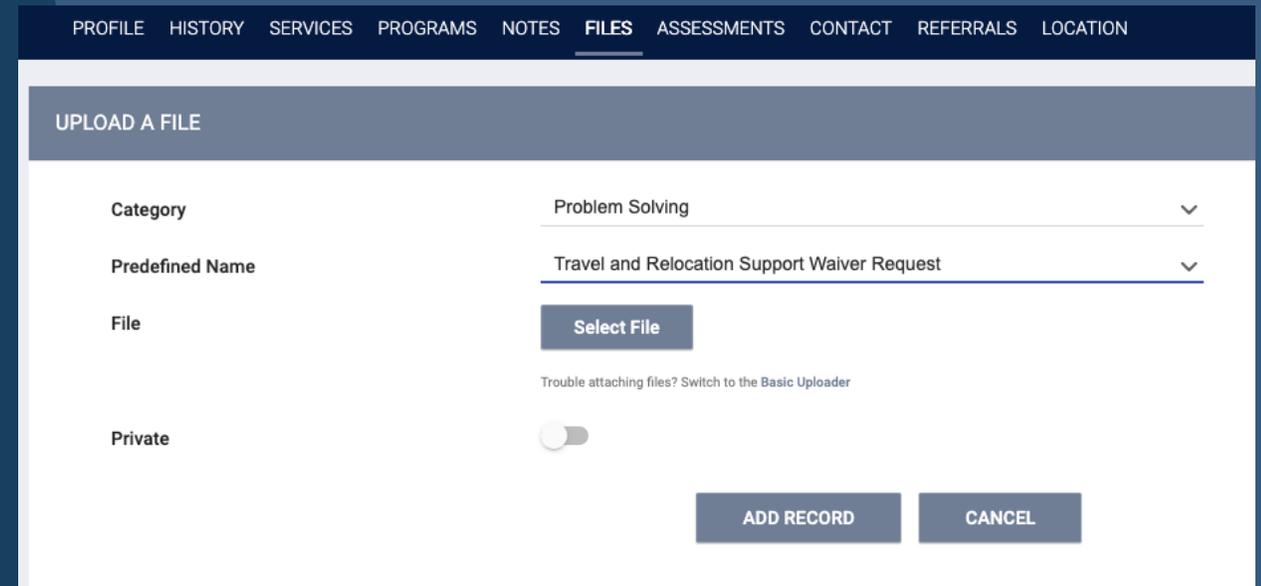
PROFILE HISTORY SERVICES PROGRAMS NOTES **FILES** ASSESSMENTS CONTACT REFERRALS LOCATION

CLIENT FILES ADD FILE +

 Release of Information:Release of Information: Homeless Response System  
by Holly Aversano on 20 May, 2024, 194.248 KB

To upload a File:

1. Select the **Files** tab
2. Click **Add File**
3. Select the appropriate category: **Problem Solving**
4. Select the appropriate **Predefined Name**
5. Select your file from your computer using the **Select File** button
6. Click **Save Changes**



PROFILE HISTORY SERVICES PROGRAMS NOTES **FILES** ASSESSMENTS CONTACT REFERRALS LOCATION

UPLOAD A FILE

Category Problem Solving

Predefined Name Travel and Relocation Support Waiver Request

File Select File

Trouble attaching files? Switch to the Basic Uploader

Private

ADD RECORD CANCEL

# Relocation Assistance Events

- > For clients on parole or probation, be sure to record clearance to travel as a **Problem Solving Conversation** Event
  - > Event Note should indicate whether the client is cleared to travel
- > New CE Event added for PS Relocation Assistance - **Problem Solving Travel and Relocation Support: Referral to substance use treatment or sobering center**
  - > Event Note should indicate which substance use treatment or sobering center the client will be referred to

The screenshot displays a web application interface with a navigation bar at the top containing the following tabs: Enrollment, History, Provide Services, Events (highlighted with a red box), Assessments, Notes, Files, and Forms. On the right side of the navigation bar is a '× Exit' button. Below the navigation bar, the page title is 'Coordinated Entry Events'. A dropdown menu is open, showing a list of events under the heading 'Problem Solving/Diversion/Rapid Resolution intervention or service'. The list contains three items, each with a small arrow icon on the right: 'Problem Solving Conversation: Problem Solving Conversation' (highlighted with a red box), 'Problem Solving Housing Location Assistance: Housing Location Assistance', and 'Problem Solving Travel and Relocation Support: Referral to substance use treatment or sobering center' (highlighted with a red box).

# How to Submit an Event

*While within a program enrollment*

1. Click on Events Tab
2. Click on Event Category
3. Click on the appropriate Event item
4. Adjust for appropriate date and write note
5. Include group members, if appropriate
6. Click Submit
7. Find Submitted Event in the Events tab under History

Coordinated Entry Events

Problem Solving/Diversion/Rapid Resolution intervention or service ← **Event Category**

Problem Solving Conversation: Problem Solving Conversation ^

Problem Solving Housing Location Assistance: Housing Location Assistance v

**Problem Solving Travel and Relocation Support: Referral to substance use treatment or sobering center** ^

Date 06/18/2024 

Result: Client housed/re-housed in a safe alternative Select v

Event Note:



**SUBMIT**

# Exit Destination Zip Code

PROGRAM: ECS: SOMA ACCESS POINT

Enrollment History Provide Services Events Assessments Notes Files Forms

End Program for client Diana Prince

Program Exit Date 06/18/2024 

Destination Staying or living with family, permanent tenure ▾

Exit Reason Housed through Problem Solving Resolution ▾

**Exit Destination Zip Code 31313**

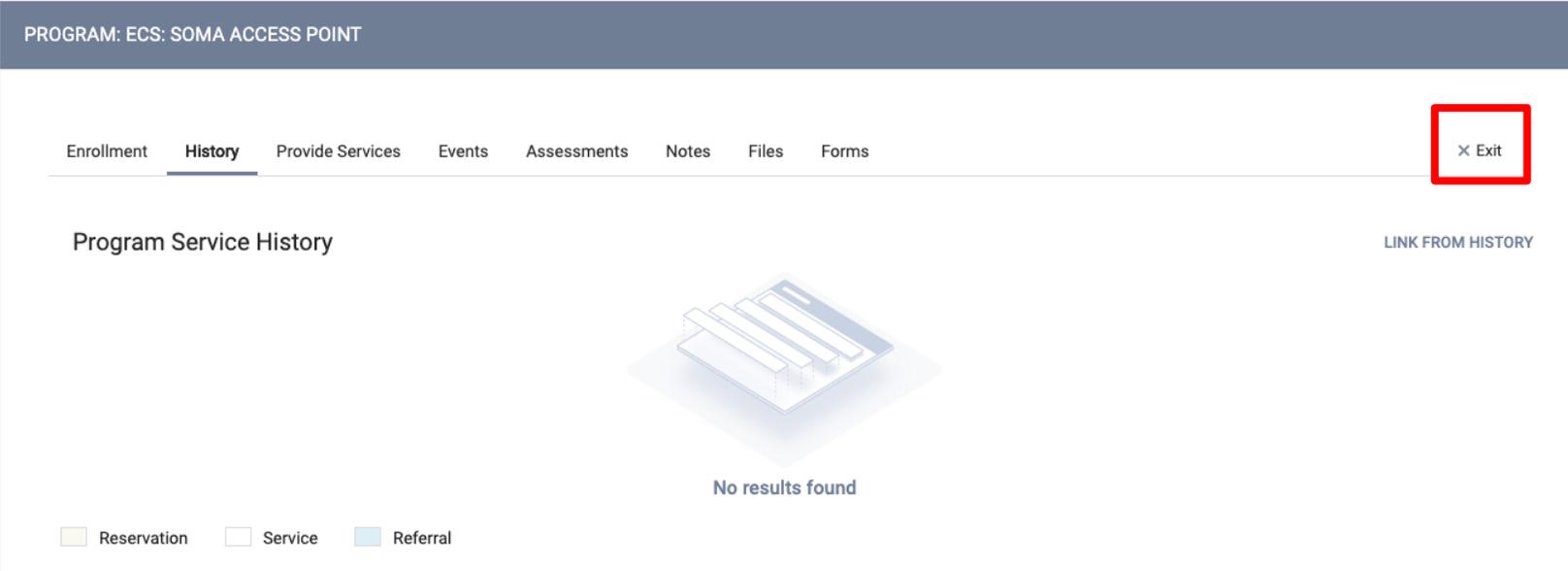
Adult CE Program Exit Destination Note:

- > New field on Problem Solving program exit screens: **Exit Destination Zip Code**
- > Will appear when:
  - > Destination = a permanent stay type
  - > Exit Reason = Housed through Problem Solving Resolution
- > All other fields on the exit screen remain the same

# Completing a Program Exit

To exit a client:

1. Go to client enrollment
2. Click 'Exit' in the top righthand corner of enrollment
3. Complete Exit form and click 'Save & Close'



PROGRAM: ECS: SOMA ACCESS POINT

Enrollment **History** Provide Services Events Assessments Notes Files Forms

**× Exit**

Program Service History LINK FROM HISTORY

No results found

Reservation Service Referral

The screenshot shows a software interface for a program named 'ECS: SOMA ACCESS POINT'. The 'History' tab is selected in the top navigation bar. In the top right corner, there is a button labeled '× Exit' which is highlighted with a red rectangular box. Below the navigation bar, the main content area is titled 'Program Service History' and contains a large, light blue 3D-style icon of a document with a checkmark, indicating that no results were found. At the bottom of the interface, there are three filter options: 'Reservation' (represented by a light green square), 'Service' (represented by a light blue square), and 'Referral' (represented by a light blue square). A 'LINK FROM HISTORY' text is visible on the right side of the main content area.

# Bitfocus Resources

ONE System Help Site:

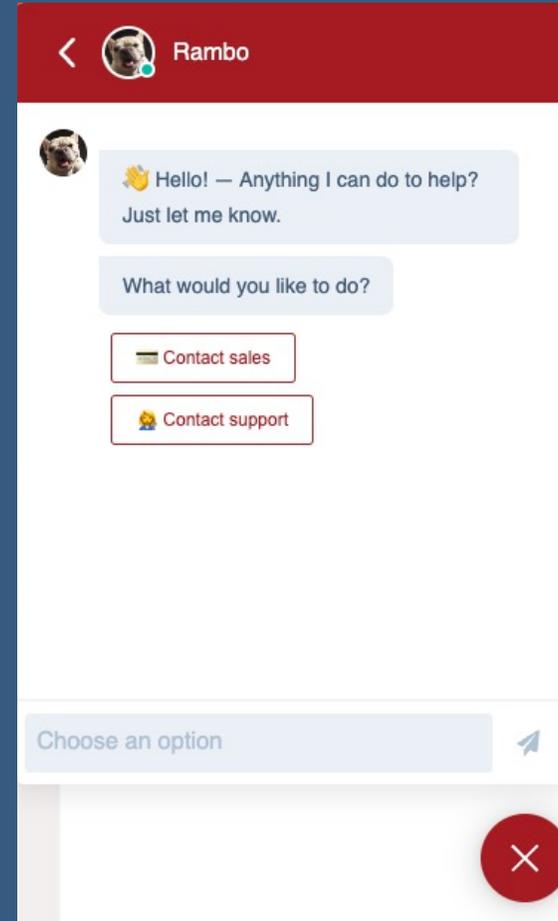
---> [onesf.bitfocus.com](https://onesf.bitfocus.com)

Bitfocus Help Desk

---> [onesf@bitfocus.com](mailto:onesf@bitfocus.com)

---> 415.429.4211

Help Desk Widget (On ONESF Help Center Website  
and Bitfocus Help Site)



# Questions?