

Housing Problem-Solving 101

NC-507 (Wake County)



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Agenda

- Introduction (5 mins)
- Presentation (55 mins)
 - Overview: Housing Problem-Solving
 - Housing Problem-Solving Fundamentals
 - Case Management Skills
- Q&A (30 mins)

Housing Problem-Solving Fundamentals – Series

Session	Overview	Date/Time
Housing Problem-Solving 101	Explore foundational issues related to HPS, including fundamental HPS techniques, who is responsible for practicing HPS, and anticipated outcomes.	February 19 2 – 3:30 PM ET
Housing Problem-Solving in Practice	Learn about the HPS approach in detail, including the general framework and how to put HPS into practice.	March 5 2 – 3:30 PM ET
Housing Problem-Solving Live Exercises	<i>Upcoming in-person training</i> Participants will run through live exercises using fictional but realistic scenarios to learn about using HPS in a range of situations.	March 23 Time TBD

Registration link: <https://us06web.zoom.us/meeting/register/j26BZ1ALT6mc8tGrCqQcng>



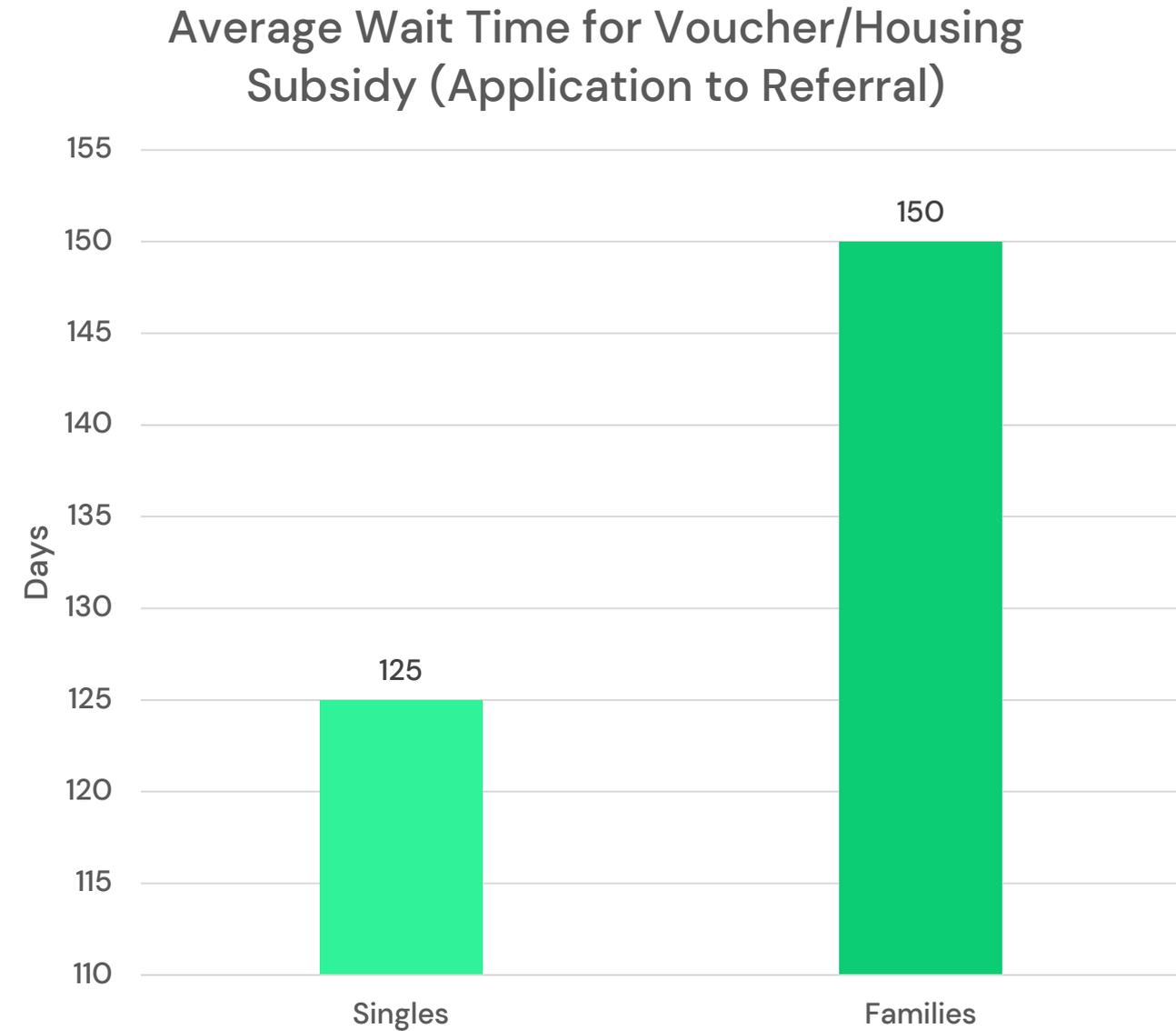
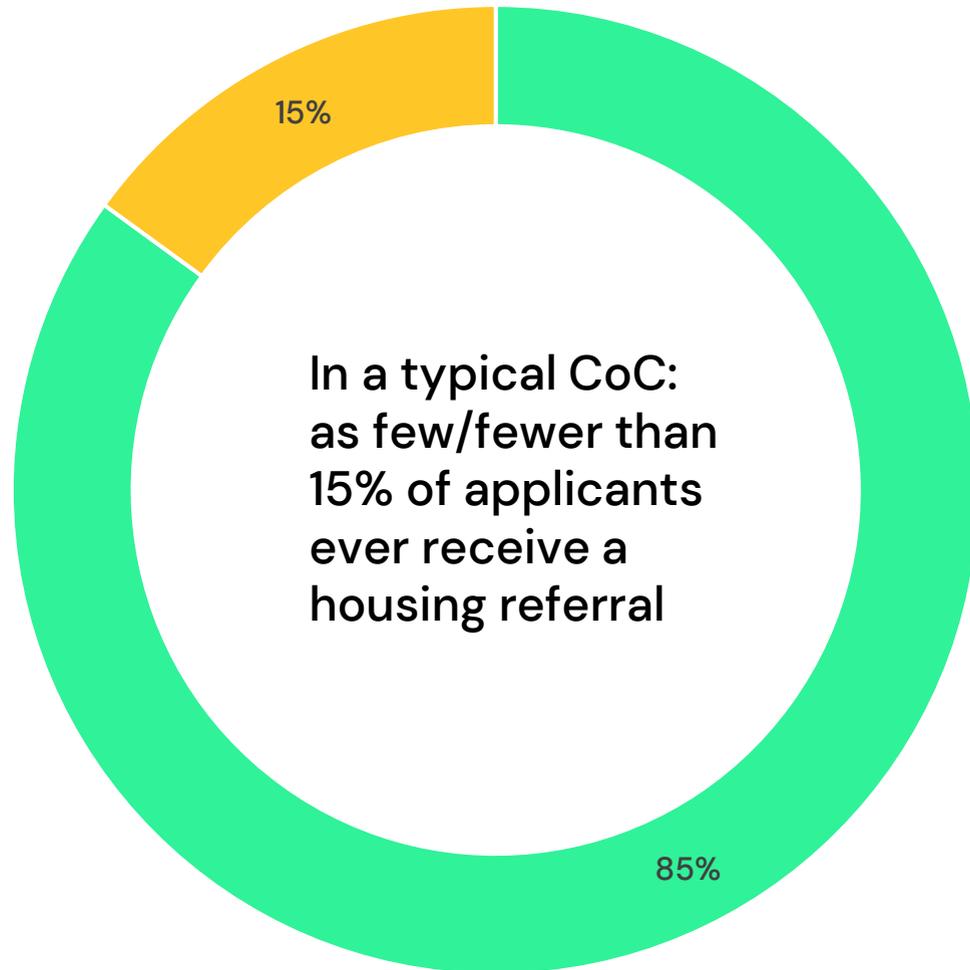
Overview: Housing Problem-Solving

What is Housing Problem-Solving?

A strength-based, person-centered, housing focused approach to quickly resolving a housing crisis by exploring creative, safe, and cost-effective alternatives to homelessness.

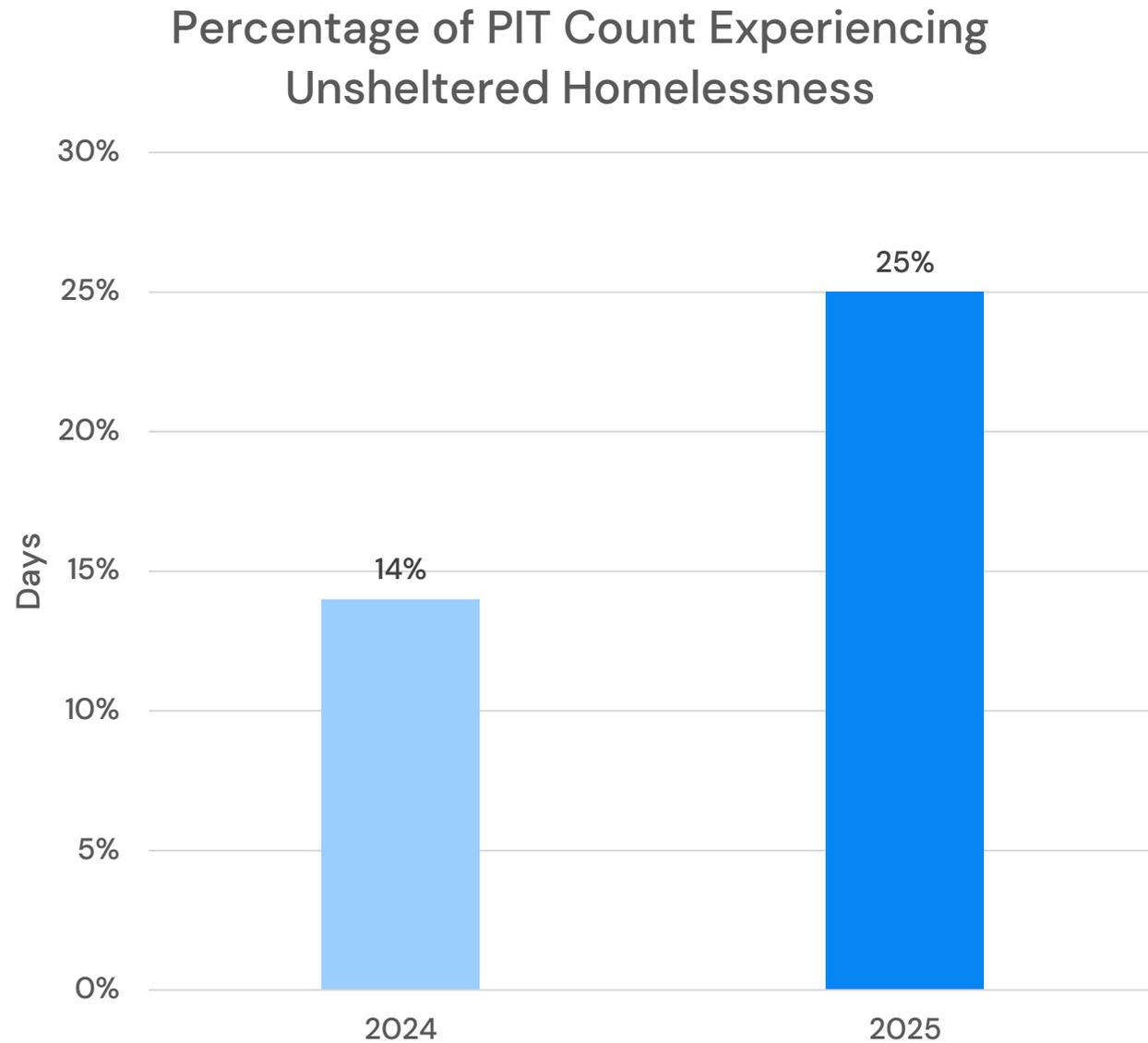


NC-507 Voucher/Housing Subsidy Outcomes



This data is imputed from several CoCs, including preliminary data from NC-507; it is not specific to any one CoC

NC-507 Shelter Access



During White Flag season this year, Wake County has been **at or over capacity** despite bringing more than 250 cold weather beds online

During the recent ice storm, **more than 100 people** walked into dedicated homeless and severe weather shelters

Creative and Cost Effective



What they mean:

- Focus on individual participant strengths and support networks
- Assume potential homes already exist in each person's life
- Employ de-escalation to exit crisis and access creativity
- Explain honestly and directly what the system can and can't do
- Aim for each person's fastest solution
- *Sometimes* involve one-time financial assistance

What they DON'T mean:

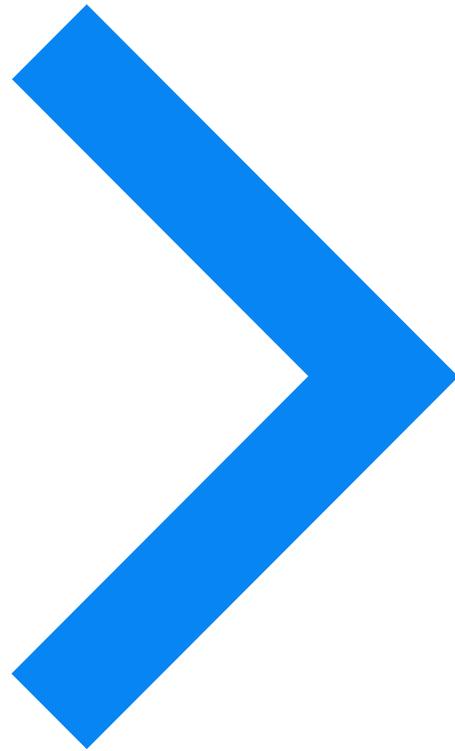
- Focus on the challenges (housing crisis + catalysts) rather than the solutions
- Assume that striking out after one conversation means game over
- Require a participant to meet the provider's standard of de-escalated/creative before services
- Coerce a participant into HPS, including with the system's limitations
- Aim to provide as little as possible
- Withhold financial assistance except for "100% guaranteed solutions"

What Does Safe Mean?

Complementary principles:

- **“Safe” is any housing that the participant considers safe**
- **Providers should never rehouse participants into un-safe housing**
- **Providers can advocate for different options but participants make the decision**





“What I can offer you today—right now—is my full attention and support in figuring out where you can sleep *tonight* that is safe and that is stable enough even if it’s temporary.”

Housing Problem-Solving: the Bottom Line



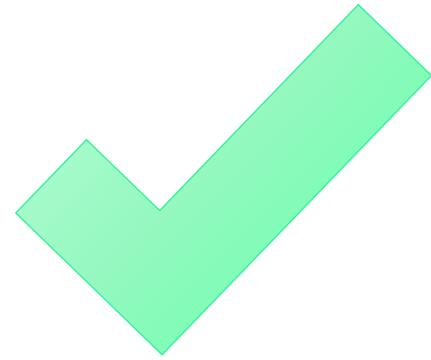


Housing Problem-Solving Fundamentals

HPS: The Housing Problem-Solving Conversation

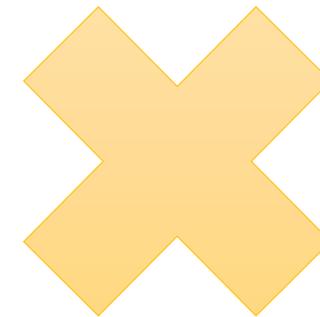


HPS: Approaches vs. Techniques

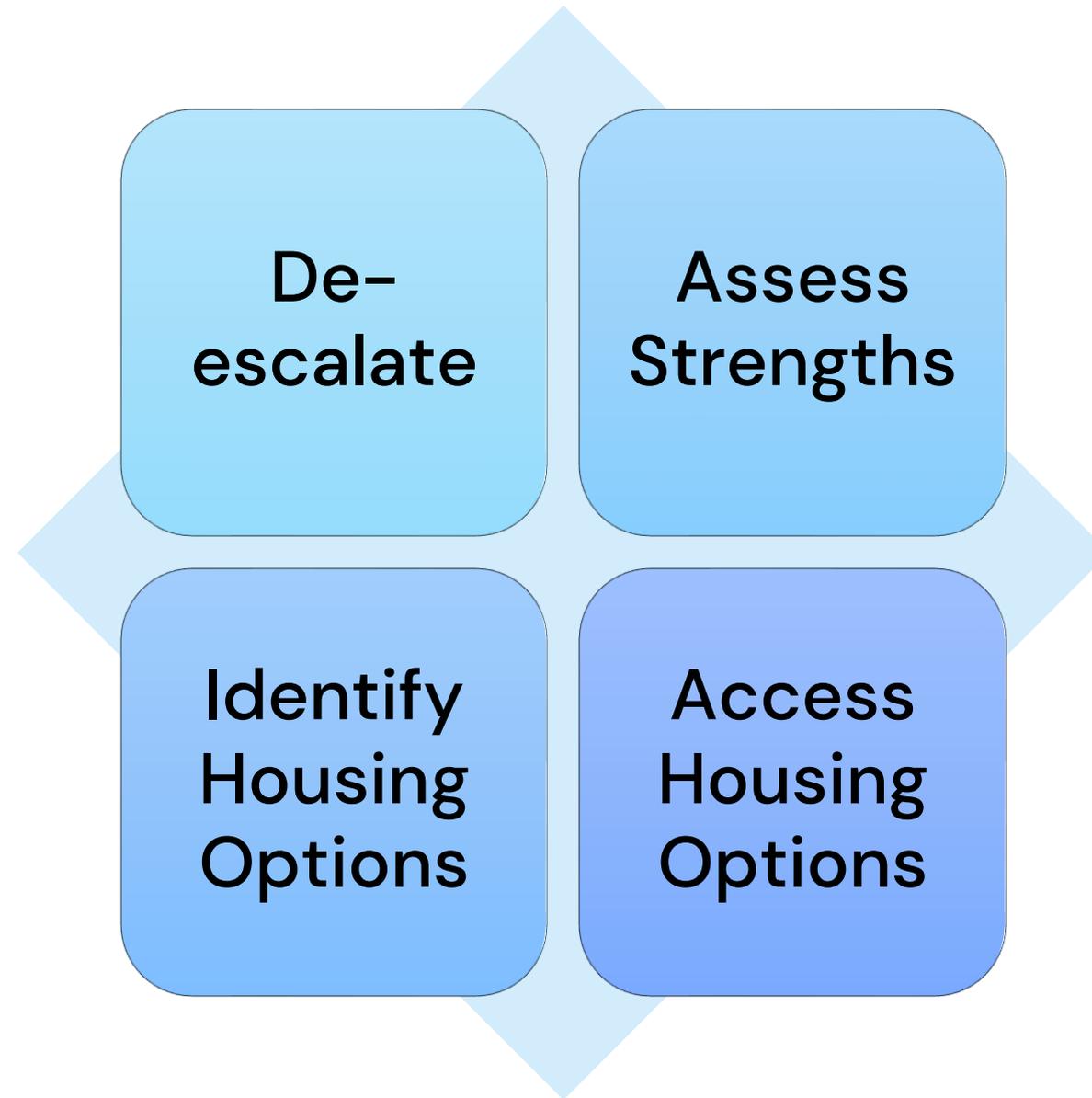


Approaches

Techniques



HPS: Core Elements



HPS: Core Elements (De-escalating and Assessing)

De-escalating ...from crisis and trauma into clarity and creativity

- Difficult to do our best thinking in crisis
- The assumption that folks have already tried/thought it all is frequently wrong
 - This is the magic of HPS: helping people do something they CAN DO but often HAVEN'T DONE yet

Assessing ...strengths and support networks

- Facilitate big picture conversations, help ID routes back to housing
- Ask questions that assume strength: “where have you slept lately? Could you be there now?”
- Identify housing options that are real and actionable now

HPS: Core Elements (Identifying and Accessing)

Identifying ...housing options

- Part of the core HPS conversation loop
- Typically happens in partnership with the provider
- Can happen independently—which is a win

Accessing ...strengths and support networks

- Facilitate big picture conversations, help ID routes back to housing
- Ask questions that assume strength: “where have you slept lately? Could you be there now?”
- Identify housing options that are real and actionable now

HPS: Core Process

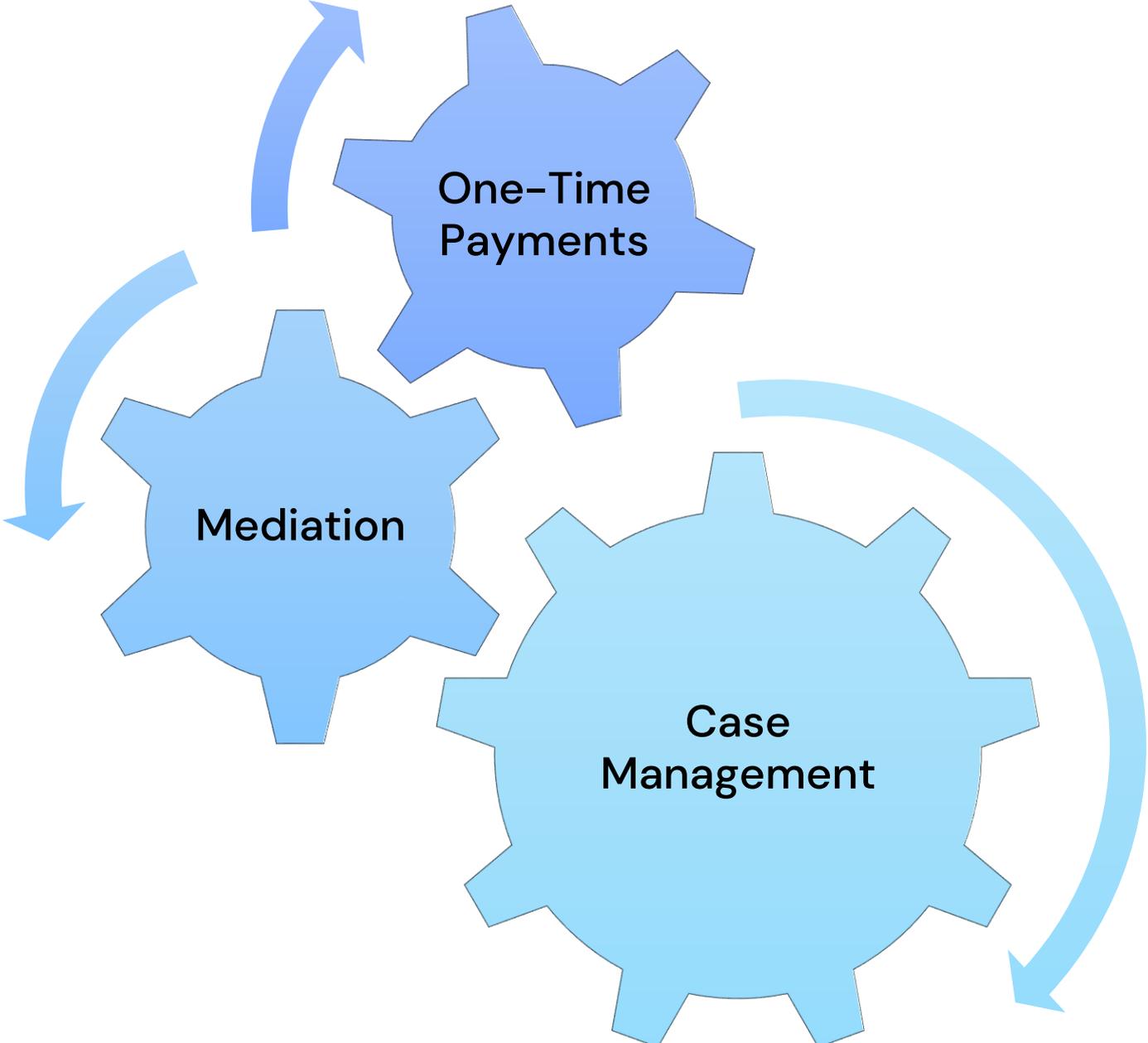
**Identify strengths
& support
networks**

**Help return to
housing without
ongoing subsidy**

*That's OK:
you can try
again!*

*If this option
doesn't
work out...*

HPS: Core Tools



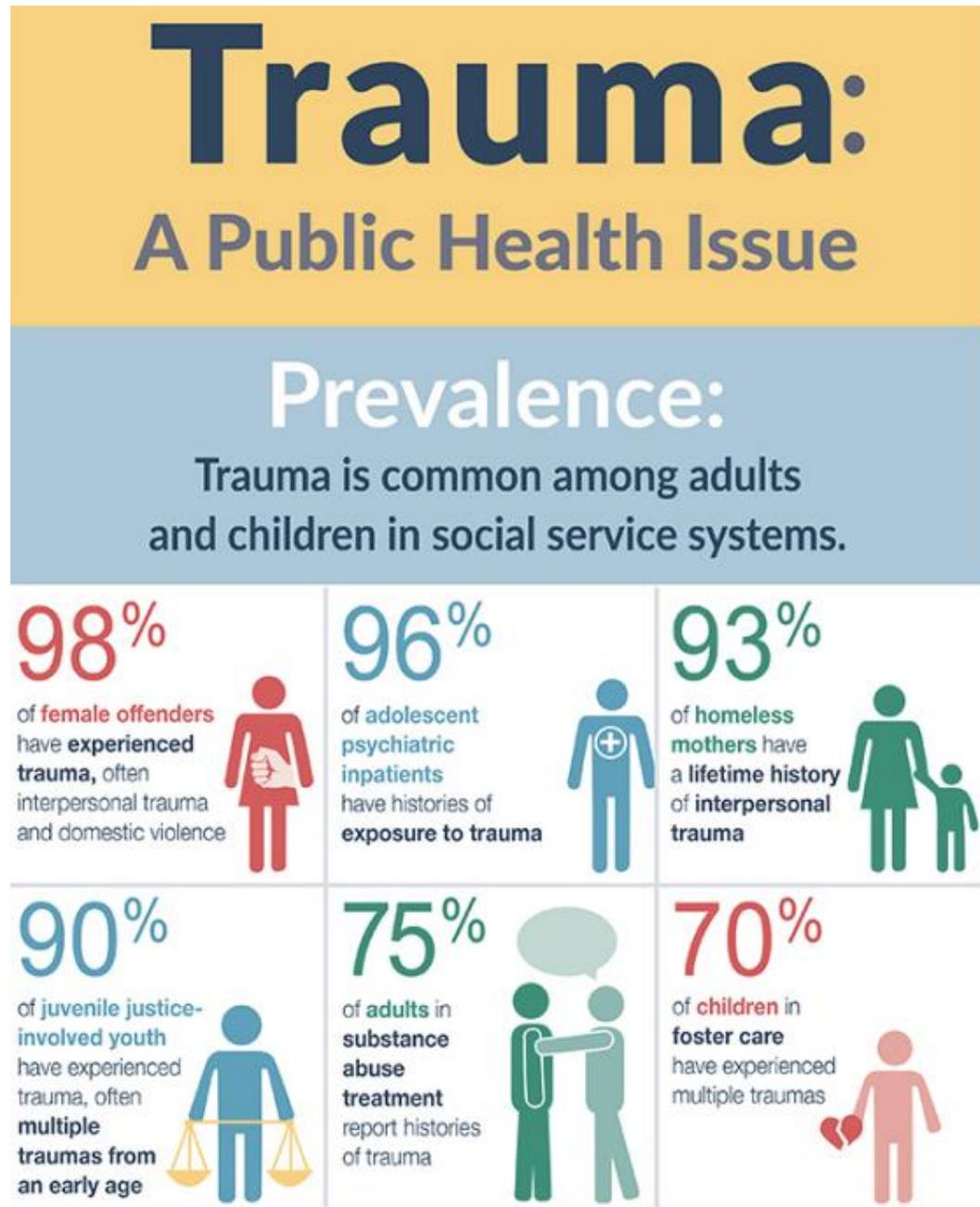


Case Management Skills

Overview: Case Management Skills

- Improving **fundamental case management skills** can be game-changing for HPS. Critical skills include:
 - Active listening
 - Effective interpersonal communication
 - Critical thinking
 - Service planning and coordination
 - Time management
 - Organization
 - Participant advocacy
 - Modeling
- **Ongoing professional development** around these skills, including individual learning, peer support, and roleplaying, are helpful practices to continue staff growth
- Success and ease in HPS comes from a **strong foundation of core techniques**, including:
 - Trauma-informed care
 - Motivational interviewing
 - Critical time intervention

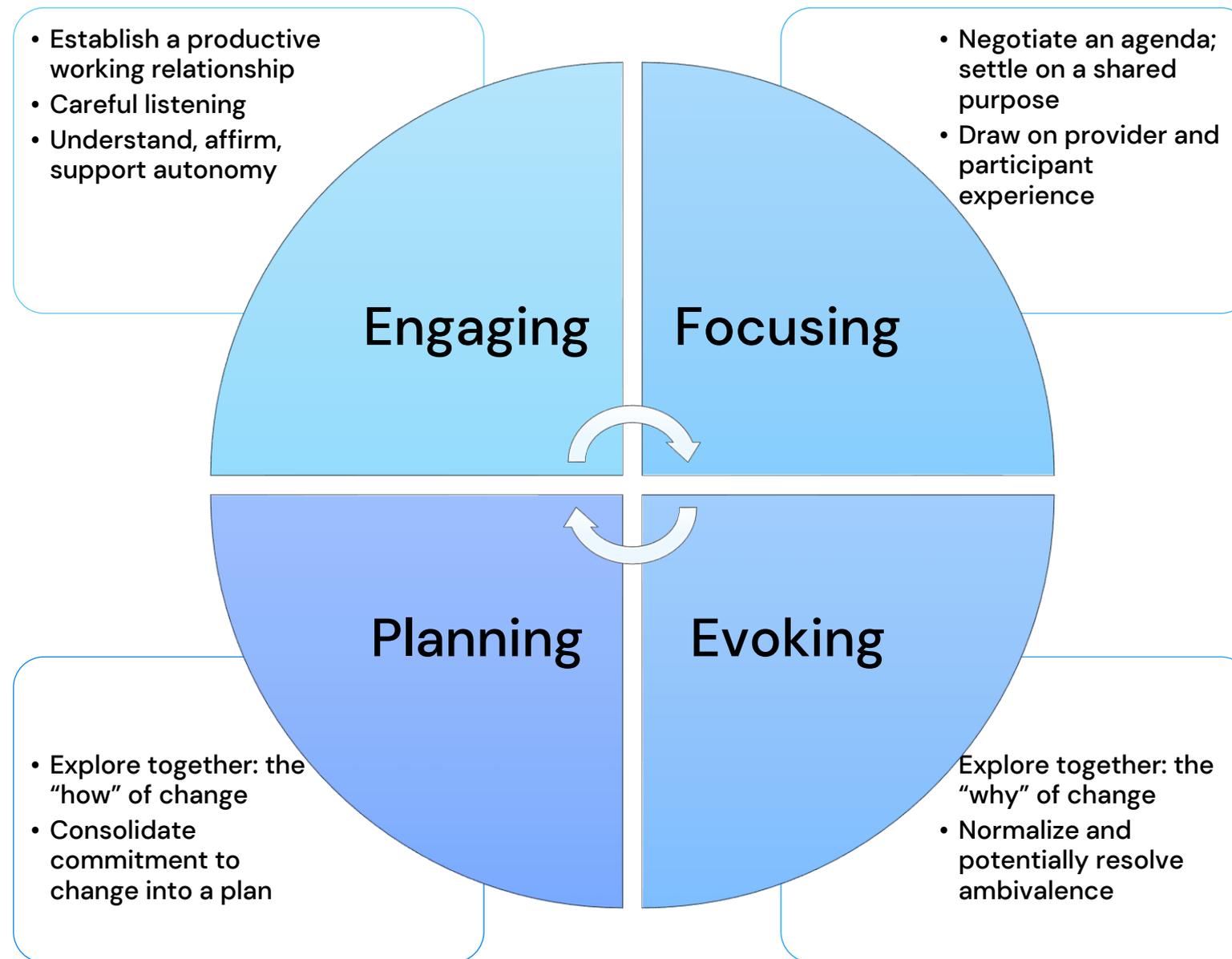
Trauma-Informed Care



Motivational Interviewing

- A counseling method to **support internal motivation** and **lead change**
- Uses the **OARS** approach:
 - **Open questions**: draw out and explore experiences, perspectives, and ideas
 - **Affirm strengths, efforts, and past successes** to build hope and confidence in one's ability to determine change
 - **Reflect** based on careful listening and trying to understand what the person is saying
 - Examples: repeating, rephrasing, or offering a deeper guess about what the person is trying to communicate
 - **Summarize** to ensure shared understanding and reinforce key points
 - Attend to the language of change: identify what's being said *for* and *against* change and, where appropriate, encourage movement toward positive change
 - Exchange information: respect that both the provider and participant have expertise; information sharing builds rapport while being responsive to the participant

Motivational Interviewing: Processes



Critical Time Intervention

- A tailored model of case management for **households receiving time-limited** rental assistance
- Focuses on key areas that place participants at risk of **future housing instability**
- Service interventions are **time-limited support** that is **intensive** and **targeted at a critical period of change or transition** by:
 - Engaging participants in understanding current and past barriers to safe, stable housing
 - Locating desired, relevant, and effective services and supports in their community
 - Effectively linking barriers with supports to promote long-term stability
- Not intended to become a primary source of ongoing support



Q&A

Get in touch with us:

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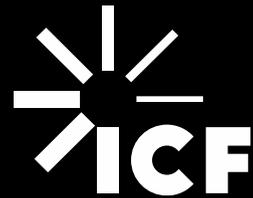
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