

| Problem Solving (PS) Priority Category | Current | Changes Effective 11/6/2024 |
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| Eligible Clients | Clients who are PS eligible based on CE housing assessment and meet the definition of homelessness; clients who are seeking travel & relocation support and meet criteria (i.e., at-risk of homelessness, experiencing housing instability, in Permanent Supportive Housing (PSH)). | Clients who are PS status based on the CE housing assessment and currently in a HSH funded shelter, DV shelter, or transitional housing; currently on a HSH housing queue and want to access PS financial assistance services to resolve their housing crisis; clients who are seeking travel & relocation support and meet criteria for services (i.e., at-risk, experiencing housing instability, in Permanent Supportive Housing (PSH)). *Exception: eligibility for Youth will follow current policy. <i>Youth shall apply for assistance through providers Mission Action & 3rd Street Youth.</i> |
| Resolution Threshold | \$8K leases (\$10K with HSH approved waiver) \$2K non-leases (\$4K with HSH approved waiver) | \$6K leases (no waivers for additional funding) Non-lease resolutions are no longer a PS expenditure category |
| Removal of Housing Barriers | Vital documents replacement costs to assist with housing access if no other source is available and if directly linked to housing resolution. | No longer a PS expenditure category |
| | Car repair, registration, smog test, insurance, or payment, if reasonable and directly linked to employment or housing. | No longer a PS expenditure category |
| | Pest extermination, if it makes an otherwise uninhabitable housing resolution location habitable. | No longer a PS expenditure category |
| | Fees or costs (including certifications, union dues or licenses) necessary for immediate employment that will result in a housing opportunity. | No longer a PS expenditure category |
| | Housing fees and credit checks if directly linked to a housing resolution. | No longer a PS expenditure category |
| | Utility arrears or past due rent to a landlord or leaseholder if it will allow the participant to move back into the unit or to rent a new unit (only when | No longer a PS expenditure category |

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| | no other source is available that can be secured quickly). | |
| Moving Costs | Moving assistance by a moving company. | No longer a PS expenditure category |
| Travel & Relocation Assistance | <p>1) Airplane, bus, or train tickets.</p> <p>2) Gift cards for food expenses during relocation (recommendation is \$40 per person, per day; not to exceed \$160 per person per relocation).</p> <p>3) Gas cards if they are necessary to travel to a housing resolution. If useful, Problem Solving staff can get a gas cost estimate using GasBuddy at the following link.</p> <p>4) Travel insurance may be included in travel and relocation costs.</p> | <p>1) Airplane, bus, or train tickets.</p> <p>2) Gift cards for food expenses during relocation (recommendation is \$40 per person, per day; not to exceed \$160 per person per relocation).</p> <p>3) Gas cards if they are necessary to travel to a housing resolution, not to exceed \$500 per relocation. If useful, Problem Solving staff can get a gas cost estimate using GasBuddy at the following link.</p> <p>4) Travel insurance may be included in travel and relocation costs.</p> |
| | Transportation costs within San Francisco if support will allow the participant to obtain a housing resolution. | Public transportation costs within San Francisco if support is needed for participants to travel to the airport or bus/train station they will depart from to reach their housing resolution destination. Assistance may be provided up to \$15 per individual traveling. |
| Move-in Assistance (Lease) | Housing application fees and credit checks. | No longer a PS expenditure category |
| | Security deposit and first month's rent for housing outside the SF HRS (including miscellaneous fees associated with lease up requirements). | Security deposit & first month's rent for housing outside the SF HRS (including miscellaneous fees associated with lease-up requirements). If a client is scheduled to move to a housing unit and the landlord requires one full month of rent plus the second month of pro-rated rent, these payments may be approved if documented on the lease. |
| | <p>Furniture including mattress only option, bed sets (mattress, box spring, & metal frame), futon, bunkbeds, tables, dressers, and cribs for children ages 0-3.</p> <p>Household size of 1 = max \$1,500</p> <p>Household size of 2-3 members = max \$2,000</p> | No longer offered as part of a PS resolution. PS providers shall refer clients to appropriate organizations who provide free or low-cost furniture see Bay Area Move-in and Furniture Resource Guide at following link . |

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| | Household size with 4+ members = max \$3,000; | |
| | Transportation costs within San Francisco if support will allow the participant to obtain a housing resolution. | No longer offered as part of a PS resolution |
| Rental Assistance After Move-In | Up to 3 months of rent *HSH waiver approval required | No longer a PS expenditure category |
| Waivers | <p>Waivers for PS financial assistance include:</p> <ul style="list-style-type: none"> • Rental Assistance after Move-In • Assistance beyond maximum amount with a lease <ul style="list-style-type: none"> • (Maximum \$8,000/ HSH may approve up to \$10,000 with a waiver) • Assistance beyond maximum amount without a lease <ul style="list-style-type: none"> • (Maximum \$2,000/ HSH may approve up to \$4,000 with a waiver) • Requesting travel and relocation assistance for a household that has already received travel and relocation assistance by HSH or through similar services offered by SF City and County Human Services Agency (HSA) within the last two years. • Requesting a new 'allowable expense category' • Participant's gross monthly income exceeds 50% of the Area Median Income (AMI) to receive Problem Solving financial assistance. | <p>Waivers for PS financial assistance include:</p> <ul style="list-style-type: none"> • Requesting travel and relocation assistance for a household that has already received travel and relocation assistance by HSH or through similar services offered by SF City and County Human Services Agency (HSA) within the last two years. |