

Problem Solving

Preventing homelessness through rapid, practical support

Program Overview

Problem Solving helps families at risk of homelessness identify immediate, realistic solutions to housing crises. Rather than relying solely on financial assistance, 211 LA specialists work with families to explore options such as family reunification, mediation, and community support. This approach helps stabilize households quickly and prevent deeper system involvement.

Who This Program Serves

- Families with children at imminent risk of homelessness
- Recently unhoused households with short-term housing options
- Families facing sudden housing disruptions

Service Area: Los Angeles County

How People Connect to the Service

- Families are referred through 2-1-1 or partner agencies
- Specialists conduct structured problem-solving conversations
- Practical options are identified and supported
- Limited flexible assistance is provided when available

Funders & Partners

Problem Solving is funded by the Los Angeles Homeless Services Authority (LAHSA) and supported by community-based partners across the county.

Problem Solving helps families avoid homelessness before it escalates.

Dial 2-1-1 | Visit 211LA.org

2025 Program Impact & Outcomes



1,955

families served



2,164

problem-solving
conversations completed



48%

increase in families served
compared to 2024



\$34,204

in targeted assistance helped
remove immediate barriers

“They helped me see options I didn’t think I had. That conversation changed everything.”