SERVICE TYPE: Sacramento Homeless System Performance

INITIATIVES: System Map and Gaps Analysis, Coordinated Entry Assessment, Redesign and Implementation and Evaluation, Community-wide Standards for Shelters, Street Outreach/Navigation, Case Management, Permanent Supportive Housing, and Rehousing Services

POPULATION IMPACT

ALL ✓ FAMILIES   TAY   ADULT VETERAN   CHRONICALLY HOMELESS ADULT

LEAD AGENCY

Sacramento Steps Forward (SSF)

Sacramento Continuum of Care (CoC)

County of Sacramento

COLLABORATING DEPARTMENTS/AGENCIES
County of Sacramento, Sacramento City, and cities of Citrus Heights, Elk Grove, Rancho Cordova, and Sacramento

- Sacramento Housing and Redevelopment Agency
- Sacramento Continuum of Care
- Funders Collaborative
- Specified Shelters and Navigation Programs
- Supportive Services and re-housing programs

FUNDING
$900K in one-time California Emergency Solutions and Housing (CESH) funding.

DESCRIPTION
Develop a sustainable, streamlined, expanded and integrated/aligned Homeless Response System that:

- Rapidly connects individuals and families to housing and services;
- Is easily understood and transparent to clients and providers; and

- Includes system operations and outcomes measurements to ensure continued evaluation and improvement.

To accomplish this desired Homeless Response System, the following products and processes will be developed:

Systems Map - A visual and quantitative map of Sacramento's current Homeless Response System based on input from consumers, stakeholders, and providers. The map will also include related systems, including mainstream housing and health, to Sacramento's Homeless System to provide a comprehensive overview for guiding systems improvement initiatives.

Gaps Analysis- An analysis that shows key unmet needs in housing and service systems for persons experiencing homelessness, including overall and specific subpopulation needs.

Coordinated Entry System (CES) Assessment, Redesign, Implementation and Evaluation
Assessment- Evaluate Sacramento's CES functionality and results to inform and guide a CES redesign that will:
- Improve how individual client's connect to services to resolve their homelessness;

- Maximize the use of homeless resources through diversion, assessment and prioritization;
- Ensure compliance with HUD standards;
- Improve functionality for providers; and
- Increase operational efficiencies.

Redesign - Develop strategies, actions and potential costs to improve key coordinated entry access, assessment, prioritization and referrals and improve governance, operations (including data management), and ongoing evaluation processes. Redesign will also recommend strategies and actions to increase housing and program resources outside of federal CoC resources to be connected to CES. Additional redesign priorities include:

- Incorporate emergency shelters, including the design and implementation of a single-entry bed reservation systems;
- Integrate diverse entry systems including those for the general population, veterans, transition-aged youth, families, and behavioral health clients;
- Identify opportunities to integrate with hospitals, jails and the criminal justice system; and
- Identify opportunities for technology to support system operations.

Implementation and Evaluation - Standardize CES reporting, accountability, and evaluation processes aligned with HMIS. Establish written CES policies and procedures. Establish benchmarks and metrics for future evaluations of the CES. Implement improved governance and ongoing evaluation, including appropriate metrics, tools and ongoing evaluation criteria.

Community-wide Standards for Shelters, Street Outreach/Navigation, Case Management, Permanent Supportive Housing, and Rehousing Services

Adopt consistent community-wide standards for shelter, street outreach/navigation, permanent supportive housing (PSH), rehousing services, and case management. Design training and certification process for service providers in each system. (Note: Sacramento funders have adopted rapid re-housing standards and the CoC Advisory Board has adopted standards for prioritization of PSH.)

Community Engagement Process
SSF as lead agency will oversee community stakeholder process involving CoC Advisory Board and select committees, the Funders Collaborative, consumers, providers, and decision makers to develop, approve and implement products and recommendations

OUTPUTS AND OUTCOMES

- Community and funder adoption and application of gaps analysis in funding priorities and community-wide standards and common performance metrics.
- Increased capacity and efficiency of CES program, including:
  - Sustainable and streamlined redesign;
  - Increased access and transparency for clients;
  - Reduced length of wait time for clients to being re-housed;
  - Efficient utilization of existing resources and Increased housing resources in CES;
  - Establishment of process improvement benchmarks and measurement; and
  - On-going evaluation process.

SUPPORTING DOCUMENTS

I.   **Implementation Timeline**