

Coordinated Access System (CAS)

Coordinated Access Navigation Services RFP Proposer's Conference



Overview

- CAS overview
- System Components
- RFP Details
- Important Dates
- Questions / Comments



Why Develop a Coordinated Access System?

System navigation is confusing and difficult to access

- 60+ access points each with unique services and eligibility criteria
- 1/3 of shelters require a referral

Needed as the rise of homelessness continues

- Preliminary local gaps analysis suggests an estimated 16,500 to 20,000 people will experience homelessness annually in Sacramento
- More than half who enter the system are likely to experience homelessness for the first time*

*based on 2020 data

Purpose

Improve the coordination of "front-door" resources and increase transparency and community buy-in, by convening a diverse network of community partners acting as homeless service access points.

- **Develop clear and accessible pathways into shelter**
- **Reduce the burden on households and providers having to navigate a complicated system**
- **Target underserved areas and BIPOC populations**
- **Increase successful shelter placements**
- **Collaborate with providers to design an effective system response**



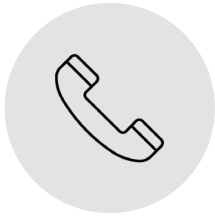
What is the Coordinated Access System (CAS)?

An efficient and equitable process that quickly connects unsheltered households to available (vacant) shelter beds and other crisis resources.

- **Core Elements:** Access, assessment, problem-solving, prioritization and referral
- **Database:** Homeless Management Information System (HMIS)
- **Key Players:** Access points, outreach/advocates, shelters, service providers, and housing programs
- **Referral entity:** 2-1-1 operated by Community Link and supported by Sacramento Steps Forward



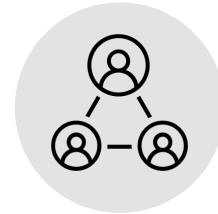
Coordinated Access System Components



2-1-1 Centralized Access and Triage
connecting to emergency resources (shelters, safe havens, PSAPs, etc.)



Expanded Capacity
through Coordinated Access Navigational (CAN) teams providing shelter system support and waitlist support



Housing Problem-Solving (HPS)
Access point training and financial assistance for diversion, prevention and rapid-exit



Coordinated Access: Front Door Development ROADMAP

(Revised: 1/5/2022)

Apr-Jun 2022

Jul-Sept 2022

Oct-Dec 2022

Jan-Mar 2023

FOCUS AREA: FRONT DOOR (Coordinated Access to Initial Housing Crisis Response: Screening/HPS then triage to: Prevention OR Outreach & Shelter)

DESIGN PHASE

**EARLY
IMPLEMENTATION
PHASE: PILOTING**

**EARLY IMPLEMENTATION PHASE:
SCALING**

CAS Core Development Team
DESIGN Meetings (Cadence:
weekly)

CAS Core
Development
Team REVIEW
Meeting

CAS Core
Development
Team REVIEW
Meeting

Concurrent Initiatives that will inform CAS design/development/implementation:

- 100-day encampment challenge
- Shared housing cohort
- Racial equity initiative

HMIS Tools and Processes

- Utilizing a **single shared assessment** tool to evaluate a household's eligibility (*and prioritization*) for entry to all shelters
- Full, or phased participation in **referral and bed reservation** process
- Adoption of agreed upon **community standards**
- Implementation of **Problem-Solving** skills training and one-time financial assistance



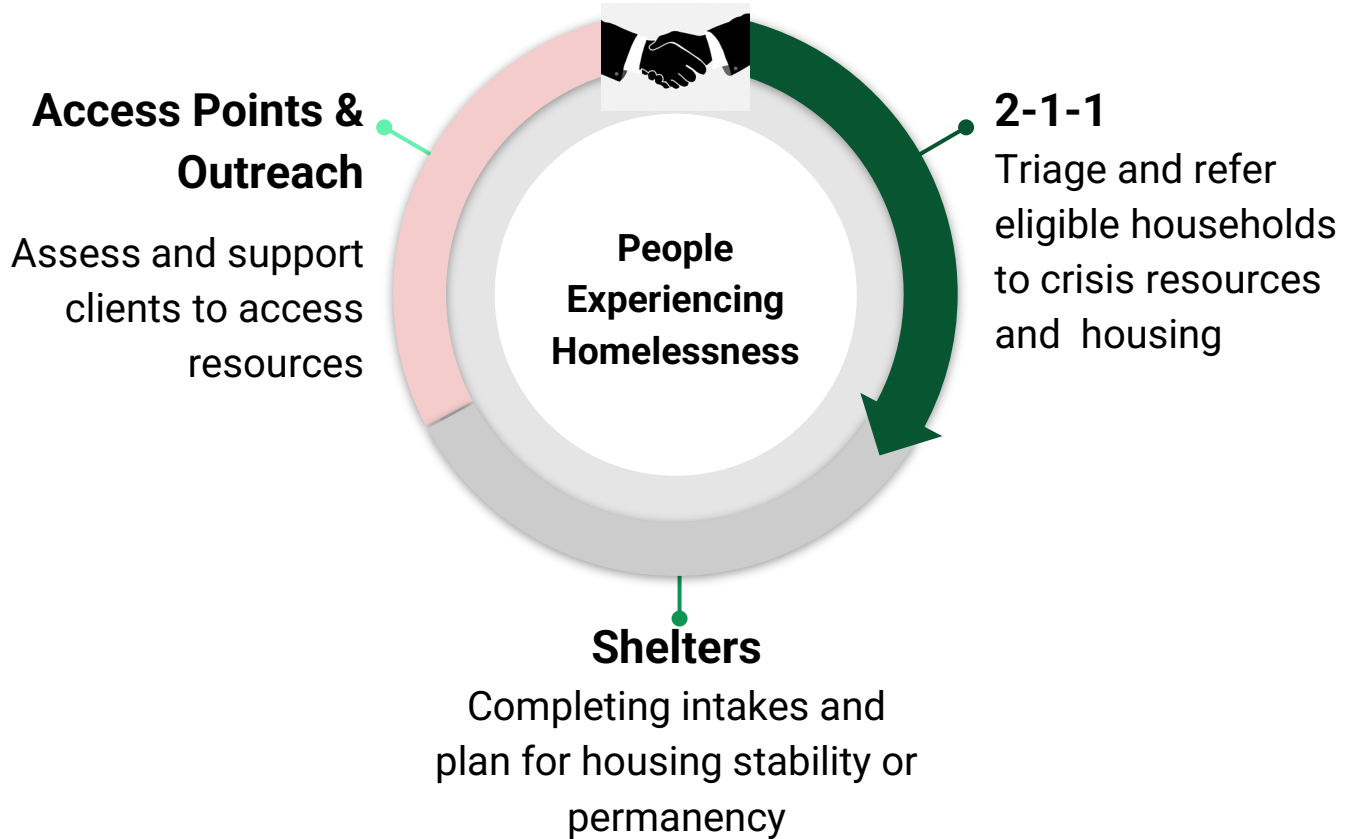
Integration of Shelter Resources

With CAS, **shelter eligibility criteria and current referral partners will remain the same**, but it will add:

- 211 referrals into shelter and other crisis resources
- Shelters' ability to send referrals to 211
- Access to the shelter survey, VI-SPDAT and other housing assessments for interested households
- Assigned coordinated access navigators (CAN) to facilitate shelter placements (for shelters with no dedicated staff)



Coordinated Collaboration



Coordinated Access Navigation (CAN) Team

- Up to 18 full-time, dedicated navigator staff responding to 2-1-1 referrals and stationed at community sites
- Services provide will include:
 - Housing Problem Solving (HPS) and administration of one-time financial assistance to assist in diversion, prevention, and rapid exit from homelessness
 - Shelter system navigation including transportation assistance, maintenance of personal belongings, and basic case management services (such as acquiring IDs, etc.)
- Accept referrals from 2-1-1 between 8AM and 8PM and on weekends



CAN Team Services are Intended To:

1. Improve accessibility to emergency shelter, rehousing assistance, and other crisis services and supports.
2. Prevent or quickly end homelessness or housing instability whenever possible.
3. Increase the number of households who successfully resolve their housing crisis.
4. Increase system equity, including equitable access through individualized problem-solving, support, and resource navigation.



Services and Responsibilities

- HMIS will be the primary data collection tool
- Develop CAN team coverage and caseload plan in consultation with SSF
 - At least one navigator must serve TAY
- CAN staff are mobile and will meet clients where they're at
- Participate in community events
- Not a general outreach program
- Initial contact must be within 24 hours of referral and maintain contact at least once per week



Services and Responsibilities cont.

- Active caseload of 15-25 households
- Coordinate with various service providers
- Refer clients to appropriate care and services (such as mental health), as necessary
- Ensure CAN team and supervisors are trained on various best practices
- Applicants must ensure starting wages are at or above the local housing wage (\$22.85/hour)
- Applicants are encouraged to hire people with lived experience of homelessness



Minimum Applicant Experience and Qualifications

- Experience providing services, developing service plans and resource referrals with vulnerable populations.
- Knowledgeable about and/or has leveraged resources available within the community via formal and informal partnerships.
- Familiar with (HMIS) or a willingness to be trained and use HMIS for client data collection, service coordination, and reporting purposes
- Providers currently funded by the City of Sacramento and/or the Sacramento County must be compliant with current partnership agreements and funding contracts.



Evaluation Criteria

- Demonstrated Experience and Capacity – 10 pts
- Service plan - 15 pts
- Staffing – 15 pts
- Quality Assurance and Continuous Improvement – 10 pts



Important Dates and Timeline



Coordinated Access Navigation (CAN) Services

- RFP Release: 6/16/22
- Proposers Conference: 6/23/22
- **Mandatory Letter of Intent to Apply: 7/1/22**
- **Questions Due to SSF: 7/7/22**
- SSF Response to Questions: 7/11/22
- **Submission Due: 7/22/22 by 5 PM**
- Interviews with RFP respondents (if necessary): 8/15/22
- Contractor Selection Date: 9/2/22
- Contract Execution Date: 9/30/22



Submission Requirements

RFPs submissions are due by **5 p.m. on Friday, July 22, 2022**. Please submit proposals to RFP@sacstepsforward.org. The proposal should be no more than ten (10) pages.

Following receipt of the proposals, SSF may ask additional questions of the respondents.



Questions / Comments?

Please submit to RFP@sacstepsforward.org by Thursday, July 7, 2022

