The Sacramento City and County Continuum of Care, City of Sacramento, and County of Sacramento recently pooled resources to invest $16 million to initiate the creation of a Coordinated Access System aimed at ensuring people needing services have streamlined and clear paths to go through to access the right help. This investment will ensure that help is more equitable, expedient, and easier to find by our unhoused neighbors.

**Coordinated Access System (CAS)**

**What is the Coordinated Access System?**

An efficient and equitable process that quickly connects unhoused households to available shelter beds and other crisis resources.

**CORE ELEMENTS:**

- Coordinated access, assessment, problem-solving, prioritization, and referral

**DATABASE:**

- Shared data through the 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

---

**What Can We Accomplish Together Through the Coordinated Access System?**

- **STOP homelessness** before it begins
- **SHORTEN** the time people must wait to be assessed
- **STREAMLINE** access for people experiencing homelessness
- **OPTIMIZE** existing shelter and housing programs
- **FORGE** a cohesive and coordinated homeless system of care

---

**Why Do We Need a Coordinated Access System?**

- **Navigating the current system is confusing and difficult to access for people seeking resources:**
  - 60+ access points each with unique services and eligibility criteria
  - One third of shelters require a referral

- **Sacramento’s continued rise in homelessness is evidence that our current model is not working:**
  - 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
How is the Coordinated Access System Better than What We Have?

It creates a coordinated “front-door” for resources and increases transparency and community buy-in, by convening a diverse network of community partners acting as homeless crisis access points. Implementation of CAS will:

- **DEVELOP** clear and accessible pathways into shelter
- **REDUCE** the burden on households and providers navigating a complicated system
- **TARGET** underserved areas and BIPOC populations
- **INCREASE** successful shelter placements
- **COLLABORATE** with providers to design an effective system response

**System Pillars**

1. **2-1-1 HOMELESS HOTLINE**
   - Quickly and equitably connecting people to resources including shelters, outreach, and housing assistance

2. **SPECIALIZED OUTREACH**
   - Coordinated Access Navigational (CAN) teams providing shelter system support and waitlist support

3. **HOUSING PROBLEM-SOLVING (HPS)**
   - Housing Problem-Solving to move more people to permanent housing

**Implementation Timeline**

Implementation of the Coordinated Access System will be done in a phased approach that includes:

- **Q3:**
  - Expand the core of trained care coordination professionals at 2-1-1.

- **Q3–Q4:**
  - Add system staff support, hiring, and training.
  - Provide training for 2-1-1, navigators, Problem Solving Access Points and other site-based service providers in best practice assessment methods, diversion and problem solving.

- **Q4:**
  - Provide a coordinated system that replaces the large number of separate and confusing processes to access different crisis response services, including shelter.
  - Hire and train 18 new coordinated access navigators to add to the numbers of professionals helping with diversion and system navigation.

- **2023:**
  - Recruit and train more HMIS users.

[sacramentostepsforward.org/coordinated-entry](sacramentostepsforward.org/coordinated-entry)