

Coordinated Access System (CAS)

CAS

The Sacramento City and County Continuum of Care, City of Sacramento, and County of Sacramento recently pooled resources to invest \$16 million to create 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.

What is the Coordinated Access System?

An efficient and equitable process that quickly connects unsheltered households to available 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

What Can We Accomplish Together Through the Coordinated Access System?

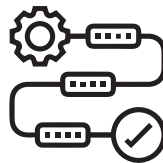
STOP
homelessness
before it
begins



SHORTEN
the time people
must wait to be
assessed



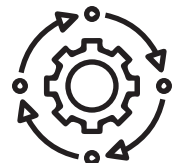
STREAMLINE
access for people
experiencing
homelessness



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 homeless 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

THE COORDINATED ACCESS SYSTEM

A MONTHLY REPORT BY SACRAMENTO STEPS FORWARD



December 2022

HOUSING CRISIS LINE

The Housing Crisis Line (2-1-1) connects households seeking housing and homeless resources to appropriate resources.

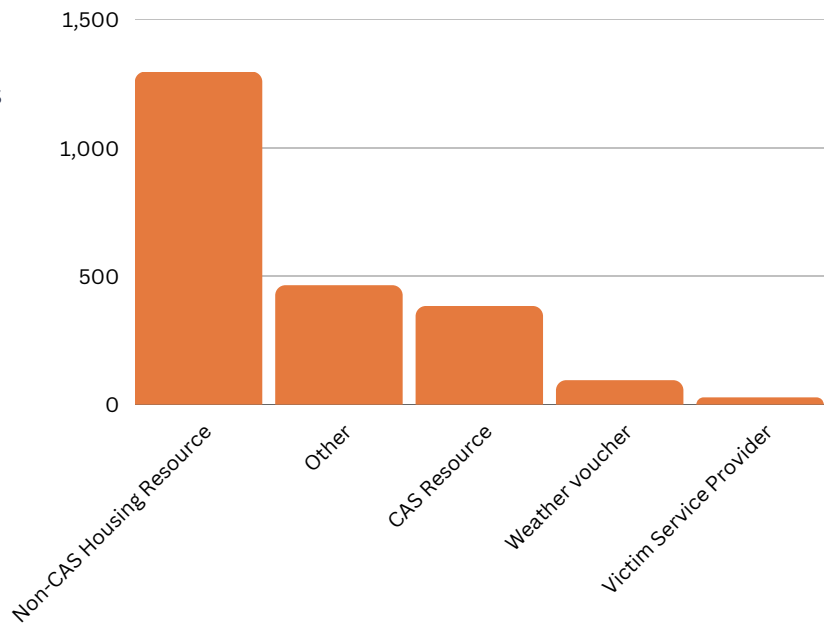
CALLS HANDLED: 1,866

HIGHEST REQUESTS BY ZIP CODE: 95823, 95811, 95815

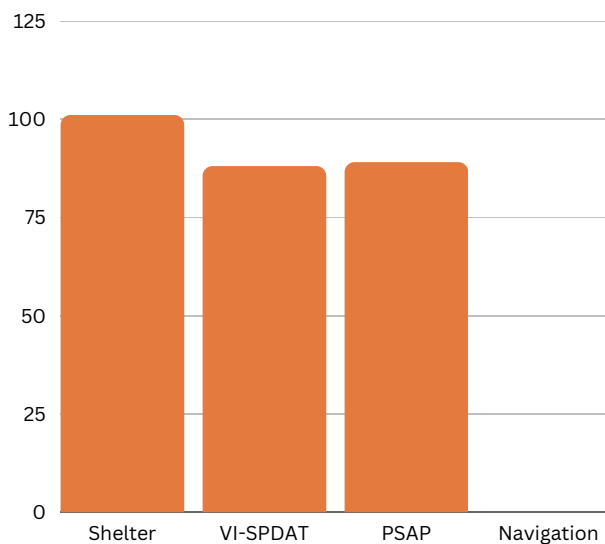
AVERAGE CALL WAIT TIME: 6:43

AVERAGE CALL HANDLE TIME: 12:03

Resource Connections



Referrals to CAS Resources



CAS RESOURCE CONNECTIONS

With the addition of CAS resources, 2-1-1 can triage and refer households to participating shelters, problem-solving access points (PSAPs), shelter navigation, and conduct the VI-SPDAT assessment

HOUSEHOLDS TRIAGED: 422

ASSESSMENTS COMPLETED: 392

SHELTER REFERRALS: 101

PSAP REFERRALS: 88

How is this data collected? The homeless management information system (HMIS) is a locally administered database that captures client-level data and data on the provision of housing and services to homeless individuals, families, and persons at risk of homelessness. HMIS improves service access and delivery and strengthens community planning and resource allocation.

SHELTER

Seven shelters receive referrals from 2-1-1:

- Common Ground
- EBH at the Grove
- North 5th Street
- Meadowview
- STEP Shelter
- The Village
- X Street Navigation Center

Total beds available to 2-1-1: **453**
(14% of total shelter capacity)

Shelters to be onboarded in February:

- North A Street
- Motel Voucher Program
- Salvation Army

NAVIGATION

Elica Health Centers manages a team of trained navigators who provide shelter and housing placement support to eligible households referred by 2-1-1.

PROBLEM SOLVING ACCESS POINTS

Designated access points provide problem-solving services to divert or rapidly exit households from homelessness, including access to financial assistance.

HOUSEHOLDS SUPPORTED IN ACQUIRING OR MAINTAINING HOUSING: 89

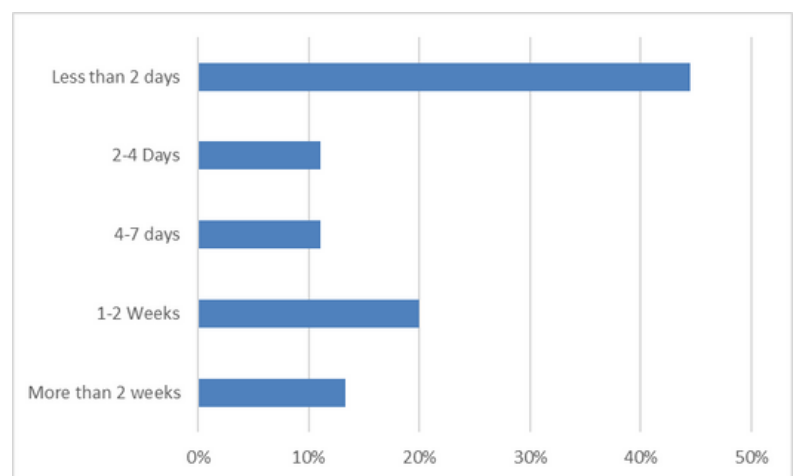
AVERAGE AMOUNT PER HOUSEHOLD: \$1,964

DECEMBER EXPENDITURES: \$69,857

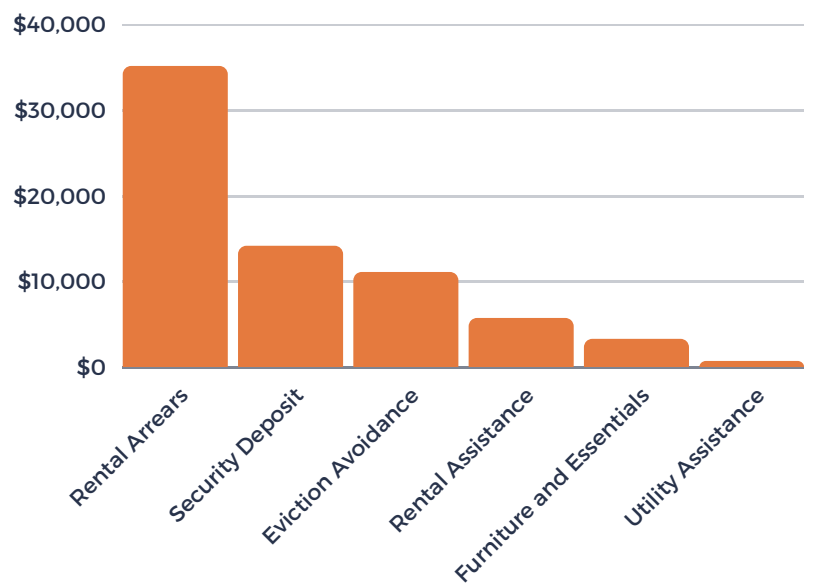
HOUSEHOLDS REFERRED TO SHELTER: 101

- **20% OF HOUSEHOLDS ASSESSED WERE REFERRED TO A SHELTER**
- **AVERAGE LENGTH TIME TO GET REFERRED TO SHELTER: 5 DAYS**
- **AVERAGE LENGTH OF TIME FROM SHELTER REFERRAL TO SHELTER INTAKE: 22 HOURS**
- **91% OF REFERRALS RESULTED IN A SHELTER ENROLLMENT**

Length of Time for Shelter Referrals

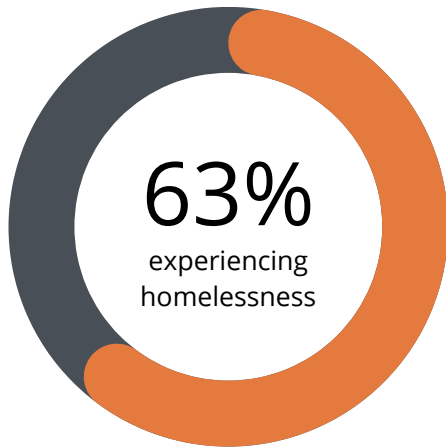


Problem-solving Financial Assistance Provided by Activity

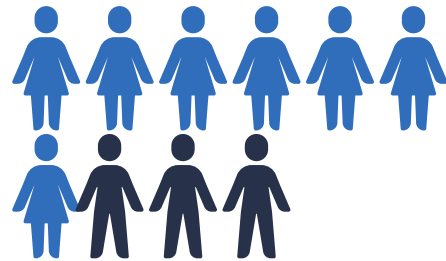


HOUSEHOLDS SERVED

The number of households served includes enrollments and or services provided by 211, problem-solving access points, and the navigation team. Although some services are preventing or diverting someone from experiencing homelessness, a majority of households served are already experiencing homelessness.

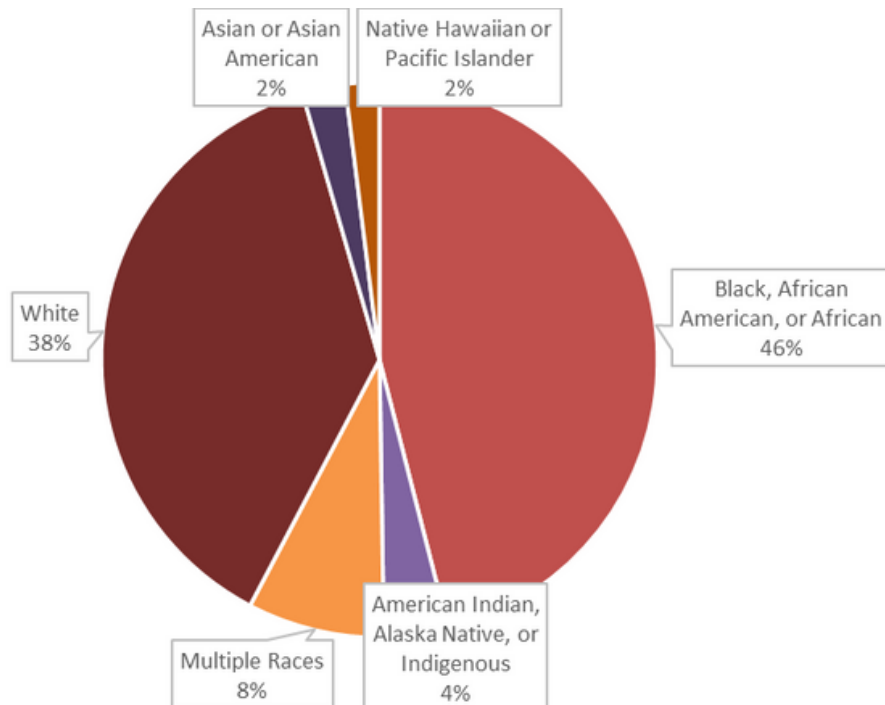


7 of 10 households are female-identifying



- 20% ARE WITHIN 30 DAYS OF EXPERIENCING HOMELESSNESS
- 17% UNSTABLY HOUSED

Race



50%

of all clients community-wide assessed by 2-1-1

22

Agencies Conducting the Shelter Assessment

101

Households Referred to Shelter