

# 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?

A streamlined system designed to match people experiencing homelessness with housing and service options. This process also prioritizes limited local supportive housing resources, so people with the highest vulnerability can be connected to supports as quickly as possible.



### 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?

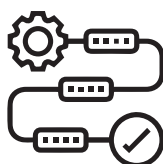
**STOP**  
homelessness  
before it  
begins



**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

# April 2023 Housing Crisis Line Key Performance Indicators

PREPARED BY  
SACRAMENTO STEPS FORWARD



**2,285**  
CALLS HANDLED

1,694 (74%)  
CALLERS  
CONNECTED  
TO OTHER  
RESOURCES

**591**  
HOUSEHOLDS CURRENTLY  
OR  
AT-RISK OF HOMELESSNESS

**370**  
REFERRALS TO  
CRISIS  
RESOURCES



143  
HOUSEHOLDS  
ENROLLED IN  
SHELTER

**311**



168  
HOUSEHOLDS  
EXITED OR  
DIVERTED FROM  
HOMELESSNESS

**DATA IS CAPTURED ON A ROLLING BASIS, AND  
MONTHLY REPORTING MAY OVERLAP.**

**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.

## HOUSING CRISIS LINE

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

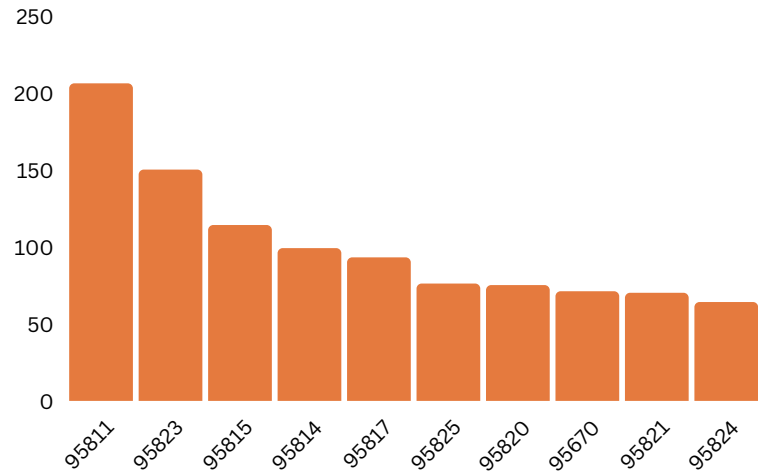
**CALLS HANDLED: 2,285**

**HIGHEST REQUESTS BY ZIP CODE: 95811, 95823, 95815**

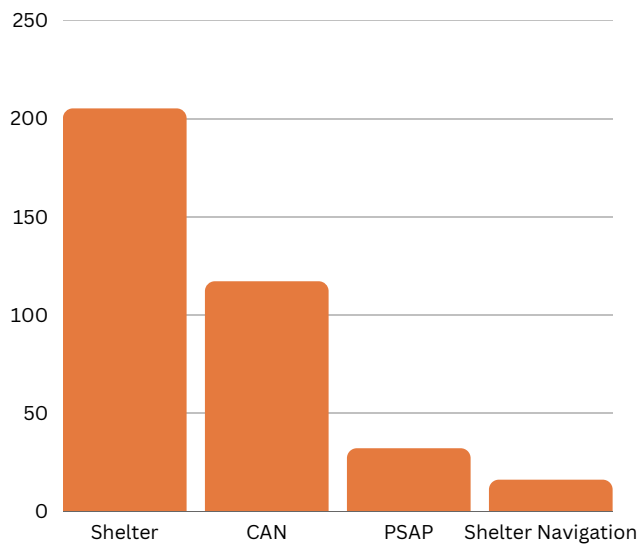
**AVERAGE CALL WAIT TIME: 7:38**

**AVERAGE CALL HANDLE TIME: 12:02**

Calls by Zip Code



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 housing assessments

**HOUSEHOLDS TRIAGED: 591**

**HOUSEHOLDS ASSESSED: 452**

**SHELTER REFERRALS: 205**

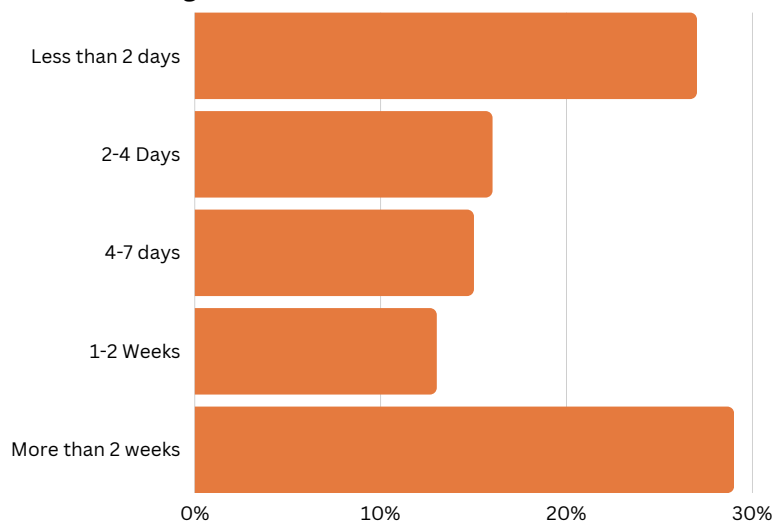
**PSAP REFERRALS: 32**

**CAN/SHELTER NAVIGATION REFERRALS: 133**

## HOUSEHOLDS REFERRED TO SHELTER: 205

- **AVERAGE LENGTH OF TIME TO GET REFERRED TO SHELTER: 13 DAYS**
- **AVERAGE LENGTH OF TIME FROM SHELTER REFERRAL TO SHELTER INTAKE: 23 HOURS**
- **70% OF REFERRALS RESULTED IN A SHELTER ENROLLMENT**

Length of Time from Assessment to Shelter Intake

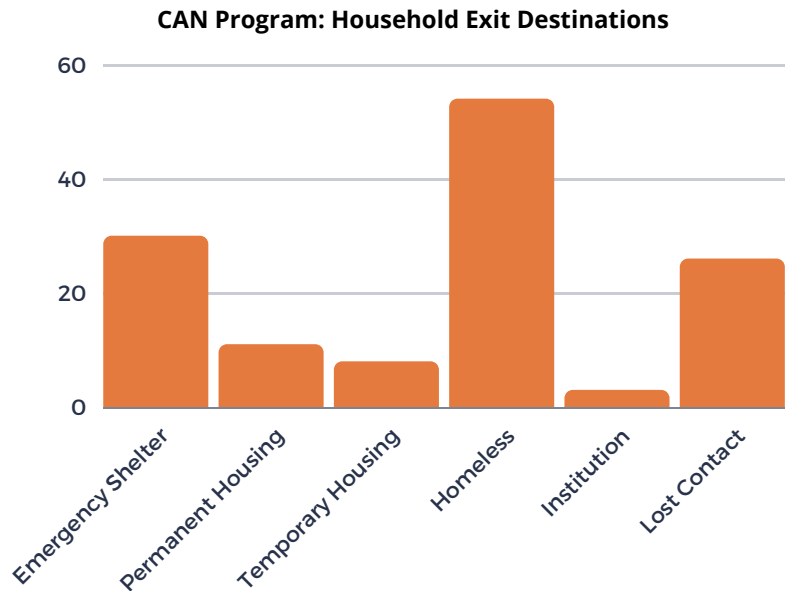


## NAVIGATION

Elica Health Centers manages a team of trained, coordinated access navigators (CAN) who provide shelter and housing problem-solving to eligible households referred by 2-1-1.

### HOUSEHOLDS REFERRED TO CAN: 117

- **65% (76) OF REFERRALS RESULTED IN A PROGRAM ENROLLMENT**
- **AVERAGE TIME FROM REFERRAL TO ENROLLMENT: 2 DAYS**
- **37% OF EXITS WERE POSITIVE**
  - **11 HOUSEHOLDS EXITED TO PERMANENT HOUSING**
  - **EIGHT HOUSEHOLDS EXITED TO TEMPORARY HOUSING**
  - **30 HOUSEHOLDS EXITED TO AN EMERGENCY SHELTER**



## Stories from the Field

*"My client was experiencing homelessness due to domestic violence. I was in active contact with his mother who lived 3 hours away and often worried about her son. While sleeping outside, he stated neighbors had thrown glass at him while he was sleeping, his phone was stolen, and he was yelled at to get off the streets, which then created a sense of urgency for me to assist him into shelter. I was able to provide him with clothing, a birth certificate voucher, bus passes, free cell phone resource and other important homeless resources. In the end, I assisted him get into shelter with support from Molly from 211 and Theresa from Sacramento Steps Forward. His mother thanked me and was so grateful for my assistance. I am glad to be able to use my problem-solving skills to help this client navigate through his physical and mental barriers. I am grateful to be able to work with a strong team full of people of different educational and cultural backgrounds where we can come together with our own ideas and find solutions for our clients. "*

- Coordinated Access Navigator

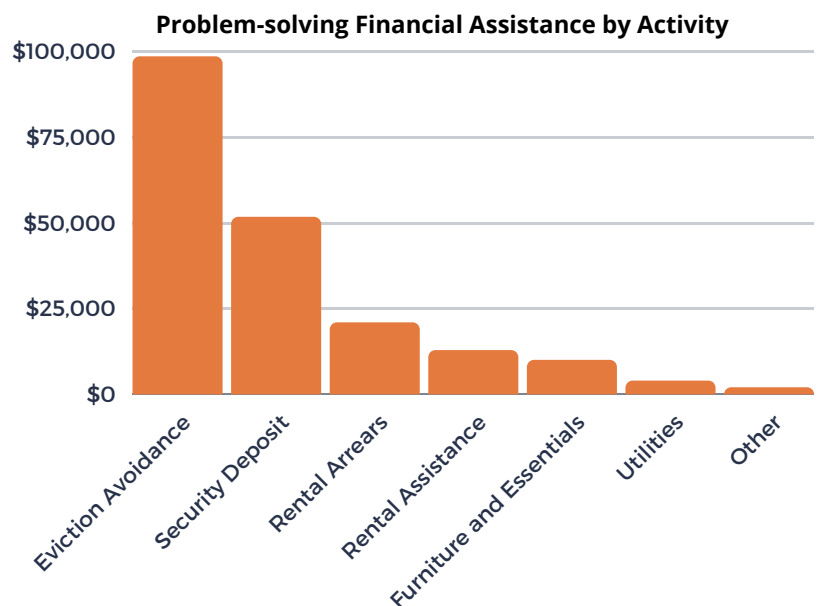
## PROBLEM SOLVING ACCESS POINTS

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: **60**

AVERAGE AMOUNT PER HOUSEHOLD: **\$3,312**

APRIL EXPENDITURES: **\$198,736**



## CAS PARTICIPATING PROGRAMS

### Current CAS Shelters

Shelter	Population	Number of Beds/Units
Meadowview	Female-identifying individuals	100
EBH at the Grove	Transitional age youth (18-24 yo)	48
North 5th Street	Individuals	163
X Street	Individuals	100
Common Ground	Transitional age youth (18-24 yo)	20
STEP Shelter	Transitional age youth (18-24 yo)	14
The Village	Transitional age youth (18-24 yo), pregnant or parenting	8
North A Street	Individuals	80
TSA Center for Hope	Individuals	60
TOTAL		593

36% of public shelter capacity

### Future CAS Shelters

Step up on Second	Individuals and families	200
Next Move Family Shelter	Families	85
Bannon Street	Families	68
City of Refuge	Families	70
TOTAL		423

61% of total shelter capacity

**TOTAL: 1016**

### Problem-Solving Access Points

Program Name	Targeted Subpopulation
LGBT Center*	LGBTQ+ community and Transition-Age Youth
Sacramento Self Help Housing*	All, with a focus on Elk Grove and Rancho Cordova
South Sacramento HART*	All, with a focus on South Sacramento
WEAVE*	Survivors of domestic violence, sexual assault, and sex trafficking
CASH	Survivors of human trafficking
Rose Family Creative Empowerment Center	Families
Lutheran Social Services - P&I Team	Transition-Age Youth
Family Justice Center	Survivors of domestic violence, sexual assault and human trafficking
Sacramento Covered	All
Lao Family Development Center	Refugees, families
Waking the Village	Transition-Age Youth
Wellspace Health	All

\*Contracted to provide housing location assistance and take 211 referrals

All PSAPs are available by appointment only and do not accept direct requests for assistance.