

May 2023 Housing Crisis Line Key Performance Indicators

PREPARED BY
SACRAMENTO STEPS FORWARD



1,778 (70%)
CALLERS
CONNECTED
TO OTHER
RESOURCES

2,529
CALLS HANDLED

751
HOUSEHOLDS CURRENTLY
OR
AT-RISK OF HOMELESSNESS

394
REFERRALS TO
CRISIS
RESOURCES



179
HOUSEHOLDS
ENROLLED IN
SHELTER

425



246
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: 2,529

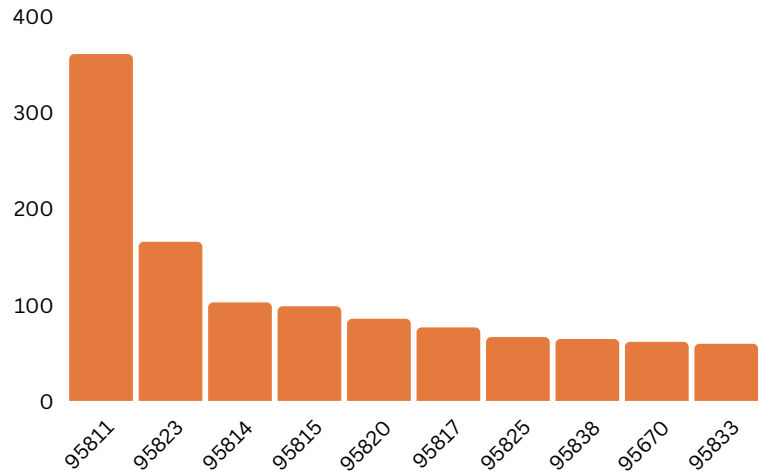
HIGHEST REQUESTS BY ZIP CODE: 95811, 95823, 95815

AVERAGE CALL WAIT TIME: 7:14

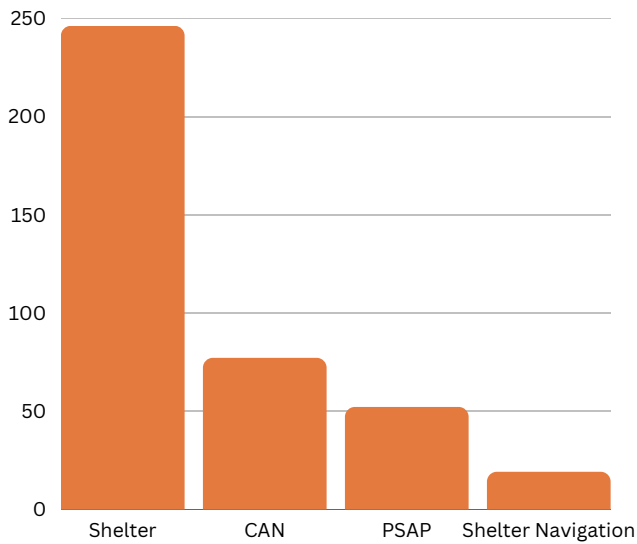
AVERAGE CALL HANDLE TIME: 11:44

90% OF CALLS ARE SELF-DIRECTED

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: 751

HOUSEHOLDS ASSESSED: 589

SHELTER REFERRALS: 246

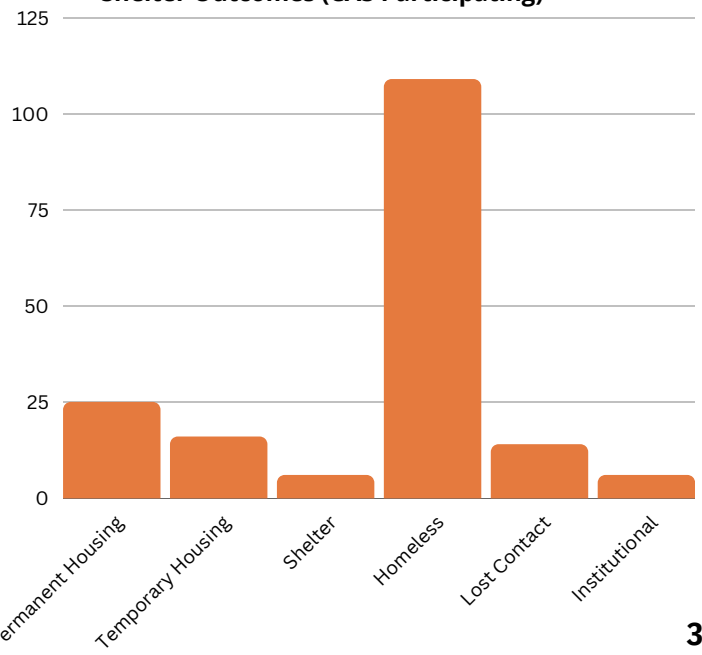
PSAP REFERRALS: 52

CAN/SHELTER NAVIGATION REFERRALS: 96

HOUSEHOLDS REFERRED TO SHELTER: 246

- **23% (41) OF EXITS WERE POSITIVE**
- **AVERAGE LENGTH OF TIME TO GET REFERRED TO SHELTER: 9 DAYS**
- **AVERAGE LENGTH OF TIME FROM SHELTER REFERRAL TO SHELTER INTAKE: 26 HOURS**
- **75% OF REFERRALS RESULTED IN A SHELTER ENROLLMENT**
- *97% OF SHELTER DENIALS WERE DUE TO CLIENTS MISSING INTAKE APPOINTMENT*

Shelter Outcomes (CAS Participating)



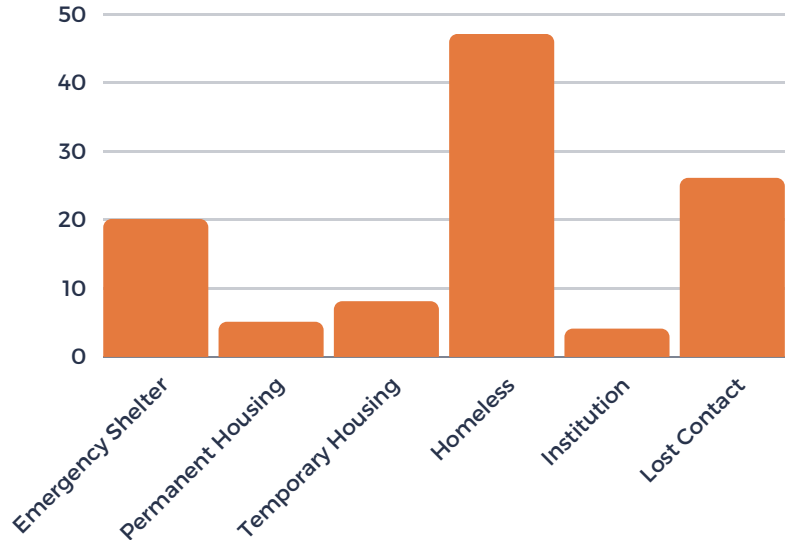
NAVIGATION

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: 77

- **73% (56) OF REFERRALS RESULTED IN A PROGRAM ENROLLMENT**
- **AVERAGE TIME FROM REFERRAL TO ENROLLMENT: 1.5 DAYS**
- **30% OF EXITS WERE POSITIVE**
 - **FIVE HOUSEHOLDS EXITED TO PERMANENT HOUSING**
 - **EIGHT HOUSEHOLDS EXITED TO TEMPORARY HOUSING**
 - **20 HOUSEHOLDS EXITED TO AN EMERGENCY SHELTER**

CAN Program: Household Exit Destinations



Stories from the Field

"A client needed assistance with securing her very first apartment. The client was quite young and spent most of her life being homeless. She was working with a program that provided her with financial assistance and helped her get a job to be able to afford her very first own place of residence. Of course, when she was approved, the chance of getting a house meant a lot to her, but if she would pay for security deposit herself, that would've put her in a very bad financial position for the first few months in that apartment. That's why the client decided to seek help with the PSAP housing problem solving financial assistance funds. During our appointment, I talked to the client and told her all the documents we'll need in order to create an application for her. After collecting all the documents, a new complication popped up and it turned out that the deadline for the client to pay for her security deposit was the 12th of May. In order to make the payment before the deadline, SSF not only expedited her application review but on top of that, one of the workers from SSF personally delivered the check to the client's landlord. Now the client can live comfortably in her stable housing and no longer worry about where she'll have to stay for the night." - Mika (CAN Team)

PROBLEM SOLVING ACCESS POINTS

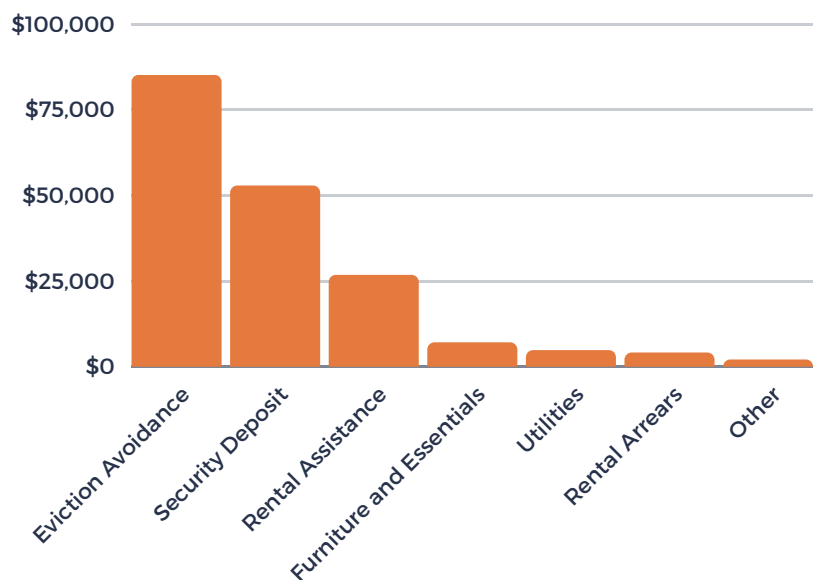
Designated access points provide problem-solving services to divert or rapidly exit households from homelessness, including access to financial assistance.

HOUSEHOLDS SUPPORTED IN ACQUIRING OR MAINTAINING HOUSING: 64

AVERAGE AMOUNT PER HOUSEHOLD: **\$2,833**

MAY EXPENDITURES: **\$181,332**

Problem-solving Financial Assistance by Activity



CAS PARTICIPATING PROGRAMS

Current CAS Shelters

Shelter	Population	Number of 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	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
Elica Health Centers (CAN)*	All
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.