



Housing Crisis Line Key Performance Indicators December 2023

4,540
2-1-1 CALLS HANDLED

1,137
HOUSEHOLDS ASSESSED
FOR SHELTER
(**796** BY 2-1-1, **341** BY
OTHER PARTIES)

15
HOUSEHOLDS
DIVERTED
FROM
HOMELESSNESS

268
REFERRALS
TO CRISIS
RESOURCES

&

156
HOUSEHOLDS
ENROLLED
IN SHELTER

169
HOUSEHOLDS
MOVING TO HOUSING

From the CAN Team: 23, PSAPs: 53, Shelter: 93, Total: 169

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.

December: At a Glance

The Coordinated Access System (CAS) shelters continue their successful run at increasing positive exits, a critical step towards establishing a balanced system. In December, there were an average of **5 Successful shelter placements and 5 households moving into permanent housing every day.**

Successes:

- For the third straight month, we surpassed 4,000 calls.
- The median call wait time is below our target goal of 5 minutes.
- Onboarded Mather Interim Housing - adding an additional 140 shelter units
- Sustained successful placement into shelter (84% of referrals result in enrollment)
- Sustained successful shelter exits (37% exit to housing destinations)

CAS Areas for Improvement:

- Expand access to flexible housing problem-solving resources
- Actively exploring ways to provide urgent responses to *extremely vulnerable households*.

Homeless Response System Challenges:

- Not enough recuperative care facilities. Approximately one in ten clients are ineligible for any shelter due to high medical needs that shelters cannot meet.
- Train and resource outreach teams to mitigate shelter barriers in the field

Glossary of Terms

CAS: Coordinated Access System – An efficient, equitable process that connects unhoused households to available shelter beds and other crisis resources, establishing centralized access to shelter, waitlist navigation support, and diversion efforts.

CAN: Coordinated Access Navigators – A team supports households on the shelter waitlist with placement and case management. A primary focus will be utilizing housing problem-solving services to help divert or rapidly exit households from homelessness.

HPS: Housing Problem Solving – Housing Problem Solving is a person-centered, strengths-based approach to support households in identifying choices and solutions to divert or rapidly end their housing crisis. The approach begins with an exploratory conversation to find safe housing options, even if temporary, and to connect the household to community supports and services.

PSAP: Problem-Solving Access Point – Housing problem-solving support (including financial assistance) for persons experiencing or at risk of homelessness

HMIS: Homeless Management Information System – A computerized data collection application designed to capture client-level information over time on the characteristics of service needs of men, women, and children experiencing homelessness, while also protecting client confidentiality. It is designed to aggregate client-level data to generate an unduplicated count of clients served within a community's system of homeless services. An HMIS may also cover a statewide or regional area and include several CoCs. HMIS can provide data on client characteristics and service utilization.

HOUSING CRISIS LINE

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

CALLS HANDLED: **4,540**

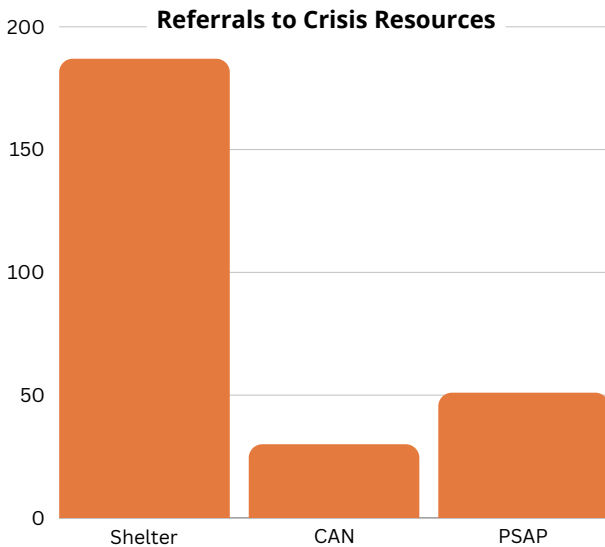
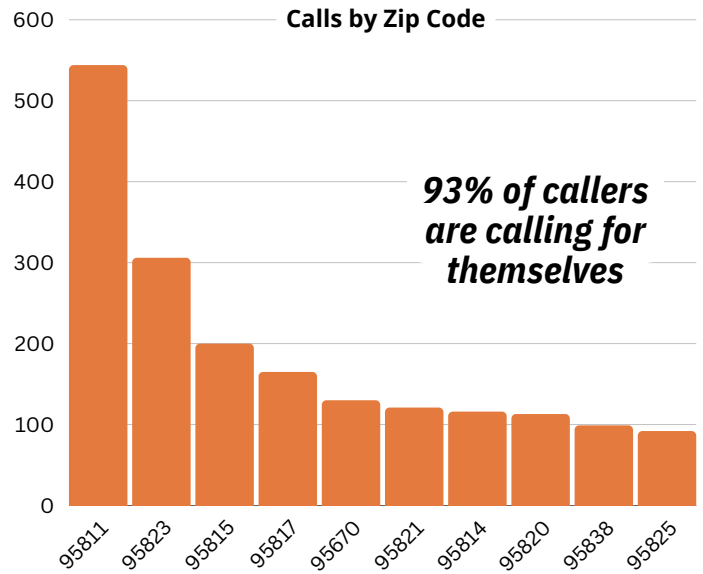
HIGHEST REQUESTS BY ZIP CODE: **95811, 95823, 95815**

AVERAGE CALL WAIT TIME: **5:26**

MEDIAN CALL WAIT TIME: **3:49**

AVERAGE CALL HANDLE TIME: **9:51**

MEDIAN CALL HANDLE TIME: **5:53**



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: **1,056**

HOUSEHOLDS ASSESSED: **872**

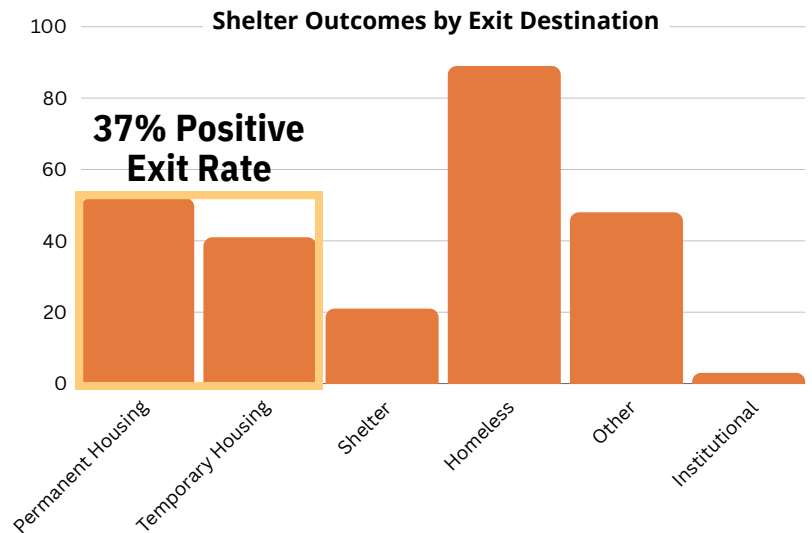
SHELTER REFERRALS: **187**

PSAP REFERRALS: **51**

COORDINATED ACCESS NAVIGATORS: **71**

HOUSEHOLDS REFERRED TO SHELTER: 187

- AVERAGE NUMBER OF DAYS TO GET REFERRED TO SHELTER: **25**
- AVERAGE NUMBER OF HOURS FROM SHELTER REFERRAL TO SHELTER INTAKE: **35**
- REFERRALS RESULTING IN SHELTER ENROLLMENT: **84% (156)**
- POSITIVE EXITS: **37% (93)**

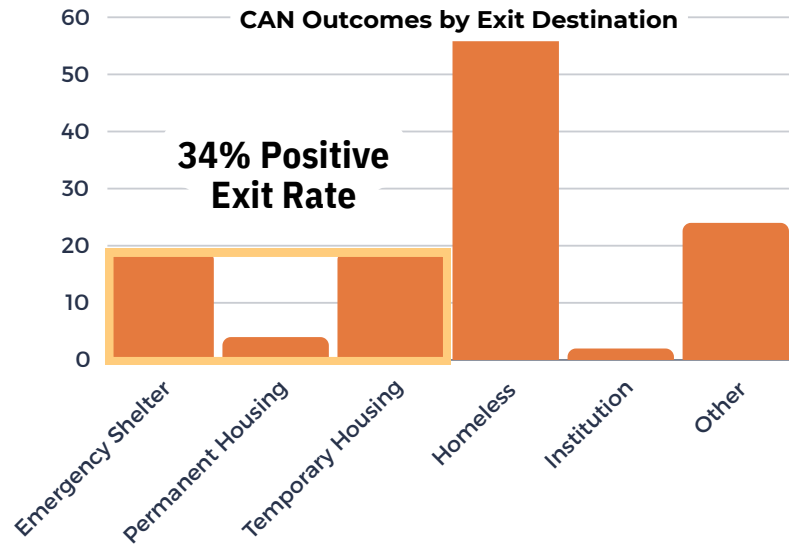


NAVIGATION SERVICES (CASE MANAGEMENT)

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 BY 2-1-1: **71**

- **38** HOUSEHOLDS ENGAGED THROUGH OUTREACH EVENTS
- **34% OF EXITS WERE POSITIVE**
 - **8** HOUSEHOLDS EXITED TO PERMANENT HOUSING
 - **12** HOUSEHOLDS EXITED TO TEMPORARY HOUSING
 - **29** HOUSEHOLDS EXITED TO AN EMERGENCY SHELTER



CAS in Action:

"I was sent a client through 2-1-1 Sacramento who expressed interest in the CAN program. Upon getting in contact with him, I was able to inform him of the program and explain the ways I could assist, along with the benefits of being enrolled with us. The client expressed great interest after hearing that I could assist him with the things he needed help with the most. In the initial contact, I was able to learn that the client is eager to better his life for himself and therefore wants to be documentation-ready, find employment, clear his criminal record, and, of course, find shelter. In the short time that I have been working with the client (because I am still currently working with him), we were able to work together to get him documentation ready and provide him with job resources, which led to him getting interviews and needing bus passes to get to his interviews and eventually landing employment. During his first two weeks of working, we were able to provide him with two weeks' worth of bus passes; meanwhile, he got paid. The client is now actively trying to work towards expunging his criminal record by using the resources that I was able to provide him. Although the client is actively on my caseload, I feel like it is important to acknowledge that this is a success story in the making. At our initial contact, the client and I made a plan, and the client had made a promise to himself of working hard and putting his part to better his life, and I can honestly say that he has demonstrated it and continues to demonstrate the dedication he has for that change and not taking this opportunity for granted, as he had mentioned this as a "second shot at a new life."

- Brandy (Coordinated Access Navigator)

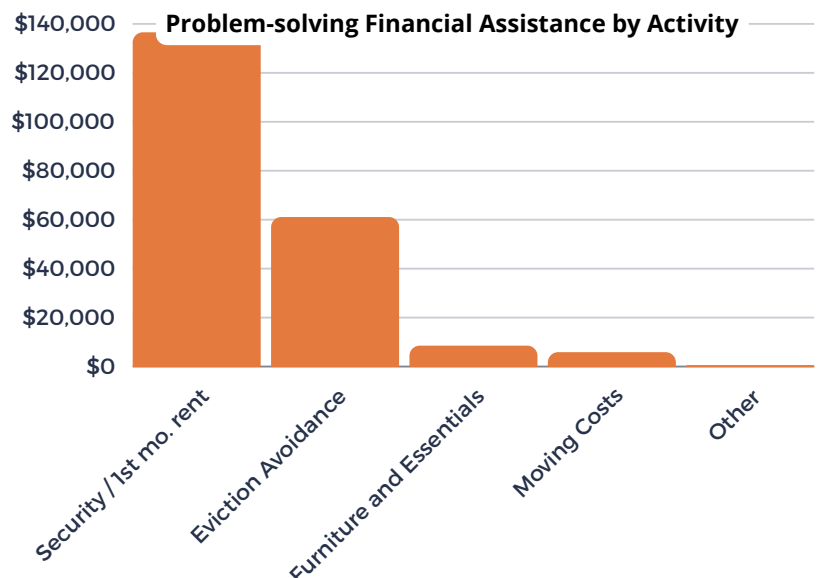
PROBLEM SOLVING ACCESS POINTS

Designated agencies provide problem-solving services to divert or rapidly exit households from homelessness.

HOUSEHOLDS SUPPORTED IN ACQUIRING OR MAINTAINING HOUSING: **57**

AVERAGE AMOUNT PER HOUSEHOLD: **\$3,749**

DECEMBER EXPENDITURES: **\$213,665**



CAS PARTICIPATING SHELTERS

Current CAS Shelters

Shelter	Population	Number of Units
Meadowview	Female-identifying individuals	100
EBH at the Grove	Transitional age youth (18-24 yo)	50
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	70
Next Move Family Shelter	Families	20
Bannon Street	Families	20
Motel Shelter Program	Families	200
St. John's Program	Families	50
Mather Interim Housing (New!)	Individuals	140
TOTAL		1,035

Upcoming CAS Shelters

Scattered Site Program	Individuals	TBD	100
Florin Safe Stay	Individuals	Q1 2024	125
East Parkway Safe Stay	Individuals	Q2 2024	56
TOTAL			281

TOTAL CAS-PARTICIPATING: 1,316
% OF ALL SHELTER CAPACITY: 71%