



Sacramento's Coordinated Access System (CAS)

The Coordinated Access System is a partnership led by the following:

Sacramento City and County
Continuum of Care



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Switching to CAS has been a huge success and a smooth transition. All of our beds are full, clients are getting housed, and the process has run smoothly.

The staff at CAS have been very attentive to the needs of the clients as well as the needs of our program. There is constant communication and dialog to make every improvement to better the process. My staff know that the clients are being properly screened and know the expectations that they are facing as they enter our program.

We are thankful for the CAS 211 staff and their continued support and partnership.

- Sierra (Shelter Operator)

This report was compiled by Peter Bell, Planning Director of the Coordinated Access System, with support from additional staff of Sacramento Steps Forward.

www.sacstepsforward.org

What is the Coordinated Access System?

In 2022, the Sacramento City and County Continuum of Care, City of Sacramento, County of Sacramento, and Sacramento Steps Forward pooled resources to create a [Coordinated Access System \(CAS\)](#) to help resolve homelessness in our community. The System intends to ensure that people needing help—to prevent or manage the circumstance of homelessness—can access support and services.

Prior to this coordinated initiative, the services available in our community operated independently, requiring those seeking support to reach out to various community resources on their own.

GUIDING PRINCIPLES

<p>#1</p> <p>PREVENT</p> <p>Homelessness before it begins</p> 	<p>#2</p> <p>ACCELERATE</p> <p>Time between contact and service support</p> 	<p>#3</p> <p>STREAMLINE</p> <p>Access for people experiencing homelessness</p> 	<p>#4</p> <p>OPTIMIZE</p> <p>Existing shelter and housing programs</p> 	<p>#5</p> <p>FORGE</p> <p>A cohesive homelessness system of care</p> 
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KEY STRATEGIES

2-1-1 (#8)

A single phone number provides access to trained case managers who provide answers and assessments to resolve individual circumstances.

COORDINATED SUPPORT

Our community's resource providers work together, providing coordinated services, advocacy, shelters, and housing programs.

SHARED DATA

Case managers throughout the community can readily access shared data on housing and shelter waitlists and availability.

Year One Overview | Impacts & Improvements

In this Year One report, we share information on the community impact and value of the Coordinated Access System during the first full year of operation, from January 1 through December 31, 2023. This report includes System highlights of capacity, performance, outputs, and key data in the context of the System’s guiding principles and strategies.

We also note opportunities for improvement in the year ahead and specific target benchmarks.

2023 POSITIVE IMPACTS

37,310

Callers connected to homelessness and housing services

4:20

Minutes median wait time for someone calling 2-1-1 (#8)

24/7, 365

Availability of support via 2-1-1 starting in November 2023






2,133

Households moved into housing during the year

22

Hours median time from shelter referral to shelter enrollment

2024 PLANNED SYSTEM IMPROVEMENTS

-  Invest in more services for high-priority zip codes to appropriately address and support demand.
-  Onboard additional programs to help meet community-side demand, improving the variety and number of resources available to those experiencing homelessness.
-  Expedite shelter placement time and decrease the no-show percentage from the most vulnerable households.
-  Grow and embed problem-solving and diversion support in all system access sites, safe grounds, respite centers, and emergency shelters.
-  Provide the CAN team with new and increased access to short-term shelter options to aid in a rapid response protocol for extremely vulnerable families.

2-1-1 Housing Crisis Line | Streamlined Access

The 2-1-1 (#8) Housing Crisis Line connects individuals and families seeking housing and services to appropriate resources. In November 2023, staff support increased to provide a full-time response, enabling those seeking assistance to talk with someone at any time of day, any day of the year.

Capacity

- **24 staff members** support operations of the 2-1-1 housing crisis line
- Staff is now available **24 hours a day, 7 days a week, 365 days of the year**

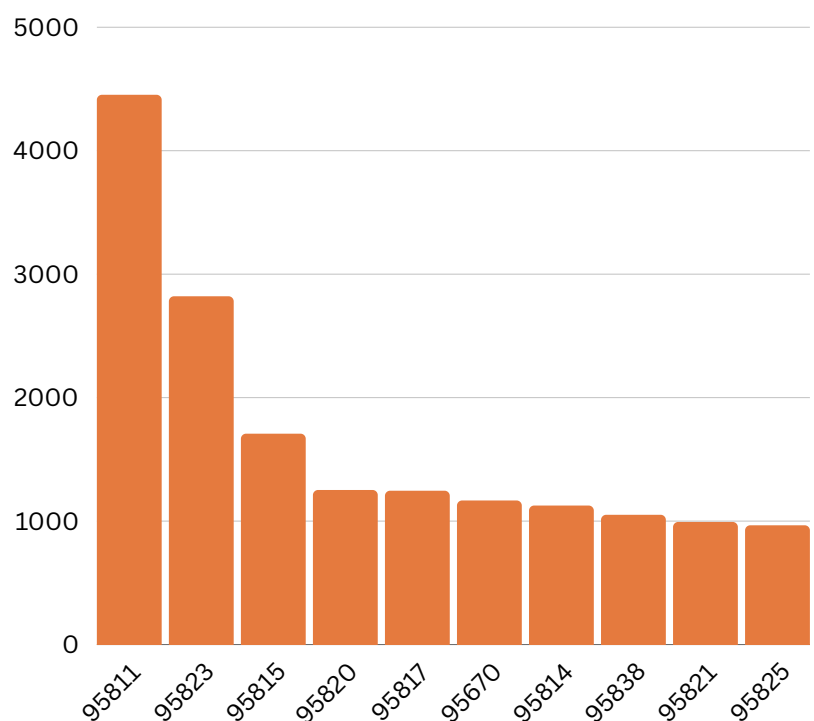
Performance:

- **72%** of households seeking shelter call 2-1-1
- **4 minutes and 20 seconds** is the median time that someone calling 2-1-1 waits before talking to a staff person

Outcomes:

- **37,310** callers were referred to housing and homelessness resources
- **98%** of callers were either currently experiencing homelessness or expected to do so within 30 days at the time of their call.

10 Highest Volume Zip Codes

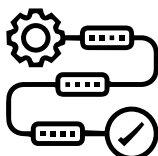


Of the zip codes in Sacramento County, nearly half of calls originate from the ten noted here.

Key Principles

#3:

STREAMLINE



2024 Improvement Plan

Invest in more services for high priority zip codes to appropriately address and support demand.

Target: At least two physical access points established to complement 2-1-1 in high-priority zip codes for localized support.

Crisis Resources | Onboarding Solutions

CAS connects individuals and families with critical resources to help mitigate or end their experience of homelessness. Emergency shelters, support services, and financial assistance are all considered crisis resources—all of which help people get off the streets, into housing, or to prevent homelessness altogether.

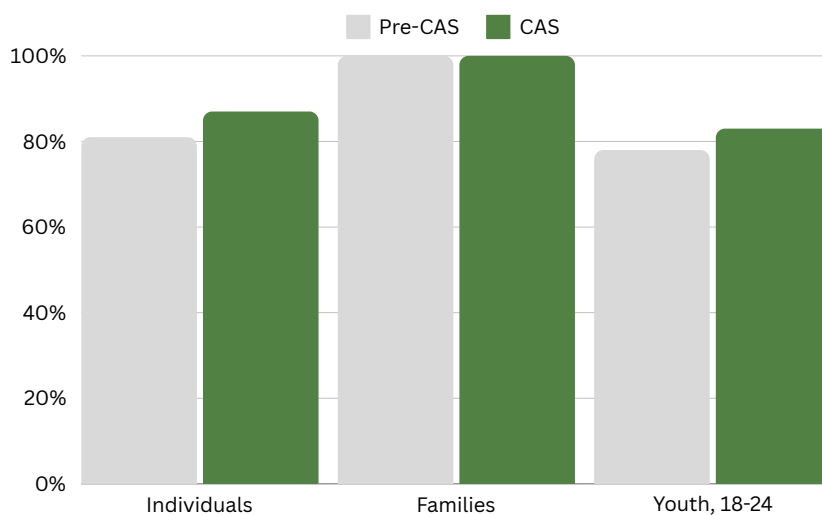
Capacity

- Capacity for **300** clients was added to the System via the addition of one new outreach program
- **7** shelters with **541 units** combined were added
- **13** new housing programs with **565** permanent housing units were added

Performance:

- **34%** of total shelter demand was met
- **93%** of shelter capacity was utilized

2023 Shelter Utilization



The average shelter utilization rate across all CAS-participating shelters was 93%.

Outcomes:

- **2,133** households moved from crisis resources to housing
- **443** households were enrolled in permanent housing programs with services

Key Principles

#4:
OPTIMIZE



#5:
FORGE



2024 Improvement Plan

Onboard additional programs to help meet the demand, improving the variety and number of resources available to those experiencing homelessness.

Target: Increase shelter utilization to 93% for youth (from 83%) and individuals (from 87%).

Crisis Resources | Emergency Shelter

Emergency shelters provide safe, temporary housing for individuals and/or families who have no alternative safe housing option while they are guided in obtaining permanent housing or other appropriate assistance, such as treatment. Due to limited capacity, CAS prioritizes the most vulnerable families for immediate shelter placement.

Capacity

- Approximately **50** emergency shelter units were available every week

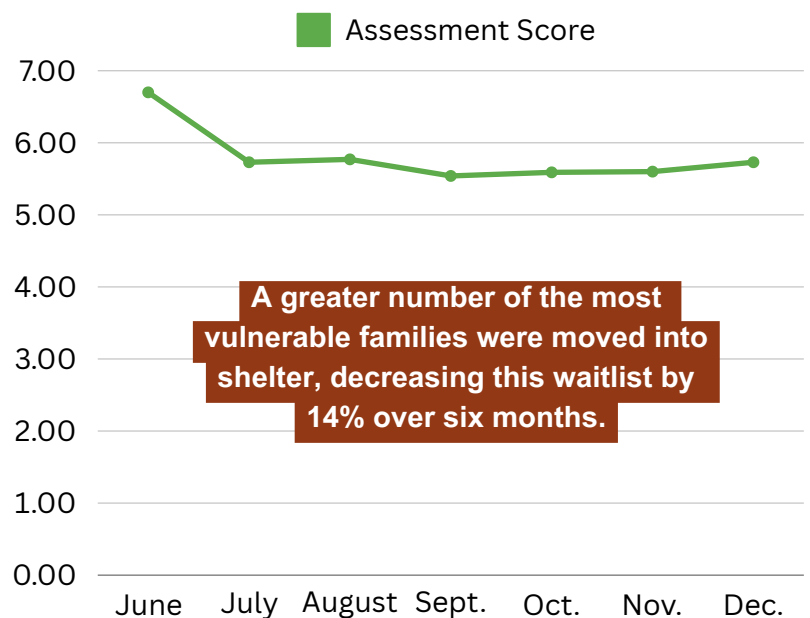
Performance:

- **26%** positive exit rate from shelters into housing
- **22 hours** median amount of time from shelter referral to shelter intake
- **73%** of referrals resulted in a shelter enrollment (the remaining 27% were unsuccessful due to clients missing intake appointments)

Outcomes:

- **2,068** households enrolled in shelters
- **713** households moved into permanent or temporary housing from shelter

Unsheltered Family Vulnerability Over Time



Household vulnerability is determined by an assessment conversation when someone calls 2-1-1 for support.

Key Principles

#2: ACCELERATE **#4: OPTIMIZE**



2024 Improvement Plan

Expedite shelter placement time and decrease the no-show percentage for Extremely Vulnerable Households (EVH), a new designation in 2024 representing the 10% most vulnerable shelter-seeking members in our community.

Outcome: Place extremely vulnerable households into shelter within 24 hours of identification. Decrease the no-show rate for EVH to less than 10%.

Crisis Resources | Problem Solving Access Points

Problem-solving access points (PSAPs) are trained agencies that support households in identifying alternative housing options and community support to resolve their housing crisis. This could include mediation, conflict resolution, connections to mainstream resources, and limited financial assistance that directly results in housing being secured.

Capacity

- 4 new PSAPs were onboarded, providing a total of 13
- \$2,270,199 was allocated and utilized for direct client assistance

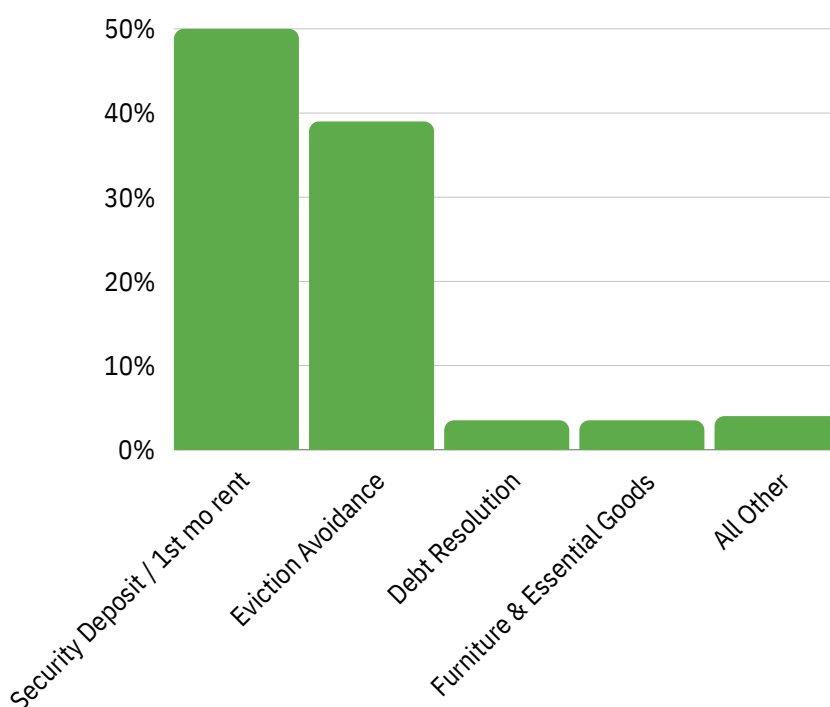
Performance:

- 90% of 2-1-1 clients needed support in paying for or resolving a short-term housing need
- 805 households found or maintained housing with PSAP support
- \$3,114 was the average amount of money spent per household to prevent or resolve homelessness

Outcomes:

- 85% of households remained housed after one year of PSAP support

2023 PSAP Expenditures by Activity



Key Principles

#1: PREVENT



2024 Improvement Plan

Grow and embed problem-solving and diversion support in all system access sites, safe grounds, respite centers, and emergency shelters.

Target: Train 100 service provider staff members on housing problem solving and how to access problem solving financial assistance.

Crisis Resources | Coordinated Access Navigators

Elica Health Centers manages a team of trained Coordinated Access Navigators (CAN) who provide shelter and housing problem-solving support to eligible households referred by 2-1-1. Navigator services can help a family experiencing homelessness gather essential documents, connect to health services, and begin to develop a plan for permanent housing while waiting for shelter to become available. With support, some families can exit homelessness without ever needing shelter.

Capacity

- **1,320** total referrals to CAN from 2-1-1
- Case-carrying capacity to support up to **300** active clients at one time

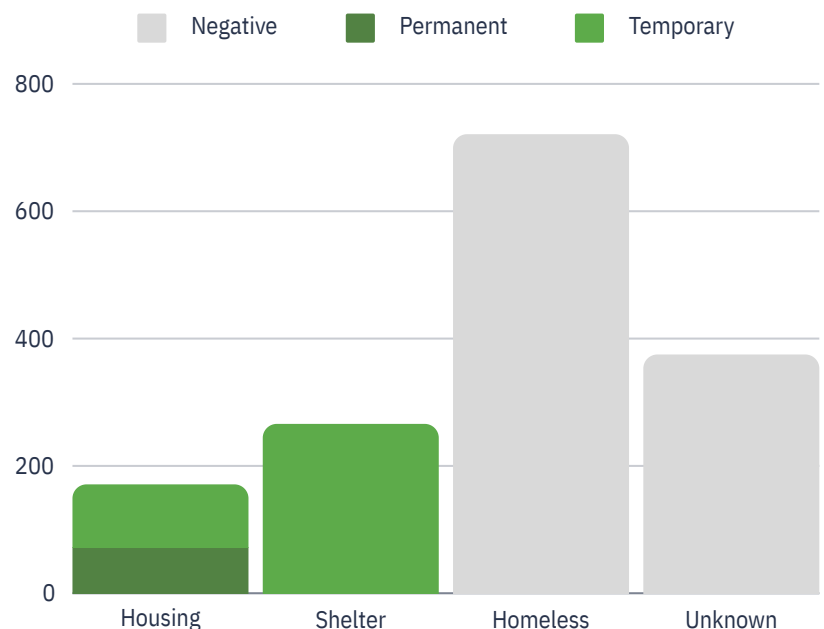
Performance:

- **71%** of referrals to CAN resulted in a CAN enrollment
- **28%** positive exit rate from CAN
- **29** hours was the median length of time from referral to CAN intake

Outcomes:

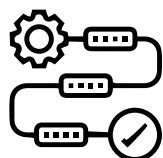
- **266** households exited to an emergency shelter
- **171** households were moved into permanent or temporary housing

2023 CAN Outcomes by Exit Destination



Key Principles

- #2: **ACCELERATE**
- #3: **STREAMLINE**



2024 Improvement

Provide the CAN team with new and increased access to short-term shelter options to aid in a rapid response protocol for Extremely Vulnerable Households.

Target: To support 100 Extremely Vulnerable Households acquiring shelter within 24 hours of identification

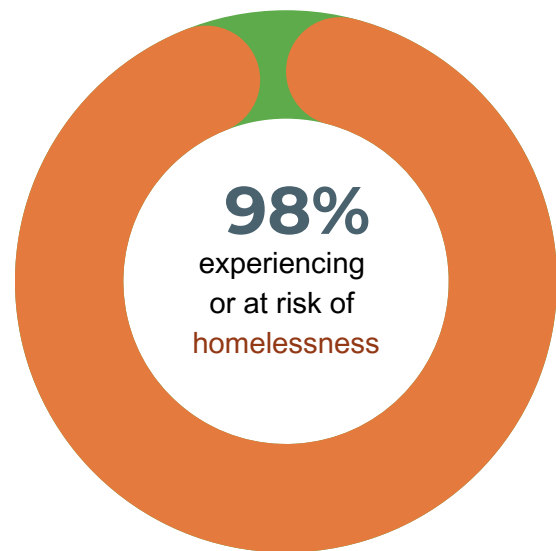
2-1-1 Housing Crisis Line | Data & Demographics

CAS uses the Homeless Management Information System (HMIS) as its backbone data source. HMIS is a locally-administered database that is used nationwide by homelessness support systems. It captures client-level data such as the provision of housing and services. HMIS enables case managers to readily access data on shelter waitlists and availability.

HMIS also allows us to review and share data and demographics for CAS usage, including the highlights below.

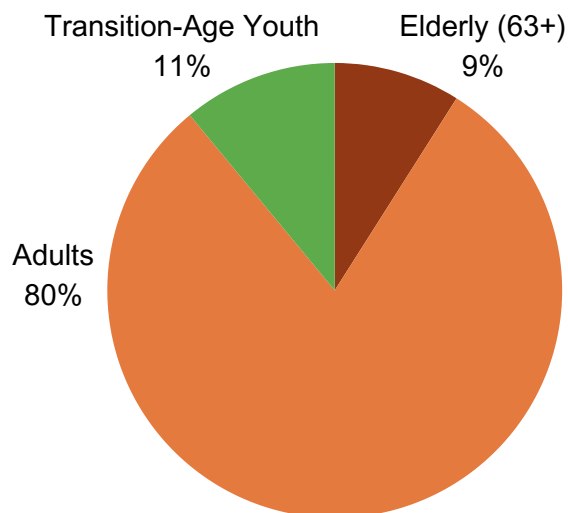
Caller Homelessness Risk Level:

- 73% of households calling 2-1-1 are currently experiencing homelessness
- 12% of households are at immediate risk for homelessness -they will likely be homeless tonight
- 13% of households are at imminent risk or at risk of experiencing homelessness, within 30 days
- 2% are considered to have unstable housing

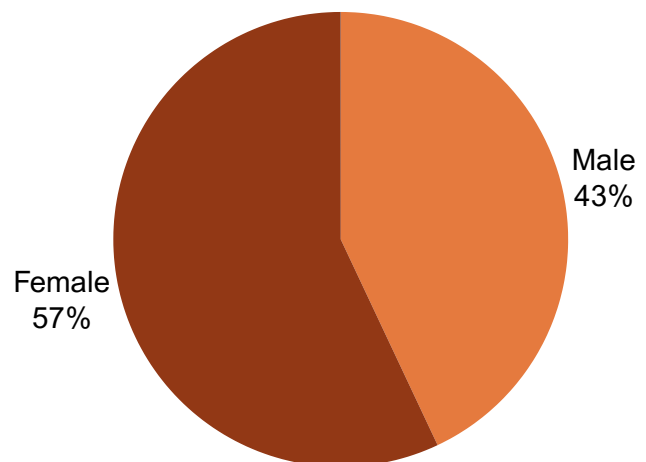


Caller Household Type by:

Age



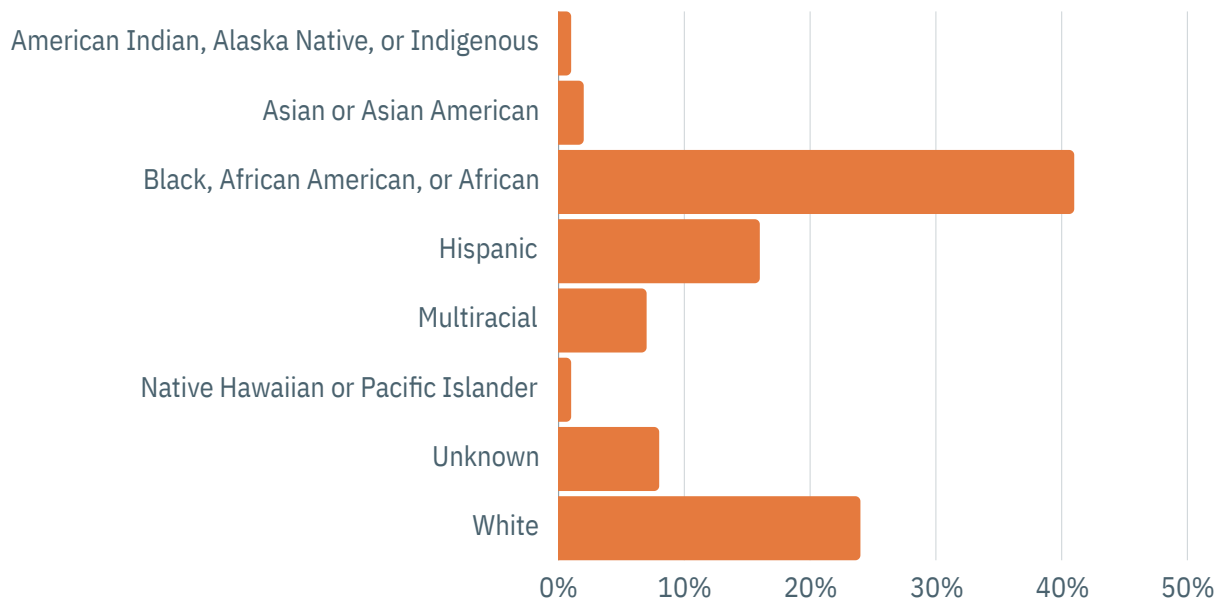
Gender



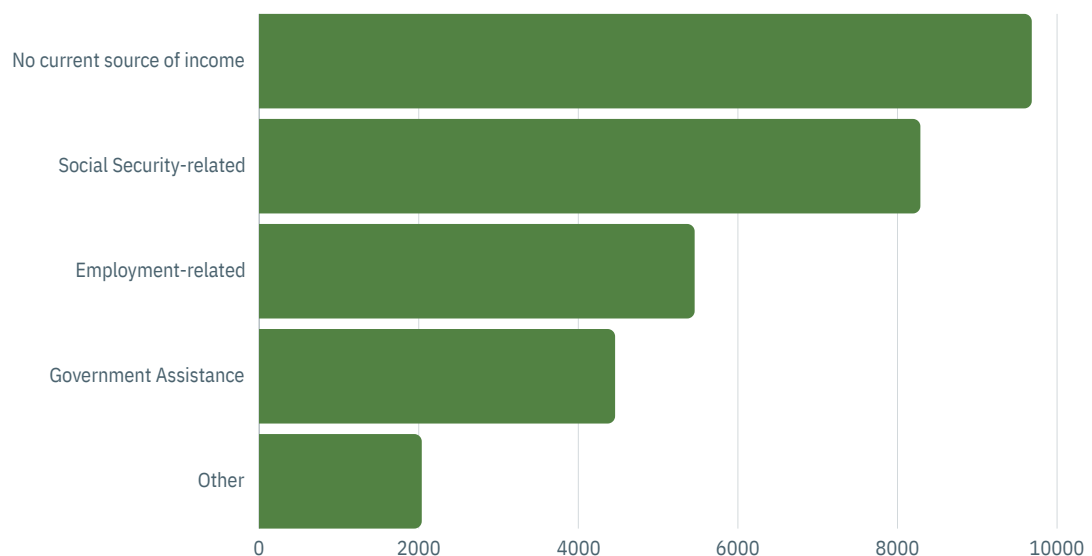
2-1-1 Housing Crisis Line | Demographics

Caller Household Type by:

Race



Source of Income



CAS Participating Shelters

2023 Operating 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	11
Mather Interim Housing	Individuals	140
TOTAL		996

Planned CAS Shelters

Florin Safe Stay	Individuals	Q1 2024	125
East Parkway Safe Stay	Individuals	Q2 2024	56
Watt Ave Safe Stay	Individuals	TBD	225
Stockton Blvd Safe Stay	Individuals	TBD	175
TOTAL			581

TOTAL CAS-PARTICIPATING (PLANNED + CURRENT): 1,577
% OF ALL PUBLICLY-FUNDED SHELTER CAPACITY: 75%

Non-CAS Participating Shelters

Shelter Name	Target Population	Number of Units
Scattered-Site Shelter	Single Adults	145
Roseville Road	Single Adults	150
City of Refuge	Women w/ kids	38
WEAVE	Families	40
Outreach and Engagement Center	Singles & Families	50
Palmer Apartments	Single Adults	48
Care Transition (ICP)	Single Adults exiting hospitals	34
Family Promise Shelter	Families	4
Family Rescue Program	Families	1
Bishop Gallegos Maternity Home Shelter	Pregnant Women	1
Nottolis's Place	Single Senior Adults	15
Union Gospel Mission	Single Adults	60
Veteran's Emergency Shelter	Single Adults (Veterans)	25
TPCP Emergency Shelter	Single Adults	22
Open Arms	Single Adults with HIV/AIDS	12
Senior Safe House	Single Senior Adults	6
Doug's Place	TAY	6
RHY Youth Shelter "Navina's Home"	Runaway & Homeless Youth (under 18)	6
Sister Nora's Place	Single Women	12
St. John's Program	Families	39
TOTAL		714