

GLOSSARY OF TERMS

We offer this glossary as a living document, one that will never be complete, and welcome input to the definitions.

We also offer this glossary as an accommodation tool to help with language-related access needs and for shared understandings of these terms. We anticipate that our collective vocabulary will expand, change, and be bolstered during our collaborative time together.

Note: Any acronyms used throughout this Glossary will be defined alphabetically by the phrase or word's spelling (as opposed to alphabetically by the acronym).

Accessibility: Easy to approach, reach, enter, speak with, use, or understand; suitable or adapted for use by people with disabilities.

Administration for Community Living (ACL): An agency within the U.S. Department of Health and Human Services (DHHS), created to support the principle that: "All people, regardless of age or disability, should be able to live independently and participate fully in their communities, and have the right to make choices and control the decisions in and about their lives." The ACL funds services and supports provided by networks of community-based organizations, and invests in research, education, and innovation.

Affordable Housing: A type of housing that is generally considered affordable if the household pays 30% or less of their gross income (before taxes are taken out) towards rent/mortgage payments. This term is often used broadly without clear definition. Under HUD rules, income-eligible households should pay no more than 30% of their gross household income for housing costs, including utilities. Some HUD Programs provide subsidies to the household or the housing development to meet the 30% rule. The 30% rule is also a benchmark for national affordability, regardless of income level. The Housing and Transportation Index (H+T Index), which provides a broader view of affordability that includes both the cost of housing and transportation combined, sets the benchmark at no more than 45% of household income.

Affordable Housing Development: An affordable housing development is housing that is specifically set aside to be below market rate so lower-income community members can afford housing without being rent burdened. Some affordable housing developments may have maximum income caps, and/or collaborate with local service providers to house those who do not currently have housing.

Affordable Housing Trust Fund (HTF): An affordable housing production program that complements existing federal, state, and local efforts to increase and preserve the supply of decent, safe, and sanitary affordable housing for extremely low- and very low-income households, including homeless families. HTF funds may be used for the production or

preservation of affordable housing through the acquisition, new construction, reconstruction, and/or rehabilitation of non-luxury housing with suitable amenities.

Americans with Disabilities Act (ADA): A civil rights law that doesn't allow for discrimination against individuals with disabilities in all areas of public life, including schools, transportation, jobs, and all private and public open to the general public. It guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, state and local government services, and telecommunications.

The Annual Homeless Assessment Report (AHAR): This is a HUD report to the U.S. Congress that provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons. The report is based on Homeless Management Information Systems (HMIS) data about persons who experience homelessness during a 12-month period, point-in-time counts of people experiencing homelessness on one day in January, and data about the inventory of shelter and housing available in a community.

Annual Performance Report (APR): A reporting tool that HUD uses to track program progress and accomplishments and inform the Department's competitive process for homeless assistance funding.

Anti-Racism: Guidelines or practice of opposing racism and promoting racial equity.

Area Median Income (AMI): Income thresholds that are set relative to the area median income, eg, 20% AMI, 50%, 80% AMI—to identify household eligibility in income-restricted housing units. AMI is the midpoint of a region's income distribution—half of the families in a region earn more than the median and half earn less than the median.

BIPOC: Black, Indigenous, People of Color, a term commonly used to refer to individuals who are not of European descent. (see also POC)

By-Name List (BNL): A by-name list is a comprehensive list of every person in a community experiencing homelessness, updated in real time. Using information collected and shared with their consent, each person on the list has a file that includes their name, homeless history, health, and housing needs.

CalAIM: California Advancing and Innovating Medi-Cal (CalAIM) is a long-term commitment to transform and strengthen Medi-Cal, offering Californians a more equitable, coordinated, and person-centered approach to maximizing their health and life trajectory.

Community Health Improvement Plan (CHIP): A long-term, systematic effort to address public health problems based on the results of Community Health Needs Assessment activities and the community health improvement process. A plan is typically updated every three to five years. This plan is used by health and other governmental education and human service agencies, in collaboration with community partners, to set priorities and coordinate and target resources. A community health improvement plan is critical for developing policies and defining actions to target efforts that promote health. It should define the vision for the health of the community through a collaborative process and should address the gamut of strengths, weaknesses, challenges, and opportunities that exist in the community to improve the health status of that community.

Community Health Needs Assessment (CHNA): A state, tribal, local, or territorial health assessment conducted by public health officials and entities that serves to identify the key health needs and issues of a community through systematic, comprehensive data collection and analysis.

Community Development Block Grant (CDBG): This program provides annual funding grants to states, cities, and counties to develop viable urban communities by providing decent housing and a suitable living environment, and by expanding economic opportunities, principally for low- and moderate-income persons.

Community Supports (CS): new statewide services provided by Medi-Cal managed care plans as cost effective alternatives to traditional medical services or settings. 14 Community Supports are designed to address social drivers of health (factors in people's lives that influence their health). These services are building on and scaling existing work in the Whole Person Care Pilots, the Health Homes Program, and Home and Community Based Service Waivers.

Continuum of Care (CoC): This is the group organized to carry out the responsibilities prescribed in the CoC Program Interim Rule for a defined geographic area. A CoC should be composed of representatives of organizations including: nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons. Designed to promote community wide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effect utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

Continuum of Care Lead Agency: Agency or organization designated by the CoC primary decision making body to be the entity that submits the CoC application. The CoC lead agency is responsible for the coordination and oversight of the CoC planning efforts, and has the authority to certify and submit the CoC homeless assistance funding application. In the Sacramento CoC, the Lead Agency is Sacramento Steps Forward (SSF).

Coordinated Access System (CAS): An efficient equitable process that quickly connects unhoused households to available shelter beds and other crisis resources. It is focused on establishing centralized access to shelter, waitlist navigational support and problem-solving diversion efforts. [See more.](#)

Coordinated Access Navigation (CAN): The Coordinated Access Navigational (CAN) team will support 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.

Coordinated Entry (CE or CES for Coordinated Entry System): The network of services provided from the moment a person enters the homeless response system to the moment they exit. This process is intended to streamline access to resources for unhoused people, collect standardized information, and prioritize households for limited homeless housing programming (examples: rapid re-housing, permanent supportive housing).

Coronavirus Aid, Relief, and Economic Security Act (CARES Act): Coronavirus Aid, Relief, and Economic Security. A \$2.2 trillion (about \$6,800 per person in the US) stimulus bill passed by the U.S. Congress in March 2020 and signed into law by President Trump on March 27, 2020. The CARES Act was intended to address the economic damage set in motion by the global coronavirus pandemic and included direct benefits to furloughed workers, families with children, small businesses, independent contractors and gig workers, large corporations, and the healthcare system.

Cultural Awareness: Recognizing cultural differences without seeking deeper understanding or change in behavior.

Cultural Competency: People and systems align with and respect other cultures. Requires action on the part of an individual or organization.

Cultural Humility: Lifelong commitment to self-reflect for power imbalances. To develop and maintain respectful relationships with other cultures based on trust.

Cultural Sensitivity: Realizing that there are different views, ways of life, and traditions among people, and accepting out of respect that it does not have to align with one's own personal way of life.

Data Equity: Practice of looking at data with an equity lens, asking questions such as: Who decided what questions to ask? Who asked the questions? Who decided what the answers meant? Who created and shared the story that the data tells? Who has access to the data?

Domestic Violence (DV): This is a pattern of one person trying to dominate or control another person. This involves many different types of abuse. People who are fleeing or attempting to flee domestic violence, have no other residence and cannot obtain other permanent housing are considered “homeless” within HUD’s definition of homelessness and Sacramento’s coordinated entry system.

Enhanced Care Management (ECM): The goal of an ECM benefit is to provide a whole-person approach to care that addresses the clinical and non-clinical needs of high-need Medi-Cal beneficiaries enrolled in managed care health plans (MCPs). ECM is a collaborative and interdisciplinary approach to providing intensive and comprehensive care management services to targeted populations, including individuals and families experiencing homelessness.

Emergency Housing Voucher (EHV): HUD vouchers distributed by the local public housing authority through the Continuum of Care’s Coordinated Entry System, in order to assist individuals and families who are homeless, at-risk of homelessness, fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking, or were recently homeless or have a high risk of housing instability.

Emergency Shelter (ES): This is a facility with the primary purpose of providing a temporary shelter for households experiencing homelessness in general or for specific populations of households experiencing homelessness. They do not require the occupants to sign leases or occupancy agreements.

Emergency Solutions Grants (ESG): This program provides funding to engage homeless households living on the street, improve the number and quality of emergency shelters, help operate emergency shelters, provide essential services to shelter guests, rapidly rehouse households experiencing homelessness, and prevent households from experiencing homelessness.

Homeless Housing, Assistance and Prevention Program (HHAP): California grant that provides local jurisdictions, including federally recognized tribal governments, with flexible funding to continue efforts to end and prevent homelessness in their communities. Administered by California Interagency Council on Homelessness (Cal ICH). There have been four rounds of HHAP with a fifth round expected in 2023. Jurisdictions are allocated funding based on their PIT Counts.

Homeless Management Information System (HMIS): HMIS is 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.

Homelessness Prevention: Activities and programs designed to prevent an individual or family from experiencing housing instability or homelessness, moving into an emergency shelter, or living in a public or private place not meant for human habitation.

Homelessness System: The organizations and volunteers in a community that focus on the immediate and long term needs of households who are at risk of becoming homeless, for any reason, and those who are currently experiencing homelessness.

Housing Choice Voucher (HCV)/Section 8 Program: A federal rent-subsidy program under Section 8 of the U.S. Housing Act, which issues rent vouchers to eligible households. The voucher payment subsidizes the difference between the gross rent and the tenant's contribution of 30% of adjusted income, (or 10% of gross income, whichever is greater). Recent Bay Area media stories have covered the discrimination that Section 8 voucher holders have faced while searching for housing.

Housing Inventory Count (HIC): An annual inventory of a CoCs emergency shelter, transitional housing, safe havens, rapid re-housing, and permanent supportive housing resources for persons who are homeless in a CoC. The HIC includes both HUD and non-HUD funded shelter and housing resources.

Housing Navigation

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.

Housing and Homelessness Incentive Program (HHIP): A means to address social determinants of health and health disparities, Medi-Cal managed care plans can earn incentive funds for making investments and progress in addressing homelessness and keeping people housed. Managed care plans and the local homeless Continuum of Care, in partnership with local public health jurisdictions, county behavioral health, Public Hospitals, county social services, and local housing departments must submit a Homelessness Plan to DHCS.

HUD: U.S. Department of Housing and Urban Development

HUD Income Categories

Low Income: less than 60% of AMI

Moderate Income: 60% to 80% of AMI

Medium Income: 80% to 120% of AMI (often called workforce)

Middle Income: 120% to 250% of AMI

High Income: 250% of AMI or more

Identity-First Language: A term that refers to someone as a disabled person instead of a person with a disability, or an autistic person, versus a person with autism. When speaking to or about individuals, always use the language they personally use and prefer (see Person First Language).

LEAP: Landlord Engagement and Assistance Program (LEAP). A \$10 million dollar investment from Sacramento County to provide incentives for landlords with rental housing units that focus on rehousing homeless households with vouchers.

LGBTQIA+: Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Agender, Asexual, Ally

Lived Experience: Personal knowledge about a specific subject gained through direct, first-hand involvement in everyday events rather than learned through an educational manner.

Low Income: A person or household with gross household income below 60% Area Median Income, or 80% Area Median Income (depending on program eligibility requirements) adjusted according to household size.

MCP (Managed Care Provider) / MCO (Managed Care Organization): The term managed care or managed healthcare is used to describe a group of activities intended to reduce the cost of providing health care and providing American health insurance while improving the quality of that care.

Medi-CAL: The California Medical Assistance Program is California's Medicaid program serving low-income individuals, including families, seniors, persons with disabilities, children in foster care, pregnant women, and childless adults with incomes below 138% of federal poverty level.

Moderate Income: A person or household with gross household income between 80% and 120% of Area Median Income, adjusted for household size. This housing, also called Work Force Housing, is typically built by for-profit developers in exchange for incentives offered by local jurisdictions (density bonuses, etc.)

NIMBY (Not In My Back Yard): A person or neighborhood group that opposes low-income homes built near their own homes.

NCS (Non Congregate Shelter): A site that offers temporary shelter to individuals or households who have not been diagnosed with coronavirus, but are considered at high-risk of serious complications should they contract the virus or are age-specific members of a community or population.

Notice of Funding Opportunity (NOFO/NOFA): When funding opportunities are available, HUD sends out a NOFO online, to which housing programs can receive funding for HUD-approved housing programs, through Continuums of Care. As of 2021, NOFA as a term is no longer used within HUD and has been replaced with NOFO.

Permanent Supportive Housing (PSH): This is permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households who often are chronically homeless, without a time limit or program end date.

Person First Language: A term that refers to someone as a person with a disability instead of a disabled person, or a person with autism, versus an autistic person. When speaking to or about individuals, always use the language they personally use and prefer (see Identity First Language).

Persons with Lived Experience (PLE or PWLE): People with any lived experience of homelessness regardless of length of time homeless, any form of homelessness including housing instability, and when homeless.

Problem-Solving Access Point: Designated points of access who will provide components of housing problem-solving (HPS) services and financial assistance to support households resolve their homelessness quickly and safely.

PSAP: Problem solving access point for persons experiencing homelessness (SSF definition)

Public Dashboard: A visual representation of homelessness in Sacramento County, operated by Sacramento Steps Forward.

Public Housing Authorities: A local government agency (or agencies) that is authorized to manage housing for very low and extremely low-income households, either as public housing, through Section 8 vouchers, or with other types of affordable housing. Generally, households pay no more than 30% of their income for rent and the remainder is subsidized by the Federal government through HUD.

Point-in-Time Count (PIT): This is a count of sheltered and unsheltered people experiencing homelessness on a single night in January. HUD requires that Continuums of Care conduct an annual count of people experiencing homelessness who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night.

POC: People of Color, a term commonly used to refer to individuals who are not of European descent.

Project Homekey: A statewide effort to sustain and rapidly expand housing for persons experiencing homelessness or at risk of homelessness.

Project Roomkey: The purpose of Project Roomkey and Rehousing Strategy was to provide non-congregate shelter options, such as hotels and motels, for people experiencing homelessness, to protect human life, and to minimize strain on health care system capacity.

Racial Equity Action Plan: The racial equity action plan, which was completed in 2020, contains recommendations made by the community to make sure that homeless resources are distributed fairly.

Racial Equity Lens: Worldview that racism is causing non-white races and ethnicities to be treated unfairly, and that it is necessary to combat racism by creating policies and adapting behaviors to reverse the unfair impacts of racism.

Rapid Rehousing (RRH): A housing program that rapidly connects households experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance, housing search assistance, and supportive services.

RAPS: Regional access points for people experiencing homelessness (SSF specific definition)

Rent Burdened: Defined as spending more than 30 percent of income on housing and "severely rent burdened" as more than 50 percent.

Rent Subsidies and Operating Subsidies: A subsidy that makes it possible to build affordable housing by providing an amount of money, usually by the government or a public body, that makes it possible for residents to live affordably.

Sacramento Homeless Policy Council (SHPC): The [SHPC](#) was launched to promote regional collaboration to end homelessness. Membership includes elected officials and Sacramento's Continuum of Care leaders who convene to engage in broad-based, collaborative, and strategic

discussions in response to Sacramento's homelessness crisis. It is not a formal decision-making body SHPC but provides a critical space for discussion on how to best inform and connect investments, initiatives, and resources across jurisdictions.

Sacramento Local Homeless Action Plan (LHAP): The [LHAP](#) is an actionable roadmap for future funding initiated in early 2022 to meet the requirement of the Homeless Housing, Assistance, and Prevention Program (HHAP-3) application, but more importantly to create a cross-jurisdictional unified approach to addressing homelessness across Sacramento County. This three-year plan beginning on July 1, 2022 through June 30, 2025 was developed in partnership with SSF, Sacramento City and County Continuum of Care, Sacramento County, City of Sacramento and the Sacramento Housing and Redevelopment Agency. Based on national best-practices (and if resourced appropriately), it can bring Sacramento's local response system to scale with capacity to move the needle on homelessness

SAMHSA: Substance Abuse and Mental Health Services Administration

Safe Haven (SH): This is a form of supportive housing that serves hard-to-reach homeless persons with severe mental illness who come primarily from the streets and have been unable or unwilling to participate in housing or supportive services.

Section 8 Housing (Project Based): Many Section 8 contracts have expired or will expire soon, and the property owners must now decide whether to renew their contract or leave the program ("opt out"). Most of these contracts are now renewed on a one-year basis. Projects with high risk of opting out typically have rents set by the Section 8 contract below the prevailing market rents for comparable units. Owners thus have an incentive to leave the program and convert their property to private market rentals. Sometimes, an apartment or entire community may only be available for tenants of a specific demographic, such as elderly or disabled persons. The Housing Authority may enter a HAP contract with an owner for an initial term of up to 15 years and an extension of the initial term of up to 15 years. After one year of assistance, a family may switch to the housing authority's tenant-based voucher program when the next voucher is available, or to another comparable program if such a program is offered.

Section 8 Housing (Tenant Based): Housing authorities receive funding from the federal government to give vouchers to individual families. Families use these vouchers—which cover a portion of their rent—with property owners (landlords) in the private rental market. In exchange, property owners receive rent payments from the housing authority. In every community, there is a year-long waitlist of people who are eligible for section 8 but for whom there are not enough vouchers.

State and Local Tax Policies: Barriers and solutions which impact housing affordability, and include laws related to property taxes, tax assessments, transfer taxes, and sales taxes on building materials. It also refers to tax abatements or concessions and homestead exemptions.

Street Outreach: Essential services for meeting the immediate needs of unsheltered homeless households and connecting them with emergency shelter services, housing and/or emergency health services. These may include engagement, transportation, case management and related services.

Subsidized Housing: A generic term covering all programs that reduce the cost of housing for low- and moderate-income residents. Subsidies are common from the government to individuals or groups for activities that the government wants to encourage (the government gives money to farmers who grow corn, for instance, and so more farmers grow more corn than otherwise would). Subsidized Housing does not mean affordable housing. Any time the government shares the costs of housing with developers, property owners (landlords), tenants, or homeowners, it is subsidized housing. If we take the term at its most basic meaning – housing that receives some form of subsidy – it is hard to find housing that is not subsidized. Housing can be subsidized in numerous ways—giving tenants a rent voucher, helping homebuyers with down payment assistance, reducing the interest on a mortgage, providing deferred loans to help developers acquire and develop property, giving tax credits to encourage investment in low- and moderate-income housing, authorizing tax-exempt bond authority to finance the housing, providing ongoing assistance to reduce the operating costs of housing and others.

Supplemental Security Income (SSI): A federal income supplement program funded by general tax revenues (not Social Security taxes). It is designed to help aged, blind, and disabled people who have little or no income by providing cash to meet basic needs for food, clothing, and shelter. It is a \$763 per month benefit.

System Performance Measure (SPM): This is a report that focuses on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. Measuring performance as a coordinated system, in addition to analyzing performance by specific projects or project types.

Transitional Housing (TH): Is a program that provides temporary housing with supportive services to households experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing.

Transit-Oriented Development (TOD): A type of mixed-use housing development close to public transit such as frequent bus lines, etc. TOD is usually within 1/4 to 1/2 mile of a transit station or major bus line.

Trauma Informed Care (TIC):

Underserved Populations:

Examples include:

- Persons living below the poverty line
- Excluded and/or marginalized populations and/or communities
- Persons with disabilities
- Migrants and/or displaced persons
- Undereducated
- Underserved, owing to a lack of quality access to essential goods and services
- Women and/or sexual and gender minorities
- Aging populations and/or vulnerable youth
- Other vulnerable groups, including refugees because of natural disasters

Universal Design: The design of buildings, products or environments to ensure they are, or to make them, accessible to all people, regardless of age, disability or other factors. Proponents of universal design advocate that it is not a special requirement, for the benefit of only a minority of the population, but that it is a fundamental condition and good design.

U.S. Department of Housing and Urban Development (HUD): A U.S. government agency created in 1965 as part of then-President Lyndon Johnson's Great Society agenda to expand America's welfare state. Its primary mission is improving affordable homeownership opportunities to support the housing market and homeownership. HUD's programs are geared toward increasing safe and affordable rental options, reducing chronic homelessness, fighting housing discrimination by ensuring equal opportunity in the rental and purchase markets, and supporting vulnerable populations.

YIMBY (Yes, In My Backyard): A neighborhood group, or person, who supports equal access to housing, including low-income housing built near their homes.

Final Notes: We value learning and prioritize opportunities to continue our learning path. We will update this Glossary as we expand our awareness and seek to be as inclusive as possible. On that note, what did we miss? Let us know what terms, words, or concepts we need to add to our Glossary. Contact our team at trainings@sacstepsforward.org for amendments to this Glossary.