New coordinated access system will streamline connection between unsheltered residents and services

By Gregg Fishman and Ya-Yin Isle

The Sacramento County Board of Supervisors on April 12 approved allocating $3 million for a new coordinated access system that will provide a single door for people at risk of or experiencing homelessness to receive help.

The City of Sacramento and Sacramento Steps Forward previously approved funding for this program, and the County’s approval paves the way to implement a shared coordinated access as soon as this fall.

“Coordinated access will replace a siloed approach to addressing homelessness with a systematic approach that is designed to leverage all of the resources available in the region and looks to provide lasting results for clients,” said Lisa Bates, executive director of Sacramento Steps Forward, lead agency for the coordinated access system.

As many as 60 different agencies offer shelter, housing, or other resources to people experiencing homelessness in Sacramento. However, there currently is no “one-stop shop” for clients or service providers, no single comprehensive database that tracks all available resources in the region in real time.

Implementing a coordinated access system will change that and make it easier for people to quickly connect with the resources they need, Bates said.

“People in crisis will have one phone number to call,” she said. “Specially trained staff and caseworkers will work with them to immediately assess their situation and refer them to the best available resources in the area. This may include one-time funds to prevent them from entering homelessness or access to an emergency shelter or other solutions.”

A key component of the coordinated access system will be its ability to track all available shelter beds at any given time.

“We want to make sure that every shelter bed in our system is fully utilized and that people throughout the county have access to those,” said Emily Halcon, the County’s homeless services director. “But just as critical is ensuring that an entry point into a shelter also facilitates exiting from homelessness. So, when you get into a shelter, you can feel confident that the services and support will be there to help you exit from that shelter into permanent housing.”

With the County’s funding in place, officials now will work to bring on and train additional 2-1-1 specialists and others on trauma-informed approaches and assessment tools. They also will expand the opportunity for service providers to connect with problem-solving funds, increase the number of providers using the Homeless Management Information System (HMIS), and start coordinating with shelters, clinics and other sites that serve people experiencing homelessness.

“The more information about the resources we have available that we can load into the system, the more effective it is going to be,” said Nick Golling, director of homeless services for the City’s Department of Community Response. “If our approach works as well as it has in other communities, we will be able to prevent homelessness for many more people. Backed by an expansive team of service providers, we will be able to maximize the use of all available resources in the region efficiently and effectively.”

About this Report

The City of Sacramento, Sacramento Housing and Development Agency, Sacramento Steps Forward and the County of Sacramento are publishing this monthly report to keep the community informed about our collaborative work to address homelessness in Sacramento.

April 2022

Sacramento Area

Homelessness Progress Report

Sacramento County Board of Supervisors on April 12 approved allocating $3 million for a new coordinated access system that will provide a single door for people at risk of or experiencing homelessness to receive help.

The City of Sacramento and Sacramento Steps Forward previously approved funding for this program, and the County’s approval paves the way to implement a shared coordinated access as soon as this fall.

“Coordinated access will replace a siloed approach to addressing homelessness with a systematic approach that is designed to leverage all of the resources available in the region and looks to provide lasting results for clients,” said Lisa Bates, executive director of Sacramento Steps Forward, lead agency for the coordinated access system.

As many as 60 different agencies offer shelter, housing, or other resources to people experiencing homelessness in Sacramento. However, there currently is no “one-stop shop” for clients or service providers, no single comprehensive database that tracks all available resources in the region in real time.

Implementing a coordinated access system will change that and make it far easier for people to quickly connect with the resources they need, Bates said.

“People in crisis will have one phone number to call,” she said. “Specially trained staff and caseworkers will work with them to immediately assess their situation and refer them to the best available resources in the area. This may include one-time funds to prevent them from entering homelessness or access to an emergency shelter or other solutions.”

A key component of the coordinated access system will be its ability to track all available shelter beds at any given time.

“We want to make sure that every shelter bed in our system is fully utilized and that people throughout the county have access to those,” said Emily Halcon, the County’s homeless services director. “But just as critical is ensuring that an entry point into a shelter also facilitates exiting from homelessness. So, when you get into a shelter, you can feel confident that the services and support will be there to help you exit from that shelter into permanent housing.”

With the County’s funding in place, officials now will work to bring on and train additional 2-1-1 specialists and others on trauma-informed approaches and assessment tools. They also will expand the opportunity for service providers to connect with problem-solving funds, increase the number of providers using the Homeless Management Information System (HMIS), and start coordinating with shelters, clinics and other sites that serve people experiencing homelessness.

“The more information about the resources we have available that we can load into the system, the more effective it is going to be,” said Nick Golling, director of homeless services for the City’s Department of Community Response. “If our approach works as well as it has in other communities, we will be able to prevent homelessness for many more people. Backed by an expansive team of service providers, we will be able to maximize the use of all available resources in the region efficiently and effectively.”

About this Report

The City of Sacramento, Sacramento Housing and Development Agency, Sacramento Steps Forward and the County of Sacramento are publishing this monthly report to keep the community informed about our collaborative work to address homelessness in Sacramento.

April 2022

Sacramento Area

Homelessness Progress Report

Sacramento County Board of Supervisors on April 12 approved allocating $3 million for a new coordinated access system that will provide a single door for people at risk of or experiencing homelessness to receive help.

The City of Sacramento and Sacramento Steps Forward previously approved funding for this program, and the County’s approval paves the way to implement a shared coordinated access as soon as this fall.

“Coordinated access will replace a siloed approach to addressing homelessness with a systematic approach that is designed to leverage all of the resources available in the region and looks to provide lasting results for clients,” said Lisa Bates, executive director of Sacramento Steps Forward, lead agency for the coordinated access system.

As many as 60 different agencies offer shelter, housing, or other resources to people experiencing homelessness in Sacramento. However, there currently is no “one-stop shop” for clients or service providers, no single comprehensive database that tracks all available resources in the region in real time.

Implementing a coordinated access system will change that and make it far easier for people to quickly connect with the resources they need, Bates said.

“People in crisis will have one phone number to call,” she said. “Specially trained staff and caseworkers will work with them to immediately assess their situation and refer them to the best available resources in the area. This may include one-time funds to prevent them from entering homelessness or access to an emergency shelter or other solutions.”

A key component of the coordinated access system will be its ability to track all available shelter beds at any given time.

“We want to make sure that every shelter bed in our system is fully utilized and that people throughout the county have access to those,” said Emily Halcon, the County’s homeless services director. “But just as critical is ensuring that an entry point into a shelter also facilitates exiting from homelessness. So, when you get into a shelter, you can feel confident that the services and support will be there to help you exit from that shelter into permanent housing.”

With the County’s funding in place, officials now will work to bring on and train additional 2-1-1 specialists and others on trauma-informed approaches and assessment tools. They also will expand the opportunity for service providers to connect with problem-solving funds, increase the number of providers using the Homeless Management Information System (HMIS), and start coordinating with shelters, clinics and other sites that serve people experiencing homelessness.

“The more information about the resources we have available that we can load into the system, the more effective it is going to be,” said Nick Golling, director of homeless services for the City’s Department of Community Response. “If our approach works as well as it has in other communities, we will be able to prevent homelessness for many more people. Backed by an expansive team of service providers, we will be able to maximize the use of all available resources in the region efficiently and effectively.”

About this Report

The City of Sacramento, Sacramento Housing and Development Agency, Sacramento Steps Forward and the County of Sacramento are publishing this monthly report to keep the community informed about our collaborative work to address homelessness in Sacramento.

April 2022

Sacramento Area

Homelessness Progress Report

Sacramento County Board of Supervisors on April 12 approved allocating $3 million for a new coordinated access system that will provide a single door for people at risk of or experiencing homelessness to receive help.

The City of Sacramento and Sacramento Steps Forward previously approved funding for this program, and the County’s approval paves the way to implement a shared coordinated access as soon as this fall.

“Coordinated access will replace a siloed approach to addressing homelessness with a systematic approach that is designed to leverage all of the resources available in the region and looks to provide lasting results for clients,” said Lisa Bates, executive director of Sacramento Steps Forward, lead agency for the coordinated access system.

As many as 60 different agencies offer shelter, housing, or other resources to people experiencing homelessness in Sacramento. However, there currently is no “one-stop shop” for clients or service providers, no single comprehensive database that tracks all available resources in the region in real time.

Implementing a coordinated access system will change that and make it far easier for people to quickly connect with the resources they need, Bates said.

“People in crisis will have one phone number to call,” she said. “Specially trained staff and caseworkers will work with them to immediately assess their situation and refer them to the best available resources in the area. This may include one-time funds to prevent them from entering homelessness or access to an emergency shelter or other solutions.”

A key component of the coordinated access system will be its ability to track all available shelter beds at any given time.

“We want to make sure that every shelter bed in our system is fully utilized and that people throughout the county have access to those,” said Emily Halcon, the County’s homeless services director. “But just as critical is ensuring that an entry point into a shelter also facilitates exiting from homelessness. So, when you get into a shelter, you can feel confident that the services and support will be there to help you exit from that shelter into permanent housing.”

With the County’s funding in place, officials now will work to bring on and train additional 2-1-1 specialists and others on trauma-informed approaches and assessment tools. They also will expand the opportunity for service providers to connect with problem-solving funds, increase the number of providers using the Homeless Management Information System (HMIS), and start coordinating with shelters, clinics and other sites that serve people experiencing homelessness.

“The more information about the resources we have available that we can load into the system, the more effective it is going to be,” said Nick Golling, director of homeless services for the City’s Department of Community Response. “If our approach works as well as it has in other communities, we will be able to prevent homelessness for many more people. Backed by an expansive team of service providers, we will be able to maximize the use of all available resources in the region efficiently and effectively.”

About this Report

The City of Sacramento, Sacramento Housing and Development Agency, Sacramento Steps Forward and the County of Sacramento are publishing this monthly report to keep the community informed about our collaborative work to address homelessness in Sacramento.
On April 21, 2022, the Sacramento Continuum of Care hosted their Annual Meeting. In partnership with the City and County of Sacramento, the meeting was focused on the development of a state required regional homelessness action plan. This local homelessness action plan builds from existing plans, activities, and funding, and will focus on system level strategies to help to end to homelessness in Sacramento. After an overview of the progress of the plan and information on a gaps analysis that is in process, over 150 participants provided their input on the strategies and had a discussion around proposed activities. For more information about the meeting including a recording and the presentation, please visit: https://sacramentostepsforward.org/2022-sacramento-continuum-of-care-annual-meeting/

Sacramento Housing and Redevelopment Agency

Sacramento Housing and Redevelopment Agency (SHRA) and numerous partners celebrated the groundbreaking for the Cornerstone development in Sacramento County on March 15. It’s the first of its kind of affordable housing development that will provide a variety of housing options with innovative design features for families. Developed as three combined communities, Cornerstone is an all-electric and EV ready neighborhood featuring multi-family rental units and single family homeownership opportunities for low income families. At full build out, Cornerstone North and South by Mutual Housing will be 108 rental units of permanent supportive housing serving formerly homeless/at risk of homeless individuals. The third component is Cornerstone Habitat for Humanity with 18 single family homes. The Cornerstone development will serve over 400 low income individuals. After the infrastructure is completed, above ground construction expected to begin later this summer. Applications for homeownership opportunities are now available at HabitatGreaterSac.org/apply.

Sacramento Steps Forward

On April 21, 2022, the Sacramento Continuum of Care hosted their Annual Meeting. In partnership with the City and County of Sacramento, the meeting was focused on the development of a state required regional homelessness action plan. This local homelessness action plan builds from existing plans, activities, and funding, and will focus on system level strategies to help to end to homelessness in Sacramento. After an overview of the progress of the plan and information on a gaps analysis that is in process, over 150 participants provided their input on the strategies and had a discussion around proposed activities. For more information about the meeting including a recording and the presentation, please visit: https://sacramentostepstoward.org/2022-sacramento-continuum-of-care-annual-meeting/

County of Sacramento

The Sacramento County Board of Supervisors approved another $5.8 million in American Rescue Plan Act (ARPA) funds for homeless response projects. Projects include: continuing the distribution of drinking water to unhoused community members in encampments that do not have access to fresh water by other means. Creating a master plan for the full utilization of Mather Community Campus for homeless shelter and transitional housing projects and; funding for 60 beds at the Salvation Army Center for Hope that are earmarked exclusively for persons currently camping on the American River Parkway. Read more for a full list of ARPA funding and approved projects. 

City of Sacramento

City staff on April 12 provided its monthly update of the comprehensive siting plan to the City Council, outlining its progress to create new shelter spaces for people experiencing homelessness. 

Director of Public Works Ryan Moore led the presentation, with Director of Homeless Services Nick Golling and Housing Manager Danielle Foster providing additional information about costs and future funding.

The City currently is spending approximately $44 million annually to provide a variety of shelter settings and other resources for people. Most of that comes from state and federal grants. Foster said State Homeless Housing Assistance and Prevention grants (HHAP) were in place to help fund the City's shelter services through 2023.

While the comprehensive siting plan contains 20 potential sites, City staff currently is focusing on eight sites that have shown the most potential for activation. Some of these sites have been added to the plan in recent months. Click here for a rundown of the eight sites.

As part of a coalition of California mayors, Sacramento Mayor Darrell Steinberg has been advocating for more HHAP funding for cities.

Sacramento Steps Forward

On April 21, 2022, the Sacramento Continuum of Care hosted their Annual Meeting. In partnership with the City and County of Sacramento, the meeting was focused on the development of a state required regional homelessness action plan. This local homelessness action plan builds from existing plans, activities, and funding, and will focus on system level strategies to help to end to homelessness in Sacramento. After an overview of the progress of the plan and information on a gaps analysis that is in process, over 150 participants provided their input on the strategies and had a discussion around proposed activities. For more information about the meeting including a recording and the presentation, please visit: https://sacramentostepstoward.org/2022-sacramento-continuum-of-care-annual-meeting/