Coordinated Access System (CAS)

CAS

The Sacramento City and County Continuum of Care, City of Sacramento, and County of Sacramento recently pooled resources to invest $16 million to initiate the creation of a Coordinated Access System aimed at ensuring people needing services have streamlined and clear paths to go through to access the right help. This investment will ensure that help is more equitable, expedient, and easier to find by our unhoused neighbors.

What is the Coordinated Access System?

An efficient and equitable process that quickly connects unhoused households to available shelter beds and other crisis resources.

CORE ELEMENTS:
Coordinated access, assessment, problem-solving, prioritization, and referral

DATABASE:
Shared data through the Homeless Management Information System (HMIS)

KEY PLAYERS:
Access points, outreach/advocates, shelters, service providers, and housing programs

REFERRAL ENTITY:
2-1-1 operated by Community Link and supported by Sacramento Steps Forward

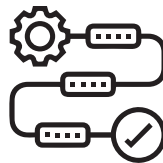## What Can We Accomplish Together Through the Coordinated Access System?

STOP
homelessness before it begins

SHORTEN
the time people must wait to be assessed

STREAMLINE
access for people experiencing homelessness

OPTIMIZE
existing shelter and housing programs

FORGE
a cohesive and coordinated homeless system of care

Why Do We Need a Coordinated Access System?

Navigating the current system is confusing and difficult to access for people seeking resources:

- **60+ access points** each with unique services and eligibility criteria
- **One third of shelters** require a referral

Sacramento's continued rise in homeless is evidence that our current model is not working:

- Local gaps analysis suggests an estimated **16,500 to 20,000 people** will experience homelessness annually in Sacramento
- **More than half** who enter the system are likely to experience homelessness for the first time

Sacramento City and County Continuum of Care

City of SACRAMENTO

SACRAMENTO COUNTY

SACRAMENTO STEPS FORWARD

How is the Coordinated Access System Better than What We Have?

It creates a coordinated "front-door" for resources and increases transparency and community buy-in, by convening a diverse network of community partners acting as homeless crisis access points. Implementation of CAS will:

DEVELOP
clear and accessible pathways into shelter

REDUCE
the burden on households and providers navigating a complicated system

TARGET
underserved areas and BIPOC populations

INCREASE
successful shelter placements

COLLABORATE
with providers to design an effective system response

System Pillars

2-1-1 HOMELESS HOTLINE
Quickly and equitably connecting people to resources including shelters, outreach, and housing assistance

SPECIALIZED OUTREACH
Coordinated Access Navigational (CAN) teams providing shelter system support and waitlist support

HOUSING PROBLEM-SOLVING (HPS)
Housing Problem-Solving to move more people to permanent housing

Implementation Timeline

Implementation of the Coordinated Access System will be done in a phased approach that includes:

Q3:
Expand the core of trained care coordination professionals at 2-1-1.

Q3–Q4:
Add system staff support, hiring, and training.

Q4:
Provide a coordinated system that replaces the large number of separate and confusing processes to access different crisis response services, including shelter.

2022

Q3–Q4:
Provide training for 2-1-1, navigators, Problem Solving Access Points and other site-based service providers in best practice assessment methods, diversion and problem solving.

Q4:
Hire and train 18 new coordinated access navigators to add to the numbers of professionals helping with diversion and system navigation.

2023

2023:
Recruit and train more HMIS users.

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sacramentostepsforward.org/coordinated-entry