

Problem-Solving Overview: Sacramento Coordinated Access System

Problem-solving in the Sacramento Coordinated Access System (CAS) involves a set of services and agencies aimed at assisting individuals and households experiencing homelessness to find alternative housing solutions and resolve their housing crises. This is accomplished through Problem-Solving Access Points (PSAPs), which are specialized agencies trained to offer support in identifying housing options and connecting individuals with community resources. PSAPs may facilitate mediation, conflict resolution, mainstream resource connections, and provide limited financial assistance to help secure housing. There are four designated PSAPs that receive referrals from 211 and offer housing location services for households with vouchers or identified housing opportunities.

Eligibility for a PSAP referral is open to anyone at risk of or experiencing homelessness, or those fleeing domestic violence, sexual assault, or human trafficking, provided they meet income requirements. Additional verification documents, such as proof of income or eviction filings, may be required for financial assistance.

Furthermore, the Coordinated Access Navigational (CAN) team, managed by Elica Health Centers, is dedicated to supporting households on the shelter waitlist by providing problem-solving services and facilitating seamless transitions to shelter when openings become available. Individuals or households on the shelter waitlist can request a Coordinated Access Navigator by calling the housing crisis line (2-1-1, option 8). This integrated approach within CAS ensures that individuals facing housing challenges receive the necessary assistance to resolve their housing crises and secure suitable housing options.