

SERVICE TYPE: Housing & Case Management

PROGRAM: Sacramento County Flexible Housing Pool

POPULATION IMPACT

ALL FAMILIES TAY ADULT VETERAN CHRONICALLY HOMELESS ADULT

LEAD AGENCY

County Department of Human Assistance (DHA)

COLLABORATING DEPARTMENTS/AGENCIES

Specified Shelters and Navigation Programs in Unincorporated County, and cities of Citrus Heights, Elk Grove, Rancho Cordova, and Sacramento

Sacramento Housing and Redevelopment Agency

Community Providers: Sacramento Self Help Housing, Volunteers of America, Consumer Self Help Center, Hope Cooperative, WellSpace Health

Sacramento County Adult Protective Services (APS)

Sacramento County Office of the Public Defender

Sacramento Steps Forward

Sacramento Continuum of Care

FUNDING

\$8.1 million in one-time HEAP funding that adds to the County's \$3.7 million annual investment in the Full Service Rehousing Program.

DESCRIPTION

The Flexible Housing Pool (FHP) will provide clients with two kinds of services - Intensive Case Management Services (ICMS) and Property Related and Tenant Services (PRTS).

ICMS provide clients with flexible and individualized case management services. This includes connection to mainstream and community-based health, behavioral health,

income, disability advocacy, expungement clinic and other services essential to permanent housing stability.

Because FHP services are limited term, ICMS will utilize empirically supported approaches, such as Critical Time Intervention, that concentrate services in the early months.

PRTS provides individualized housing services to both clients and property owners. Client housing services include assistance with locating and securing permanent housing, short-term financial assistance, including deposits and rental assistance, and support to help clients maintain housing.

Owner services include working with owners to mitigate concerns related to initial occupancy or ongoing tenancy.

PRTS work to expand housing opportunities in the private market or with public programs throughout Sacramento County. Housing includes shared housing and master leased housing.

Clients are also assisted in applying for Housing Choice Vouchers (HCV) which provides long-term rental assistance and finding housing where the HCV can be used.

PRTS assistance will follow rehousing standards based on progressive engagement, fair treatment of clients, and other best practices.

ICMS and PRTS are flexible and individualized to assist each participant resolve their homelessness and stabilize in housing. Because FHP services are

Homeless Emergency Aid Program - Sacramento of limited duration the program design ensures that clients retain eligibility for other housing programs, such as Continuum of Care (CoC) Permanent Supportive Housing.

DHA and provider staff work collaboratively toward the shared goal of the client's success. Regular case conference helps resolve barriers to permanent housing stability. In FSRP, this partnership has helped to identify and address system barriers and to leverage other County systems, including those identified above.

FHP is connecting crisis response programs in a new way with re-housing services. By connecting unsheltered FHP participants to shelter while they seek housing, FHP participants will have the opportunity to stabilize and transition to permanent housing.

The FHP bed reservation pilot will inform the design of a broader bed reservation system. FHP is also piloting connections with new system partners, including APS and criminal justice (through the Jail Diversion Pilot and expungement service)

FHP is scalable with additional investment. DHA has structured provider contracts to expand quickly when additional funding is identified.

Administration is simplified through a rolling process to solicit providers and staff training ensures quality services.

With HEAP, FHP is able to ramp up services for over 600 unsheltered and sheltered individuals in an accelerated timeframe. FHP will launch in May 2019. Clients will be referred through Fall 2019 and client services will end by June 2021, when FHP funding ends.

ELIGIBILITY

Literally homeless adult individuals and households referred through approved shelter and street outreach referral partners.

ACCESS

As detailed in Attachment I, DHA will accept referrals from approved partners that provide street outreach and shelter services located in jurisdictions that have declared a shelter crisis. In addition, DHA will accept referrals from APS and from the Public Defender Jail Diversion Pilot.

Referring partners will be given an allocation of program referrals.

Referral partners will be responsible for specified client services and activities prior to referral and must agree to meet community standards, currently under development.

Shelters who are referral partners will be asked to reserve a portion of their beds for placement through the DHA bed reservation system.

Referring partners are encouraged to refer participants experiencing long term homelessness with high vulnerability and barriers to permanent housing stability.

DHA and SSF will track key demographic information on FHP participants.

PERFORMANCE METRICS

- People served
- People housed
- Non>Returns to Homelessness
- Length of time: referral to housing
- Length of time: housed
- Per client subsidy
- HCV applications and award
- Transitions to higher level of care
- Benefit linkages

SUPPORTING DOCUMENTS

- I. Referral Partners and Process

Section I Referral Partners

Street Outreach/Navigation programs. The following street outreach/navigation programs are eligible to refer clients to FHP as indicated in the Referral Process, in Section II of this attachment. This allocation considers the number navigators in the program and ensures access to all eligible geographies. All referral partners will be expected to meet community standards for their program type, once adopted.

Program	Staffing Capacity	Referral Allotment
Elk Grove	1	10
Rancho Cordova	1	10
Citrus Heights	1	10
SSF (includes City of Sacramento, unincorporated county and countywide)	9	45
Unincorporated County	4	20
DHA Outreach (countywide)	3	15
Pathways	8	40
North A Day Services	3	15
Wind Youth (countywide)	2	10
Total	32	175

Emergency shelters. The following emergency shelter programs may refer clients to FHP as indicated in the Referral Process, in Section II of this attachment:

Shelter	Bed Capacity	Referral Allotment
County Emergency Family Shelters	40	20
County Full Service ReHousing Shelter (FSRS)	75	40
HEAP Expansion of FSRS	40	40
City Triage Shelter	70	0*
The Salvation Army Center of Hope	24	24
North A Street Shelter	80	80
North 5 th Street Shelter	80	80
Wind TAY Shelters	26	26
Total	375	300

*Triage is scheduled to close prior to launch of FHP

FHP will require that the referring shelter make the same number of beds available to unsheltered referrals, including FHP participants over the course of HEAP funding (e.g., 80 FHP slots equals 80 beds made available). Shelters may opt into DHA bed reservation for a greater number of beds to avoid multiple entry processes for their shelter.

Adult Protective Services (APS). Over the period of FHP implementation, approximately 80 clients may be referred by APS. APS will identify clients who are experiencing literal homelessness and who are not likely to resolve their homelessness within 90 days or through referrals to other housing services or supports.

Jail Diversion Pilot. Over the period of FHP implementation, approximately 80 clients may be referred by the Public Defender (PD) for FHP services. Working with Sacramento Courts and the District Attorney, the PD will identify clients with low-level misdemeanors who are interested in participating in FHP services in lieu of jail. All FHP referrals will be experiencing literal homelessness and are not likely to resolve their homelessness on their own or through referrals to other housing services or supports.

TOTAL REFERRALS	
Street Outreach/Navigation	175
Shelter	300
Adult Protective Services	80
Jail Diversion Pilot	80
Total	635

Section II Referral Process

Referral partners will identify participants who are actively engaged in their services and are unable to resolve their homelessness on their own or after pursuing other rehousing or entitlement programs, such as the CalWORKs Housing Support Program (HSP). All referral partners will be responsible for supporting the participant’s referral to DHA by completing and/or obtaining the following for their client:

1. Participant profile in HMIS or updating information in existing profile
2. Initial VI-SPDAT or a rescreen if the VI-SPDAT is more than a year old
3. California ID
4. Social Security card
5. Completed FHP Participant Profile

Once these items have been received by DHA, the participant will be enrolled into FHP and assigned to a Property Related and Tenant Services (PRTS) provider. PRTS will then meet with the participant and begin identifying immediate housing opportunities. The referral partner will continue to engage with their client until the client moves into permanent housing.

The Intensive Case Management Services (ICMS) will be assigned to the participant upon move-in and will then employ the Critical Time Intervention (CTI) model to support transition and success in permanent housing.