Finding a Way
Home

How Sacramento County is responding to homelessness and helping people in need
Providing Shelter and Much More

Sacramento County dedicates wide array of services to those in need

BY DEBBIE ARRINGTON

The home's no simple solution; homelessness is a complex issue. Every individual is different and needs their own unique approach. Through its initiatives and its array of services, Sacramento County is finding more ways to help those who need a place to live as well as to break the cycle of chronic homelessness.

“People are not just being sheltered,” explains Cindy Cavanaugh, Sacramento County's Director of Homeless Initiatives. “They're moving towards ending their homelessness.”

During these unprecedented times, Sacramento County is working hard to help people experiencing homelessness. COVID-19 adds another layer of complexity.

“COVID has been a challenge, but we were able to respond on a county-wide basis,” Cavanaugh says. “Working with our partners, we added nearly 600 shelter units for those most at risk, provided necessary supplies and sanitation to those living outside, and did proactive testing as well. We are now working on services and rehousing those we've brought inside.”

Before the pandemic, Sacramento County already was experiencing an uptick in homelessness. According to the 2019 Sacramento City/County Continuum of Care Point-in-Time Count, an estimated 5,570 people are experiencing homelessness in Sacramento County on any given night - a 19% increase since 2017.

About 70% are unsheltered. Of those 5,570 individuals, 12% are children and 8% are transitional-aged youth, ages 18 to 24. While the county has seen an increase in homelessness overall, the number of people experiencing chronic homelessness decreased, including a 7% drop of those unsheltered. According to the study, about 36 out of every 10,000 Sacramento County residents are experiencing homelessness.

Many of the existing County services and efforts aimed at combating homelessness are not visible or well understood — particularly to those not using them.

“The system of homeless services and support has very few designated points of entry. Navigating the system can be challenging,” says Homeless Services Program Manager Julie Field in the County’s Department of Human Assistance. “We have worked to streamline the ‘front door’ and minimize confusion for persons trying to change their course.”

As the largest provider of social services, Sacramento County offers an array of programs and services aimed at helping individuals and families experiencing homelessness to regain health, income and permanent housing stability. Its sheltering network includes long established local shelters, dozens of individual homes as well as more than 200 residential units on the Mather campus in Rancho Cordova.

“We've heavily invested in rehousing,” Cavanaugh says. “County departments across the spectrum — from public defender to family services, behavioral health to human assistance — are finding new ways to help people leave homelessness more quickly, stabilize and rebuild their lives. This not only serves the individual, but the community at large.”

Homelessness Response

Sacramento County Department of Human Assistance provides a robust multi-departmental response to homelessness from immediate crisis response services to rehousing, and longer-term stabilizing services that help individuals transition to permanent housing stability. Says Eduardo Ameneyro, DHA Homeless Services Division Manager, “Just through DHA alone, we have more than tripled our homelessness budget and have created a foundation of flexible services and programs that can expand as resources are secured. Increased collaboration among local partners ensures we can cast the widest array of services and serve persons who would otherwise not have received services.”

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Bridging Youth and Adulthood

BY ANNE STOKES

Growing up isn’t easy, even under the best of circumstances. Unfortunately, not everyone gets the support and guidance they need to take on life’s adult responsibilities. For some transitional-aged youth (TAY) between the ages of 18 and 24, that steep learning curve can result in housing instability or homelessness.

According to a 2019 Sacramento County homeless population count, approximately 415 TAY — 8% of the total population — were experiencing homelessness. Of those counted:

- 59% were unsheltered and sleeping outdoors;
- 41% were staying in a transitional housing program, a hotel/motel or vehicle;
- 42% were experiencing long-term continuous homelessness lasting over a year.

“There are so many different milestones that occur during that time frame and a lot of youth may not have the healthiest support system or they might not have any at all. That presents a great challenge in understanding how to navigate those new worlds they’re entering at that age,” says Angel Uhercik, Homeless Services Program Planner with the Sacramento County Department of Human Assistance.

“That’s where the guidance from our case managers and our Prevention and Intervention specialists is so key in helping them be successful.”

Sacramento County’s Prevention and Intervention Program offers housing and a hand up. Partnering with Lutheran Social Services, Waking the Village, Wind Youth Services and the Sacramento LGBT Community Center, they connect clients with housing, short-term financial assistance and services to help youth to navigate resources, including employment, education and anything else clients may need.

“(The partners) are really well resourced to bridge the access from Prevention and Intervention assistance to a lot of different groups in our community,” Uhercik says.

Last year, Chardonnay Blakes, 24, a new mother and college student, found herself homeless. While she was able to couch surf with family, it wasn’t sustainable.

“The apartment was way too small, it was a one-bedroom,” she remembers. “(My brother) also takes care of his little brother who is in high school so I had to sleep on the couch with my son.”

She reached out to Lutheran Social Services for help. Fortunately, they were able to find her an apartment and connected her with County services. She was able to qualify for a housing voucher. Blakes says she’s not only grateful for her new home, but for the welcoming and nonjudgmental help she received.

“I’m going to school and I’m in housing and I feel like I’ve come a long way in a short amount of time,” she says. “I’ve had ups and downs and I’m glad that I’m not struggling with my child. They made it easier for me and they eased my worries of being a new parent and doing it by myself.”

Helping Youth

Deisy Madrigal, Prevention and Intervention coordinator with Lutheran Social Services, answers questions about the program:

How do you help clients?

We tend to take a very individualized approach. The Prevention and Intervention Program itself is a collaboration between four agencies. Because we’re a collaborative, we have the ability to leverage our collective resources and knowledge to work toward the best-fit services for youth.

What are some of the biggest challenges your clients face?

Obviously, the high rent prices that we have here make it nearly impossible for someone who’s just starting out in a minimum wage job to even afford an apartment. ... Even if they’re able to get a job, they’re having a hard time securing housing because of the large amount of rent they’re being required to pay.

What do you enjoy most about your job?

I do love the prevention aspect the most because I feel like it’s important to be able to stabilize someone’s housing whenever the circumstances allow for it because it minimizes the trauma.

Need help? Contact:

Sacramento LGBT Community Center, saccenter.org/housing-services.
Uplifting Others

Julie Field has dedicated her career to helping individuals and families in her community. Since 2015, she has served as the Sacramento County Department of Human Assistance Homeless Services Program Manager, designing and administering programs that support positive outcomes for persons experiencing homelessness. These services include outreach and crisis response, emergency shelter and rehousing programs, all geared to transition people into stable housing.

In her role, she has witnessed people overcome great challenges to lift themselves up and out of homelessness. “It always starts and ends with the person; you, as a provider, can only do so much.”

The gains may be incremental and seem insignificant to the scale of the issue, but to Field and the people she works to support, every win is a huge win.

“When I first began my work in this role, the answer to homelessness always sounded so simple to me; you connect a person to a home,” she says. “What I learned is that the journey to housing is where the complexities and hard work lie, and getting to that destination is nothing short of amazing and inspiring.”

“Rising rents, increased cost of living and a shortage of affordable housing — among other factors — have caused homelessness to increase across California communities, including Sacramento. For people already living paycheck-to-paycheck, a rent increase threatens housing stability. Victoria Deal, who relies on disability and Social Security, was evicted and found herself homeless.

“I had nowhere to go ... I was sleeping on my daughter’s couch, in my car, here, there and everywhere. So I called my navigator at Sacramento Self-Help Housing (SSHH) and I told her about my situation and my health problems,” she says. “I have a lot of health issues already and I can’t deal with people getting COVID-19 and being (unhoused). So they helped me.”

The organization Deal reached out to —Sacramento Self-Help Housing—is one of several nonprofits working with the County of Sacramento to alleviate homelessness. Funded through the county’s Full Service Rehousing Shelter Program (also known as the Scattered Site Shelter Program), SSHH masterleases 23 multi-bedroom homes throughout the county and provides small-group housing settings, as opposed to large congregate shelters.

“The goal is obviously not only to get people off the streets and under a roof, but we do it in such a way that integrates them back into a healthy living situation,” says Janna Haynes, public information officer with Sacramento County Department of Human Assistance. “Our goal is to identify ... what it is that’s keeping them in homelessness [and] how we can help them overcome those challenges, so they can stand on their own two feet. And it’s different for people; it’s not always mental health or drug addiction. Sometimes it’s something as simple as help with a deposit.”

Deal, who lives with multiple physical and mental health conditions, was able to move into one of SSHH’s homes where they helped with all basic living expenses such as food and utilities. That allowed her to pay off debts, including back rent related to her eviction. With help from her care manager and housing coordinator, she was able to find permanent housing after four months. When she moved into her apartment in September 2020, County Full-Service Rehousing Shelter Program also helped with moving costs, the rental deposit and helped furnish her home with some basic furniture.

“I didn’t know of any other way in the world that I would be able to do it with my income,” she says. “I am thankful because ... they help me keep my stability, my mental stability and they helped me keep my (possessions) together. I’ve worked a long hard way to get to where I am today. They help me maintain that and my dignity.”

For more information on Sacramento Self-Help Housing, visit sacselfhelp.org.
More Than Just a Home

County programs offer support that helps people find housing and keep it

BY ANNE STOKES

Since he was 14, Chris Culcasi’s drug and alcohol addictions have led him in and out of prison and homelessness. While incarcerated at the Rio Cosumnes Correctional Center, he found his path to a better life: Horses.

“I could identify with them. It was probably the first time I ever had a feeling for something that wasn’t drug induced,” says Culcasi, who worked in a program that offers inmates the opportunity to train wild horses for adoption. “I realized they were just looking for a leader and I started to feel like I could be a leader and I could do this.”

After his release, Culcasi set out to start a new career as a farrier. To be accepted into trade school however, he had to prove he was able to stay sober.

“For the first time in my life, I was willing to do a program,” he says.

Culcasi benefited from a 2017 initiative passed in Sacramento County aimed at reducing homelessness. The Flexible Supportive Rehousing Program (FSRP) provides help with securing housing as well as intensive case management that supports clients in maintaining that housing through medical, mental and behavioral health care, employment assistance, expungement services and other supports. According to Neil Kurtz, Program Planner for the Sacramento County Department of Human Assistance (DHA), these initiatives were the first by the County to specifically target frequent users of services.

“Our participants are building these relationships with their case managers ... who are going to look out for them and connect them with services,” Kurtz says. “You’re going to see less recidivism and lower costs over time because housing with services allows people to rebuild their lives and address issues.”

Kurtz says the difference between past programs and these initiatives is more intentional collaboration with county departments and nonprofits. In addition to connecting people with county departments and the nonprofit service provider, DHA works with the Sacramento Housing and Redevelopment Agency, Sacramento Steps Forward, the Public Defenders office, child and adult protective services, probation departments and more.

“It [involves] additional support services ... that can address the long-term trauma and chronicity of somebody who has been on the street or in an encampment for a while,” he says. “Those additional support services are equally important as the housing that’s being offered.”

Today, Culcasi owns his own business, is stably housed, paid off his child support lien and is making victim restitution payments. He credits his caseworkers with helping him get his life back on track.

“I had a team help me learn how to pay bills, they helped me rebuild my credit, build up renter’s history and they gave me all the moral support I needed to get through it,” he says. “I never fell through the cracks once. ... It takes a lot for somebody like me to get this far. I was in a hole that most people never get out of.”

Where to Get Help

Mental health

Community Support Team: Dispatched for non-urgent requests to support individuals in need of help navigating and accessing mental health services.

Open 8 a.m.-5 p.m. Monday-Friday; (916) 874-6015.

Mental Health Access Team: Entry point for mental health services; able to triage, assess, and refer to a mental health service provider.

Open 8 a.m.-5 p.m. Monday-Friday; 24-hour service for Mental Health Crisis Calls; (916) 875-1055 or toll-free (888) 881-4881.

Walk-In Services and Orientation for Persons Experiencing Homelessness

(Call for hours of operation)

Guest House, 600 Bercut Drive, Sacramento; (916) 440-1500.

Wellness and Recovery Center (North), 2500 Marconi Ave., Sacramento; (916) 485-4175.

Wellness and Recovery Center (South), 7171 Bowling Drive, Sacramento; (916) 394-9195.

Family Supportive Services


CalWORKs Homeless and Housing Programs. For CalWORKs eligible families, these programs offer:

› Temporary Homeless Assistance — Helps families pay the costs of temporary shelter.

› Permanent Homeless Assistance — Helps families secure housing or prevent eviction.

› Housing Support Program — Assists families with securing housing through short-term subsidies.

To sign up for benefits, check on benefit status or update an existing account, visit www.mybenefitscalwin.org.

Adult System of Care for Substance Use Treatment

Open 8 a.m.-5 p.m. Monday-Friday
3321 Power Inn Road, Suite 120, Sacramento; (916) 874-9754; toll-free (888) 881-4881.

Homelessness

For additional resources, call 2-1-1 or visit www.211sacramento.org.
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It’s been a long journey for Janae Taj. It’s taken her from months of living on the streets, to multiple hospitalizations for mental-health issues, to living in room and board housing, to finally getting her own apartment and the independence that goes with it.

What kept her going? “The determination to find a place to lay my head down and properly take care of myself and be myself,” she says. “It was a battle.”

Taj, 28, was among Sacramento County’s homeless population, which numbers more than 5,500 people on any given night, according to the 2019 annual count by Sacramento Steps Forward. But she was one of the lucky ones, finding the help she needed to begin turning her life around.

Taj’s road to recovery began last February when Sacramento County linked her to Telecare ARISE, a County partner and provider of supportive behavioral-health services, says program administrator Danielle Wirtz.

As a first step, Telecare arranged to move Taj into room and board housing. “We look to get as many folks off the street as we can; it’s definitely a passion of ours,” Wirtz says.

Telecare managers also navigated community resources for Taj and linked her to a payee service, which helped manage her funds and coached her on budgeting.

But her first housing situation hit a bump after six weeks, when Taj told Telecare her living conditions were intolerable, with “four to five people sleeping in the same room, and (irregular meal service),” Wirtz says.

Finding alternative housing was challenging, however; Taj is a transgender woman, and “some people are not comfortable with that,” she said. “So Telecare had a hard time placing me because of my identity.”

Fortunately, she qualified for a housing unit through Mercy Housing, a national nonprofit group specializing in transforming former motels and hotels into housing for the homeless.

In this case, a formerly crime-ridden Courtyard Inn in North Highlands had been transformed into The Courtyards on Orange Grove, a collaboration between Mercy Housing and Sacramento County.

On June 4, Taj was handed the key to her own apartment, which Telecare helped furnish. “She’s living independently now, which is huge,” Wirtz says.

Taj’s new goal is to “find employment and get myself back into the world,” she says.

What advice does she have for others? “If somebody offers you help, take it and go forward. Don’t procrastinate. You have to be active and motivate yourself to function on a daily basis.”

Building Community Connections

Outreach services are often the first contact for people, and in some cases, the only contact between experiencing homelessness on the streets and mainstream services and supports. This incredibly important work is designed to establish supportive relationships, offer connections to resources and assist people in identifying next steps to resolving their stay of homelessness. Sacramento County has dedicated staff to support unsheltered persons in need of a helping hand.

Department of Human Assistance Homeless Outreach — Social Workers connect to individuals and families experiencing homelessness to assess and address current challenges and provide resources to develop a path to housing. Connections to mainstream benefits, shelter, transportation and behavioral health services.

Sheriff Homeless Outreach Team — A service-based police model responding to homelessness-related calls for service involving persons experiencing homelessness. Two retired deputies round out the team providing community-based support such as shelter and housing connections, transportation and mentoring.

Department of Health Services — Community Support Team Clinicians and peer support specialists help individuals navigate mental health services, and provide flexible field-based assessments and referrals to vital community resources.

Homeless Outreach and Rehousing Services in Unincorporated County — Provides navigation, outreach and rehousing services to individuals and families experiencing homelessness in these unincorporated areas of Sacramento County: Arden-Arcade, Carmichael, Rio Linda, South Sacramento, and the American River Parkway.
Sacramento County approaches the homeless crisis as an engagement on a multitude of fronts, constantly fortifying and resupplying, and employing an arsenal of proven tactics. But the issues are multilayered and deeply complex, with no “one size fits all” fix.

“Pathways into homelessness are interrelated with issues such as mental health, poverty and the lack of affordable housing,” says Cindy Cavanaugh, the County’s Director of Homeless Initiatives.

Conversely, escaping homelessness “requires collaborative contributions across government, and private and community partners,” she says. It’s this network of partnerships that helps “improve our overall system response.”

One of the County’s partners is Sacramento Steps Forward, the federally designated lead agency for Sacramento Continuum of Care. SFF coordinates housing and services for the homeless in Sacramento.

“Sacramento Steps Forward partners with the community to achieve data-driven outcomes through collaborative planning and coordinating the community’s goal to end homelessness,” says CEO Lisa Bates. “We help support the work of other agencies that have their boots on the ground. Collaboration requires us to honestly study our performance and build continuous learning, while being as adaptable and nimble as we can.”

This approach is to connect those individuals and families to rehousing providers as quickly as possible, Bates says, and to “provide additional support to programs and clients on their pathway to permanent housing.”

Adds Bates, “We play to our strengths and we’re always stronger when we’re united.”

“Housing is a basic human necessity, and no one should ever need to worry about basic necessities.”

Lisa Bates
CEO, Sacramento Steps Forward

Collaboration Partners

These community partners team with Sacramento County to help people experiencing homelessness:

**Mental Health**
- Adult Outpatient Programming
- El Hogar Community Services
- Turning Point Community Programs
- Hope Cooperative
- Consumer Self-Help
- Wellness and Recovery Centers
- Telecare
- Capital Star

**Drop In Center, Respite Services, crisis services and supports**
- Gender Health Center
- TLCS Crisis Respite Center
- LGBT Center
- The Source 916-Support
- Saint John’s Program for Real Change
- Youth Help Network
- Wind Drop in Crisis Respite
- Turning Point Abiding Hope Crisis Respite
- Safe Zone Squad
- Mental Health Urgent Care Clinic

**Children’s mental health outpatient programs**
- Capital Star Community Services
- Dignity Health Medical Foundation
- La Familia Counseling Center
- River Oak Center for Children
- San Juaniter Community Services

**Substance Use Prevention and Treatment Services**
- Aegis Treatment Centers
- Jamboree Housing
- TLCS/Hope Cooperative
- Bridges Professional Treatment Services

**Built Permanent Supportive Housing and Mental Health Services Act**
- Mercy Housing
- Mutual Housing of YWCA
- TLCS/Hope Cooperative

**Department of Child, Family and Adult Services**
- Volunteers of America

**What’s Next?**

Cindy Cavanaugh, Sacramento County’s Director of Homeless Initiatives, points out that while the pandemic has brought extraordinary challenges to delivering homeless services, it has resulted in “an unprecedented collaborative response that scaled new interventions in outreach and rehousing services.”

For instance, the Sacramento COVID-19 Response Team provided services to more than 1,000 individuals, more than half over age 55 and a quarter of whom had never before received services from the homeless system.

While the Response Team’s first phase “was about saving lives and ensuring safety, we have now shifted the focus from temporary to permanent solutions,” Cavanaugh says. That includes housing.

Sacramento County and its partners will continue to work with rehousing providers “to resolve barriers, improve connections with property owners, and find new ways to connect people to permanent housing and stabilizing services.”

Also planned is an outreach pilot of new approaches to “connecting people living outdoors with services,” she says.
How Sacramento County is Helping Those Most in Need

Primary Health Services
Sacramento County Health Center is a public entity Federally Qualified Health Center that provides primary medical services for low-income individuals and families, including those experiencing homelessness.

Public Health Nurses conduct outreach, healthcare navigation and a range of public health services to persons experiencing homelessness, including immunizations, TB services, and naloxone kits.

Behavioral Health Services
Community Support Team is the entry point for Sacramento County behavioral health services. Access Clinicians screen and assess individuals and families for needs and will refer to appropriate community resources. For those who are eligible for Mental Health Services, Access Clinicians refer them to a Sacramento County Mental Health provider.

Mental Health Access Clinician provides onsite screening and linkage to mental health services at emergency shelters throughout the community.

Walk-In Services and Orientation for Persons Experiencing Homelessness provides orientation, access and mental health services, as well as other welcoming services, such as laundry, computers, and charging stations, at three locations throughout the County.

Mental Health Urgent Care Clinic offers voluntary and immediate access to crisis intervention services with walk in, face to face unscheduled mental health screening and services. Services focus on wellness and recovery and linkage to ongoing community services and supports.

Sacramento County Mental Health and Prevention and Re-Housing Services are offered to eligible individuals and families referred through the Mental Health Access Team. For individuals and families who are at risk of or are currently experiencing homelessness, assistance includes stabilizing housing and may include housing-related financial assistance (rent, utilities, and deposits), move-in expenses, and application help. Mental Health services may include individual therapy, medication support, case management services, and other services aimed at improving mental health, community integration, and stability.

Behavioral Health Substance Use Prevention and Treatment Services Adult System of Care provides assessment and referral services to Sacramento beneficiaries experiencing homelessness in need of substance use treatment services such as:

- Outpatient/Intensive Outpatient Treatment
- Medication-Assisted Treatment (MAT) services for Opioid Use Disorder
- Withdrawal Management (Detoxification)
- Residential Treatment
- Sober Living Environments

Affordable and Permanent Supportive Housing
Sacramento County provides capital, operating and/or services funding for new permanent supportive housing.

Ardenaire Apartments* Capitol Park Hotel** Centennial The Courtyards * Folsom Oaks* Hotel Berry* La Mancha** Mather Veteran’s Village 7th and H Apartments*

MLK Jr. Village (The King Project)* Mutual Housing at The Highlands*

Mutual Housing on The Boulevard** Boulevard Court* San Martin Sunrise Pointe** YWCA*

* Targets those experiencing homelessness living with serious mental illness

** New housing under development with State No Place Like Home or State HomeKey commitments

Sacramento Housing and Redevelopment Agency administers County funding to increase affordable housing opportunities. Activities include financing permanent supportive and affordable housing and administering housing choice vouchers, including HUD-VASH targeted to homeless veterans and Shelter Plus Care.

Department of Child, Family and Adult Services
Bringing Families Home provides rehousing and prevention services for child welfare-involved families experiencing homelessness or at risk of homelessness.

Foster Youth to Independence and Family Unification Program combine housing vouchers with supportive services to stabilize child welfare-involved families and former foster youth experiencing homelessness or at risk of homelessness.

Home Safe Program provides home prevention and rehousing assistance (through the Flexible Housing Pool) for Adult Protective Services (APS) clients who are homeless or at imminent risk of homelessness due to elder or dependent adult abuse, neglect, self-neglect or financial exploitation.

Senior Safe House is six-bedroom home offering temporary shelter for up to 30 days for aging adults experiencing homelessness where abuse or neglect is alleged.

Sheriff’s Office
Sheriff Homeless Outreach Team engages and connects individuals experiencing homelessness with resources in the unincorporated County and sponsors multiple community events throughout the county each year called HOPE (Homeless Partnership Outreach Event). The purpose of HOPE is to connect individuals and families to multiple services providers on a single day.

Office of the Public Defender
Expungement Clinic is a pilot program to expedite the clearance of criminal records that are creating barriers to services, employment, and housing for persons experiencing homelessness.

For a complete listing, see the Sacramento County Homeless Plan: