



**MEMORANDUM**

**TO:** Honorable Mayor & Council  
**FROM:** Mario Lara, Assistant City Manager  
**SUBJECT:** Measure O/ESEA – September, October, November Progress Reports

The ESEA requires the city to collect data on the following efforts, and report on its progress to the city council every 30 days: 1) Providing emergency shelter space, 2) Eliminating encampments and unlawful camping.

1) Providing Emergency shelter space:

ESEA requires that by March 23, 2023, the city manager must identify and authorize at least 605 new emergency shelter spaces. The city can count any emergency shelter spaces authorized on or after December 31<sup>st</sup>, 2021. Below is a table enumerating the number of emergency shelter spaces identified and authorized by the city manager after this date.

Shelter	Capacity Identified/Authorized After 12/31/21
SHRA-Grove Avenue (Emergency Bridge Housing)	26
City-North 5th Navigation Center	59
<b>City Motel Program</b>	
Arden Acres (Motel Program_Step Up)	60
Motel 6 on Northgate	60
<b>City/County Partnership - via Coordinated Access</b>	
Salvation Army	70
North A	80
<b>Non-Congregate</b>	
State/City/County tiny homes (Work in Progres/Est.)	350
Total (Updated 09/01/2023):	705
<b>Other Safe Programs</b> (not counted towards ESEA obligations)	
Outreach & Engagement Center	50
Colfax Lease Safegrounds - Work in Progress/Est.	50

## 2) Eliminating encampments and unlawful camping (in city-owned/public areas):

Since adoption of the City/County partnership agreement and ESEA taking effect, City/County outreach teams have focused on outreach and engagement efforts in multiple areas.

In addition to City/County outreach efforts, the city's Department of Community Response (DCR) along with Hope Cooperative also conducts daily outreach activities through the 311 system, special projects, and via weekly Multi Service Team (MST) activities with both the Downtown Sacramento and Midtown Partnership staff.

On August 1, 2023, an updated Citywide Homeless Response protocol was presented to City Council and an Incident Management Team was instituted to coordinate the citywide homelessness response. September 1, 2023, was the actual date that the IMT went into effect after a temporary restraining order expired.

Attached are weekly reports documenting citywide response to homelessness and vehicle abatement activities during the month of September.

Weekly activity reports and data tracking were revamped after the IMT was stood up and a public-facing data [dashboard](#) has been implemented to track activities of IMT in accordance with the updated citywide homeless response protocol. The dashboard includes weekly reports starting the week of September 25<sup>th</sup>, includes activity for October and November, and continues through the present. The dashboard is available on the City's [homelessness response page](#).

### Attachments:

- 1 – DCR/311 Weekly Activity Report September 1 – September 8, 2023
- 2 – DCR/311 Weekly Activity Report September 8 – September 15, 2023
- 3 – DCR/311 Weekly Activity Report September 18 – September 22, 2023
- 4 – DCR/311 Weekly Activity Report September 25 – September 29, 2023
- 5 – Vehicle Abatement Report September 4 – September 10, 2023
- 6 – Vehicle Abatement Report September 11 – September 17, 2023
- 7 – Vehicle Abatement Report September 18 – September 24, 2023
- 8 – Vehicle Abatement Report September 25 – October 1, 2023
- 9 – HMIS Report re City/County Partnership Service Summary September 1 – September 30, 2023

# Office of Community Outreach | 311 Weekly Activity Report

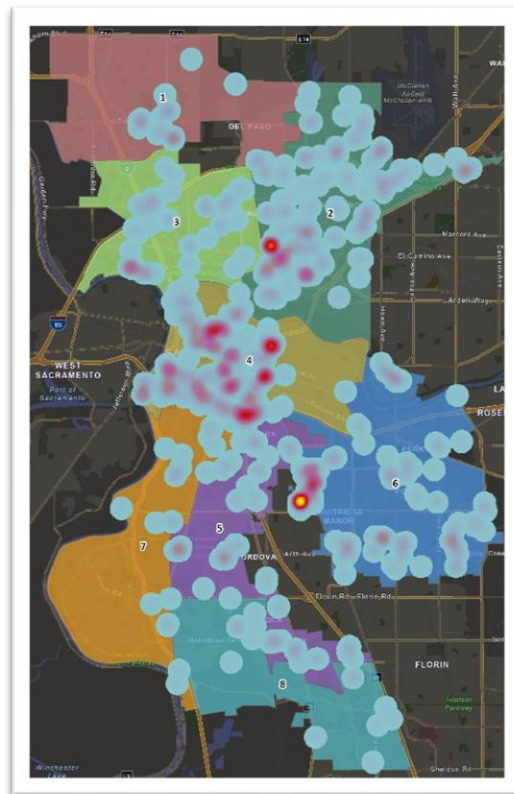
September 1, 2023 – September 8, 2023

## New Call Activity

Last week, the Department of Community Response received a total of 981 calls for service and closed 920 total calls. This resulted in a small increase to total pending call load.

Service Type	September 1, 2023 - September 8, 2023			Total Calls Pending
	Calls Received	Calls Closed	Net Change	
Trash	315	298 (777)	17	61
500ft from school	7	1	6	62
Blocking Sidewalk	160	86	74	980
Homeless Encampment Concern <sup>1</sup>	390	380	10	784
Park or Bike Trail	95	85	10	10
Unhoused Self-Referral	0	56	-56	179
Unhoused Self-Referral 211 <sup>2</sup>	14	14	0	0
<b>Total Calls<sup>3</sup></b>	<b>981</b>	<b>920</b>	<b>61</b>	<b>2076<sup>4</sup></b>

## Heat Map – Concentration of New Calls Received



<sup>1</sup> Homeless Encampment Concern is the service type for all calls for service related to homelessness not specifically broken out in this report.

<sup>2</sup> Unhoused Self-Referral was an interim service type created for community members seeking services for themselves. It will likely be sun-setted as Coordinated Access becomes fully operational. Pending call load reflects this transition.

<sup>3</sup> Total calls city wide includes some calls that were not categorized by council district.

<sup>4</sup> Total Calls Pending may include discrepancies due to redirected calls. Additional info can be provided upon request.

Service Type	Calls Received	Calls Closed	Net Change
<b>District 1</b>			
Trash Removal	8	7 (14)	1
500ft from school	1	0	1
Blocking Sidewalk	2	0	2
Homeless Encampment Concern	11	10	1
Park or Bike Trail	0	3	-3
Unhoused Self-Referral	0	0	0
Unhoused Self-Referral 211	1	1	0
<b>Total Calls</b>	<b>23</b>	<b>21</b>	<b>2</b>
<b>District 2</b>			
Trash Removal	72	67 (224)	5
500ft from school	4	0	4
Blocking Sidewalk	22	0	22
Homeless Encampment Concern	97	122	-25
Park or Bike Trail	20	8	12
Unhoused Self-Referral	0	4	-4
Unhoused Self-Referral 211	2	2	0
<b>Total Calls</b>	<b>217</b>	<b>203</b>	<b>14</b>
<b>District 3</b>			
Trash Removal	17	14 (22)	3
500ft from school	1	1	0
Blocking Sidewalk	3	0	3
Homeless Encampment Concern	35	31	4
Park or Bike Trail	8	9	-1
Unhoused Self-Referral	0	0	0
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>64</b>	<b>55</b>	<b>9</b>
<b>District 4</b>			
Trash Removal	115	120 (215)	-5
500ft from school	0	0	0
Blocking Sidewalk	88	37	51
Homeless Encampment Concern	126	152	-26
Park or Bike Trail	3	20	-17
Unhoused Self-Referral	0	4	-4
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>332</b>	<b>333</b>	<b>-1</b>
<b>District 5</b>			
Trash Removal	30	29 (51)	1
500ft from school	0	0	0
Blocking Sidewalk	12	1	11
Homeless Encampment Concern	34	9	25
Park or Bike Trail	7	2	5
Unhoused Self-Referral	0	2	-2
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>83</b>	<b>43</b>	<b>40</b>
<b>District 6</b>			
Trash Removal	52	41 (211)	11
500ft from school	1	0	1
Blocking Sidewalk	25	48	-23
Homeless Encampment Concern	63	56	7
Park or Bike Trail	43	43	0
Unhoused Self-Referral	0	1	-1
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>184</b>	<b>189</b>	<b>-5</b>

<b>District 7</b>			
Trash Removal	12	12 (14)	0
500ft from school	0	0	0
Blocking Sidewalk	4	0	4
Homeless Encampment Concern	7	0	7
Park or Bike Trail	8	0	8
Unhoused Self-Referral	0	0	0
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>31</b>	<b>12</b>	<b>19</b>
<b>District 8</b>			
Trash Removal	6	6 (21)	0
500ft from school	0	0	0
Blocking Sidewalk	2	0	2
Homeless Encampment Concern	6	0	6
Park or Bike Trail	2	0	2
Unhoused Self-Referral	0	1	-1
Unhoused Self-Referral 211	1	1	0
<b>Total Calls</b>	<b>17</b>	<b>8</b>	<b>9</b>

# Office of Community Outreach | 311 Weekly Activity Report

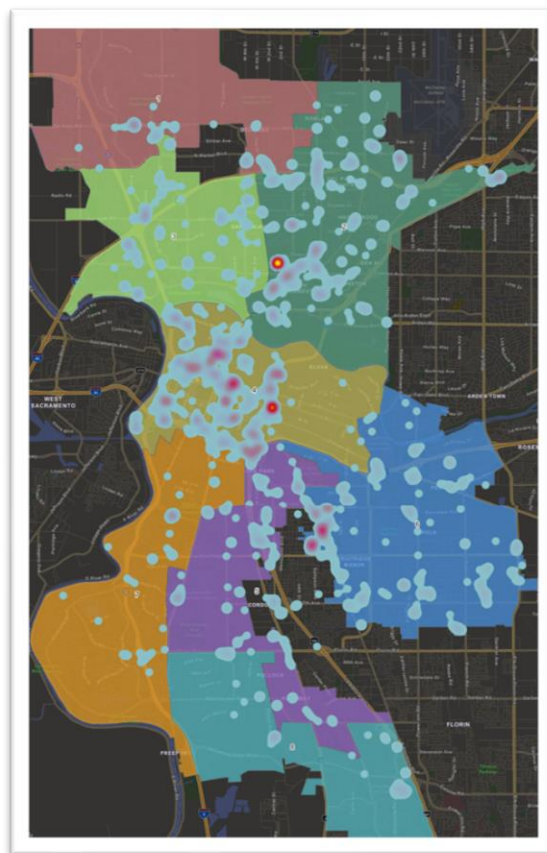
September 8, 2023 – September 15, 2023

## New Call Activity

Last week, the Department of Community Response received a total of 1,092 calls for service and closed 992 total calls. This resulted in a moderate increase in the total pending call load.

Service Type	September 8, 2023 - September 15, 2023			Total Calls Pending
	Calls Received	Calls Closed	Net Change	
Trash	316	314 (803)	2	65
500ft from school	6	4	2	64
Blocking Sidewalk	207	135	72	1052
Homeless Encampment Concern <sup>1</sup>	480	437	43	834
Park or Bike Trail	66	76	-10	181
Unhoused Self-Referral	0	9	-9	1
Unhoused Self-Referral 211 <sup>2</sup>	17	17	0	0
<b>Total Calls <sup>3</sup></b>	<b>1092</b>	<b>992</b>	<b>100</b>	<b>2197 <sup>4</sup></b>

## Heat Map – Concentration of New Calls Received



<sup>1</sup> Homeless Encampment Concern is the service type for all calls for service related to homelessness not specifically broken out in this report.

<sup>2</sup> Unhoused Self-Referral was an interim service type created for community members seeking services for themselves. It will likely be sun-setted as Coordinated Access becomes fully operational. Pending call load reflects this transition.

<sup>3</sup> Total calls city wide includes some calls that were not categorized by council district.

<sup>4</sup> Total Calls Pending may include discrepancies due to redirected calls. Additional info can be provided upon request.

Service Type	Calls Received	Calls Closed	Net Change
<b>District 1</b>			
Trash Removal	8	8 (19)	0
500ft from school	1	0	1
Blocking Sidewalk	1	0	1
Homeless Encampment Concern	23	10	13
Park or Bike Trail	0	0	0
Unhoused Self-Referral	0	0	0
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>33</b>	<b>18</b>	<b>15</b>
<b>District 2</b>			
Trash Removal	91	87 (349)	4
500ft from school	2	0	2
Blocking Sidewalk	31	19	12
Homeless Encampment Concern	126	93	33
Park or Bike Trail	18	8	10
Unhoused Self-Referral	0	0	0
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>268</b>	<b>207</b>	<b>61</b>
<b>District 3</b>			
Trash Removal	17	17 (50)	0
500ft from school	0	0	0
Blocking Sidewalk	14	4	10
Homeless Encampment Concern	38	19	19
Park or Bike Trail	14	0	14
Unhoused Self-Referral	0	0	0
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>83</b>	<b>40</b>	<b>43</b>
<b>District 4</b>			
Trash Removal	112	112 (232)	0
500ft from school	1	2	-1
Blocking Sidewalk	96	109	-13
Homeless Encampment Concern	142	134	8
Park or Bike Trail	1	12	-11
Unhoused Self-Referral	0	0	0
Unhoused Self-Referral 211	2	2	0
<b>Total Calls</b>	<b>354</b>	<b>371</b>	<b>-17</b>
<b>District 5</b>			
Trash Removal	25	22 (33)	3
500ft from school	1	0	1
Blocking Sidewalk	16	1	15
Homeless Encampment Concern	40	38	2
Park or Bike Trail	6	9	-3
Unhoused Self-Referral	0	0	0
Unhoused Self-Referral 211	1	1	0
<b>Total Calls</b>	<b>89</b>	<b>71</b>	<b>18</b>
<b>District 6</b>			
Trash Removal	44	50 (97)	-6
500ft from school	1	0	1
Blocking Sidewalk	44	1	43
Homeless Encampment Concern	77	126	-49
Park or Bike Trail	21	45	-24
Unhoused Self-Referral	0	1	-1
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>187</b>	<b>223</b>	<b>-36</b>

<b>District 7</b>			
Trash Removal	8	9 (9)	-1
500ft from school	0	0	0
Blocking Sidewalk	3	0	3
Homeless Encampment Concern	15	4	11
Park or Bike Trail	5	1	4
Unhoused Self-Referral	0	0	0
Unhoused Self-Referral 211	1	1	0
<b>Total Calls</b>	<b>32</b>	<b>15</b>	<b>17</b>
<b>District 8</b>			
Trash Removal	6	5 (10)	1
500ft from school	0	2	-2
Blocking Sidewalk	2	1	1
Homeless Encampment Concern	9	11	-2
Park or Bike Trail	1	1	0
Unhoused Self-Referral	0	1	-1
Unhoused Self-Referral 211	1	1	0
<b>Total Calls</b>	<b>19</b>	<b>22</b>	<b>-3</b>



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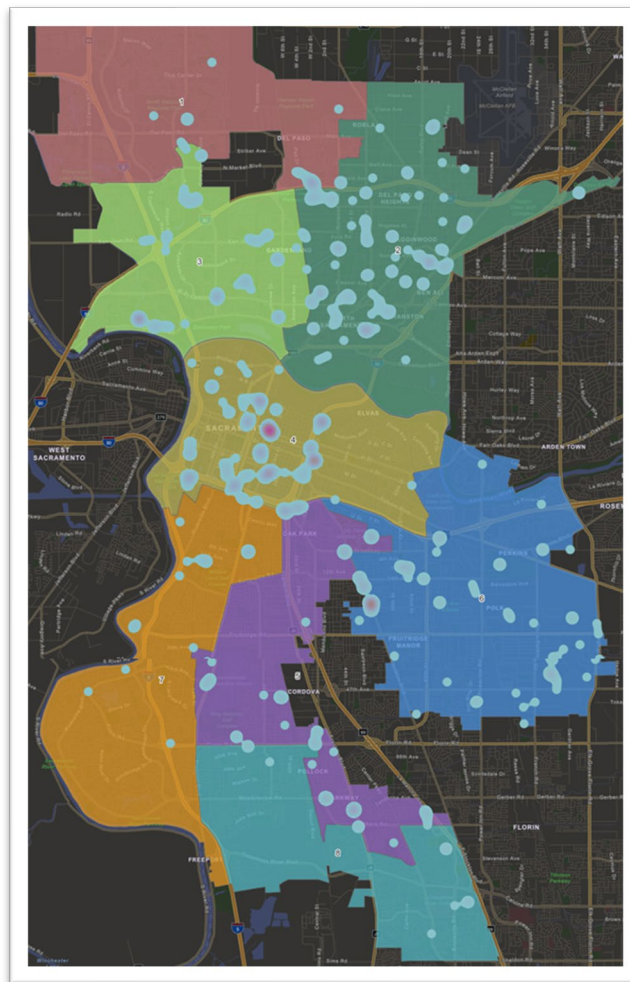
September 18, 2023 – September 22, 2023

## New Call Activity

Last week, the Department of Community Response received a total of 692 calls for service and closed 688 total calls. This resulted in a slight increase in the total pending call load.

Service Type	September 18, 2023 - September 22, 2023			Total Calls Pending
	Calls Received	Calls Closed	Net Change	
Trash (total cubic yards)	244	245 (535)	-1	18
500ft from school	1	15	-14	52
Blocking Sidewalk	118	204	-86	934
Homeless Encampment Concern <sup>1</sup>	295	198	97	969
Park or Bike Trail	28	20	8	197
Unhoused Self-Referral 211	6	6	0	0
<b>Total Calls <sup>2</sup></b>	<b>692</b>	<b>688</b>	<b>4</b>	<b>2170 <sup>3</sup></b>

## Heat Map – Concentration of New Calls Received



<sup>1</sup> Homeless Encampment Concern is the service type for all calls for service related to homelessness not specifically broken out in this report.

<sup>2</sup> Total calls city wide includes some calls that were not categorized by council district.

<sup>3</sup> Total Calls Pending may include discrepancies due to redirected calls. Additional info can be provided upon request.

Service Type	Calls Received	Calls Closed	Net Change
<b>District 1</b>			
Trash Removal	3	1 (3)	2
500ft from school	0	0	0
Blocking Sidewalk	3	0	3
Homeless Encampment Concern	9	5	4
Park or Bike Trail	2	0	2
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>17</b>	<b>6</b>	<b>11</b>
<b>District 2</b>			
Trash Removal	79	71 (180)	8
500ft from school	0	7	-7
Blocking Sidewalk	23	54	-31
Homeless Encampment Concern	80	16	64
Park or Bike Trail	8	3	5
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>190</b>	<b>151</b>	<b>39</b>
<b>District 3</b>			
Trash Removal	14	17 (41)	-3
500ft from school	0	0	0
Blocking Sidewalk	8	6	2
Homeless Encampment Concern	29	4	25
Park or Bike Trail	7	13	-6
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>58</b>	<b>40</b>	<b>18</b>
<b>District 4</b>			
Trash Removal	97	101 (162)	-4
500ft from school	1	4	-3
Blocking Sidewalk	52	82	-30
Homeless Encampment Concern	83	121	-38
Park or Bike Trail	0	4	-4
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>233</b>	<b>312</b>	<b>-79</b>
<b>District 5</b>			
Trash Removal	22	22 (40)	0
500ft from school	0	0	0
Blocking Sidewalk	10	0	10
Homeless Encampment Concern	23	5	18
Park or Bike Trail	1	0	1
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>56</b>	<b>27</b>	<b>29</b>
<b>District 6</b>			
Trash Removal	19	19 (75)	0
500ft from school	0	3	-3
Blocking Sidewalk	19	62	-43
Homeless Encampment Concern	38	25	13
Park or Bike Trail	5	0	5
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>81</b>	<b>109</b>	<b>-28</b>
<b>District 7</b>			
Trash Removal	2	6 (2)	-4
500ft from school	0	0	0
Blocking Sidewalk	1	0	1
Homeless Encampment Concern	12	12	0
Park or Bike Trail	5	0	5
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>20</b>	<b>18</b>	<b>2</b>

<b>District 8</b>			
Trash Removal	1	1 (3)	0
500ft from school	0	0	0
Blocking Sidewalk	2	0	2
Homeless Encampment Concern	11	3	8
Park or Bike Trail	0	0	0
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>14</b>	<b>4</b>	<b>10</b>

# Office of Community Outreach | 311 Weekly Activity Report

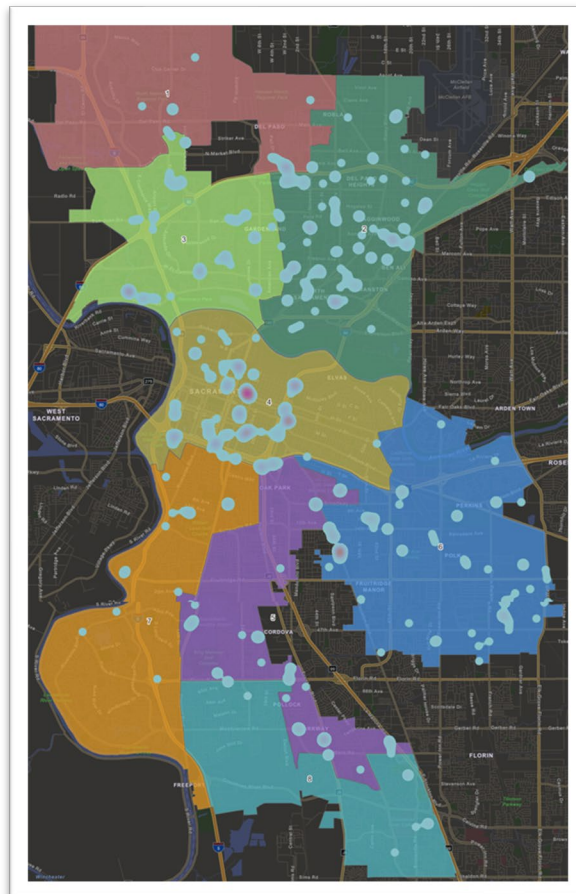
September 25, 2023 – September 29, 2023

## New Call Activity

Last week, the Department of Community Response received a total of 869 calls for service and closed 977 total calls. This resulted in a moderate decrease in the total pending call load.

Service Type	September 25, 2023 - September 29, 2023			Total Calls Pending
	Calls Received	Calls Closed	Net Change	
Trash	308	283 (711)	25	16
500ft from school	3	7	-4	43
Blocking Sidewalk	143	147	-4	885
Homeless Encampment Concern <sup>1</sup>	328	442	-114	664
Park or Bike Trail	81	94	-13	83
Unhoused Self-Referral 211	6	4	2	0
<b>Total Calls<sup>2</sup></b>	<b>869</b>	<b>977</b>	<b>-108</b>	<b>1691<sup>3</sup></b>

## Heat Map – Concentration of New Calls Received



<sup>1</sup> Homeless Encampment Concern is the service type for all calls for service related to homelessness not specifically broken out in this report.

<sup>2</sup> Total calls city wide includes some calls that were not categorized by council district.

<sup>3</sup> Total Calls Pending may include discrepancies due to redirected calls. Additional info can be provided upon request

Service Type	Calls Received	Calls Closed	Net Change
<b>District 1</b>			
Trash Removal	4	4 (12)	0
500ft from school	0	2	-2
Blocking Sidewalk	1	5	-4
Homeless Encampment Concern	15	14	1
Park or Bike Trail	2	0	2
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>22</b>	<b>25</b>	<b>-3</b>
<b>District 2</b>			
Trash Removal	99	89 (271)	10
500ft from school	2	0	2
Blocking Sidewalk	32	42	-10
Homeless Encampment Concern	103	116	-13
Park or Bike Trail	39	36	3
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>275</b>	<b>283</b>	<b>-8</b>
<b>District 3</b>			
Trash Removal	16	17 (31)	-1
500ft from school	0	0	0
Blocking Sidewalk	12	13	-1
Homeless Encampment Concern	24	21	3
Park or Bike Trail	7	0	7
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>59</b>	<b>51</b>	<b>8</b>
<b>District 4</b>			
Trash Removal	106	91 (191)	15
500ft from school	0	4	-4
Blocking Sidewalk	60	41	19
Homeless Encampment Concern	100	158	-58
Park or Bike Trail	4	3	1
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>270</b>	<b>297</b>	<b>-27</b>
<b>District 5</b>			
Trash Removal	33	32 (95)	1
500ft from school	1	0	1
Blocking Sidewalk	15	14	1
Homeless Encampment Concern	22	36	-14
Park or Bike Trail	6	15	-9
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>77</b>	<b>97</b>	<b>-20</b>
<b>District 6</b>			
Trash Removal	29	25 (75)	4
500ft from school	0	0	0
Blocking Sidewalk	20	32	-12
Homeless Encampment Concern	36	61	-25
Park or Bike Trail	8	16	-8
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>93</b>	<b>134</b>	<b>-41</b>
<b>District 7</b>			
Trash Removal	9	12 (12)	-3
500ft from school	0	1	-1
Blocking Sidewalk	0	0	0
Homeless Encampment Concern	9	34	-25
Park or Bike Trail	11	24	-13
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>29</b>	<b>71</b>	<b>-42</b>

<b>District 8</b>			
Trash Removal	5	3 (19)	2
500ft from school	0	0	0
Blocking Sidewalk	2	0	2
Homeless Encampment Concern	10	0	10
Park or Bike Trail	3	0	3
Unhoused Self-Referral 211	0	0	0
<b>Total Calls</b>	<b>20</b>	<b>3</b>	<b>17</b>

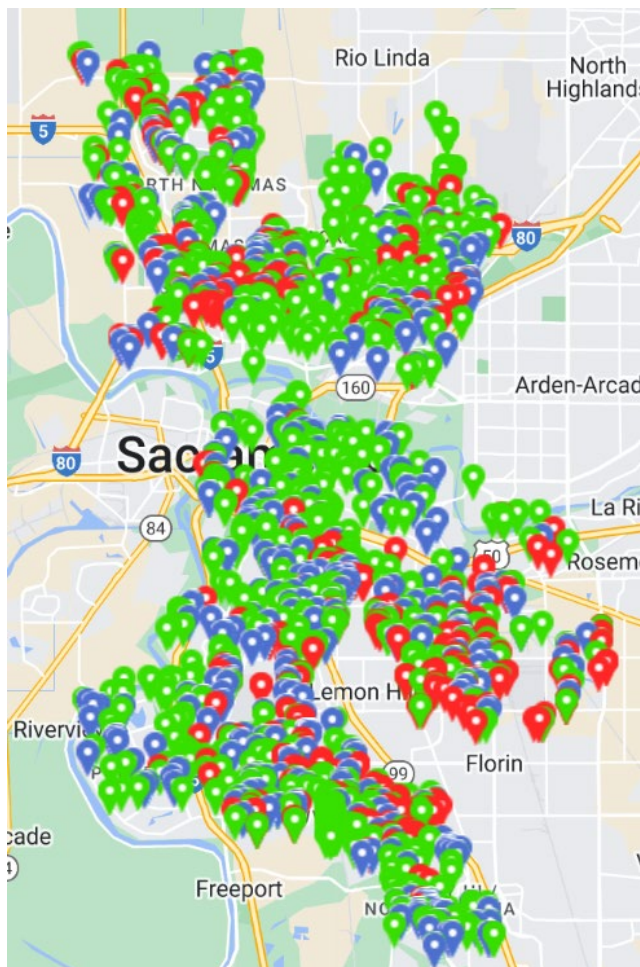
September 11th, 2023

**VEHICLE ABATEMENT REPORT**

The following information pertains to complaints of vehicles on city streets between **September 4th, 2023, to September 10th, 2023**:

Total Active Vehicle Cases:	2127
New Cases Opened:	598
Vehicles Tagged:	400
Vehicles Towed:	85
Cases Closed:	685
Stolen Vehicle Recovered	3

Map of Code Enforcement activities citywide generated for the Vehicle Abatement Program:



- 📍 RE-INSPECTION
- 📍 INITIAL INSPECTION
- 📍 PRO-ACTIVE INSPECTION



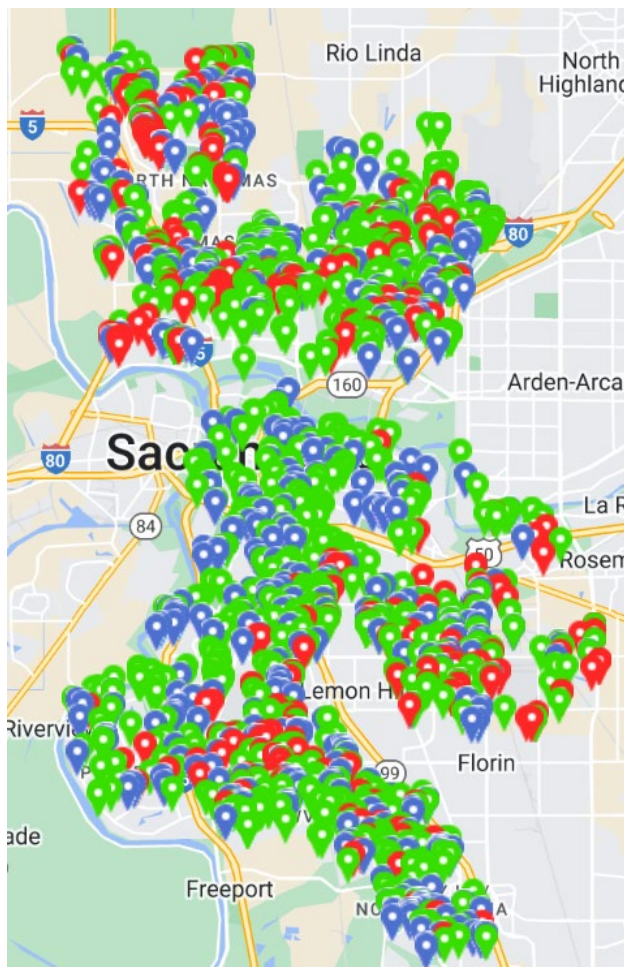
September 18th, 2023

**VEHICLE ABATEMENT REPORT**

The following information pertains to complaints of vehicles on city streets between **September 11th, 2023, to September 17th, 2023:**

Total Active Vehicle Cases:	2030
New Cases Opened:	627
Vehicles Tagged:	315
Vehicles Towed:	100
Cases Closed:	729
Stolen Vehicle Recovered	6

Map of Code Enforcement activities citywide generated for the Vehicle Abatement Program:



- 📍 RE-INSPECTION
- 📍 INITIAL INSPECTION
- 📍 PRO-ACTIVE INSPECTION



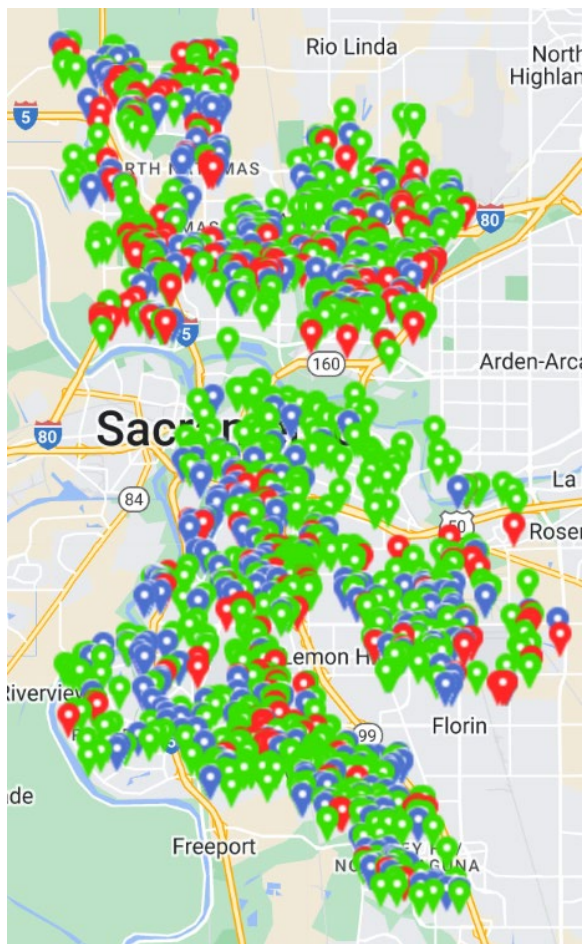
September 25th, 2023

**VEHICLE ABATEMENT REPORT**

The following information pertains to complaints of vehicles on city streets between **September 18th, 2023, to September 24th, 2023**:

Total Active Vehicle Cases:	1833
New Cases Opened:	511
Vehicles Tagged:	328
Vehicles Towed:	102
Cases Closed:	729
Stolen Vehicle Recovered	3

Map of Code Enforcement activities citywide generated for the Vehicle Abatement Program:



- RE-INSPECTION
- INITIAL INSPECTION
- PRO-ACTIVE INSPECTION

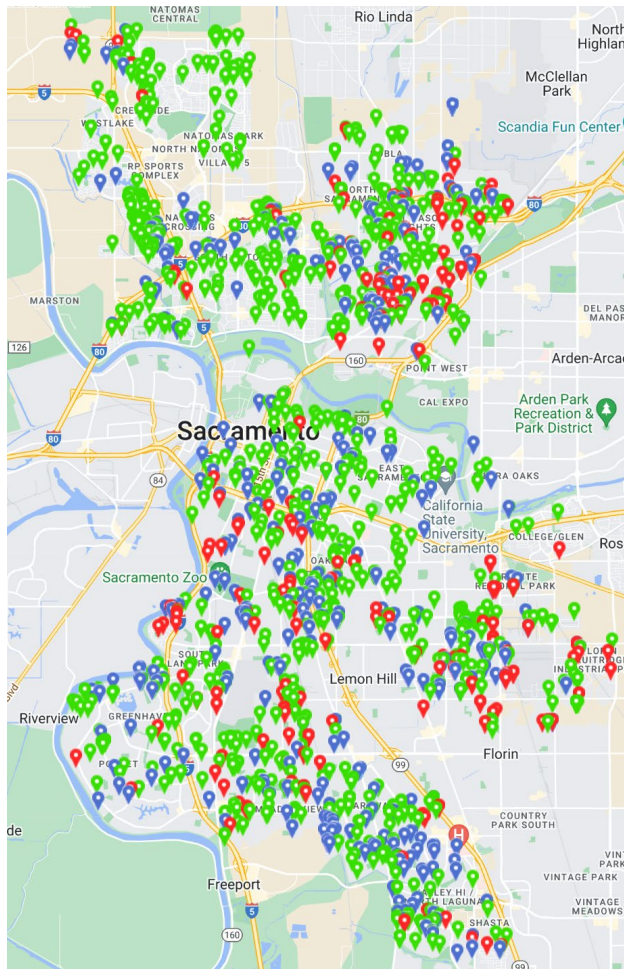
October 2nd, 2023

**VEHICLE ABATEMENT REPORT**

The following information pertains to complaints of vehicles on city streets between **September 25th, 2023, to October 1st, 2023:**

Total Active Vehicle Cases:	1700
New Cases Opened:	611
Vehicles Tagged:	362
Vehicles Towed:	136
Cases Closed:	761
Stolen Vehicle Recovered	3

Map of Code Enforcement activities citywide generated for the Vehicle Abatement Program:



- 📍 RE-INSPECTION
- 📍 INITIAL INSPECTION
- 📍 PRO-ACTIVE INSPECTION

**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County (DBHS & DSH) Collaborative - Partnership**

Date Range: 09/01/2023 thru 09/30/2023

<b>Animal Services for Pet Care</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist with veterinary care	1	1	1
Assisted with service animal documentation	0	0	0
Provide pet food/ supplies	5	5	5

<b>Behavioral Health</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assessment	18	18	19
Clinical Case Management	2	2	2
LIST Assessment	0	0	0
Medi-Cal Screening	1	1	1
Peer Support	19	19	19
Provide NARCAN/Naloxone	3	3	3
Screening	0	0	0

<b>Behavioral Health: Referred to County MH Provider</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	11	11	11
Linked to provider	4	4	4
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	2	2	2

<b>Behavioral Health: Referred to SUPT/AOD Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	1	1	1
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	1	1	1

<b>Case Management: Contact Initiated</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client Missed In-Person Meeting	2	2	2
Email Conversation with Client	0	0	0
In Person Meeting with Client	101	101	167
Left Voicemail for Client	0	0	0
Phone Conversation with Client	3	3	4
Text Conversation with Client	0	0	0

**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County (DBHS & DSH) Collaborative - Partnership**

Date Range: 09/01/2023 thru 09/30/2023

<b>Case Management: Documentation Assistance</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist / Complete HUD Required Homelessness Documentation	0	0	0
Assist with Notary Services	0	0	0
Assist with obtaining Birth Certificate(s)	4	4	4
Assist with obtaining Identification (e.g, CA ID, Driver's License)	7	7	8
Assist with obtaining Income Verification	0	0	0
Assist with obtaining Military Service Record (DD-214)	0	0	0
Assist with obtaining Social Security Card(s)	1	1	1
Provided voucher for ID	26	26	26
Updated HMIS System with Documentation required for Housing Referrals	4	4	4

<b>Case Management: General</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Appointment Reminders	9	9	9
Coordinate Care with other Community Providers	35	35	37
General Case Management	137	139	164
Obtained Free Phone	0	0	0
Provided Clothing	0	0	0

<b>Case Management: General: Referral to Animal Services for Pet Care</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	5	5	5
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: General: Referral to CalAIM Community Supports (CS)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	1	1	1
Linked to provider	11	11	11
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: General: Referral to CalAIM Enhanced Care Management (ECM)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	13	13	13

**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County (DBHS & DSH) Collaborative - Partnership**

Date Range: 09/01/2023 thru 09/30/2023

<b>Case Management: General: Referral to CalAIM Enhanced Care Management (ECM)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	2	2	2

<b>Case Management: General: Referral to Community Resources</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	2	2	2
Linked to provider	27	27	27
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	21	21	22

<b>Case Management: General: Referral to Community Resources for Clothing</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: General: Referral to free phone program</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: Health Care Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist with obtaining Health Insurance	0	0	0
Assist with obtaining Prescribed Medications	1	1	3
Check Medi-Cal / Medicare Status	4	4	4
Connect to a Dental Care Provider	0	0	0
Connect to a Primary Health Care Provider	4	4	4
Connect to Home Health Nursing	0	0	0
Connect to Mental Health Services	6	6	6
Medical / Mental Health Appointment Reminders	6	6	6

**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County (DBHS & DSHS) Collaborative - Partnership**

Date Range: 09/01/2023 thru 09/30/2023

<b>Case Management: Health Care Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Support to Medical / Mental Health Appointment	4	4	4

<b>Case Management: Health Care Services: Referral to CORE Wellness Center</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	9	9	9
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	1	1	1

<b>Case Management: Health Care Services: Referral to Grief Counseling</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: Health Care Services: Referral to Support Groups</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: Housing &amp; Homeless Prevention</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Housing Counseling	0	0	0
Housing Stabilization Planning	1	1	1

<b>Case Management: Income Benefits / Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist with Other Income Benefits	0	0	0
Assist with Social Security Benefits (SSA)	0	0	0
Assist with Social Security Disability Benefits (SSI/SSDI)	0	0	0
Assist with Unemployment Benefits	0	0	0
Connect to Rep Payee Services	0	0	0



**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County (DBHS & DSH) Collaborative - Partnership**

Date Range: 09/01/2023 thru 09/30/2023

<b>Case Management: Income Benefits / Services: Referral to Income Support Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Case Management: Public Benefits</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Assist with obtaining CalFresh	0	0	0
Assist with obtaining General Assistance (GA)	0	0	0

<b>Case Management: Special Accommodations</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Advocate to meet Special Accommodation Needs	1	1	1

<b>Case Management: VA Benefits</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Connect to Veteran Specific Programs	1	1	1
Education Assistance	0	0	0
Employment & Training Services	0	0	0
Healthcare Services	0	0	0
VA Vocational & Rehabilitation Counseling	0	0	0

<b>Client Engagement</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Engagement Attempt	1	1	1
Goal setting conversation	59	59	64
In person check in to build trust and rapport	78	78	127
Phone call check in to build trust and rapport	0	0	0

<b>Coordinated Access: Referral to 211 (Non-Shelter Services)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	3	3	3
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Coordinated Access: Referral to 211 (Shelter Services)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
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**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County (DBHS & DSH) Collaborative - Partnership**

Date Range: 09/01/2023 thru 09/30/2023

<b>Coordinated Access: Referral to 211 (Shelter Services)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	7	7	7
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Coordinated Access: Shelter Assessment (Outreach Staff)</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	3	3	3
Completed	40	40	40
Linked to provider	1	1	1
Not eligible	0	0	0
Provider declined	0	0	0

<b>Credit Repair</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Credit Counseling / Education	0	0	0

<b>Emergency Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Fire department	0	0	0
Medical / EMS	0	0	0
Police	0	0	0

<b>Employment: Referral to Community Employment Resources</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	2	2	2
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Financial</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Paid Identification Fees	0	0	0
Paid Legal Document Fees	0	0	0
Paid Other Fees, Fines, or Expenses	0	0	0

<b>Food</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
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**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County (DBHS & DSH) Collaborative - Partnership**

Date Range: 09/01/2023 thru 09/30/2023

<b>Food</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Provide food	33	33	35

<b>Food Services: Referral to Community Resources for Food</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	6	6	6
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Health and Hygiene</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Provide clothing / shoes	0	0	0
Provide hygiene kits	38	38	41
Provide survival gear	28	28	29

<b>HIV/Aids: Referral to HIV/AIDS Related Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Hotel / Motel Vouchers</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Hotel / Motel Voucher for Adult Only Households	0	0	0
Hotel / Motel Voucher for Households with Minor Children	0	0	0

<b>Housing Search and Placement</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Complete / Submit Housing Application(s)	1	1	1
Denied/refused housing option by Client	0	0	0
Facilitated Board and Care Placement	0	0	0
Facilitated Family Re-Unification	0	0	0
Facilitated Placement with Family / Friend(s)	0	0	0
Housing for Adult Only Households	0	0	0
Linked to Housing Navigator	0	0	0
Other Housing Search and Placement Services	0	0	0

**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County (DBHS & DSHS) Collaborative - Partnership**

Date Range: 09/01/2023 thru 09/30/2023

<b>Housing Search and Placement</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Paid Housing Application Fee	0	0	0
Researched Housing Opportunities	1	1	1

<b>Housing Search and Placement: Referral to Emergency Shelter</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	1	1	1
Linked to provider	8	8	8
Not eligible	1	1	1
Provider determined ineligible	1	1	1
Referral pending	19	19	21

<b>Legal: Referral to Community Resources for Legal Advice and Services</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	3	3	3
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Legal: Referred to Legal Services of Northern California</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Client declined	0	0	0
Linked to provider	0	0	0
Not eligible	0	0	0
Provider determined ineligible	0	0	0
Referral pending	0	0	0

<b>Life Skills</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Communication Skills	1	1	1
Emergency Preparedness	0	0	0
Health and hygiene conversation	0	0	0
Money Management and Budgeting	0	0	0

<b>Security Deposit</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Paid Security Deposit	0	0	0

<b>Transportation</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
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**Service Summary  
[Service Based]**

**City of Sacramento and Sacramento County (DBHS & DSHS) Collaborative - Partnership**

Date Range: 09/01/2023 thru 09/30/2023

<b>Transportation</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Other Transportation (Uber, Lyft)	0	0	0
Paid for Vehicle Repair / Maintenance	0	0	0
Provided Bus Pass(es)	9	9	9
Staff Transported	12	12	14

<b>Utility Payment</b>	<b>Unique Clients</b>	<b># of Services</b>	<b># of Service Days</b>
Paid Past Due Utilities	0	0	0