

Department of Community Response



2025

ANNUAL REPORT

*Progress with Compassion.
Service with Purpose.*

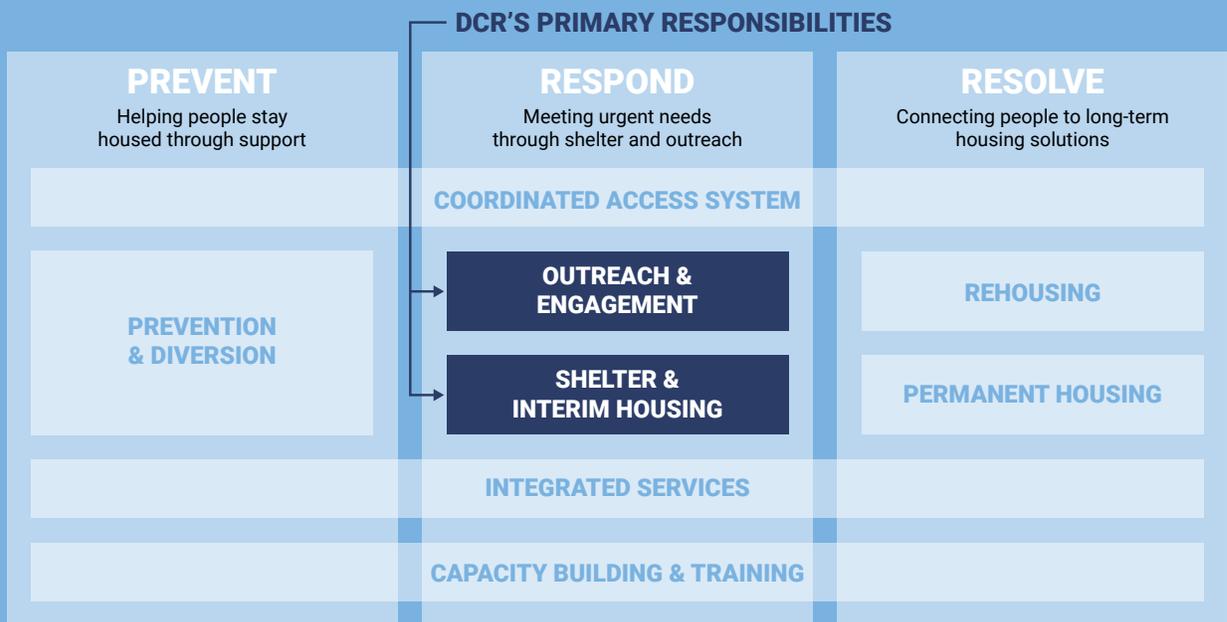
Who We Are & What We Do

Established in 2021 to provide an alternative response to traditional public safety interventions, the Department of Community Response (DCR) works to connect people experiencing homelessness – who may also struggle with behavioral health challenges, including mental illness and substance use disorders – with all available support and services while also coordinating multi-departmental efforts to address unsafe, unsanitary and/or unlawful encampments in our communities.

REGIONAL COORDINATION

Working with the County of Sacramento, Sacramento Steps Forward (SSF) and the Sacramento Housing and Redevelopment Agency (SHRA), DCR plays a pivotal role in Sacramento’s Regional Homeless Response System, focusing on providing outreach and engagement as well as shelter and interim housing.

Within the regional system, DCR’s main objective is to resolve unsheltered homelessness, helping to get people off the streets and into shelters while also mitigating health, safety and quality-of-life issues stemming from encampments. DCR relies on its partners to develop and implement long-term housing solutions for people experiencing homelessness, including permanent supportive housing.



SACRAMENTO’S REGIONAL HOMELESS RESPONSE SYSTEM

CITY/COUNTY PARTNERSHIP AGREEMENT

DCR leads the City of Sacramento’s efforts in its historic partnership with the County to coordinate resources to support unsheltered individuals. Signed in December 2022, the five-year agreement partners DCR outreach workers with County mental health professionals who can enroll or link people to an appropriate level of mental health or substance use services, among other key components. In 2025, the City and County continued to meet all obligations prescribed by the legally binding agreement.

Director's Message

The Department of Community Response was founded on a simple but powerful belief: Caring for the safety and well-being of our community takes more than traditional police and fire emergency services alone. True public safety means meeting people where they are, with compassion, dignity, and understanding.

Our community outreach/homeless services responders are at the heart of this vision. They step forward when our vulnerable neighbors are experiencing mental health crises, substance use challenges, or housing instability, offering help, hope, and connection to the resources that can change lives.

As an alternative public safety response, DCR teams are on the streets every day, building trust and delivering humane, person-centered care to those who need it most.

Over the past year, we have made meaningful progress in reducing impacts in our communities and strengthening our approach. This work is ongoing, and it has involved innovating and expanding our shelter operations while scrutinizing every dollar spent to ensure accountability. At DCR, we are committed to learning and improving with every call, every response, every interaction, and every project.

The people of the Department of Community Response provide some of the most noble service in the City of Sacramento. Their work reflects our community's values and represents a critical step toward creating a safer, healthier, and more compassionate city for everyone. I am deeply grateful to our staff, partners, and community members for their continued support and collaboration as we move this important work forward.

Sincerely,



Brian Pedro
Director, Department of Community Response



Outreach & Engagement



COMPASSION AND PROGRESS

In 2025, the Department of Community Response offered the most robust outreach and engagement to people experiencing homelessness the City has ever implemented.

Organized by DCR's Office of Community Outreach and grounded in the philosophy of meeting people where they are, Neighborhood Resource Coordinators and staff from partner agencies deploy across the city on a daily basis, engaging directly with unsheltered individuals and providing immediate support in the field.

COORDINATED STRATEGIES

Specialized outreach teams include Case Managers to help residents navigate housing, healthcare, and social-service systems as well as Behavioral Health experts who ensure individuals receive timely, trauma-informed care.

Together, these coordinated strategies reflect Sacramento's strongest, most data-driven commitment to community well-being to date.



STREET OVERDOSE RESPONSE TEAM

The Street Overdose Response Team (SORT), a partnership between the Department of Community Response and the Sacramento Fire Department, recognizes that there is a complex dynamic between substance use disorder and homelessness. In tandem with DCR outreach teams, SORT engages individuals in crisis and connects them with essential treatment for recovery.



BY THE NUMBERS
2025 DCR Outreach & Engagement Outcomes

1,476
real-time
shelter placements

71,025
services provided

4,907
people served



“I love being the resource I once needed. When we deliver services with kindness and respect, people are more willing to engage, create a plan and move toward a brighter tomorrow.”

Tiffany Peters
Neighborhood Resource Coordinator

Compliance & Enforcement

CARE, SAFETY & ACCOUNTABILITY

Led by the Department of Community Response, the City's Incident Management Team (IMT) marked its second year of operation in 2025. Using a command structure typically employed for natural disasters, this interdepartmental team operates seven days a week across all eight City Council districts, responding to 311 calls for service related to homelessness.

COMPLEX CIVIC LANDSCAPE

The IMT operates in one of Sacramento's most complex civic landscapes. Each response carries a dual mandate: supporting people experiencing homelessness while safeguarding the health, safety, and vitality of surrounding neighborhoods and business corridors. Delivering on both requires sound judgment, consistency and compassion.

COORDINATED, BEHAVIOR-BASED ENFORCEMENT

DCR's Neighborhood Resource Coordinators work closely with the Sacramento Police Department's IMPACT Team, Code Enforcement officers, Park Rangers, Animal Care Services, and other City partners. Within this coordinated model:

- Enforcement is grounded in behavior, not housing status
- Laws and codes are applied with fairness and clarity
- Accountability is paired with humane service delivery

IMT CORE DUTIES

- Connecting people experiencing homelessness to services and care
- Addressing health, safety, and quality-of-life concerns
- Ensuring consistent, citywide response to 311 service requests
- Maintaining clean, safe, and accessible public spaces



BY THE NUMBERS
2025 IMT Compliance & Enforcement Outcomes

37,000
calls for service
received and closed

6 million
pounds of garbage removed

9,459
compliances
achieved



“Working alongside DCR has given us streamlined access to a toolkit of social services that includes real-time shelter placement, case management, and connection to behavioral-health services. DCR’s ability to deliver robust street outreach has been a game changer as we work together to make our communities safer and healthier for everyone.”

Lt. Sameer Sood
SacPD



City Shelters

MAJOR INCREASE IN SHELTER CAPACITY

DCCR significantly increased the City's shelter capacity in 2025, with two new projects – one in south Sacramento and one in north Sacramento – expanding the number of safe and affirming places unsheltered residents can stay and receive supportive services.

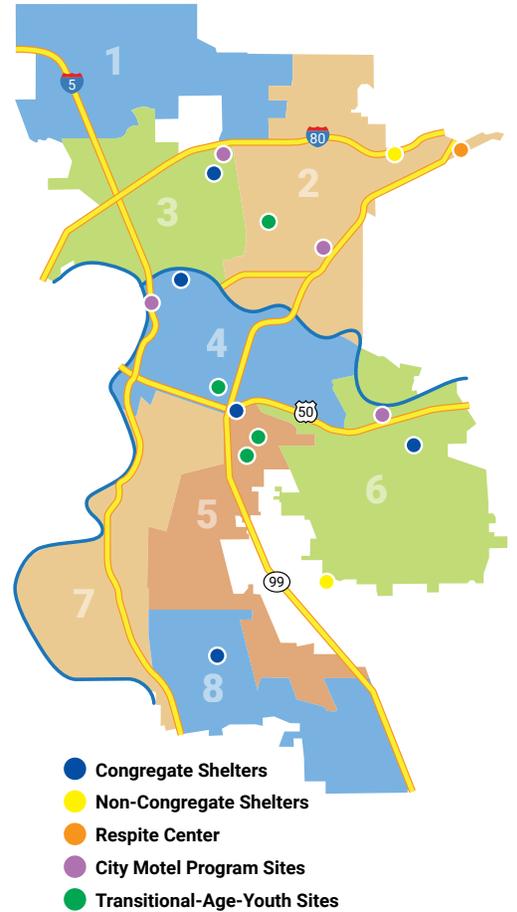
In partnership with the County and the State of California, DCR celebrated the opening of the Stockton Boulevard Safe Stay in January 2025. It features 155 tiny homes for people experiencing homelessness. DCR bookended the year by completing construction of 135 new tiny homes at the City's Roseville Road Service Campus.

Overall, in 2025, DCR oversaw approximately 1,600 shelter beds at 18 locations across the city. Shelter operators, contracted by DCR, worked directly with the clients to help them progress toward housing stability and a better future.



WEATHER-RESPITE CENTERS

In addition to traditional shelters, DCR manages walk-in cooling and warming centers to support Sacramento residents during inclement weather. In 2025, these centers were activated 68 times for weather respite, providing 2,498 bed nights to people in need.



DCR SHELTER PORTFOLIO

SHELTER NAME	SHELTER TYPE	POPULATION SERVED
Meadowview Navigation Center	Congregate	Adult Women
X Street Navigation Center	Congregate	Adults
North 5th Street Shelter	Congregate	Adults
Outreach and Engagement Center	Congregate	Adults and Families
Roseville Road Service Campus	Non-Congregate	Adults
City Motel Program*	Non-Congregate	Families
LGBT STEP Shelter	Congregate	Transitional Aged Youth (18-24)
LGBT TLP Program	Non-Congregate	Transitional Aged Youth (18-24)
Emergency Bridge Housing	Non-Congregate	Transitional Aged Youth (18-24)
Wind Youth Services	Congregate	Transitional Aged Youth (18-24)
Waking the Village	Non-Congregate	Transitional Aged Youth (18-24)
St. John's Program for Real Change	Congregate/Specialty	Families
Stockton Boulevard Safe Stay**	Non-Congregate	Adults
Women Escaping a Violent Environment (WEAVE)	Congregate/Specialty	Domestic Violence Survivors

* The City Motel Program operates at multiple locations.

** DCR provides intake for the Stockton Boulevard Safe Stay, which is funded by the State of California. The Safe Stay shelter is in the city but managed by the County of Sacramento.

BY THE NUMBERS
2025 City Shelter Outcomes

4,457
individuals served
in City shelters

40%
of clients who exited City shelters
went to improved circumstances
(e.g., permanent housing,
family reunification)

108
days median
length of stay



“The DCR team helped me leave the streets and didn’t give up on me when my housing fell through. It meant everything to have someone to trust looking out for me and my dog, Zeus. I am thankful every day for our tiny home at Roseville Road.”

Thomas Mitchell
Shelter Guest

New Strategies & Solutions

Innovation shaped DCR's work in 2025, with the department launching several new initiatives designed to serve unsheltered residents in a cost-effective manner while remaining client-centered and evidence-based.

MICRO-COMMUNITIES FOR SENIORS

DCR is pivoting away from opening large congregate shelters and toward developing small tiny-home communities for specialized populations, including seniors 55+.

DCR has four Micro-Communities in the works. Located on City-owned parcels, each site will have no more than 40 units. Homes will have electricity and heating/air conditioning. Other site amenities will include bathrooms, showers, a kitchen, 24/7 security, internet, laundry, storage and connections to supportive services.

After a 90-day grace period, residents will contribute up to 30% of their monthly earnings toward program costs. Using prefabricated units and an on-demand service model, the Micro-Communities cost less to build and operate than congregate shelters, saving the City millions of dollars while helping more people.

MICRO-COMMUNITIES IN DEVELOPMENT

- 3511 Arena Blvd. (District 1)
- 6360 25th St. (District 5)
- 2461 Gardendale Road (District 8)
- To be determined (District 7)

SAFE CAMPING: 291 Sequoia Blvd. (District 4)

DCR is building a new Safe Camping site where people can temporarily camp before transitioning to City shelters. It is scheduled for completion in spring 2026 and will include:

- 100 City-provided tents
- Restrooms, showers, trash collection, outreach staff and 24/7 security
- A curfew for clients and a robust Good Neighbor Policy

SAFE PARKING: 4625 Consumnes River Blvd. (District 8)

DCR is working with Sacramento Regional Transit to develop a lease agreement for a new Safe Parking site in an under-used Sac RT parking lot where people can temporarily stay and sleep in their vehicles overnight. The site will include:

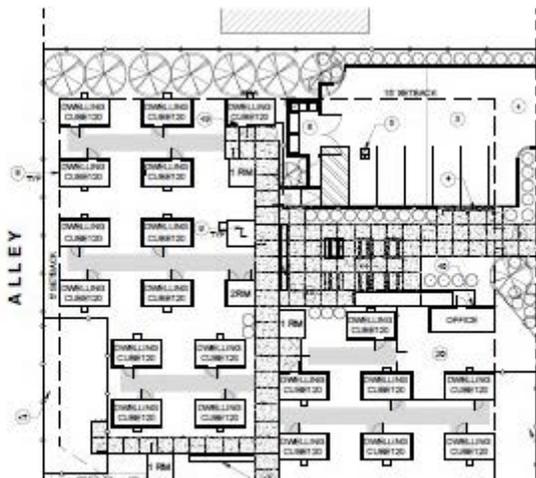
- Spaces for 60-80 vehicles (all vehicles must be registered and operational)
- Restrooms, trash collection, outreach staff and 24/7 security
- A curfew for clients and a robust Good Neighbor Policy

CITY MOTEL PROGRAM

DCR is streamlining its Motel Program, which serves families with children, shifting from limited locations to a voucher-based system. This expands client choice and reduces operating costs. The voucher-based system is expected to launch in spring 2026.

ENHANCING ALTERNATIVE RESPONSE

DCR is working with City executive leadership to strengthen responses to 911 calls that do not require police or fire intervention, such as non-violent mental health, addiction, and other public-health needs. This will help reduce strain on emergency units and focus resources where they are most needed.





**Renderings of the City's
Micro-Communities for seniors**



Financial Highlights

MORE EFFICIENCIES. MORE RESULTS.

In 2025, the Department of Community Response strengthened its homeless services while reducing costs and bringing new outside funding into the department.

Through operational efficiencies and contract renegotiations, DCR generated significant savings that were used to fund new initiatives, including its Micro-Communities for seniors.

DCR also received major State grant investments and launched a new program to access reimbursement opportunities through California Advancing and Innovating Medi-Cal (CalAIM).

“It was more important than ever to streamline DCR’s operations as Sacramento continues to face a citywide structural deficit, and DCR faces reduced State funding. By renegotiating contracts and streamlining operations, DCR generated \$8.8 million in annual savings, which is being reinvested directly into new and innovative shelter solutions.”

Brian Pedro
Director, Department of Community Response

DCR’S FUNDING COMMITMENT

Local Efficiency + State Partnership
Reinvestment + Expansion

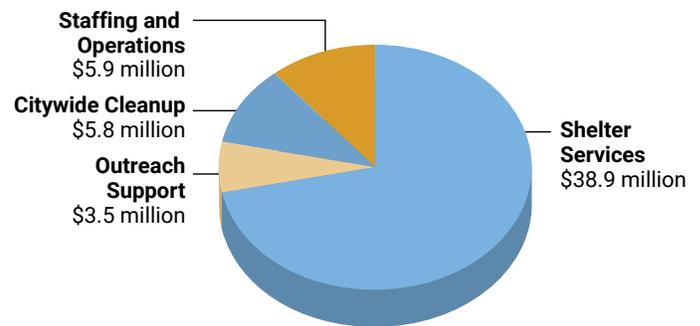
KEY METRICS

\$54.1 million Total DCR Fiscal Year 2025/26 funding.

\$8.8 million Annual savings generated through contract renegotiations and operational efficiencies (without reducing shelter capacity).

\$12.3 million DCR received a State Encampment Resolution Fund grant to expand its Roseville Road Service Campus, operate it for two years and increase outreach services.

DCR BUDGET CATEGORIES FOR FISCAL YEAR 2025/26



CalAIM FUNDING: NEW REVENUE STREAM

Sacramento is among the first cities to launch a California Advancing and Innovating Medi-Cal (CalAIM) program, which is funded by the State’s Medicaid program and provides reimbursements for non-medical services that improve health outcomes, including rehousing.

MAJOR FUNDING ACCOMPLISHMENTS


135 new tiny homes
at the Roseville Road Service Campus


expanded outreach
along the Sacramento Northern Parkway Trail


new program models
including Micro-Communities and Safe Camping/Parking

City of
SACRAMENTO
Department of Community Response

homeless.cityofsacramento.org