



Behavioral Health Services Housing Services and Supports

From Outreach to Housing Stability:

A systems-level view of BHS services for individuals experiencing homelessness

Presented by

Sheri Green, LMFT, Division Manager

Cait Paulson, LMFT, Health Program Manager

Monica Rocha-Wyatt, LMFT, Health Program Manager

Agenda

**Comprehensive Homeless
and
Housing Supports**

Client Journey

BHS Housing Resources

Sustaining Housing



COMPREHENSIVE HOMELESS AND HOUSING SUPPORTS

Besides Treatment We Offer...



Who We Serve

- Individuals experiencing homelessness with serious mental illness and/or substance use disorders
 - High behavioral, medical, and functional acuity
 - Limited or no access to:
 - income,
 - documentation,
 - transportation,
 - communication
- Housing is often medically or functionally urgent due to vulnerability

Outreach: Meeting the Individual Where They Are At

- Bringing information about services to people on the streets and in shelters
- Offering supplies such as water and hygiene
- Beginning to establish rapport

Outreach can take multiple visits and is influenced by individuals' prior experiences with outreach staff (positive or negative) and any underlying conditions, both mental and physical, that can affect the time it takes to build/regain trust.



Engagement: Building Rapport and Trust Over Time

- Determining level of interest and need in mental health and/or substance use services
- Educating about available community resources
- Supporting re-engagement if individual is already linked

Progress is measured in quality of relationship, not speed, and requires consistency and follow through.



Homeless Engagement and Response Team (HEART)



Mental Health Counselors and Behavioral Health Peers Specialists partnering together to help individuals access behavioral health services by making direct linkages to providers:

- Screening for mental health and substance use concerns.
- Connecting individuals and families to appropriate outpatient treatment.
- Coordinating with community partners for housing, benefits, medical care, and pet services.
- Providing warm handoffs, including transportation and support at first appointments.



Outcomes: July – December 2025

County Funded Outreach



37,554 total outreach services provided



916 unduplicated individuals served through outreach



222 unduplicated individuals supported in transitioning out of unsheltered homelessness *(including shelter and permanent housing)*

HEART:

1,285 outreach attempts

373 individuals screened, with 89.8% being referred to outpatient (OP) system

192 individuals linked to OP system

BHS Systemwide:

1,815 Unhoused residents referred to OP system

1,273 (70.1%) of these individuals were successfully linked to services

Linkage rates into BHS system improved from 2024 for both HEART (62.7%) and systemwide (109%).

BHS Bridge Housing

Meaningful addition of beds across the county:

- 100 interim housing beds across 3 Safe Stay communities
- 146 beds via development, purchase, and/or renovation of existing properties
- 30 Sober Living beds
- 105 of these beds for special populations that are over-represented and under-served in the homelessness population
- **450 Individuals served as of February 2026**

On site voluntary support services:

- Flexible funding to support "barrier busting" activities such as credit clean up, expungement services, etc.
- Skills building groups, including Ready to Rent
- Accommodation of pets to support clients' emotional connections
- Coordination of care between site staff, HEART and BHS OP system

Best practices for BHBH consist of:

- Housing First approach
- Harm reduction strategies
- Trauma-informed care
- System collaboration



How to refer to HEART or BHBH

A HEART
referral is
not needed
if referring to
BHBH!

Submit a referral to HEART:



Submit a referral to [BHBH](#):



What happens after submitting a referral?

- Referrals are screened to determine that we have all the information needed to begin outreaching to the client.
- Clients not yet open to BHS services will be assigned a clinician and a peer, who will meet that client wherever they are at – we love a warm hand off!
 - And for referrals for clients **already linked**, staff will provide case management to coordinate care with the provider.
- HEART will support transportation to BHS intakes and to placement at a BHBH site when a bed opens.

Mental Health Services

Multiple Pathways, Seamless Connection

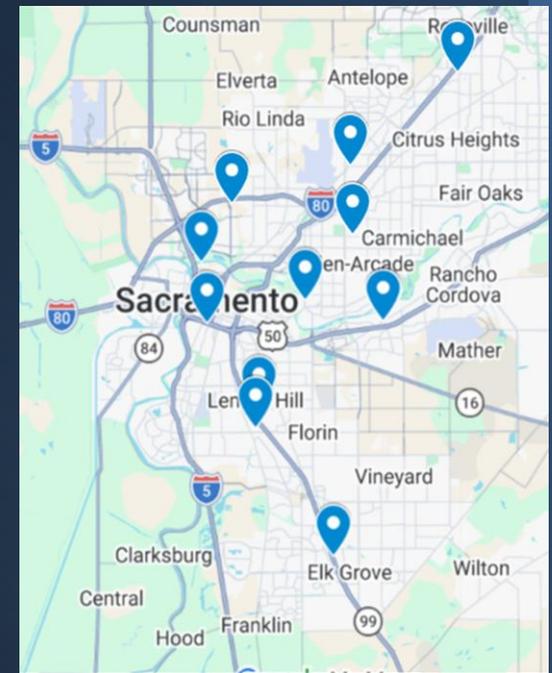
Makes mental health care and housing support easy to access — especially for individuals experiencing or at risk of homelessness.

What This Looks Like

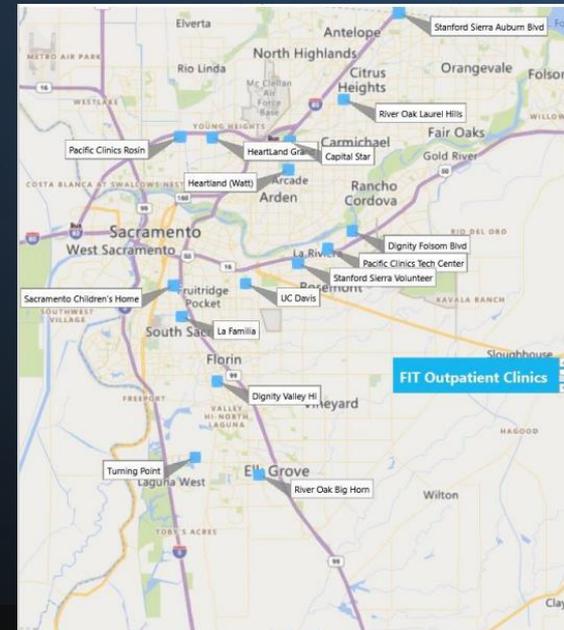
- [Walk-in assessment sites](#)
 - 11 CORE locations
 - 16 FIT locations
- Field-based outreach
- Same-day screening when possible
- Housing assessment completed at intake
- Direct scheduling into outpatient or higher level of care

Why It Matters

Individuals facing homelessness often encounter challenges such as transportation gaps, lost/uncharged phones, urgent survival needs, and symptom distress. Our coordinated approach reduces these barriers.



11 CORE sites with walk in assessment hours



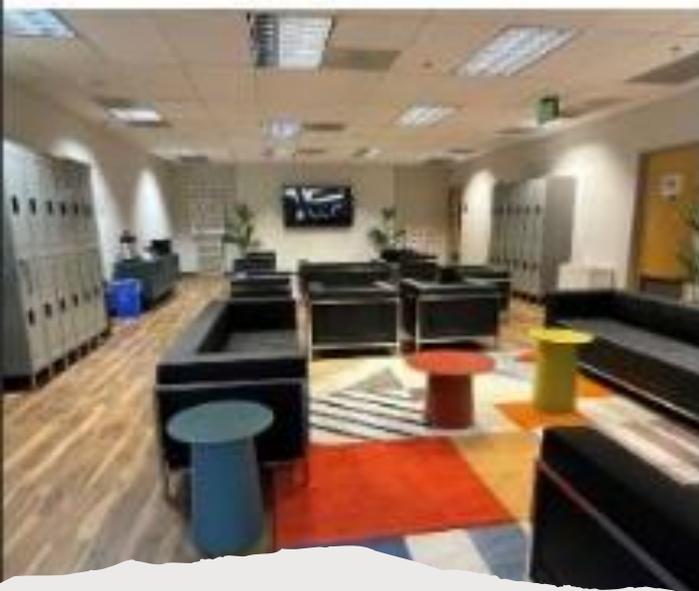
16 FIT sites with walk in assessment hours 11



Services for people experiencing homelessness or at risk of homelessness

- Navigating barriers to housing, including:
 - Accessing expungement resources
 - Homeless verification and housing documentation readiness
 - Homeless and eviction prevention through advocacy and mediation
 - Flexible housing supports
- Medication Support
- Benefits Support (GA/SSI/SSD/Medi-Cal)
- Substance use prevention and treatment
 - Co-Occurring Disorder Groups/Supports
- Case Management
- Supports with vocational resources, education and job readiness
- Psycho-Social Rehabilitation
- Community Integration
- Peer recovery and counseling services
- Individual Counseling or Therapy as needed





Co-Located Community Wellness Centers

A low-barrier, walk-in space where individuals can access support without a scheduled appointment.

Available supports:

- Informal engagement and relationship building
- Support with immediate needs
- Peer support and skill building groups
- Resource linkage and benefits support
- Housing navigation support
- Crisis prevention and early intervention
- Connection to specialty mental health services
- Some locations also provide laundry and or showers
- In reach as outreach

SUPT Services and Housing Supports

Multiple Access Points

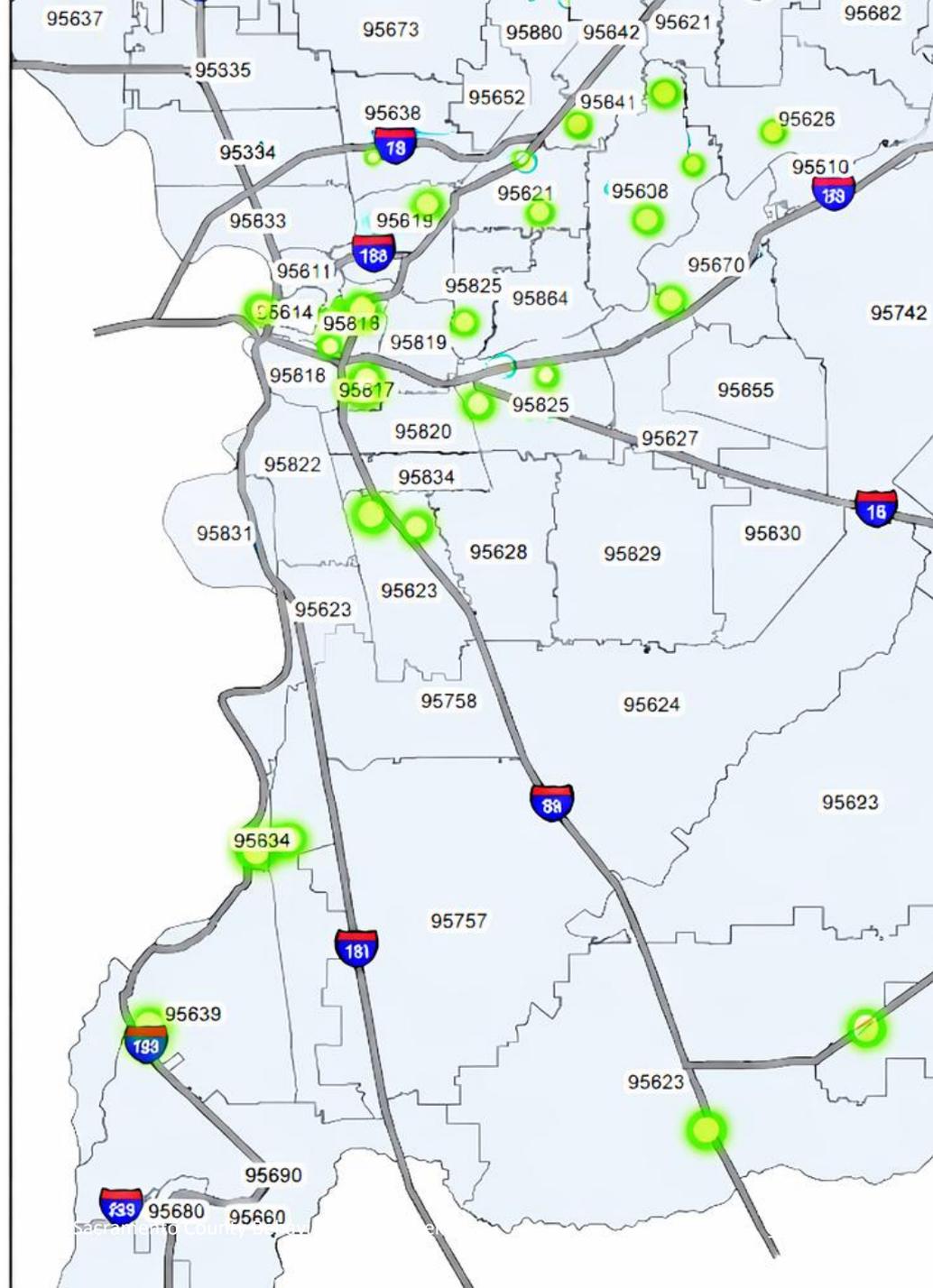
Makes substance use treatment and housing support easy to access for individuals experiencing or at risk of homelessness.

What This Looks Like

- [Walk-in assessment hours](#)
 - 10 outpatient locations
 - 10 Medication Assisted Treatment (MAT) locations
- Same-day screening when possible
- Housing assessment completed at intake
- Direct scheduling into outpatient treatment or higher level of care

Why It Matters

For individuals with opioid or stimulant use disorders, timely access to Medication Assisted Treatment (MAT) can be life-saving. Delays increase risk of overdose, hospitalization, and housing loss.





Substance Use Prevention and Treatment Services

Prevention Services - Programs that reduce substance use harm and promote healthy behaviors for people not needing treatment.

Outpatient Services - Substance use treatment provided in the community up to 9 hours per week for adults (6 for youth).

Intensive Outpatient Services - More structured outpatient treatment, 9–19 hours per week for adults (6–19 for youth).

Residential Treatment - Short-term, 24-hour live-in care for individuals with substance use disorders.

Withdrawal Management (Detox) - Medically supervised detox with monitoring, medications, and discharge planning.

Medication-Assisted Treatment (MAT) - Counseling combined with FDA-approved medications for opioid or alcohol use disorders.

Sober Living Environments / Recovery Residences - Substance-free housing that supports recovery through peer support and structure.

DUI Programs - State-required programs following a DUI to regain driving privileges and address substance use.

Collaborative Courts - Problem-solving courts that combine judicial oversight with treatment to reduce repeat offenses.

Behavioral Health Services Homeless and Housing Supports

Placement Costs

- Deposit
- First month rent
- Utilities
- Household setup

Stabilization Costs

- Rental Assistance
- Arrears
- Hotel stay
- Moving costs

Barrier Resolution Costs

- Credit repair
- Document fees
- Childcare for job readiness
- Translation
- Pet Deposit

*BHS providers can now place
clients experiencing
homelessness in licensed or
certified Sober Living
Environments for interim
housing increasing
immediate shelter access
without building new sites.*





Adult and Child Mental Health
Provider Open Assessment
Hours



Substance Use Prevention and
Treatment Services Drop-
In/Open Assessment Hours



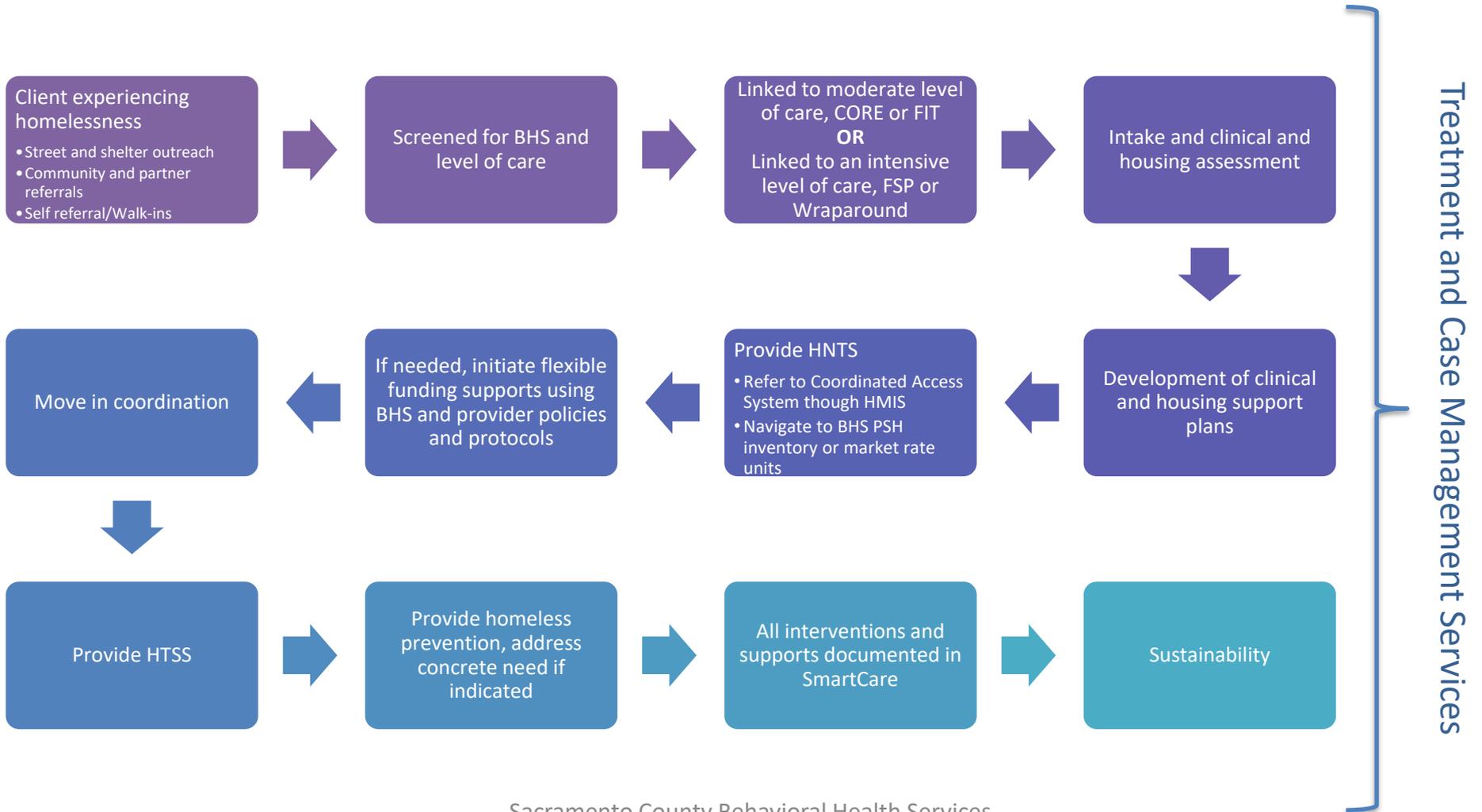
How to access Behavioral Health Services

- Sacramento County's Behavioral Health Services offers walk-in assessments for individuals of all ages.
- Scan the QR code or click on the corresponding link to access a list of service providers in your geographic area who do not require an appointment – you can just drop in during business hours!



CLIENT JOURNEY

Client Journey



Housing Assessment & Support Plan

Assessment Focus

- Current housing status and safety
- Key barriers to obtaining or maintaining housing
- Practical needs (benefits, ID, income verification, accommodations)
- Housing readiness and urgency

Housing Support Plan (HSP)

- Client-defined goals and preferences
- Identified barriers and action steps
- Assigned responsibilities and coordination with partners

Ongoing Process

- Documented in HMIS and County SmartCare
- Updated as circumstances change
- May require multiple conversations to build trust and clarify goals



Sacramento Housing Supports Mapped to Mental Health Services

Program Types:	Low to Moderate/High	High Intensity Children in Dependency	High Intensity Full Service Partnerships	FSP's with Built Limited Apartment Housing*
Housing Intervention Types Homeless Prevention: Short-term financial support, which ends when the risk of homelessness is resolved.	CORE Adult SUPT Outpatient Children's FIT	Children's Wraparound	SOAR, ARISE, ISA, SEWP, CJSP, Pathways, New Direction, TAY FSP, Asian Pacific Counseling Center, HeartLand, Oasis	SOAR, ARISE, ISA, SEWP, Pathways, New Direction, TAY FSP, HeartLand, Adult Oasis
	Independent to Semi-Independent Search and Support	Semi-Supportive		
Rapid ReHousing: Short-term financial support up to 12 months. Room and Boards are often used.	Semi-Independent Search and Support	Semi-Supportive		
Permanent Support Housing Non-Chronic: Client is literally homeless and linked to a high intensity mental health provider with intensive case management services.		Semi-Supportive to Intensive Search and Support		
Permanent Supportive Housing Chronic: Client has documentation verifying chronic homelessness and is linked to a high intensity mental health provider (FSP) with intensive case management services.		Semi-Supportive to Intensive Search and Support		
All Programs Have Flexible Funds to Pay for Rental Assistance, Security Deposits and Prevention and Barrier Busting Expenditures				
	Helps people with severe mental illness who need ongoing multi-disciplinary outpatient treatment but do not require longer term intensive and frequent contact. Housing supports are used with moderate to briefly intensive assistance.		Helps people with severe mental illness who need ongoing multi-disciplinary outpatient treatment and usually need longer term intensive support and treatment, and frequent contact. These supports are needed to remain in the community and prevent psychiatric hospitalization.	





Housing Navigation

- Flexible, ongoing field-based engagement to maintain contact despite instability
- Referral to Coordinated Access System
- System level case conferencing for housing opportunities
- Active housing search and unit matching
- Assistance with applications, documentation, and reasonable accommodation requests

Housing Navigation

- Coordination with landlords and property managers
- Ongoing Stabilization
- Continued engagement to prevent disruption
- Crisis response and problem-solving
- Collaboration across behavioral health and housing systems
- Documentation in multiple systems





Vulnerability and Urgency Drive Housing Decisions

- Prioritization decisions are informed by the Housing Conversation Tool (HCT) and the Coordinated Access System (CAS) list, along with clinical review.
- Factors include:
 - Medical fragility, mobility impairments, cognitive limitations
 - Need for ADA-accessible or service-enriched units
 - Immediate risk if housing is delayed
 - Interim settings absorb risk during delays



BHS HOUSING RESOURCES

Bridge Housing: Grow Florin



Interim Housing Often Needed

Finding housing is challenging

- 9 months and longer to find permanent housing
- Housing placement requires documentation (ID, income, benefits) or ADA accommodations
- Immediate housing may be clinically or medically urgent, but not immediately available
- Finding housing options that a client can afford on their own is difficult

Interim housing improves clients' abilities to engage in services

[Behavioral Health Bridge Housing](#)

Permanent Housing

Process

- Housing Navigation and Transition Services
- Outpatient treatment for stabilization

Current Market Realities

- Limited inventory at or below Fair Market Rent (FMR)
- Reluctant landlords due to perceived risk
- Competition with higher-income renters

How BHS Responds

- Landlord engagement and relationship-building
- Incentives (when available) to make placements more competitive
- Clear assurances of rapid BHS response to issues or behavioral health crises



BHS Permanent Supportive Housing (PSH) Investments

Clinical & Level of Care

- Assess acuity and long-term housing needs
- Initiate Full Service Partnership (FSP) referral and warm hand off when indicated

Coordinated Access

- Complete CoC Housing Conversation Tool and participate in case conferencing
- Align documentation with eligibility and vulnerability criteria

Applications & Documentation

- Secure ID, income, disability verification
- Complete and track housing applications

Interim Stabilization

- Arrange interim housing as needed
- Maintain engagement during placement wait

Move-In & Housing Stability

- Coordinate lease-up and move-in logistics
- Provide tenancy support and crisis stabilization

[BHS Permanent Supportive Housing Portfolio Catalog](#)



BHS PSH Built Units

498 Built Units across 21 projects through MHSA and NPLH

1. Ardenaire Apts – Opened 2008 – 19 MHSA 1 & 2 bedrooms, including families
2. MLK Village – Opened 2008 – 30 MHSA studio cottages, including small families
3. YWCA – Opened 2009 – 3 MHSA single room occupancy, single women
4. Boulevard Court – Opened 2011 – 25 MHSA studio and 1 bedrooms
5. Folsom Oaks – Opened 2011 – 5 MHSA 2 & 3 bedrooms, including families
6. Mutual Housing at the Highlands – Opened 2011 – 33 MHSA studio cottages, including small families
7. Hotel Berry – Opened 2012 – 10 MHSA studios
8. 7th and H St. – Opened 2012 - 34 MHSA studios and 1 bedrooms, small families, plus 33 units waiting for natural turnover





BHS PSH Built Units

9. The Courtyards – Opened 2022 – 20 MHSA studios, 1 bedrooms and small families
10. Los Molinos – Opened 2022 – 40 MHSA studios
11. Vista Nueva – Opened 2022 – 15 MHSA units, families only
12. Villa Jardin/Coral Gables – Opened 2022 – 15 MHSA units, singles & families
13. Sunrise Pointe – Opened 2023 – 22 NPLH units, singles & families
14. Mutual Housing on The Boulevard – Opened 2023 – 50 NPLH units, singles & families
15. Central Sac Studios – Opened 2023 – 15 MHSA units, singles
16. The Saint Clare at Capitol Park – Opened 2023 – 65 NPLH units, singles



BHS PSH Units – Newest and Planned

Since FY 22/23: 197* New Units through MHSA and NPLH

17. The St. Clare at Capitol Park – 2023 (65 NPLH units, singles)
18. Mutual Housing on The Blvd – 2023 (50 NPLH units, singles and families)
19. Central Sac Studios (Sutter House) – 2023 (15 MHSA units, singles)
20. On Broadway – 2025 (37 NPLH units, singles and families)
21. Hope Landing – 2025 (30 MHSA units, seniors only)

Upcoming Planned Projects in FY 25/26 – FY 26/27: 78 Units**

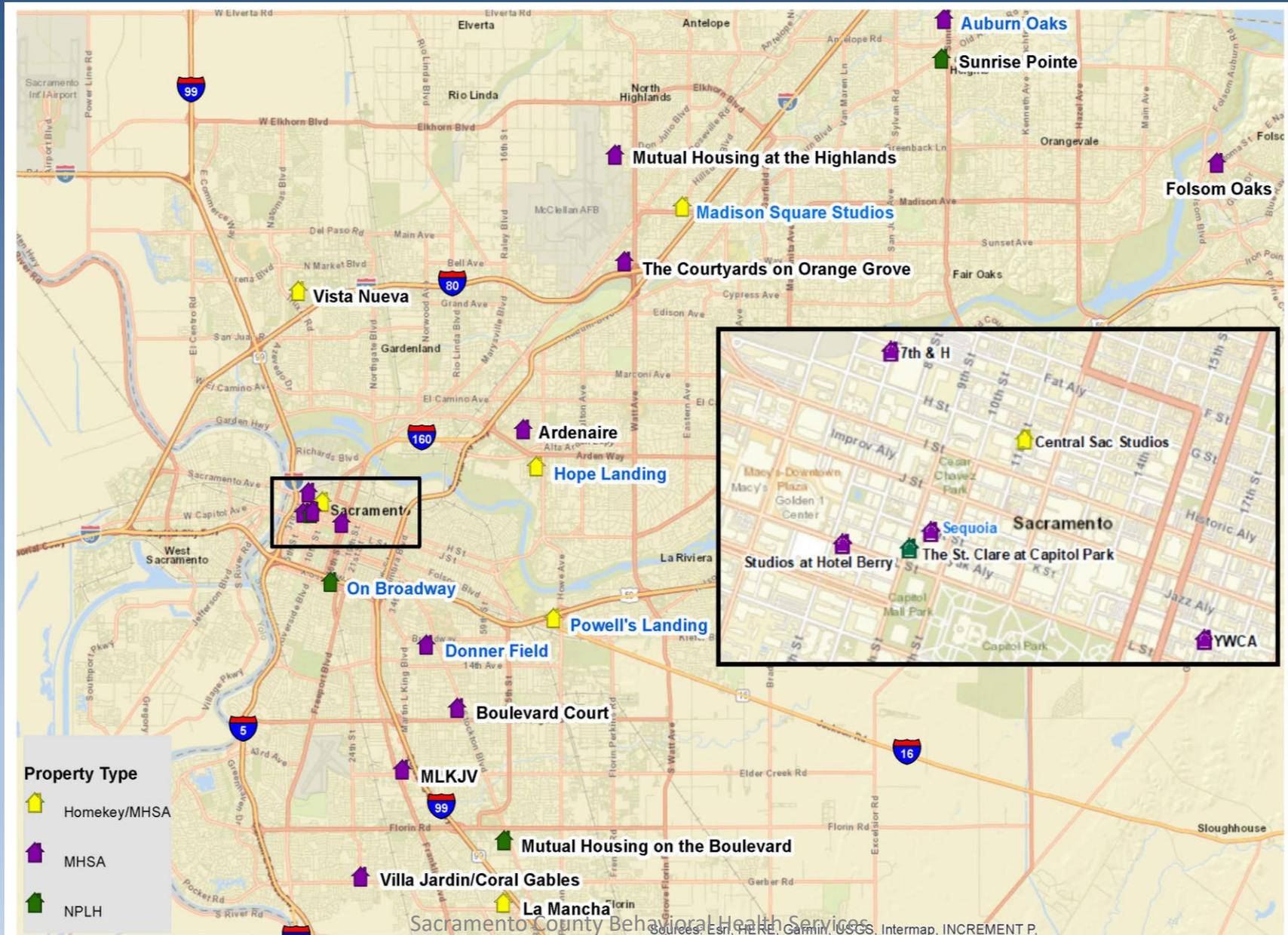
- Donner Field – 17 MHSA units, seniors only
- Madison Square Studios (Super 8) – 15 MHSA units, type TBD
- Auburn Oaks – 30 MHSA units, seniors only
- Sequoia Apts – 16 MHSA units, type TBD

And more to come!

*Included in current inventory total

**Subject to change

BHS Built Housing Units Map



Property Type

-  Homekey/MHSA
-  MHSA
-  NPLH

Properties in development are denoted with blue labels.

Sacramento County Behavioral Health Services

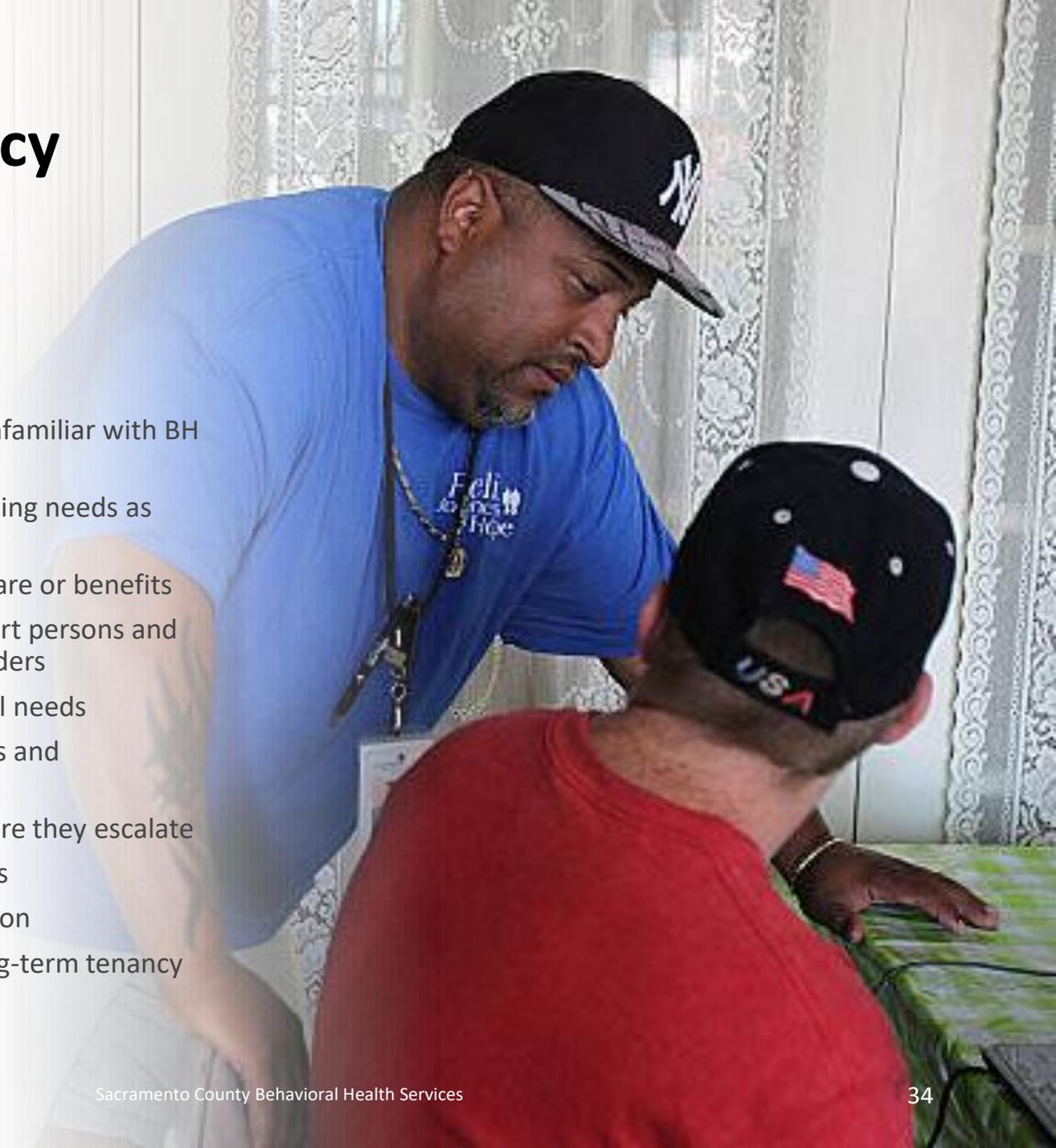
Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, Esri China (Hong Kong), Esri Korea, Esri (Thailand), NGCC, (c) OpenStreetMap contributors, and the GIS User



SUSTAINING HOUSING

Housing Tenancy and Support Services

- Coordination with operators unfamiliar with BH needs
- Frequent reassessment of housing needs as conditions change
- Helping client access primary care or benefits
- Collaboration with client support persons and other community service providers
- Continually addressing practical needs
- Coaching client on tenant rights and responsibilities
- Mediating lease violations before they escalate
- De-escalating neighbor conflicts
- Creating plans to prevent eviction
- Problem-solving barriers to long-term tenancy



Multidisciplinary Teams Are (MDT) Core Infrastructure

BHS utilizes Multidisciplinary Teams (MDTs) to support stabilization and housing goals:

- Weekly case conferences
- Real-time crisis coordination calls
- Cross-system placement review meetings
- Post-move-in stabilization meetings

Behind the scenes:

- Preparation for meetings and case presentations
- Follow-up actions across multiple partners
- Crisis-driven coordination outside scheduled meetings
- Documentation across systems after every decision





Recovery Based Approach

- Emphasize strengths, goals, and choice, including employment, education, and financial independence
- Financial assistance is time limited
- Expectation of client contribution to rent is communicated early
 - A [“Rental Assistance” calculator](#) is completed and reviewed with the client to determine the correct amount, category and duration (if recurring)
 - May start with minimal contribution but with the goal of titrating up to being self sustaining
- Set up for success by providing housing options they can afford on their own
- Tap into community resources, BHS is payor of last resort
- Clients in recovery-oriented programs report:
 - Better quality of life
 - Greater hope and empowerment
 - Increased participation in meaningful roles



Questions?

- Sheri Green, LMFT
- Youth and family mental health and homeless initiatives Division manager
- GreenShe@saccounty.gov

- Cait Paulson, LMFT
- HEART and homeless operations Health Program Manager
- PaulsonC@saccounty.gov

- Monica Rocha-Wyatt, LMFT
- Homeless administration Health Program Manager
- Rocha-WyattM@saccounty.gov