

Homeless Services & Housing Terms Glossary

Term	Definition
Affordable Housing	Housing, either ownership or rental, for which a household will pay no more than 30% of its gross annual income.
At-Risk of Homelessness	People who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.
Bed Utilization	An indicator of whether shelter beds are occupied on a particular night or over a period of time.
Best Practice	An intervention, method, or technique that has consistently been proven effective through rigorous scientific research and replicated across several cases or examples.
Bridge Housing	Short-term housing intended to provide safety and stabilization while a person transitions to permanent housing, treatment, or another longer-term placement.
By-Name List	A dynamic, person-specific list of people experiencing homelessness used for active case conferencing, prioritization, and system coordination.
Capacity	Refers to the ability of individual organizations, or the collective system, to provide services in response to the needs of those experiencing homelessness.
Case Management	A collaborative and client-centered approach to service provision for people experiencing homelessness. A case worker assesses client needs and coordinates and advocates for access to programs and services.
Chronic Homelessness	Description of an unaccompanied individual who has been continuously homeless for a year or more or has had at least four episodes of homelessness (totaling 12 months) in the past three years and has a disabling condition.
Client Intake	The process of collecting client information upon entrance into a program.
Community Queue	Local Sacramento term for the active list of known people experiencing homelessness seeking housing resources through the coordinated access/entry process.
Community Supports	Optional or required Medi-Cal services delivered through managed care plans to address health-related social needs, including housing-related supports such as housing navigation, deposits, tenancy supports, and Transitional Rent.
Consumer	An individual or family who has or is currently experiencing homelessness and is enrolled in and uses services.
Coordinated Assessment	A standardized process used within coordinated entry to assess a household's situation, strengths, risks, and housing needs so the household can be prioritized and referred appropriately.
Coordinated Entry	A process ensuring that all people experiencing a housing crisis have fair and equal access to housing and homeless assistance resources and are quickly identified, assessed, prioritized, and connected to interventions.
Data Quality	The reliability and validity of client-level data collected. Good data quality ensures the system accurately reflects real-world information about the homeless population.
Disabling Condition	A HUD-defined diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness/disability that limits an individual's ability to work or perform activities of daily living.
Diversion	A housing problem-solving strategy that helps people avoid entering shelter or the homeless response system when safe alternatives can be identified and supported.
Domestic Abuse	Physical, sexual, emotional, psychological, financial abuse, intimidation, stalking, or threats of violence occurring between family members, partners, or ex-partners.
Enforcement	Interventions that seek to strengthen community safety by responding to crime and disorder issues and ensuring compliance with laws, rules, or obligations.
Engagement	Initial and ongoing connection of a homeless household with the homeless service delivery system regardless of the number of touchpoints.
Fleeing or Attempting to Flee Domestic Violence	HUD eligibility category for individuals or families fleeing domestic violence, dating violence, sexual assault, stalking, or similar threats who lack other housing options or support networks.

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General Population	Refers to census data on total residents of the City of Sacramento as reported by the United States Census Bureau.
Harm Reduction	Policies, programs, and practices aimed at reducing risks and negative effects associated with substance use and addictive behaviors.
High-Utilizer	Individuals with complex behavioral, physical, and/or social needs who frequently use emergency medical, law enforcement, and social service systems.
Homeless	An individual or family lacking a fixed, regular, and adequate night-time residence, including those living in shelters, places not meant for habitation, or exiting institutions after short stays.
Homelessness	The situation experienced by an individual or family without stable, permanent, or appropriate housing, or the immediate means and ability to acquire it.
Household	A unit of measurement describing one or more individuals living together with or without shelter.
Housing First	A model that moves people experiencing homelessness directly into permanent housing with supportive services provided as needed.
Housing Policy	Government actions, legislation, and program delivery affecting housing supply, availability, standards, and urban planning.
Housing Problem-Solving	A person-centered, housing-focused approach to quickly resolve a housing crisis and avoid or shorten homelessness.
Imminent Risk of Homelessness	HUD eligibility term for people who will soon lose their primary nighttime residence and lack resources or support networks to obtain permanent housing.
Interim Housing	Temporary housing is intended to stabilize a person or household while a permanent housing solution is identified and secured.
LGBTQIA+	Acronym for lesbian, gay, bisexual, transgender, queer/questioning, intersex, and asexual.
Literally Homeless	HUD eligibility terms for people lacking a fixed, regular, and adequate nighttime residence, including those living in shelters or places not meant for habitation.
McKinney-Vento Act	Federal legislation funding programs and services for people experiencing homelessness, including Continuum of Care programs.
Non-Congregate Shelter	A shelter model where individuals or households stay in separate rooms or units rather than shared sleeping spaces.
Panhandling	Begging for money, food, or other items as a subsistence strategy commonly associated with homelessness.
Point-in-Time Inventory	Housing Inventory Count (HIC): the inventory of beds, units, and vouchers dedicated to people experiencing homelessness on the night of the Point-in-Time count.
Rapid Exit	A housing problem-solving strategy focused on helping people leave homelessness quickly using light-touch assistance and flexible solutions.
Scattered Site Housing	Housing provided at individual locations, usually in the private rental market, rather than in a single housing project.
Shelter Diversion	A strategy providing alternative temporary housing options and supports to reduce reliance on emergency shelter systems.
Supportive Services	Services that assist homeless participants in transitioning from streets or shelters into permanent housing and maintaining housing stability.
Transitional Rent	A Medi-Cal Community Support provides up to six months of rental assistance in interim or permanent housing for eligible members.
Unaccompanied Youth	Minors are not in the physical custody of a parent or guardian, including those living in shelters, cars, or on the streets.
Unduplicated Count	The number of people experiencing homelessness within a specific location and time period, counted only once regardless of service use.
Unsheltered	Living on the streets or in places not intended for human habitation.
Unsheltered Homelessness	Homelessness experienced in places not meant for human habitation, such as streets, vehicles, encampments, or abandoned buildings.

Term	Definition
Whole Person Care Program	A Medi-Cal waiver program coordinating physical health, behavioral health, and social services for high-utilizing beneficiaries with poor health outcomes.
Whole Person Care Program Client	A homeless individual or person at risk of homelessness contacted through outreach and enrolled in the Whole Person Care Program.
Wrap-Around	A team-based, collaborative case management service delivery model.