



Problem Solving Access Points (PSAP)

Talking Points

What is the PSAP Program?

The Problem-Solving Access Point (PSAP) program is a partnership between Sacramento Steps Forward (SSF) and local nonprofit organizations or/ (agency name) to support eligible participants resolve their housing crisis by engaging in Problem Solving conversations to identify creative solutions such as resource and support connection and access to one-time financial assistance.

PSAP navigators are trained staff to support households identify creative housing options and community support to resolve their housing crisis. Navigators can explore housing solutions such as rental assistance, security deposit, eviction avoidance, family reunification, utility assistance, furniture and household essentials, etc.

Who is Eligible?

Eligible households at-risk of or experiencing homelessness, or those fleeing or attempting to flee domestic violence, sexual assault, or human trafficking are eligible for problem-solving services.

This is a once-in-a-lifetime financial assistance program.

Additional verification documents such as proof of income, eviction filings, etc., are required to confirm a participant's eligibility.

Application Resolution Timelines/ Weekly Cut Offs

PSAP Requests are processed weekly. Applications submitted by Thursday by 5pm will be reviewed the same week, if approved, a check will be sent the following Tuesday, if picking up a check, the checks will be available Wednesday 9am-1pm.

Applications submitted after Thursday 5 pm will be processed the following week with projected payment the Wednesday of the next week, if application is approved.

Eviction Avoidance Requests?

PSAP navigators work together with landlords, court mediators or attorneys to help prevent eviction. The PSAP program can pay up to 3 months of past due rent within the last 90 days including late fees (up to 3 months), court fees and legal /attorney fees.

To qualify for assistance, the client must make 2x the monthly rent.

Documents Needed:

- Valid form of identification
- Homelessness Certification form or At-Risk of Homelessness form completed
- Summons and Complaint or Eviction Notice-Must be court filed
- Proof that the landlord will allow the client to stay in the home
- Signed lease or rental agreement
- Proof of income for all household members contributing to rent. (2xs the rent)
- Proof of debt from property owner is required if the full amount is not listed on eviction notice.
- Property owner's W-9 using SSF's Third Party Vendor Housing PSAP Info and Checklist
- Eviction Avoidance Breakdown Worksheet

What are Move In Costs?

The PSAP program can support eligible participants paying associated fees to secure a new unit. These fees include: first month's rent, security deposit, and application fees. PSAP cannot pay pet deposits or last month's rent.

Documents Needed:

- Valid form of identification
- Homelessness Certification or At-Risk of Homelessness Certification
- Lease or rental agreement or letter of intent to lease
- Proof of income for all household members contributing to rent. If Housing Voucher, proof of Voucher and breakdown of client's portion.
- Property owner's W-9 using SSF's Third Party Vendor Housing PSAP Info and Checklist