

X Street Navigation Center

Frequently Asked Questions

Q: When did the shelter open?

A: The X Street Navigation Center opened on September 21, 2021.

Q: Who oversees the shelter?

A: The City of Sacramento asked the Sacramento Housing and Redevelopment Agency (SHRA) to oversee the operations of the X Street Navigation Center. SHRA contracts with Volunteers of America (VOA) to manage the day-to-day operations.

Q. What are the goals of the X Street Navigation Center?

A: To provide temporary shelter for unsheltered adults and to provide wrap-around services while they are transitioning to obtain permanent housing.

Q: Where are the funds coming from for the temporary shelter?

A: Funding for the X Street Navigation Center is provided largely in part to a donation made by Kaiser Permanente and the City of Sacramento's Homeless Housing, Assistance and Prevention (HHAP) grant received from the State.

Q: Who is eligible to move into the shelter?

A: The X Street Navigation Center is open to any unsheltered adult who can perform self-care.

Q: How does someone get into the shelter?

A: Referrals to the program are done through the [Coordinated Access System](#). If you or someone you know is experiencing homelessness or is at risk of becoming homeless, please **call 2-1-1 to speak with a referral specialist about your needs**. Press Option #8 to speak with a referral specialist.

Q: How long can individuals stay at the shelter?

A: The goal is to transition all X Street Navigation Center guests into permanent housing as soon as possible or within an average of 4-6 months. VOA provides on-site services 24 hours/day 7 days/week. VOA and other service providers connect guests with the services they need to become stably housed.

Q: Are pets allowed in the shelter?

A: The X Street Navigation Center has limited accommodations for dogs. Only one dog is permitted per guest, based on kennel availability.

Q: How many people will the X Street Navigation Center house?

A: It will house up to 100 adults at full capacity.

Q: Are visitors allowed?

A: Visitors are not allowed on the property. The X Street Navigation Center is focused on providing maximum support to their guests, involving a multitude of services and case management to meet the individual needs of the guests.

Q. How can we help?

A: Guests receive three meals a day and bedding and towels while staying at the X Street Navigation Center. VOA can receive [financial donations](#); however, material donations cannot be accepted due to a lack of storage space.

Q: How do I get more information? Who do I call for additional questions?

A: Updated information is available on the SHRA website at www.shra.org under the "Find Housing" tab. If you have additional questions, please email SHRA at hquestions@shra.org or call SHRA at (916) 440-1382.