

Detroit Coordinated Entry System (CAM) Output/Outcome Reporting
April 1, 2017 – April 30, 2017

System Accomplishments

- Total housed in PSH = 31 (16 from chronic by-name list)
- PSH Policy's & Procedures updated
- CoC Grievance Procedure created for consumers and agencies
- CAM Liaisons assigned at each CAM-participating agency
- Bi-weekly chronic by-name list meetings encouraging collaboration among street outreach teams and PSH navigators

Concerns/Needs

- Additional breakout of data by provider
- Data on recidivism is needed (people re-entering the homeless system)
- RRH and HCV data is needed
- Stringent PSH eligibility criteria

Next Steps

- Intentional focus on improving effectiveness and efficiency of front end of system (interaction between shelters/street outreach and CAM)
- Creating comprehensive communication and training plan

In April, **6,809** calls were placed to the CAM Call Center; **3,570 (52%)** were answered.

The Call Center answered **375** calls from new callers in April:

- **103 (27%)** were literally homeless
- **29** were fleeing DV

251 total referrals were made from the Call Center to shelters

- **154 (61%)** were accepted by shelters

Number of clients entering shelter without a referral from the Call Center

- Individuals: **467 (75%** of total single shelter entries)
- Families: **11 (31%** of total family shelter entries)

Total on waiting list for shelter on April 31st*: **76**

*Waiting list currently consists of single women and families and people are referred to shelter beds on 1st come 1st served basis



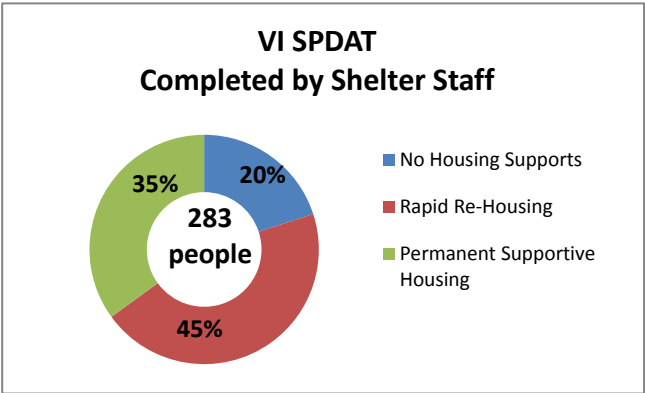
Call Center to Shelter

What is the main takeaway from this section?

Many people, especially individuals, are entering shelters without a referral from the Call Center.

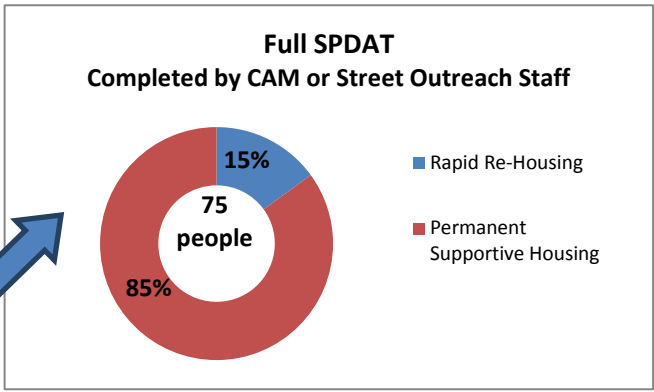
Based on the data, what do we need to focus on?

Clarifying the access points for our coordinated entry system.



Prioritization for Follow-up with CAM

- Clients with VI-SPDAT score 0-3 (no housing supports) are not prioritized for CAM follow-up
- Clients with VI-SPDAT score 4-7 (singles) or 4-8 (families) are assisted by CAM staff with HCV application and added to prioritization process for RRH
- Clients with 8+ (single) or 9+ (family) VI-SPDAT score are administered a Full SPDAT by CAM staff
 - Those who score for RRH on Full SPDAT are assisted with HCV app and added to prioritization process for RRH
 - Those who score for PSH on Full SPDAT are assigned a PSH navigator to assist in gathering documents for PSH Match



After completing the VI-SPDAT with clients, shelter staff refer clients to CAM Intake to be added to the list for CAM staff to see the clients in shelters for follow-up. This data represents clients who were scheduled to see CAM for follow-up in April 2017, and the rate of clients who were actually seen by CAM. **The data does not include clients who scored 0-3 on the VI-SPDAT** as those clients are never scheduled to be seen by CAM staff.

Shelter Referrals to CAM Intake April 2017			
Shelter Type	Total clients scheduled to see CAM	Total clients seen by CAM	% of clients seen by CAM
Family	60	36	60%
Individual	310	80	26%

32% of clients who were supposed to be seen by CAM for follow-up **exited shelter** without being seen by CAM.

What is the main takeaway from this section?
 Many clients, especially those in single shelters, are not present when CAM visits the shelters for follow-up, preventing them from moving expediently through the coordinated entry process.

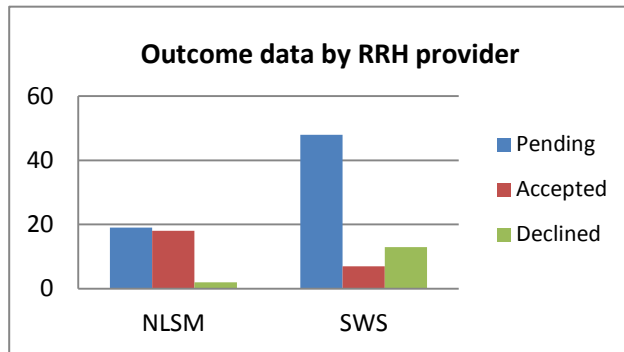
Based on the data, what do we need to focus on?
 Ensuring the most vulnerable are seen by CAM for further assessment after entering shelter.

Rapid Re-Housing

There are currently 3 Rapid Re-Housing (RRH) providers in Detroit. Clients who score for RRH on the VI-SPDAT or Full SPDAT are assisted by CAM staff to complete an HCV application and are added to the prioritization process for RRH.

Total clients referred to RRH providers in April: **107**

- NLSM: **39**
- SWS: **68**



*Accepted, pending, and declined are currently defined differently by each RRH provider.

What is the main takeaway from this section?

Currently, there is not much consistency among RRH programs, making it difficult to collect and analyze valuable data.

Based on the data, what do we need to focus on?

Creating more consistency among RRH programs and tracking client outcomes.

Housing Choice Voucher

Currently, clients who score for RRH on the VI-SPDAT or Full SPDAT are assisted by CAM Intake with completing a HCV application. HCV outcome data has been difficult to capture, because much of it relies on MSHDA or MSHDA agents to report.

HCV applications submitted: **65**

HCV applications pulled: **0***

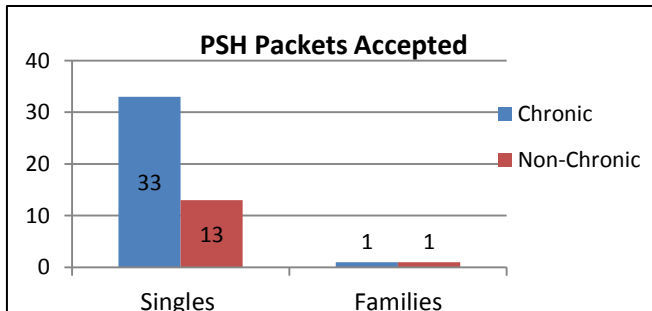
*MSHDA paused pulling HCVs in March, 2017

Permanent Supportive Housing

There are currently 11 Permanent Supportive Housing (PSH) providers in Detroit. Clients who score for PSH on the SPDAT are scheduled an appointment with a PSH Navigator. Clients in shelter are navigated by Community and Home Supports; unsheltered clients are navigated by street outreach staff. Navigators assist clients with obtaining necessary documentation for PSH Match.

PSH Navigation*	April
Clients assigned to PSH Navigators	35
Clients assigned to PSH Navigators that became inactive	7

*This does not currently include navigation done by NSO or street outreach



What is the main takeaway from this section?

- Large number of vacant/available units going unmatched
- Chronic households being skipped due to program criteria

Based on the data, what do we need to focus on?

- Clarifying and minimizing PSH program criteria

As of April 31, there were 147 people active on the PSH prioritization list.

- Chronic singles: 49
- Non-chronic singles: 78
- Chronic families: 0
- Non-chronic families: 20

↓ Number of vacant/available units reported in April* = 76

Number of people matched to PSH units in April = 37 ↑

*Number of vacant/available units is identified by PSH providers

7 Chronic PSH matches returned in April

- Client refused unit: 1
- Client refused agency: 2
- Agency refused client: 1
- Unable to contact client: 3
- Client in institution: 0
- Client already housed: 0

8 Non-chronic PSH matches returned in April

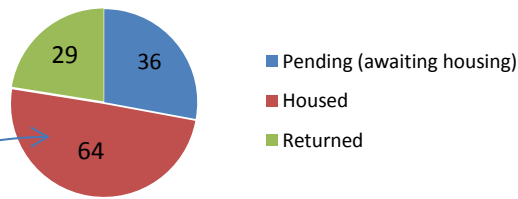
- Client refused unit: 0
- Client refused agency: 3
- Agency refused client: 0
- Unable to contact client: 3
- Client in institution: 1
- Client already housed: 1

31 people housed in April through PSH



Permanent Supportive Housing

**PSH Client Status as of April 31
of 132 Clients Matched Jan 1-March 31, 2017**

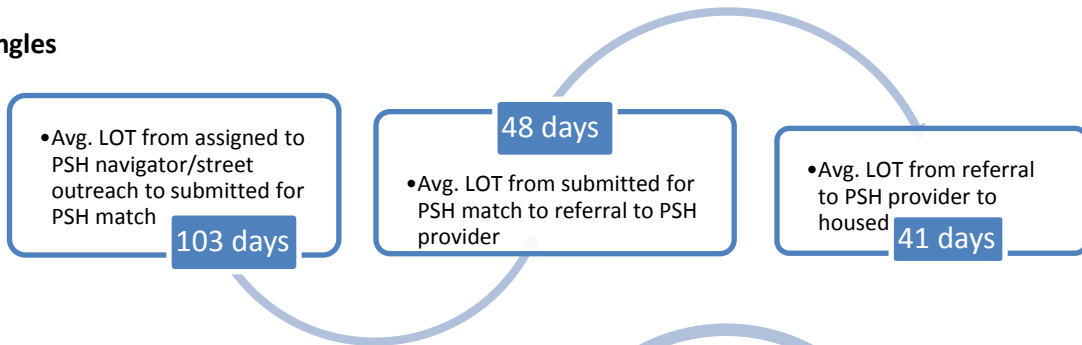


*This data is reported for a quarter in order to show a meaningful amount of outcomes

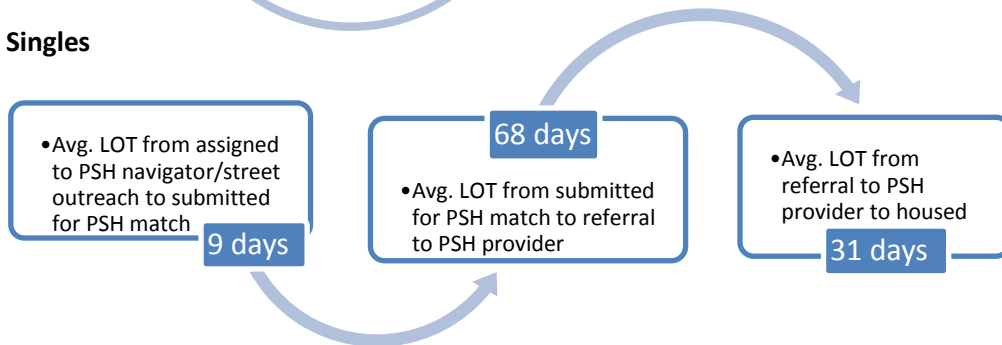
Of the 64 clients who were matched Jan. 1 – March 31, 2017 and had a **housed outcome as of April 31, 2017**, the data below reflects the average length of time for each step in the PSH housing process: navigation; prioritization; housing search & lease-up.



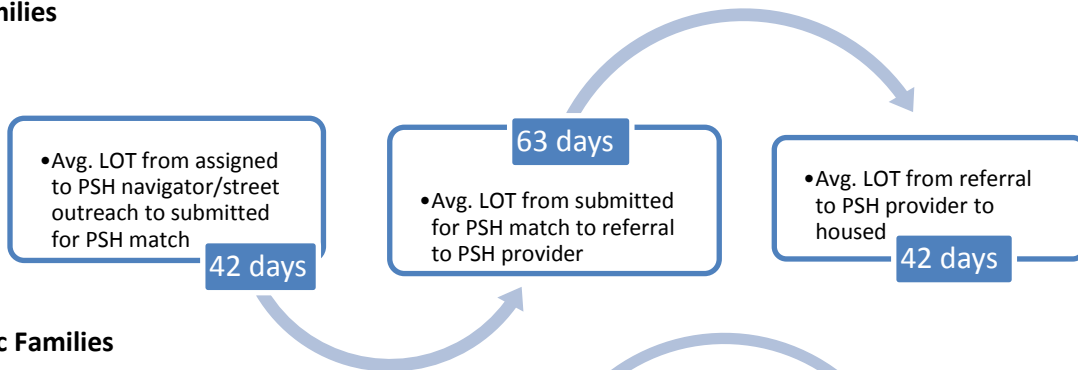
Chronic Singles



Non-chronic Singles



Chronic Families



Non-chronic Families

