

DETROIT COORDINATED ENTRY SYSTEM (CAM) OUTPUT & OUTCOMES REPORT

Reporting Timeframe | April 1 – August 31, 2017



Executive Summary

Over the last several months, the CAM Governance Committee has utilized HUD's recently released guidance on coordinated entry (their requirements and recommendations) as well as extensive analysis of data and best practices from other communities, to identify ways to revamp the coordinated entry system in Detroit in order for it to function at an optimal level for consumers, providers, and the system as a whole. Much of the data contained in this report has been utilized to inform this planning and decision making process.

At their September meeting, the CoC Board approved the 5 recommendations below, presented by the CAM Governance Committee:

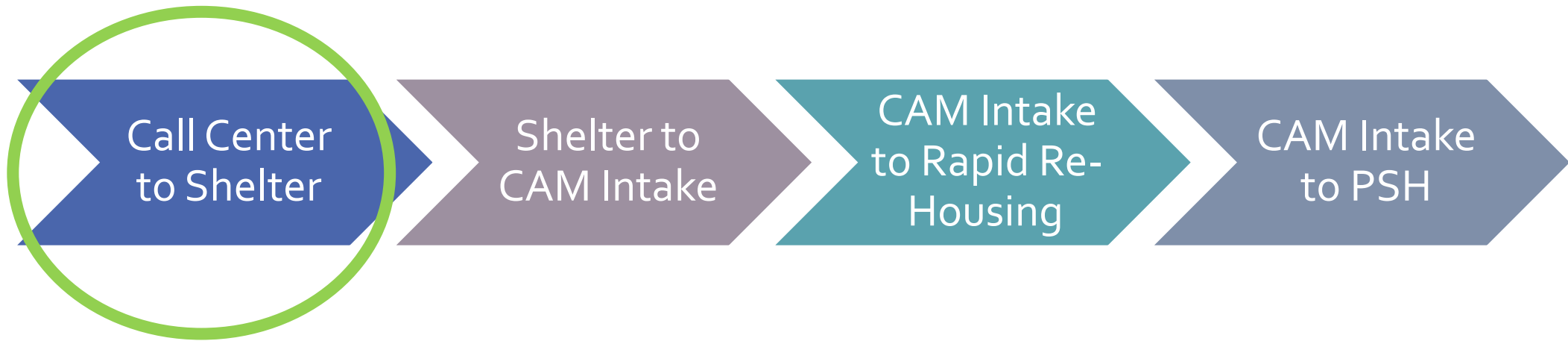
1. Create a system that is more responsive to the most vulnerable by connecting CAM navigators with a larger number of consumers earlier in the process
2. Move from a model with a Call Center & all shelters as access points to a model with in-person access points specific for families, singles, youth, & veterans
3. Create a system that allows for stronger coordination with street outreach
4. Allow for system-wide diversion and right-sizing the shelter system by ensuring that all shelters fill their beds through coordinated entry
5. Finish the work of developing the CAM: Fold in TH; coordinate with the veteran work; develop a youth access point and better coordination with youth providers; develop a thoughtful process and policy related to people fleeing domestic violence

Implementing these recommendations will allow our system to:

1. Re-focus the purpose of coordinated entry – to build a system that is responsive to, and easily accessed by, the most vulnerable
2. Better understand the overall picture of homelessness in Detroit (having/analyzing data both on those in the system and those not accessing the system)
3. Get a better handle on the family shelter system through system-wide diversion and more intentional RRH and PSH referrals and tracking
4. More accurately match people to the appropriate housing solution through more consistent VI-SPDAT and SPDAT assessments
5. Provide more robust navigation for both RRH and PSH consumers



Data Sections Based on CAM Process



Data Sections Based on CAM Process

Call Center Data

	April	May	June	July	August
Calls Placed	6,089	11,479	10,065	10,132	10,683
Calls Answered	3570 (59%)	5,711 (50%)	5,315 (53%)	6,155 (61%)	6,524 (61%)
New Callers	375	525	545	552	661
New Callers Literally Homeless	103 (27%)	151 (29%)	173 (32%)	129 (23%)	184 (28%)
Callers Fleeing DV	29	25	29	32	28
Prioritization List	76	105	101	73	102

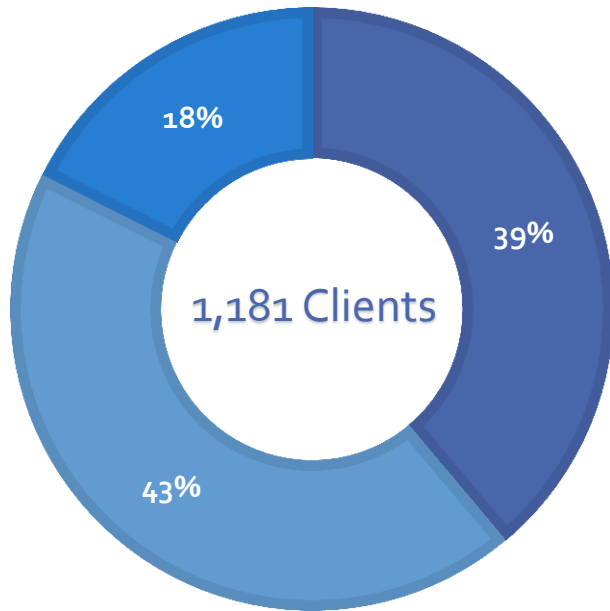
Shelter Entry Status

		April	May	June	July	August
Total Number Entered Shelter	Family	35	44	41	26	43
	Individual	623	539	626	571	582
Total Number Entered Without Referral from Call Center	Family	11 (31%)	26 (27%)	N/A	10 (39%)	13 (30%)
	Individual	467 (75%)	276 (59%)	375 (60%)	421 (74%)	427 (73%)



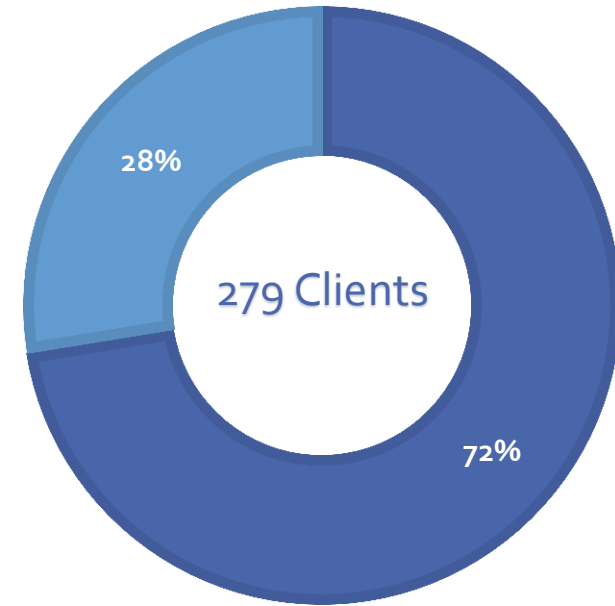
Data Sections Based on CAM Process

VI SPDAT
COMPLETED BY SHELTER STAFF



- Permanent Supportive Housing
- Rapid Re-Housing
- No Housing

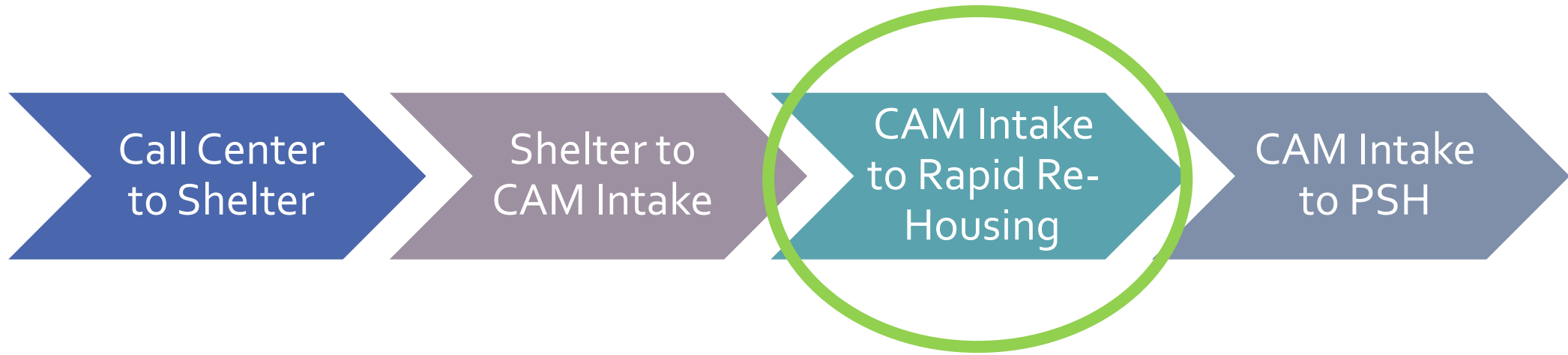
FULL SPDAT
COMPLETED BY CAM OR STREET OUTREACH STAFF



- Permanent Supportive Housing
- Rapid Re-Housing

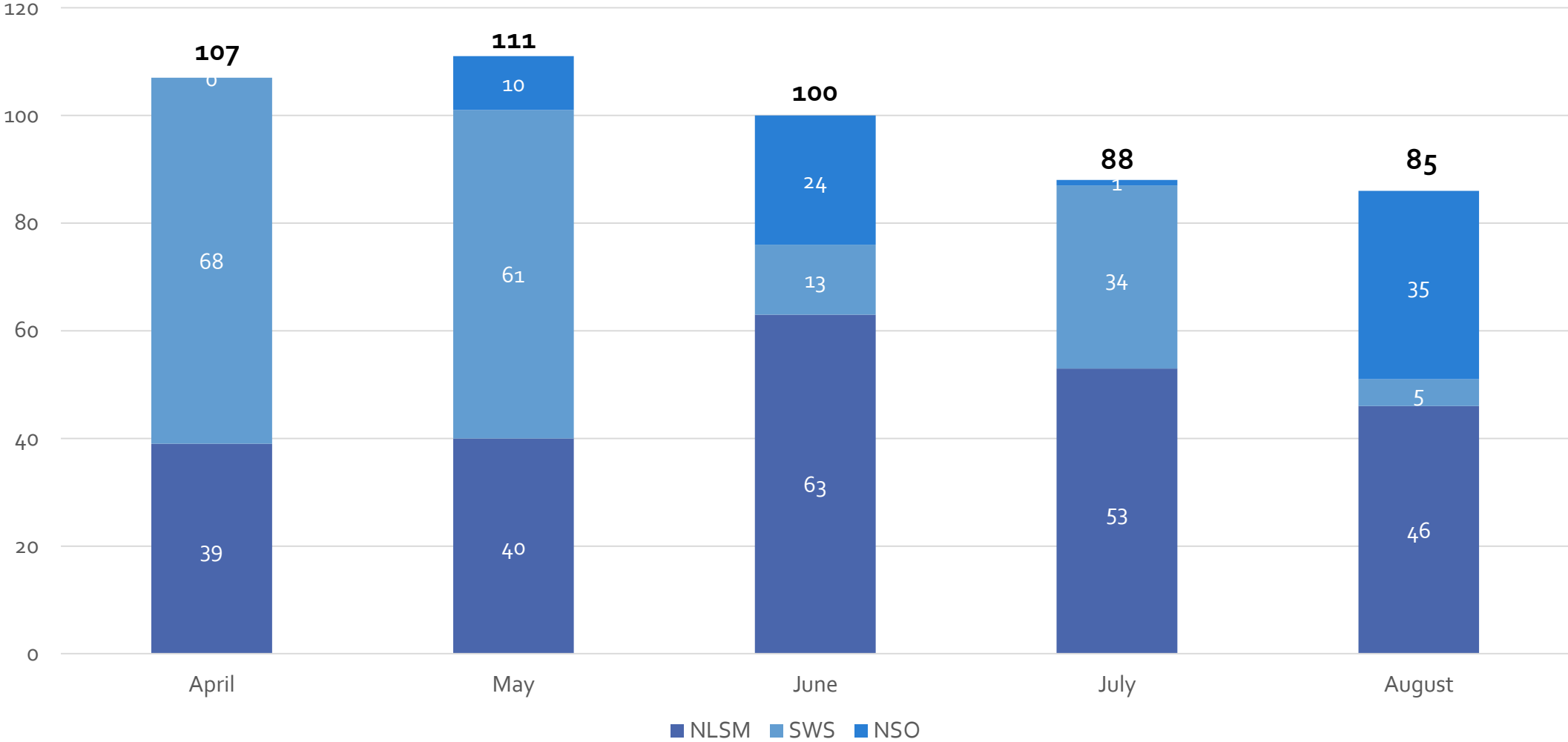
Shelter Follow Up

	Shelter Type	Total Clients Scheduled to see CAM	Total Clients seen by CAM	% of Clients Exit Shelter without being seen by CAM	# of Clients Exit Shelter without being seen by CAM with VI-SPDAT score 4-5	# of Clients Exit Shelter without being seen by CAM with VI-SPDAT score 6+
April	Family	60	36 (60%)	32%	N/A	N/A
	Individual	310	80 (26%)			
May	Family	75	45 (60%)	37%	N/A	N/A
	Individual	287	129 (45%)			
June	Family	74	55 (74%)	32%	N/A	N/A
	Individual	254	115 (45%)			
July	Family	52	40 (77%)	32%	42	69
	Individual	274	85 (31%)		2	4
August	Family	N/A	N/A	N/A	N/A	N/A
	Individual	N/A	N/A		N/A	N/A



Data Sections Based on CAM Process

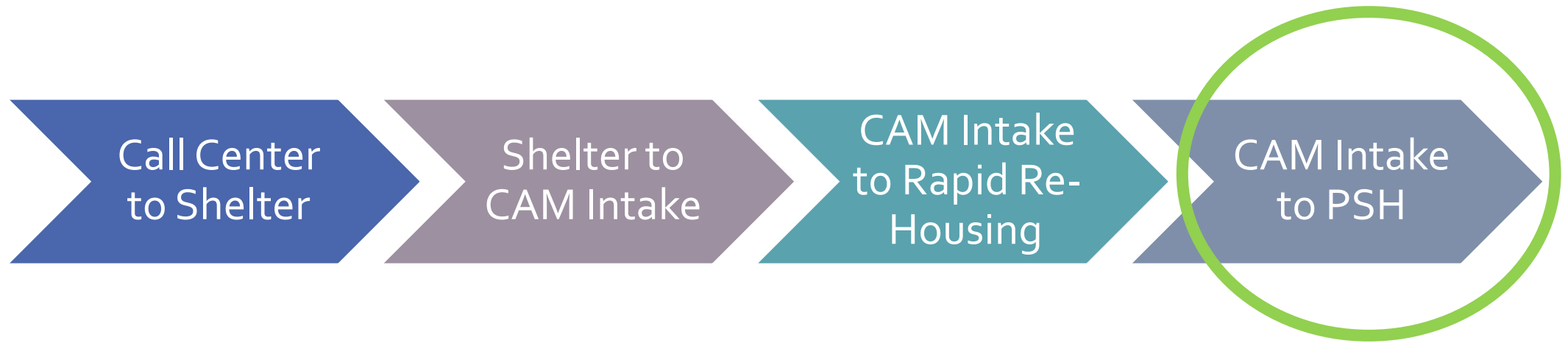
Total Clients Referred to RRH Providers



Focus Point: Rapid Re-housing











We would like to report data on the following in the future:

- Number of clients entered into program
- Length of time from referral to housed
- Number of clients housed












Data Sections Based on CAM Process

PSH Match

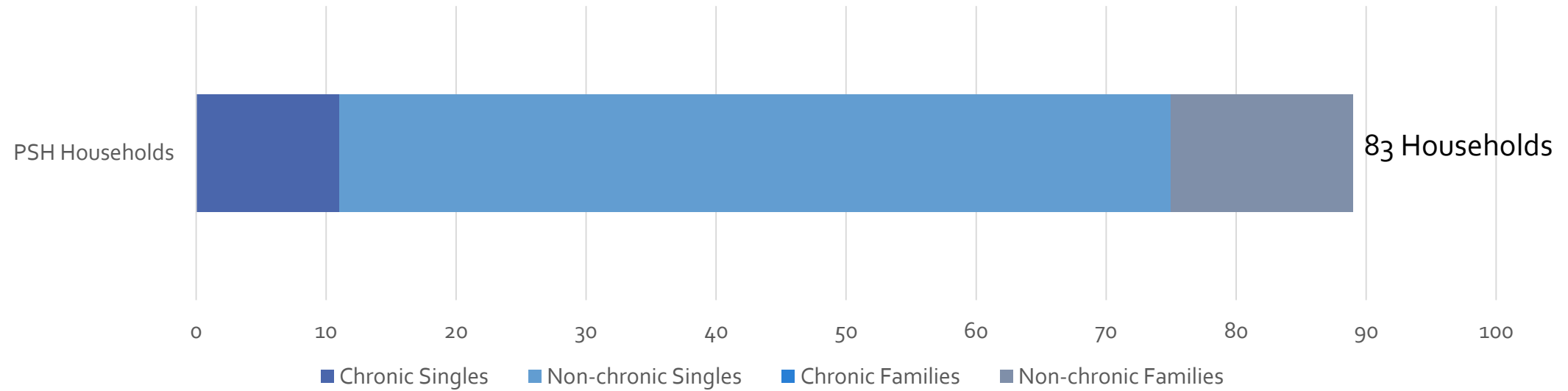
	April	May	June	July	August	
PSH Households Received						
Chronic Singles	33	22	21	14	29	
Non-chronic Singles	13	8	9	12	15	
Chronic Families	1	2	4	1	3	
Non-chronic Families	1	2	4	2	2	
Total Households	48	34	38	29	49	
PSH Households Matched						
Chronic Singles	27	31	42	32	33	
Non-chronic Singles	7	14	20	9	6	
Chronic Families	2	2	5	2	2	
Non-chronic Families	1	2	6	2	2	
Total Households	37	49	73	45	43	

PSH Match

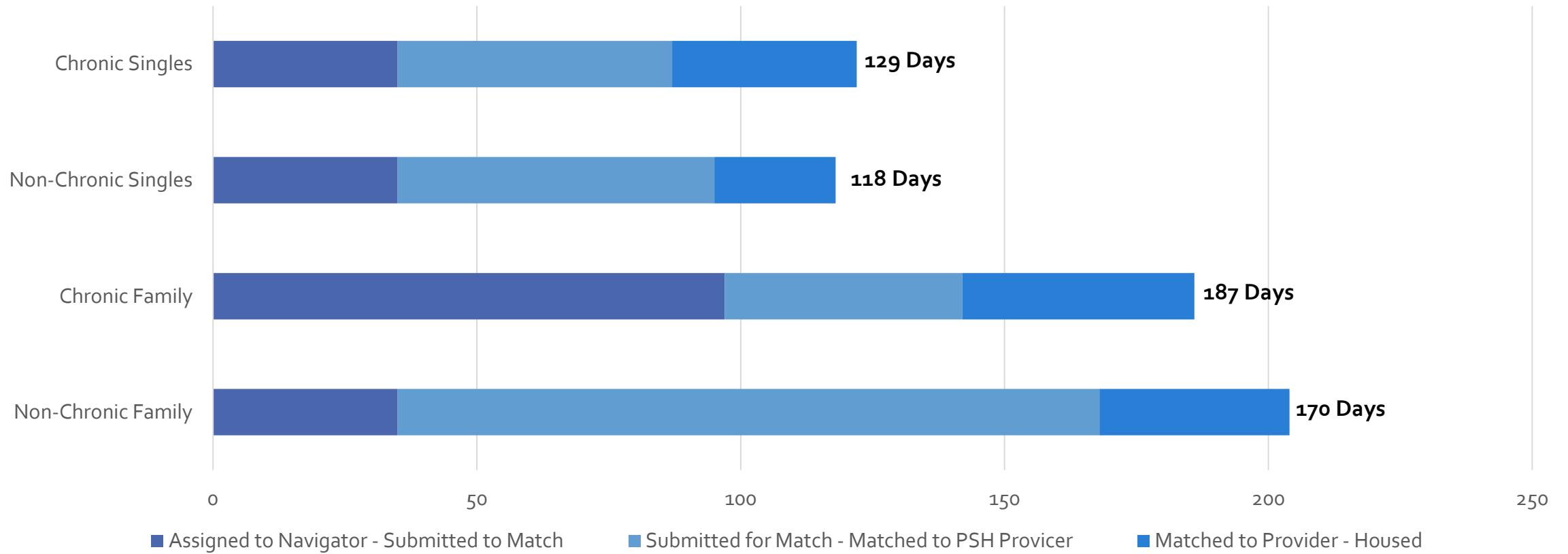
	April	May	June	July	August	
PSH Households Returned						
Chronic	7	8	22	4	7	
Non-chronic	8	3	14	8	0	
Total Households	15	11	36	12	7	
Reasons for Return						
Client refused unit	1	2	2	3	2	
Client refused agency	5	2	15	0	3	
Agency refused client	1	0	1	1	2	
Unable to contact client	6	7	18	8	0	
Client in institution	1	0	0	0	0	
Already housed	1	0	0	0	0	

PSH Prioritization List

As of August 31, 2017



Length of Time of PSH Housing Process:
Navigation, Prioritization, Housing Search & Lease Up
From Jan. 1 – Aug. 31, 2017
Total Sample Size: 185



PSH Client Status

LENGTH OF TIME OF PSH HOUSING PROCESS: NAVIGATION, PRIORITIZATION, HOUSING SEARCH & LEASE UP

■ Assigned to Navigator - Submitted to Match
 ■ Submitted for Match - Matched to PSH Provider
 ■ Matched to Provider - Housed

