

DETROIT COORDINATED ENTRY SYSTEM (CAM) OUTPUT & OUTCOMES REPORT

Reporting Timeframe | April 1 – July 31, 2017



Executive Summary

In many ways, the data in this report shows a high-functioning coordinated entry system (CAM). We understand that there remain many areas of CAM, however, that require improvements in order to function at an optimal level for consumers, providers, and the system as a whole.

Some of the current challenges include:

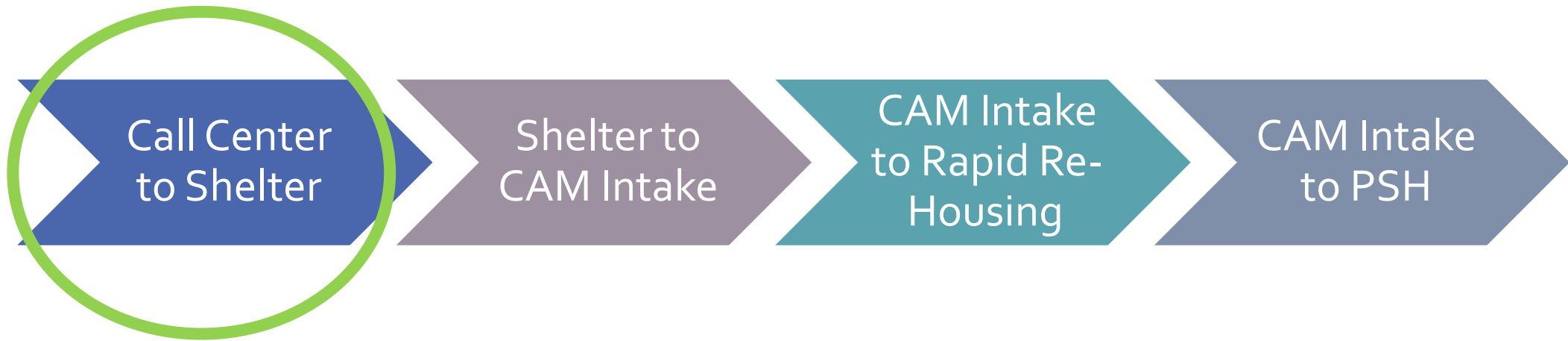
- Inconsistent assessment scores create confusion for clients and staff about which resource is most appropriate for the client.
- Over 30% of households are exiting the shelter without being seen by CAM Intake for their follow-up appointment in the shelter.
- Family shelters are consistently at capacity, while shelters report that many families in their shelters could potentially have been diverted.
- Over 400 RRH referrals have been sent to providers since April, but we are doing very little tracking of clients post-referral.
- Non-chronic families are waiting on the PSH prioritization list for an average of over 100 days.

Moving forward – to begin to address some of these areas of concern, we plan to:

- Re-allocate CAM resources to provide additional support to the front end of the system and assign CAM navigators to more clients.
- Transition to in-person intake sites to allow for system-wide diversion and centralized intake and assessment.
- Create a comprehensive communication and training plan to ensure all functions of CAM are transparent and all partners understand the CAM process and their role in it.



Data Sections Based on CAM Process



Data Sections Based on CAM Process

Call Center Data

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

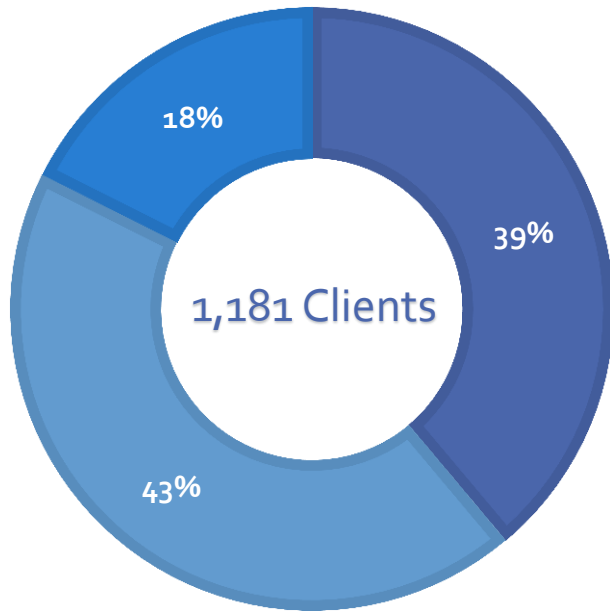
Shelter Entry Status

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



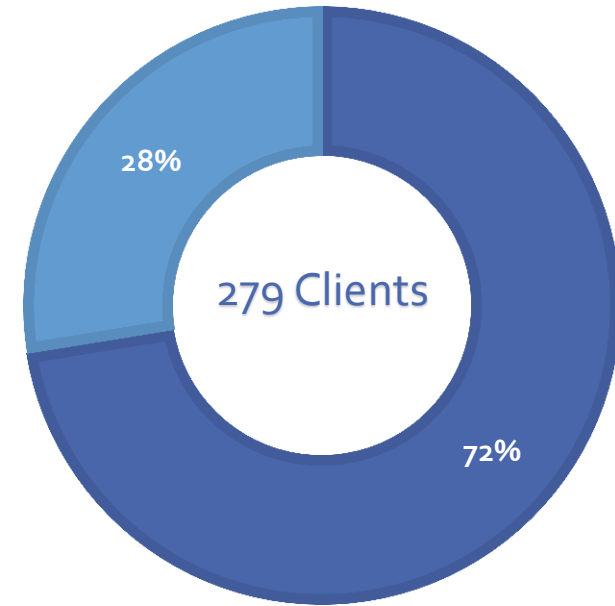
Data Sections Based on CAM Process

VI SPDAT
COMPLETED BY SHELTER STAFF



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

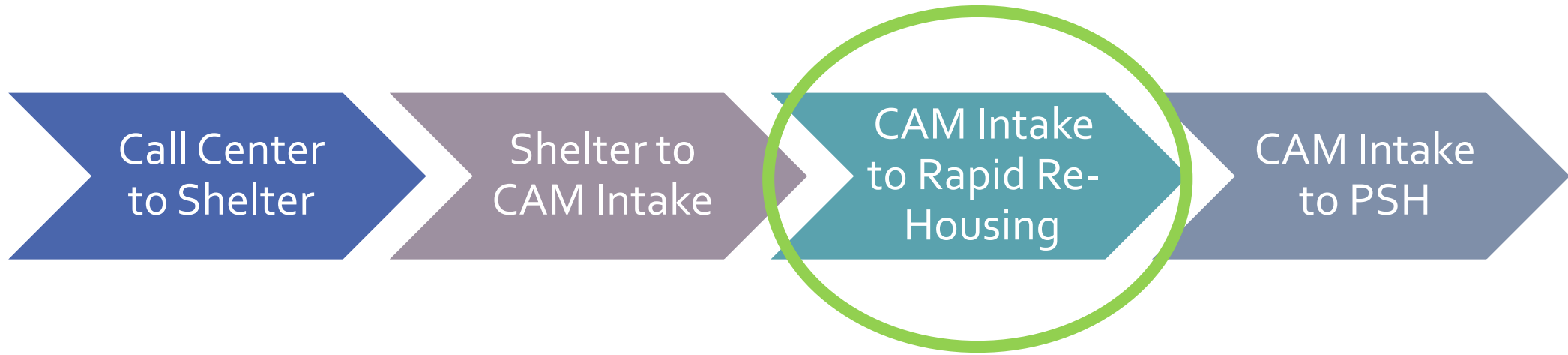
FULL SPDAT
COMPLETED BY CAM OR STREET OUTREACH STAFF



- Permanent Supportive Housing
- Rapid Re-Housing

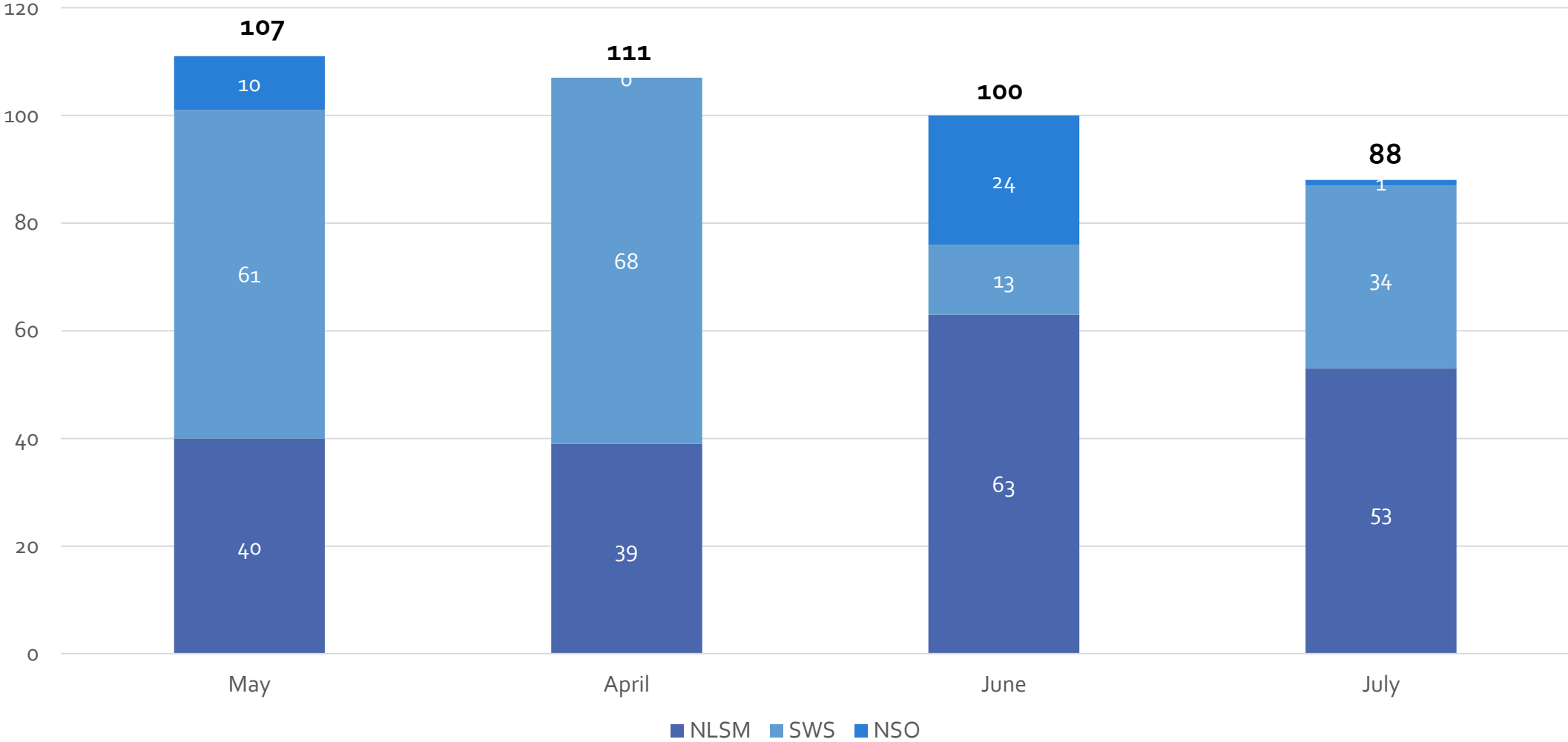
Shelter Follow Up

	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



Data Sections Based on CAM Process

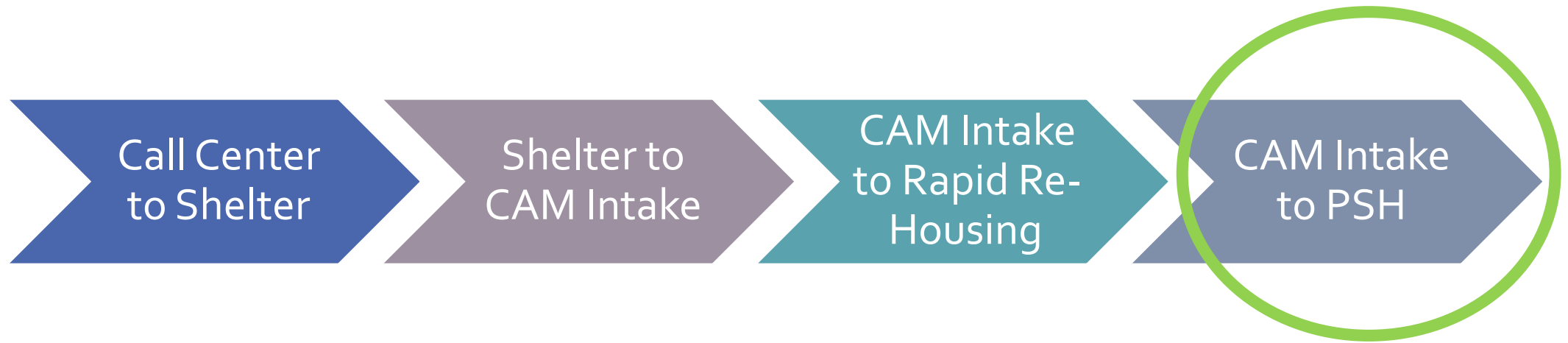
Total Clients Referred to RRH Providers



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

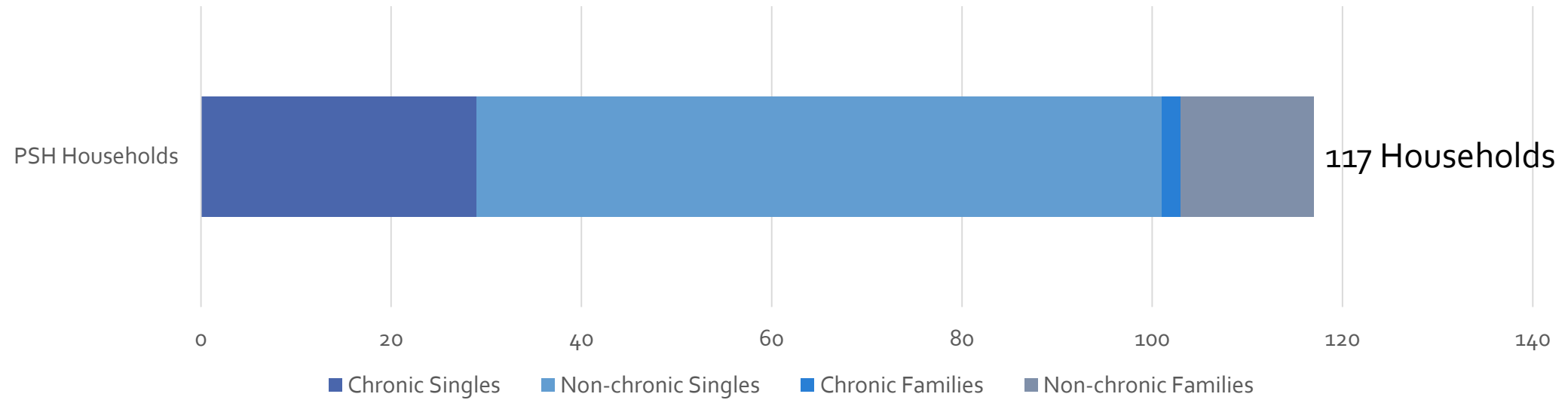
	April	May	June	July	
PSH Households Received					
Chronic Singles	33	22	21	14	
Non-chronic Singles	13	8	9	12	
Chronic Families	1	2	4	1	
Non-chronic Families	1	2	4	2	
Total Households	48	34	38	29	
PSH Households Matched					
Chronic Singles	27	31	42	32	
Non-chronic Singles	7	14	20	9	
Chronic Families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

PSH Match

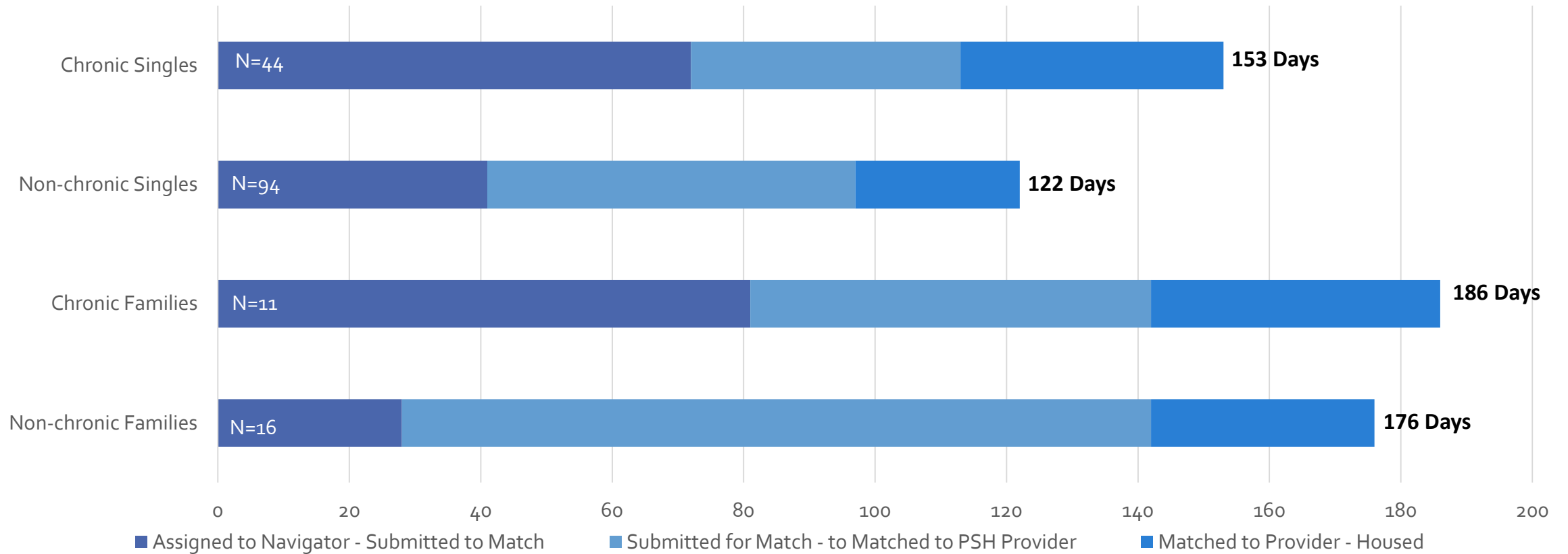
	April	May	June	July	
PSH Households Returned					
Chronic	7	8	22	4	
Non-chronic	8	3	14	8	
Total Households	15	11	36	12	
Reasons for Return					
Client refused unit	1	2	2	3	
Client refused agency	5	2	15	0	
Agency refused client	1	0	1	1	
Unable to contact client	6	7	18	8	
Client in institution	1	0	0	0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

PSH Prioritization List

As of July 31, 2017



**Length of Time of PSH Housing Process:
Navigation, Prioritization, Housing search & Lease Up
From Jan. 1 – July 31, 2017**
Total sample size: 165



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

