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

System Accomplishments
• CAM Liaisons assigned at each CAM-participating agency
• Began system for notifying CAM Liaisons and PSH Navigators when RRH and PSH referrals are made
• Bi-weekly chronic by-name list meetings encouraging collaboration among street outreach teams and PSH navigators
• PSH Policy’s & Procedures updated
• CoC Grievance Procedure created for consumers and agencies

Needs & Concerns
• Large number of people missing CAM appointments in shelter
• Over 300 RRH referrals sent in April, May, and June, but very limited outcome data being reported
• PSH waitlist stagnant from April to May to June (continuous movement, but overall number not decreasing)
• Additional breakout of data by provider
• Better HCV data is needed

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
## Call Center to Shelter

<table>
<thead>
<tr>
<th></th>
<th>Calls Placed</th>
<th>Calls Answered</th>
<th>New Callers</th>
<th>Literally Homeless</th>
<th>Fleeing DV</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>6,089</td>
<td>3,570 (59%)</td>
<td>375</td>
<td>103 (27%)</td>
<td>29</td>
</tr>
<tr>
<td>May</td>
<td>11,479</td>
<td>5,711 (50%)</td>
<td>525</td>
<td>151 (29%)</td>
<td>25</td>
</tr>
<tr>
<td>June</td>
<td>10,065</td>
<td>5,315 (53%)</td>
<td>545</td>
<td>173 (32%)</td>
<td>29</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shelter Type</th>
<th>Total Number Entered Sheltered</th>
<th>Total Number Entered Without Referral from Call Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>April Family</td>
<td>35</td>
<td>11 (31%)</td>
</tr>
<tr>
<td>Ind.</td>
<td>623</td>
<td>467 (75%)</td>
</tr>
<tr>
<td>May Family</td>
<td>44</td>
<td>26 (27%)</td>
</tr>
<tr>
<td>Ind.</td>
<td>539</td>
<td>276 (59%)</td>
</tr>
<tr>
<td>June Family</td>
<td>41</td>
<td>N/A</td>
</tr>
<tr>
<td>Ind.</td>
<td>626</td>
<td>375 (60%)</td>
</tr>
</tbody>
</table>

1 = Waiting list currently consists of single women and families. They are referred to shelter beds on a first come, first serve basis.
Shelter to CAM Intake

**April**
- **VI SPDAT**
  - Completed by Shelter Staff: 283 Clients
    - No Housing Supports: 35%
    - Rapid Re-Housing: 20%
    - Permanent Supportive Housing: 45%
  - Full SPDAT
    - Completed by CAM or Street Outreach Staff: 75 Clients
      - Rapid Re-Housing: 15%
      - Permanent Supportive Housing: 85%

**May**
- **VI SPDAT**
  - Completed by Shelter Staff: 293 Clients
    - No Housing Supports: 36%
    - Rapid Re-Housing: 17%
    - Permanent Supportive Housing: 47%
  - Full SPDAT
    - Completed by CAM or Street Outreach Staff: 87 Clients
      - Rapid Re-Housing: 32%
      - Permanent Supportive Housing: 68%

**June**
- **VI SPDAT**
  - Completed by Shelter Staff: 302 Clients
    - No Housing Supports: 37%
    - Rapid Re-Housing: 21%
    - Permanent Supportive Housing: 42%
  - Full SPDAT
    - Completed by CAM or Street Outreach Staff: 57 Clients
      - Rapid Re-Housing: 15%
      - Permanent Supportive Housing: 85%

- Clients with VI-SPDAT score of 0-3 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.
## CAM Follow-up in Shelter

<table>
<thead>
<tr>
<th></th>
<th>Shelter Type</th>
<th>Total Clients Scheduled to see CAM</th>
<th>Total Clients seen by CAM</th>
<th>% of Clients Exit Shelter without being seen by CAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>Family</td>
<td>60</td>
<td>36 (60%)</td>
<td>32%</td>
</tr>
<tr>
<td></td>
<td>Individual</td>
<td>310</td>
<td>80 (26%)</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>Family</td>
<td>75</td>
<td>45 (60%)</td>
<td>37%</td>
</tr>
<tr>
<td></td>
<td>Individual</td>
<td>287</td>
<td>129 (45%)</td>
<td></td>
</tr>
<tr>
<td>June</td>
<td>Family</td>
<td>74</td>
<td>55 (74%)</td>
<td>32%</td>
</tr>
<tr>
<td></td>
<td>Individual</td>
<td>254</td>
<td>115 (45%)</td>
<td></td>
</tr>
</tbody>
</table>

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 and the rate of clients who were actually seen by CAM. This 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.
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.
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.

2 = Currently this does not include navigation done by NSO or street outreach.
A P R I L  M A Y  J U N E

**PSH PACKETS RETURNED**

3 = PSH match can be returned for the following reasons during any given month: client refused unit, client refused agency, agency refused client, unable to contact client, client in institution or client already housed.

*June # higher because of extra PSH Match Meeting*
LENIGHT OF TIME OF PSH HOUSING PROCESS:
NAVIGATION, PRIORITIZATION, HOUSING SEARCH & LEASE UP
FROM JAN. 1 – JUNE 30, 2017
TOTAL SAMPLE SIZE: 140

There were 140 clients matched from Jan. 1 – June 30, 2017 and had a housed outcome as of June 30, 2017. This data reflects the average length of time for each step in the PSH housing process.

- Assigned to Navigator - Submitted to Match
- Submitted for Match - to Matched to PSH Provider
- Matched to Provider - Housed
PSH Client Status

Q1
LENGTH OF TIME OF PSH HOUSING PROCESS:
NAVIGATION, PRIORITIZATION, HOUSING SEARCH & LEASE UP
FROM JANUARY – MARCH 2017
TOTAL SAMPLE SIZE: 87

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

Q2
LENGTH OF TIME OF PSH HOUSING PROCESS:
NAVIGATION, PRIORITIZATION, HOUSING SEARCH & LEASE UP
FROM APRIL – JUNE 2017
TOTAL SAMPLE SIZE: 53

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