

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

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

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

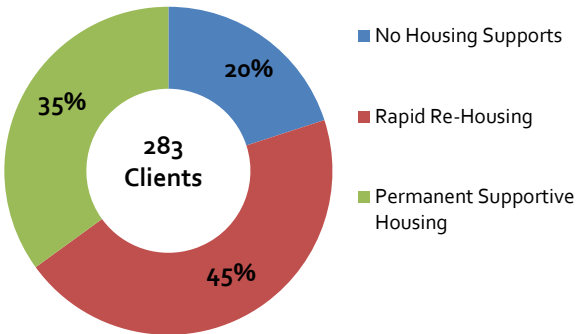
Shelter Wait List ¹	
April	76
May	105
June	101

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

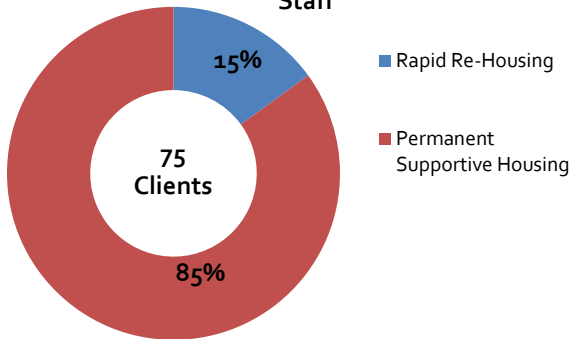
Shelter to CAM Intake

April

VI SPDAT
Completed by Shelter Staff

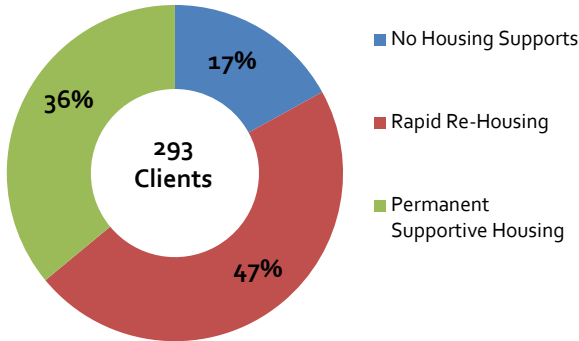


Full SPDAT
Completed by CAM or Street Outreach Staff

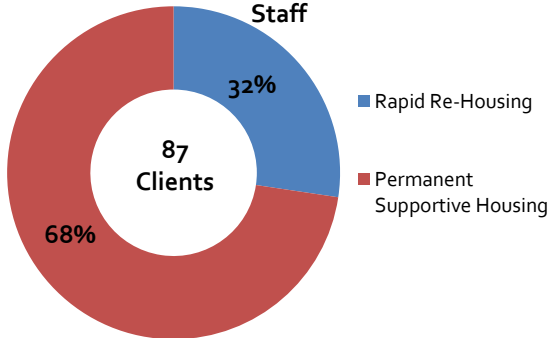


May

VI SPDAT
Completed by Shelter Staff

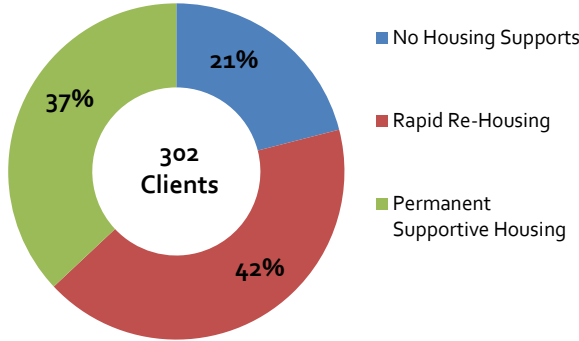


Full SPDAT
Completed by CAM or Street Outreach Staff

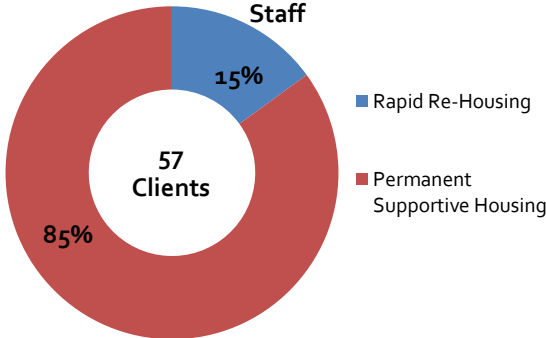


June

VI SPDAT
Completed by Shelter Staff



Full SPDAT
Completed by CAM or Street Outreach Staff



- 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.

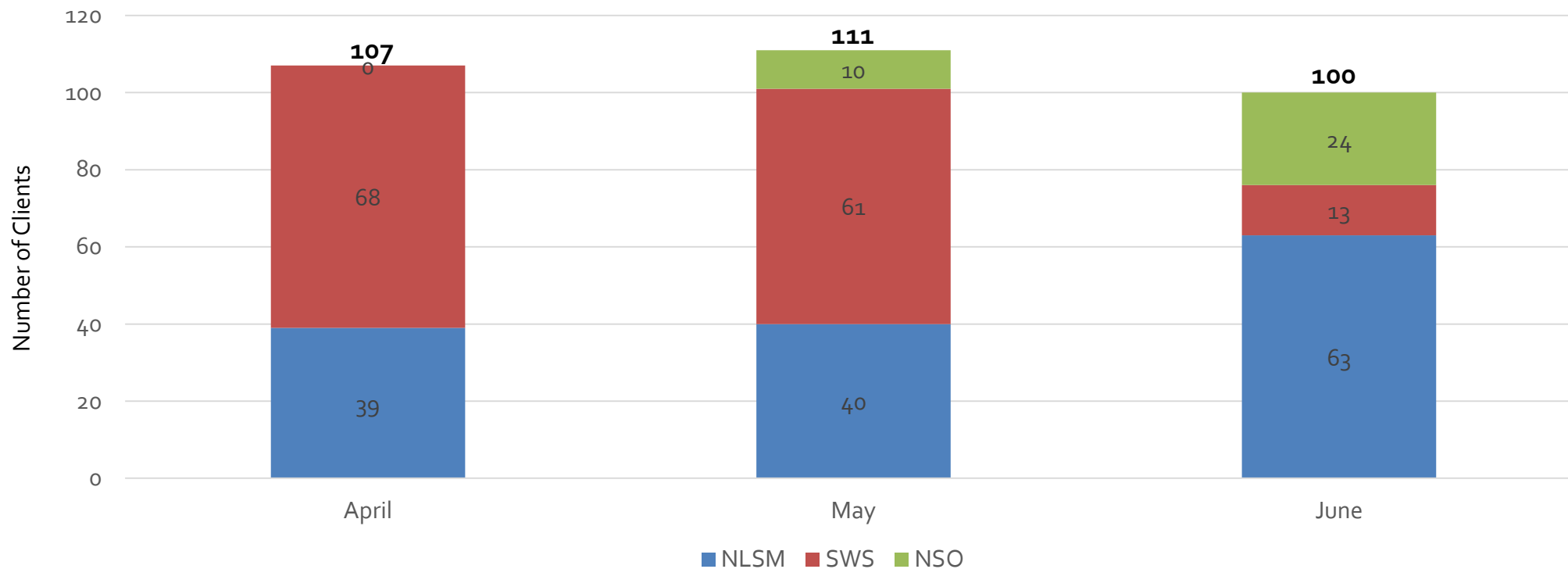
CAM Follow-up in Shelter

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

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.

Rapid Re-Housing

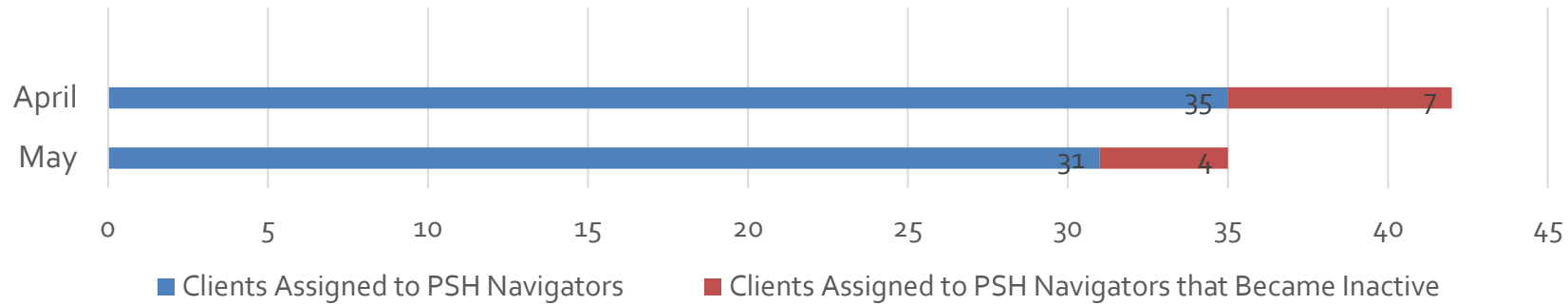
Total Clients Referred to RRH Providers



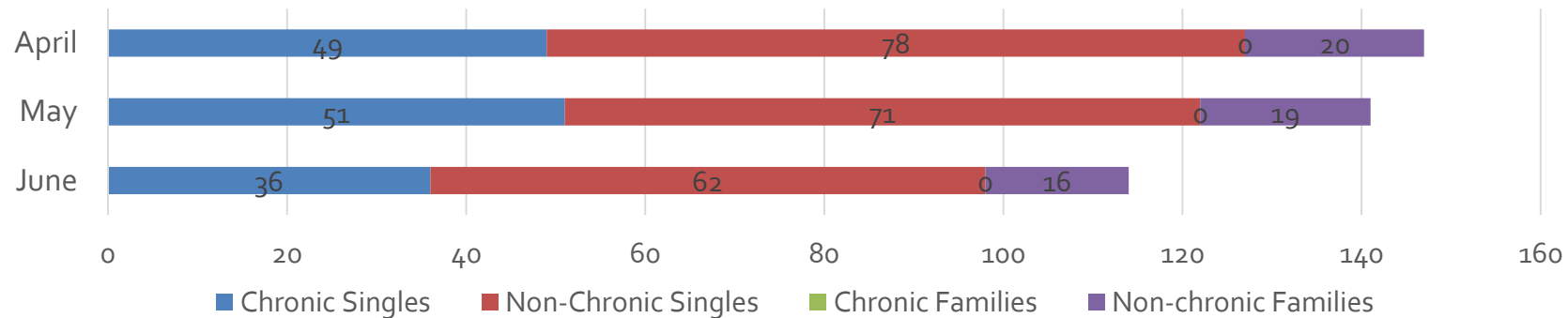
There are currently 3 Rapid Re-Housing (RRH) providers in Detroit. Clients who score for RRH on the VI-SPDAT or Full SPDAT are assisted by CAM staff to complete an HCV application and are added to the prioritization process for RRH.

Permanent Supportive Housing

PSH Navigation²



PSH Prioritization List



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.

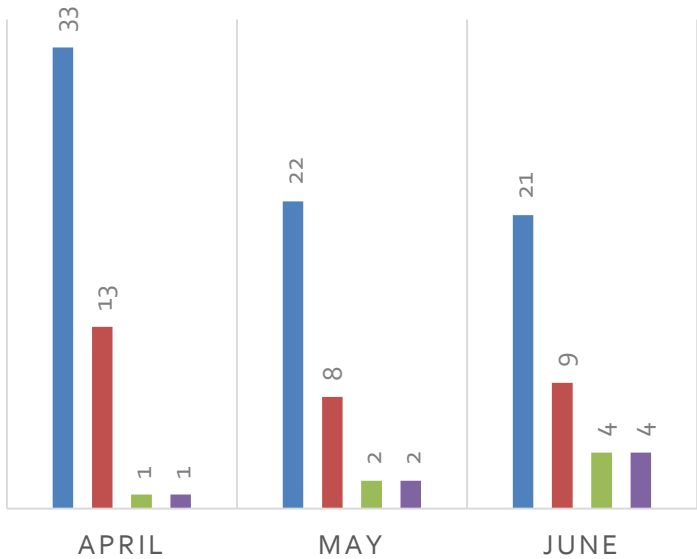
² = Currently this does not include navigation done by NSO or street outreach

PSH Match

PSH PACKETS ACCEPTED

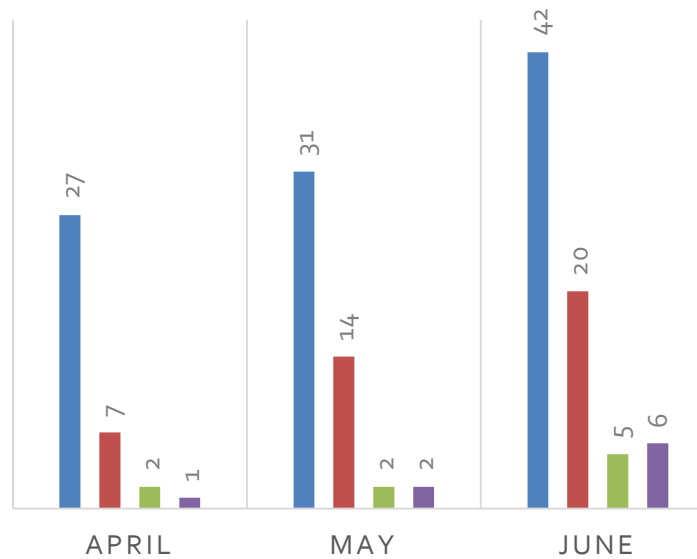
Number of Packets

■ Chronic Singles ■ Non-chronic Singles
■ Chronic Families ■ Non-chronic Families



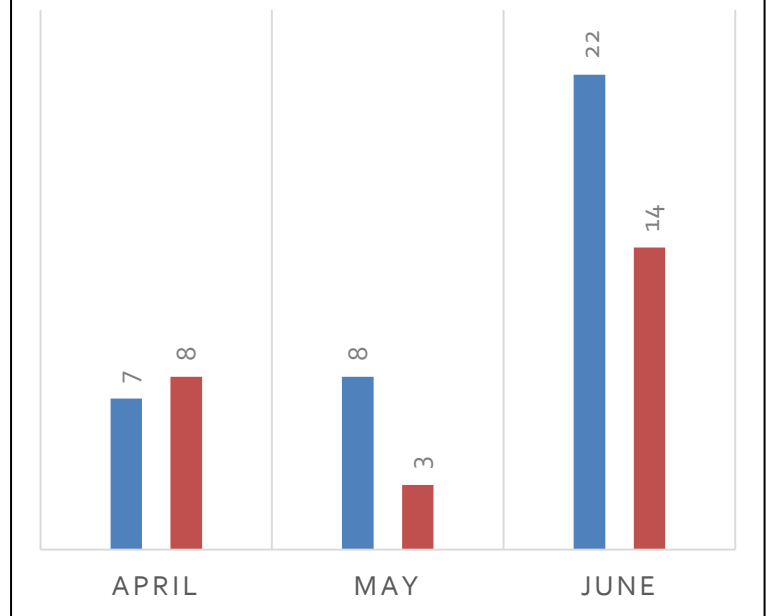
PSH PACKETS MATCHED

■ Chronic Singles ■ Non-chronic Singles
■ Chronic Families ■ Non-chronic Families



PSH PACKETS RETURNED³

■ Chronic ■ Non-chronic



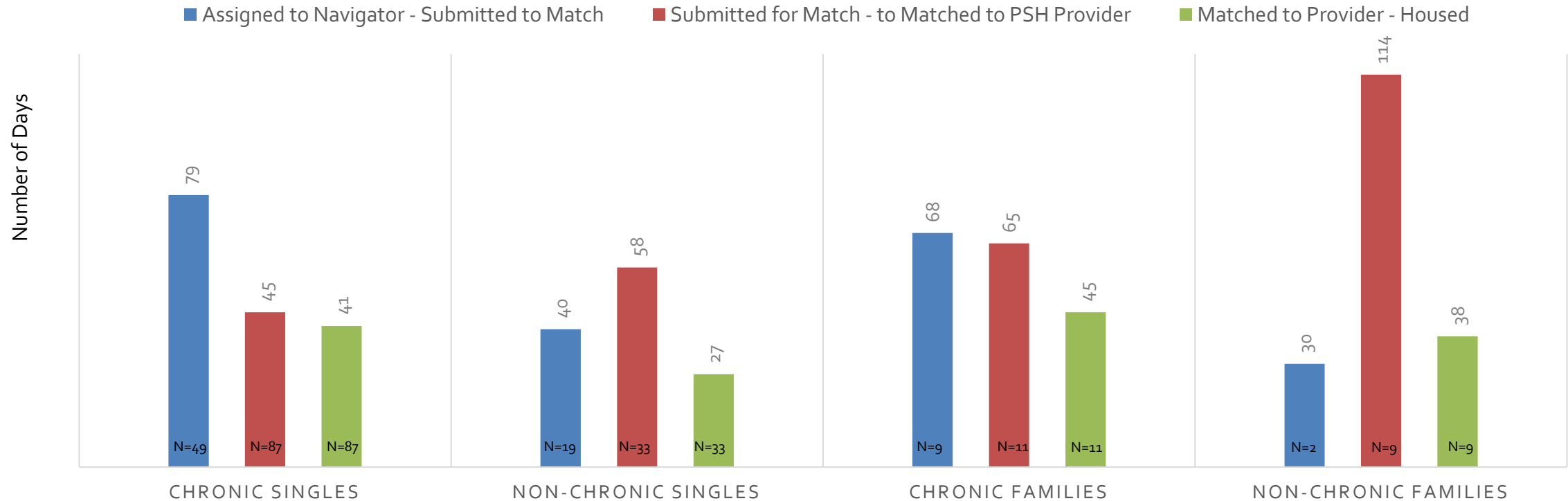
*June # higher because of extra PSH Match Meeting

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.

PSH Client Status

LENGTH 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.

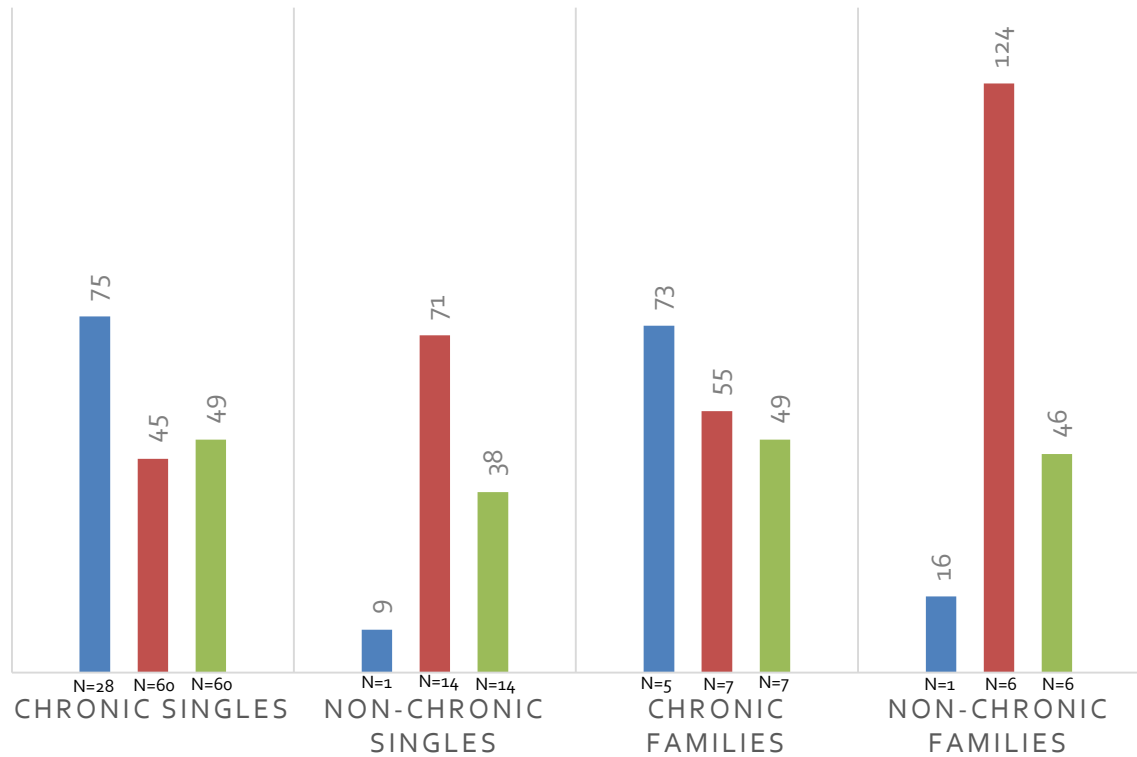
PSH Client Status

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

Number of Days



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

