

## Detroit Coordinated Entry System (CAM) Output/Outcome Reporting May 1, 2017 – May 31, 2017

### System Accomplishments

- 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

### Concerns/Needs

- Large number of people missing CAM appointments in shelter
- Over 200 RRH referrals were sent in April and May, but very limited outcome data being reported
- PSH waitlist stagnant from April to May (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

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In May, **11,479** calls were placed to the CAM Call Center; **5,711 (50%)** were answered.

The Call Center answered **525** calls from new callers in May:

- **151 (29%)** were literally homeless
- **25** were fleeing DV

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**312** total referrals were made from the Call Center to shelters

- **208 (67%)** were accepted by shelters

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

- Individuals: **276 (61%** of total single shelter entries)
- Families: **26 (27%** of total family shelter entries)

Total on waiting list for shelter on May 31<sup>st</sup>\*: **105**

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



Call Center to Shelter

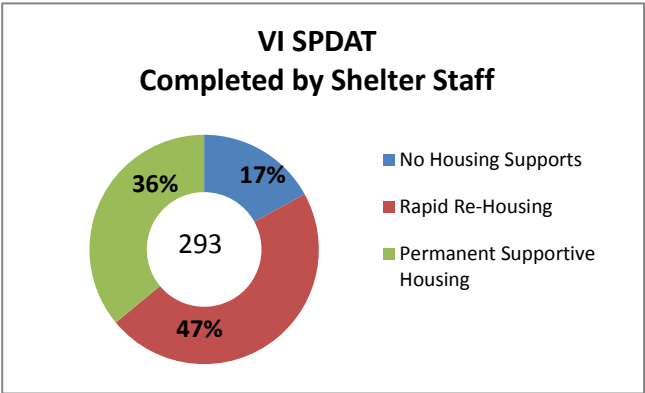
What is the main takeaway from this section?

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.

Shelter to CAM Intake



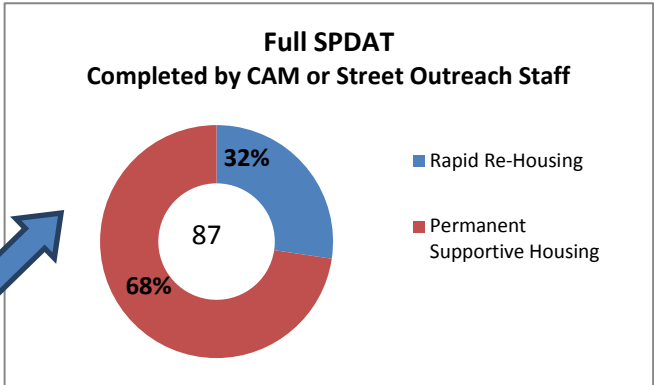
#### Prioritization for Follow-up with CAM

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



CAM Follow-up in Shelter

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 May 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 May 2017			
Shelter Type	Total clients scheduled to see CAM	Total clients seen by CAM	% of clients seen by CAM
Family	75	45	60%
Individual	287	129	45%

**37%** 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.

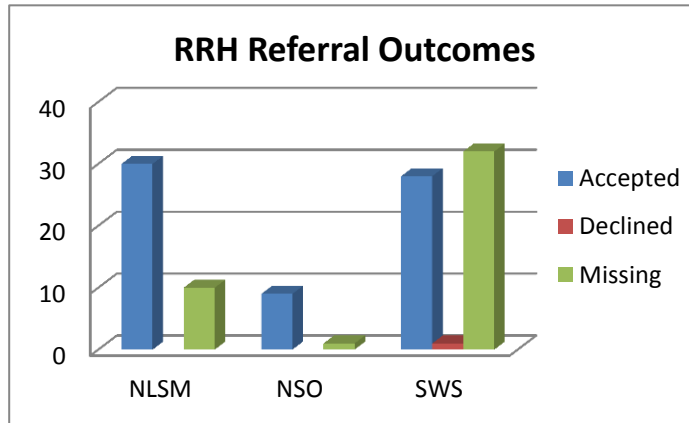
Based on the data, what do we need to focus on?  
 Ensuring the most vulnerable are seen by CAM for further assessment after entering shelter.

## 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 May: **111**

- NLSM: **40**
- SWS: **61**
- NSO: **10**



\*Accepted, pending, and declined are currently defined differently by each RRH provider. *Accepted* does not necessarily mean *served*.

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:

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*	May
Clients assigned to PSH Navigators	31
Clients assigned to PSH Navigators that became inactive	4

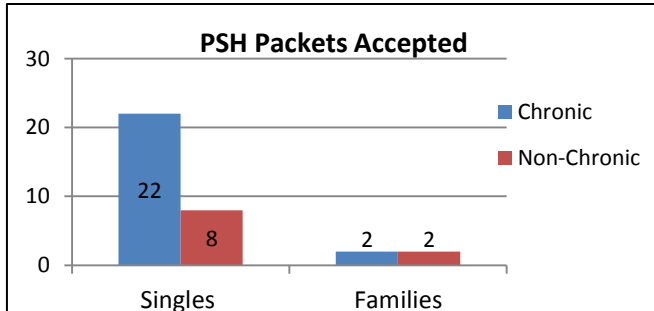
\*This does not currently include navigation done by NSO or street outreach

What is the main takeaway from this section?

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

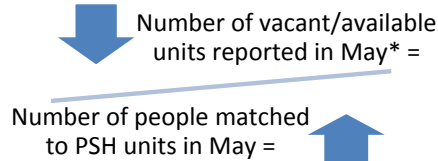
Based on the data, what do we need to focus on?

- Clarifying and minimizing PSH program criteria

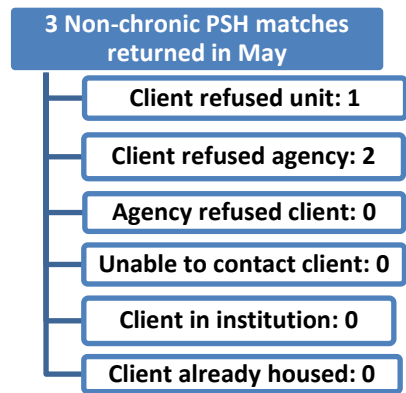
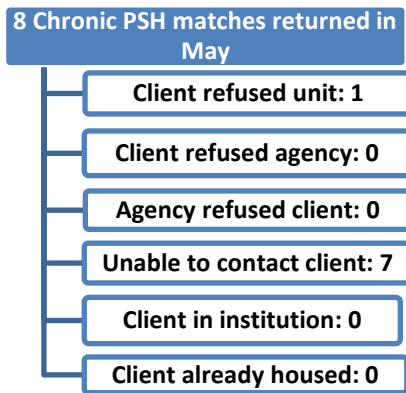


As of May 31, there were 141 people active on the PSH prioritization list.

- Chronic singles: 51
- Non-chronic singles: 71
- Chronic families: 0
- Non-chronic families: 19



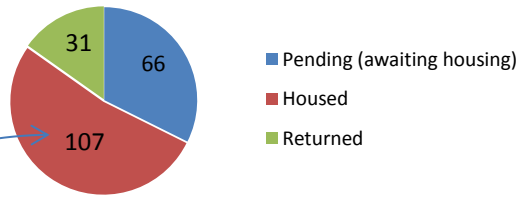
\*Number of vacant/available units is identified by PSH providers



43 people housed in May through PSH



**PSH Client Status as of May 31  
of 204 Clients Matched Jan 1-May 31, 2017**

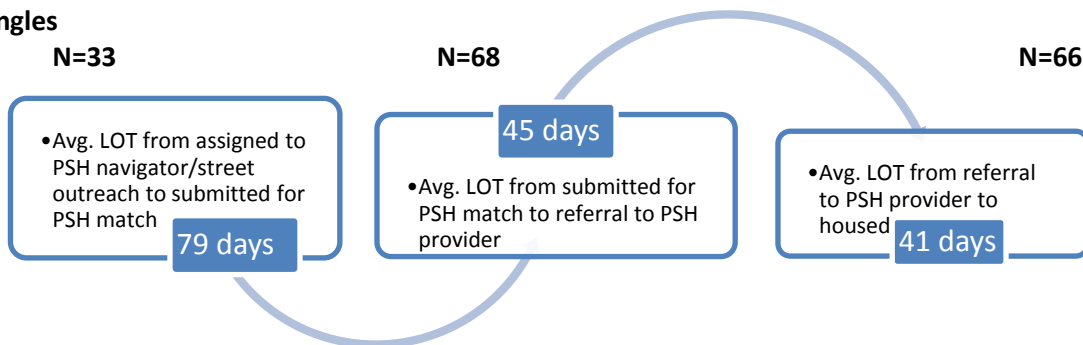


\*This data is reported on a rolling basis in order to show a meaningful amount of data.

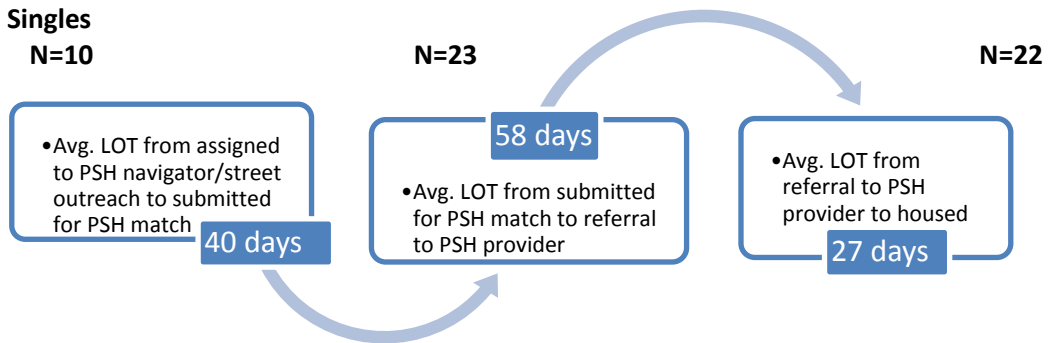
Of the 107 clients who were matched Jan. 1 – May 31, 2017 and had a **housed outcome as of May 31, 2017**, the data below reflects the average length of time for each step in the PSH housing process: navigation; prioritization; housing search & lease-up.



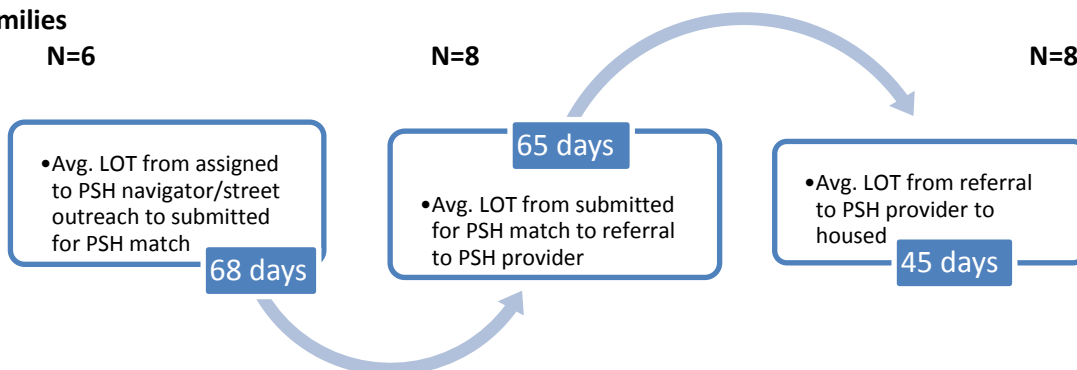
**Chronic Singles**



**Non-chronic Singles**



**Chronic Families**



**Non-chronic Families**

