Executive Summary

As we transition our coordinated entry system from a Call Center based model to an in-person access point model, we will be presenting two separate reports to the CoC Board over the next few months: 1 report containing the same data we have been reporting on since April, and 1 report highlighting data from the access points as they get up and running. These will merge back into a single report in Spring, 2018.

This month, we would like to highlight the tremendous work of the street outreach teams, the PSH Navigators, and the PSH providers in helping people experiencing chronic homelessness move swiftly from homelessness to housing. While the length of time it takes to assist someone from navigation to housed in PSH has fluctuated from quarter to quarter for the other populations, it has decreased consistently for chronic singles (see slide 16):

- 165 days in Quarter 1
- 148 days in Quarter 2
- 104 days in Quarter 3

Keep up the great work!
Call Center to Shelter
Shelter to CAM Intake
CAM Intake to Rapid Re-Housing
CAM Intake to PSH

Data Sections Based on CAM Process
## Call Center Data

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<tbody>
<tr>
<td><strong>Calls Placed</strong></td>
<td>11,479</td>
<td>10,065</td>
<td>10,132</td>
<td>10,683</td>
<td>9,602</td>
<td>10,474</td>
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<tr>
<td><strong>Calls Answered</strong></td>
<td>50%</td>
<td>53%</td>
<td>61%</td>
<td>61%</td>
<td>57%</td>
<td>56%</td>
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<tr>
<td><strong>New Callers</strong></td>
<td>525</td>
<td>545</td>
<td>552</td>
<td>661</td>
<td>478</td>
<td>524</td>
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<tr>
<td><strong>Literally Homeless</strong></td>
<td>29%</td>
<td>32%</td>
<td>23%</td>
<td>28%</td>
<td>30%</td>
<td>35%</td>
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<tr>
<td><strong>Fleeing DV</strong></td>
<td>25</td>
<td>29</td>
<td>32</td>
<td>28</td>
<td>12</td>
<td>9</td>
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<tr>
<td><strong>Number of Single Women and Families on Prioritization List</strong></td>
<td>105</td>
<td>101</td>
<td>73</td>
<td>102</td>
<td>57</td>
<td>78</td>
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</table>
Data Sections Based on CAM Process
VI SPDAT COMPLETED BY SHELTER STAFF

- Permanet Supportive Housing: 39%
- Rapid Re-Housing: 45%
- No Housing: 16%

1,961 Clients

Rolling data as of October 31, 2017
Call Center to Shelter

Shelter to CAM Intake

CAM Intake to Rapid Re-Housing

CAM Intake to PSH

Data Sections Based on CAM Process
Total Clients Referred to RRH Providers

- May: NLSM 40, SWS 61, NSO 10
- June: NLSM 63, SWS 24, NSO 23
- July: NLSM 53, SWS 34, NSO 1
- August: NLSM 35, SWS 5, NSO 46
- September: NLSM 19, SWS 22, NSO 0
- October: NLSM 36, SWS 19, NSO 10
Data Sections Based on CAM Process
# PSH Match

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<tr>
<td>PSH Households Received</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Chronic Singles</td>
<td>33</td>
<td>22</td>
<td>21</td>
<td>14</td>
<td>29</td>
<td>12</td>
<td>30</td>
</tr>
<tr>
<td>Non-chronic Singles</td>
<td>13</td>
<td>8</td>
<td>9</td>
<td>12</td>
<td>15</td>
<td>12</td>
<td>15</td>
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<tr>
<td>Chronic Families</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Non-chronic Families</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>0</td>
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<tr>
<td><strong>Total Households</strong></td>
<td><strong>48</strong></td>
<td><strong>34</strong></td>
<td><strong>38</strong></td>
<td><strong>29</strong></td>
<td><strong>49</strong></td>
<td><strong>32</strong></td>
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<tbody>
<tr>
<td>PSH Households Matched</td>
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<tr>
<td>Chronic Singles</td>
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<td>31</td>
<td>42</td>
<td>32</td>
<td>33</td>
<td>19</td>
<td>37</td>
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<tr>
<td>Non-chronic Singles</td>
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<td>14</td>
<td>20</td>
<td>9</td>
<td>6</td>
<td>7</td>
<td>0</td>
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<tr>
<td>Chronic Families</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
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<tr>
<td>Non-chronic Families</td>
<td>1</td>
<td>2</td>
<td>6</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>0</td>
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<tr>
<td><strong>Total Households</strong></td>
<td><strong>37</strong></td>
<td><strong>49</strong></td>
<td><strong>73</strong></td>
<td><strong>45</strong></td>
<td><strong>43</strong></td>
<td><strong>32</strong></td>
<td><strong>39</strong></td>
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# PSH Match

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<tbody>
<tr>
<td><strong>PSH Households Returned</strong></td>
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<tr>
<td>Chronic</td>
<td>7</td>
<td>8</td>
<td>22</td>
<td>4</td>
<td>7</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>Non-chronic</td>
<td>8</td>
<td>3</td>
<td>14</td>
<td>8</td>
<td>0</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Households</strong></td>
<td>15</td>
<td>11</td>
<td>36</td>
<td>12</td>
<td>7</td>
<td>12</td>
<td>5</td>
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<tbody>
<tr>
<td>Client refused unit</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>3</td>
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<tr>
<td>Client refused agency</td>
<td>5</td>
<td>2</td>
<td>15</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Agency refused client</td>
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<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
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<td>0</td>
</tr>
<tr>
<td>Unable to contact client</td>
<td>6</td>
<td>7</td>
<td>18</td>
<td>8</td>
<td>0</td>
<td>5</td>
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<tr>
<td>Client in institution</td>
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<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Already housed</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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PSH Prioritization List
As of October 31, 2017

103 Households

PSH Households

- Chronic Singles
- Non-chronic Singles
- Chronic Families
- Non-chronic Families
Length of Time of PSH Housing Process:
Navigation, Prioritization, Housing Search & Lease Up
From Jan. 1 – Oct. 31, 2017
Total Sample Size: 246

- Chronic Singles: 167 Days
- Non-Chronic Singles: 131 Days
- Chronic Family: 172 Days
- Non-Chronic Family: 177 Days
Length of Time of PSH Process: Navigation, Prioritization, Housing Search & Lease Up

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

### Q1

- **Chronic Singles**: N=60
  - Assigned: 165
  - Submitted: 125
  - Matched: 182
  - Housed: 178

- **Non-chronic Singles**: N=14
  - Assigned: 78
  - Submitted: 45
  - Matched: 12
  - Housed: 19

- **Chronic Families**: N=6
  - Assigned: 15
  - Submitted: 11
  - Matched: 3
  - Housed: 4

- **Non-chronic Families**: N=27
  - Assigned: 148
  - Submitted: 122
  - Matched: 181
  - Housed: 176

### Q2

- **Chronic Singles**: N=4
  - Assigned: 104
  - Submitted: 145
  - Matched: 205
  - Housed: 223

- **Non-chronic Singles**: N=18
  - Assigned: 145
  - Submitted: 205
  - Matched: 223
  - Housed: 223

### Q3

- **Chronic Families**: N=4
  - Assigned: 104
  - Submitted: 145
  - Matched: 205
  - Housed: 223

- **Non-chronic Families**: N=9
  - Assigned: 104
  - Submitted: 145
  - Matched: 205
  - Housed: 223

**Sample Sizes**
- **January – March 2017**: 87
- **April – June 2017**: 53
- **July – Sept. 2017**: 73