

# DETROIT COORDINATED ENTRY SYSTEM (CAM) OUTPUT & OUTCOMES REPORT

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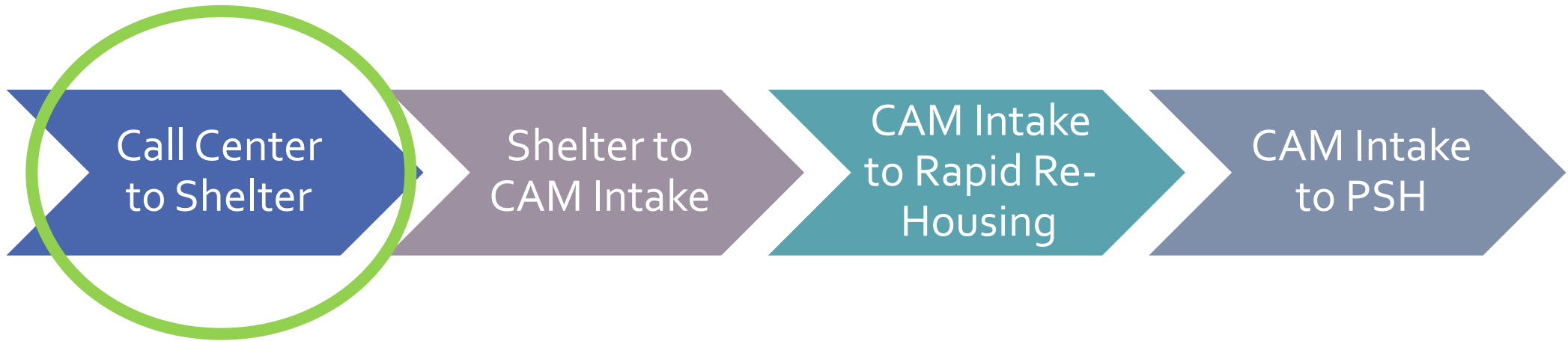
October 2017



# 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!



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Data Sections Based on CAM Process

# Call Center Data

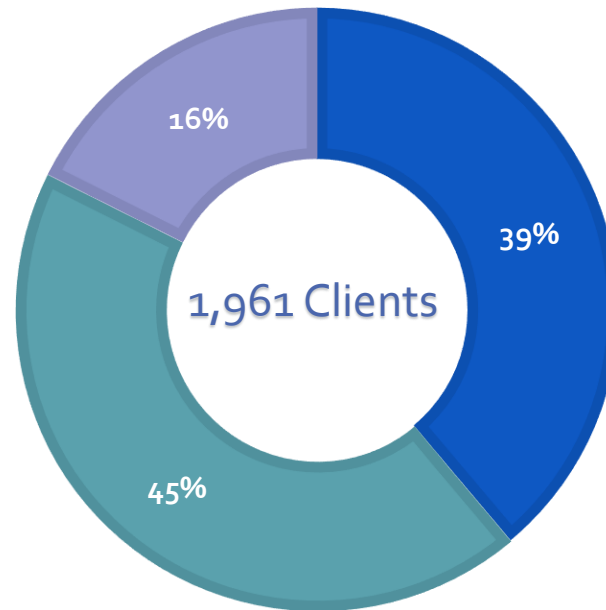
	May	June	July	August	Sept.	Oct.
<b>Calls Placed</b>	11,479	10,065	10,132	10,683	9,602	10,474
Calls Answered	50%	53%	61%	61%	57%	56%
<b>New Callers</b>	525	545	552	661	478	524
Literally Homeless	29%	32%	23%	28%	30%	35%
Fleeing DV	25	29	32	28	12	9
Number of Single Women and Families on Prioritization List	105	101	73	102	57	78



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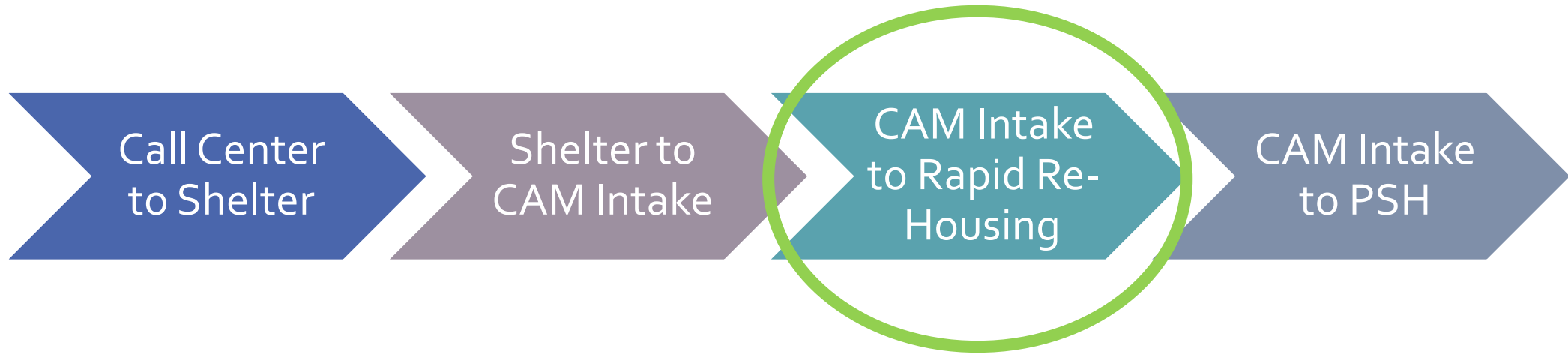
Data Sections Based on CAM Process

**VI SPDAT**  
COMPLETED BY SHELTER STAFF



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

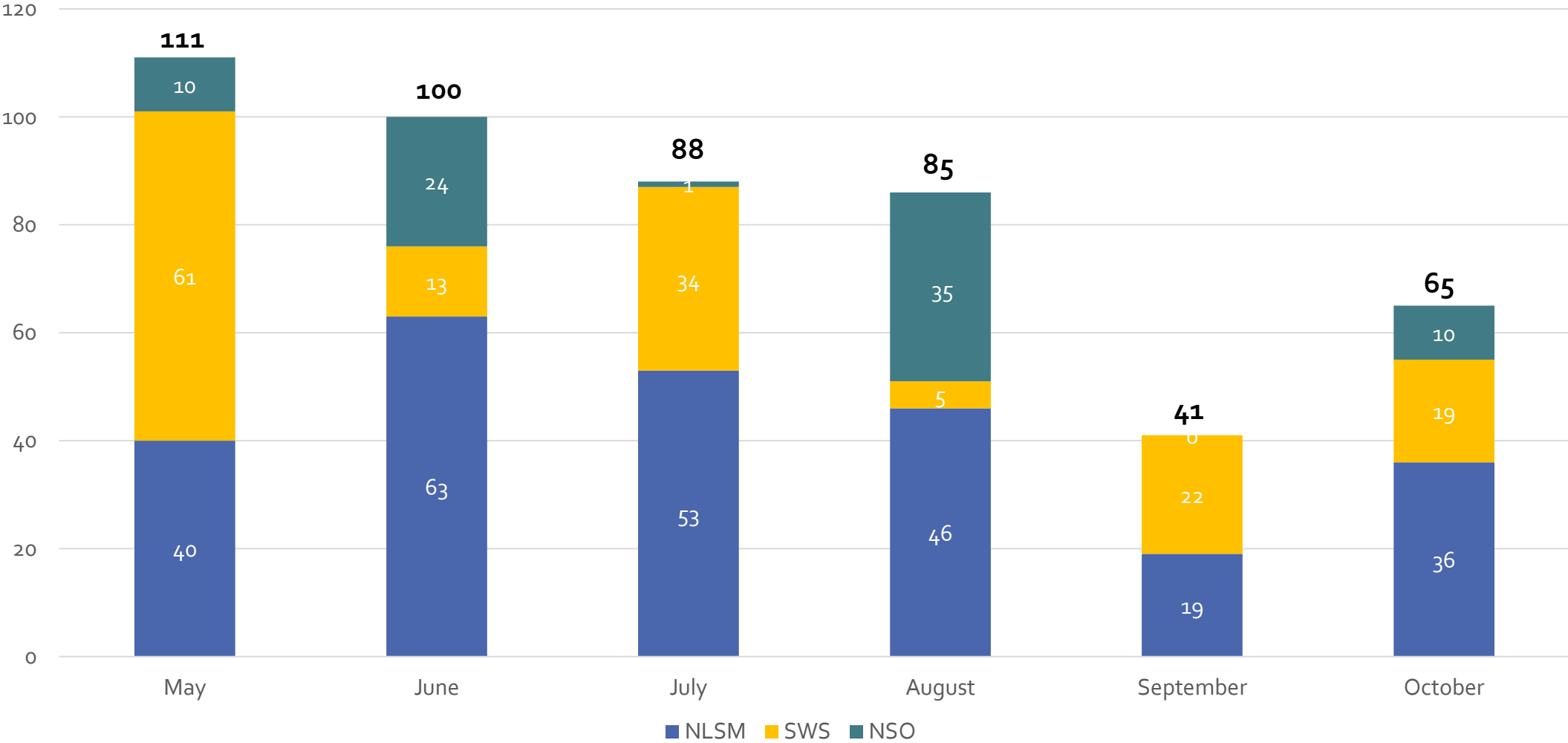
Rolling data as of October 31, 2017



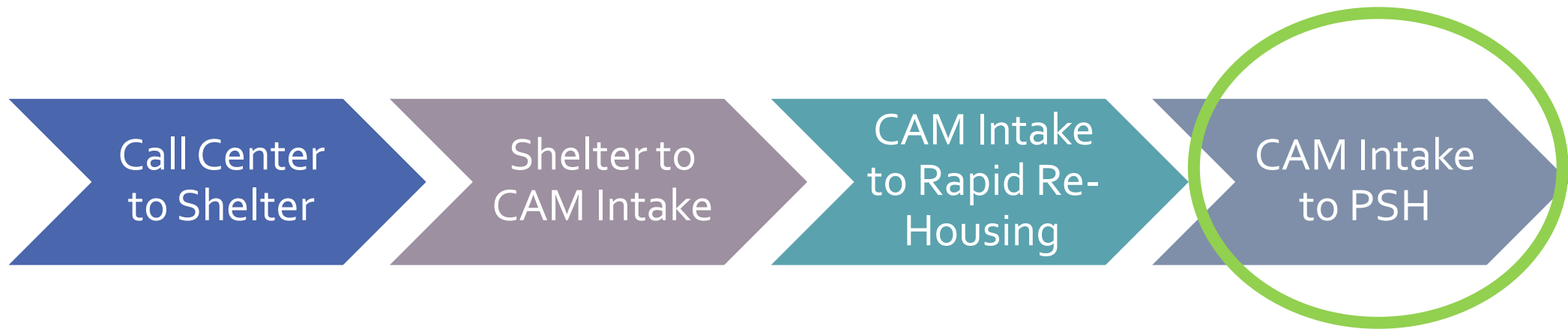
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Data Sections Based on CAM Process

# Total Clients Referred to RRH Providers


























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Data Sections Based on CAM Process

# PSH Match

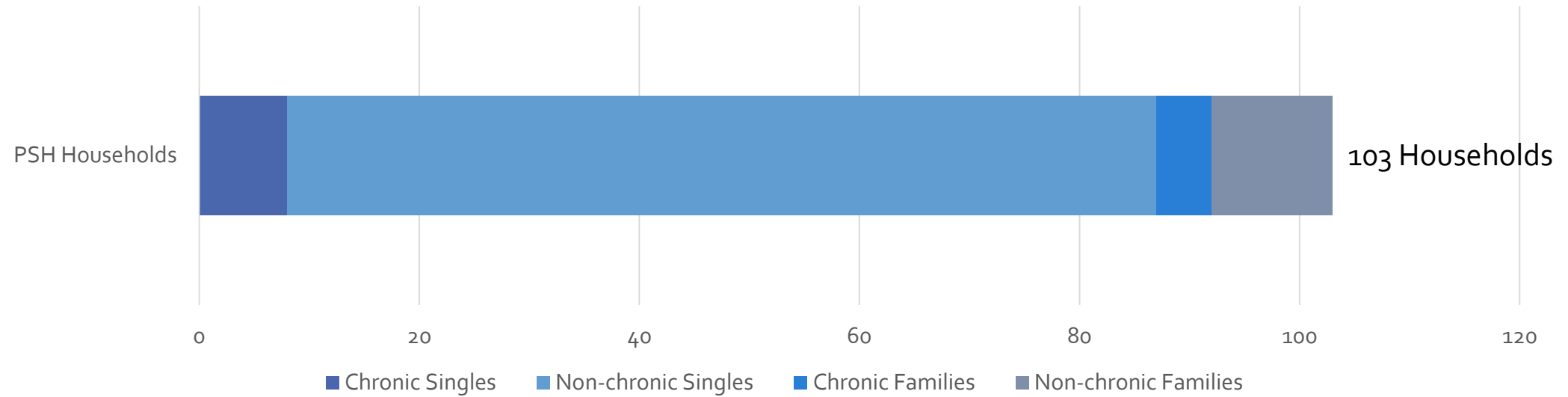
	April	May	June	July	August	Sept.	Oct.	
<b>PSH Households Received</b>								
Chronic Singles	33	22	21	14	29	12	30	
Non-chronic Singles	13	8	9	12	15	12	15	
Chronic Families	1	2	4	1	3	4	4	
Non-chronic Families	1	2	4	2	2	4	0	
<b>Total Households</b>	<b>48</b>	<b>34</b>	<b>38</b>	<b>29</b>	<b>49</b>	<b>32</b>	<b>49</b>	
<b>PSH Households Matched</b>								
Chronic Singles	27	31	42	32	33	19	37	
Non-chronic Singles	7	14	20	9	6	7	0	
Chronic Families	2	2	5	2	2	3	2	
Non-chronic Families	1	2	6	2	2	3	0	
<b>Total Households</b>	<b>37</b>	<b>49</b>	<b>73</b>	<b>45</b>	<b>43</b>	<b>32</b>	<b>39</b>	

# PSH Match

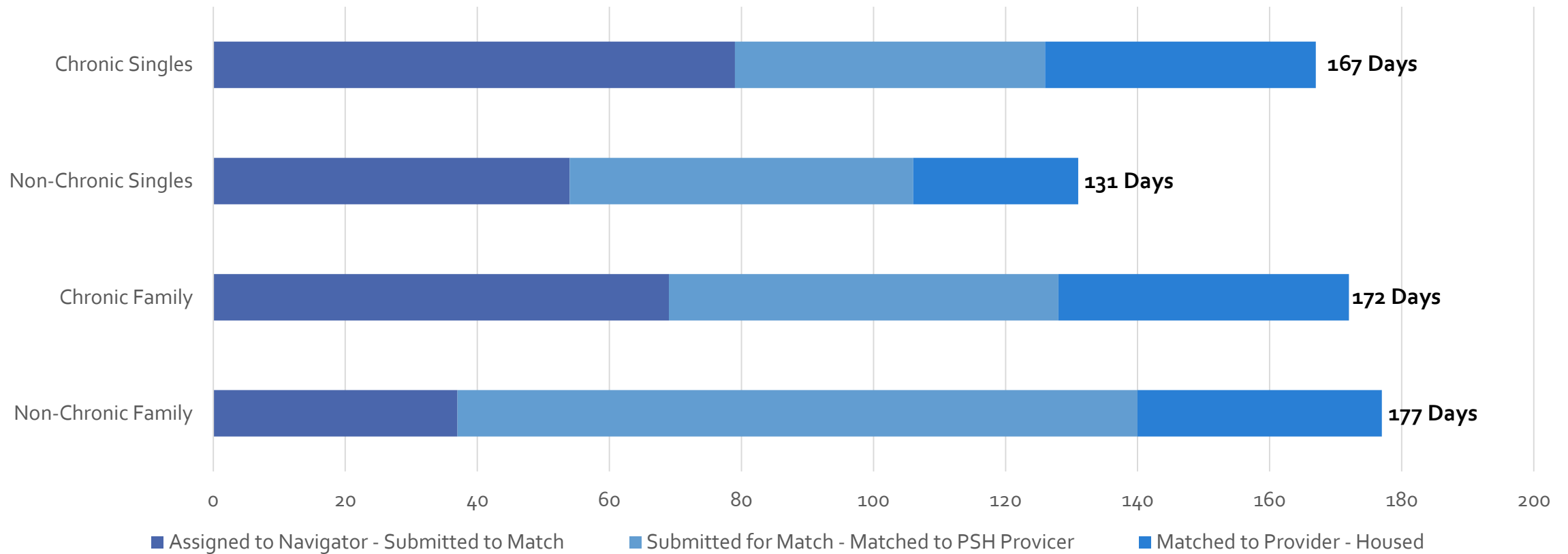
	April	May	June	July	August	Sept.	Oct.	
<b>PSH Households Returned</b>								
Chronic	7	8	22	4	7	8	4	
Non-chronic	8	3	14	8	0	4	1	
<b>Total Households</b>	<b>15</b>	<b>11</b>	<b>36</b>	<b>12</b>	<b>7</b>	<b>12</b>	<b>5</b>	
<b>Reasons for Return</b>								
Client refused unit	1	2	2	3	2	1	3	
Client refused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

# PSH Prioritization List

As of October 31, 2017



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



## 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

