

DETROIT COORDINATED ENTRY SYSTEM (CAM) OUTPUT & OUTCOMES REPORT

November 2017



Executive Summary

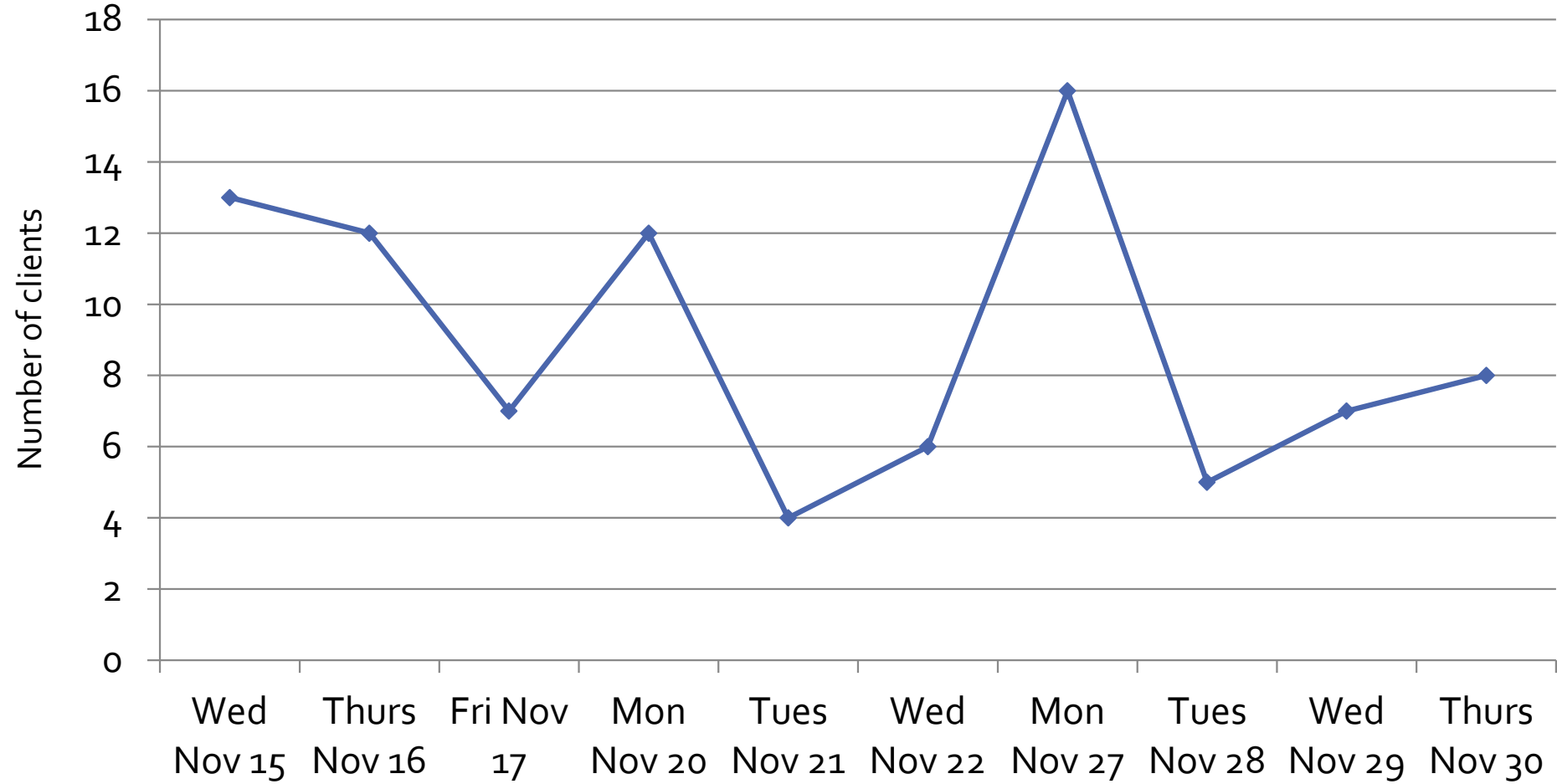
- As we transition our coordinated entry system from a Call Center based model to an in-person access point model, we will be reporting data on both processes simultaneously. This report contains data specific to the new access point model for families on slides 4 & 5. The data is reported from the launch of the family access point on November 15th to the end of November. The rest of the report reflects the typical monthly data from November.
- Rapid Re-Housing is one area of our system in which we have been trying to capture better data. Previously, we only reported on the number of RRH referrals sent to each RRH provider. This month's report reflects some new RRH data showing:
 - Outcomes of the RRH referrals that were sent (based on referral outcomes entered in HMIS by RRH providers)
 - Length of time it takes for someone to receive a RRH referral after receiving the VI-SPDAT
 - Length of time from the time a person is referred to an RRH provider to the time they are entered into the RRH program (Note: this does not indicate the date the person was housed)
- With the new policies and procedures released by HAND and the City of Detroit, we expect the data quality and data reporting for RRH to become more consistent across the various RRH providers and, thus, our ability to report quality RRH data should improve.

CAM Family Access Point Data

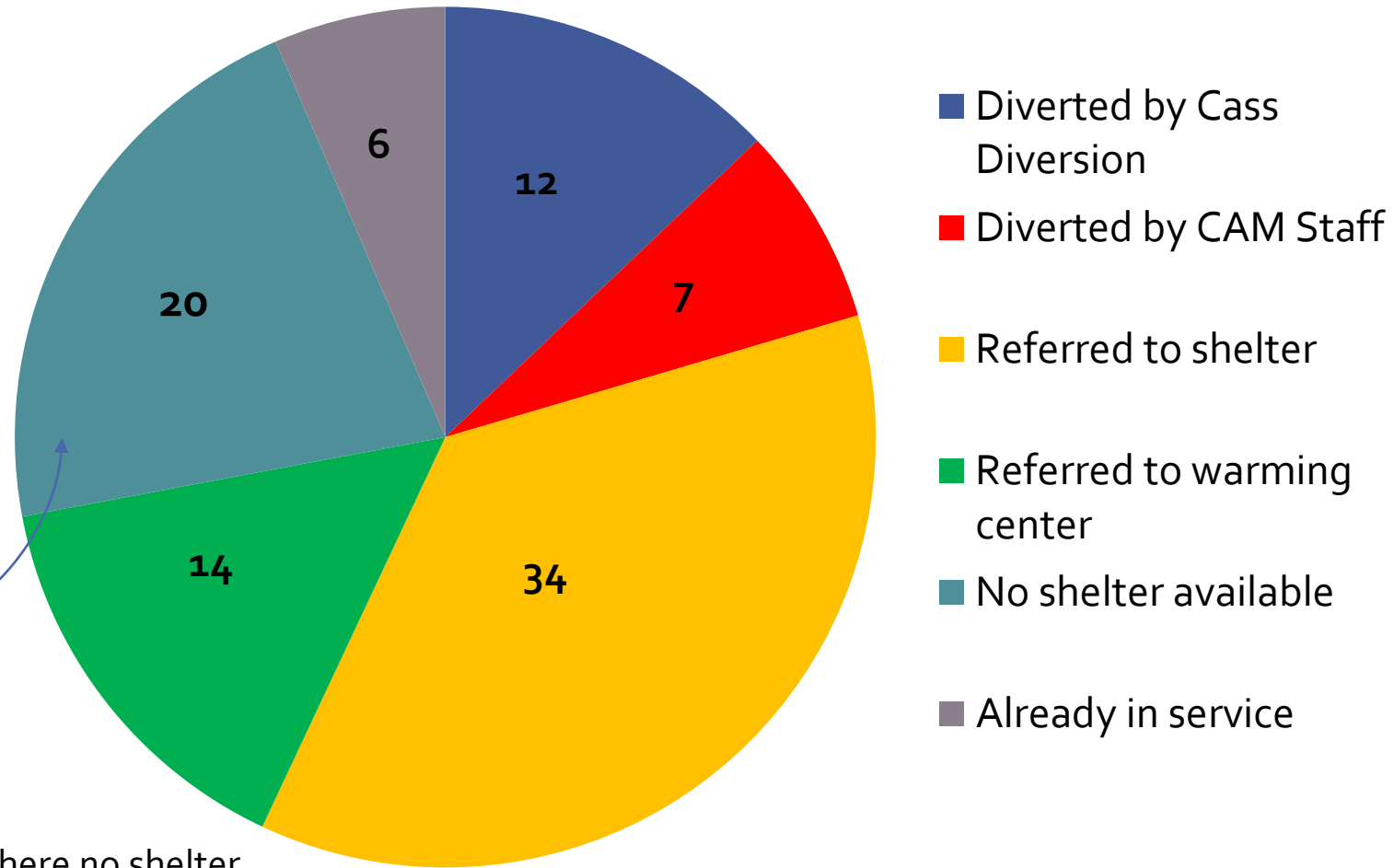
11/15/17-11/30/17

**Slides 4 & 5 report data specific to the CAM Family Access Point, located at the SWS Housing Resource Center at 1600 Porter St. in Detroit. The data is reported from the date the family access point launched (11/15/17) through the end of the month.

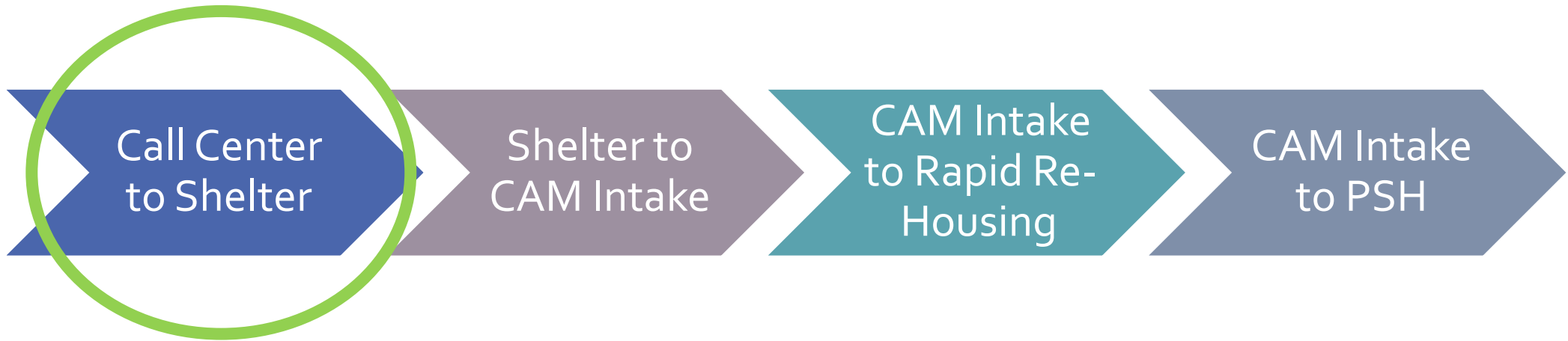
Number of Clients Presenting at the Family Access Site (November 15-30, 2017)



Family Access Point—Client Outcomes (November 15-30, 2017)



Among the 20 clients where no shelter was available, 6 returned another day and were referred to shelter.



Data Sections Based on CAM Process

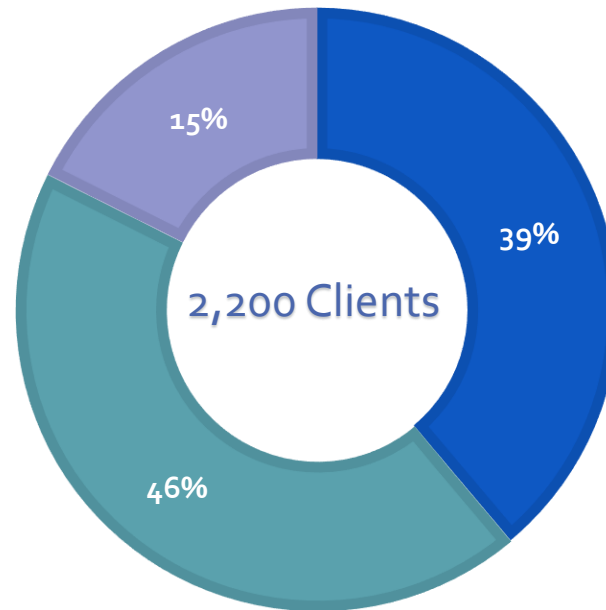
Call Center Data

	June	July	August	Sept.	Oct.	Nov.
Calls Placed	10,065	10,132	10,683	9,602	10,474	9,759
Calls Answered	53%	61%	61%	57%	56%	68%
New Callers	545	552	661	478	524	389
Literally Homeless	32%	23%	28%	30%	35%	33%
Fleeing DV	29	32	28	12	9	6
Number of Single Women and Families on Prioritization List	101	73	102	57	78	29



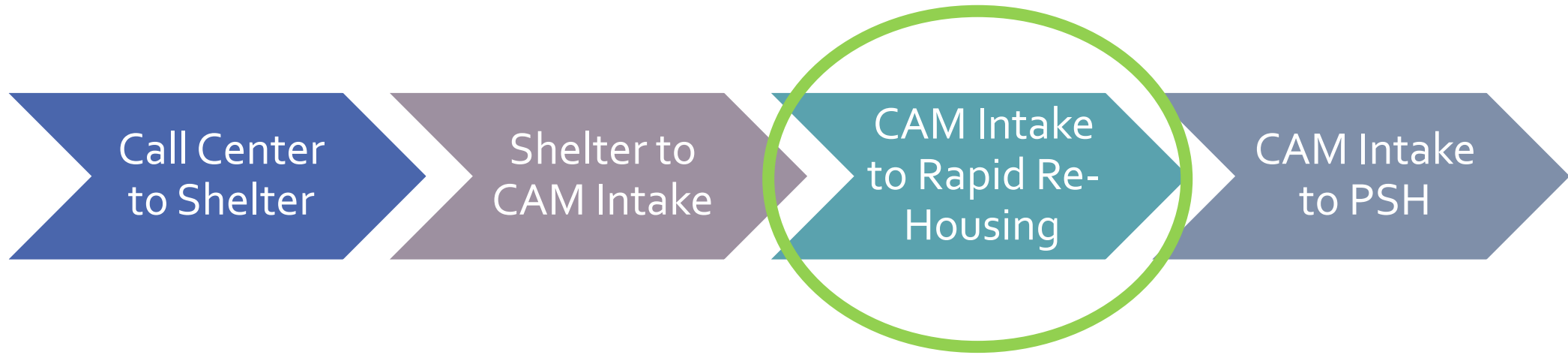
Data Sections Based on CAM Process

VI SPDAT
COMPLETED BY SHELTER STAFF



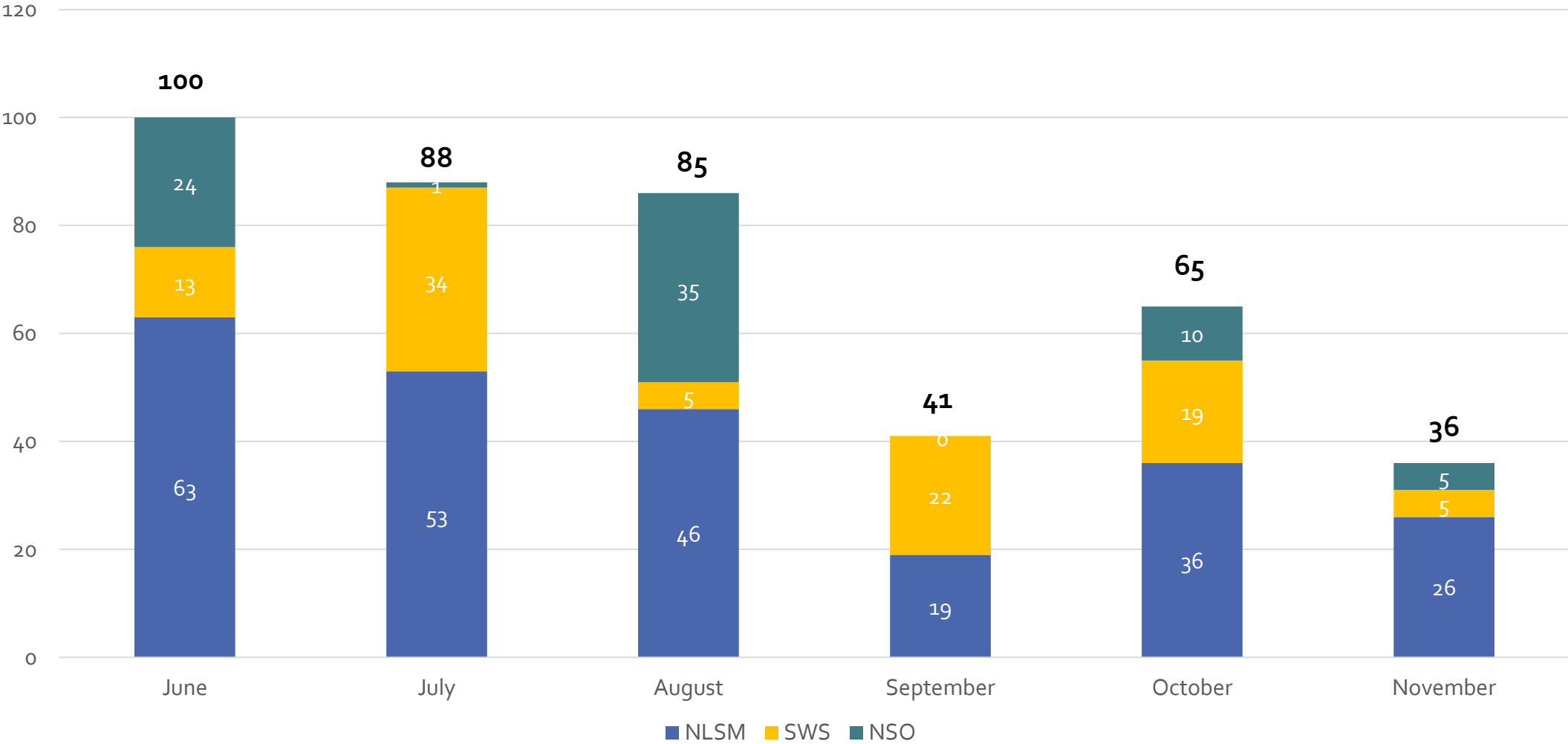
- Permanent Supportive Housing
- Rapid Re-Housing
- No Housing

Rolling data as of November 30, 2017

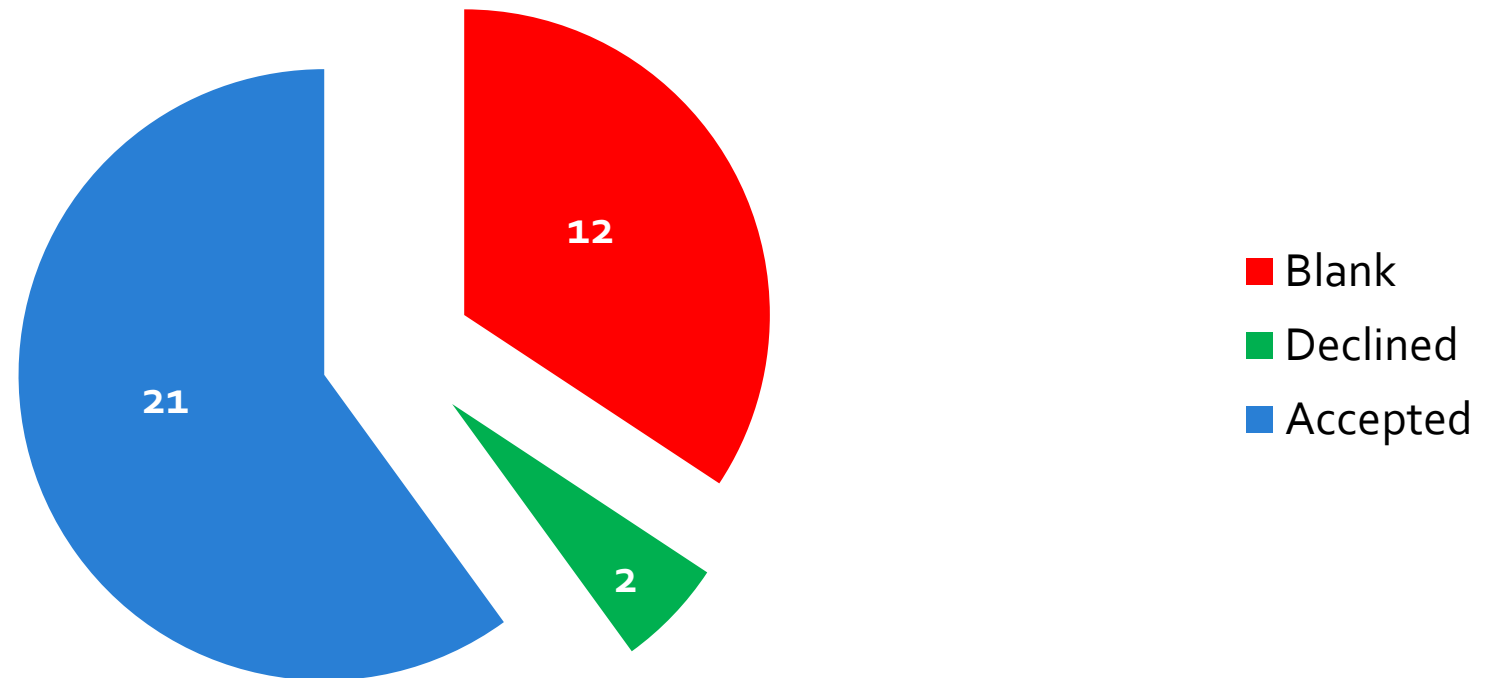


Data Sections Based on CAM Process

Total Clients Referred to RRH Providers

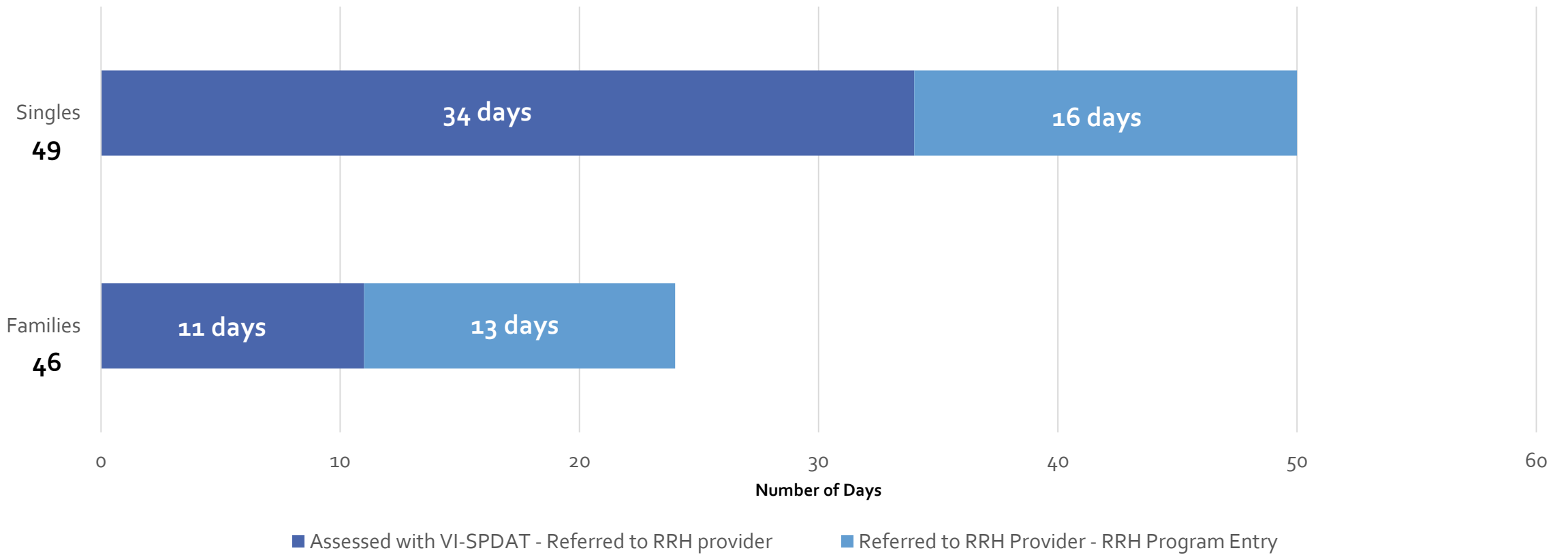


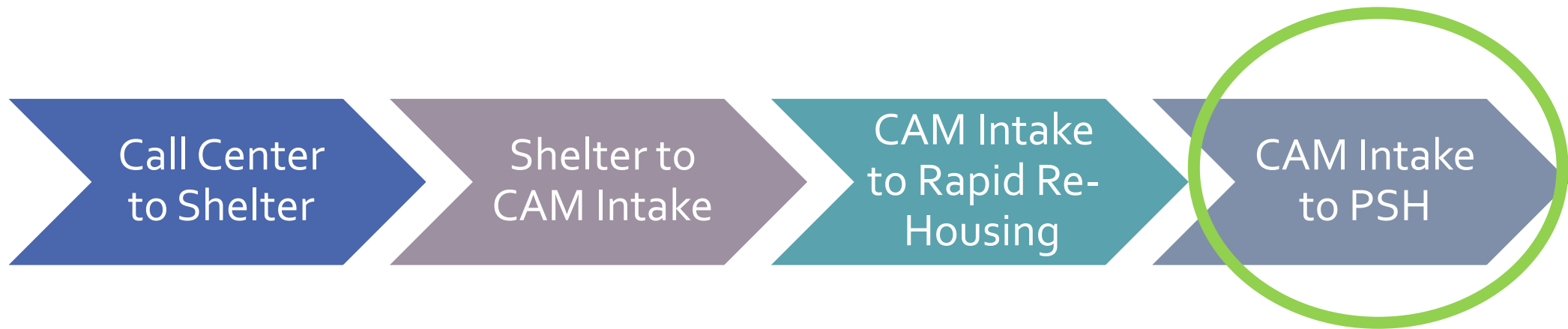
**November 2017
Rapid Re-Housing HMIS Referral Outcomes (as of 12/6/2017)**



Total Referrals: 36











Median Length of Time of RRH Housing Process:
Assessed, Referred, Program Entry
Accepted RRH Referrals Made from September 1 – November 30, 2017
Total Sample Size: 95














Data Sections Based on CAM Process

PSH Match

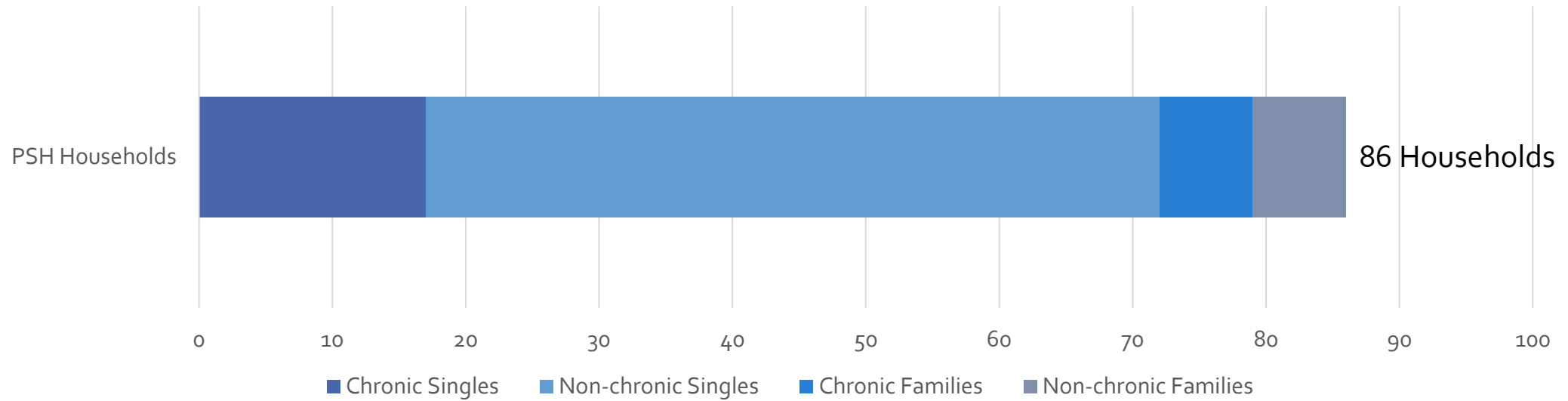
	April	May	June	July	August	Sept.	Oct.	Nov.	
PSH Households Received									
Chronic Singles	33	22	21	14	29	12	30	32	
Non-chronic Singles	13	8	9	12	15	12	15	8	
Chronic Families	1	2	4	1	3	4	4	1	
Non-chronic Families	1	2	4	2	2	4	0	1	
Total Households	48	34	38	29	49	32	49	42	
PSH Households Matched									
Chronic Singles	27	31	42	32	33	19	37	25	
Non-chronic Singles	7	14	20	9	6	7	0	3	
Chronic Families	2	2	5	2	2	3	2	3	
Non-chronic Families	1	2	6	2	2	3	0	0	
Total Households	37	49	73	45	43	32	39	31	

PSH Match

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

PSH Prioritization List

As of November 30, 2017



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

