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)
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

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Calls Placed</strong></td>
<td>10,065</td>
<td>10,132</td>
<td>10,683</td>
<td>9,602</td>
<td>10,474</td>
<td>9,759</td>
</tr>
<tr>
<td><strong>Calls Answered</strong></td>
<td>53%</td>
<td>61%</td>
<td>61%</td>
<td>57%</td>
<td>56%</td>
<td>68%</td>
</tr>
<tr>
<td><strong>New Callers</strong></td>
<td>545</td>
<td>552</td>
<td>661</td>
<td>478</td>
<td>524</td>
<td>389</td>
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<tr>
<td><strong>Literally Homeless</strong></td>
<td>32%</td>
<td>23%</td>
<td>28%</td>
<td>30%</td>
<td>35%</td>
<td>33%</td>
</tr>
<tr>
<td><strong>Fleeing DV</strong></td>
<td>29</td>
<td>32</td>
<td>28</td>
<td>12</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td><strong>Number of Single Women and Families on Prioritization List</strong></td>
<td>101</td>
<td>73</td>
<td>102</td>
<td>57</td>
<td>78</td>
<td>29</td>
</tr>
</tbody>
</table>
Data Sections Based on CAM Process
VI SPDAT
COMPLETED BY SHELTER STAFF

- Permanet Supportive Housing: 39%
- Rapid Re-Housing: 46%
- No Housing: 15%

2,200 Clients

Rolling data as of November 30, 2017
Data Sections Based on CAM Process
Total Clients Referred to RRH Providers

- **June**: 100
  - NLSM: 63
  - SWS: 13
  - NSO: 24

- **July**: 88
  - NLSM: 53
  - SWS: 34
  - NSO: 1

- **August**: 85
  - NLSM: 46
  - SWS: 35
  - NSO: 3

- **September**: 41
  - NLSM: 22
  - SWS: 19
  - NSO: 0

- **October**: 65
  - NLSM: 36
  - SWS: 19
  - NSO: 10

- **November**: 36
  - NLSM: 26
  - SWS: 5
  - NSO: 5
November 2017
Rapid Re-Housing HMIS Referral Outcomes (as of 12/6/2017)

Total Referrals: 36

- Accepted: 21
- Declined: 2
- Blank: 12

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

- **Singles**
  - 49 cases
  - Assessed: 11 days
  - Referred to RRH Provider: 13 days
  - RRH Program Entry: 34 days
  - Total Median Time: 16 days

- **Families**
  - 46 cases
  - Assessed with VI-SPDAT: 11 days
  - Referred to RRH Provider: 13 days
  - RRH Program Entry: 34 days
  - Total Median Time: 16 days

Number of Days

0 10 20 30 40 50 60

Assessed with VI-SPDAT - Referred to RRH provider
Referred to RRH Provider - RRH Program Entry
Data Sections Based on CAM Process
## PSH Match

<table>
<thead>
<tr>
<th>PSH Households Received</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>Sept.</th>
<th>Oct.</th>
<th>Nov.</th>
</tr>
</thead>
<tbody>
<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>
<td>32</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>
<td>8</td>
</tr>
<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>
<td>1</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>
<td>1</td>
</tr>
<tr>
<td>Total Households</td>
<td>48</td>
<td>34</td>
<td>38</td>
<td>29</td>
<td>49</td>
<td>32</td>
<td>49</td>
<td>42</td>
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<tbody>
<tr>
<td>Chronic Singles</td>
<td>27</td>
<td>31</td>
<td>42</td>
<td>32</td>
<td>33</td>
<td>19</td>
<td>37</td>
<td>25</td>
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<tr>
<td>Non-chronic Singles</td>
<td>7</td>
<td>14</td>
<td>20</td>
<td>9</td>
<td>6</td>
<td>7</td>
<td>0</td>
<td>3</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>
<td>3</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>Total Households</td>
<td>37</td>
<td>49</td>
<td>73</td>
<td>45</td>
<td>43</td>
<td>32</td>
<td>39</td>
<td>31</td>
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# PSH Match

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<tbody>
<tr>
<td><strong>PSH Households Returned</strong></td>
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<td></td>
<td></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>
<td>0</td>
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<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>
<td>0</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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<tr>
<td><strong>Reasons for Return</strong></td>
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<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>
<td>0</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>
<td>0</td>
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<tr>
<td>Agency refused client</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>0</td>
<td>0</td>
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<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>
<td>1</td>
<td>0</td>
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<tr>
<td>Client in institution</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Already housed</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
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</tbody>
</table>
PSH Prioritization List
As of November 30, 2017

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

86 Households
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**
January – March 2017
Sample Size: 87

- Chronic Singles: 165
- Non-chronic Singles: 125
- Chronic Families: 178
- Non-chronic Families: 182

**Q2**
April – June 2017
Sample Size: 53

- Chronic Singles: 148
- Non-chronic Singles: 122
- Chronic Families: 181
- Non-chronic Families: 176

**Q3**
July – Sept. 2017
Sample Size: 73

- Chronic Singles: 104
- Non-chronic Singles: 145
- Chronic Families: 205
- Non-chronic Families: 223