

DETROIT COORDINATED ENTRY SYSTEM (CAM) SYSTEM ASSESSMENT REPORT

Quarterly Report

Quarter 1: January –March 2018



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Disclaimer: The CAM team spent the first couple months of implementation of the new process determining and refining the best data collection techniques for various aspects of the process. Thus, some of the data in this report may not be reported with 100% accuracy. We've done the best we can for the first quarter. 😊

Quarter 1 (Q1) Summary

- There was an average of 15.6 single adult consumers and 7.6 family consumers seen at any Access Point daily.
- Navigators submitted a total of 157 PSH packets.
- 75 households were pulled from the Housing Choice Voucher waitlist.
- 78 households were referred to an RRH program. The RRH housing process took a median of 100 days from Access Point to Housing.
- 175 households were referred to a PSH program. The PSH housing process took a median of 79 days from Access Point to Housing.
- There were 93 CAM newsletter subscribers by the end of Q1.

Access Points

Family Access Point:

Housing Resource Center –1600 Porter St., Detroit, MI 48216

Single Adult Access Points:

Tumaini Center—3430 3rd Avenue, Detroit, MI 48201

NOAH Project—23 E. Adams Ave, Detroit, MI 48226

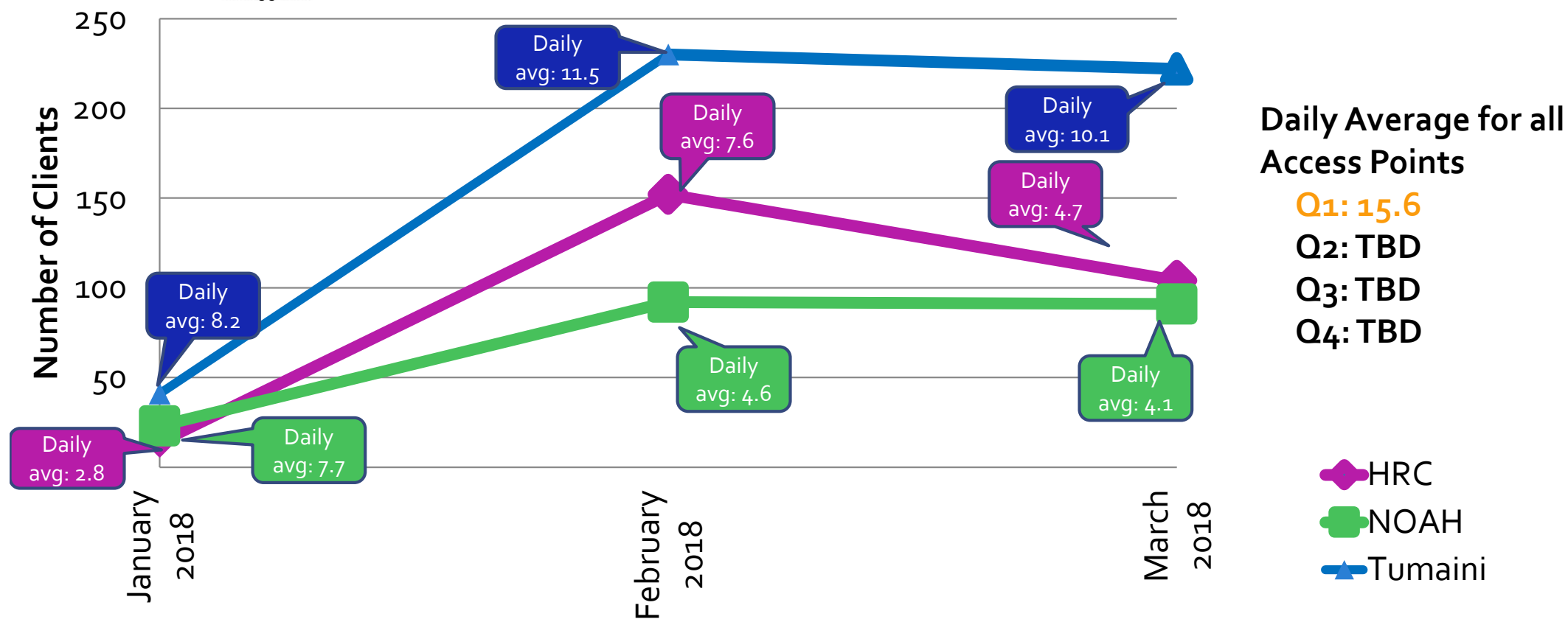


CAM Automated Call Center—Calls Received

	January	February	March	Quarter 1 Averages
Caller did not select a prompt	N/A	3,932	3,823	3,878
Prompt 1: Domestic Violence	N/A	285	315	300
Prompt 2: Single Adult Shelter	N/A	1,199	1,107	1,153
Prompt 3: Family and Youth Shelter	N/A	643	638	641
Prompt 4 : Veteran	N/A	43	54	49
Prompt 5: Eviction	N/A	452	543	498
Prompt 6: Utilities	N/A	81	103	92
Total Calls Received	N/A	6,635	6,583	6,609

Prompts changed in January, 2018; data collection with new prompts began in February, 2018

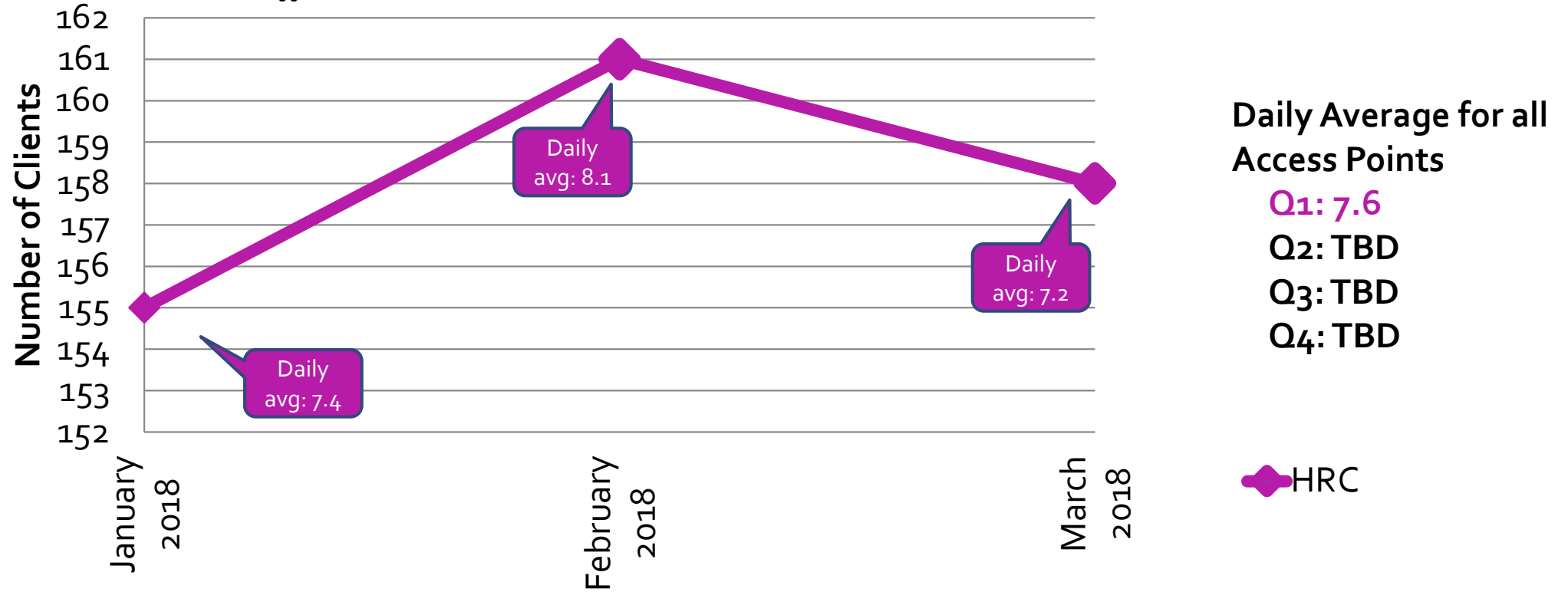
Number of Single Adults Presenting at Access Points



Number of households diverted from shelter and/or reunified w/ family	January	February	March	Quarter 1 TOTAL
	3 (21%) -HRC	5 (3%) -HRC	22 (21%) -HRC	30 (11%) -HRC
	4 (17%) -NOAH	13 (14%) -NOAH	3 (3%) -NOAH	20 (10%) -NOAH
	3 (7%) -Tumaini	12 (5%) -Tumaini	13 (6%) -Tumaini	28 (6%) -Tumaini

Data Reporting Period: January 1, 2018-March 31, 2018

Number of Families Presenting at Access Points



Number of households diverted from shelter and/or reunified w/ family

January
50 (32%) -HRC

February
52 (32%) -HRC

March
49 (31%) -HRC

Quarter 1 TOTAL
151 (32%) -HRC

NOTE: There were no families at the NOAH Project and only 2 families at the Tumaini Center in March 2018.

Data Reporting Period: January 1, 2018-March 31, 2018

Number of Client Referrals and Arrivals to Shelter or Warming Center

	January		February		March		Quarter 1 Totals	
	Number referred	Number showing up to shelter	Number referred	Number showing up to shelter	Number referred	Number showing up to shelter	Number referred	Number showing up to shelter
HRC (Families)	63	45 (71%)	46	36 (78%)	42	35 (83%)	151	116 (77%)
HRC (Singles)	14	13 (93%)	72	47 (65%)	88	64 (73%)	174	124 (71%)
Tumaini Center	35	23 (66%)	179	116 (63%)	233	169 (73%)	447	308 (69%)
NOAH Project	10	4 (40%)	55	30 (55%)	65	44 (68%)	130	78 (60%)
TOTAL	122	85 (70%)	352	229 (65%)	428	312 (73%)	902	626 (69%)

Notes:

- 1) On January 24, 2018, the CAM Call Center transitioned from a person-operated system to an automated system with prompts for caller needs. The Tumaini Access Point opened on January 25, 2018. The data reported for Tumaini Access Point is representative of Jan. 25-Jan. 31
- 2) The NOAH Access Point opened January 29, 2018. The Jan. data reported for NOAH Access Point is representative of Jan. 29-Jan. 31;
- 3) Number showing up to shelter is likely slightly higher, but is reported based on shelters "accepting" HMIS shelter referrals
- 4) Future reports will break this table out by singles, families, & youth

Client transportation to and from Access Points

Transportation TO Access Point

Transportation Method	All Access Points
Walked	29%
Friend or family member	27%
Bus	20%
Drove myself	15%
Cab or rideshare	6%
Service provider (including faith-based organizations)	3%
Police	(less than 1%)
Biked	(less than 1%)
Total	100%

Transportation FROM Access Point (to Shelter)

Transportation Method	All Access Points
Transported self	37%
Provided with bus tickets by CAM	24%
Walked	18%
Transported by friend or family member	11%
Transported by service provider (including CAM transport)	9%
Cab or rideshare	1%
Total	100%

Average length of time for CAM Access Point Process

(inclusive of wait time and assessment)

1 hour, 10 minutes

Note: Future reports will break this data out by individual Access Point.

VI-SPDAT and SPDAT Scores

	Singles		Families		Youth*	
	VI-SPDAT Avg=6.7 (N=688)	Full SPDAT Avg=39 (N=273)	VI-SPDAT Avg=8.6 (N=136)	Full SPDAT Avg=42 (N=66)	VI-SPDAT Avg=7.5 (N=117)	Full SPDAT Avg=37 (N=43)
No Housing Supports	93 (14%)	2 (1%)	2 (1%)	1 (1.5%)	3 (2.5%)	0
Rapid Re-Housing	334 (48%)	61 (22%)	67 (49.5%)	55 (83.5%)	55 (47%)	27 (63%)
Permanent Supportive Housing	261 (38%)	210 (77%)	67 (49.5%)	10 (15%)	59 (50.5%)	16 (37%)

Notes:

- 1) Only those scoring for PSH receive the full SPDAT.
- 2) In January 2018 the VI-SPDAT for single adults was administered by the single adult shelters rather than CAM staff.
- 3) Because the Full SPDAT is not done immediately (and is, thus, rolling data), the number of Full SPDATs completed does not necessarily equal the number of people who scored for a Full SPDAT on the VI-SPDAT.

*The Youth VI-SPDAT was utilized during this reporting period as a way to test the tool; the Youth Sub-Committee will be further analyzing this data

Housing Choice Vouchers

Navigators assist households scoring for RRH on the VI-SPDAT and Full SPDAT to complete the HCV application after they enter shelter. Households are then pulled from the HCV waitlist by MSHDA when vouchers become available.



Households Pulled for a Housing Choice Voucher

Household Type	Date of MSHDA HCV Pull: February 5, 2018	Date of MSHDA HCV Pull: February 12, 2018	Quarter 1 Totals
Singles	28	16	44
Families	22	9	31
Total Households	50	25	75

Data Reporting Period: January 1, 2018-March 31, 2018

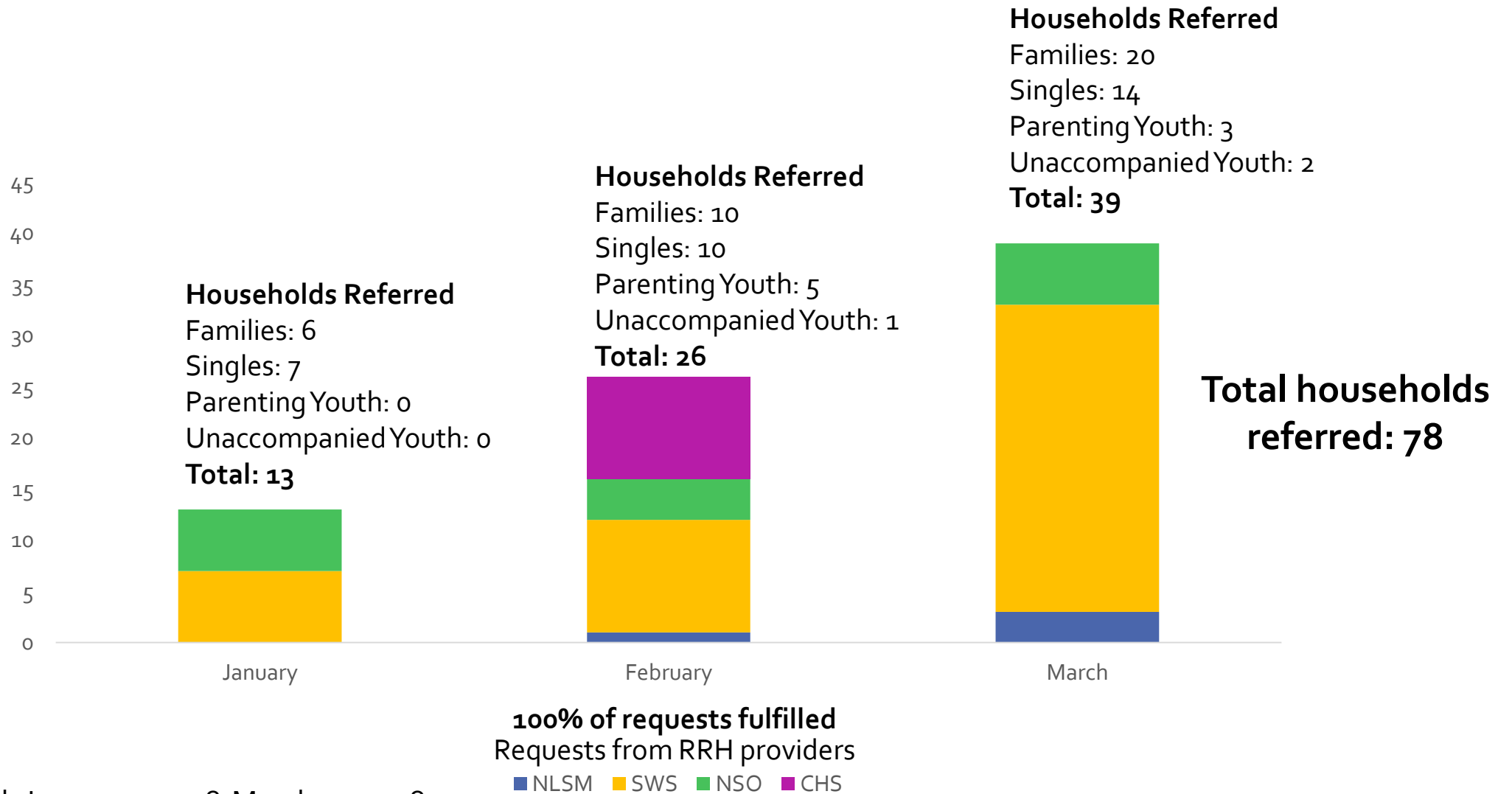
This data is inclusive of HCV pulls from the Out-Wayne CoC as well as the Detroit CoC. Future reports will include the number of applications submitted by CAM staff monthly.

Rapid Re-Housing

Households scoring for RRH on the VI-SPDAT and Full SPDAT are entered into the RRH prioritization process.



RRH Households Requested by RRH providers and Referred by CAM

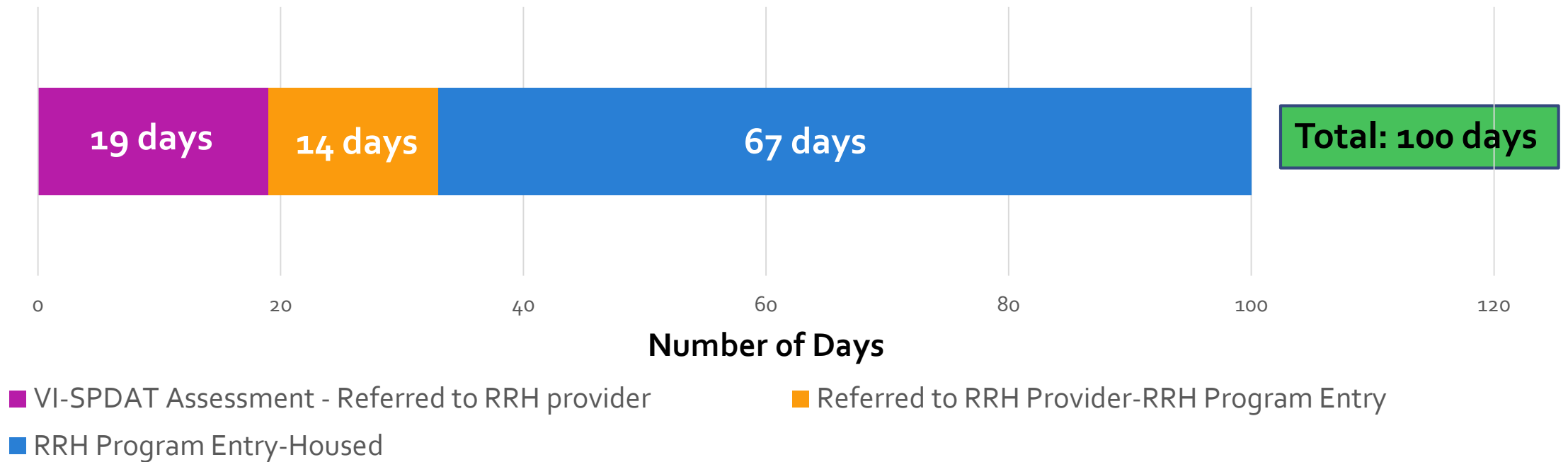


Data Reporting Period: January 1, 2018-March 31, 2018

The percentage of RRH referral returned (and reason) is unavailable because RRH providers were not yet required to enter this data and, thus, it was not entered consistently.

72 Rapid Re-housing households were housed by RRH providers between January 1, 2018—March 31, 2018

Median Length of Time of RRH Housing Process for Households Housed through RRH:



Permanent Supportive Housing

Households scoring for PSH are assigned a Housing Navigator to collect documents and submit a PSH packet to CAM. Households are then referred to PSH providers based on provider-reported availability using the CoC determined prioritization process.

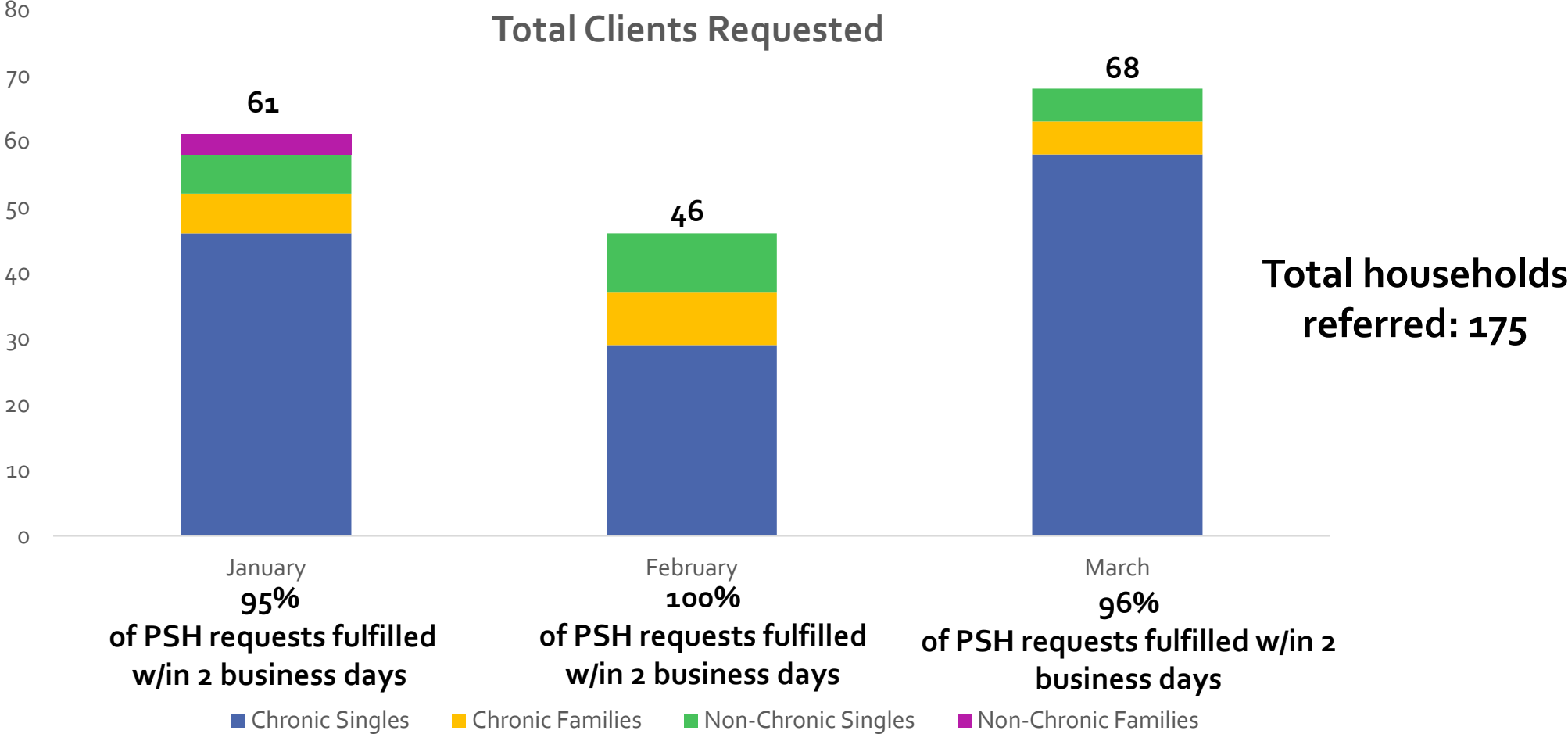


PSH Packets Submitted by CAM Navigators & Street Outreach

	January	February	March	Quarter 1 Totals
Number of PSH packets submitted by CAM Navigators & Street Outreach	Non-Chronic Families: 3 Non-Chronic Singles: 7 Chronic Families: 2 Chronic Singles: 29	Non-Chronic Fam: 1 Non-Chronic Singles: 8 Chronic Families: 5 Chronic Singles: 40	Non-Chronic Families: 0 Non-Chronic Singles: 9 Chronic Families: 4 Chronic Singles: 49	Non-Chronic Families: 4 Non-Chronic Singles: 24 Chronic Families: 11 Chronic Singles: 118
	TOTAL: 41	TOTAL: 54	TOTAL: 62	TOTAL: 157

75% of PSH packets submitted by CAM Navigators & Street Outreach were for chronically homeless single households.

PSH Households Requested by PSH Provider and Referred by CAM



NOTE: All PSH requests are fulfilled in due time, however, where there were delays to fulfillment it was due to there not being an eligible household for the available unit or client refusal of a unit or provider being offered.

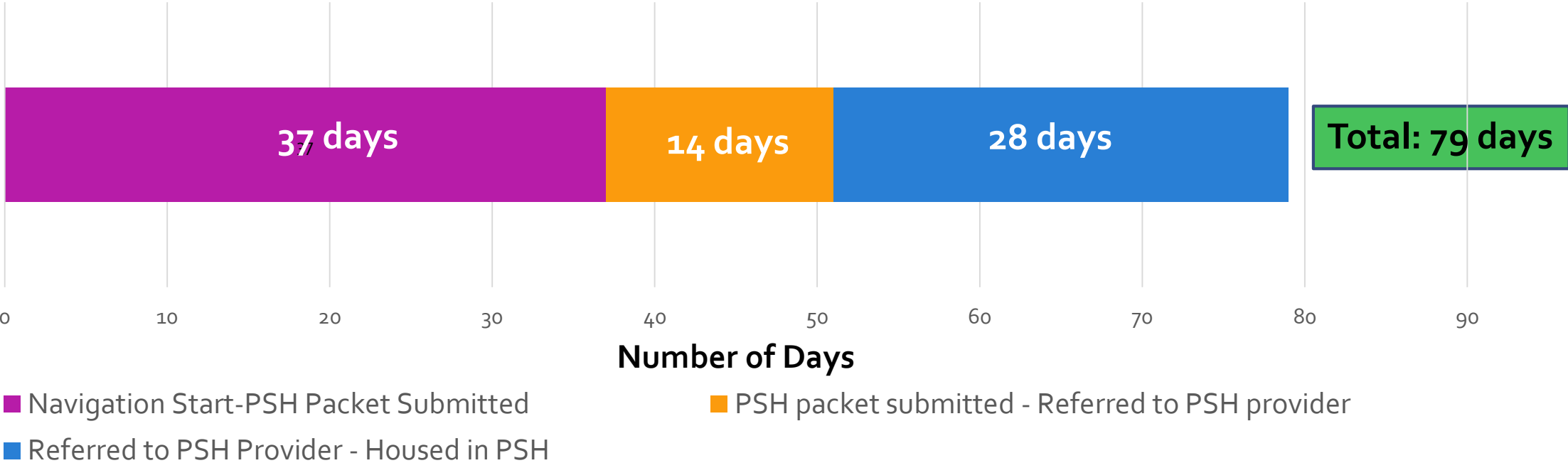
PSH Referrals Returned

	January	February	March	
PSH Households Returned				
Total Households	4	7	3	
Reasons for Return				
Client refused unit	4	0	3	
Client refused agency	0	1	0	
Agency refused client	0	6	0	
Unable to contact client	0	0	0	
Client in institution	0	0	0	
Already housed	0	0	0	

N= 14 households returned from January 1-March 31, 2018

63 Permanent Supportive Housing client households were housed between January 1, 2018—March 31, 2018

Median Length of Time of PSH Housing Process:
PSH Packet Submitted, Referred, Housed



NOTE: There might be more than 63 clients housed due to discrepancy with tracking and reporting in the January-March 2018 reporting period.

Marketing, Communications, and Partnerships



Communication, Collaboration, Improvement, & Innovation

The CAM facilitated multiple cross system collaborations and implemented system improvements based on data, client & partner feedback, & adoption of best practices

1. CAM staff met with multiple representatives from the healthcare sector to discuss areas **for collaboration between homelessness and healthcare**; next steps: 1) quantifying 911 calls at Tumaini and DRMM 3rd St. to share with hospitals; 2) including Street Medicine Detroit (SMD) & Covenant Community Care in bi-weekly Street Outreach meetings; 3) facilitating research project with SMD Research Associate to better understand characteristics of the population & crossover between SMD clients and PATH/City Outreach clients
2. The CAM Governance Committee made **domestic violence a priority for the CAM**, and will be working to create a streamlined referral process for people fleeing domestic violence and to ensure CAM staff are appropriately trained to work with this population.
3. The CAM Governance Committee made **diversion a priority for the CAM**, and will be working to determine a common definition for diversion, formalizing the diversion process for singles, and clarifying resources needed for single and family diversion
4. CAM staff began collecting additional data with clients at Access Points related to their **employment and income history and goals**
5. CAM staff are working closely with the Youth Sub-Committee to **better understand data needs & assist in using data to set goals** around youth homelessness
6. CAM staff are working with the Veteran Leadership team to ensure **better integration of the coordinated entry systems for veterans and non-veterans.**
7. The CAM Governance Committee started the process to **establish benchmarks and a timeline for the CAM Lead Agency Evaluation**
8. CAM staff started making more intentional **referrals from Access Points to Transitional Housing** projects
9. CAM staff made **refinements to data tracking** after meeting with and learning from Ann Arbor & Grand Rapids coordinated entry staff

CAM Newsletter Communications

	January	February	March
Number of Monthly Total Cumulative Newsletter Subscribers	82	84 (2% monthly increase)	93 (11% monthly increase)
Percent of Newsletter Openings	53.7%	48.8%	47.8%