

DETROIT COORDINATED ENTRY PROCESS

SYSTEM ASSESSMENT REPORT

Quarterly Report

Quarter 2: April-June 2018



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Definitions

Single Adult: Age 25+ with no minor child(ren)

Family: Head of Household age 25+ with minor child(ren)

Parenting Youth: Head of Household age 18-24 with minor child(ren)

Unaccompanied Youth: Age 18-24 with no minor child(ren)

Diverted: Household has a safe place to stay for the night whether or not shelter is available.

For those who are diverted, outcomes are being tracked based on people returning to any CAM Access Point within the following time frames:

- Next day
- Within 7 days
- Within 30 days
- Within 6 months

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Quarter 2 Summary

- There was an average of **17.8 single adults, 8.0 families, and 6 youth** seen at any Access Point daily.
- CAM Navigators and Street Outreach teams submitted a total of **94 PSH packets; 74% of were chronically homeless** single adults.
- **330 households were pulled** from the Housing Choice Vouchers waitlist.
- **34 households were referred** to an RRH program. The RRH housing process took a median of **174 days**.
- **127 households were referred** to a PSH program. The PSH housing process took a median of **91 days**.

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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



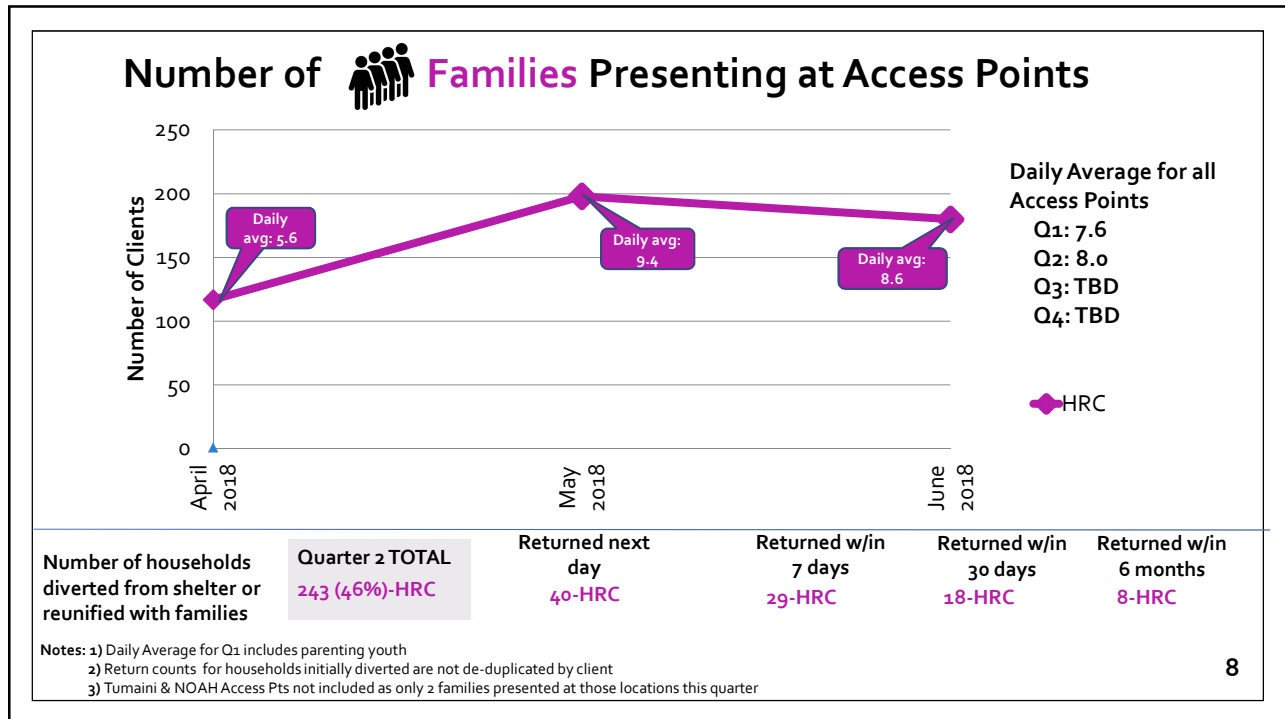
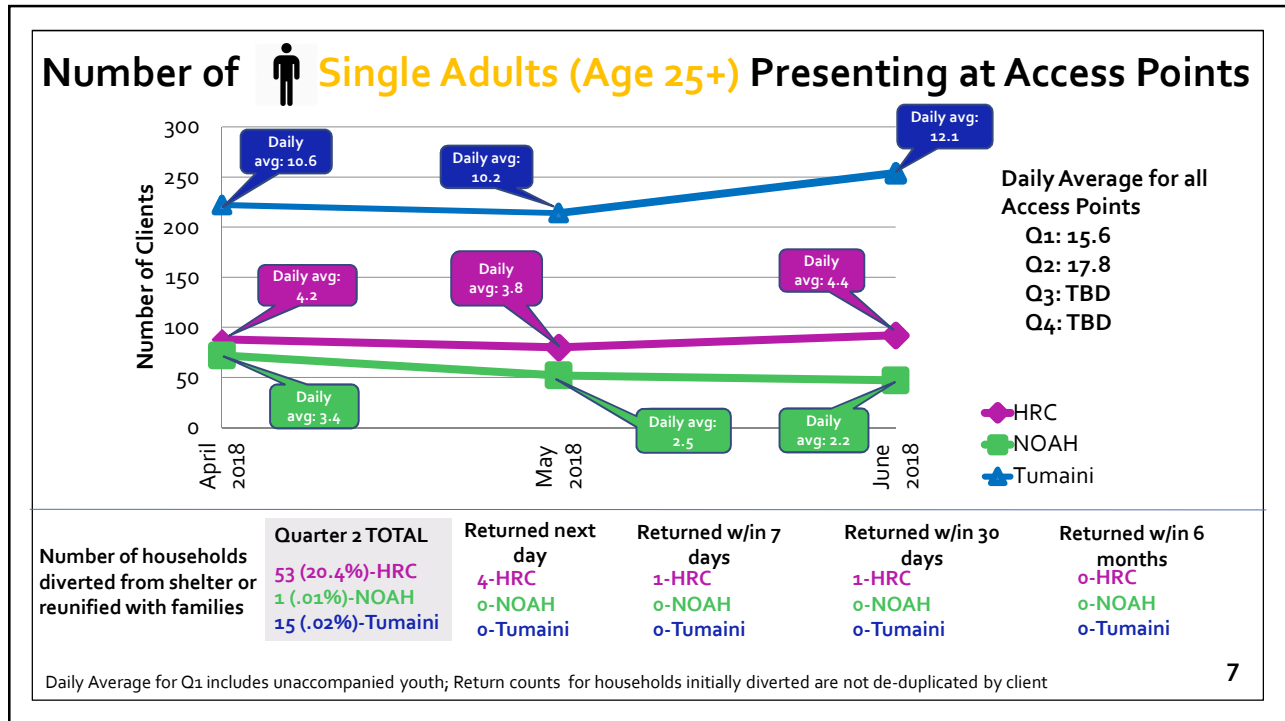
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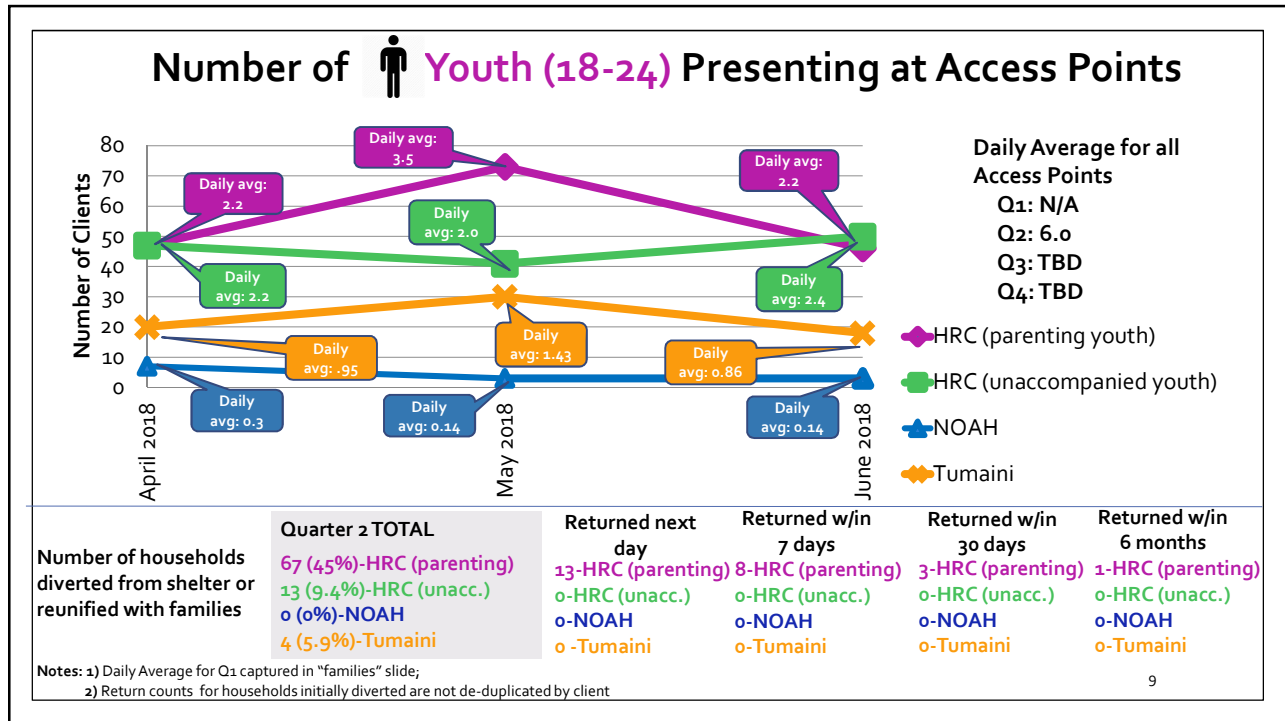
CAM Automated Call Center—Calls Received

	April	May	June	Quarter 2 Averages	Changes from Q1
Caller did not select a prompt	3,907	3,248	N/A	3,578	↓ 8.3%
Prompt 1: Domestic Violence	302	282	N/A	292	↓ 2.7%
Prompt 2: Single Adult Shelter	1,039	746	N/A	893	↓ 29%
Prompt 3: Family and Youth Shelter	773	640	N/A	707	↑ 10.3%
Prompt 4 : Veteran	48	40	N/A	44	↓ 11.3%
Prompt 5: Eviction	540	416	N/A	478	↓ 4 %
Prompt 6: Utilities	97	88	N/A	93	↑ 1 %
Total Calls Placed	6,706	5,505	N/A	6,106	↓ 8.2 %

Note: Call Center reports not received after May, 2018

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Number of Client Referrals and Arrivals to Shelter or Warming Center

	April		May		June		Quarter 2 Totals		Changes from Q1	
	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	Change in number referred	Change in % showing up to shelter
HRC (Families)	28	28 (100%)	31	27 (87%)	28	26 (93%)	87	81 (93%)	↓ 42%	↑ 16%
HRC (Singles)	99	70 (71%)	73	46 (63%)	117	71 (61%)	289	187 (65%)	↑ 66%	↓ 6%
Tumaini	184	121 (66%)	194	138 (71%)	169	134 (79%)	547	393 (72%)	↑ 22%	↑ 3%
NOAH Project	63	31 (49%)	36	22 (61%)	33	15 (45%)	132	68 (52%)	↑ 2%	↓ 8%
TOTAL	374	250 (67%)	334	233 (70%)	347	246 (71%)	1,055	729 (69%)	↑ 17%	0%

Notes:

- The total families referred shows a significant decrease in this slide from Q1 to Q2 because parenting youth were removed from the total on this slide and are included in the total parenting youth count on the following slide
- The total number of single adults referred shows a significant increase from Q1 to Q2 because the single adult Access Points did not open until the end of January, meaning almost an entire month of Q1 was not reflected in the Q1 total
- The number showing up to shelter is likely *slightly* higher, but is reported based on shelters "accepting" HMIS shelter referrals

Youth (Age 18-24) Referrals and Arrivals to Shelter or Warming Center

	April		May		June		Quarter 2 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 (Parenting Youth)	15	11 (73%)	11	10 (91%)	6	6 (100%)	33	27 (82%)
HRC (Single Youth)	44	32 (73%)	47	35 (74%)	38	30 (79%)	131	98 (75%)
Tumaini (Single Youth)	10	6 (60%)	15	10 (67%)	10	8 (80%)	35	24 (69%)
NOAH Project (Single Youth)	3	3 (100%)	2	1 (50%)	2	1 (50%)	7	5 (71%)
TOTAL	72	52 (72%)	75	56 (75%)	56	45 (80%)	206	154 (75%)

Note:

- 1) The change from Q1 is not reflected in this slide because this data was not reported specifically for youth in Q1
 2) The number showing up to shelter is likely *slightly* higher, but is reported based on shelters "accepting" HMIS shelter referrals

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Client transportation to and from CAM Access Points

Transportation TO Access Point

Transportation Method	HRC	Tumaini Center	NOAH Project	Total
Transported self	330 (28%)	42 (4.5%)	7 (3%)	379 (16%)
Bus	266 (23%)	204 (22%)	62 (26%)	532 (23%)
Walked	105 (9%)	533 (57%)	143 (60%)	781 (33%)
Friend or family member	365 (31%)	90 (9.7%)	20 (8.4%)	475 (20%)
Service provider (including faith-based organizations)	63 (5%)	24 (2.5%)	5 (2%)	92 (4%)
Cab or rideshare	47 (4%)	38 (4.1%)	1 (1%)	86 (4%)
Police	1 (.08%)	0 (0%)	1 (1%)	2 (0%)
Total	1,177	931	239	2347

Transportation FROM Access Point (to Shelter)

Transportation Method	HRC	Tumaini Center	NOAH Project	Total
Transported self	194 (46%)	237 (32%)	31 (16%)	462 (34%)
Provided with bus tickets	55 (13%)	121 (16%)	140 (71%)	316 (23%)
Walked	18 (4%)	346 (47%)	12 (6%)	376 (28%)
Transported by friend or family member	88 (21%)	13 (2%)	10 (5%)	111 (8%)
Transported by service provider	60 (14%)	21 (3%)	3 (2%)	85 (6%)
Cab or rideshare	5 (1%)	5 (1%)	0 (0%)	10 (1%)
Total	420	743	196	1,359

Average length of time for CAM Access Point Process

(inclusive of wait time and assessment, N=963)

57 minutes

Note: Transportation data is based on client self-report.

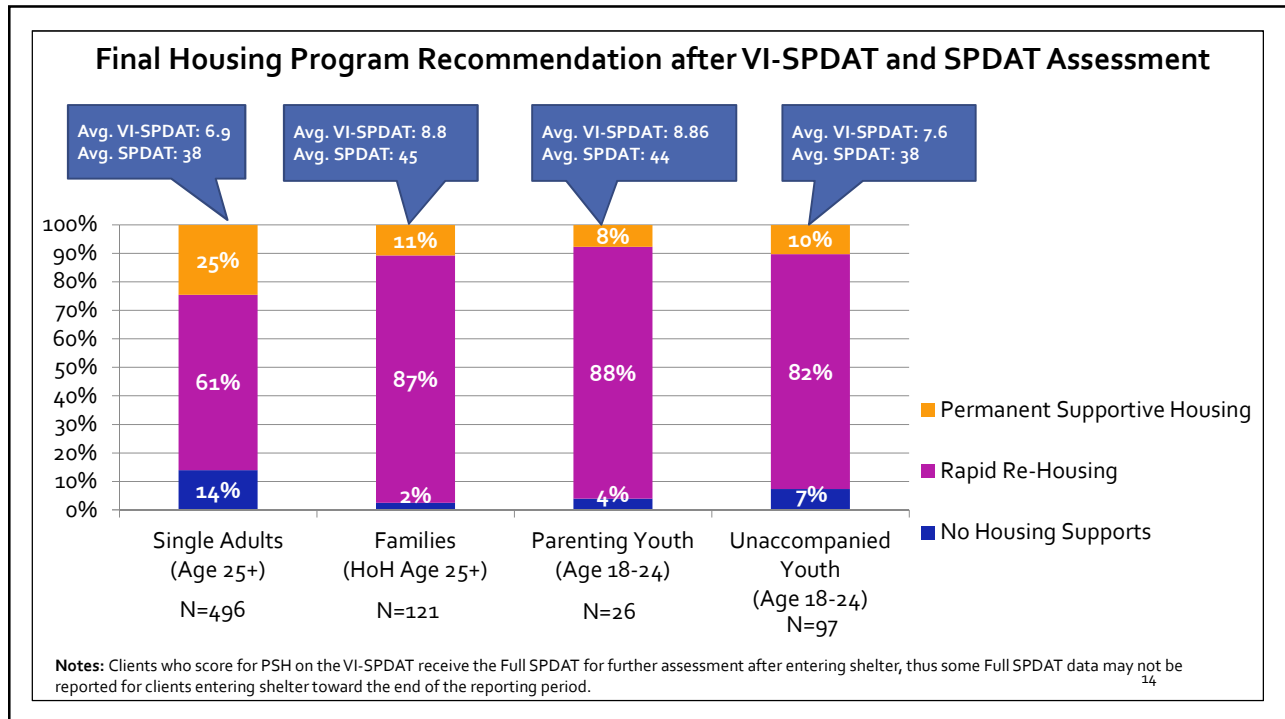
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VI-SPDAT and SPDAT Scores

	Average VI-SPDAT and SPDAT Scores							
	Single Adults (Age 25+)		Families (HoH Age 25+)		Parenting Youth (HoH Age 18-24)		Unaccompanied Youth (Age 18-24)	
	VI-SPDAT: Avg=6.9 (N=517)	SPDAT: Avg=38 (N=193)	VI-SPDAT: Avg=8.8 (N=125)	SPDAT: Avg=45 (N=61)	VI-SPDAT: Avg=8.9 (N=37)	SPDAT: Avg=44 (N=8)	VI-SPDAT: Avg=7.6 (N=138)	SPDAT: Avg=38 (N=28)
No Housing Supports	67 (13%)	2 (1%)	3 (2%)	0 (0%)	1 (0.03%)	0 (0%)	7 (5%)	0 (0%)
Rapid Re-Housing	238 (46%)	67 (35%)	57 (46%)	48 (79%)	17 (46%)	6 (75%)	62 (45%)	18 (64%)
SPDAT assessment required/Permanent Supportive Housing	210 (41%)	122 (63%)	64 (51%)	13 (21%)	19 (51%)	2 (25%)	69 (50%)	10 (36%)

Notes:

- 1) Only those scoring for PSH receive the full SPDAT for further assessment.
- 2) 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



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.



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Households Pulled for a Housing Choice Voucher

Household Type	Date of MSHDA HCV Pull: April 9, 2018	Date of MSHDA HCV Pull: May 5, 2018	Date of MSHDA HCV Pull: June 11, 2018	Date of MSHDA HCV Pull: June 18, 2018	Quarter 2 Totals	Change from Q1
Singles	29	63	103	25	220	↑ 400%
Families	21	37	47	5	110	↑ 255%
Total Households	50	100	150	30	330	↑ 340%

Note: This data is inclusive of HCV pulls from the Out-Wayne CoC as well as the Detroit CoC.

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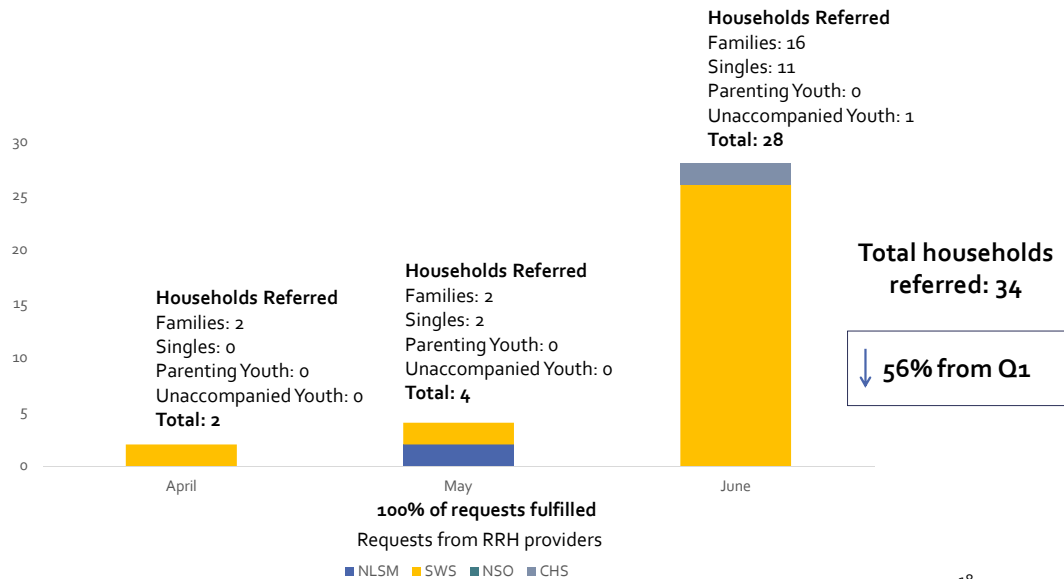
Rapid Re-Housing

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



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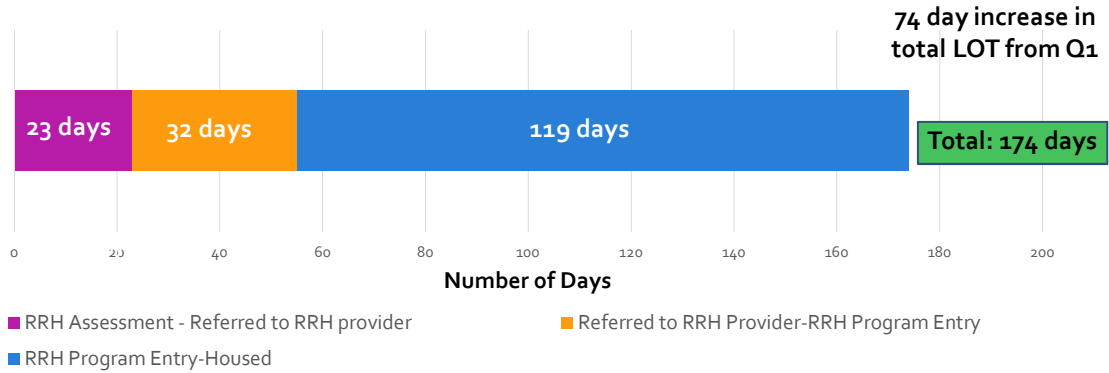
RRH Households Requested by RRH Providers and Referred by CAM Lead Agency



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25 Rapid Re-housing client households were housed between April 1, 2018—June 30, 2018

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



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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.



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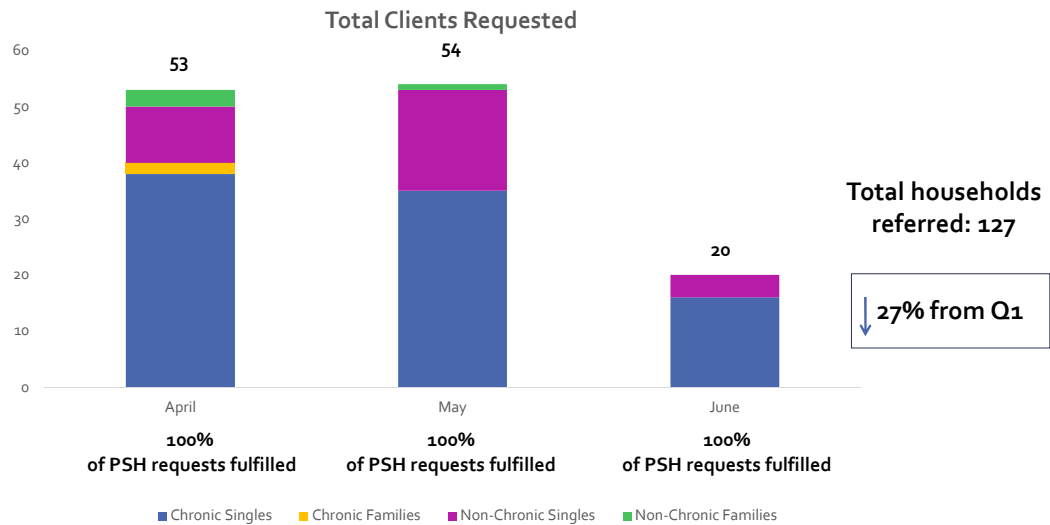
PSH Packets Submitted by CAM Navigators & Street Outreach

April	May	June	Quarter 2 Totals
Non-Chronic Families: 0 Non-Chronic Singles: 7 Chronic Families: 4 Chronic Singles: 26	Non-Chronic Fam: 1 Non-Chronic Singles: 9 Chronic Families: 3 Chronic Singles: 21	Non-Chronic Families: 0 Non-Chronic Singles: 7 Chronic Families: 1 Chronic Singles: 15	Non-Chronic Families: 1 Non-Chronic Singles: 23 Chronic Families: 8 Chronic Singles: 62
TOTAL: 37	TOTAL: 34	TOTAL: 23	TOTAL: 94 (↓ 40% from Q1)

74% of PSH packets submitted by CAM Navigators & Street Outreach were chronically homeless single households.

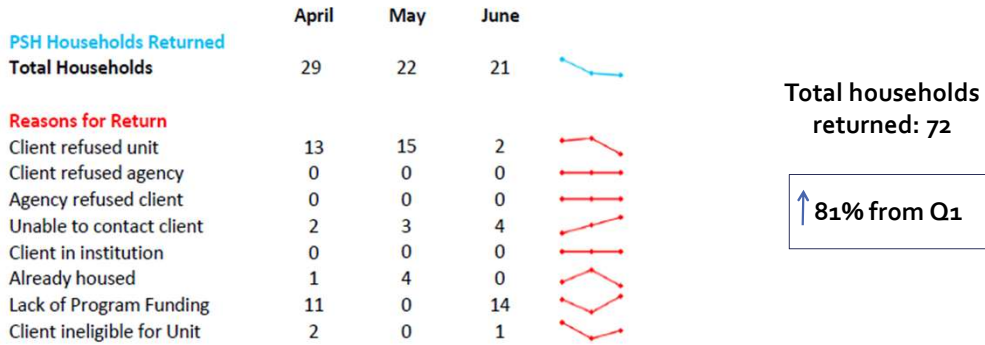
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PSH Households Requested by PSH Provider and Referred by CAM Lead Agency



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PSH Referrals Returned

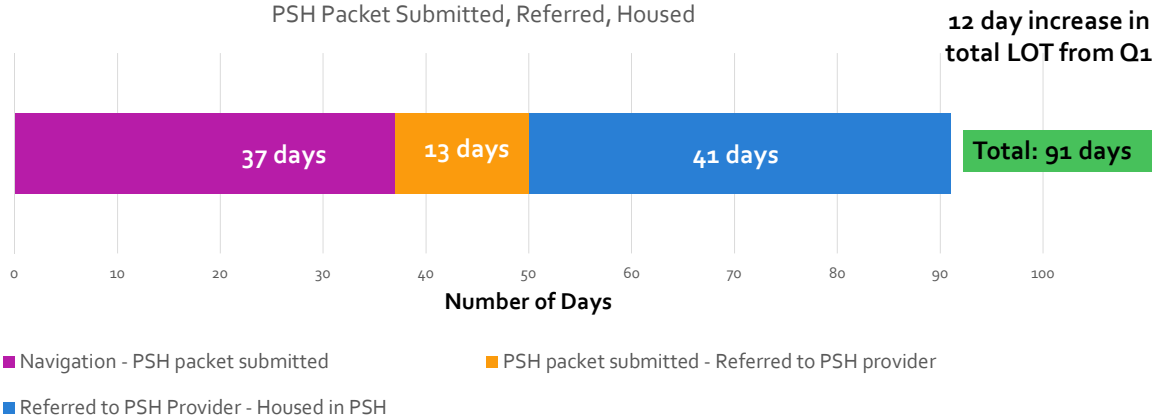


Note: Returns increased significantly from Q1 to Q2 in part because: **1)** two agencies returned a large number of referrals due to inadequate program funding; **2)** a very large number of PSH referrals were made in Q1 and many of those returns would then happen in Q2.

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63 Permanent Supportive Housing client households were housed between April 1, 2018—June 30, 2018

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



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Marketing, Communications, and Partnerships



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CAM Newsletter Communications

	April	May	June	Change from Q1
Total Cumulative Number of Newsletter Subscribers	110	137	140	↑ 50%
Percent of Newsletter Openings	40.0%	46.7%	32.1%	↓ 33%

CAM Website Analytics

Total Visitors	509
New Visitors	82.4%
Returning Visitors	17.6%
Number of Sessions per User	1.43
Average Session Duration	1:51 minutes
Average Number of Pages Visited During a Session	2.15
Pageviews	1,567

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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. The CAM Governance Committee made **domestic violence a priority for the CAM and selected Charles Pearson as the CAM Champion** for this work; the committee 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.
2. The CAM Governance Committee made **diversion a priority for the CAM and selected Terra Linzner as the CAM Champion** for this work; the committee 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
3. 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
4. CAM staff are working with the Veteran Leadership team to ensure **better integration of the coordinated entry systems for veterans and non-veterans.**
5. The CAM Governance Committee finalized the **benchmarks and timeline for the CAM Lead Agency Evaluation**
6. The CAM Governance Committee **approved the CAM Policies & Procedures** in draft form; with the goal of having a final version by the end of the year
7. In coordination with the Housing Resource Committee, CAM staff began working on a process for **referrals for Project Based Voucher properties** to be made through the CAM.
8. **CAM staff participated in trainings** on: 1) Trauma and Recovery; 2) Outreach Safety; 3) Mental Health First Aid; 4) Domestic Violence

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