

DETROIT COORDINATED ENTRY PROCESS

SYSTEM ASSESSMENT REPORT

Quarterly Report

Quarter 3: July-September 2018



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Definitions

Household Type

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)

Gender

Female: Individual with an internal sense of being female regardless of sex or outward gender expression

Male: Individual with an internal sense of being male regardless of sex or outward gender expression

Gender Non-conforming: Individual who does not conform to traditional gender roles or stereotypes

Transgender Female: Individual lives as a woman but was assigned male at birth (irregardless of medical treatments)

Transgender Male: Individual lives as a man but was assigned woman at birth (irregardless of medical treatments)

Quarter 3 Summary

- There was an average of **16.1 single adults, 11.5 families, and 6.1 youth** seen at any Access Point daily.
- CAM Navigators and Street Outreach teams submitted a total of **100 PSH packets; 76% of were chronically homeless.**
- **395 households were pulled** from the Housing Choice Vouchers waitlist.
- **33 households were referred** to an RRH program. The RRH housing process took a median of **113 days**.
- **72 households were referred** to a PSH program. The PSH housing process took a median of **113 days**.

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

	July	August	September	Quarter 3 Averages	Changes from Q2	Q3 Change from Avg. of Q1+Q2
Caller did not select a prompt	N/A	4,358	3,927	4,143	↑ 15.8%	↑ 11%
Prompt 1: Domestic Violence	N/A	361	354	358	↑ 22.6%	↑ 21%
Prompt 2: Single Adult Shelter	N/A	917	809	863	↓ 3.3%	↓ 16%
Prompt 3: Family and Youth Shelter	N/A	894	796	845	↑ 19.5%	↑ 25%
Prompt 4 : Veteran	N/A	58	48	53	↑ 20.5%	↑ 14%
Prompt 5: Eviction	N/A	707	689	698	↑ 46 %	↑ 43%
Prompt 6: Utilities	N/A	181	122	152	↑ 63%	↑ 64%
Total Calls Placed	N/A	7,476	6,745	7,111	↑ 16.5 %	↑ 12%

CAM Diversion Strategy

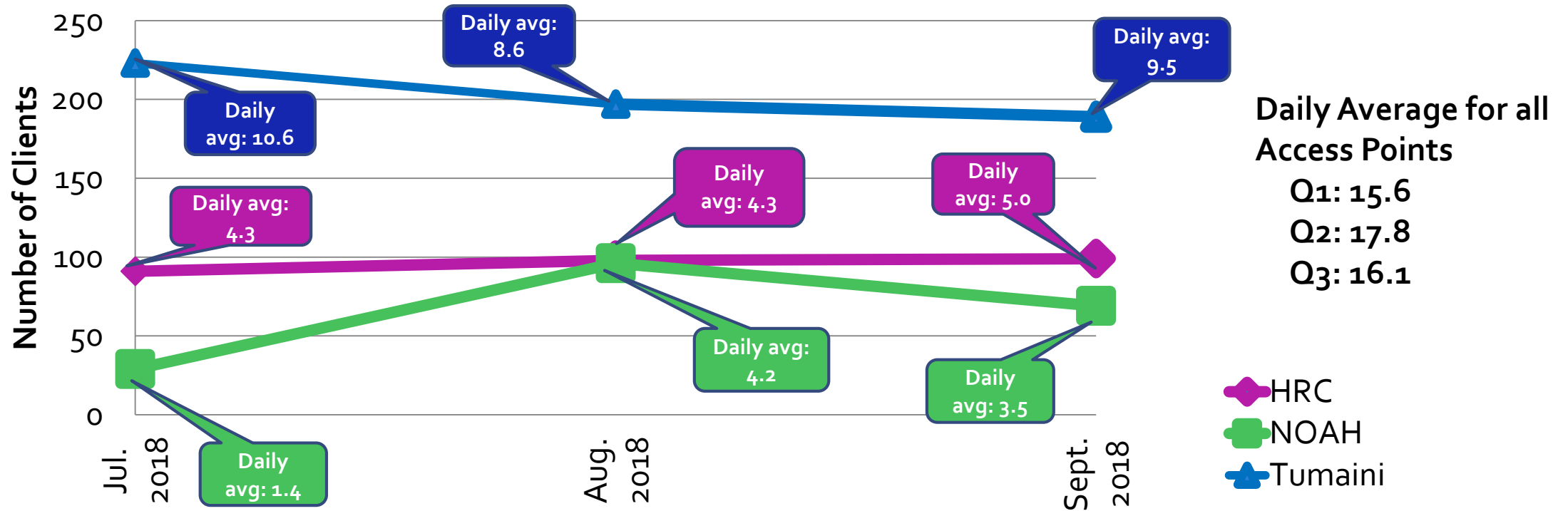
For consumers seeking shelter at the Access Points, CAM works with consumers to offer immediate housing solutions to triage consumers with emergency shelter needs.

Diverted: Household has a safe, habitable 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

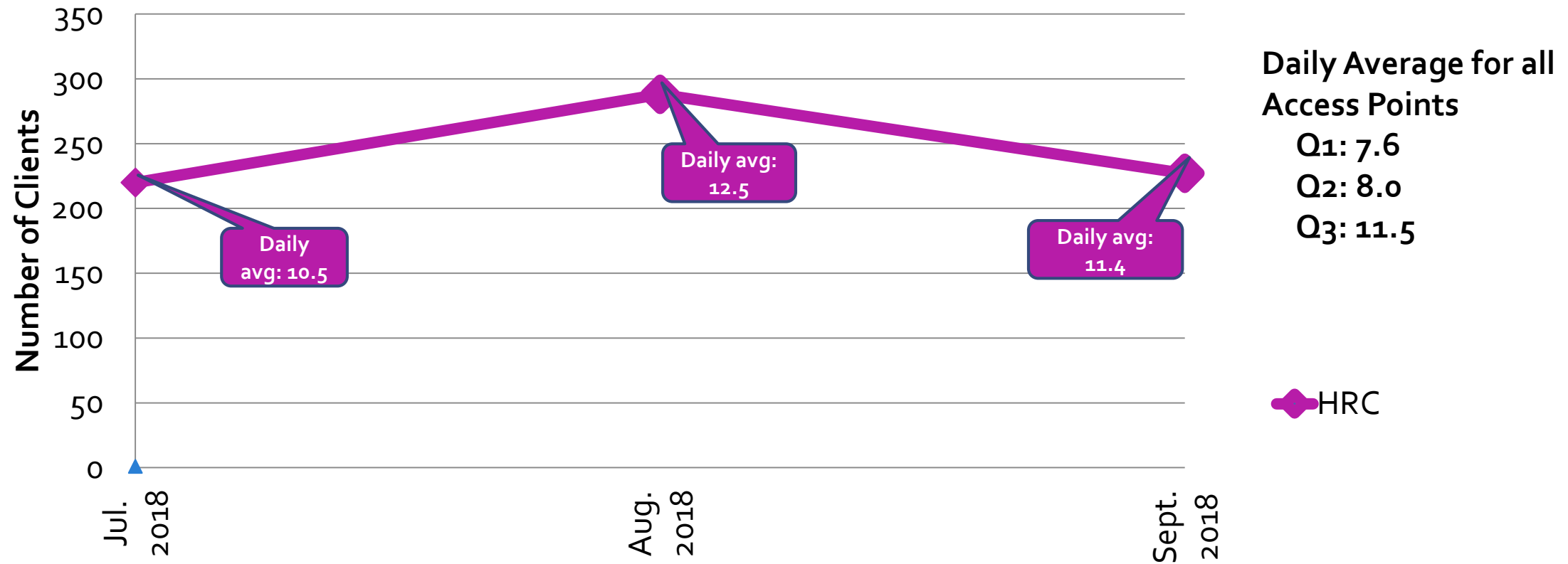
Number of Single Adults (Age 25+) Presenting at Access Points



Number of households diverted from shelter or reunified with families	Q3 First-time Diverted TOTAL	Cumulative Access Points Returns since Q2			
		Returned next day	Returned w/in 7 days	Returned w/in 30 days	Returned w/in 6 months
	74 (26%)-HRC	8-HRC	8-HRC	0-HRC	0-HRC
	6 (3%)-NOAH	0-NOAH	0-NOAH	0-NOAH	0-NOAH
	21 (3%)-Tumaini	3-Tumaini	0-Tumaini	0-Tumaini	0-Tumaini

Notes: Daily Average for Q1 includes unaccompanied youth; Return counts for households initially diverted are inclusive of first-time diversion in Q2 and are not de-duplicated by client

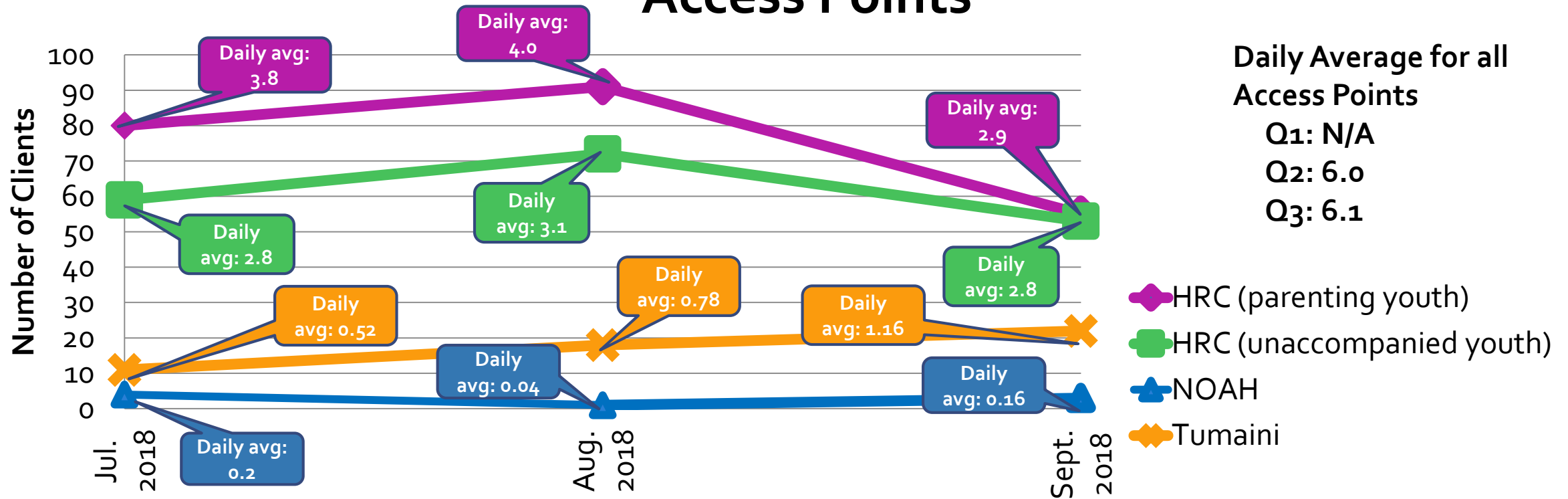
Number of Families (HoH Age 25+) Presenting at Access Points



Number of households diverted from shelter or reunified with families	Q3 First-time Diverted TOTAL	Cumulative Access Points Returns since Q2			
	365 (50%)-HRC	Returned next day	Returned w/in 7 days	Returned w/in 30 days	Returned w/in 6 months
		102-HRC	110-HRC	62-HRC	40-HRC

Notes: Daily Average for Q1 includes parenting youth; Return counts for households initially diverted are inclusive of first-time diversion in Q2 and are not de-duplicated by client

Number of Single and Parenting Youth (18-24) Presenting at Access Points

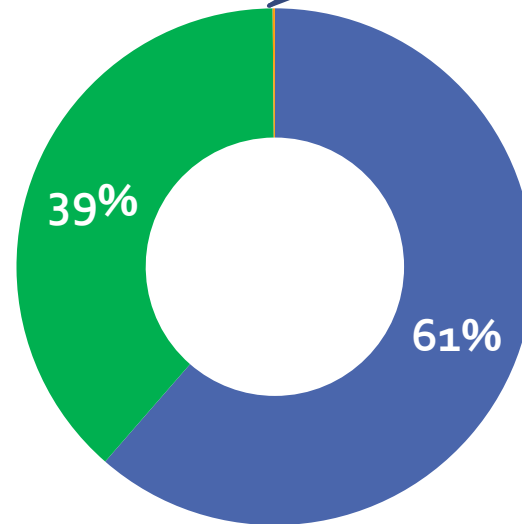


Number of households diverted from shelter or reunified with families	Q3 First-time Diverted TOTAL	Cumulative Access Points Returns since Q2			
		Returned next day	Returned w/in 7 days	Returned w/in 30 days	Returned w/in 6 months
	124 (55%)-HRC (parenting)	30-HRC (parenting)	21-HRC (parenting)	13-HRC (parenting)	11-HRC (parenting)
	20 (11%)-HRC (unacc.)	3-HRC (unacc.)	1-HRC (unacc.)	0-HRC (unacc.)	0-HRC (unacc.)
	1 (13%)-NOAH	0-NOAH	0-NOAH	1-NOAH	0-NOAH
	4 (8%)-Tumaini	0-Tumaini	0-Tumaini	0-Tumaini	0-Tumaini

Notes: Return counts for households initially diverted are inclusive of first-time diversion in Q2 and are not de-duplicated by client

Consumer Gender Identity at Access Points

Though most consumers identify as female or male, CAM ensures equal access according to each individual's gender identity.



0.14%

Gender non-conforming, Transgender female, Transgender male

- Female
- Male
- Other Gender

Number of Single Adult and Adult Family Client Referrals and Arrivals to Shelter or Warming Center

	July		August		September		Quarter 3 Totals		Changes from Q2	
	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 number showing up to shelter
HRC (Families)	16	15 (94%)	28	23 (82%)	14	8 (57%)	58	46 (79%)	↓ 33%	↓ 43%
HRC (Singles)	99	72 (73%)	102	68 (67%)	67	36 (54%)	268	176 (67%)	↓ 7%	↓ 6%
Tumaini	152	116 (76%)	161	120 (75%)	174	134 (77%)	487	370 (76%)	↓ 11%	↓ 6%
NOAH Project	27	13 (48%)	61	35 (57%)	51	29 (57%)	139	77 (55%)	↑ 5%	↑ 13%
TOTAL	294	216 (73%)	352	246 (70%)	306	207 (68%)	952	669 (70%)	↓ 10%	↓ 8%

Notes:

- 1) The numbers are inclusive of referrals for clients who are referred from different access points in the same month but not from the same access point multiple times in one month
- 2) 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

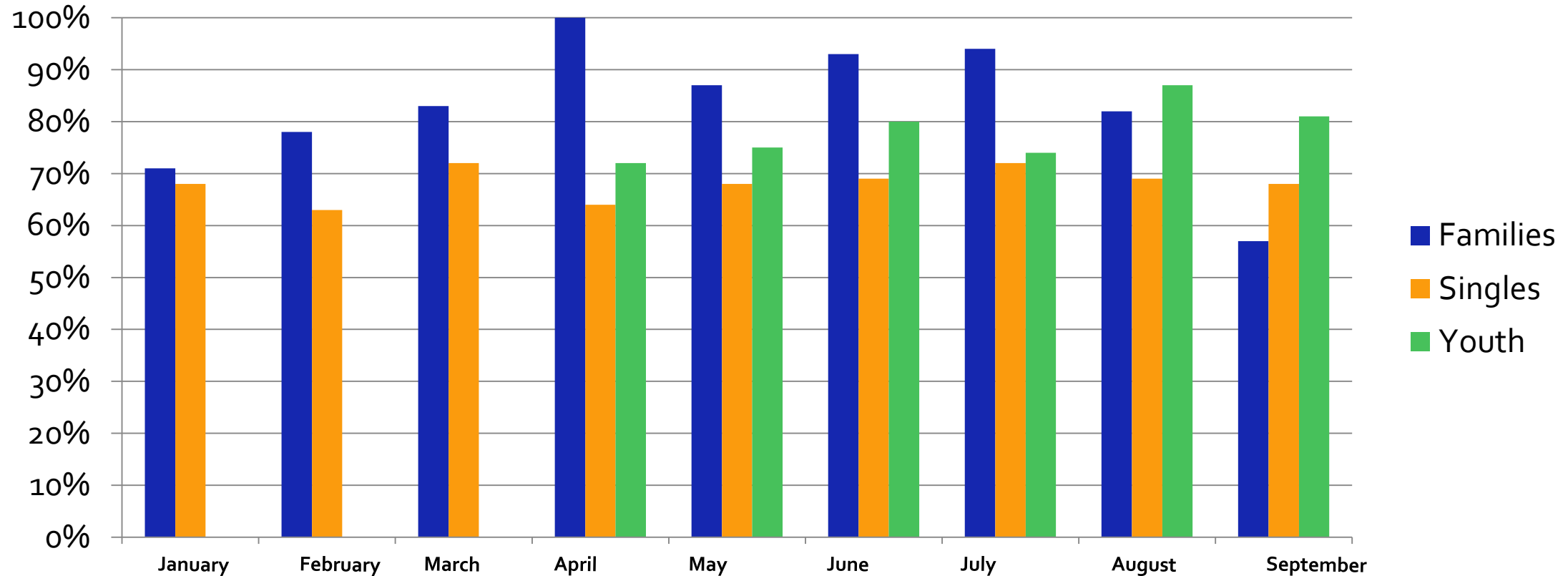
	July		August		September		Quarter 3 Totals		Changes from Q2	
	Number referred	Number showing up to shelter	Number referred	Number showing up to shelter	Number referred	Number showing up to shelter	Number referred	Number showing up to shelter	Change in number referred	Change in number showing up to shelter
HRC (Parenting Youth)	10	8 (80%)	10	8 (80%)	4	4 (100%)	24	20 (83%)	↓ 27%	↓ 26%
HRC (Single Youth)	51	39 (76%)	51	45 (88%)	36	30 (83%)	138	114 (83%)	↑ 5%	↑ 16%
Tumaini (Single Youth)	8	6 (75%)	6	5 (83%)	13	9 (69%)	27	20 (74%)	↓ 23%	↓ 17%
NOAH Project (Single Youth)	5	2 (40%)	1	1 (100%)	1	1 (100%)	7	4 (57%)	no change	↓ 20%
TOTAL	74	55 (74%)	68	59 (87%)	54	44 (81%)	196	158 (81%)	↓ 5%	↑ 3%

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

Percentage of Consumers Arriving at Emergency Shelter after CAM Access Point Referral



Month	January	February	March	April	May	June	July	August	September
Referrals	63-Families	46-Families	42-Families	28-Families	31-Families	28-Families	16-Families	28-Families	14-Families
	59 -Singles	306 -Singles	386 -Singles	346 -Singles	303 -Singles	319-Singles	278 -Singles	324 -Singles	292 -Singles
	N/A-Youth	N/A-Youth	N/A-Youth	72-Youth	75-Youth	56-Youth	74-Youth	68-Youth	54-Youth
	122—Total	352—Total	428—Total	446—Total	409—Total	403—Total	368—Total	420—Total	360—Total

Note: In January, February, and March youth are included in the family and single household categories. The number of consumers showing up and arriving to emergency shelter is likely slightly higher, but is reported based on shelters “accepting” HMIS shelter referrals.

Client transportation to and from CAM Access Points

Transportation TO Access Point

Transportation Method	HRC	Tumaini Center	NOAH Project	Total
Transported self	324 (28%)	15 (3%)	4 (2%)	343 (18%)
Bus	312 (27%)	169 (31%)	66 (31%)	547 (29%)
Walked	93 (8%)	284 (51%)	130 (60%)	507 (27%)
Friend or family member	336 (29%)	50 (9%)	10 (5%)	396 (21%)
Service provider (including faith-based organizations)	38 (3%)	16 (3%)	4 (2%)	58 (3%)
Cab or rideshare	40 (4%)	19 (3%)	1 (1%)	60 (3%)
Police	0	1 (.05%)	0	1 (.05%)
Total	1,143	554	215	1,912

Transportation FROM Access Point (to Shelter)

Transportation Method	HRC	Tumaini Center	NOAH Project	Total
Transported self	112 (45%)	72 (19%)	34 (24%)	218 (28%)
Provided with bus tickets	50 (20%)	48 (12%)	84 (60%)	182 (23%)
Walked	6 (2%)	241 (62%)	16 (11%)	263 (34%)
Transported by friend or family member	41 (16%)	7 (2%)	4 (3%)	52 (7%)
Transported by service provider	35 (14%)	16 (4%)	1 (1%)	52 (7%)
Cab or rideshare	5 (2%)	2 (1%)	1 (1%)	8 (1%)
Total	249	386	140	775

Average length of time for CAM Access Point Process

(inclusive of wait time and assessment, Sample Size=1,596)

54 minutes

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

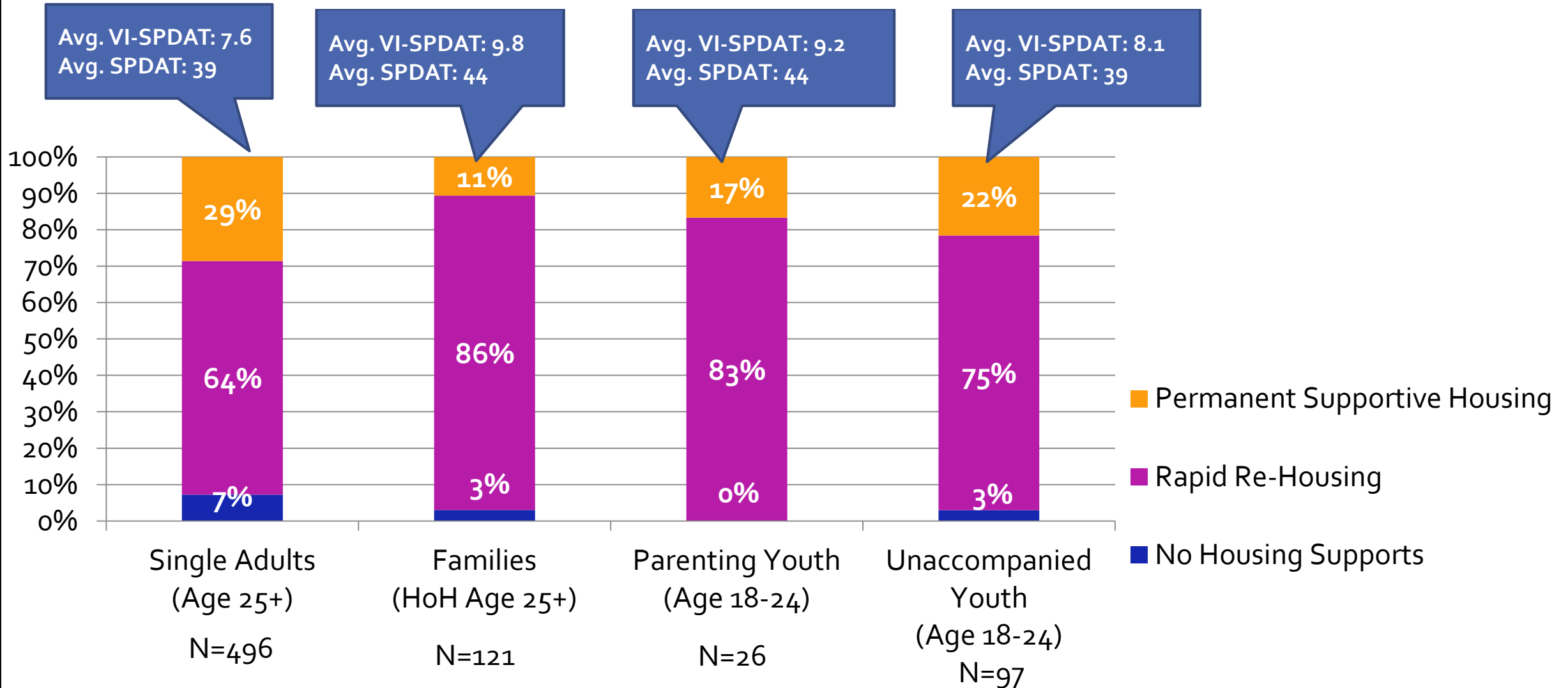
VI-SPDAT and SPDAT Scores

	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=7.6 (N=560)	SPDAT: Avg=39 (N=186)	VI-SPDAT: Avg=9.8 (N=67)	SPDAT: Avg=44 (N=42)	VI-SPDAT: Avg=9.2 (N=24)	SPDAT: Avg=44 (N=12)	VI-SPDAT: Avg=8.1 (N=140)	SPDAT: Avg=39 (N=34)
No Housing Supports	33 (6%)	1 (1%)	1 (1%)	1 (2%)	0 (0%)	0 (0%)	3 (2%)	0 (0%)
Rapid Re-Housing	250 (45%)	51 (27%)	23 (34%)	34 (81%)	6 (25%)	9 (75%)	65 (46%)	12 (35%)
SPDAT assessment required/Permanent Supportive Housing	277 (49%)	134 (72%)	43 (64%)	7 (17%)	18 (75%)	3 (25%)	72 (51%)	22 (65%)

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

Final Housing Program Recommendation after VI-SPDAT and SPDAT Triage



Notes: Clients who score for PSH on the VI-SPDAT receive the Full SPDAT for further assessment after entering shelter, thus some Full SPDAT data may not be reported for clients entering shelter toward the end of the reporting period.

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: July 12, 2018	Date of MSHDA HCV Pull: July 17, 2018	Date of MSHDA HCV Pull: August 6, 2018	Date of MSHDA HCV Pull: September 11, 2018	Quarter 3 Totals	Change from Q2
Singles	117	22	23	106	268	↑ 22%
Families	33	18	7	69	127	↑ 15%
Total Households	150	40	30	175	395	↑ 20%

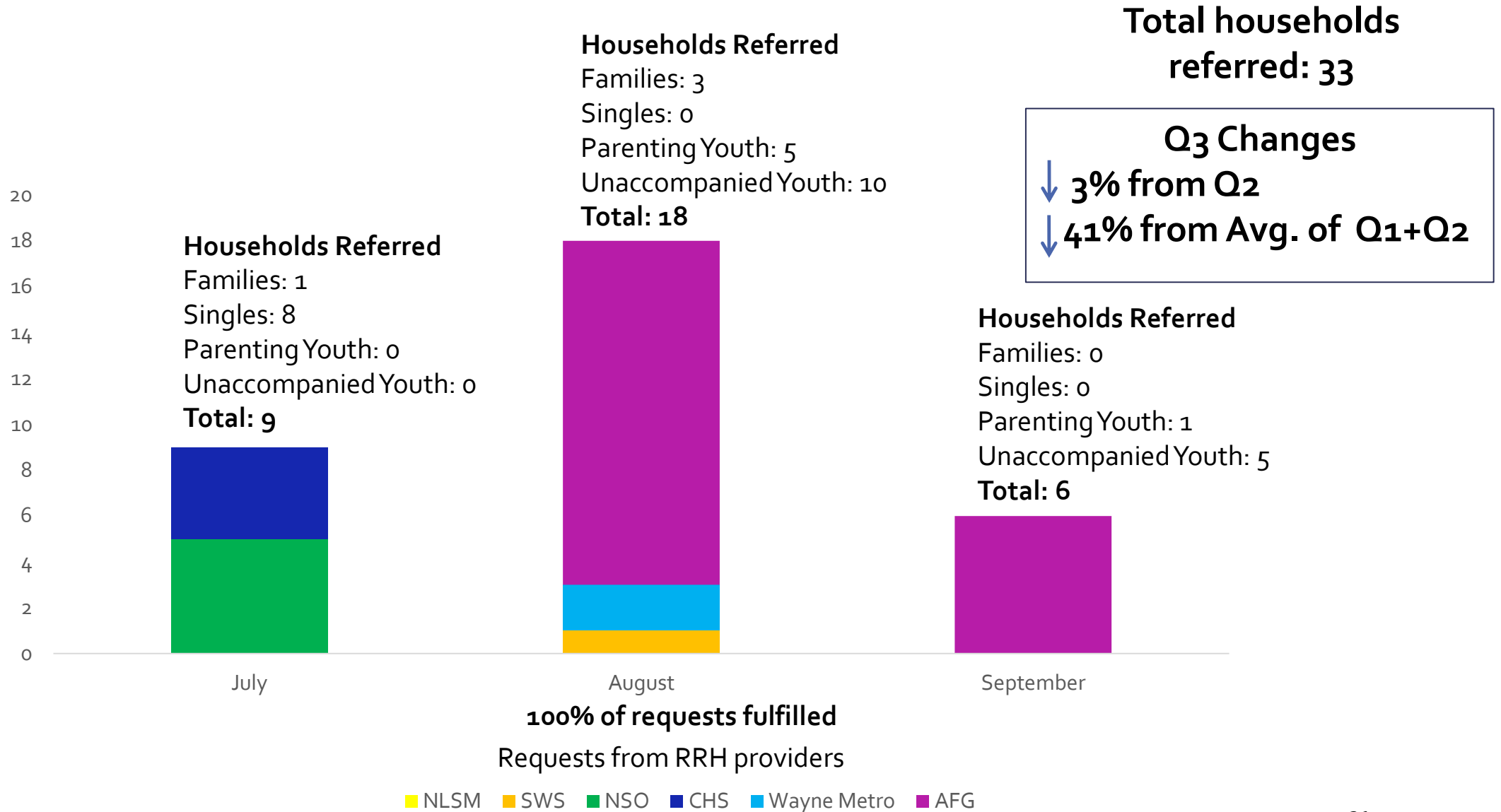
Note: This data is inclusive of HCV pulls from the Out-Wayne CoC as well as the Detroit CoC.

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 Lead Agency

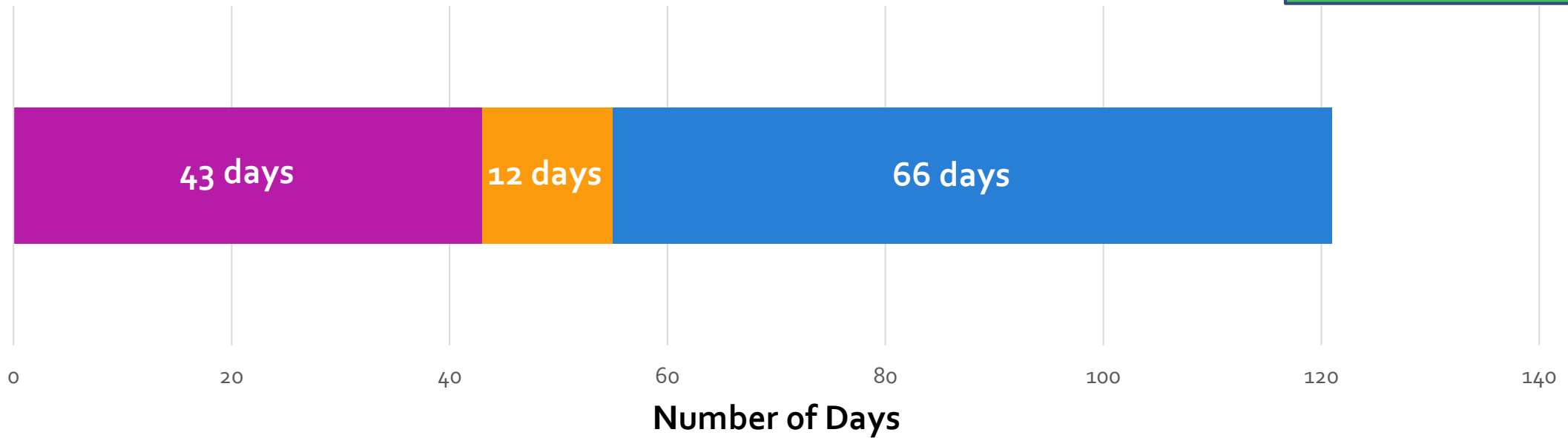


22 Rapid Re-housing client households were housed between July 1, 2018—September 30, 2018

53 day decrease in total LOT from Q2

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

Total : 121 days



- RRH Assessment - Referred to RRH provider
- Referred to RRH Provider-RRH Program Entry
- RRH Program Entry-Housed

RRH Assessment-Referred to RRH provider Range: 3-232 days
Referred to RRH provider-RRH Program Entry Range: 5-25 days
RRH Program Entry- Housed Range: 1-356 days

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

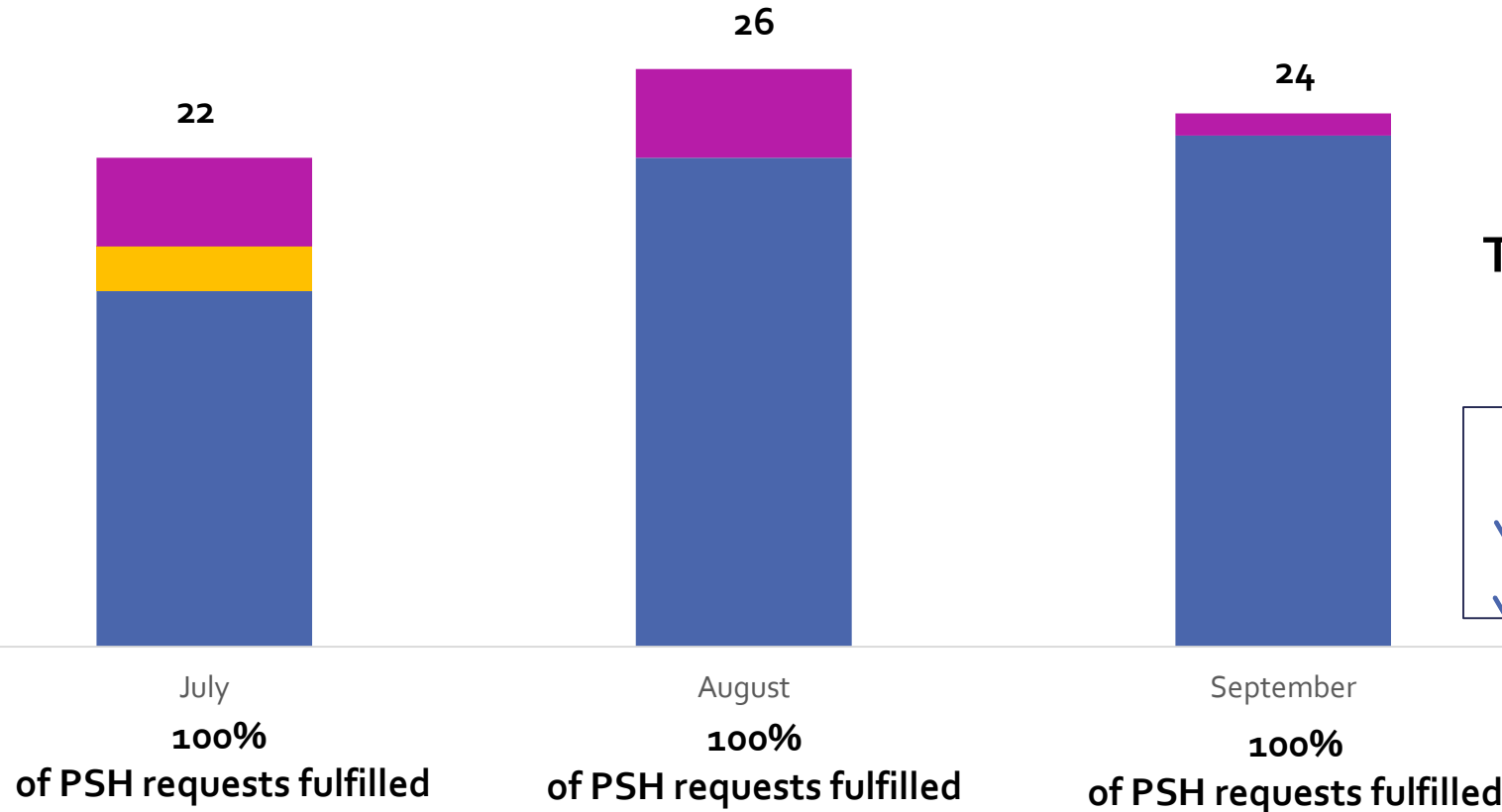
July 2018	August 2018	September 2018	Quarter 3 Totals
Non-Chronic Families: 0 Non-Chronic Singles: 5 Chronic Families: 1 Chronic Singles: 28	Non-Chronic Fam: 2 Non-Chronic Singles: 13 Chronic Families: 2 Chronic Singles: 27	Non-Chronic Families: 0 Non-Chronic Singles: 4 Chronic Families: 1 Chronic Singles: 17	Non-Chronic Families: 2 Non-Chronic Singles: 22 Chronic Families: 4 Chronic Singles: 72
TOTAL: 34	TOTAL: 44	TOTAL: 23	TOTAL: 100 Q3 Changes (↑ 6% from Q2) (↓ 21% from Avg. of Q1+Q2)

76% of PSH packets submitted by CAM Navigators & Street Outreach were chronically homeless households.

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

Total Clients Requested

30
25
20
15
10
5
0



Total households referred: 72

Q3 Changes
↓ 43% from Q2
↓ 48% from Avg. of Q1+Q2

PSH Referrals Returned

	July	August	September	
PSH Households Returned				
Total Households	8	7	3	
Reasons for Return				
Client refused unit	1	1	0	
Client refused agency	1	0	1	
Agency refused client	1	0	0	
Unable to contact client	2	5	2	
Client in institution	0	0	0	
Already housed	0	1	0	
Lack of Program Funding	0	0	0	
Client ineligible for Unit	1	0	0	

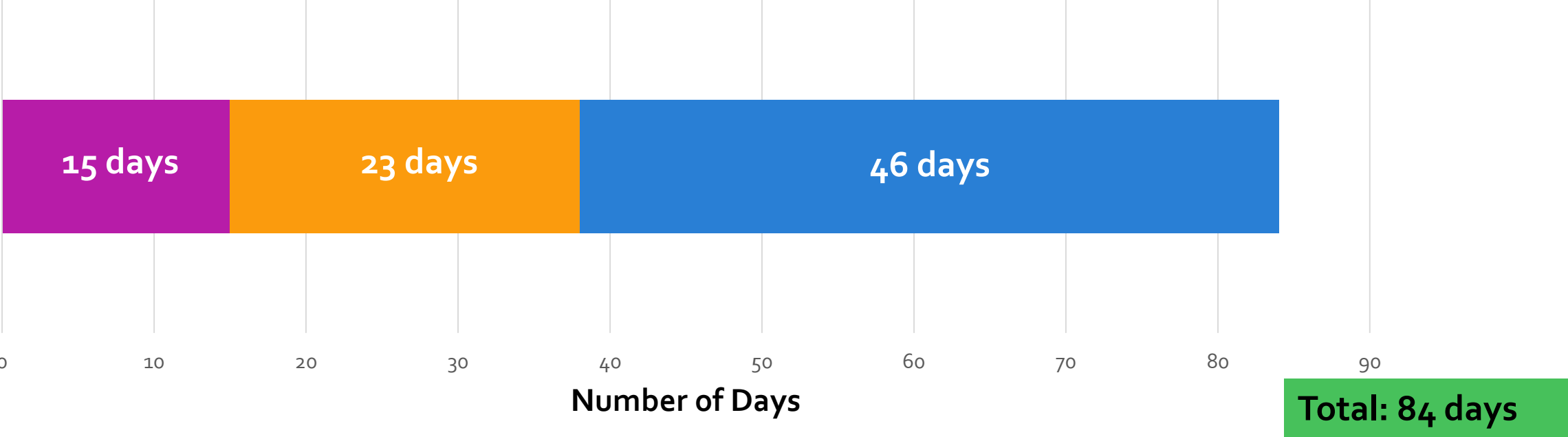
Total households returned: 18

Q3 Changes
 ↓ 75% from Q2
 ↓ 58% from Avg. of Q1+Q2

52 Permanent Supportive Housing client households were housed between July 1, 2018—September 30, 2018

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

7 day decrease in total LOT from Q2



- Navigation - PSH packet submitted
- PSH packet submitted - Referred to PSH provider
- Referred to PSH provider - Housed in PSH

Navigation-PSH packet submitted Range: 1-302 days
PSH packet submitted – Referred to PSH provider Range: 1-274 days
Referred to PSH provider – Housed in PSH Range: 1-281 days

Marketing, Communications, and Partnerships



CAM Newsletter Communications

	July	August	September
Total Cumulative Number of Newsletter Subscribers	141	153	N/A
Percent of Newsletter Openings	32.6%	31.6%	N/A

CAM Website Analytics	
Total Visitors	1,374
New Visitors	94.7%
Returning Visitors	22.8%
Number of Sessions per User	1.49
Average Session Duration	1:31 minutes
Average Number of Pages Visited During a Session	1.88
Pageviews	3,856

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