

DETROIT COORDINATED ENTRY PROCESS



Quarterly System Assessment Report

Quarter 4: October-December 2018

Table of Contents

- [Definitions](#).....Slide 3
- [Quarter 4 Data Dashboard](#).....Slide 4
- [Access Points](#).....Slides 5-17
- [Housing Choice Vouchers](#).....Slides 18-19
- [Rapid Re-Housing](#).....Slides 20-22
- [Permanent Supportive Housing](#).....Slides 23-27
- [Marketing, Communications, and Partnerships](#).....Slides 28-30

Definitions as used by CAM Detroit

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

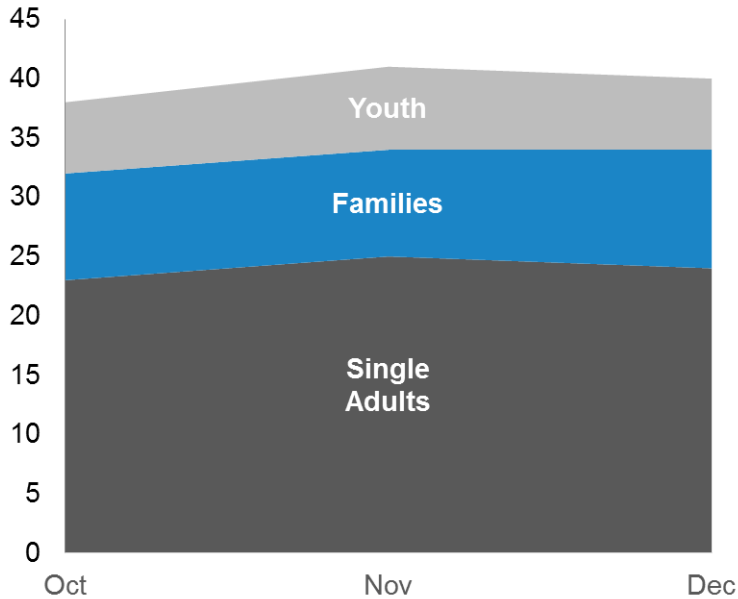
Gender Non-conforming: Individual who does not conform to traditional gender roles or stereotypes

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)

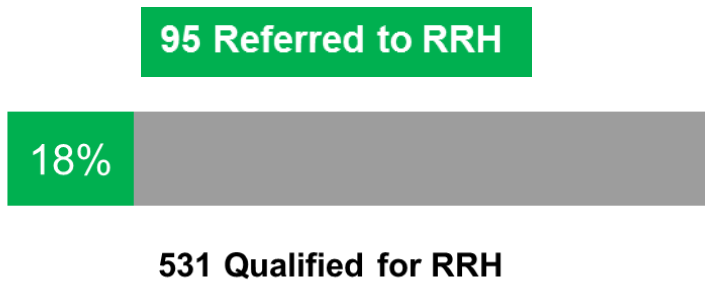
Quarter 4 Data Dashboard

The monthly average of single adults, families, and youth visiting the CAM Access Points



Source: Access Point Intake Data

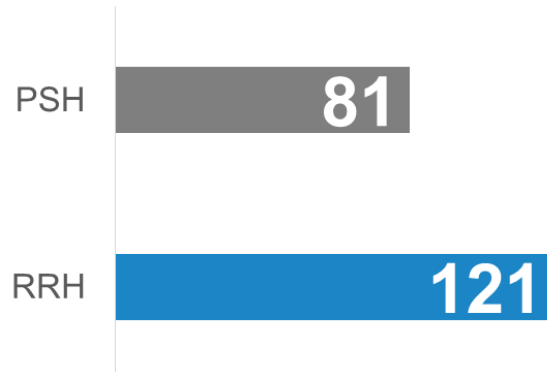
Percent of households referred to RRH among those who qualified for RRH in Q4



Source: HMIS; RRH Prioritization List

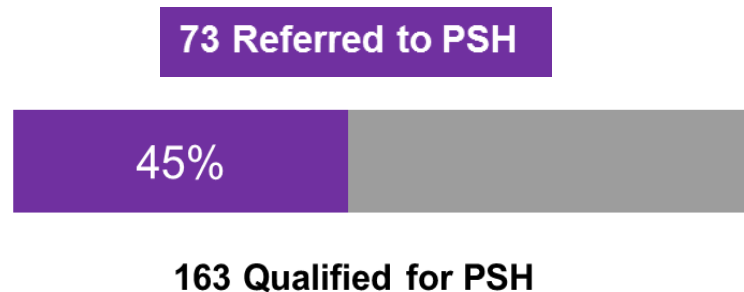
Median Days of PSH and RRH Housing Process

The housing process begins with VI-SPDAT/SPDAT assessment and ends with housing unit move-in.



Source: HMIS; PSH Prioritization List

Percent of households referred to PSH among those who qualified for PSH in Q4



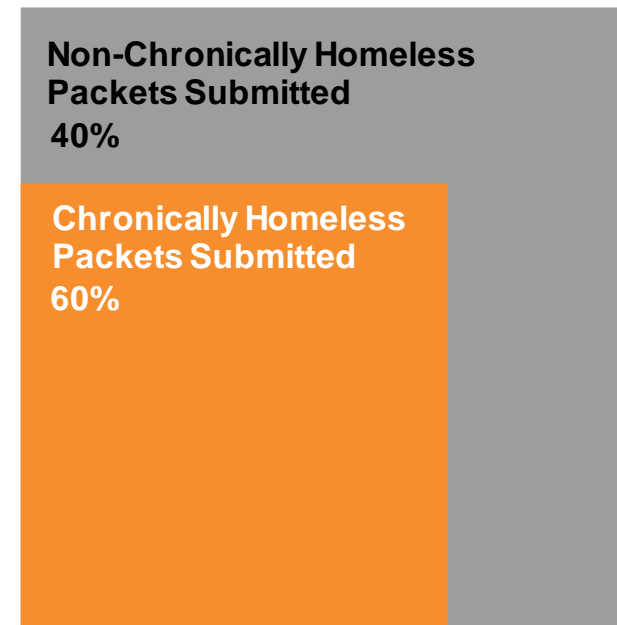
Source: HMIS; PSH Prioritization List

Households pulled from MSHDA's Housing Choice Voucher Waitlist Consumers receive homeless preference.

245

Source: MSHDA

CAM Navigators and Street Outreach team submitted a total of 90 PSH packets



Source: PSH Prioritization List

Access Points

Family Access Point:

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

Single Adult Access Points:

Tumaini Center—3430 3rd Ave., Detroit, MI 48201

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



CAM Automated Call Center—Calls Received

	October	November	December	Quarter4 Averages	Changes from Q3	Q4Change from Avg. of Q1-Q3
Caller did not select a prompt	4,318	4,294	3,197	3,936	↓ 5%	↑ 2%
Prompt 1: Domestic Violence	354	318	273	315	↓ 12%	↓ 1%
Prompt 2: Single Adult Shelter	895	856	683	811	↓ 6%	↓ 16%
Prompt 3: Family and Youth Shelter	798	829	549	725	↓ 14%	↓ 1%
Prompt 4 : Veteran	39	65	37	47	↓ 11%	↓ 3%
Prompt 5: Eviction	882	938	664	828	↑ 19%	↑ 48%
Prompt 6: Utilities	141	160	106	136	↓ 11%	↑ 21%
Total Calls Placed	7,427	7,460	5,509	6,799	↓ 4%	↑ 3%

CAM Diversion Strategy

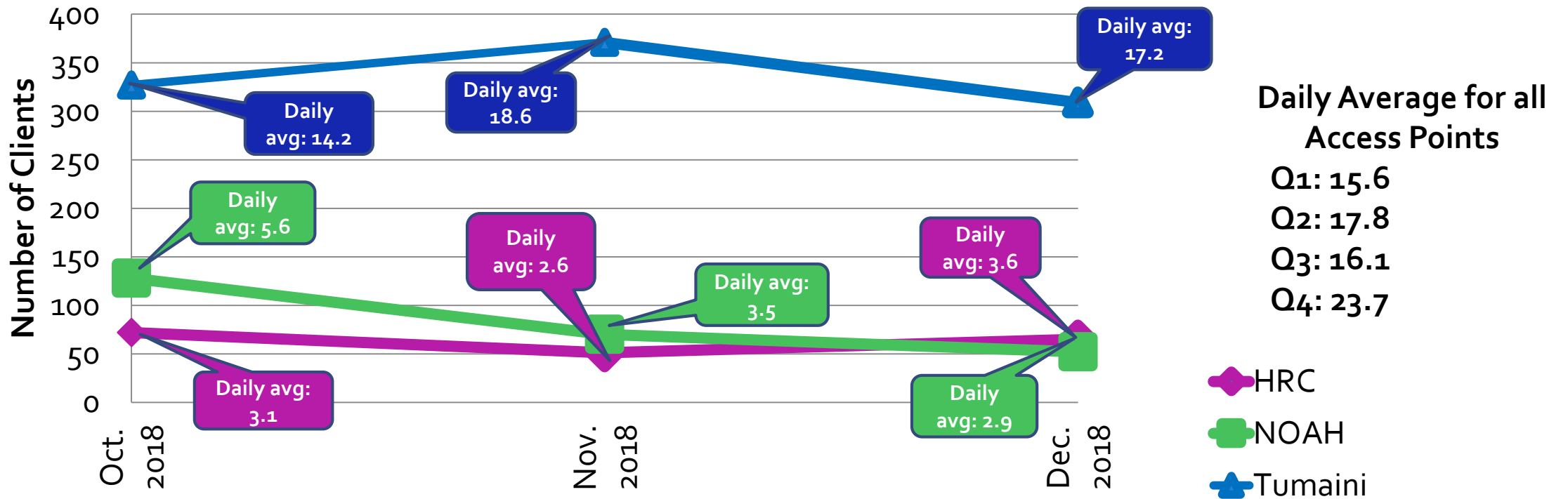
For consumers seeking shelter at the Access Points, CAM works with consumers to offer immediate housing solutions to triage consumers with emergency shelter needs.

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

Q4 First-time Diverted TOTAL

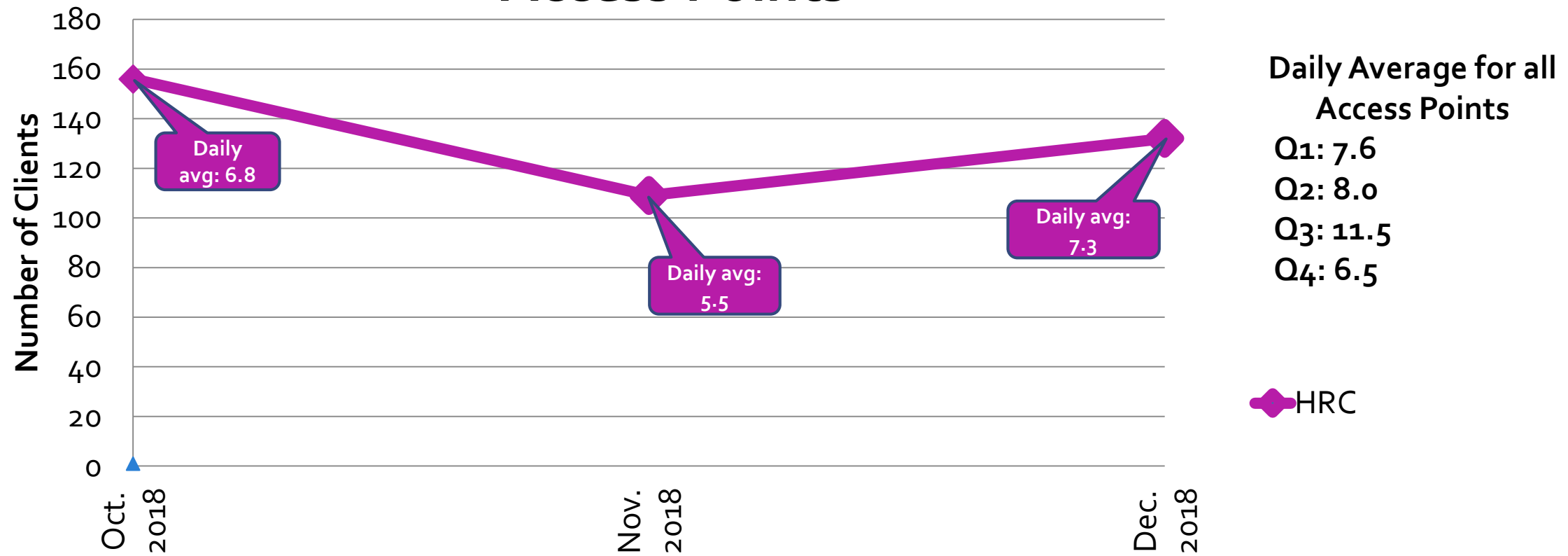
- 69 (37%)-HRC
- 163 (65%)-NOAH
- 64 (6%)-Tumaini

Cumulative Access Points Returns

Data Forthcoming in 2018 Annual Report

Notes: Daily Average for Q1 includes unaccompanied youth; Return counts for households initially diverted are inclusive of first-time diversion in Q1-Q4 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

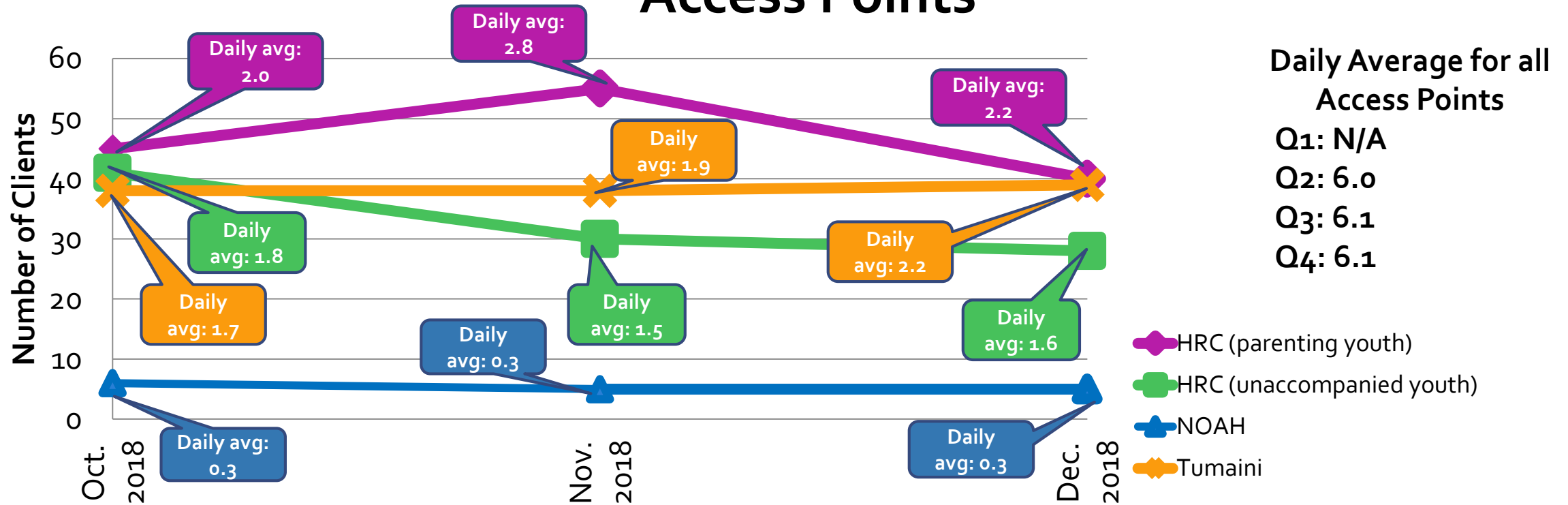
Q4 First-time Diverted TOTAL
232 (58%)-HRC

Cumulative Access Points Returns

Data Forthcoming in 2018 Annual Report

Notes: Daily Average for Q1 includes parenting youth; Return counts for households initially diverted are inclusive of first-time diversion in Q1-Q4 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

Q4 First-time Diverted TOTAL

- 88 (63%)-HRC (parenting)
- 33 (33%)-HRC (unacc.)
- 2 (13%)-NOAH
- 5 (4%)-Tumaini

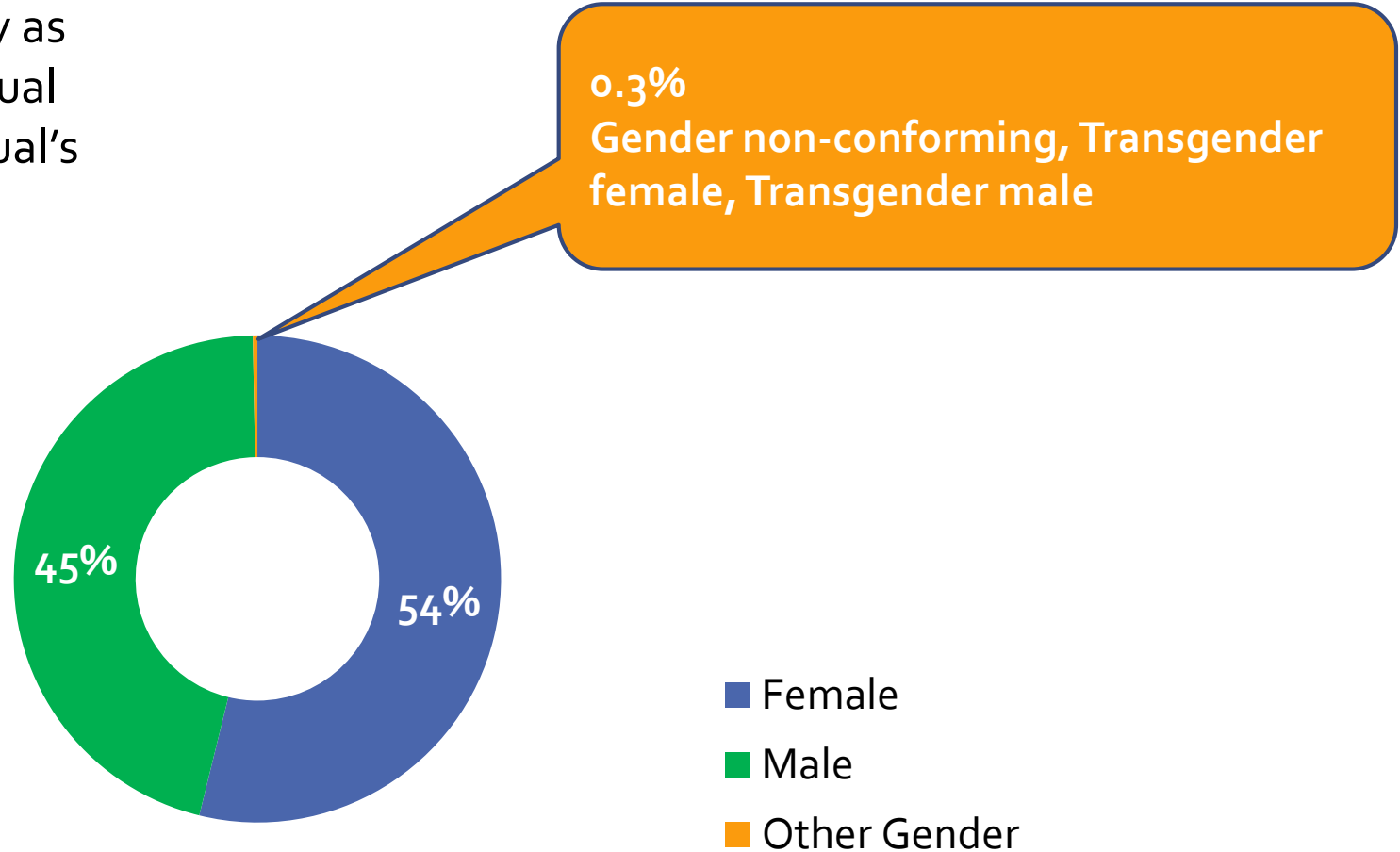
Cumulative Access Points Returns

Data Forthcoming in 2018 Annual Report

Notes: Return counts for households initially diverted are inclusive of first-time diversion in Q1-Q4 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.



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

	October		November		December		Quarter 4 Totals		Changes from Q3	
	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)	35	26 (74%)	45	34 (76%)	44	31 (70%)	124	91 (73%)	↑ 57%	↓ 49%
HRC (Singles)	150	100 (67%)	204	136 (67%)	137	85 (62%)	491	321 (65%)	↑ 20%	↓ 45%
Tumaini	206	146 (71%)	202	136 (67%)	198	141 (71%)	606	423 (70%)	↓ 13%	↓ 13%
NOAH Project	87	42 (48%)	57	27 (47%)	19	8 (42%)	163	77 (47%)	↓ 45%	No change
TOTAL	501	330 (66%)	558	372 (67%)	495	333 (67%)	1,554	1,035 (67%)	↑ 9%	↓ 35%

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

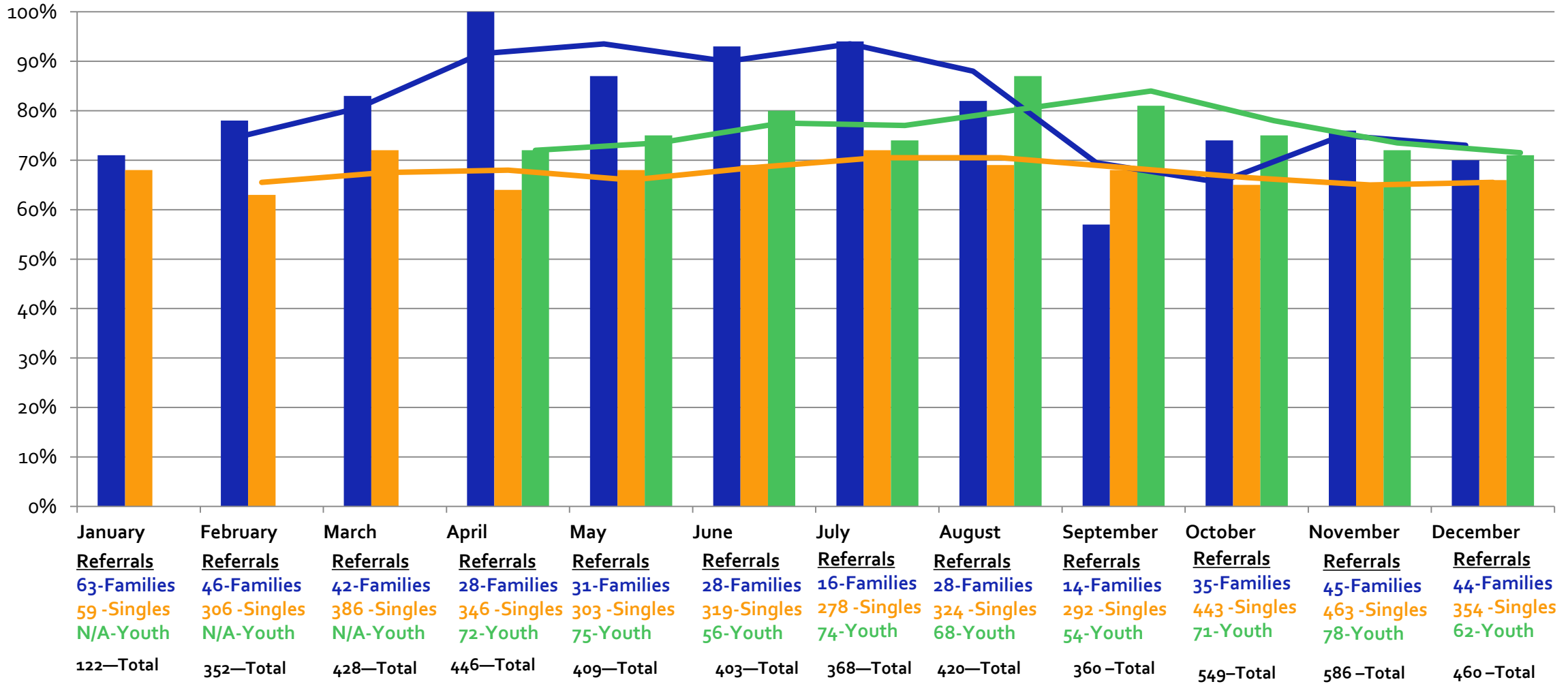
Youth (Age 18-24) Referrals and Arrivals to Shelter or Warming Center

	October		November		December		Quarter 4 Totals		Changes from Q3	
	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)	9	5 (56%)	12	10 (83%)	9	9 (100%)	30	24 (80%)	↑ 25%	↑ 20%
HRC (Single Youth)	43	35 (81%)	47	32 (68%)	32	23 (72%)	122	90 (74%)	↓ 12%	↓ 21%
Tumaini (Single Youth)	16	11 (69%)	15	11 (73%)	21	12 (57%)	52	34 (65%)	↓ 73%	↑ 70%
NOAH Project (Single Youth)	3	2 (67%)	4	3 (75%)	0	0 (0%)	7	5 (71%)	no change	↑ 25%
TOTAL	71	53 (75%)	78	56 (72%)	62	44 (71%)	211	153 (73%)	↑ 8%	↓ 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



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	125 (20%)	25 (4%)	7 (3%)	157 (10%)
Bus	136 (22%)	207 (32%)	95 (38%)	438 (29%)
Walked	57 (9%)	340 (52%)	138 (55%)	535 (35%)
Friend or family member	229 (37%)	53 (8%)	8 (3%)	290 (19%)
Service provider (including faith-based organizations)	39 (6%)	9 (1%)	3 (1%)	51 (3%)
Cab or rideshare	32 (5%)	20 (3%)	1 (0%)	53 (3%)
Police	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Total	618	654	252	1,524

Transportation FROM Access Point (to Shelter)

Transportation Method	HRC	Tumaini Center	NOAH Project	Total
Transported self	234 (41%)	138 (24%)	83 (35%)	455 (33%)
Provided with bus tickets	64 (11%)	68 (12%)	130 (54%)	262 (19%)
Walked	28 (5%)	339 (59%)	15 (6%)	382 (28%)
Transported by friend or family member	166 (29%)	8 (1%)	7 (3%)	181 (13%)
Transported by service provider	50 (9%)	9 (2%)	3 (1%)	62 (5%)
Transported by CAM Staff	13 (2%)	3 (1%)	1 (0%)	17 (1%)
Cab or rideshare	10 (2%)	5 (1%)	0 (0%)	15 (1%)
Total	565	570	239	1,374

Average Length of Time for CAM Access Point Process

(Inclusive of wait time and assessment, Sample Size=2,003)

46 minutes

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

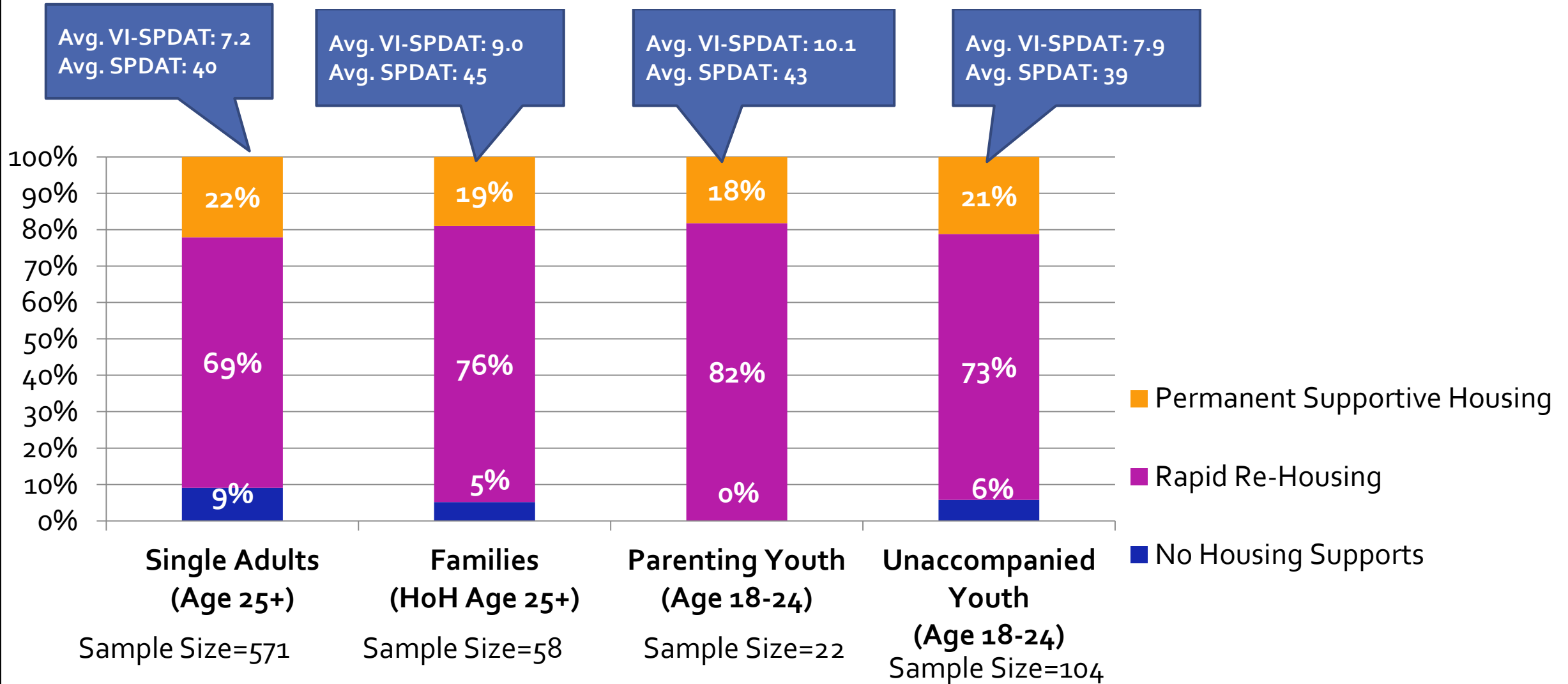
Average VI-SPDAT and SPDAT Scores

	Single Adults (Age 25+)		Families (HoH Age 25+)		Parenting Youth (HoH Age 18-24)		Unaccompanied Youth (Age 18-24)	
	VI-SPDAT Avg.=7.2 Sample Size=681	SPDAT Avg.=40 Sample Size=178	VI-SPDAT Avg.=9.0 Sample Size=101	SPDAT Avg.=45 Sample Size=48	VI-SPDAT Avg.=10.1 Sample Size=25	SPDAT Avg.=43 Sample Size=15	VI-SPDAT Avg.=7.9 Sample Size=148	SPDAT Avg.=39 Sample Size=33
No Housing Supports	52 (8%)	0 (0%)	3 (3%)	0 (0%)	0 (0%)	0 (0%)	6 (4%)	0 (0%)
Rapid Re-Housing	341 (50%)	52 (29%)	39 (39%)	37 (77%)	7 (28%)	11 (73%)	65 (44%)	11 (33%)
Permanent Supportive Housing	SPDAT Assessment Required 288 (42%)	126 (71%)	SPDAT Assessment Required 59 (58%)	11 (23%)	SPDAT Assessment Required 18 (72%)	4 (27%)	SPDAT Assessment Required 77 (52%)	22 (67%)

Notes:

- 1) Only those scoring 8+ (Single Adults/Youth) and 9+ (Family) on the VI-SPDAT, 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			Quarter 4 Totals	Change from Q3
	October 4, 2018	October 15, 2018	October 29, 2018		
Singles	15	105	31	151	↓ 44%
Families	5	70	19	94	↓ 26%
Total Households	20	175	50	245	↓ 38%

Note: This data is inclusive of HCV pulls from the Out-Wayne CoC as well as the Detroit CoC. Household type is reported by family composition at time of HCV pull approximated through MSHDA reports as well as HMIS data.

Rapid Re-Housing

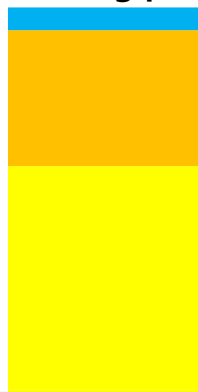
Households scoring for RRH on the VI-SPDAT and Full SPDAT are entered into the RRH prioritization process.



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

Households Referred

Families: 30
 Singles: 3
 Parenting Youth: 0
 Unaccompanied Youth: 1
Total: 34



October
85%
 "Accepted"

Households Referred

Families: 18
 Singles: 22
 Parenting Youth: 8
 Unaccompanied Youth: 4
Total: 52



November
81%
 "Accepted"

100% of requests fulfilled
 Requests from RRH providers

Total households referred: 95

Q4 Changes

↑ **188% from Q3**
 ↑ **97% from Avg. of Q1-Q3**

Households Referred

Families: 7
 Singles: 1
 Parenting Youth: 1
 Unaccompanied Youth: 0
Total: 9



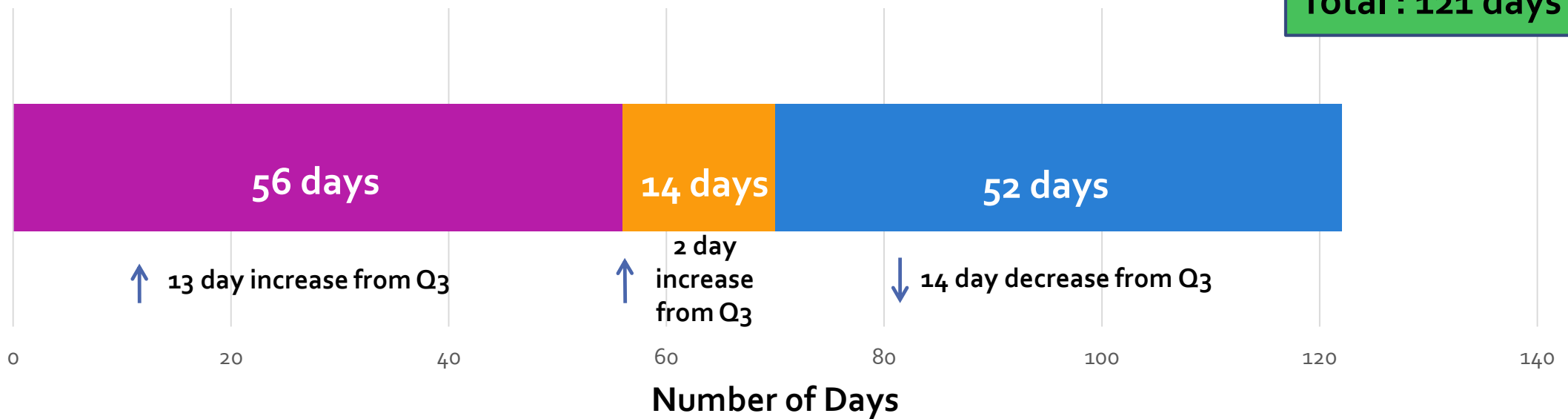
December
78%
 "Accepted"

36 Rapid Re-housing client households were housed between October 1, 2018—December 31, 2018

The total LOT did not change from Q3 to Q4

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: 0-243 days
 Referred to RRH provider-RRH Program Entry Range: 4-247 days
 RRH Program Entry- Housed Range: 1-351 days

Note: The median length of time was calculated with data from 33 of the housed clients as 3 clients were transferred between RRH programs.

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.



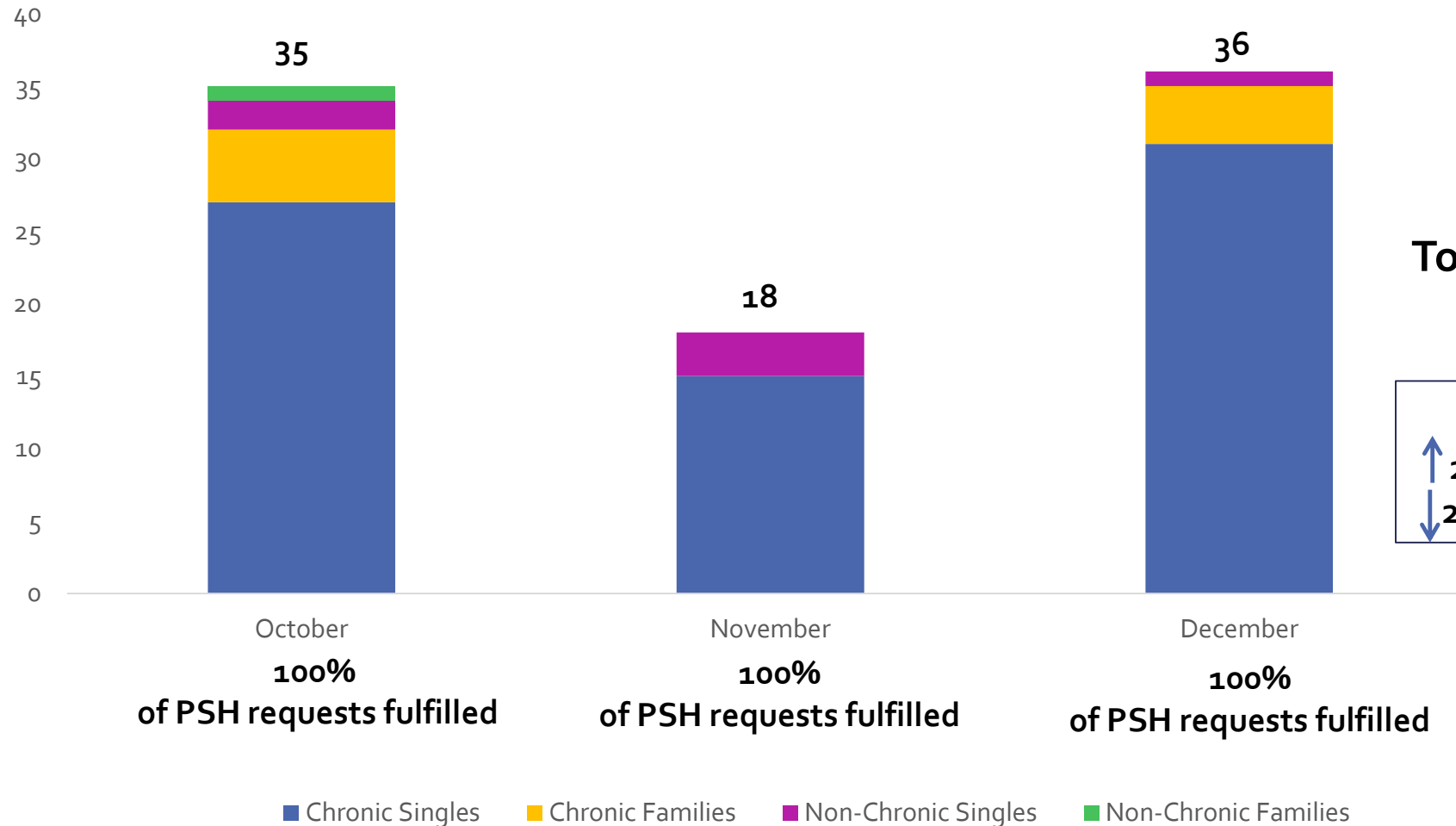
PSH Packets Submitted by CAM Navigators & Street Outreach

October 2018	November 2018	December 2018	Quarter 4 Totals
Non-Chronic Families: 0 Non-Chronic Singles: 15 Chronic Families: 0 Chronic Singles: 31	Non-Chronic Families: 0 Non-Chronic Singles: 14 Chronic Families: 1 Chronic Singles: 8	Non-Chronic Families: 0 Non-Chronic Singles: 7 Chronic Families: 2 Chronic Singles: 12	Non-Chronic Families: 0 Non-Chronic Singles: 36 Chronic Families: 3 Chronic Singles: 51
TOTAL: 46	TOTAL: 23	TOTAL: 21	TOTAL: 90 Q4 Changes (↓10% from Q3) (↓23% from Avg. of Q1-Q3)

60% 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



Total households referred: 89

Q4 Changes
↑ 24% from Q3
↓ 29% from Avg. of Q1-Q3

PSH Referrals Returned

	October	November	December	
PSH Households Returned				
Total Households	9	5	3	
Reasons for Return				
Client refused unit	4	2	0	
Client refused agency	0	0	0	
Agency refused client	2	0	0	
Unable to contact client	3	2	0	
Client in institution	0	0	0	
Already housed	0	0	0	
Lack of Program Funding	0	1	0	
Client ineligible for Unit	0	0	3	

Total households returned: 17

Q4 Changes

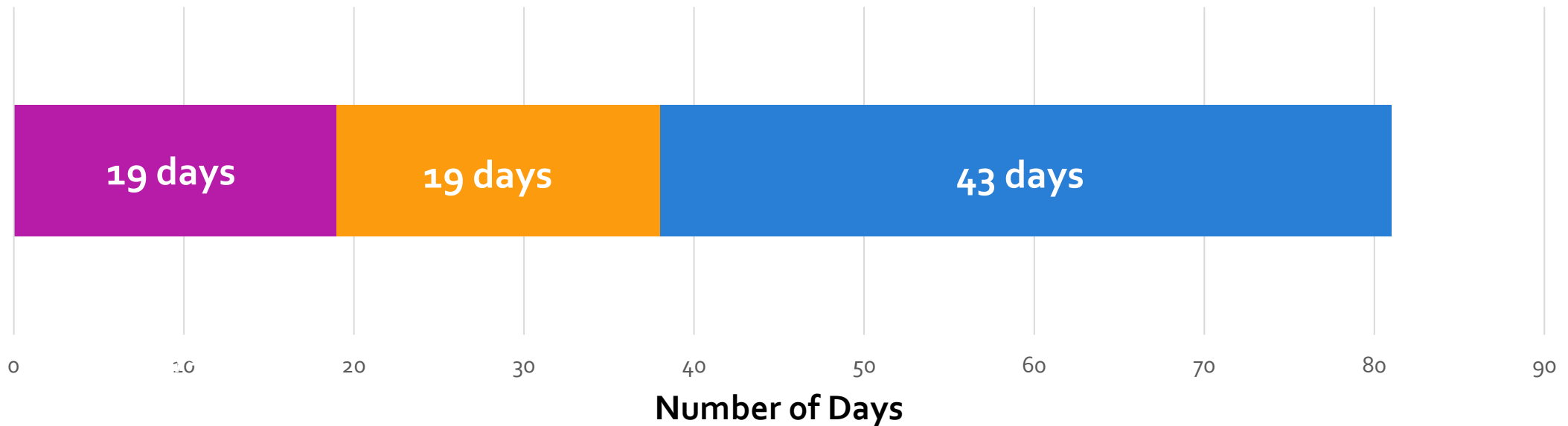
↓ 6% from Q3

↓ 51% from Avg. of Q1-Q3

60 Permanent Supportive Housing client households were housed between October 1, 2018—December 31, 2018

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

3 day decrease in total LOT from Q3



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

Total: 81 days

Marketing, Communications, and Partnerships



CAM Newsletter Communications

	October	November	December
Total Cumulative Number of Newsletter Subscribers	N/A	157	166
Percent of Newsletter Openings	N/A	45%	49%

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