13,136 Total Number of Connected Calls
Received via CAM General and Interim Phone Line*
Daily Average: 144

Calls by Month

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diverted</td>
<td>4,969</td>
<td>4,146</td>
<td>4,021</td>
</tr>
</tbody>
</table>

2,176 Total Number of Intake Engagements via CAM Phone Line*
Daily Average: 34

Intake Engagements by Month

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diverted</td>
<td>638</td>
<td>766</td>
<td>772</td>
</tr>
</tbody>
</table>

Number of Households Presenting

<table>
<thead>
<tr>
<th>Household Type</th>
<th>Diverted</th>
<th>Referred</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parenting Youth</td>
<td>52% (32)</td>
<td>37% (23)</td>
<td>11% (7)</td>
</tr>
<tr>
<td>Adult Family</td>
<td>45% (120)</td>
<td>38% (101)</td>
<td>17% (46)</td>
</tr>
<tr>
<td>Unaccompanied Youth</td>
<td>25% (61)</td>
<td>66% (163)</td>
<td>9% (24)</td>
</tr>
<tr>
<td>Single Adult</td>
<td>24% (380)</td>
<td>63% (1,006)</td>
<td>13% (213)</td>
</tr>
</tbody>
</table>

Average VI-SPDAT | Average SPDAT
---|---
Single Adults | 6.9 | 43
Unaccompanied Youth | 7.0 | 41
Adult Families | 9.1 | 50
Parenting Youth | 9.8 | 53

Distribution of Acuity Group Scoring by Household Type***

- Acuity Group 1 (PSH)
- Acuity Group 2 (PSH/RRH)
- Acuity Group 3 (RRH)
- Acuity Group 4 (No Housing Supports)

*Note: Due to the COVID-19 pandemic, all CAM intakes in Q2 occurred exclusively through a centralized phone line.

**Note: Other includes Follow-Up Visit/Already in Service; Connected with Other Services; Left or Refused Shelter; Connected with Street Outreach

***Note: Acuity group scoring occurs on a rolling basis and thus represents the number of households who became eligible for services in that quarter.
Detroit Coordinated Entry System
Quarter 2 Report: April-June 2020

Total Households Referred to Transitional Housing (TH)

- April: 2
- May: 7
- June: 6

Total Households Referred to RRH by Household Type

- April: 5
  - Single Adults: 5
  - Unaccompanied Youth: 0
  - Adult Families: 0
  - Parenting Youth: 0
- May: 11
  - Single Adults: 10
  - Unaccompanied Youth: 0
  - Adult Families: 0
  - Parenting Youth: 1
- June: 0

RRH Referrals by Agency

- NSLM: 6
- AFG: 5
- NSO: 5
- CHS: 0
- SWCS: 0

Total Households Referred to PSH by Chronicity

- April: 13
  - Non-Chronic Families: 13
  - Chronic Families: 0
  - Non-Chronic Singles: 0
  - Chronic Singles: 0
- May: 29
  - Non-Chronic Families: 27
  - Chronic Families: 2
  - Non-Chronic Singles: 0
  - Chronic Singles: 0
- June: 21
  - Non-Chronic Families: 17
  - Chronic Families: 4
  - Non-Chronic Singles: 2
  - Chronic Singles: 0

PSH Referrals by Agency

- SWCS: 18
- NSO: 17
- COTS: 10
- Cass: 4
- NLSM: 4
- CHH: 2
- DRMM: 2
- CHS: 2
- Mariners: 2
- DCI: 0

15 Households Referred to TH Providers
16 Households Referred to RRH Providers
0 RRH Referrals were for Security Deposits
63 Households Referred to PSH Providers
Detroit Coordinated Entry System
Quarter 2 Report: April-June 2020

34 Households Housed in **RRH Programs** through CoC-funded resources

Median Length of Time of **RRH Housing**: Prioritized, Referred, Housed

- **Total:** 109 days
- **RRH Assessment - Referred to RRH Provider**
- **Referred to RRH Provider - RRH Program Entry**
- **RRH Program Entry - Housed**

26 days | 15 days | 68 days

- 9 day decrease from Q1
- 14 day increase from Q1
- 25 day increase from Q1

32 Households Housed in **PSH Programs** through CoC-funded resources

Median Length of Time of **PSH Housing**: Navigated, Referred, Housed

- **Total:** 100 days
- **Navigation - PSH packet submitted**
- **PSH packet submitted - Referred to PSH provider**
- **Referred to PSH provider - Housed in PSH**

14 days | 28 days | 58 days

- No change from Q1
- 7 day increase from Q1
- 18 day increase from Q1
Detroit Coordinated Entry System
Quarter 2 Report: April-June 2020

Consumer Race at Access Point Intake v. Housed

<table>
<thead>
<tr>
<th>Access Point Visitors in Q2*</th>
<th>Sample Size: 2,176</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>75% (1,636)</td>
</tr>
<tr>
<td></td>
<td>9% (186)</td>
</tr>
<tr>
<td></td>
<td>1% (19)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Housed in a RRH or PSH Program during Q2</th>
<th>Sample Size: 66</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>92% (61)</td>
</tr>
<tr>
<td></td>
<td>8% (5)</td>
</tr>
</tbody>
</table>

- Black or African American
- American Indian or Alaska Native
- Asian
- Refuse to Answer
- White
- Native Hawaiian or Pacific Islander
- Multi-Racial

*Less than 1% (4) Asian; Less than 1% (5) American Indian or Alaska Native; Less than 1% (5) Native Hawaiian or Pacific Islander

179
Total Number of Housing Choice Voucher (HCV) Applications Submitted

$433
Average Monthly Income Amount of AP Consumers*

*Note: Average Monthly Income Amount is calculated among the population of consumers referred to emergency shelter in Q2. The amount is inclusive of earned income and entitlement benefits such as SSI/SSDI (“cash benefits”). Supplemental income sources (“non-cash benefits”) such as SNAP and WIC are excluded.

Household Type 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)