CAM Detroit serves as the Coordinated Entry System for homelessness assistance. CAM does not directly offer housing assistance, but rather provides a single process to access the assistance provided by a number of community partners. It is not an organization or program. It is a system within Detroit’s Continuum of Care (CoC) that is currently implemented by the agencies: Southwest Counseling Solutions and Community & Home Supports (CHS).

This report details the operational performance of Coordinated Entry from January 1 to March 31, 2021. Data are selected to provide insight on homelessness and our community-wide response to it.

**ACCESS**

CAM provides a streamlined entry process connecting people to available shelter and housing resources. Typically, access is provided via in-person Access Points, however in response to COVID-19, CAM has shifted to a remote call center model. Data in this section indicate the volume of need and services.

### Volume

In Quarter 1 of 2021 there were **16,810** combined visits to CAM Access Points and calls to CAM, an average of **224** contacts per day. Of these, there were **155** in-person visits and **16,655** calls.

![Chart 1](chart1.png)

**Chart 1 - Monthly Volume by Access Type**

- **January**: 5866
- **February**: 5379
- **March**: 5410

![Chart 2](chart2.png)

**Chart 2 - Total Calls by Outcome**

- Connected: 39%
- Missed/Abandoned: 17%
- Voicemail: 26%
- Outbound No Answer: 18%

### Engagements

In Quarter 1 of 2021, CAM staff had **6,567** total engagements, an average of **88** engagements per day.

![Chart 3](chart3.png)

**Chart 3 - Monthly Engagements by Access Type**

- **January**: 2303
- **February**: 2045
- **March**: 2064

1. **Note**: Chart values may not sum due to rounding.
CAM conducted **1,874** total intakes in Quarter 1 of 2021, an average of **25** intakes per day.

### Assessment and Prioritization

CAM assesses households to determine individualized strengths, needs and barriers. CAM utilizes the VI-SPDAT and SPDAT in its assessment process to ascertain clients’ vulnerability. Available housing resources are prioritized for the most vulnerable households. This section presents data on assessments and prioritization of resources.

### Intakes

**Chart 4 - Intakes by Household Type**

- **Single Adult**: 13%
- **Unaccompanied Youth**: 10%
- **Adult Family**: 73%

**Chart 5 - Intake Outcome by Household Type**

- **Single Adult**: 24% Diverted, 76% Referred to Shelter
- **Unaccompanied Youth**: 28% Diverted, 72% Referred to Shelter
- **Adult Family**: 44% Diverted, 56% Referred to Shelter
- **Parenting Youth**: 47% Diverted, 53% Referred to Shelter

**Chart 6 - Monthly Intake Outcomes**

- **January**: 619 Total
- **February**: 620 Total
- **March**: 635 Total

**Chart 7 - Households Assessed and Added to an Acuity Group**

- **Single Adults**: 722
- **Unaccompanied Youth**: 90
- **Adult Families**: 84
- **Parenting Youth**: 29

**Chart 8 - Distribution of Acuity Groups by Household Type**

- **Single Adult**: Acuity Group 4 (43%), Acuity Group 3 (31%), Acuity Group 2 (11%), Acuity Group 1 (15%)
- **Unaccompanied Youth**: Acuity Group 4 (43%), Acuity Group 3 (39%), Acuity Group 2 (14%), Acuity Group 1 (3)
- **Adult Family**: Acuity Group 4 (15%), Acuity Group 3 (68%), Acuity Group 2 (10%), Acuity Group 1 (7%)
- **Parenting Youth**: Acuity Group 4 (17%), Acuity Group 3 (72%), Acuity Group 2 (11%), Acuity Group 1 (15%)

### Assessment Recommendations
As housing resources become available, CAM prioritizes resources for the most vulnerable clients, and refers clients to those resources. This section details the referrals made to housing programs.

**Transitional Housing (TH) Referrals**

CAM staff referred 17 households to Transitional Housing in Quarter 1 of 2021.

![Chart 9 - TH Referrals by HH Type]

- Single Adults: 23%
- Unaccompanied Youth: 6%
- Adult Families: 71%
- Parenting Youth: 0%

![Chart 10 - Monthly TH Referrals]

- January: 1
- February: 13
- March: 3

**Rapid Re-Housing (RRH) Referrals**

CAM staff referred 218 households to Rapid Re-Housing in Quarter 1 of 2021.

![Chart 12 - RRH Referrals by HH Type]

- Single Adults: 21%
- Unaccompanied Youth: 23%
- Adult Families: 50%
- Parenting Youth: 5%

![Chart 13 - Monthly RRH Referrals]

- January: 54
- February: 70
- March: 94

1 This includes 18 referrals for Security Deposit assistance only.
Permanent Supportive Housing (PSH) Referrals

Cam staff referred 163 households to Permanent Supportive Housing in Quarter 1 of 2021.

Chart 18 - HCVs Added vs Pulled

- CAM added 240 households to the HP-HCV waiting list in Quarter 1 of 2021, and
- 458 households were pulled

Chart 19 - Moving Up Vouchers Added vs Pulled

- CAM added 8 households to the Moving Up waiting list in Quarter 1 of 2021, and
- 17 households were pulled