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 2 of 2021 there were **17,640** combined visits to CAM Access Points and calls to CAM, an average of **229** contacts per day. Of these, there were **90** in-person visits and **17,550** calls.

**Engagements**

In Quarter 2 of 2021, CAM staff had **5,132** total engagements, an average of **67** engagements per day.\(^1\)
CAM conducted 1,509 total intakes in Quarter 2 of 2021, an average of 20 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.

**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**

CRC staff referred 17 households to Transitional Housing in Quarter 2 of 2021.

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

CAM staff referred 140 households to Rapid Re-Housing in Quarter 2 of 2021.

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1 This includes 20 referrals for Security Deposit assistance only.
Permanent Supportive Housing (PSH) Referrals

Housing Vouchers:
Homeless Preference - Housing Choice Vouchers (HP-HCVs) and Emergency Housing Vouchers (EHVs)

CAM staff referred 108 households to Permanent Supportive Housing in Quarter 2 of 2021.

CAM added 358 households to the HP-HCV and/or EHV waiting lists in Quarter 2 of 2021, and 300 households were pulled for one or both.

CAM added 17 households to the Moving Up waiting list in Quarter 2 of 2021, and 28 households were pulled.