Detroit Coordinated Entry System
2019 Annual Report
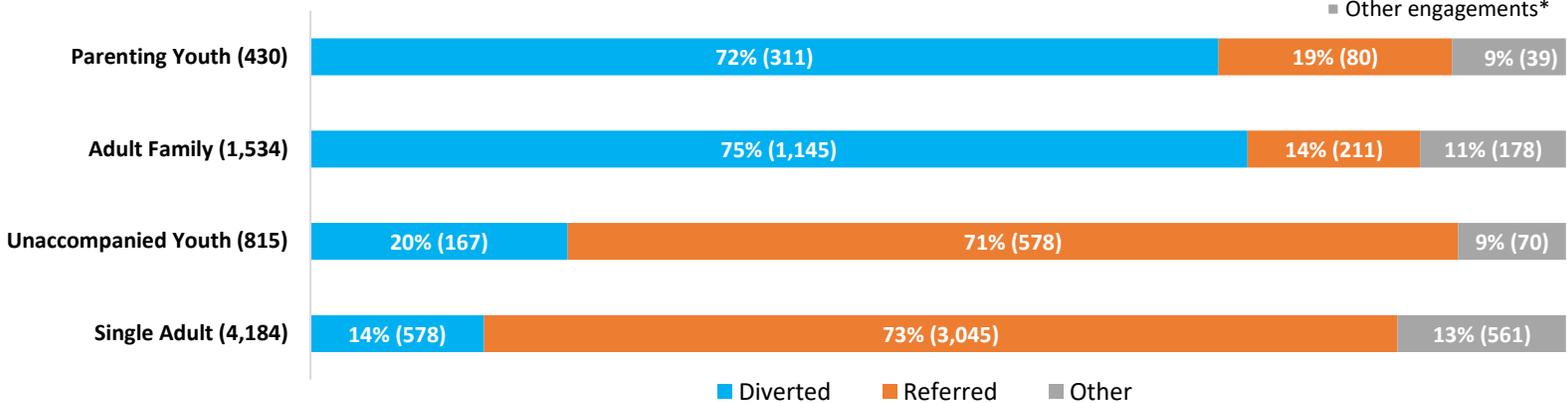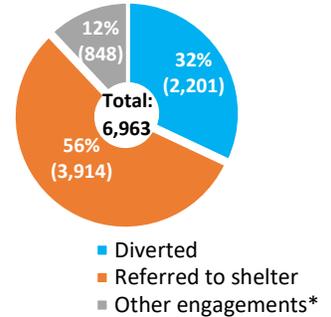### January 1, 2019 –December 31, 2019

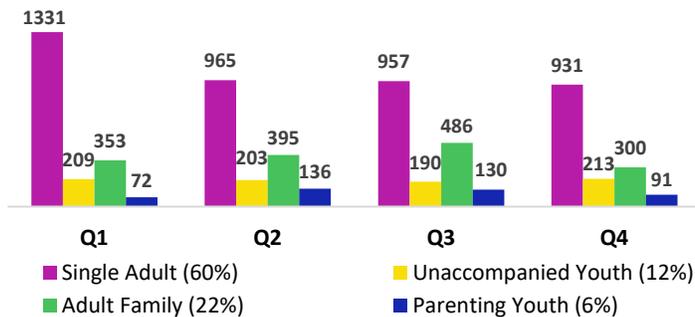**13,748** Total visits to CAM Access Points (not de-duplicated)

Daily average of **55** households per day

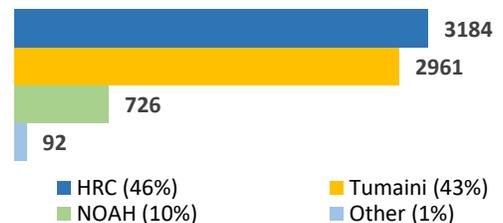**6,963** total unique households (de-duplicated) engaged at CAM Access Points

Daily average of **28** unique households per day

Pie chart (Total: 6,963):
- Diverted — 32% (2,201)
- Referred to shelter — 56% (3,914)
- Other engagements* — 12% (848)

Household Type	Diverted	Referred	Other
Parenting Youth (430)	72% (311)	19% (80)	9% (39)
Adult Family (1,534)	75% (1,145)	14% (211)	11% (178)
Unaccompanied Youth (815)	20% (167)	71% (578)	9% (70)
Single Adult (4,184)	14% (578)	73% (3,045)	13% (561)

Number of Unique Household Visits by Quarter

	Q1	Q2	Q3	Q4
Single Adult (60%)	1331	965	957	931
Unaccompanied Youth (12%)	209	203	190	213
Adult Family (22%)	353	395	486	300
Parenting Youth (6%)	72	136	130	91

Number of Unique Household Visits by Access Point

- HRC (46%) — 3184
- Tumaini (43%) — 2961
- NOAH (10%) — 726
- Other (1%) — 92

Note: "Other" includes test AP sites that opened in Nov. 2019.

Household Type Definitions
Single Adult: Age 25+ with no minor child(ren)
Adult 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)

Households visiting the Access Points **rated their experience 4.4 out of 5.**
Sample of comments provided:

"I had a nice and easy process coming here today and the staff were very understanding, respectful, and helpful"

"The staff here are great and on point and truly care about us"

"Very helpful, very detailed in explaining the process"

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

1

Detroit Coordinated Entry System
2019 Annual Report

Note: Reporting period for this diversion data is **April 1, 2018 – September 30, 2019**

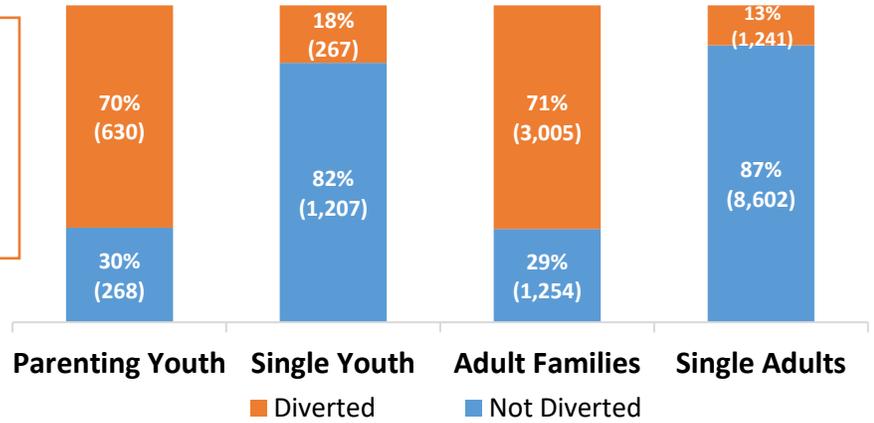## Total Diverted: 5,143

Detroit CoC Diversion Definition
"Household has a safe, habitable place to stay for the night whether or not shelter is available."

Returns to an AP after being diverted are reported at the following intervals:
1. Next Day, 7 Days, 30 Days, 6 Months, 12 Months

31% of households were diverted

61% of those diverted did not return

	Parenting Youth	Single Youth	Adult Families	Single Adults
Diverted	70% (630)	18% (267)	71% (3,005)	13% (1,241)
Not Diverted	30% (268)	82% (1,207)	29% (1,254)	87% (8,602)

■ Diverted ■ Not Diverted

CAM spent $23,644.21 diverting 182 households*
- Average of $129.91 per household
- Cost of sheltering 182 households would have been $200,928**
- Households diverted using transportation support traveled an average of 788 miles (distance of Detroit to Atlanta)

*Only accounts for households diverted where financial assistance was utilized
**Calculated based on average shelter stay of 69 days & shelter reimbursement of $16/night

Diversion in Action
- Household has a car and identifies a relative they can stay with but requires money for gas – CAM provides gas card
- Household has a friend they can stay with if household can help pay for food – CAM provides food card
- Household has a relative they can stay with in another city/state but doesn't have transportation to get there – CAM provides Greyhound ticket

For every $1 spent on financial assistance for diversion, **the CoC Saves $8.50**

$8.50

$**1.00**

Shelter Referrals
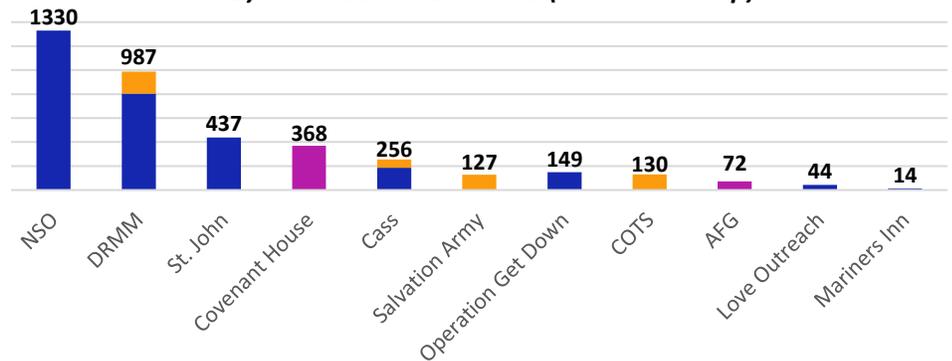
440 (11%)
510 (13%)
2,964 (76%)
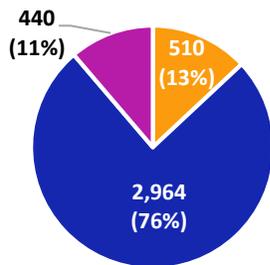
Comparison to 2018
3,392 households referred to shelter; 71% showed up

Shelter Referrals by Agency
3,914 Total Referrals *(83% showed up)*

NSO	DRMM	St. John	Covenant House	Cass	Salvation Army	Operation Get Down	COTS	AFG	Love Outreach	Mariners Inn
1330	987	437	368	256	127	149	130	72	44	14

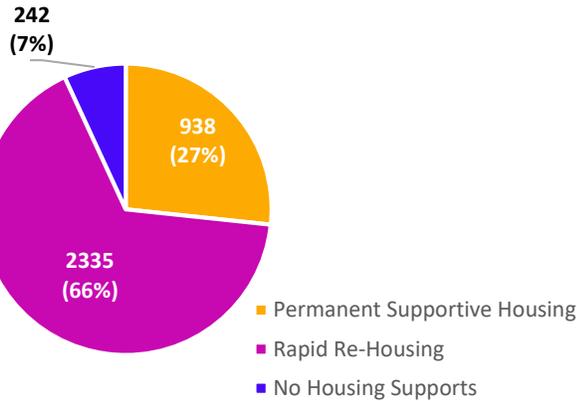■ Single Adult Shelter ■ Youth Shelter ■ Family Shelter

Note: Total showing up to shelter may be slightly higher, but is reported based on referral outcomes reported in HMIS by shelter providers
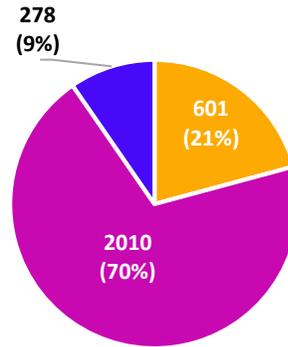
Detroit Coordinated Entry System
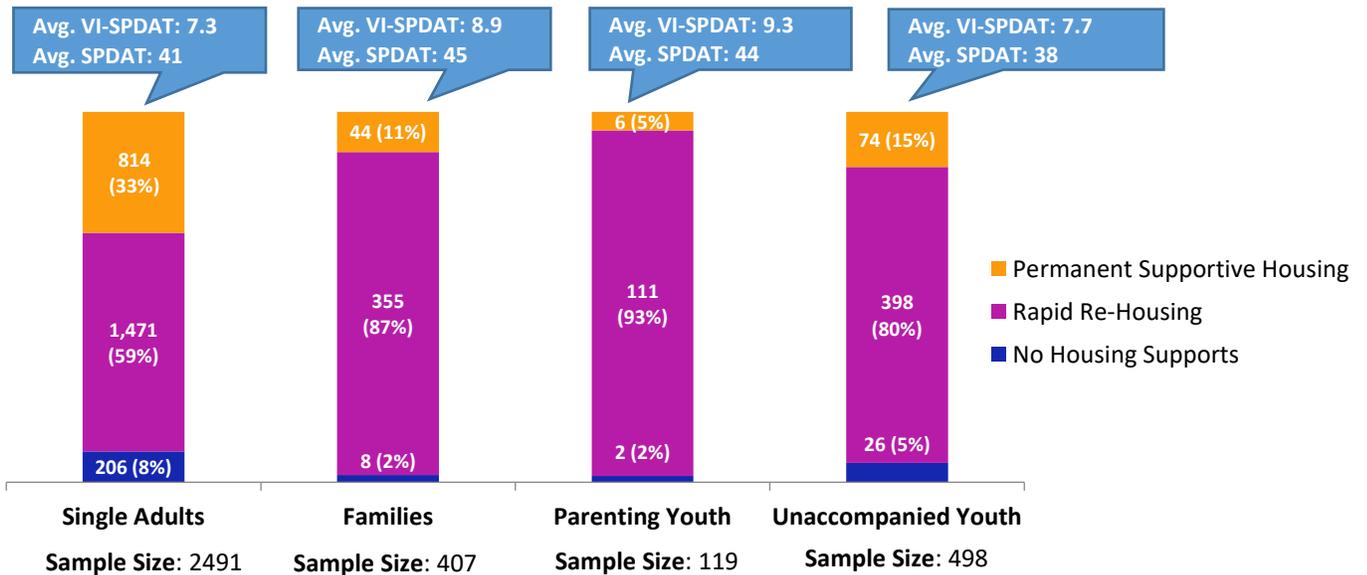
2019 Annual Report

VI-SPDAT & SPDAT Scoring 2019

242 (7%)
938 (27%)
2335 (66%)

- Permanent Supportive Housing
- Rapid Re-Housing
- No Housing Supports

VI-SPDAT & SPDAT Scoring 2018

278 (9%)
601 (21%)
2010 (70%)

2019 VI-SPDAT & SPDAT Scoring by HH Type

Avg. VI-SPDAT: 7.3
Avg. SPDAT: 41

Avg. VI-SPDAT: 8.9
Avg. SPDAT: 45

Avg. VI-SPDAT: 9.3
Avg. SPDAT: 44

Avg. VI-SPDAT: 7.7
Avg. SPDAT: 38

Single Adults
814 (33%)
1,471 (59%)
206 (8%)
Sample Size: 2491

Families
44 (11%)
355 (87%)
8 (2%)
Sample Size: 407

Parenting Youth
6 (5%)
111 (93%)
2 (2%)
Sample Size: 119

Unaccompanied Youth
74 (15%)
398 (80%)
26 (5%)
Sample Size: 498

- Permanent Supportive Housing
- Rapid Re-Housing
- No Housing Supports

Note: The CAM prioritization changed in November 2019. This data does not account for the change in process. 2020 data will incorporate the revised prioritization process.

Homeless Preference Housing Choice Vouchers (HP HCV)

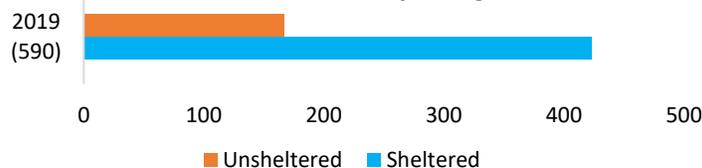In 2019, a total of **1,680** households were added to the waitlist and **144 (9%)** vouchers were pulled.

9%

Homeless Preference Housing Choice Vouchers (HP HCV) Comparison to 2018

1,847 households added to waitlist and 1,045 pulled

57%

PSH Packets Submitted by Navigators

2019 (590)

0   100   200   300   400   500
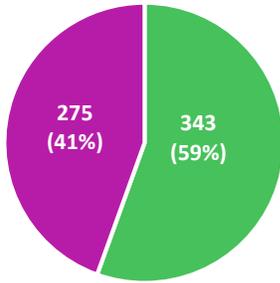
- Unsheltered
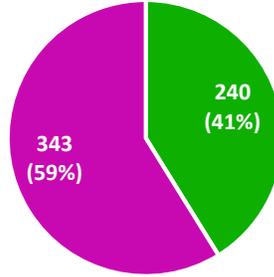- Sheltered

Detroit Coordinated Entry System
2019 Annual Report

Only **15%** of households scoring for RRH and **25%** of households scoring for PSH ultimately **received a referral to a RRH or PSH program** based on availability of RRH & PSH resources

RRH & PSH Referrals
(618 total referrals)

- 275 (41%)
- 343 (59%)

Comparison to 2018
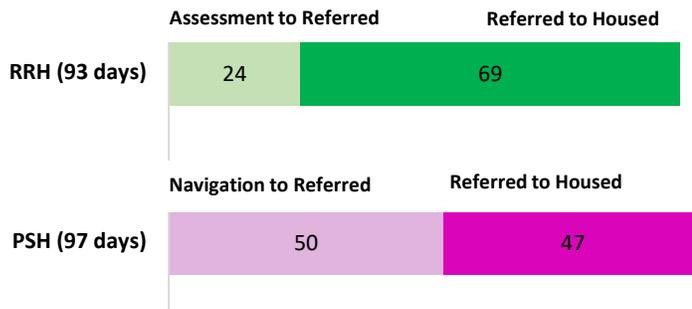**(583 total referrals)**

- 240 (41%)
- 343 (59%)

■ RRH ■ PSH

Note: Due to the loss of the MI Health & Wellness program at NSO & SWS, approximately 65 vacant units were filled through transfers from that program as opposed to referrals from the PSH prioritization list

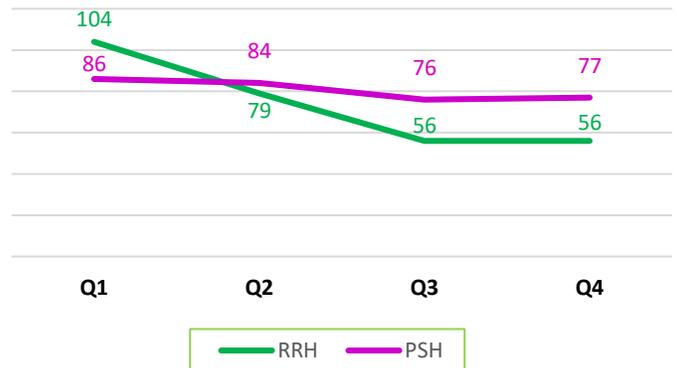**40 households** were pulled from the Moving Up waitlist in 2019

Median Length of Time (in days) from Assessment to Housed
RRH N = 175*   PSH N = 187*

	Assessment to Referred	Referred to Housed
RRH (93 days)	24	69

	Navigation to Referred	Referred to Housed
PSH (97 days)	50	47

*Random sample of half(ish) of housed clients was used for calculating LOT for housing process due to tedious nature of data calculation

Number Housed in 2019
Total: 618

	Q1	Q2	Q3	Q4
RRH	104	84	56	56
PSH	86	79	76	77

RRH   PSH

4

Detroit Coordinated Entry System

2019 Annual Report

Data on Veteran & Chronic Homelessness

Ending Veteran and Chronic homelessness has been a significant priority for the Detroit CoC over the last several years. While a lot of progress has been made toward these goals, the numbers have not decreased at the rate they should. Additionally, tracking and reporting for chronic and veteran homelessness has been challenging, but we are hopeful that 2020 will be the year of data quality for the Detroit CoC throughout all interventions.

In 2019, **307 Veterans were permanently housed**. As of December 31, 2019, there were **257 literally homeless Veterans on the Veteran By Name List**. In 2020, the Veteran Leadership Committee is working to integrate the Veteran Coordinated Entry System with the CAM. Doing so will streamline access to services, increase efficiency, and improve data reporting with the ultimate goal of **Ending Veteran Homelessness in Detroit**.

In 2019, **301 chronically homeless households were housed in PSH**. As of December 31, 2019, there were **321 chronic households on the Chronic By Name List.** Of these, 97% are single adults and 95% scored for PSH on the Full SPDAT.
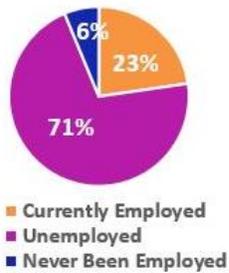
Cross-System Collaboration

In 2019, CAM staff solidified partnerships with two systems: 1) **Workforce Development** 2) **Education**
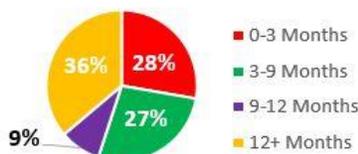

Workforce Development

CAM is partnering with Detroit's Workforce Development Board and Heartland Alliance (funded through MDHHS & The McGregor Fund) to create better linkages between the homeless system and the workforce development system. Preliminary data shows that, while many people experiencing homelessness are unemployed, the majority have been unemployed for less than a year and have a goal to get a job to support themselves completely. Key goals with this work include: 1) Data sharing & matching; 2) WIOA plan advocacy; 3) Creating referral process between CAM & Workforce
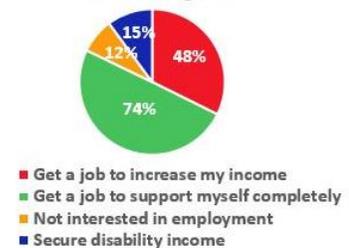
Employment Status
- 6% Never Been Employed
- 23% Currently Employed
- 71% Unemployed

Length of Unemployment
- 28% 0-3 Months
- 27% 3-9 Months
- 9% 9-12 Months
- 36% 12+ Months

What is your employment or income goal?
- 48% Get a job to increase my income
- 74% Get a job to support myself completely
- 12% Not interested in employment
- 15% Secure disability income

Note: Total percentage is greater than 100% because respondents could indicate multiple answers.

Sample: 401 total households – 73% single adults; 27% families

---

Education

CAM is partnering with Wayne Metro Community Action Agency (through support from Poverty Solutions, The McGregor Fund, & Skillman Foundation) to refer school-aged youth to access **McKinney-Vento Homeless Liaison resources**. From the beginning of the 2019 school year to the end of 2019, a total of **410 school-aged youth** were referred.

Key Accomplishments in 2019

Compliance and Oversight

1. Completed comprehensive evaluation of the CAM Lead Agency & began implement recommendations
2. Closed "side doors" for Transitional Housing projects

Refining and Improving

2. Launched 2 new Access Point locations in a 6 month "testing" phase
3. Completed thorough assessment of CAM prioritization process and implemented changes
4. Conducted considerable training for CAM staff, including training on working with specific populations (ie. people fleeing DV)
5. Created new assessment tool specific to people fleeing DV/HT/seeking asylum
6. Began work of re-vamping system for tracking (non-HMIS) CAM data (based on recommendation from CAM evaluation and being supported through private funds)
7. Reviewed and utilized data to inform decision-making and identify areas of improvement

Cross-System Partnerships

1. Began strategizing for stronger cross-system linkage with employment system through engagement with Detroit Workforce Development Board and Heartland Alliance
2. Partnered with Poverty Solutions and Wayne Metro Community Action Agency to launch referral process for school aged youth to access McKinney-Vento resources

CAM Governance Committee Members

Voting Members		
Appointed		
CAM Lead Agency		Jamie Ebaugh
CAM Implementing Agency		John Stoyka
CoC Lead Agency		Tasha Gray
Funders	City of Detroit	Sarms Jabra
	DWIHN	June White
Veterans Affairs		Vacant, starting 3/20
Elected		
CoC Board Members		Celia Thomas, Chair
		Eleanor Costa, starting 3/20
PSH Provider		Joey Merchant, starting 3/20
RRH Provider		Toyia Yancey, starting 3/20
Shelter Provider		Charles Pearson, Co-Chair
Street Outreach Provider		Jessica Bembas

Non-Voting Members	
CAM Staff	Catherine Distelrath
	Scott Jackson
CoC Lead Agency	Kiana Harrison
TA Provider	Lindsey Bishop Gilmore

2020 Goals & Vision

- Foster Healthy CAM Staff Culture & Professional Development
- Strengthen & Refine CAM Services & Process
- Increase CAM's Presence & Partnerships both Locally & Nationally
- Ensure Compliance & Strong Organizational Standing
- Prioritize & Advance Equity at All Levels & Interventions