

DETROIT'S
HOMELESSNESS RESPONSE
COORDINATED ENTRY
2021 DATA REPORT





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OVERVIEW

Background

[Coordinated Entry](#) is an approach to provide a streamlined process for people experiencing homelessness to access services, and to efficiently and effectively use community resources to end homelessness. Every community that receives federal funding from the [Department of Housing and Urban Development](#) (HUD) for homelessness assistance is required to implement a Coordinated Entry system.

The [Detroit Continuum of Care](#) (CoC) oversees and coordinates the response to homelessness in Detroit, Highland Park and Hamtramck, and is comprised of community organizations serving people experiencing homelessness. [CAM Detroit](#) is the local name for Coordinated Entry within the Detroit CoC, and serves as the entry and referral system to homeless services in the CoC. CAM is staffed by [Southwest Counseling Solutions](#) and [Community & Home Supports \(CHS\)](#).

There are four “[core elements](#)” of Coordinated Entry that CAM Detroit provides to the community:

Access – CAM provides access to shelter and services for people experiencing homelessness. Rather than having separate intake processes for each program in the community, 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 shifted to a remote call center model.

Assessment – Upon initial access, CAM uses a standardized assessment tool along with other vulnerability factors to assess a person’s housing needs. Assessment is used to understand each person’s unique situation and the most appropriate resource to serve them.

Prioritization – Based on assessment, CAM uses the CoC-defined prioritization process to prioritize available community housing resources for people with the greatest need and vulnerability.

Referral – Following prioritization, CAM refers people to the community programs providing housing resources and services. CAM itself does not operate any housing or directly provide housing assistance.

This report details the operations of Coordinated Entry from January 1 to December 31, 2021, and is organized around the four core elements described above as well as providing data on population and systems work. Data are selected to provide insight on homelessness and Detroit’s community-wide response to it.

COVID-19 Context

In response to the COVID-19 Pandemic, and in order to protect the well-being of clients and staff, CAM switched to remote phone-based operations on March 23, 2020. CAM continued in primarily a phone-based model until August 2, 2021 when CAM started a hybrid set-up with in-person services in addition to phone services. On November 24, 2021, CAM suspended in-person services due to rising case counts, and was in a phone-based set-up for the remainder of the year. Where applicable, data has been broken out to show in-person versus phone operations.

The effects of the pandemic make it difficult to interpret the data and draw strong conclusions about year to year trends. COVID-19 directly impacted the well-being of people experiencing homelessness, affected economic conditions in complex ways and also led to an influx of new resources into the homelessness system from the federal response.

CAM continues to monitor and adapt to the COVID-19 Pandemic. The latest information on CAM’s services can be found at www.camdetroit.org.



2021 Key Data Points

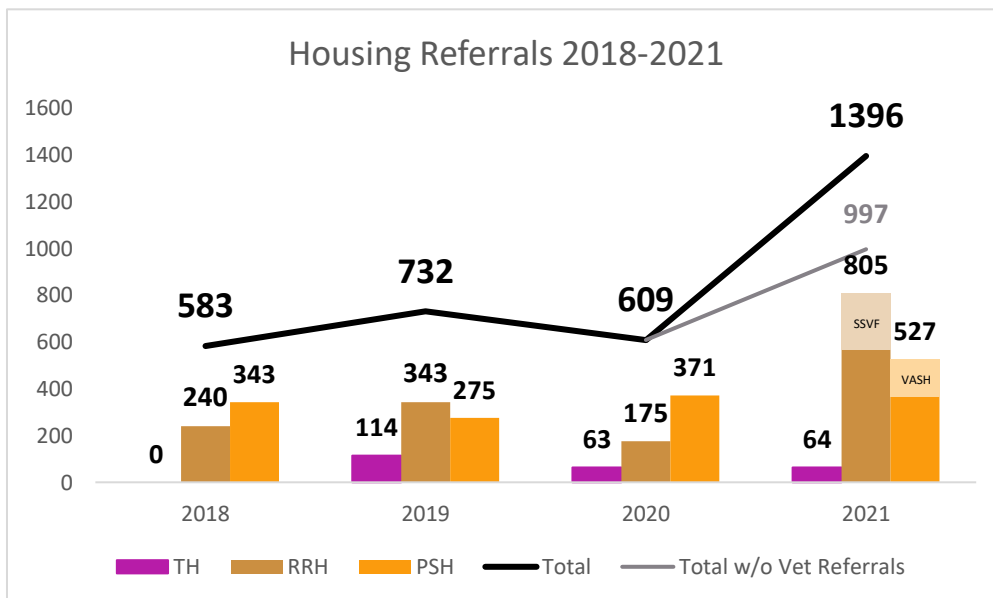
In 2021, CAM staff had **22,151** total engagements with households, an average of **89** per day.

CAM conducted **8,069** total intakes in 2021, an average of **32** intakes per day.

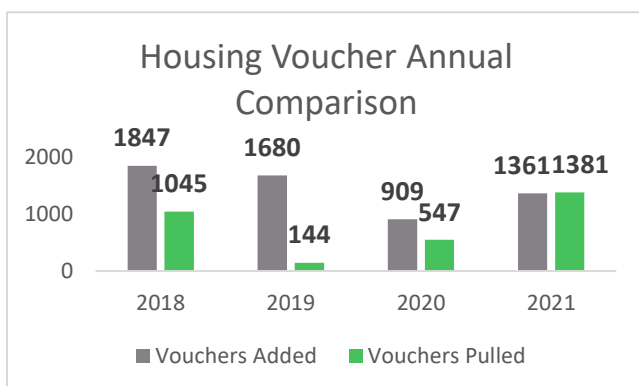
- **2,066** diversions, an average of **8** per day.
- **4,857** referrals to shelter, an average of **20** per day.
- **1,146** sent to overflow, an average of **5** per day.

CAM referred 1396 households to a housing program in 2021.

- **64** Transitional Housing referrals.
- **805** Rapid Re-Housing referrals.
- **527** Permanent Supportive Housing referrals.



CAM added **1,361** households to the Homeless Preference-Housing Choice Voucher and/or Emergency Housing Voucher waiting list in 2021, and **1,381** households were pulled for a voucher.

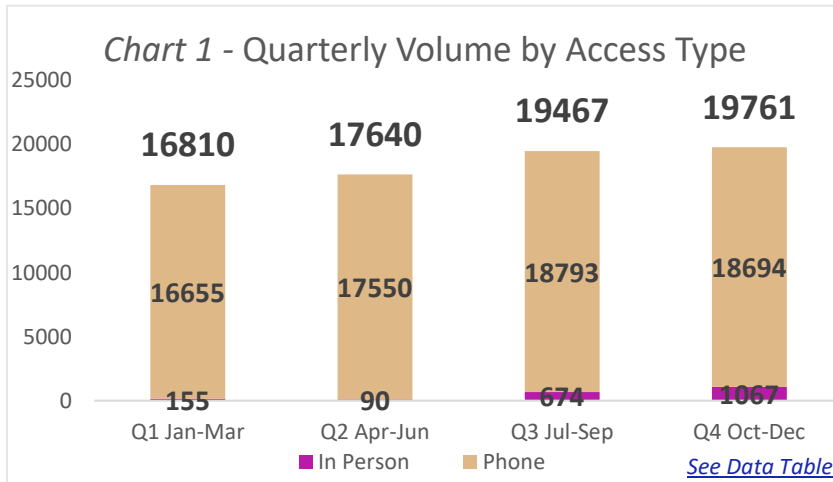


ACCESS

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

Volume

In 2021 there were **73,678** combined visits to CAM Access Points and calls to CAM,¹ an average of **296** contacts per day.² Of these, there were **1,986** in-person visits and **71,692** calls.



CAM continued to operate primarily in a phone-based model in 2021. Very limited in-person services were offered the first half of the year, and CAM switched to a hybrid set-up from August 2 to November 24 before returning to phone only services.

There continued to be a very high volume of people contacting CAM for assistance in 2021. The number of times CAM was contacted increased by 9.5% from 2020³. This increase happened despite the fact that CAM returned to offering services 5 days per week after having expanded hours in 2020.

Chart 1 shows that the high volume continued to be driven by calls into the CAM phone line. For comparison, in 2019 CAM averaged 3,437 visits per quarter when services were only offered in-person. The phone line may provide an easier way to try to contact CAM, but staff also report a large number of calls for services which CAM does not provide. As is shown in the prevention section below, many people contact CAM with housing insecurity challenges that CAM is not able to directly address and for which there are limited resources available in the community.

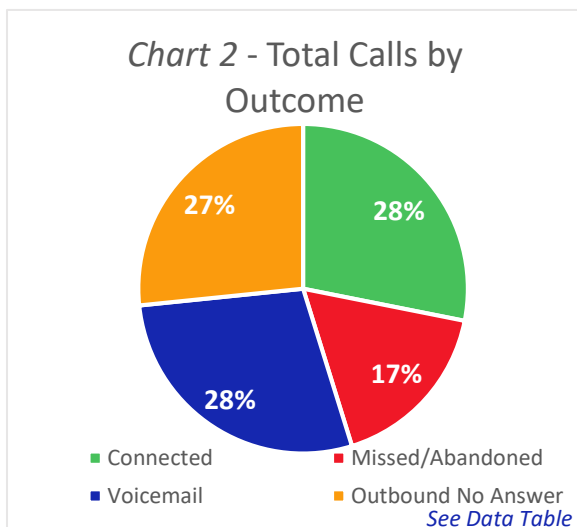


Chart 2 shows the outcome of the 73,678 calls which came into the CAM phone line. The high volume of calls continued to present operational challenges for a process designed for in-person services. CAM also, like many homeless services organization, faced staffing challenges due to the tightened labor market. Toward the end of the year CAM engaged a consultant to begin working on modifications to the phone line set-up in an effort to improve the call connection rate.

Call Outcomes

- Connected:** Call was answered by CAM Staff. Includes outbound automatic callbacks.
- Abandoned:** Caller disconnected call while waiting to be connected.
- Voicemail:** Caller left voicemail.
- Outbound No Answer:** Caller requested automatic callback, but didn't answer when CAM staff called.

¹ This number has not been de-duplicated. That is, the same household may have contacted CAM multiple times and each contact is counted here. "Calls" includes calls to the CAM general line and interim line. It does not include calls in to the phone system that were then routed to an external number (e.g., the Eviction Diversion Program).

² Average based on 249 CAM work days in 2021.

³ CAM was contacted 67,264 times in 2020.



Engagements⁴

In 2021, CAM staff had **22,151** total engagements, an average of **89** engagements per day.⁵

The number of households CAM staff engaged decreased by nearly 50% from 2020, however this remains significantly higher than pre-pandemic levels.⁶ This decrease is at least partially due to the challenges in handling volume as discussed above. Additionally, there was a high share of voicemails left and unanswered outbound calls that contributed to CAM staff speaking with less households.

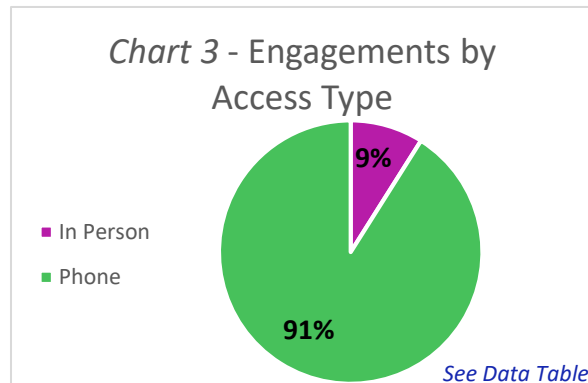
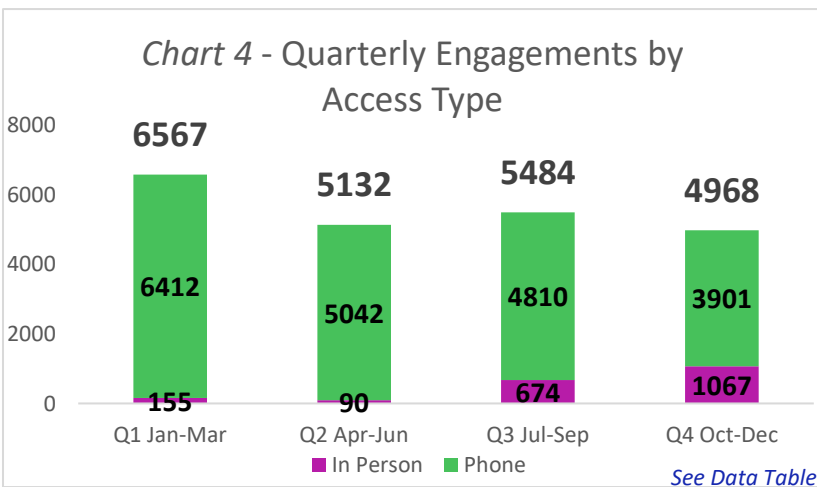


Chart 4 shows that the number of engagements per quarter decreased somewhat over the course of the year. This is in contrast to overall number of calls into the phone line which increased each quarter as show in *Chart 1* furthering highlighting the challenges CAM faced in handling the high call volume.

Prevention

In 2021, there were **72,517** callers who indicated they were facing an eviction or displacement, and who were automatically transferred to an eviction prevention helpline.

CAM does not directly provide eviction prevention services, but the CAM phone line provides an option for people who are facing an eviction to be connected to the appropriate helpline. Of the 72,517 callers who selected this option, 54,615 said they were facing an eviction in Detroit, Hamtramck or Highland Park, and 17,902 said they were facing an eviction outside of Detroit. These 72,517 are not counted in the volume section above because they were not directed toward CAM staff. It should be noted that these number are not de-duplicated, meaning people may have called in multiple times and each time is counted here.

From August through the end of the year, **15,729** callers indicated they were at risk of homelessness and looking for prevention resources through CAM⁷.

Starting in February 2021, ESG funded homelessness prevention providers were incorporated into the coordinated entry system and began taking referrals from CAM. The CAM call data indicates a huge volume of need for these resources. Over 15,000 people indicated they were at risk of homelessness and selected the option for prevention resources in just the last four months of the year alone. However, ultimately prevention providers were only able to take 69 referrals from CAM. Referrals are made when a provider indicates they have availability and requests a referral from CAM.

⁴ "Engagements" are counted each time CAM Intake Staff interacts with a household. This includes in-person visits and connected calls.

⁵ This number has not been de-duplicated.

⁶ CAM staff had 42,248 engagements in 2020 and 13,748 engagements in 2019.

⁷ Prior to August the set-up for data collection did not provide for a way to distinguish between callers at-risk of homelessness versus those calling for immediate shelter assistance.

CAM conducted initial prevention inquiries with **718** households.

Many callers who indicated they were at risk of homelessness and in need of assistance did not meet the eligibility requirements for the prevention resources that CAM was able to refer to.⁸ CAM had difficulty contacting many of the households who inquired about prevention assistance, and with limited staff capacity and so few prevention resources, screening and assessment for prevention resources was constrained.

In 2021, CAM staff assessed **197** households for homelessness prevention resources, and referred **69** households to prevention resources⁹.

Chart 5 - Households Assessed for Prevention

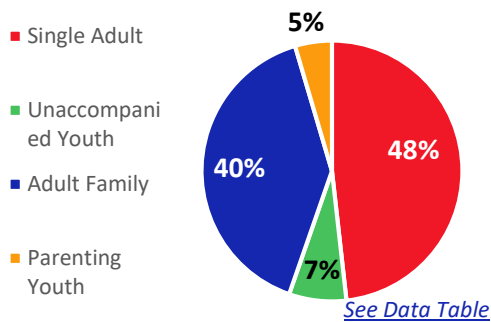
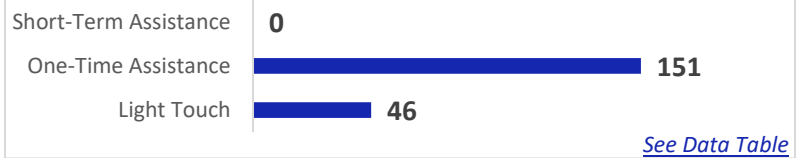
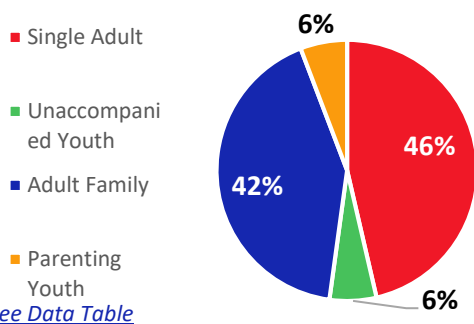


Chart 6 - Prevention Assessment Recommendation



CAM created an assessment tool used in prioritizing prevention resources. *Chart 6* shows the recommendation made by the assessment. Further analysis and consideration of this data should be made to determine potential changes to the assessment tool. *Chart 7* shows the breakdown by household type of prevention referrals. A higher share of families made up prevention referrals compared to households diverted or referred to shelter. More work needs to be done to evaluate the prevention referral process and outcomes. In 2022 CAM is partnering with the City of Detroit to develop a more efficient and effective system to connect households to these needed resources.

Chart 7 - Households Referred to Prevention



Household Type Definitions

- Single Adult:** Age 25+ with no minor children
- Unaccompanied Youth:** Age 18-24 with no minor children
- Adult Family:** Head of Household 25+ with minor children
- Parenting Youth:** Head of Household Age 18-24 with minor children

Chart 8 - Prevention Referrals by Agency



Intakes¹⁰

CAM conducted **8,069** total intakes in 2021, an average of **32** intakes per day.¹¹

The overall number of engagements decreased from 2020, however the number of intakes per day remained approximately the same as in 2020.¹² While there has been much variability in volume and the number of households CAM has engaged, the number of daily intakes has remained remarkably similar going back even to 2019 pre-pandemic.

⁸ Reasons someone may be ineligible include the household was not in Detroit, over income, seeking assistance not provided by prevention, or not in an imminent risk situation.

⁹ Additionally, CAM referred 42 households to prevention resources for veterans, however these referrals occur separately from the household assessed for prevention resources. Veteran prevention data can be found in the veteran section below on pg. 15

¹⁰ "Intakes" are counted as each time a household is seeking shelter and CAM either diverted the household to a safe place to stay or referred the household to shelter. Households sent to overflow were included in the intake data this year and have not been in previous years.

¹¹ This number is not de-duplicated.

¹² Excluding overflow data, CAM conducted 6,923 intakes, an average of 28 per day. In 2020 CAM conducted 8,211 intakes, an average of 29 intakes per day.

The lack of a clear relationship between overall volume and intakes make it difficult to draw conclusions on the overall need for homeless services. The consistency in CAM's daily intake numbers may suggest a relatively consistent level of people in immediate need of homeless services. Alternatively, this could instead reflect system constraints (i.e. shelter availability, shelter utilization, CAM staff capacity), that limit the number of people who can be served. The number of households CAM sent to overflow supports this argument. There are more households seeking shelter than shelter beds available.

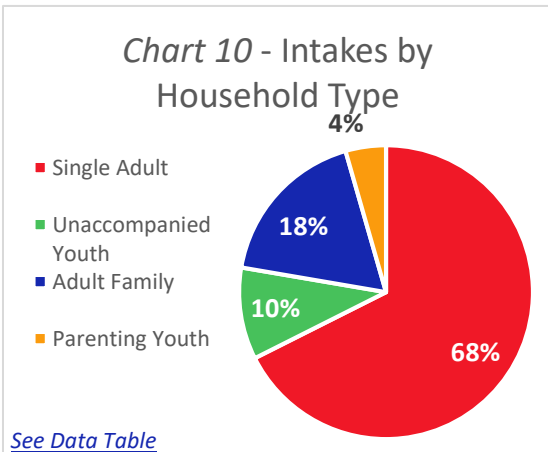
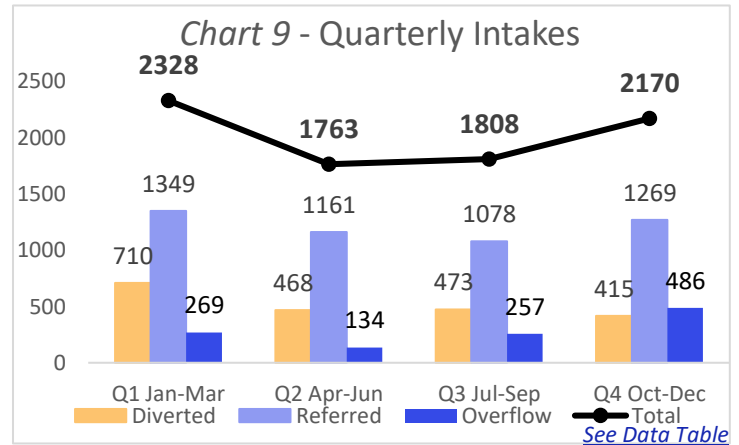
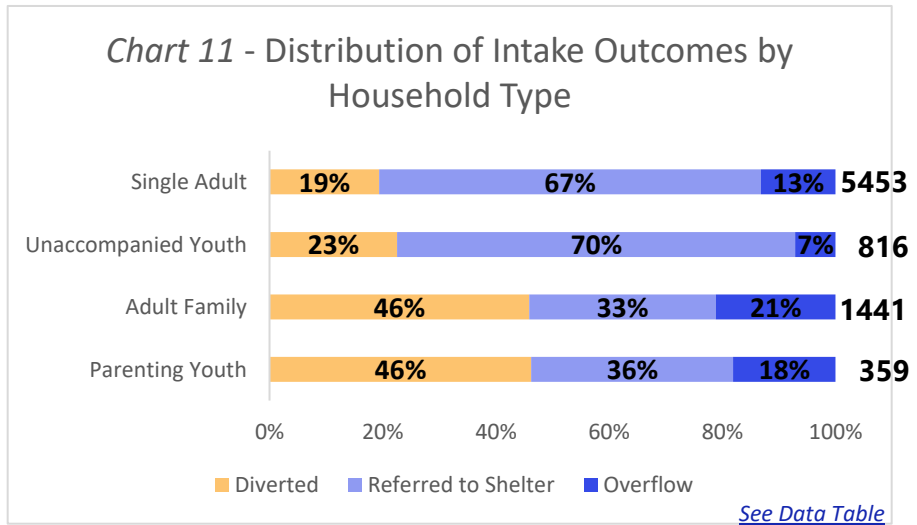


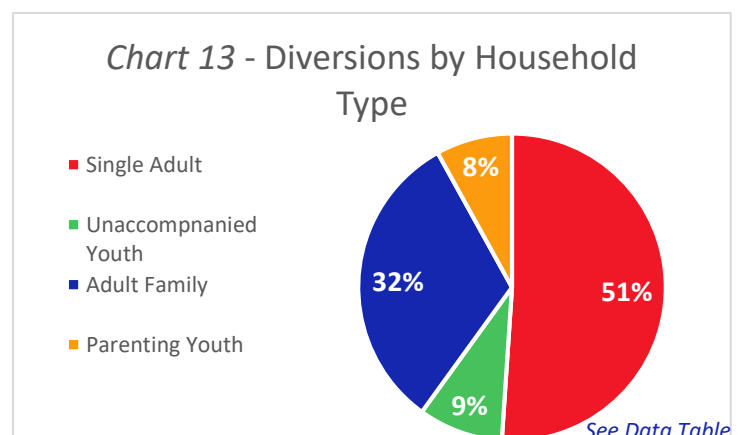
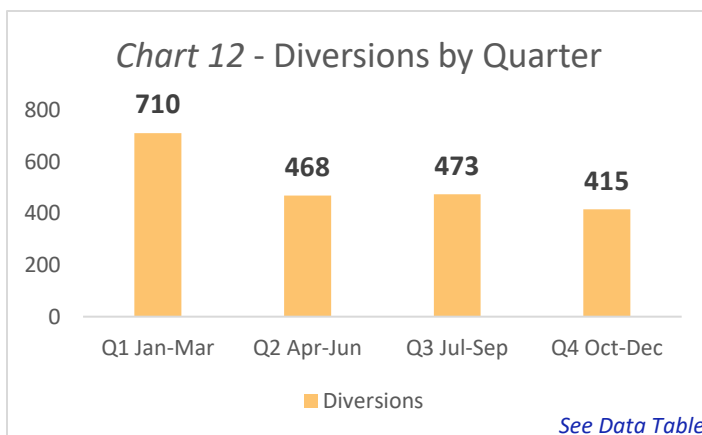
Chart 10 shows the breakdown of intakes by household type. There was a slightly higher percentage of family intakes than in 2020¹³, but the large majority of intakes continue to be single adults. Chart 11 shows that



families are diverted at higher rates than singles. Youth are diverted at similar rates to their adult counterparts of the same household composition.

Diversions¹⁴

CAM staff made **2,066** diversions in 2021, an average of **8** per day.¹⁵



¹³ In 2020, 15% of intakes were with adult families.

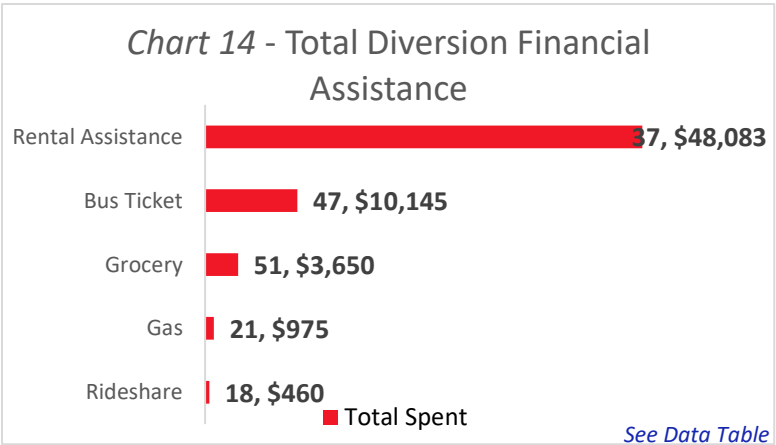
¹⁴ "Diversions" are defined as connecting a household to a safe, habitable place to stay for the night whether or not shelter is available.

¹⁵ This number is not de-duplicated. That is, CAM staff may have diverted the same household multiple times and each diversion is counted here.

In 2021, 26% of intakes were diversions. *Chart 12* shows the quarterly trend of diversions. The number of diversions dropped from quarter one to quarter 2 and remained at a lower level through the remainder of the year whereas shelter referrals increased in quarter 4.

Chart 13 shows that the majority of households diverted were single adults, even though as noted above families are diverted at a higher rate than singles. The overall volume of single adults leads to more singles than families being diverted.

CAM Spent **\$63,313.11**
diverting **174** households in 2021,
an average of **\$363.87** spent per household

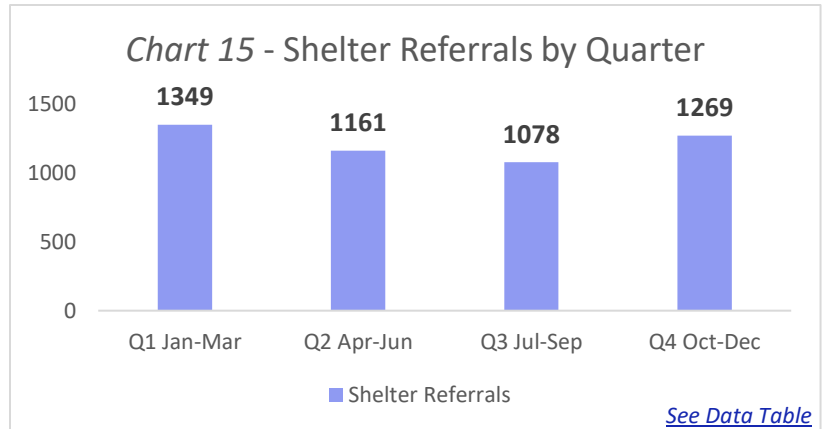


CAM used diversion funding to provide financial assistance to 8% of the households diverted. This funding went to a variety of supports as shown in *Chart 14* with rental assistance being the largest area of spending.

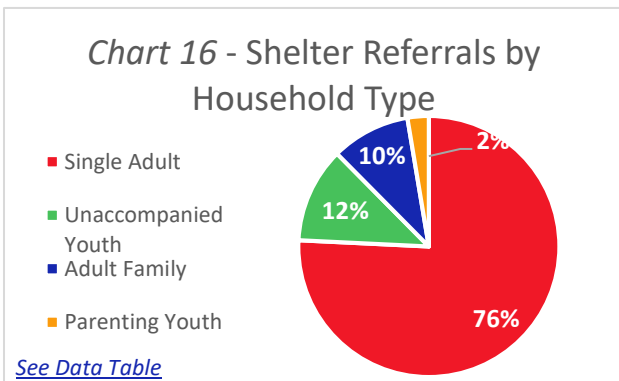
Shelter Referrals¹⁶

CAM staff made **4,857** referrals to shelter in 2021, an average of **20** per day¹⁷

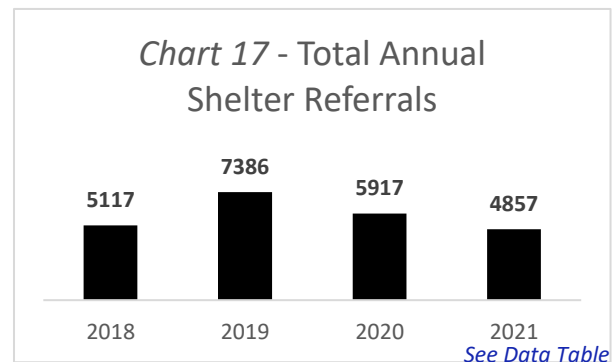
The number of households referred to shelter decreased by 25% from 2020 (see *Chart 17*). This decrease is the primary reason the overall number of intakes (excluding overflow) decreased in 2021. Additional information is needed to understand



the decrease in the number of shelter referrals. System data including reported shelter bed availability, shelter bed utilization and the length of shelter stays would be important to understand any changes in the number of shelter referrals.



Similar to previous years, single adults comprised the largest share of households referred to shelter as shown in *Chart 16*. This is not necessarily reflective of the volume of need, but a reflection of who shelter beds are available for. Families are diverted at a higher rate than singles as discussed above largely because there are less family beds available. This is further demonstrated by the overflow data below which indicates there are more households in need of shelter than shelter beds available.



¹⁶ "Shelter Referrals" count each time CAM staff refer a household to an emergency shelter provider.

¹⁷ This data has not been de-duplicated.

Chart 18 - Referrals by Agency

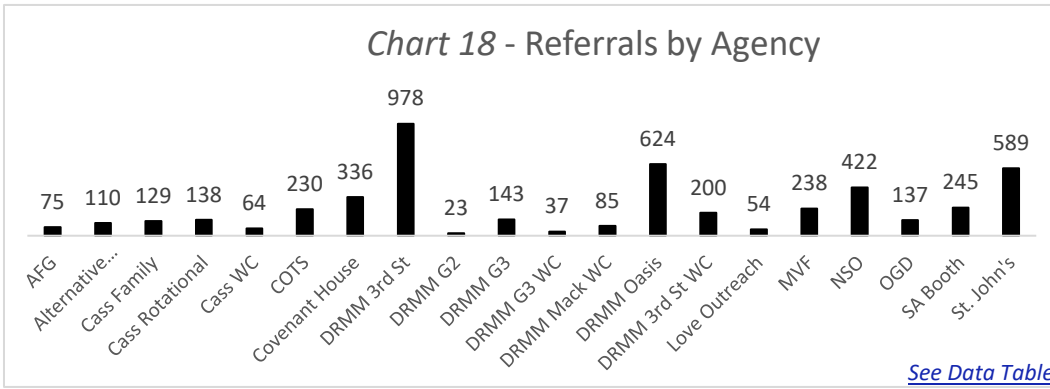
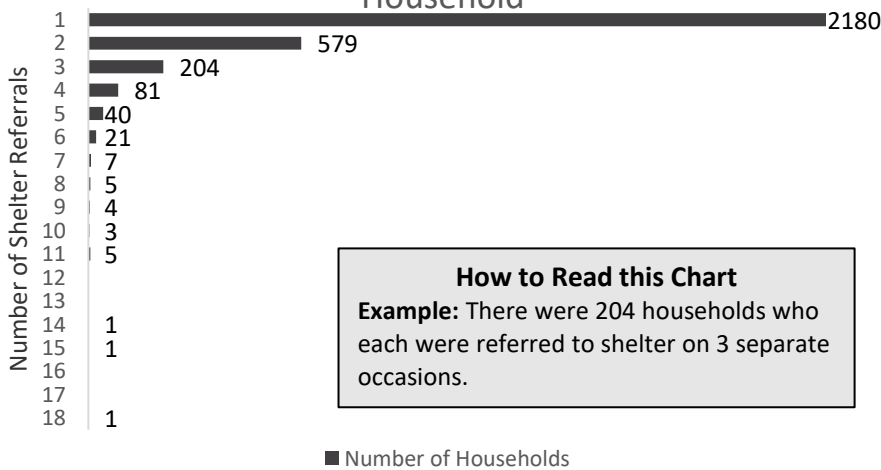


Chart 18 shows that a relatively small number of shelters account for a large share of shelter referrals. What happens at these shelters then has a large impact on the overall system.

[See Data Table](#)

CAM staff referred **3,132** unique households to shelter in 2021

Chart 19 - Number of Shelter Referrals per Household



How to Read this Chart
Example: There were 204 households who each were referred to shelter on 3 separate occasions.

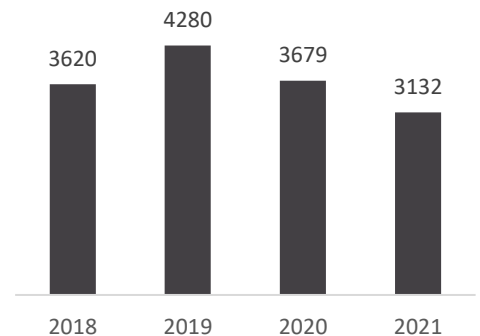
■ Number of Households

[See Data Table](#)

1,725 referrals were made to a household which had already been referred to shelter at least once that year. Chart 19 shows how many households received different numbers of referrals throughout the course of the year. A few households have a very high number of shelter referrals.

The 4,857 total shelter referrals made in 2021 were split between 3,132 households. The majority of households referred to shelter (2,180, or 70%) were referred to shelter only once. However, many households did receive multiple referrals.

Chart 20 - Annual Unique Shelter Referrals



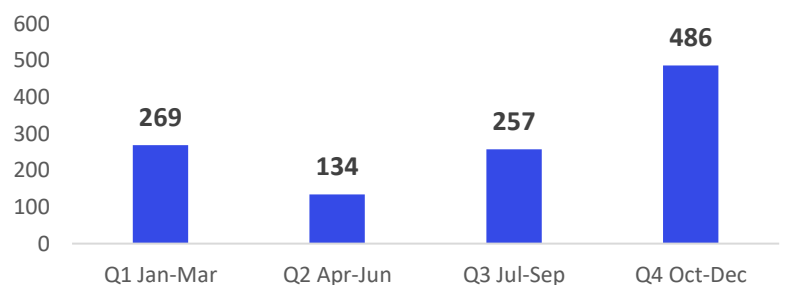
[See Data Table](#)

Overflow

CAM staff sent **1,146** households to overflow in 2021, an average of **5** per day.

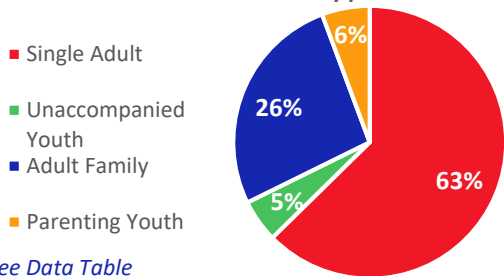
When households present to CAM in need of shelter, CAM staff attempt to divert the household from the homelessness system to an alternative safe place to stay (such as with family or friends). If a household has no safe place to stay for the night then CAM will look at shelter availability and refer the household to shelter. If no shelter space is available for then CAM will add the household to the overflow list and continue to work with the household to find an

Chart 21 - Households Sent to Overflow



[See Data Table](#)

Chart 22 - Overflow by Household Type



[See Data Table](#)

alternative option. If no option can be found then CAM will send the household to a shelter as overflow for the night meaning that the client will be sheltered but will not have a designated bed and not be enrolled in the program. The household will then connect with CAM the next business day to secure a safe place.

Chart 21 shows the variability in overflow quarter to quarter. Families were sent to overflow at a higher rate than they received a standard shelter referral as can be seen by comparing Charts 16 and 22.

Client Satisfaction Survey¹⁸



"I felt respected and treated with dignity by the staff."	2021 Average 3.2	2020 Average 3.2	2019 Average: 4.6
"I felt comfortable sharing my past and current experiences with CAM staff."	2021 Average: 3.1	2020 Average: 3.1	2019 Average: 4.4
"After my experience today, I have the information I need to take the next steps."	2021 Average: 2.9	2020 Average: 2.9	2019 Average: 4.4

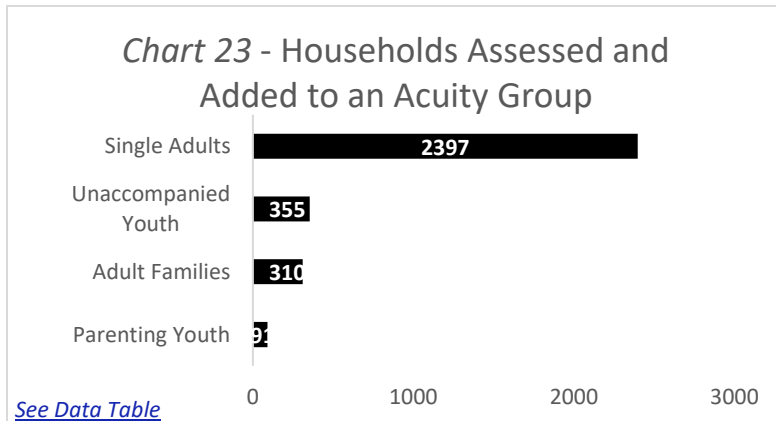
While more people completed the client satisfaction survey in 2021 than in 2020, the average ratings stayed the same. Client satisfaction remains lower than in 2019 when services were provided in person. CAM staff report it is more difficult to build rapport and provide quality service on the phone. Challenges experienced by clients in getting through to CAM (e.g. long wait times) may also negatively impact client satisfaction. Additionally, CAM staff are engaging more people with less time for each person engaged.

¹⁸ Beginning on 11/4/2020, clients were given the opportunity to complete an automated post-call survey over the phone. 932 callers completed the survey in 2021, rating on a scale of 1-5 their agreement with the indicated statements.

ASSESSMENT AND PRIORITIZATION

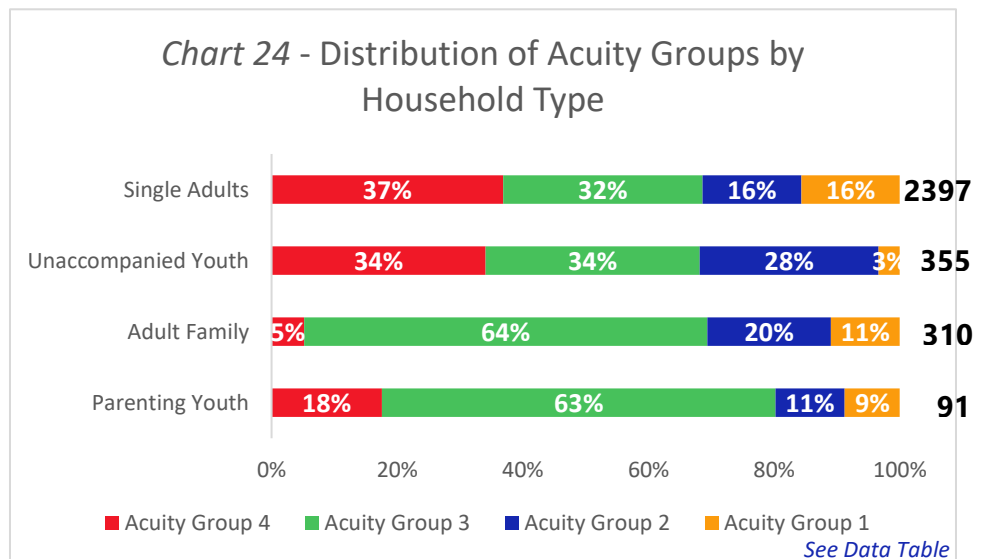
CAM assesses households to determine individualized strengths, needs and barriers. CAM utilizes the VI-SPDAT and SPDAT in its assessment process to ascertain clients' vulnerability. Available housing resources are prioritized for the most vulnerable households. This section presents data on assessments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

Assessment Recommendations

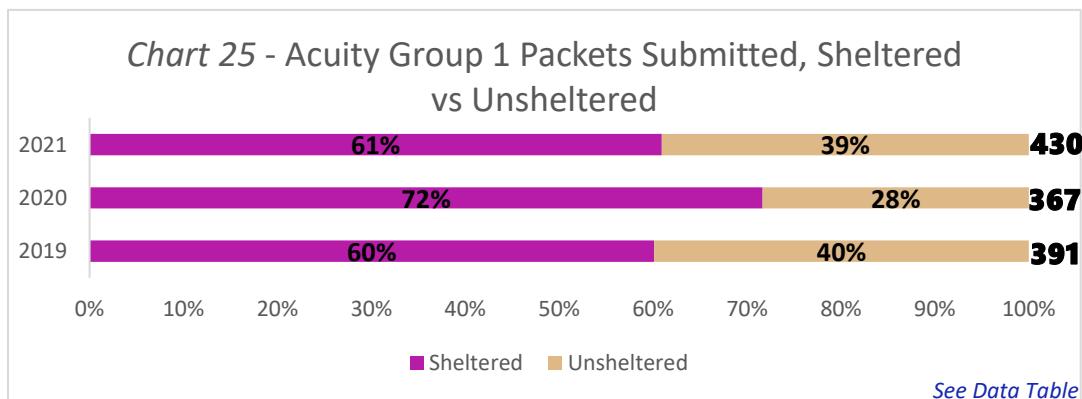


CAM or Street Outreach (SO) staff conduct an initial triage assessment on all households who are referred to shelter or engaged by SO. From that point CAM or SO navigators meet with households for additional assessment and to assist with documentation for housing. Based on the assessment, households are placed in an Acuity Group which determines what housing resources the household will be considered for.¹⁹ Because more single adults are referred to shelter and engaged by SO, more single adults are assessed and added to an acuity group.

Chart 24 shows the rates at which different household types are added to the Acuity Groups. Singles were more frequently assessed into Acuity Group 4 or 1 than families. Families were more frequently assessed into Acuity Group 3. Unaccompanied Youth were more frequently assessed for Acuity Group 2 than any other household type and least often assessed into Acuity Group 1. This may be because youth with high service needs are less likely to meet HUD definition of chronic homelessness.



In 2021, the share of packets submitted for unsheltered households returned to a ratio similar to 2019 after decreasing in 2020 as seen in Chart 25. This may be due to impacts of the COVID-19 pandemic on outreach in 2020.



¹⁹ See the [CAM Policies and Procedures](#) for a detailed description of the Acuity Groups and Prioritization process.

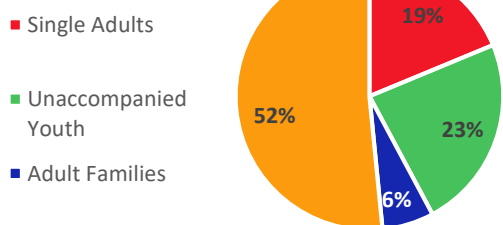
REFERRAL

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

Transitional Housing (TH) Referrals

CAM staff referred **64** households to Transitional Housing in 2021

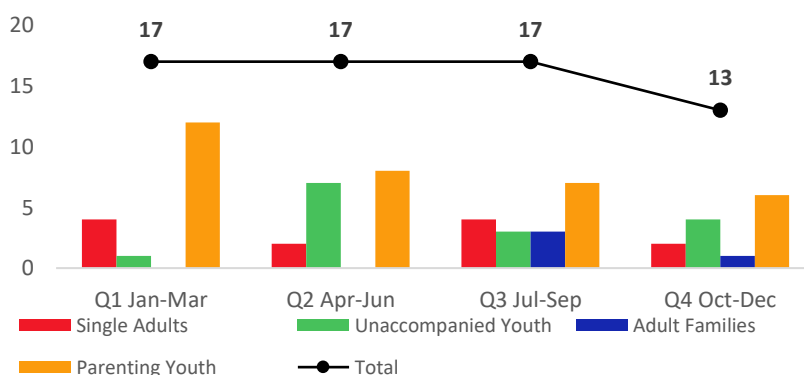
Chart 26 - TH Referrals by Household Type



[See Data Table](#)

2021 was the second full year that all HUD-funded TH providers took their referrals through CAM. The number of referrals was similar to 2020 after decreasing from 2019. A higher share of referrals went to parenting youth than in previous years.

Chart 27 - Quarterly TH Referrals



[See Data Table](#)

Chart 28 - TH Referrals by Agency

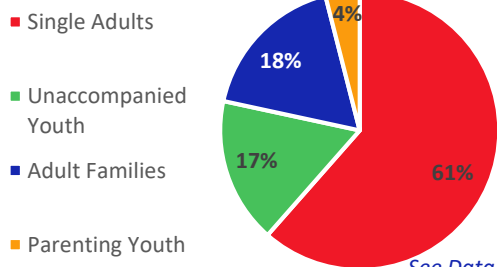


[See Data Table](#)

Rapid Re-Housing (RRH) Referrals

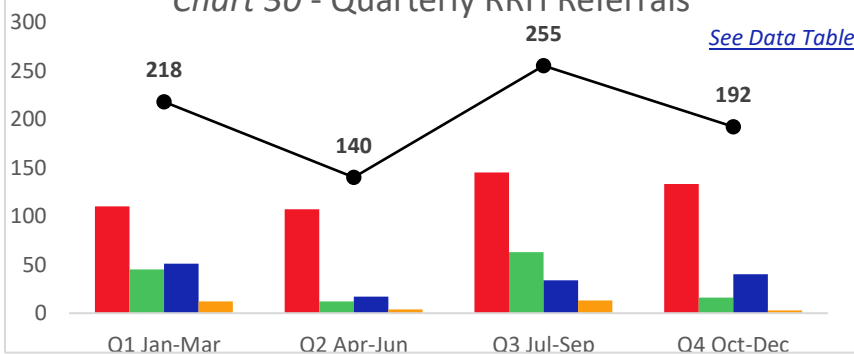
CAM staff referred **805** households to Rapid Re-Housing in 2021²⁰

Chart 29 - RRH Referrals by Household Type



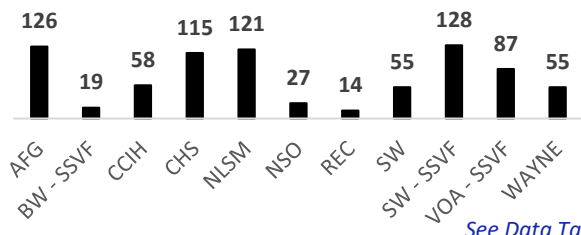
[See Data Table](#)

Chart 30 - Quarterly RRH Referrals



[See Data Table](#)

Chart 31 - RRH Referrals by Agency



[See Data Table](#)

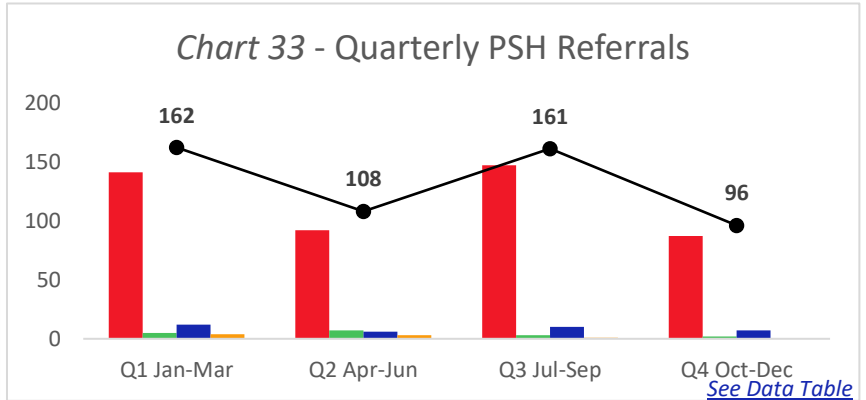
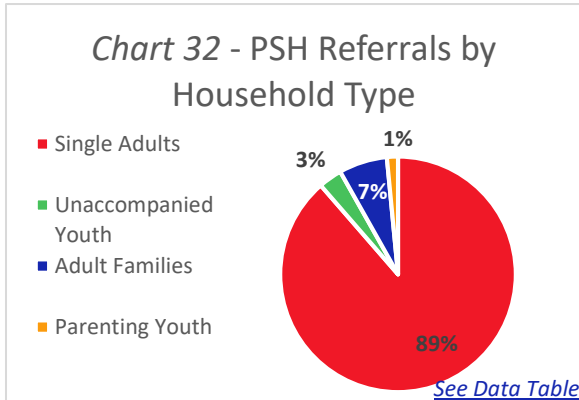
There was a large increase of RRH referrals in 2021. The data here includes SSVF referrals which were not included in previous annual reports. Even excluding SSVF referrals, there were over three times more RRH referrals in 2021 than in 2020.²¹ There was a higher share of RRH referrals that went to single adults than in previous years. Further analysis of referrals by household type can be found in the Youth and Family Homelessness section below.

²⁰ This includes 69 referrals for Security Deposit assistance only, or 9% of all referrals; and 234 referrals for SSVF, or 29% of all RRH referrals.

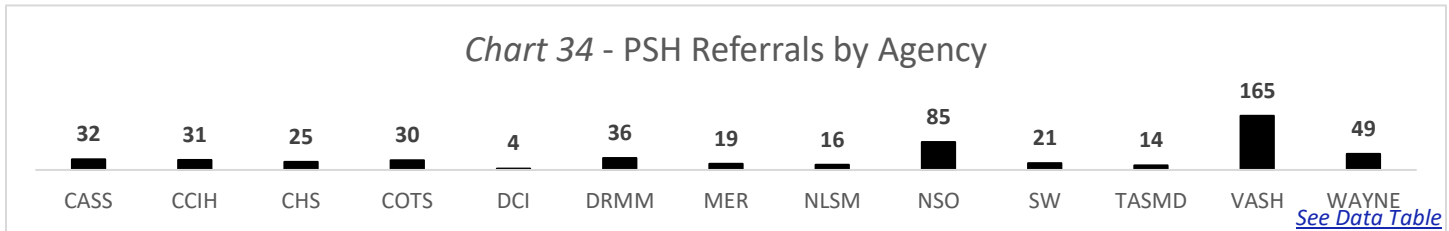
²¹ Excluding SSVF, there were 571 RRH in 2021, and there were 174 RRH referrals in 2020.

Permanent Supportive Housing (PSH) Referrals

CAM staff referred **527** households to Permanent Supportive Housing in 2021²²

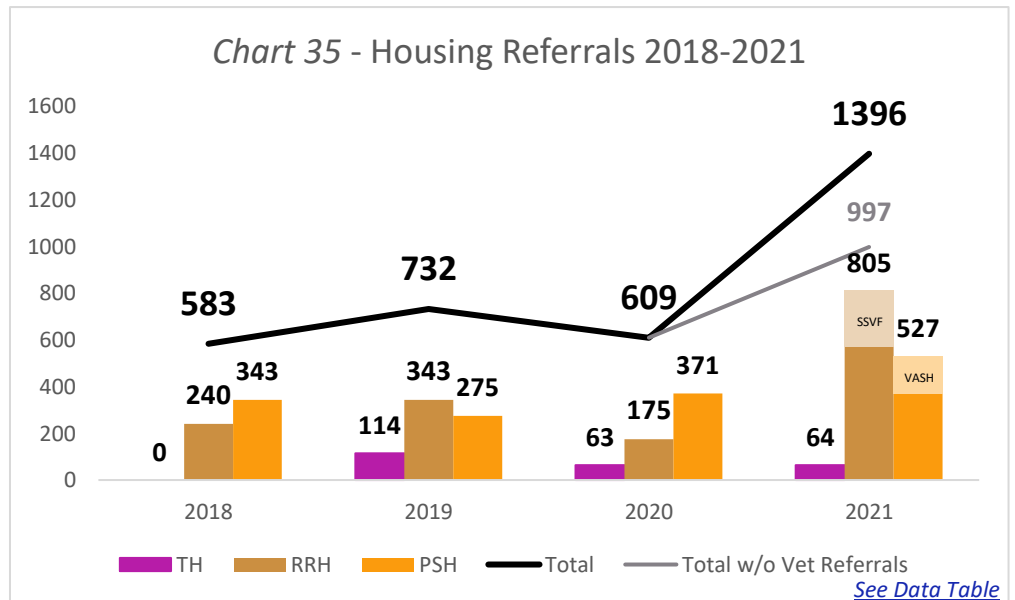


The data here includes VASH referrals which were not included in previous annual reports. Excluding VASH, the number of PSH referrals was very similar in 2020 and 2021.²³ Similar to previous years the majority of PSH referrals went to single adults in 2021. While single adults made up 76% of referrals to shelter, they comprised 89% of referrals to PSH. This is largely due to the fact that PSH is prioritized for chronically homeless households, and single adults are more likely to be chronically homeless than other population types.



Housing Referrals Annual Comparison²⁴

Chart 35 shows the increase in housing referrals from 2020 to 2021. Excluding veteran referrals which were not part of previous years' data, referrals increased by 64% from 2020. This increase was driven by the influx of funding in response to the COVID-19 pandemic that funded additional RRH. Further analysis of system data is needed to see whether the increase in funding led to more households being stably housed. The data here shows the increase in referrals, but it does not show whether households successfully obtained and maintained housing.



²² This includes 165 referrals to VASH, or 31% of PSH referrals.

²³ Excluding VASH, there were 362 PSH referrals in 2021, and there were 371 PSH referrals in 2021.

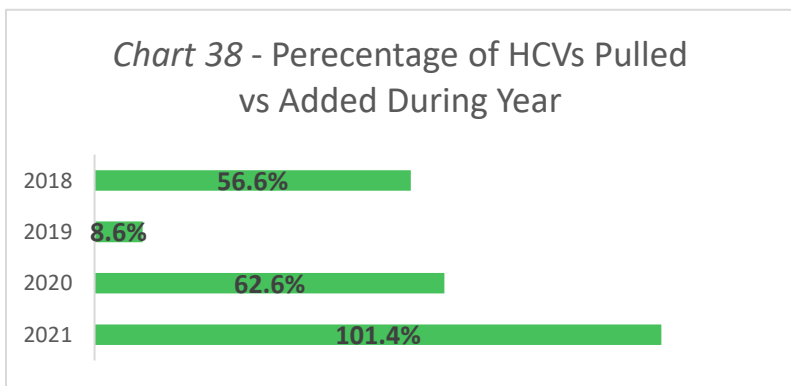
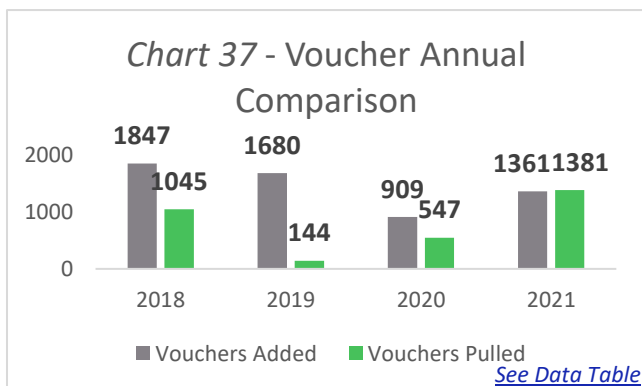
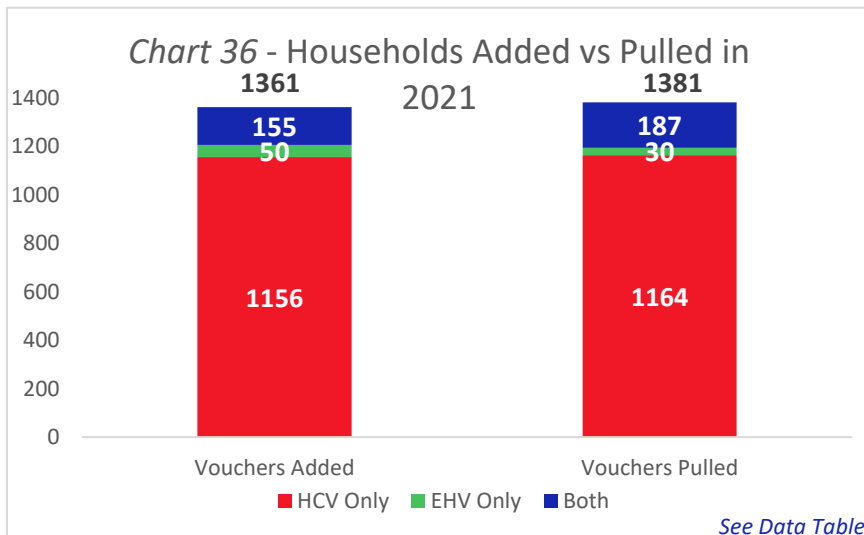
²⁴ Transitional Housing providers officially began taking 100% of referrals from CAM on September 1, 2019, however CAM began making referrals to TH prior to that on an informal basis. The RRH data includes referrals for Security Deposit (SD) assistance only. There were 42 referrals for SD in 2019, 25 referrals for SD in 2020, and 69 referrals for SD in 2021. Additionally, 2021 data includes referrals to veteran programs which were not included in prior years. In 2021, there were 234 referrals to SSVF included under RRH, and 165 referrals to VASH included under PSH.



Homeless Preference - Housing Choice Vouchers (HP-HCVs)

CAM added **1,361** households to the HP-HCV and/or EHV waiting list in 2021, and **1,381** households were pulled²⁵

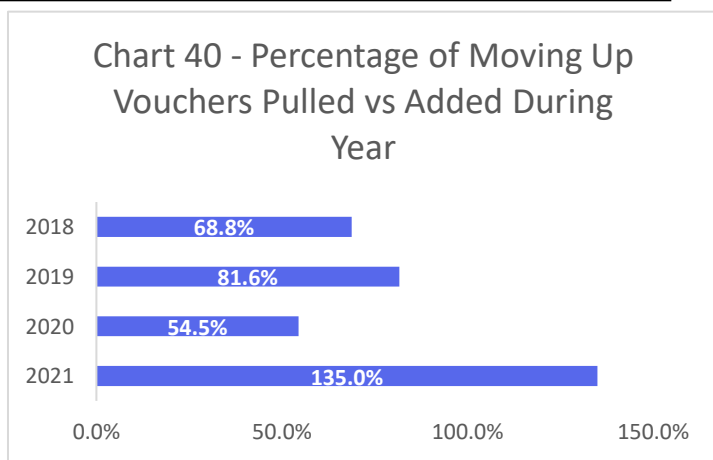
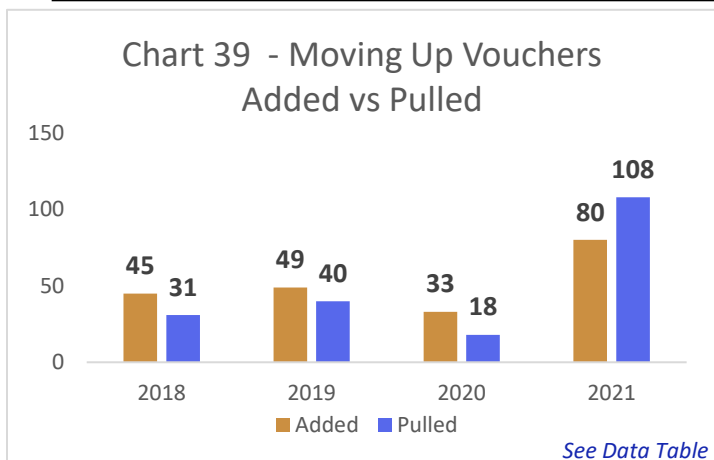
Both the number of households added to the waiting list and pulled for a housing voucher increased in 2021. There were more than twice as many vouchers pulled in 2021 than in 2020 which was due to the influx of COVID relief funding. In fact, there were more households pulled for a voucher than were added to the list during 2021 which is possible because vouchers are pulled on a rolling basis (i.e. some of the pulls were for households added in 2020). After decreasing in 2020, the number of households added increased in 2021 likely because CAM modified its prioritization policy to add households assessed for Acuity Group 4 to the waiting list.



The influx of vouchers presented a big opportunity to make a significant impact on ending homelessness in Detroit. However, many providers reported difficulty in households finding housing even with a voucher due to the tight housing market. System data from MSHDA on housing outcomes is needed to understand the impact of the vouchers.

Moving Up Vouchers

CAM staff added **80** households to the Moving Up List in 2021, and **108** were pulled from the list



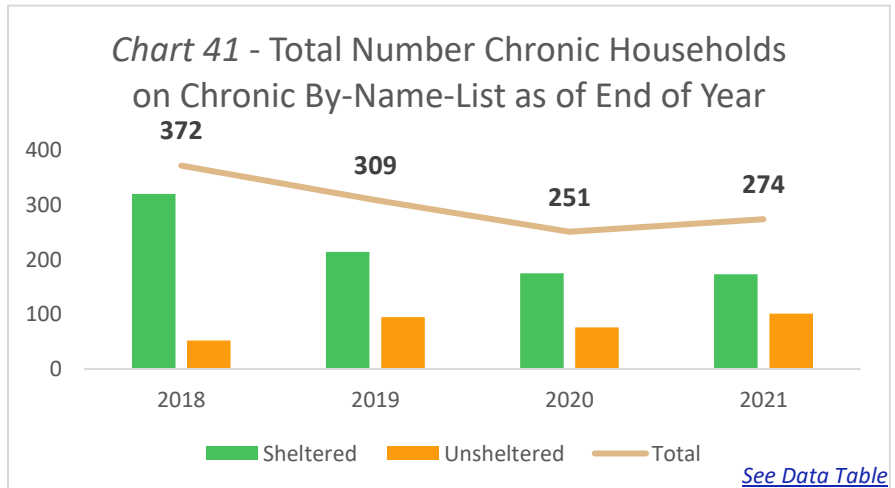
²⁵ This data has not been de-duplicated.

POPULATION-SPECIFIC DATA

Chronic Homelessness²⁶

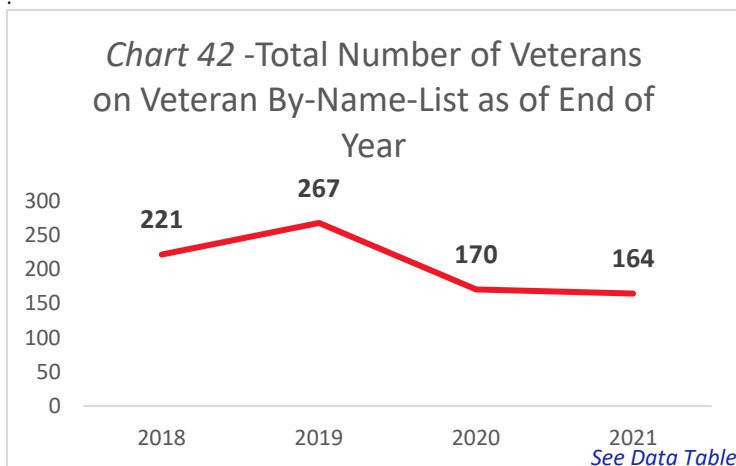
295 households from the Chronic By-Name List (CBNL) housed in 2021

After declining for two years in a row the number of chronic households identified in the system at the end of the year increased slightly in 2021. This was despite the fact that the number of chronic households who were housed off the CBNL increased by 67% from 2020 to 2021.²⁷ More unsheltered households accounted for most of the increase in identification of chronic households. The year to year changes could potentially be impacted by COVID-19 which created barriers to outreach and navigation in 2020.



Veteran Homelessness

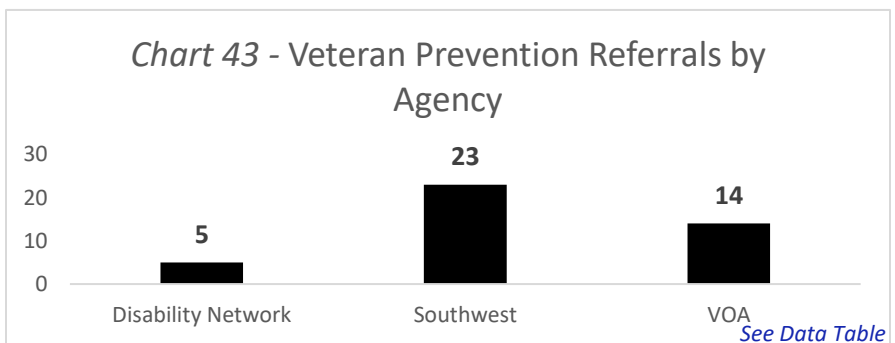
169 veterans housed in 2021



There were 169 Veterans housed in 2021 off of the VBNL which was a decrease from 2020 when there were 289 Veterans housed. However, as can be seen in *Chart 42*, the number of veterans identified as of the end of the year was just about the same as in 2020.

CAM began tracking referrals to Veteran prevention resources this year which can be found in *Chart 43*. Additionally, CAM included referrals to SSVF and VASH in the housing referrals section above for the first time in this report²⁸.

There were 234 Veteran households referred to SSVF and 165 Veteran households referred to VASH in 2021. CAM will continue to track and report this data to look at trends over time.

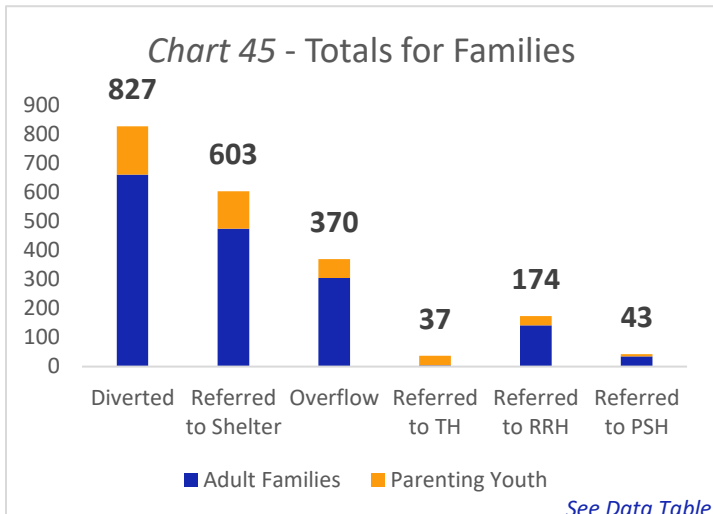
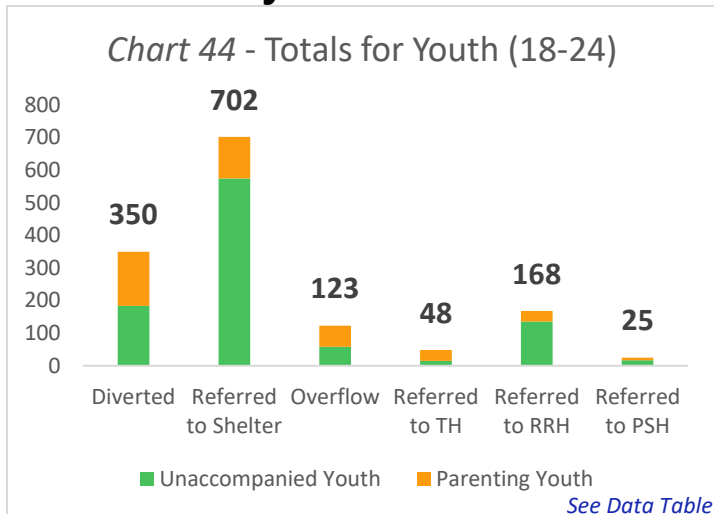


²⁶ Chronic Homelessness is defined by HUD. It refers to people who have a disabling condition and who have experienced homelessness for at least a year continuously or who have had multiple episodes of homelessness totaling more than a year. You can find the full definition [here](#).

²⁷ 176 households from the CBNL were housed in 2020

²⁸ For more information on SSVF: <https://www.va.gov/homeless/ssvf/index.html>. For more information on VASH: <https://www.va.gov/homeless/hud-vash.asp>

Youth and Family Homelessness



Charts 44 and 45 pull data from throughout this report to show data for youth and families all in one place.

Comparison of Shelter Referrals to Housing Referrals

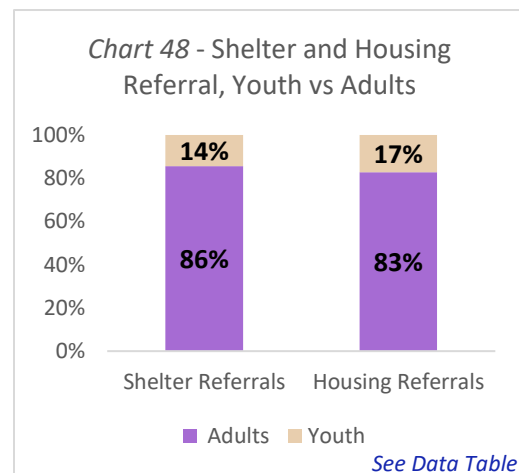
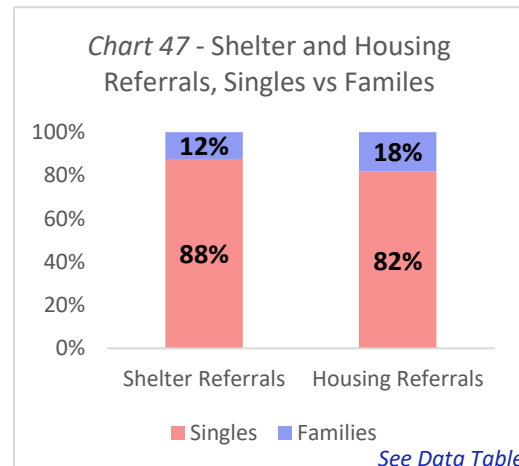
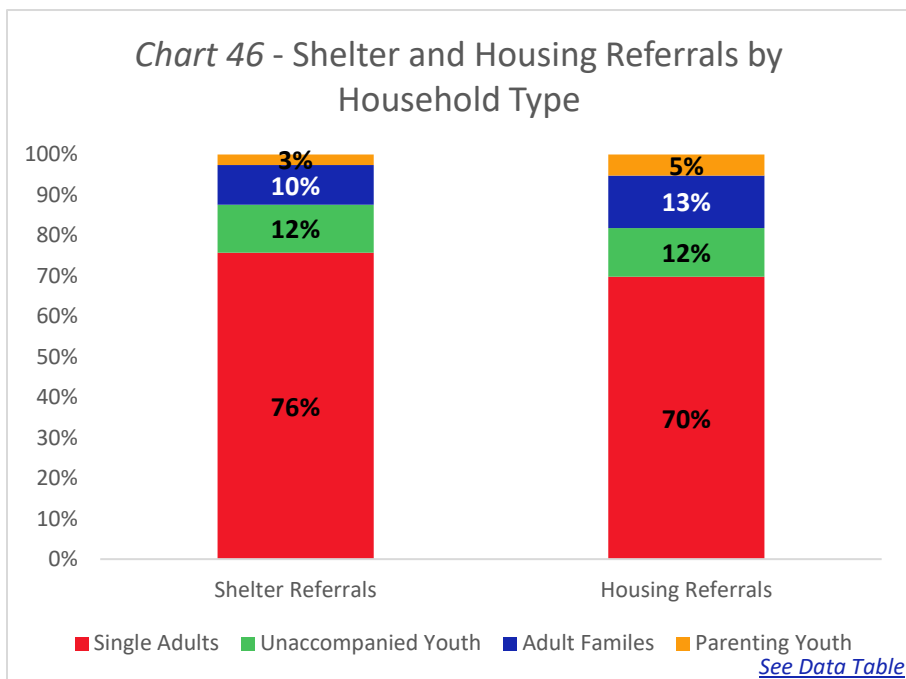


Chart 46 compares the distribution of household types for households at the start of the Coordinated Entry process (shelter referral) and at the end of the process (housing referral²⁹). The distribution is fairly similar with a slightly lower share of single adults referred to a housing program than are referred to shelter. There are also a slightly higher share of adult families and parenting youth that are referred to a housing program than are referred to shelter. Charts 47 and 48 show the same data as Chart 46 but simplified to highlight the comparison between different populations.

²⁹ Housing referrals here includes referrals to PSH, RRH and TH from Referral section above.



Comparison of Households Added to Acuity Group 1 to Households Referred to PSH

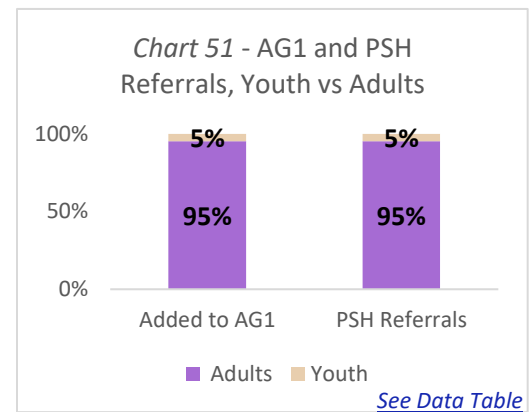
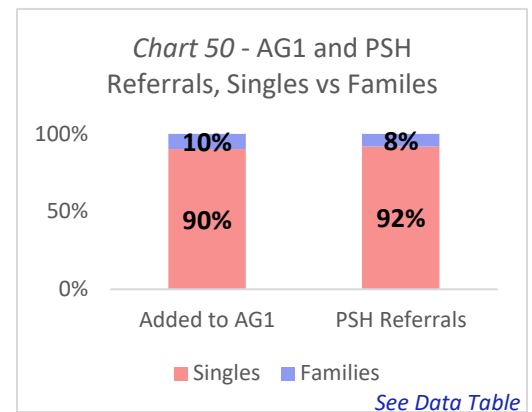
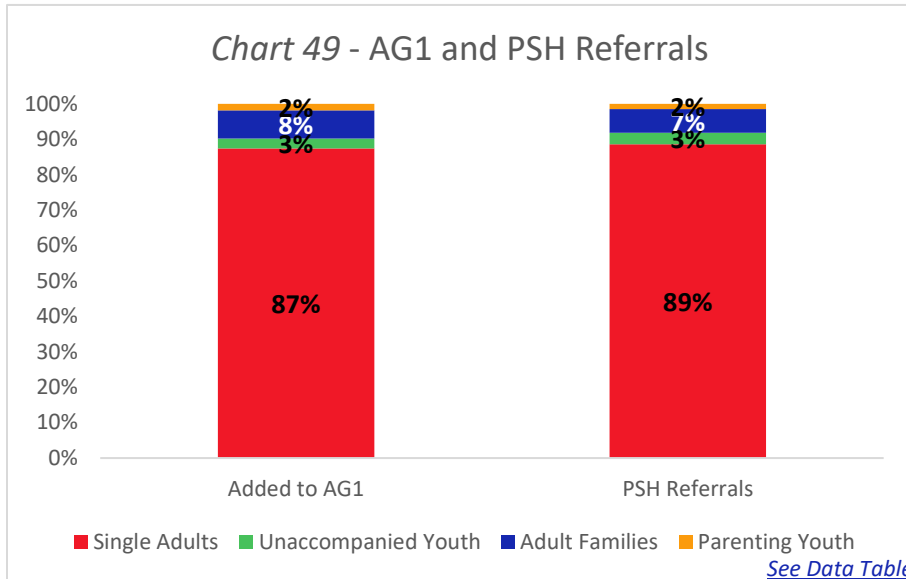


Chart 49, 50 and 51 are structured the same as the ones above but here are comparing the distribution of households added to Acuity Group 1 (who are considered for PSH) and households referred to PSH. The proportions are similar meaning that the referrals accurately match who is being added to the list. As is discussed above in the assessment and referrals section, single adults comprise the far majority of households both assessed into AG1 and referred to PSH.

Comparison of Households Added to Acuity Group 2 or 3 to Households Referred to RRH and TH

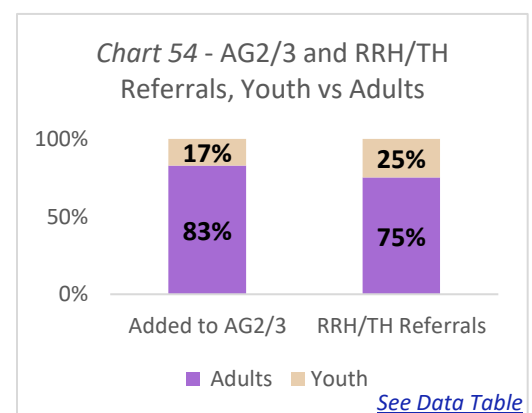
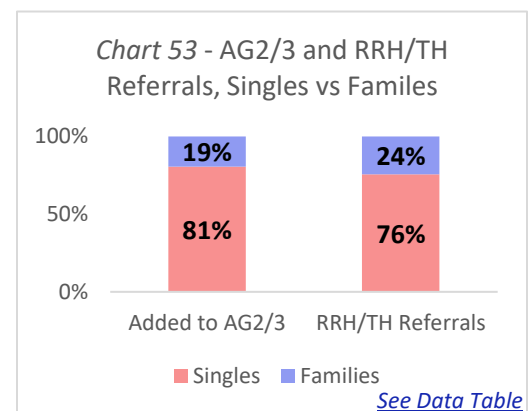
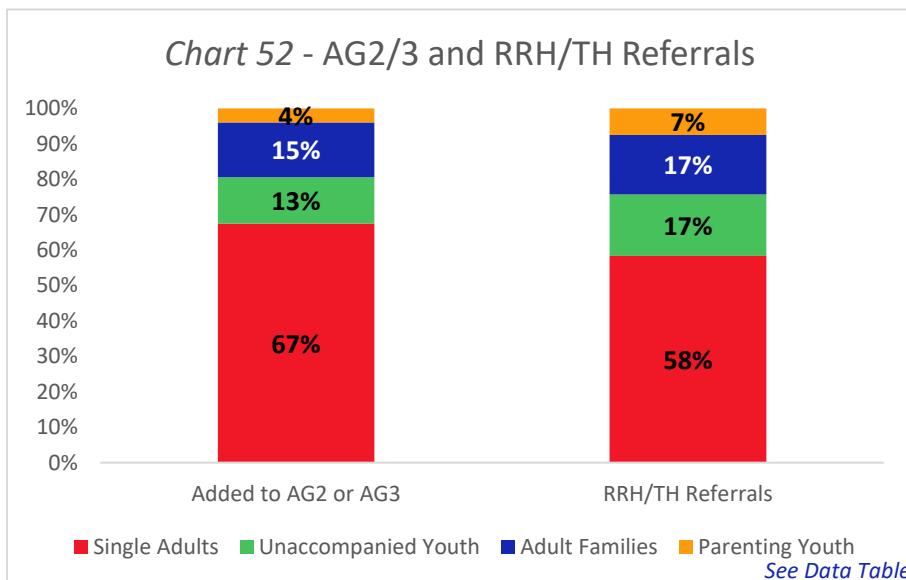
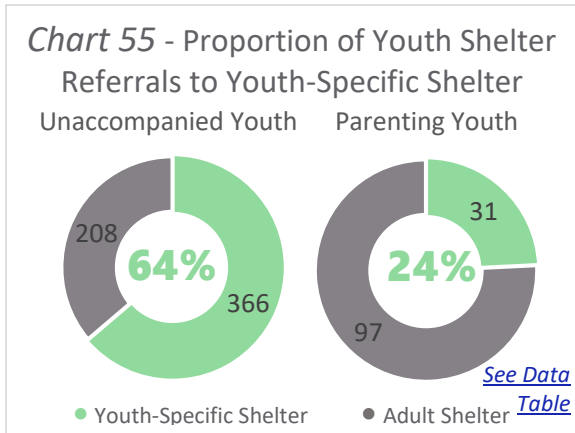


Chart 52, 53 and 54 are structured the same as the ones above but here are comparing the distribution of households added to Acuity Group 2 and 3 (who are considered for RRH and TH) and households referred to RRH or TH; essentially, the rate at which different household types are entering the homeless system and scoring in the AG2/AG3 range versus the rate at which they are being referred to RRH or TH. Single adults make up the majority of AG2 so the CoC's new prioritization (which went into full effect in 2021 and refers households from AG2 to RRH and TH first) shifted resources toward single adults. Despite this, youth and families continue to be referred at a higher rate than they are added to the lists as seen in Charts 53 and 54.

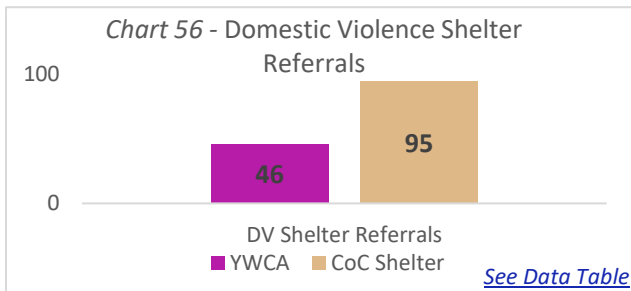
Youth Shelter Referrals to Youth-Specific Shelter



There are more youth entering shelter than there are youth specific shelter beds available. This means that many young people (18-24) are staying in adult shelters as can be seen in *Chart 55*. CAM’s procedure with youth is to seek a youth-specific shelter placement first and only refer youth to adult shelters if youth beds are unavailable or a young person requests a specific non-youth shelter. Parenting youth in particular were much more likely to be referred to an adult family shelter than a youth-specific shelter, primarily because there are only 5 shelter beds dedicated to parenting youth and their children within the CoC.

Domestic Violence

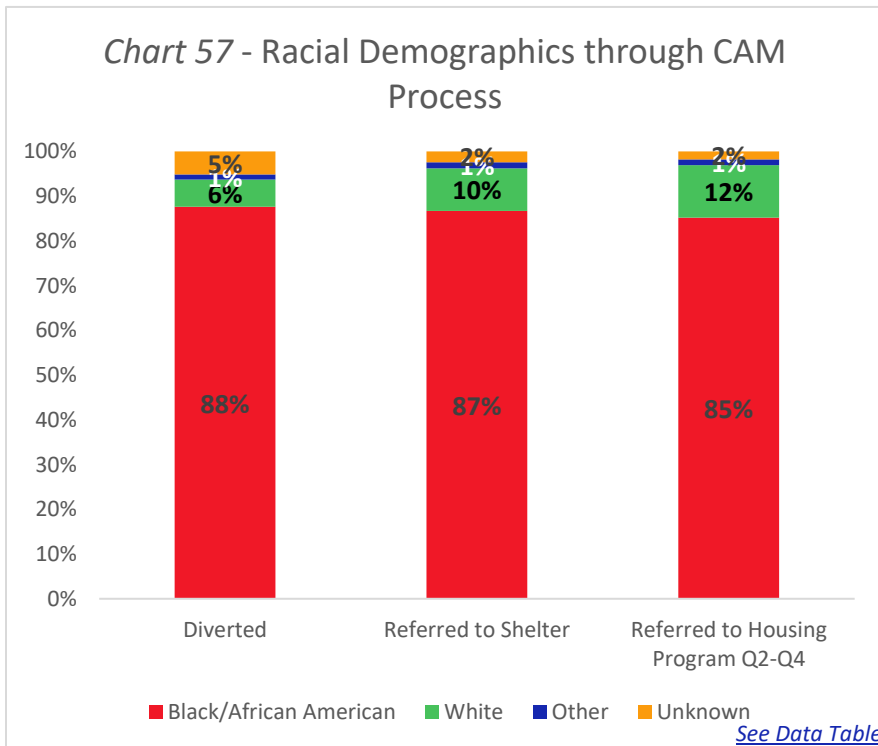
131 households were referred to shelter who indicated they were fleeing a domestic violence situation



In 2021, 46 households fleeing domestic violence were referred by CAM to the YWCA³⁰ which is a DV specific shelter and 95 were referred to other general CoC shelters. This potentially indicates a need for additional DV specific resources.

CAM hopes to include additional data on households fleeing domestic violence in future reports.

Racial Equity



Black and African Americans are overrepresented in Detroit’s homelessness system. In the City of Detroit, the overall population is 77.1% Black or African American,³¹ while 87% of the households that CAM referred to shelter identified as Black or African American.

Chart 57 shows the racial demographics of households at various points in the Coordinated Entry process. There are some differences in the demographics between the households entering the system and those ultimately receiving a housing referral. While 87% of households referred to shelter were Black or African American, 85% of households who received a referral were Black or African American. While this difference may appear small, CAM believes it is notable and worth further analysis to better understand the causes.

³⁰ The YWCA also takes direct entries in addition to referrals from CAM.

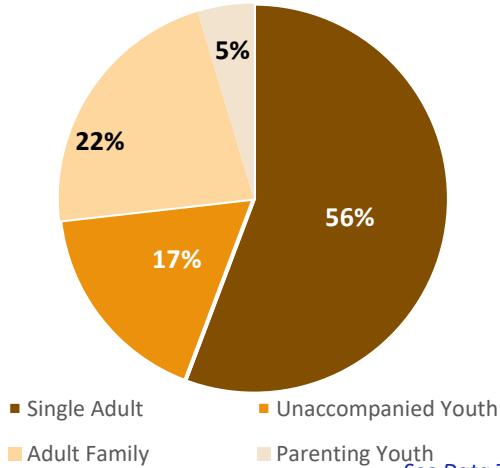
³¹ According to the U.S. Census Bureau’s Population Estimates Program, <https://www.census.gov/quickfacts/detroitcitymichigan>

CROSS SYSTEM COLLABORATION

Workforce Development

CAM staff referred **601** households to Detroit at Work in 2021

Chart 58 - Referrals to Detroit at Work



[See Data Table](#)

Income is a crucial factor for households to obtain and maintain stable housing. CAM has established a partnership with Detroit’s workforce development system (Detroit at Work (DAW)) to advance systems change efforts to support homeless jobseekers. CAM initiated efforts to share data across systems in order to identify shared households and eventually track and support households across the two systems.

CAM and DAW began a referral partnership in July 2020 which continued in 2021. CAM intake staff ask households a few basic employment questions and provides interested households with information on DAW’s services and then sends the household information to DAW. Detroit at Work staff then reach out to the households referred to try to initiate services.

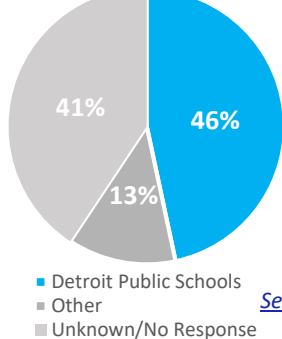
Education

CAM staff referred **969** children and youth³² for McKinney-Vento educational resources

Under the McKinney-Vento Homeless Assistance Act, children and youth experiencing homelessness are entitled to immediate school enrollment, the option to stay in their school of origin, transportation to their school of origin and support for academic success.³³ CAM refers eligible children and youth to Wayne Metro Community Action Agency which works to make sure they are enrolled in school, connects them to the school district’s homeless services liaison, and provides available services.

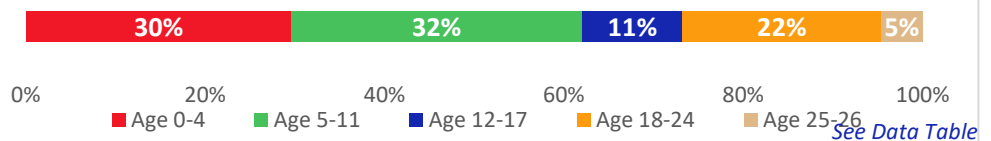
CAM made a similar number of McKinney-Vento referrals as last year.³⁴ Chart 59 shows the school district of the children referred. There is a significant number of children for whom the district was unknown which may be because the students were not enrolled in school. Additional data is needed to understand the outcomes of these referrals and whether the referral process is working to connect homeless students to school and educational resources.

Chart 59 - Education Referrals School District



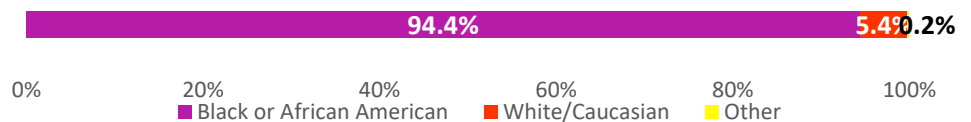
[See Data Table](#)

Chart 60 - Age of those Referred



[See Data Table](#)

Chart 61 - Race of those Referred



[See Data Table](#)

³² Ages 0-26

³³ More information on the McKinney-Vento Act can be found here: <https://nche.ed.gov/mckinney-vento/>

³⁴ CAM referred 1,083 children and youth for McKinney-Vento educational resources in 2020.

KEY ACCOMPLISHMENTS IN 2021

- Integrated the Veteran coordinated entry process into CAM creating one streamlined system for Veterans and non-veterans
- Incorporated homelessness prevention resources into the coordinated entry process
- Fully implemented the new prioritization process and created a process for reassessment and case review
- Refined referral process with workforce development system to provide for direct outreach to interested clients
- Strengthened engagement with partners involved in referrals for education services
- Completed review of coordinated entry funding by ad-hoc committee
- Continued development of Salesforce platform to simplify reporting
- Helped managed influx of Housing Choice Vouchers and Emergency Housing Vouchers and adapted processes to support clients in accessing vouchers
- Partnered in integrating the Veteran By-Name List in HMIS
- Improved consistency and simplified processes in Chronic By-Name List management and reporting
- Continued to adapt to COVID-19 pandemic to ensure consistent access to needed services

For More Information

If you have questions or would like more information about any data from this report, you may contact:

Scott Jackson
CAM System Supervisor
scjackson@swsol.org

or

camdetroit@swsol.org

APPENDIX

Data Tables and Sources

Table 1 – Quarterly Volume by Access Type

	In Person	Phone	Total
Q1 Jan-Mar	155	16655	16810
Q2 Apr-Jun	90	17550	17640
Q3 Jul-Sep	674	18793	19467
Q4 Oct-Dec	1067	18694	19761

[Back to Chart 1](#)

Table 2 – Total Calls by Outcome

	Calls by Outcome
Connected	20165
Abandoned	12244
Voicemail	20197
Outbound No Answer	19086

[Back to Chart 2](#)

Table 3 – Engagements by Access Type

	Engagements by Access Type
In Person	1986
Phone	20165

[Back to Chart 3](#)

Table 4 – Quarterly Engagements by Access Type

	In Person	Phone	Total
Q1 Jan-Mar	155	6412	6567
Q2 Apr-Jun	90	5042	5132
Q3 Jul-Sep	674	4810	5484
Q4 Oct-Dec	1067	3901	4968

[Back to Chart 4](#)

Table 5 – Households Assessed for Prevention

	Assessed for Prevention
Single Adult	95
Unaccompanied Youth	14
Adult Family	79
Parenting Youth	9

[Back to Chart 5](#)

Data Table 6 – Prevention Assessment Recommendations

	Prevention Assessment Recommendation
Light Touch	46
One-Time Assistance	151
Short-Term Assistance	0

[Back to Chart 6](#)

Table 7 – Households Referred to Prevention

	Referred to Prevention
Single Adult	32
Unaccompanied Youth	4
Adult Family	29
Parenting Youth	4

[Back to Chart 7](#)

Table 8 – Prevention Referrals by Agency

Matrix	42
THAW	6
Wayne Metro	21

[Back to Chart 8](#)

Table 9 – Quarterly Intakes

	Diverted	Referred	Overflow	Total
Q1 Jan-Mar	710	1349	269	2328
Q2 Apr-Jun	468	1161	134	1763
Q3 Jul-Sep	473	1078	257	1808
Q4 Oct-Dec	415	1269	486	2170

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Table 10 – Intakes by Household Type

	Intakes
Single Adult	5453
Unaccompanied Youth	816
Adult Family	1441
Parenting Youth	359

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Table 11 – Distribution of Intake Outcomes by Household Type

	Diverted	Referred to Shelter	Overflow
Parenting Youth	166	128	65
Adult Family	661	475	305
Unaccompanied Youth	184	574	58
Single Adult	1055	3680	718

[Back to Chart 11](#)

Table 12 – Diversions by Quarter

	Diversions
Q1 Jan-Mar	710
Q2 Apr-Jun	468
Q3 Jul-Sep	473
Q4 Oct-Dec	415

[Back to Chart 12](#)

Table 13 – Diversions by Household Type

	Diversions
Single Adult	1055
Unaccompanied Youth	184
Adult Family	661
Parenting Youth	166

[Back to Chart 13](#)

Table 14 – Diversion Financial Assistance

	Total Spent	Households
Rideshare	\$460	18
Gas	\$975	21
Grocery	\$3,650	51
Bus Ticket	\$10,145	47
Rental Assistance	\$48,083	37

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Table 15 – Shelter Referrals by Quarter

	Shelter Referrals
Q1 Jan-Mar	1349
Q2 Apr-Jun	1161
Q3 Jul-Sep	1078
Q4 Oct-Dec	1269

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Table 16 – Shelter Referrals by Household Type

	Shelter Referrals
Single Adult	3680
Unaccompanied Youth	574
Adult Family	475
Parenting Youth	128

[Back to Chart 16](#)

Table 17 – Total Annual Shelter Referrals

	Shelter Referrals
2018	5117
2019	7386
2020	5917
2021	4857

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Table 18 – Shelter Referrals by Agency

	Referrals
AFG	75
Alternative Shelter	110
Cass Family	129
Cass Rotational	138
Cass WC	64
COTS	230
Covenant House	336
DRMM 3rd St	978
DRMM G2	23
DRMM G3	143
DRMM G3 WC	37
DRMM Mack WC	85
DRMM Oasis	624
DRMM 3rd St WC	200
Love Outreach	54
MVF	238
NSO	422
OGD	137
SA Booth	245
St. John's	589

[Back to Chart 18](#)

Table 19 – Number of Shelter Referrals per Household

Times Referred to Shelter	Number of Households
18	1
17	
16	
15	1
14	1
13	
12	
11	5
10	3
9	4
8	5
7	7
6	21
5	40
4	81
3	204
2	579
1	2180

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Table 20 – Annual Unique Shelter Referrals

	Shelter Referrals
2018	3620
2019	4280
2020	3679
2021	3132

[Back to Chart 20](#)

Table 21 – Households Sent to Overflow

	Overflow
Q1 Jan-Mar	269
Q2 Apr-Jun	134
Q3 Jul-Sep	257
Q4 Oct-Dec	486

[Back to Chart 21](#)

Table 22 – Overflow by Household Type

	Overflow
Single Adult	718
Unaccompanied Youth	58
Adult Family	305
Parenting Youth	65

[Back to Chart 22](#)

Table 23 – Households Assessed and Added to an Acuity Group

	Households
Parenting Youth	91
Adult Families	310
Unaccompanied Youth	355
Single Adults	2397

[Back to Chart 23](#)

Table 24 – Distribution of Acuity Groups by Household Types

	Acuity Group 4	Acuity Group 3	Acuity Group 2	Acuity Group 1
Parenting Youth	16	57	10	8
Adult Family	16	199	61	34
Unaccompanied Youth	121	121	101	12
Single Adults	884	760	378	375

[Back to Chart 24](#)

Table 25 – Acuity Group 1 Packets Submitted, Sheltered vs Unsheltered

	Sheltered	Unsheltered
2019	235	156
2020	263	104
2021	262	168

[Back to Chart 25](#)

Table 26 – TH Referrals by Household Type

	TH Referrals
Single Adults	12
Unaccompanied Youth	15
Adult Families	4
Parenting Youth	33

[Back to Chart 26](#)

Table 27 - Quarterly TH Referrals

	Single Adults	Unaccompanied Youth	Adult Families	Parenting Youth
Q1 Jan-Mar	4	1		12
Q2 Apr-Jun	2	7		8
Q3 Jul-Sep	4	3	3	7
Q4 Oct-Dec	2	4	1	6

[Back to Chart 27](#)

	TH Referrals
TIPS	42
NLSM	22

[Back to Chart 28](#)

	RRH Referrals
Single Adults	495
Unaccompanied Youth	136
Adult Families	142
Parenting Youth	32

[Back to Chart 29](#)

	Single Adults	Unaccompanied Youth	Adult Families	Parenting Youth
Q1 Jan-Mar	110	45	51	12
Q2 Apr-Jun	107	12	17	4
Q3 Jul-Sep	145	63	34	13
Q4 Oct-Dec	133	16	40	3

[Back to Chart 30](#)

	RRH Referrals
AFG	126
BW - SSVF	19
CCIH	58
CHS	115
NLSM	121
NSO	27
REC	14
SW	55
SW - SSVF	128
VOA - SSVF	87
WAYNE	55

[Back to Chart 31](#)

	RRH Referrals
Single Adults	467
Unaccompanied Youth	17
Adult Families	35
Parenting Youth	8

[Back to Chart 32](#)

	Single Adults	Unaccompanied Youth	Adult Families	Parenting Youth
Q1 Jan-Mar	141	5	12	4
Q2 Apr-Jun	92	7	6	3
Q3 Jul-Sep	147	3	10	1
Q4 Oct-Dec	87	2	7	

[Back to Chart 33](#)

	PSH Referrals
CASS	32
CCIH	31
CHS	25
COTS	30
DCI	4
DRMM	36
MER	19
NLSM	16
NSO	85
SW	21
TASMD	14
VASH	165
WAYNE	49

[Back to Chart 34](#)

	TH	RRH	PSH	Total
2018	0	240	343	583
2019	114	343	275	732
2020	63	175	371	609
2021	64	805	527	1396

[Back to Chart 35](#)

Table 36 – Households Added vs Pulled in 2021

	HCV Only	EHV Only	Both	Total
Vouchers Added	1156	50	155	1361
Vouchers Pulled	1164	30	187	1381

[Back to Chart 36](#)

Table 37 – Voucher Annual Comparison

	Vouchers Added	Vouchers Pulled
2018	1847	1045
2019	1680	144
2020	909	547
2021	1361	1381

[Back to Chart 37](#)

Table 39 – Moving Up Vouchers Annual Comparison

	Added	Pulled
2018	45	31
2019	49	40
2020	33	18
2021	80	108

[Back to Chart 39](#)

Table 41 – Total Number of Chronic Households on CBNL as of End of Year

	Sheltered	Unsheltered	Total
2018	320	52	372
2019	214	95	309
2020	175	76	251
2021	173	101	274

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Table 42 - Total Number of Veterans on VBNL as of End of Year

	Total
2018	221
2019	267
2020	170
2021	164

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Table 43 – Veteran Prevention Referrals by Agency

	Prevention Agency
Disability Network	5
Southwest	23
VOA	14

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Table 44 – Totals for Youth 18-24

	Unaccompanied Youth	Parenting Youth	Total
Diverted	184	166	350
Referred to Shelter	574	128	702
Overflow	58	65	123
Referred to TH	15	33	48
Referred to RRH	136	32	168
Referred to PSH	17	8	25

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Table 45 – Totals for Families

	Adult Families	Parenting Youth	Total
Diverted	661	166	827
Referred to Shelter	475	128	603
Overflow	305	65	370
Referred to TH	4	33	37
Referred to RRH	142	32	174
Referred to PSH	35	8	43

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Table 46 – Shelter and Housing Referrals by Household Type

	Single Adults	Unaccompanied Youth	Adult Families	Parenting Youth
Shelter Referrals	3680	574	475	128
Housing Referrals	974	168	181	73

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	Singles	Families
Shelter Referrals	4254	603
Housing Referrals	1142	254

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	Adults	Youth
Shelter Referrals	4155	702
Housing Referrals	1155	241

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	Single Adults	Unaccompanied Youth	Adult Families	Parenting Youth
Added to AG1	375	12	34	8
PSH Referrals	467	17	35	8

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	Singles	Families
Added to AG1	387	42
PSH Referrals	484	43

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	Adults	Youth
Added to AG1	409	20
PSH Referrals	502	25

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	Single Adults	Unaccompanied Youth	Adult Families	Parenting Youth
Added to AG2 or AG3	1138	222	260	67
RRH/TH Referrals	507	151	146	65

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	Singles	Families
Added to AG2/3	1360	327
RRH/TH Referrals	658	211

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	Adults	Youth
Added to AG2/3	1398	289
RRH/TH Referrals	653	216

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	Youth Shelter Referral	Adult Shelter Referral
Unaccompanied Youth	366	208
Parenting Youth	31	97

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	YWCA	CoC Shelter
DV Shelter Referrals	46	95

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	Black/African American	White	Other	Unknown
Diverted	1810	126	24	106
Referred to Shelter	4210	462	67	118
Referred to Housing Program Q2-Q4	856	118	13	18

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	Referrals to Detroit at Work
Single Adult	335
Unaccompanied Youth	105
Adult Family	133
Parenting Youth	28

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	School District
Detroit Public Schools	452
Other	123
Unknown/No Response	394

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Age 0-4	Age 5-11	Age 12-17	Age 18-24	Age 25-26
287	314	109	214	45

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	Black or African American	White/Caucasian	Other
Referrals	914	52	2

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