



# Detroit Coordinated Entry System

Quarter 2 Report | April 1 – June 30, 2021

[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.

Chart 1 - Monthly Volume by Access Type

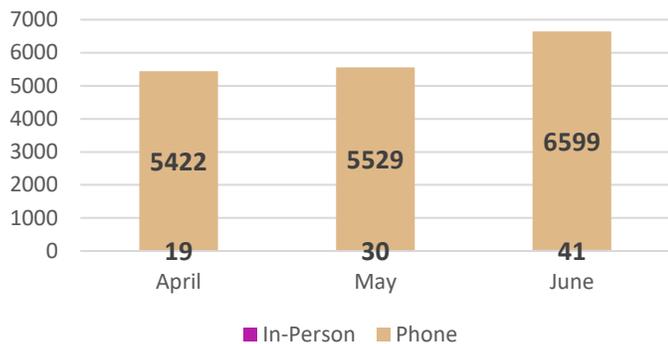
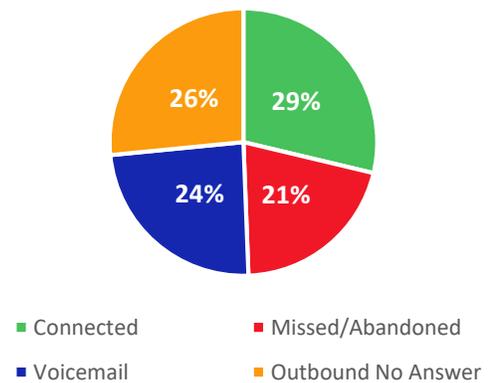


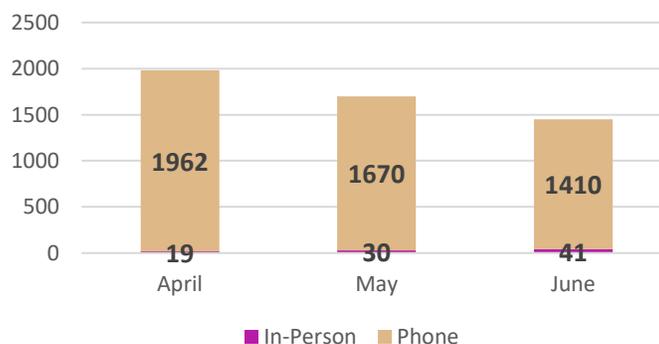
Chart 2 - Total Calls by Outcome



### Engagements

In Quarter 2 of 2021, CAM staff had **5,132** total engagements, an average of **67** engagements per day.<sup>1</sup>

Chart 3 - Monthly Engagements by Access Type



# Intakes

CAM conducted **1,509** total intakes in Quarter 2 of 2021, an average of **20** intakes per day.

Chart 4 - Intakes by Household Type

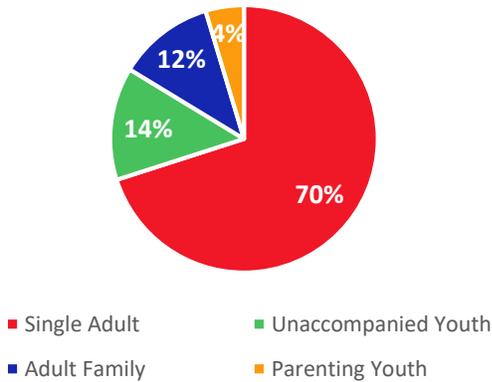


Chart 5 - Intake Outcome by Household Type

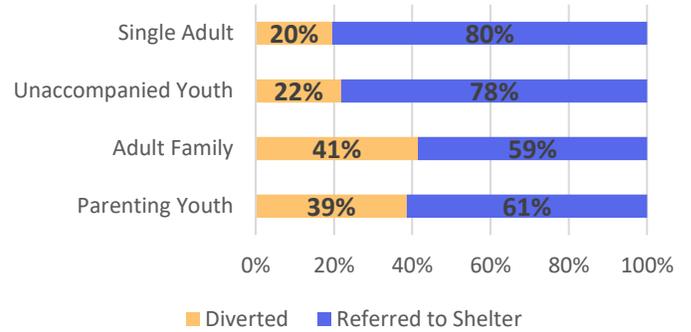
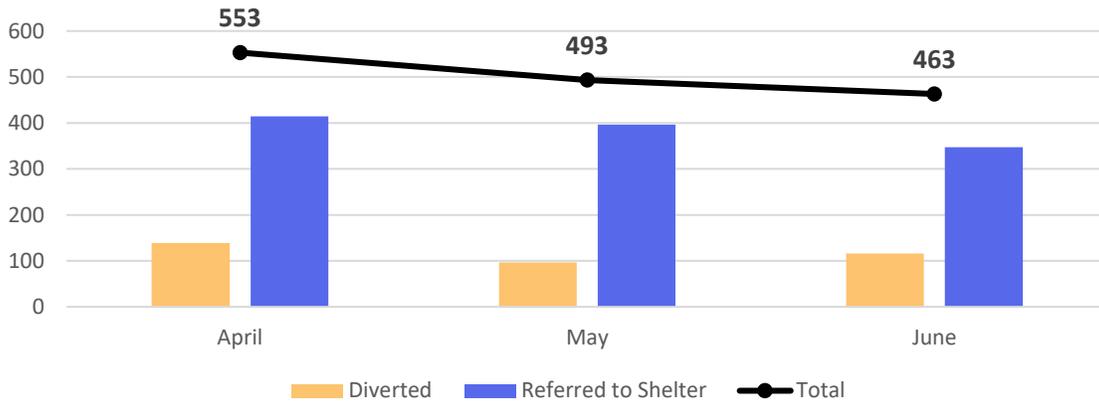


Chart 6 - Monthly Intake Outcomes



## 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

Chart 7 - Households Assessed and Added to an Acuity Group

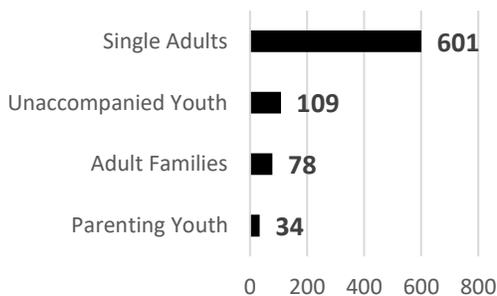
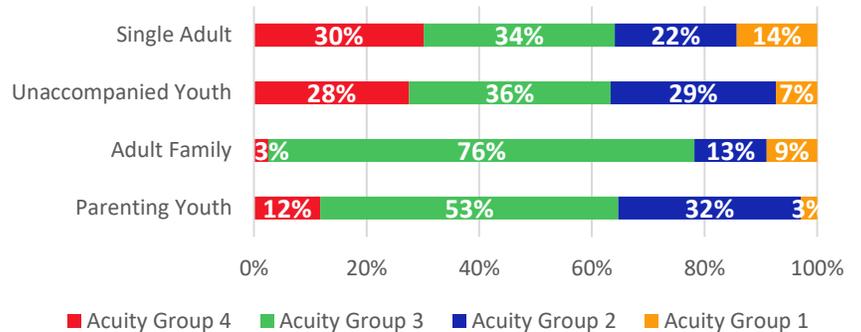


Chart 8 - Distribution of Acuity Groups by Household Type

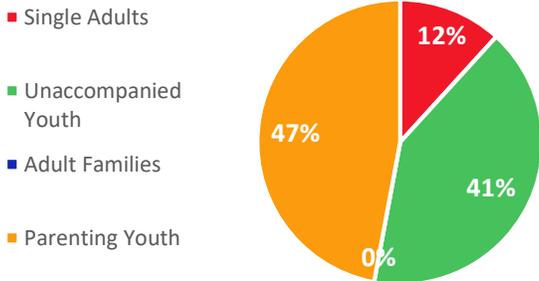


# REFERRAL

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

## Transitional Housing (TH) Referrals

Chart 9 - TH Referrals by HH Type



CAM staff referred **17** households to Transitional Housing in Quarter 2 of 2021

Chart 10 - Monthly TH Referrals

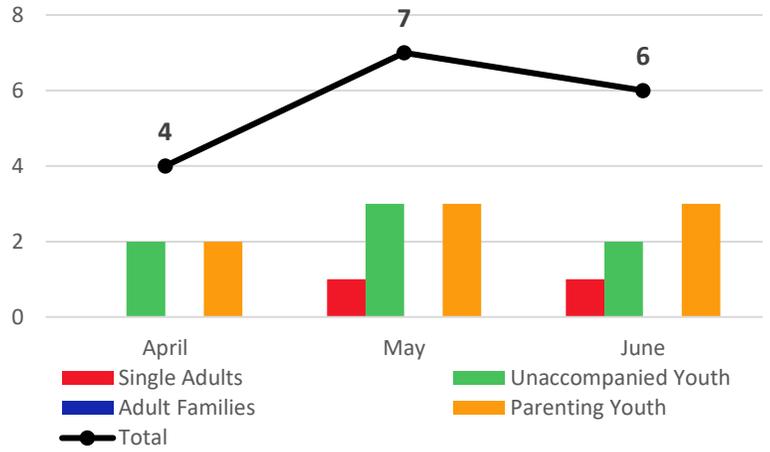
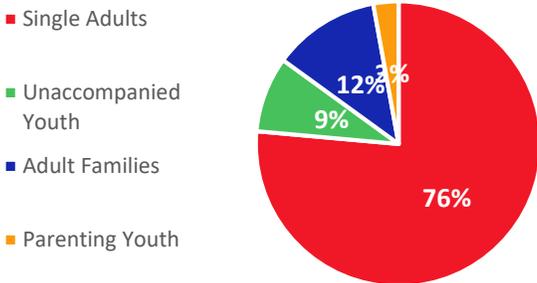


Chart 11 - TH Referrals by Agency



## Rapid Re-Housing (RRH) Referrals

Chart 12 - RRH Referrals by HH Type



CAM staff referred **140** households to Rapid Re-Housing in Quarter 2 of 2021<sup>1</sup>

Chart 13 - Monthly RRH Referrals

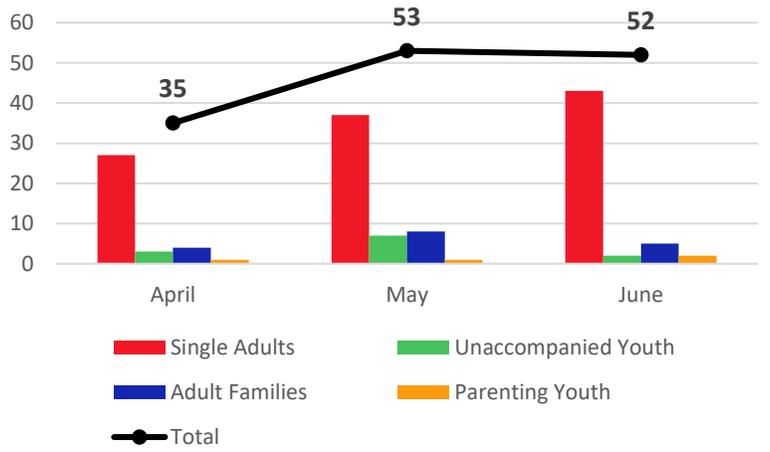
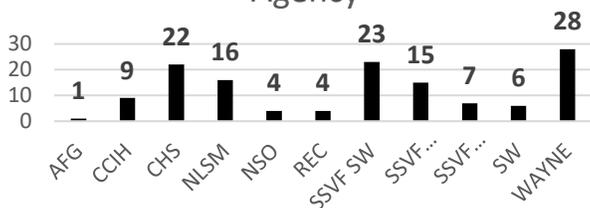
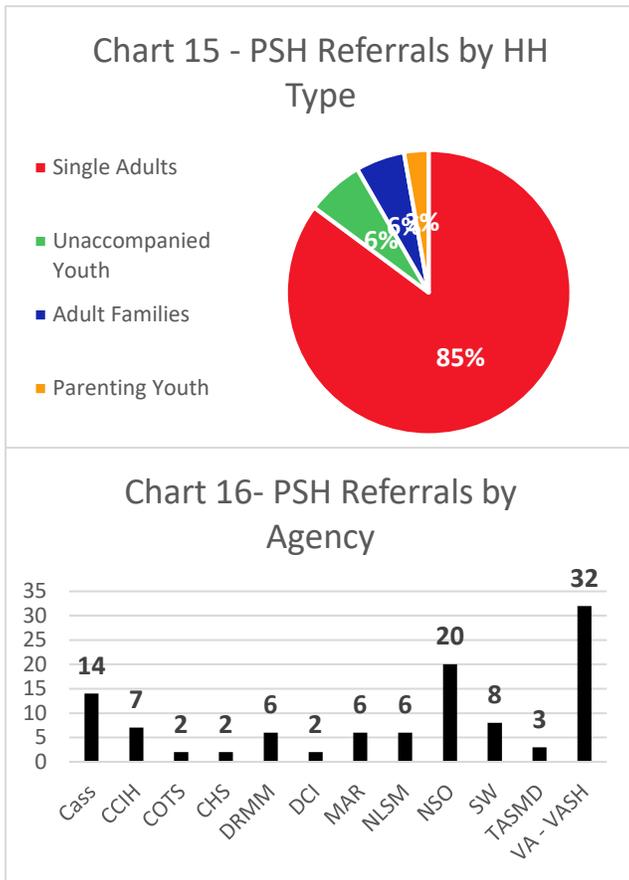


Chart 14 - RRH Referrals by Agency

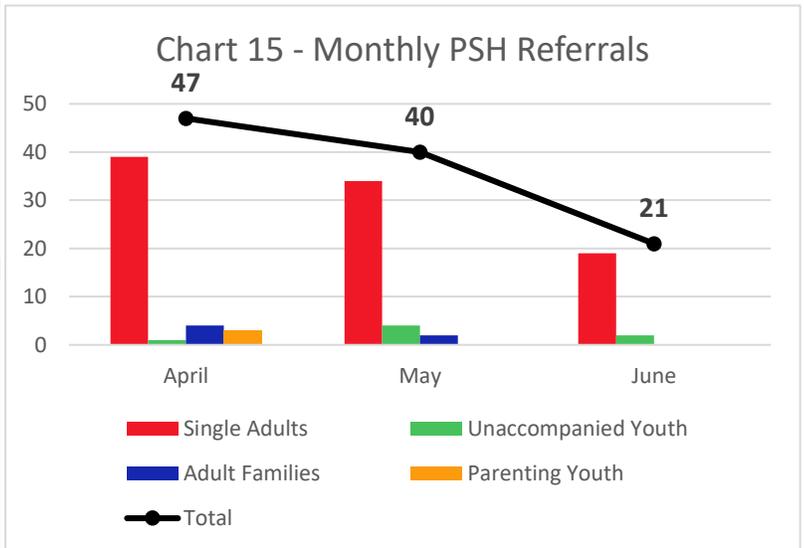


<sup>1</sup> This includes 20 referrals for Security Deposit assistance only.

## Permanent Supportive Housing (PSH) Referrals



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



## Housing Vouchers:

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

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

