



Detroit Coordinated Entry System

Quarter 3 Report | July 1 – September 30, 2020

[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 July 1 to September 30, 2020. Data are selected to provide insight on homelessness and our community-wide response to it.

Access

CAM provides centralized access to homeless shelter and services. In response to the COVID-19 pandemic, CAM is currently providing access via the CAM Phone line. Data in this section indicate the volume of need and services.

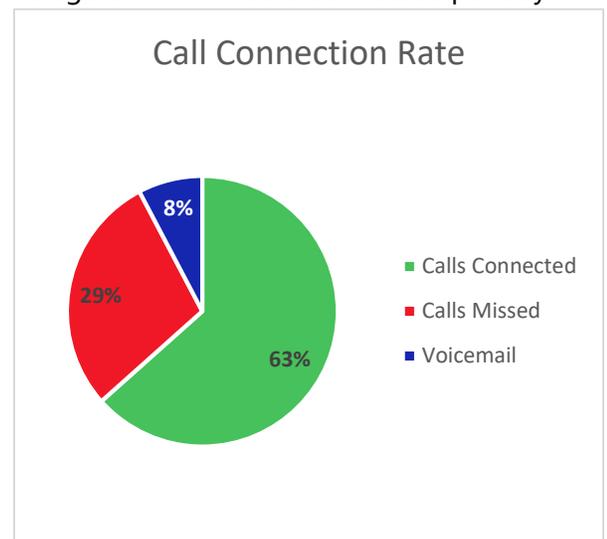
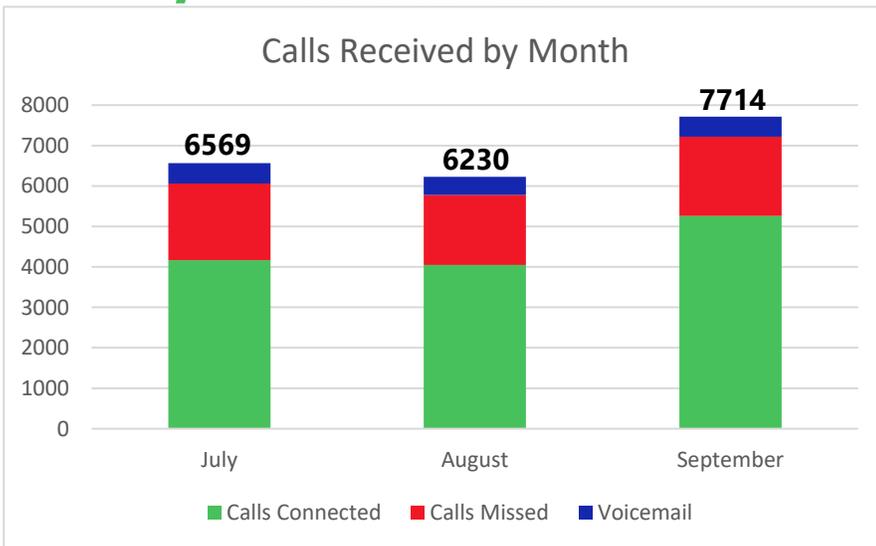
Call Volume

20,513 total calls to the CAM Phone Line

Average of **223** calls per day

13,479 total calls connected

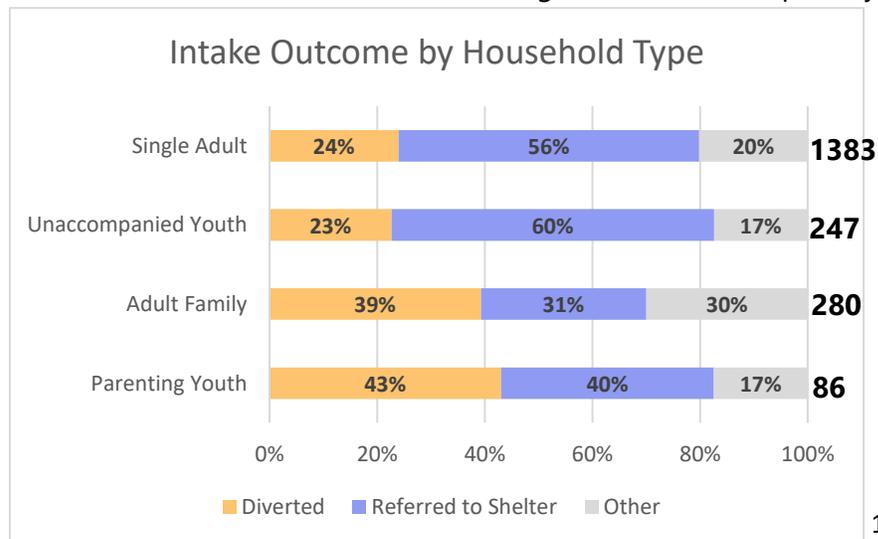
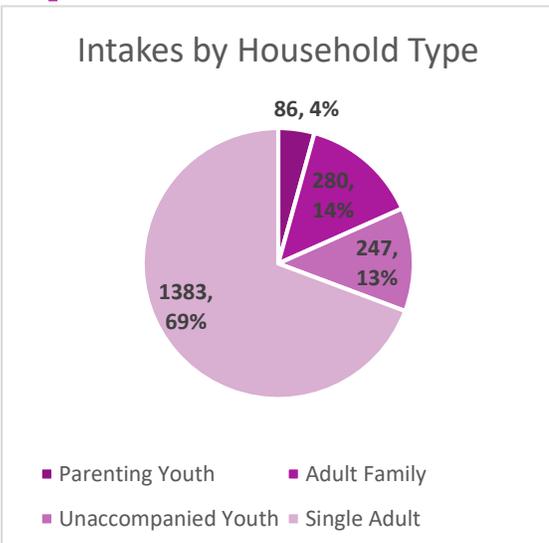
Average of **147** calls connected per day



Intakes

1,996 total intakes conducted via the CAM Phone Line

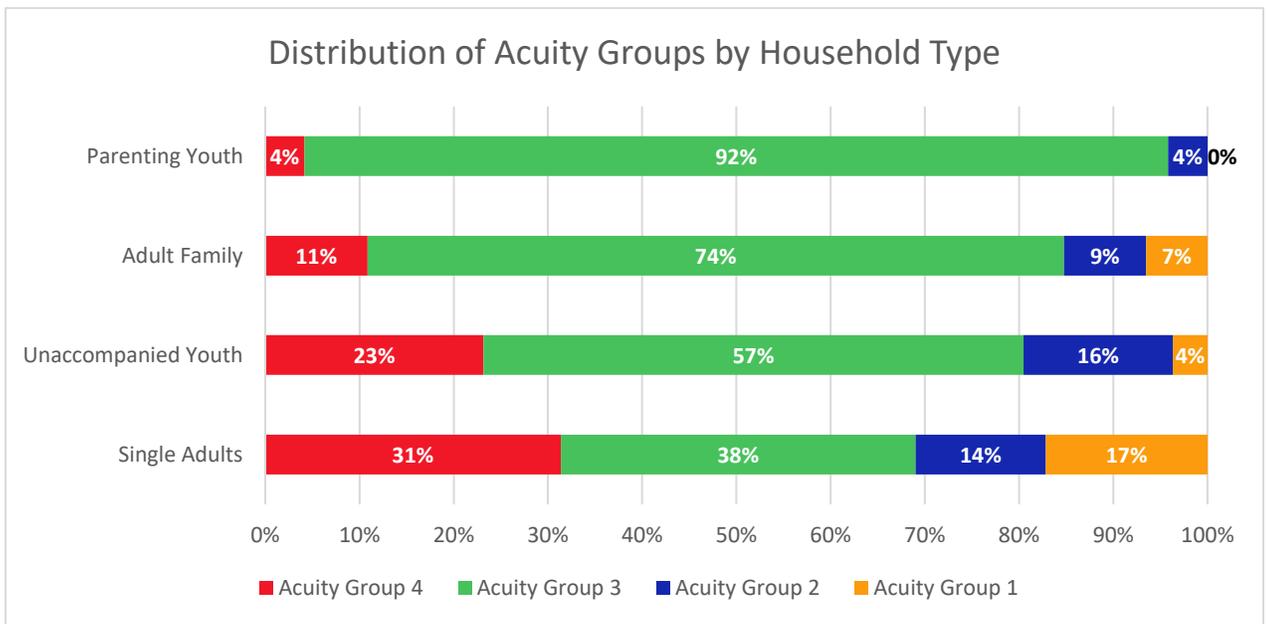
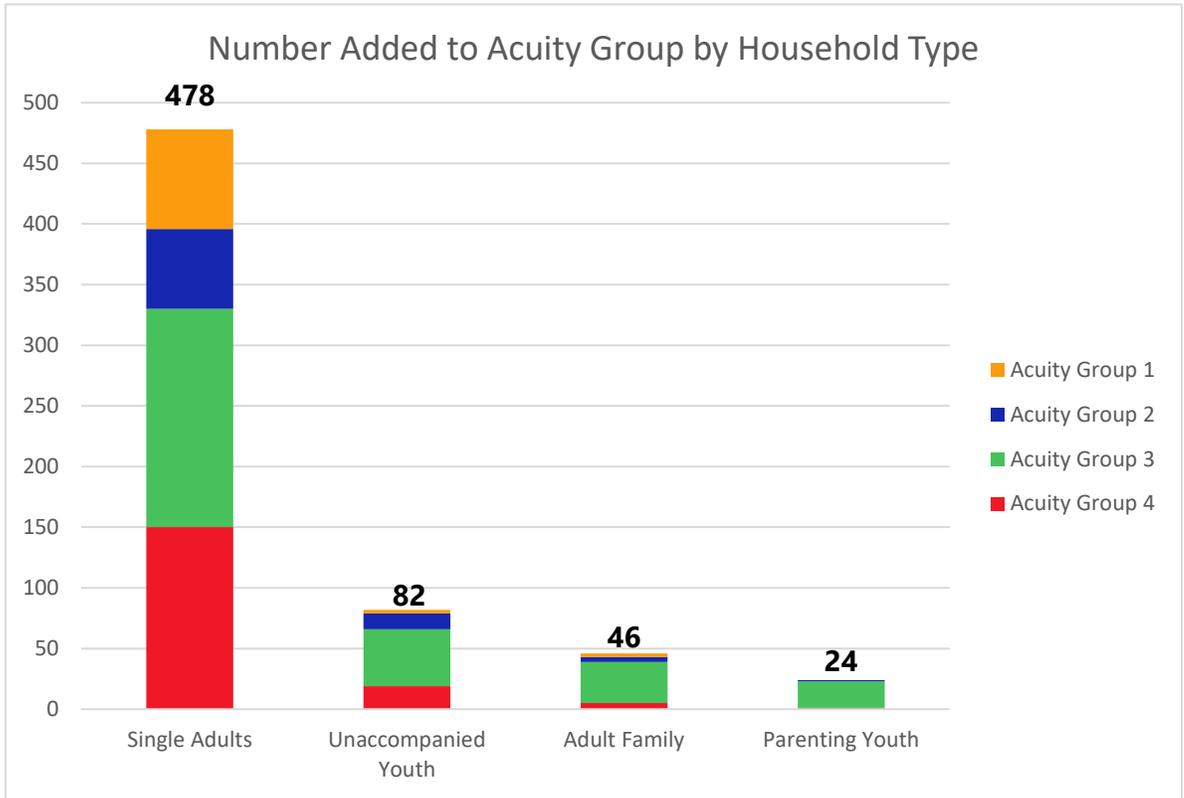
Average of **22** intakes per day



Assessment and Prioritization

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

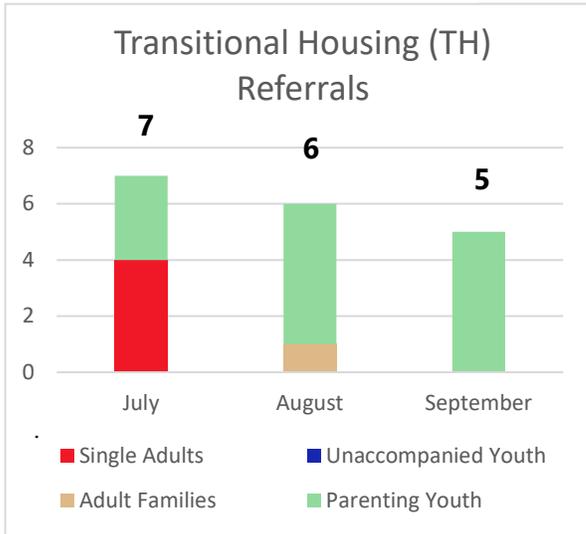
Assessment Recommendations



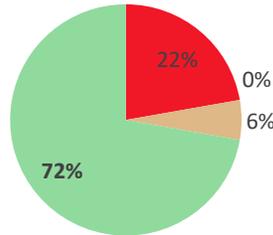
Referral

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 Referrals

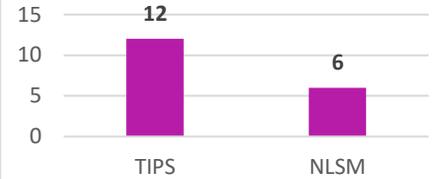


TH Referrals by Household Type

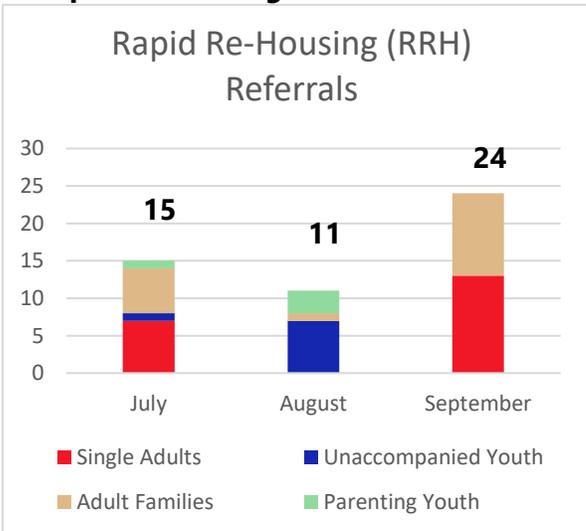


18 total referrals

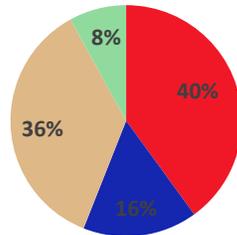
TH Referrals by Agency



Rapid Re-Housing Referrals

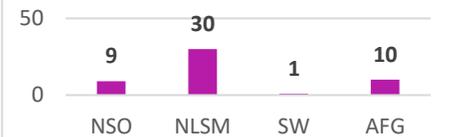


RRH Referrals by Household Type

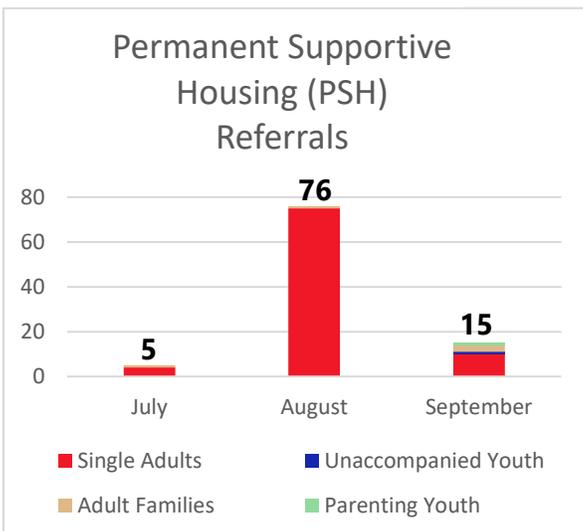


50 total referrals

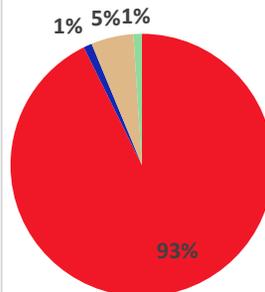
RRH Referrals by Agency



Permanent Supportive Housing Referrals

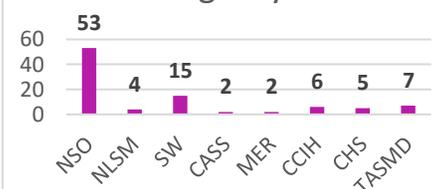


PSH Referrals by Household Type



96 total referrals*

PSH Referrals by Agency



*36 referrals were to NSO Clav