Detroit Coordinated Entry System

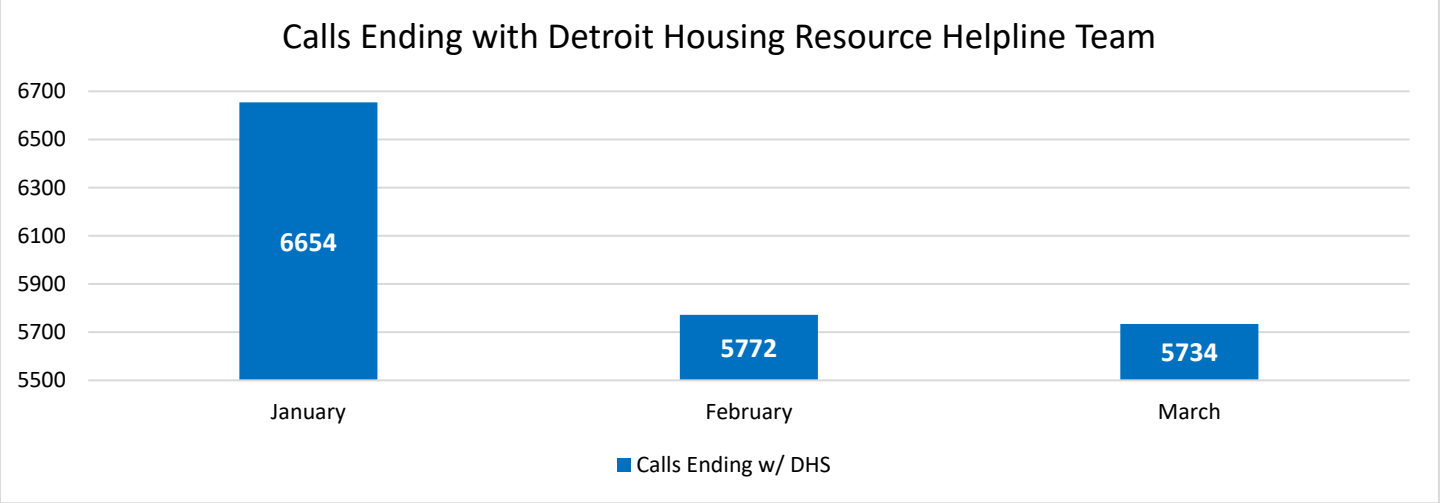
Quarter 1 Report | January 1 – March 31, 2025

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: Homeless Action Network of Detroit, Wayne Metro Community Action Agency, and Community & Home Supports (CHS).

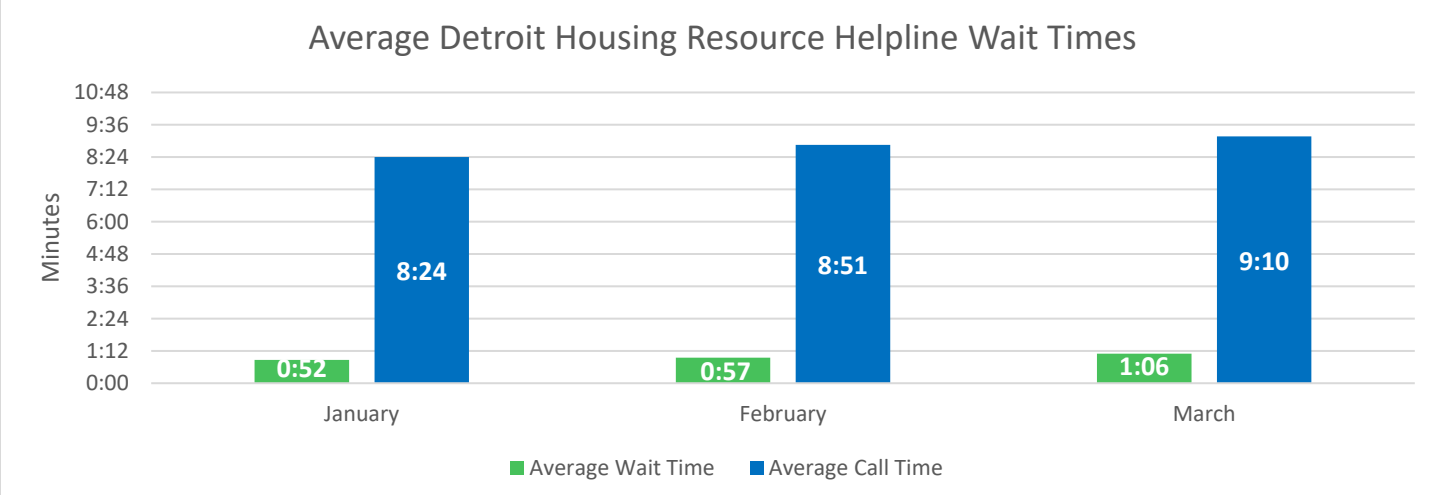
This report details the operational performance of Coordinated Entry from January 1 to March 31, 2025. Data has been selected to provide insight into homelessness and our community-wide response to it.

Detroit Housing Resource Helpline

As of 9/1/2023, CAM partnered with the Detroit Housing Services Helpline to screen Detroit residents for other potential housing resources outside of what CAM refers to. These services could include assistance with collecting vital documents, assistance with finding and applying to housing, move-in costs, and employment assistance.



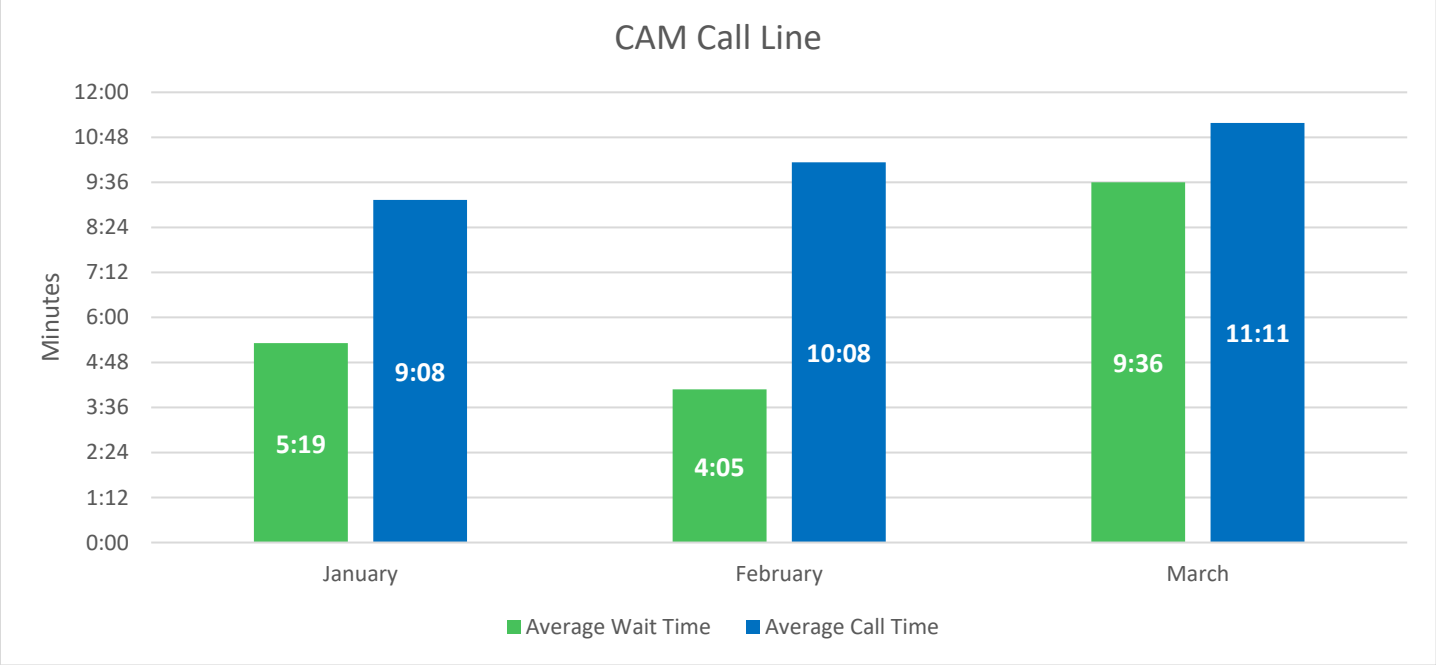
These are calls that were completed by the Detroit Housing Resource Helpline and were not in need of CAM services.



The wait times above are for all calls the Detroit Housing Resource Helpline receives including the previous chart of calls not transferred to CAM.

ACCESS

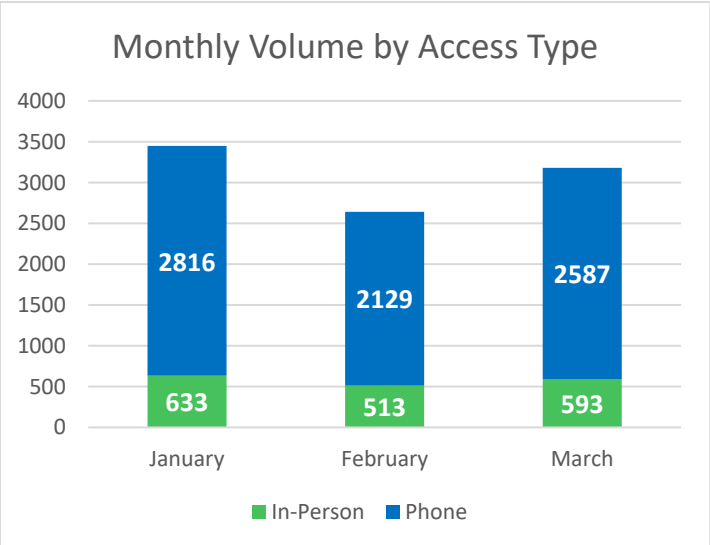
CAM provides a streamlined entry process connecting people to available shelter and housing resources. CAM has shifted to a hybrid model with a call center and in-person Access Points. Data in this section indicates the volume of need and services.

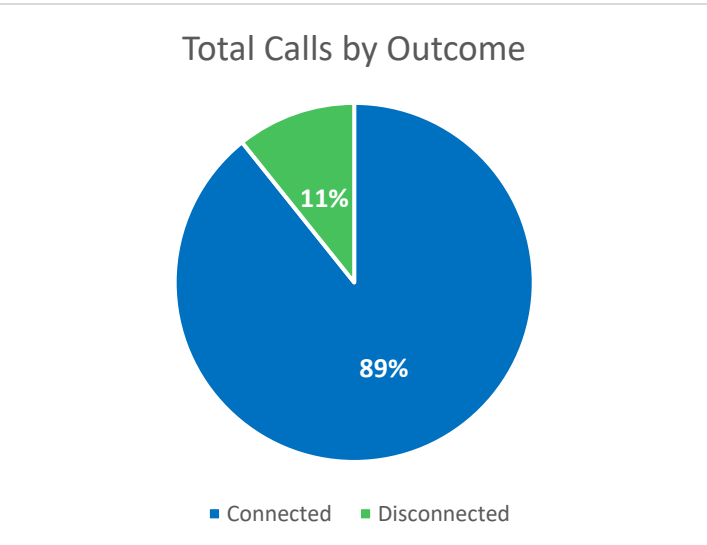


The wait times above are clients that were transferred to CAM from the Detroit Housing Resource Helpline.

Volume

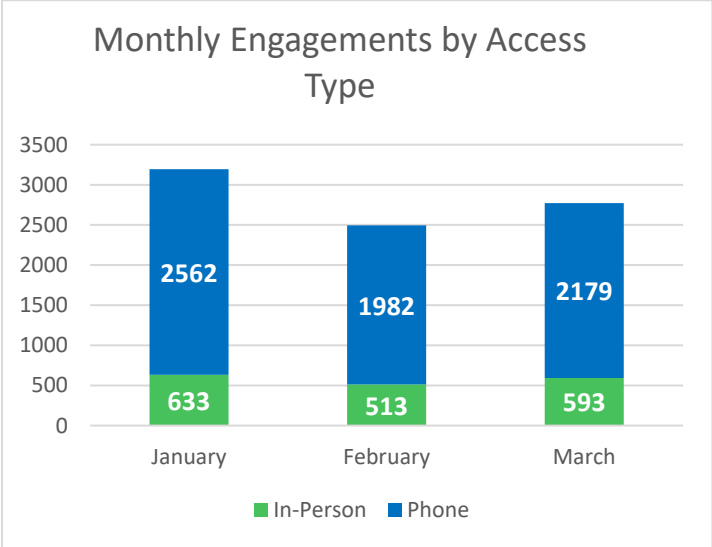
In Quarter 4 of 2024, there were **9,271** combined visits to CAM Access Points and calls to CAM, an average of **103** contacts per day. Of these, there were **1,739** in-person visits and **7,532** calls.





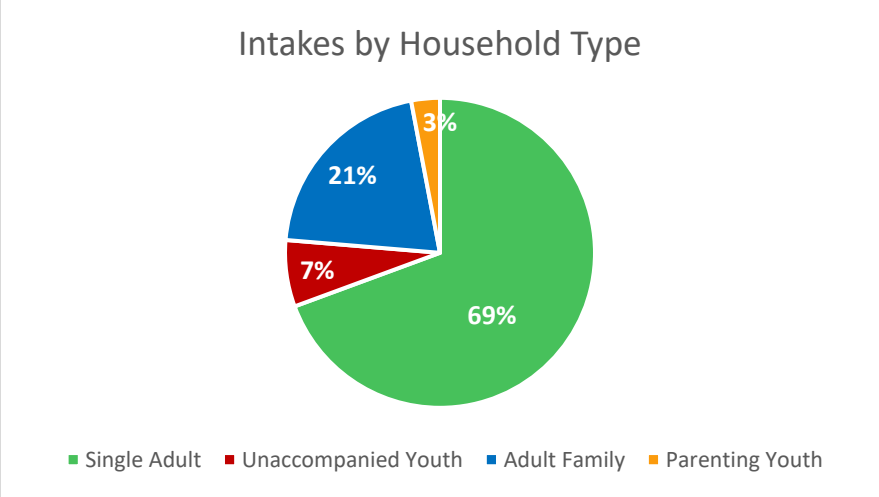
Engagements

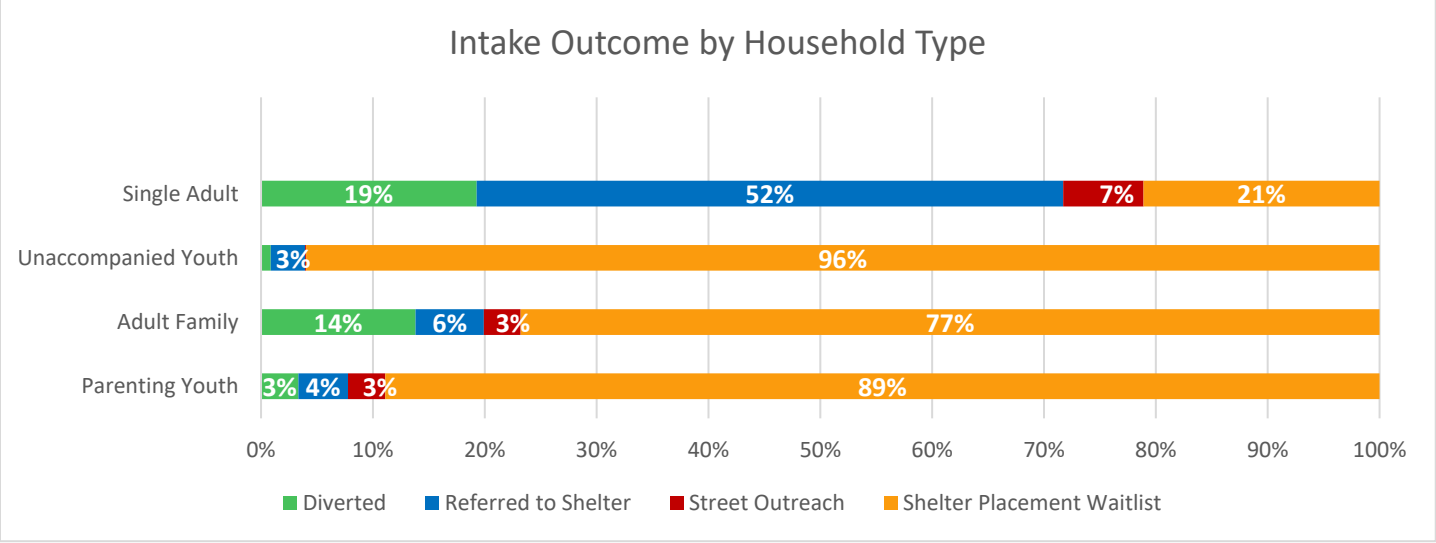
In Quarter 1 of 2025, CAM staff had **8,462** total engagements an average of **94** engagements per day.

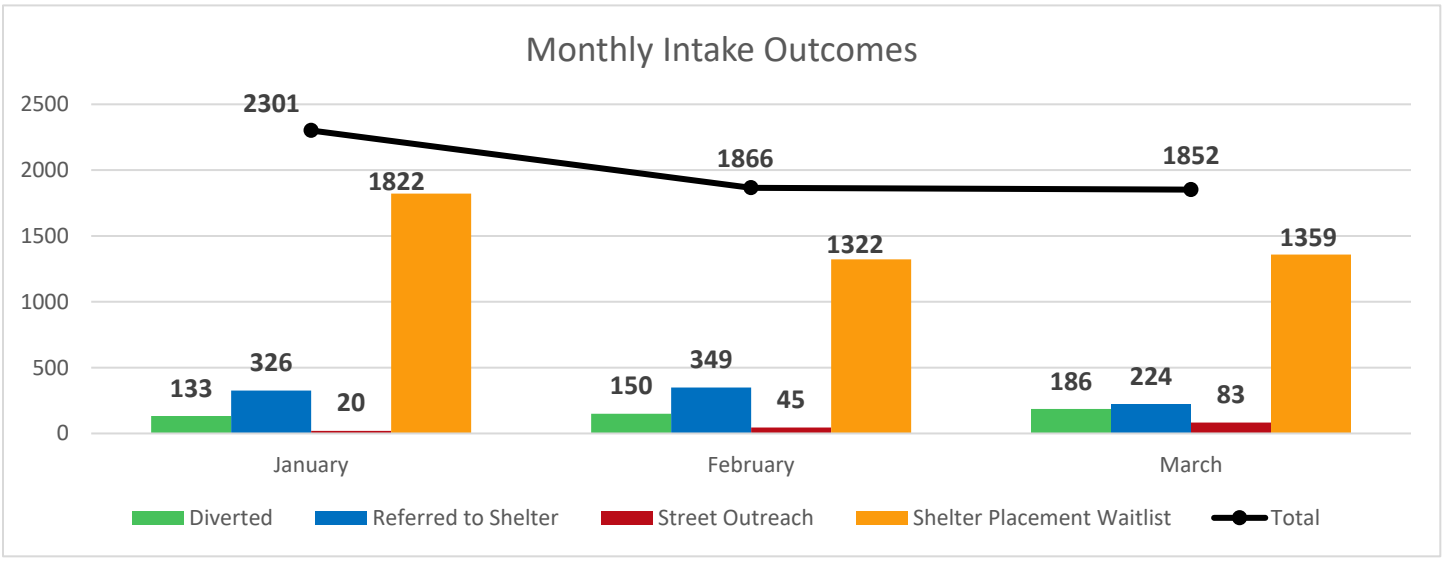


Intakes

CAM completed **6,019** total intakes in Quarter 1 of 2025, an average of **67** intakes per day.

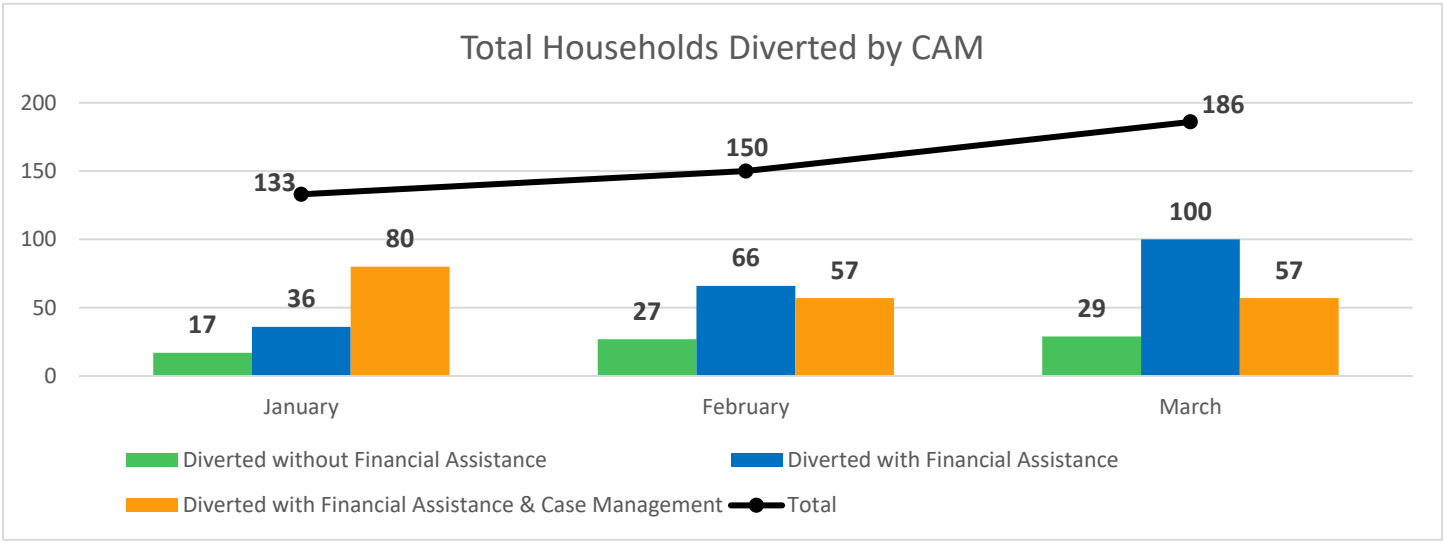


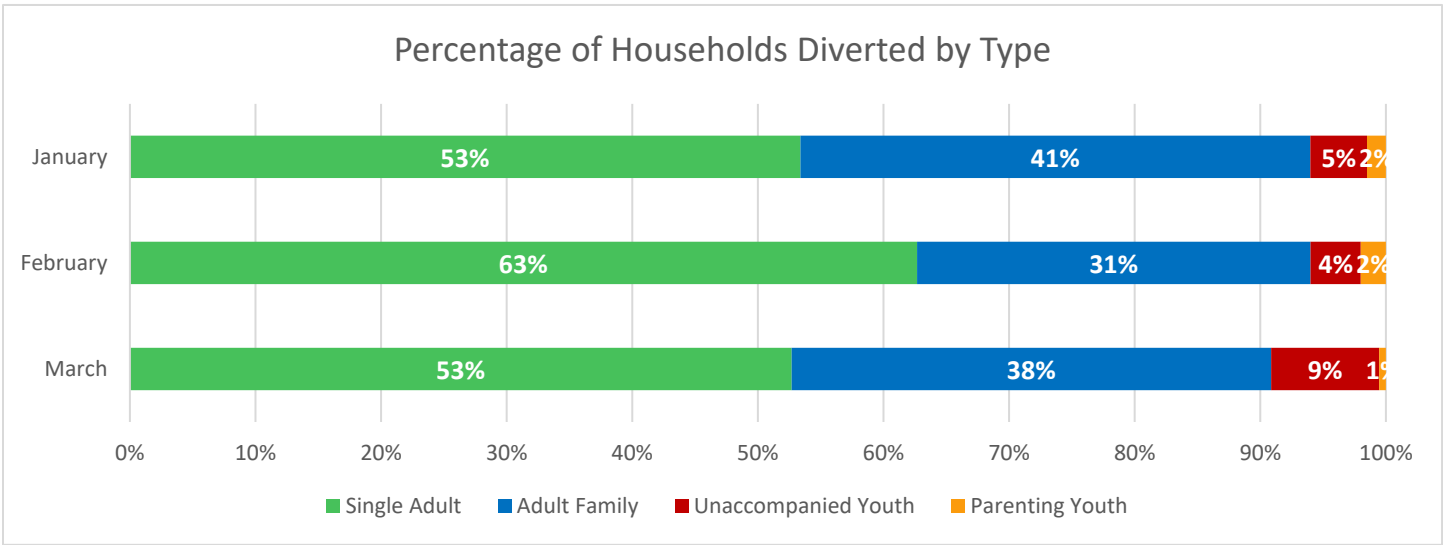


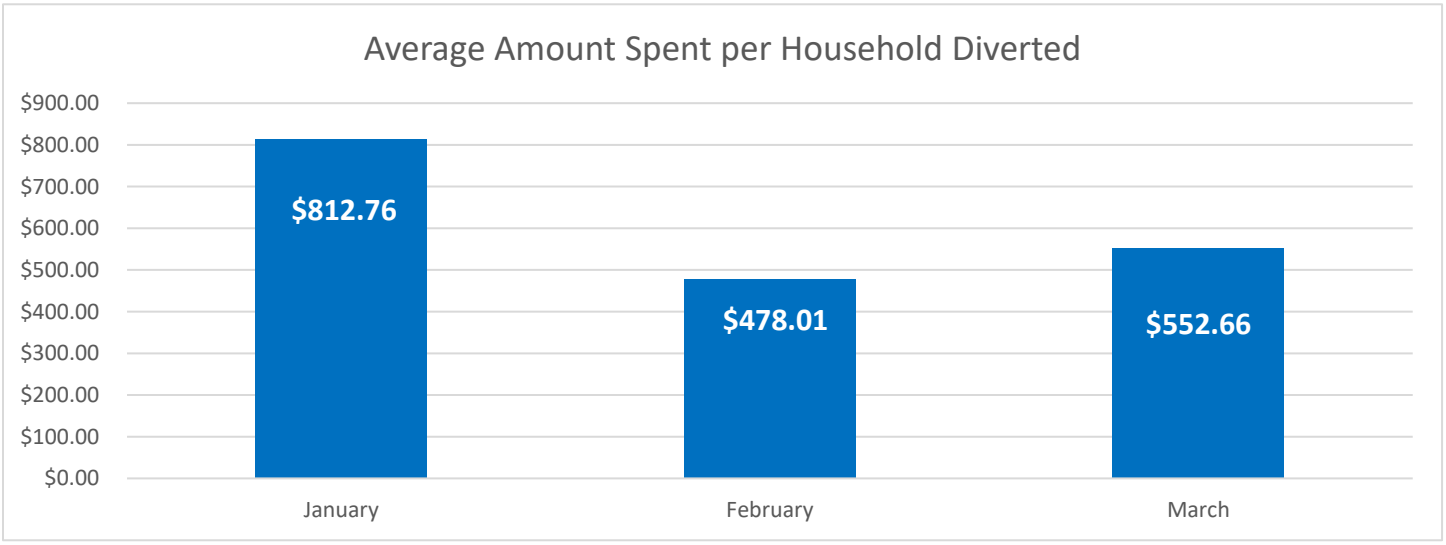


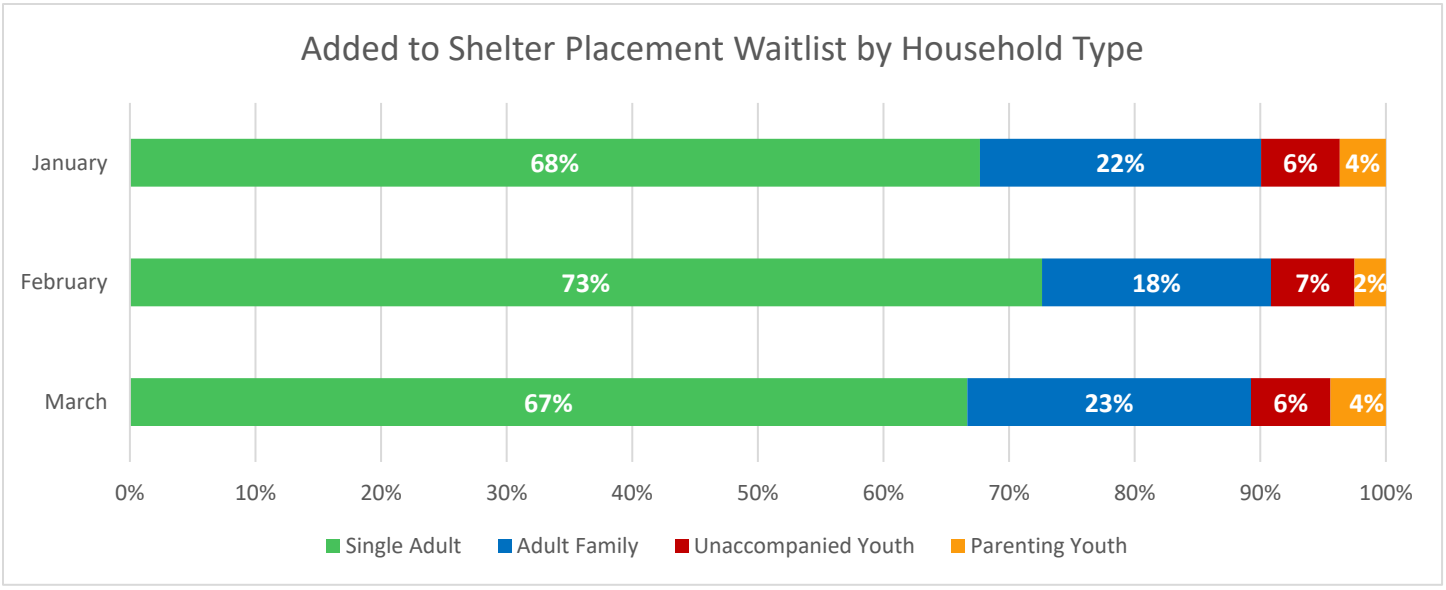
The totals above are the completed outcomes of CAM calls.

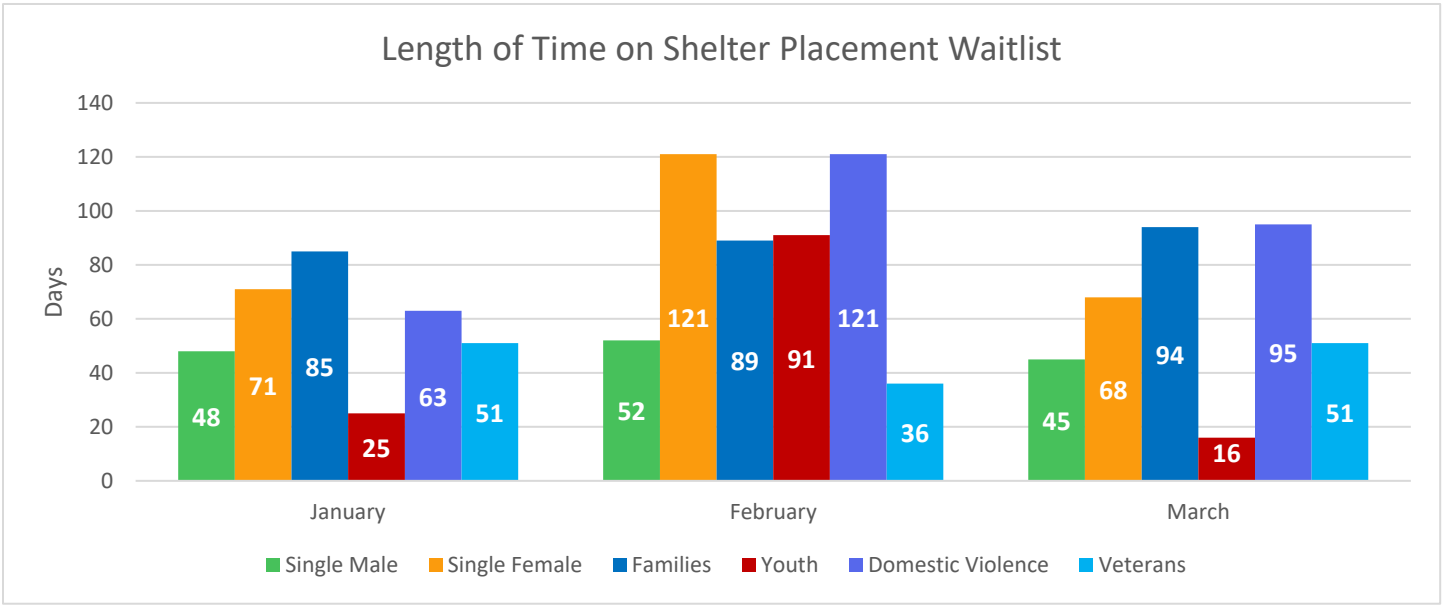
CAM diverted **469** households in Quarter 1 of 2025, an average of **7.8%** of all intakes completed.



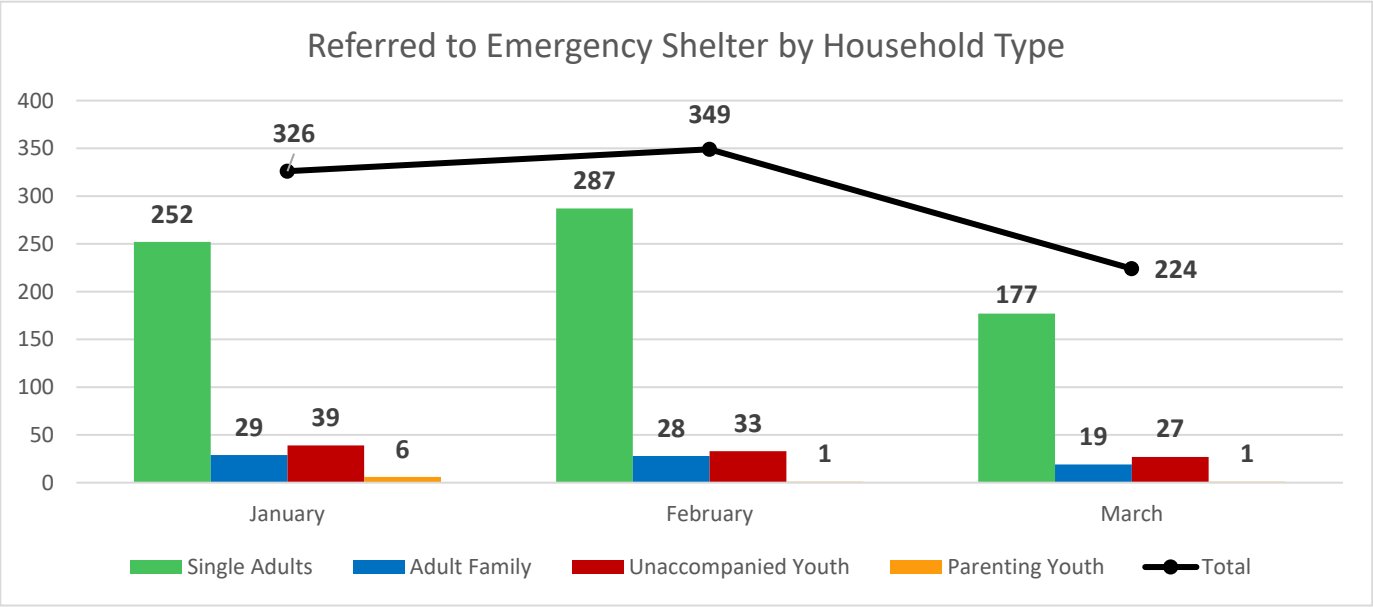


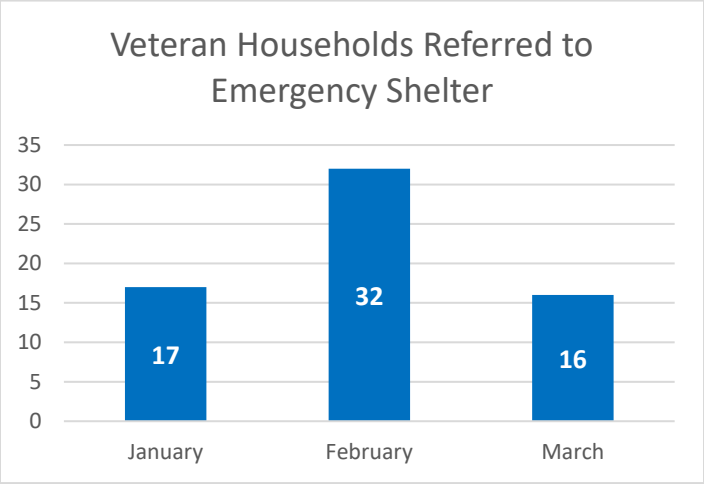


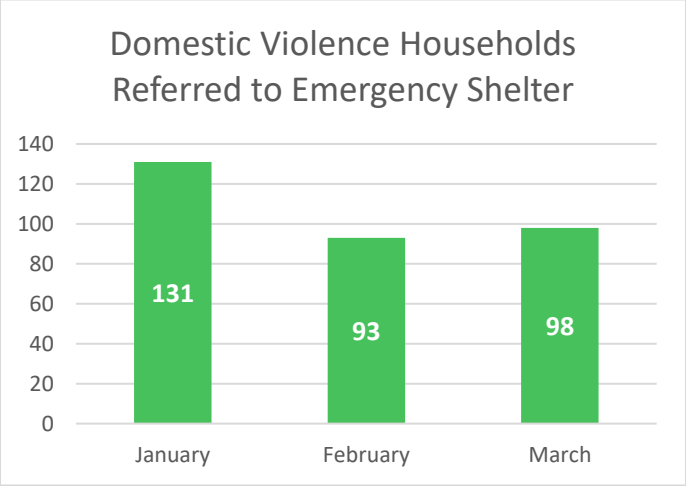




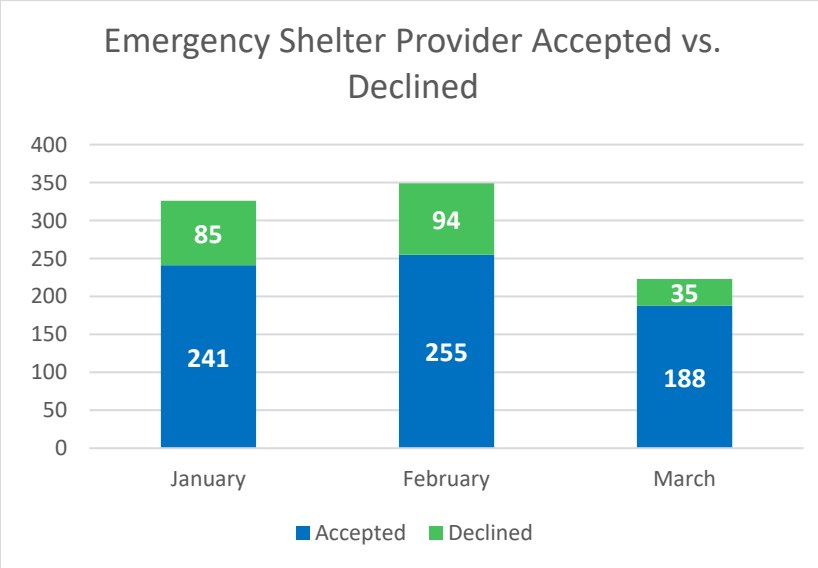
This is an average inclusive of all household types. Length of time can vary case by case. Please call to complete your assessment.







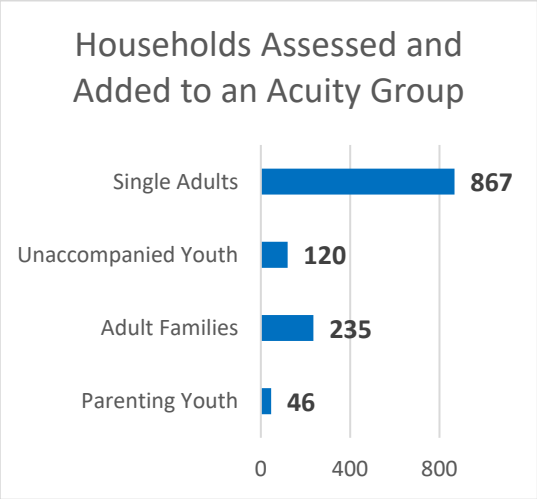
May not be inclusive of all DV providers

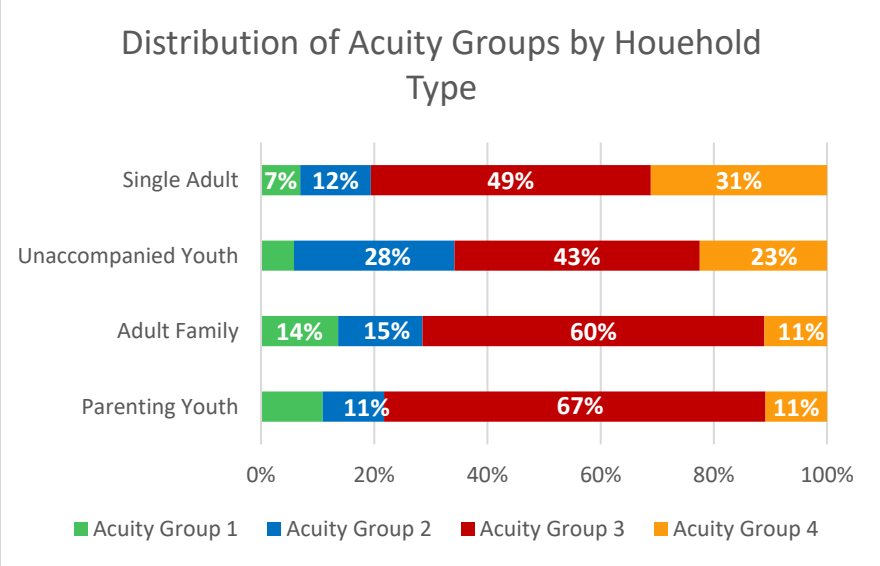


ASSESSMENT AND PRIORITIZATION

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



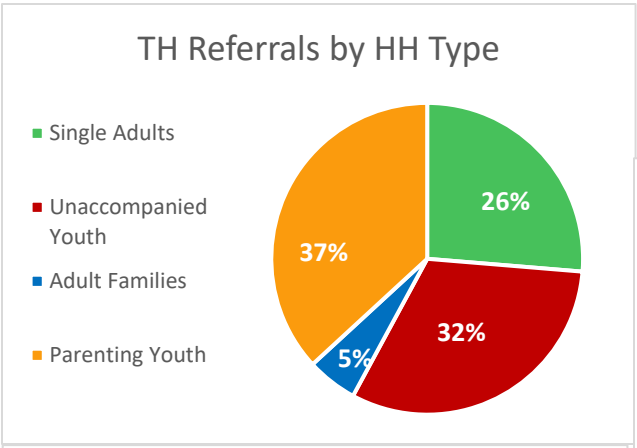


Totals do not include clients who are marked as TBD due to scoring for PSH on the VI-SPDAT. Individuals remain pending until a Full SPDAT is completed

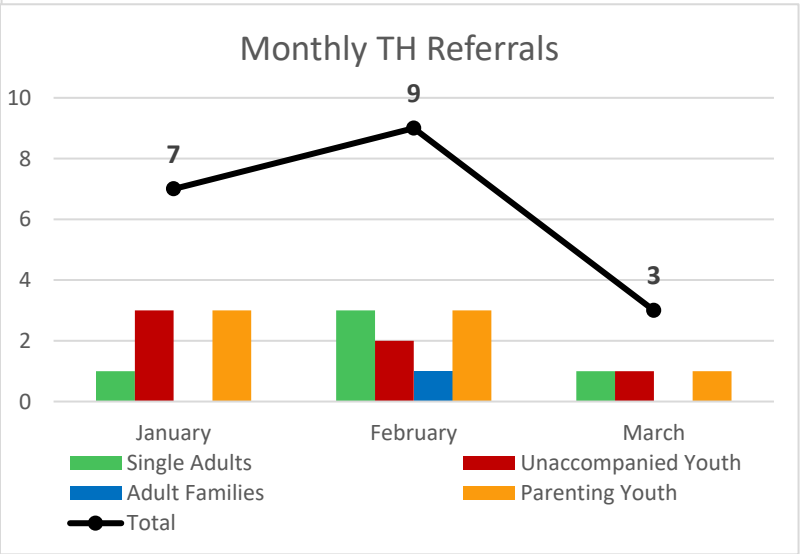
REFERRAL

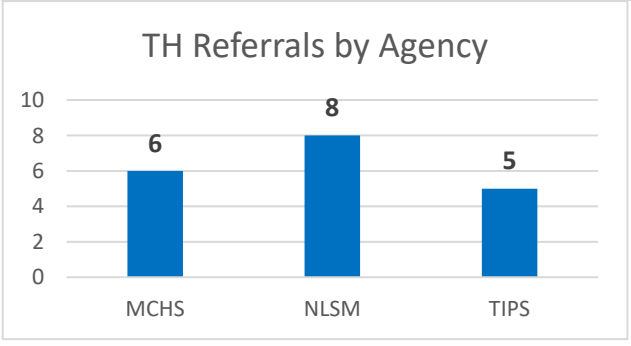
As housing resources become available, CAM prioritizes resources for the most vulnerable clients and refers clients to those resource. This section details the referrals made to housing programs.

Transitional Housing (TH) Referrals

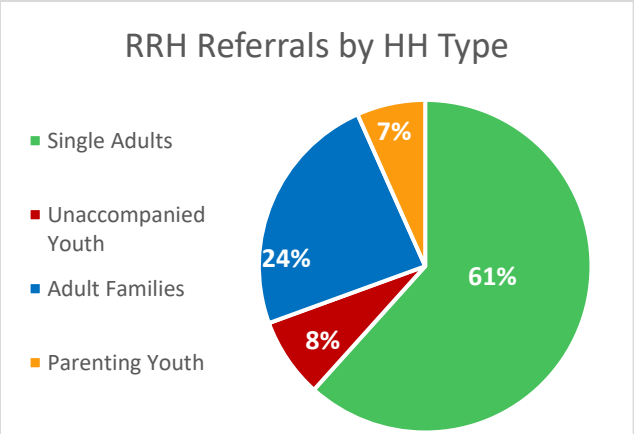


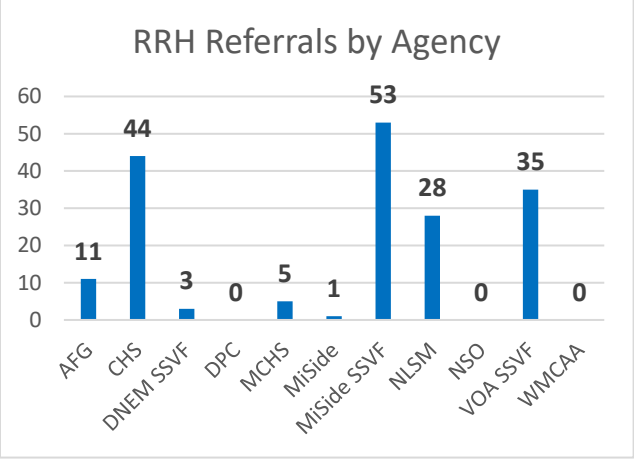
CAM staff referred **19** households to Transitional Housing in Quarter 1 of 2025



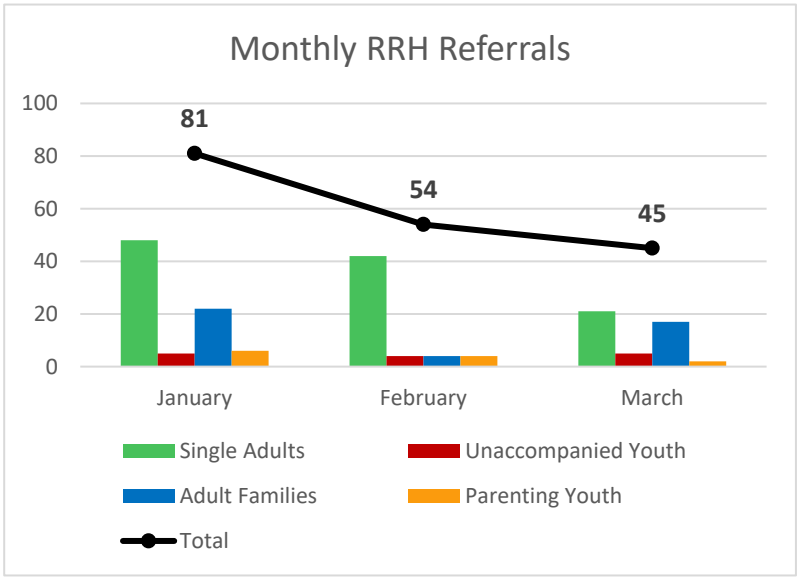


Rapid Re-Housing (RRH) Referrals



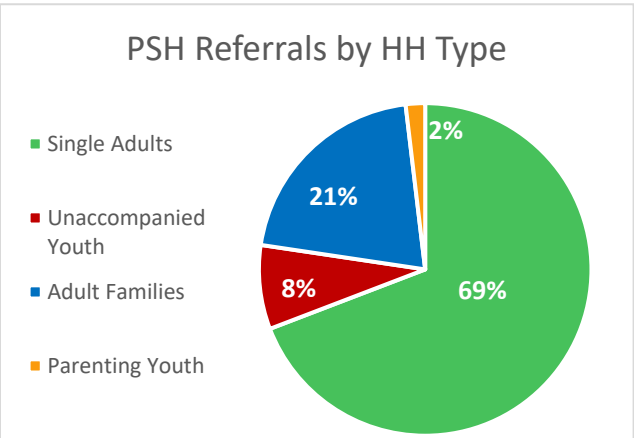


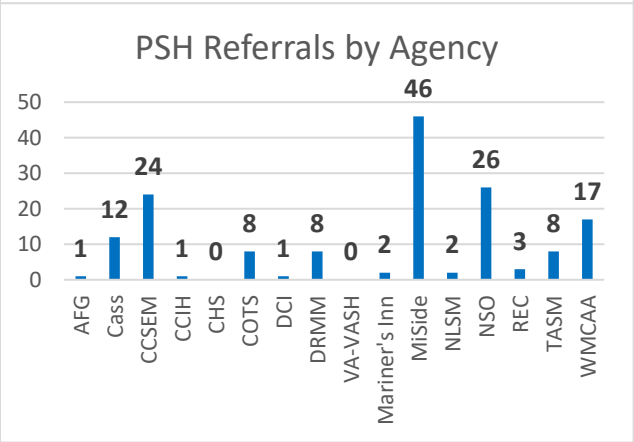
CAM staff referred **180** households to Rapid Re-Housing in Quarter 1 of 2025[1]



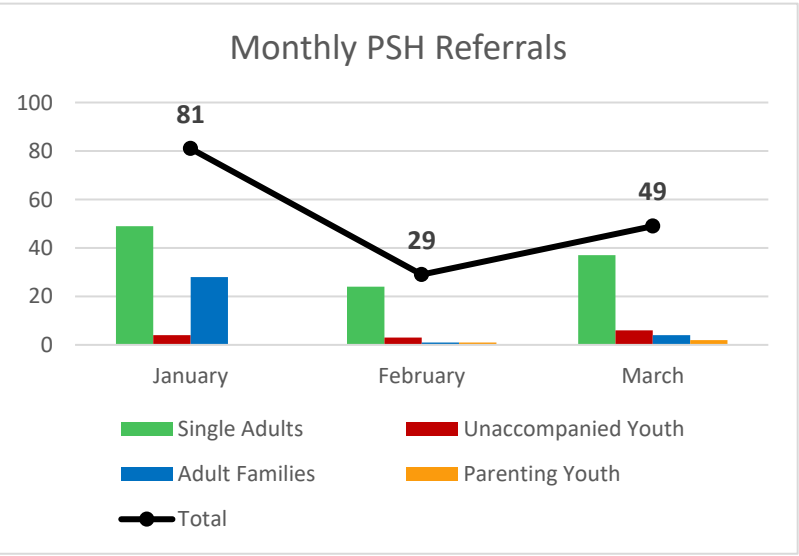
There were 16 security deposit referrals were made to RRH.

Permanent Supportive Housing (PSH) Referrals

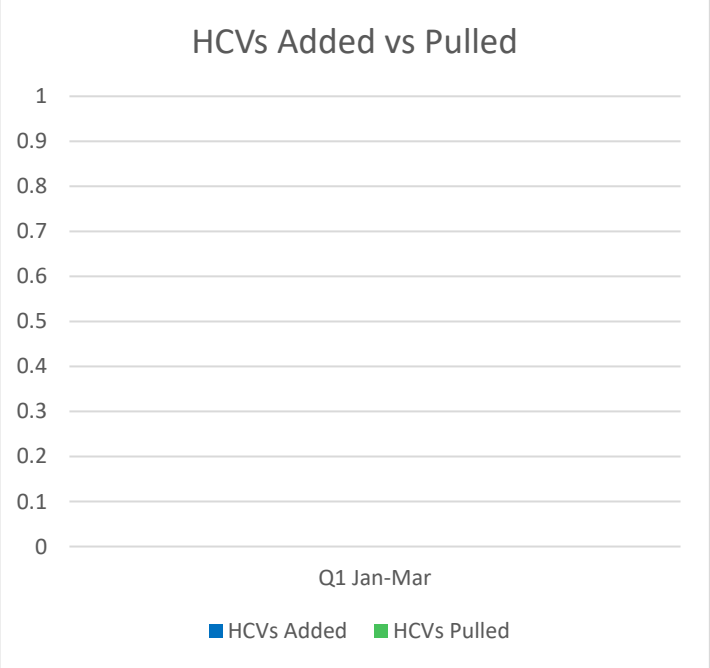
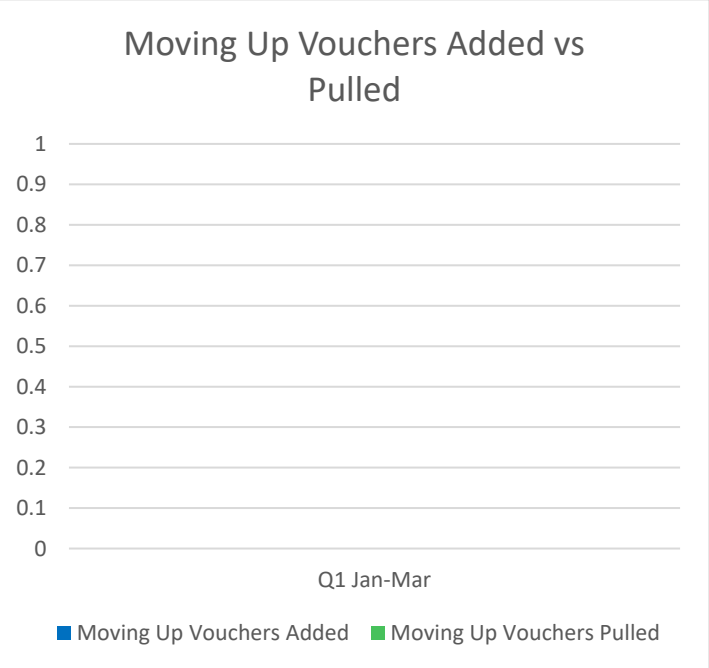




CAM staff referred **159** households to Permanent Supportive Housing in Quarter 1 of 2025



As of July 1, 2024 MSHDA temporarily closed the HCV waitlist. During this period, no new applications have been submitted

CAM added **0** households to the HP-HCV waiting list in Quarter 1 of 2025, and **0** households were pulled

CAM added **0** households to the Moving Up waiting list in Quarter 1 of 2025, and **0** households were pulled