



COVID-19 HOMELESSNESS RESPONSE

This report is designed to provide information and updates on Detroit's system-level response to COVID-19. The report contains data and resources, provides a summary of actions taken, as well as highlights important systems changes.

In the past, these reports have been distributed weekly. However, due to a decline in the prevalence of the pandemic in our system, we have shifted to reporting out on a monthly-basis. In addition to the standard elements of past reports, we will now also be reflecting on lessons we have learned as a system throughout the pandemic.

While this information is being shared with the public monthly, please know that our inter-agency response team continues to meet regularly to address and respond to our system's needs.

System Data

Testing & Alternative Shelter Data

The images below show data related to **COVID-19 testing** and the **occupancy of our Alternative Shelter Sites** (defined in the second image).

We hope to show trends and more in-depth data on a quarterly basis.

Please remember that while we are sharing this data monthly, the homeless response team is regularly reviewing and responding to the information as it becomes available.

(click images to access pdf of report)

DETROIT HOMELESSNESS RESPONSE COVID-19 TESTING DATA

Data and trends are for **September 1 – October 31, 2020**.
Cumulative data is for **March 23 – October 31, 2020**.

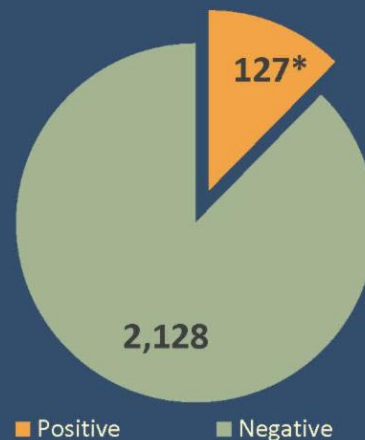


2,650 tests have been conducted since the start of COVID-19 (March 23)*

556 tests were conducted in **September**
698 tests were conducted in **October**

Only 6% of all tests to-date have been positive for COVID-19

***16** of the total positives were veterans
5 were unsheltered persons

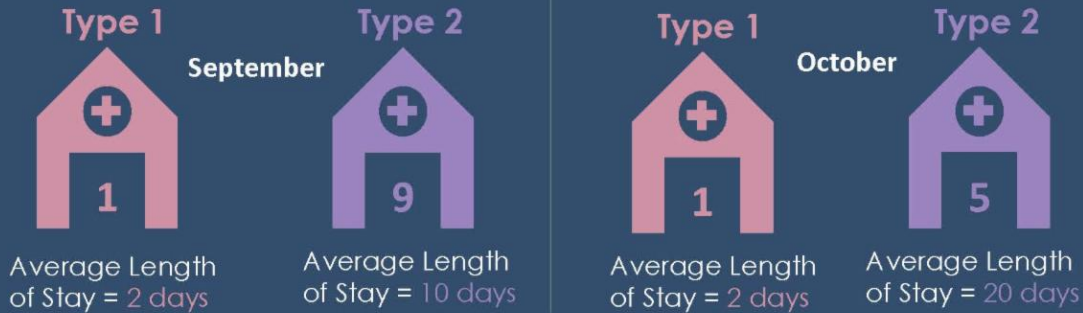


8 total clients tested positive for COVID-19 in the month of **September** and **1** client tested positive in **October**.

COVID-19 ALTERNATIVE SHELTER DATA

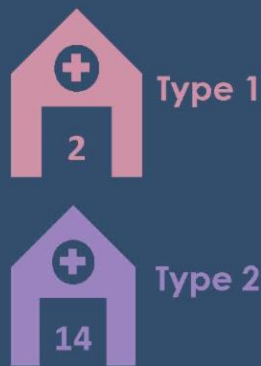
10 total persons served in Detroit's Alternative Shelters* in **Sept.**
6 total persons served in Detroit's Alternative Shelters* in **Oct.**

We saw a **slight increase** in the prevalence of COVID-19 in **Sept.** with it dropping Again in Oct.



These shelters had **0 occupancy** for a total of **13 days** in September and **7 days** in October.

Two alternative shelter sites (also referred to as isolation or interim shelters) were opened in March for COVID mitigation. **Shelter Type 1: Serves people with COVID symptoms awaiting test results. **Shelter Type 2:** Serves COVID positive people while they are quarantined. Detroit also briefly operated a pilot of Shelter Type 3 that served high-risk populations. Shelter Type 3 data will be shared in a future report.*



Persons left Alternative Shelters for the following destinations in **September AND October:**

- Emergency Shelter (13)
- Return to Streets (1)
 - Hospital (0)
 - Family (2)
 - Housing (0)

System Flow & Referral Data

The images below show capacity and referral data for our system.

We hope to show trends and more in-depth data on a quarterly basis.

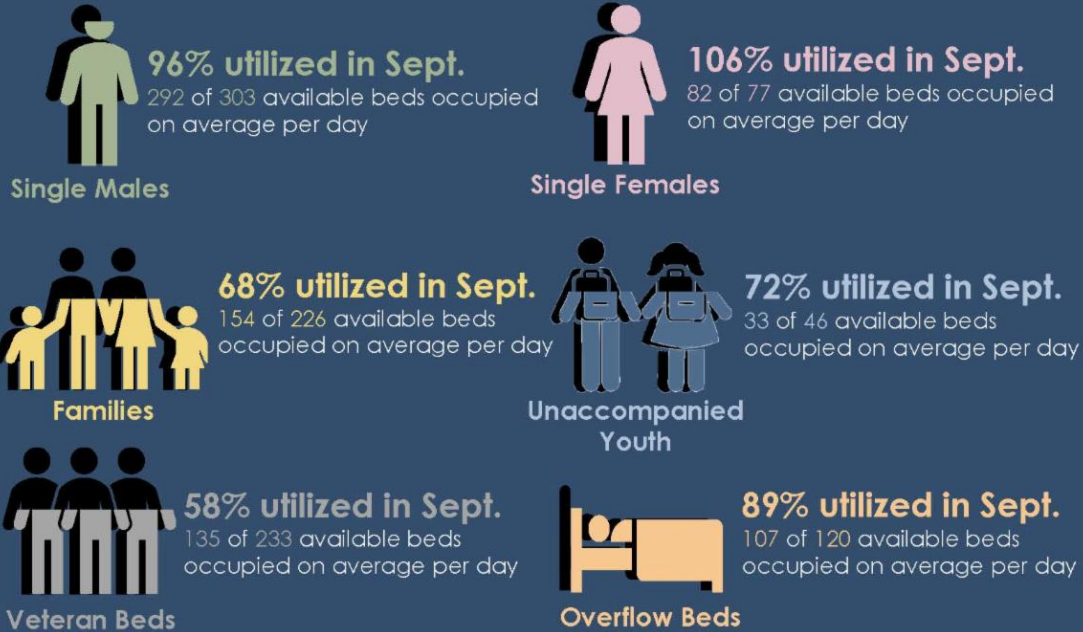
Please remember that while we are sharing this data monthly, the homeless response team is regularly reviewing and responding to the information as it becomes available.

(click images to access pdf of report)

DETROIT HOMELESSNESS RESPONSE EMERGENCY SHELTER FLOW & REFERRAL DATA

Data and trends are from **September 1 – September 30, 2020.**

In September, we operated at **87%** of our system's **Emergency Shelter capacity**.* Below is a breakdown by population type:



3 total shelters had vacant beds go "offline" at some point in September due to COVID-19.

*Notes: 1) Total existing beds & occupancy rates account for reductions in beds due to COVID; 2) Occupancy data for DRMM E. Grand overflow shelter not included because no data was entered in HMIS; 3) Veteran Beds include both Grant Per Diem (GPD) & Contract Residential (CR); 4) HoH stands for Head of Household (below)

276 total shelter referrals in September:



SEPTEMBER HOUSING PROGRAM REFERRAL DATA

Transitional Housing (TH): Provides housing and support services up to 24 months while clients secure permanent housing.

0 youth (Age 18-25) 5 families (HoH Age 18+)



0 single adults (Age 25+)

Grant Per Diem (GPD): TH program serving Veterans.

0 youth (Age 18-25)



10 single adults (Age 25+)

0 families (HoH Age 18+)

Rapid Re-Housing (RRH): Designed to help quickly end homelessness and return to permanent housing by providing rental assistance and wrap-around support services for up to 24 months.

0 youth (Age 18-25)



13 single adults (Age 25+)

11 families (HoH Age 18+)

Supportive Services for Veteran Families (SSVF): Provides homeless prevention and RRH assistance/wrap-around support to Veterans at imminent risk or currently experiencing homelessness.

0 youth (Age 18-25)



10 single adults (Age 25+)

0 families (HoH Age 18+)

Permanent Supportive Housing (PSH): Non-time-limited rental assistance & voluntary support services provided to those experiencing chronic homelessness who have a documented disability.

2 youth (Age 18-25)



40 single adults (Age 25+)

4 families (HoH Age 18+)

Veteran Affairs Supportive Housing (VASH): A PSH program serving Veterans.

0 youth (Age 18-25)



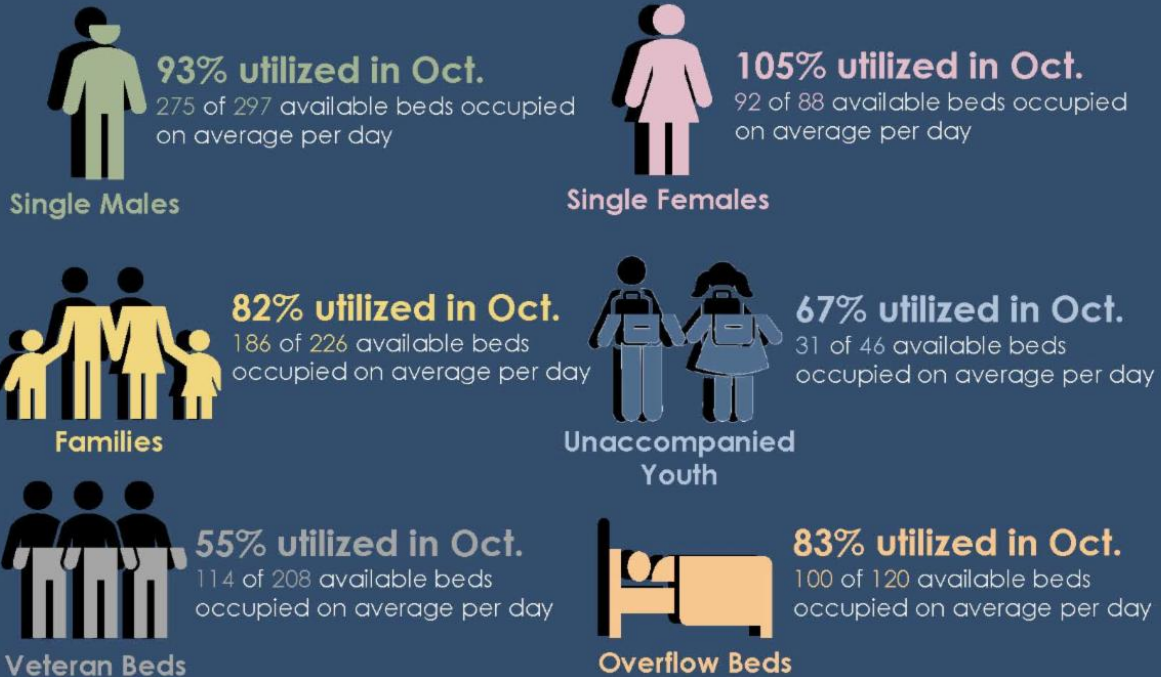
8 single adults (Age 25+)

0 families (HoH Age 18+)

DETROIT HOMELESSNESS RESPONSE EMERGENCY SHELTER FLOW & REFERRAL DATA

Data and trends are from **October 1 – October 31, 2020.**

In October, we operated at **88%** of our system's **Emergency Shelter capacity**.* Below is a breakdown by population type:



6 total shelters had vacant beds go "offline" at some point in October due to COVID-19.

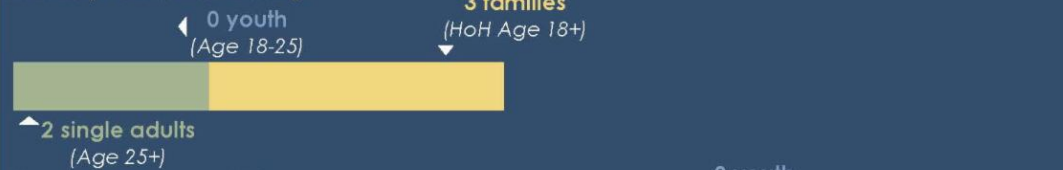
*Notes: 1) Total existing beds & occupancy rates account for reductions in beds due to COVID; 2) Occupancy data for DRMM E. Grand overflow shelter not included because no data was entered in HMIS; 3) Veteran Beds include both Grant Per Diem (GPD) & Contract Residential (CR); 4) HoH stands for Head of Household (below)

350 total shelter referrals in October:

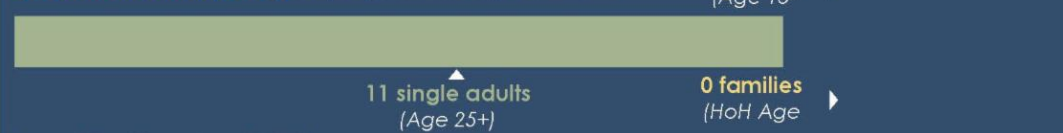


OCTOBER HOUSING PROGRAM REFERRAL DATA

Transitional Housing (TH): Provides housing and support services up to 24 months while clients secure permanent housing.



Grant Per Diem (GPD): TH program serving Veterans.



Rapid Re-Housing (RRH): Designed to help quickly end homelessness and return to permanent housing by providing rental assistance and wrap-around support services for up to 24 months.



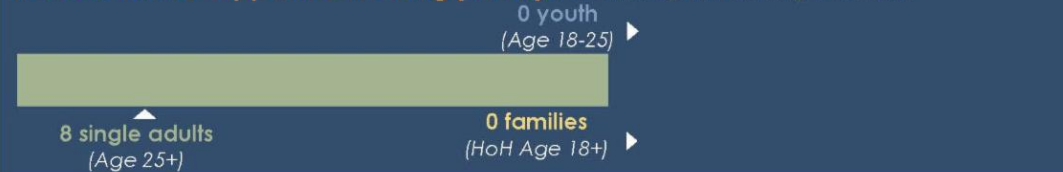
Supportive Services for Veteran Families (SSVF): Provides homeless prevention and RRH assistance/wrap-around support to Veterans at imminent risk or currently experiencing homelessness.



Permanent Supportive Housing (PSH): Non-time-limited rental assistance & voluntary support services provided to those experiencing chronic homelessness who have a documented disability.



Veteran Affairs Supportive Housing (VASH): A PSH program serving Veterans.



Homelessness Response Actions Taken

PPE Distribution



Supplies were distributed to 35 homeless service providers during the months of September and October.

Item	Amount Received	8 Week Need	Met	Gap
Hand sanitizer (gallons)	368	425	87%	13%
Gloves	33,000	40,250	82%	18%
Masks	20,200	32,800	62%	38%
Spray Disinfectant Cleaner (bottles)	218	584	37%	63%
Disposable Gowns	500	1,960	26%	74%
Disinfectant Cleaning Solution	0	584	0%	100%
Disinfectant Wipes	0	813	0%	100%
Hand Soap (2L bottles)	0	744	0%	100%
Lysol	0	543	0%	100%
Facial Tissue	288	N/A	N/A	N/A
PPE Coveralls	1,400	N/A	N/A	N/A
Shower Sheets	1,500	N/A	N/A	N/A

(click image to enlarge)

A special thank you to the

Coordination between the Neighborhood Service Organization, Michigan Department of Health and Human Services, Rock Ventures, Detroit Wick, as well as the City of Detroit Departments of Innovation and Technology, Development and Grants, Fire, Health, General Services, Housing and Revitalization made these supply distributions possible.

Alternative Shelter site staff who help to receive, prepare, and distribute these supplies to our CoC's frontline and congregate homeless service providers.

COVID-19 Testing Strategy Progress

Please take our post COVID-19 testing survey [here](#). This survey will help to improve the COVID-19 testing process in shelters and congregate living facilities

Flu Shots

All emergency shelters should have received a phone call from the Detroit Health Department regarding flu shots distribution. If you haven't received a phone call from DHD please reach out to Lauren Payton at PaytonL@detroitmi.gov

Important System Updates

Warming Center Ramp-Up

Warming centers opened on November 15th. This year's warming centers are:

- DRRM Genesis House II (families): 12900 W. Chicago, Detroit, MI 48227
- Cass Community (families)
- DRMM 3rd St. (single men): 3535 3rd St., Detroit, MI 48201

CAM New hours of operation effective October 10, 2020

- Mon-Fri: 9:00am-6:00pm
- Sat: 10:00am-3:00pm
- Sun: Closed

Waiver Updates

On September 30, 2020, HUD released a [third round of waivers](#) available to CoC funded agencies. The purpose of these waivers is to help prevent the spread of COVID and mitigate the impact of the virus on those experiencing homelessness. The third round of waivers includes both new and extended or expanded waivers.

NEW waivers include:

- Waiving income verification requirements
- Waiving unit size requirements for RRH projects

- Modifying the homeless definition to allow institutional stays of up to 120 days to qualify as homeless (if person came from streets/shelter prior)
- EXTENDED and EXPANDED waivers include:
- Waiver on initial HQS requirements upon move-in
- Waiver for disability documentation for PSH projects
- Waiver requiring monthly RRH case management
- Waiver on FMR requirements
- Waiver on one-year lease requirements
- HAND has provided additional guidance for CoC funded agencies that want to request these waivers. This guidance is available [here](#). For additional questions, contact Amanda Sternberg at amanda@handetroit.org.

Lessons Learned

This Month's Highlight - Communication during COVID-19

This document focuses on communication during the pandemic and is broken into two segments. The first segment celebrates our successes. The second segment takes a critical look at what lessons we should glean from our communication efforts as we move forward.

Lessons learned

1. Utilize language that is accessible, inclusive, consistent, adaptable, and easily shareable;
2. We need to make sure the right voices are at the right tables;
3. Develop and deepen partnerships with external stakeholders;
4. We must be able to adapt and pivot to new and changing information;
5. Our resilience as a system is dependent upon our relationships to each other

[Click here](#) for the full report.



Success Spotlight!

Housing Success for Unsheltered Client

What started as an assessment of a construction site resulted in a person being housed after 20 years of living outside. In May of 2020, the City's Building and Safety Engineering and Environmental Department (BSEED) reached out to the Detroit Police Department's Neighborhood Police Officers (NPO) when they came across a campsite. For over two decades, Ron (pseudonym) slept hidden a few feet away from a busy spot for cars, cyclists, and pedestrians. Secluded in the bushes and trees, he built a home for himself out of scrap wood and tarps. The NPO contacted the City's Housing and Revitalization Department (HRD) and Neighborhood Service Organization's (NSO) outreach team right away due to imminent construction in this area. HRD pulled together various City departments (BSEED, Planning and Development, and Parks and Recreation), NSO, DPD, and the Detroit Riverfront Conservancy to ensure that Ron's site was undisturbed until he was safely relocated before construction began in August.

NSO PATH began working with Ron right away to assess his needs and willingness to be housed. In the past, he would occasionally talk to outreach workers, but never had an interest in housing because he was proud of the house he had built. With City staff helping to eliminate barriers, Ron's case manager was able to help

him start restoring his ID, collect all necessary documents for housing, and connect him to mainstream benefits. She also worked really hard to earn his trust over time. COTS was identified as the permanent supportive housing (PSH) provider and worked closely with NSO to facilitate the housing process.

Through close coordination and open lines of communication, Ron's situation was handled delicately and respectfully by all parties. The Detroit Riverfront Conservancy would reach out with any construction date changes and made sure that Ron's site was not disturbed in any way. His PATH case manager would regularly communicate any paperwork delays and scheduled milestones towards housing. Any issues were trouble shot as they arose with all partners working together towards a solution.

In September, COTS handed Ron keys to his own apartment. Motor City Mitten Mission (MCMM) and other partners helped make his apartment a home with furniture, linens, dishes, and even groceries. Ron even let his PATH case manager take him to get his first cell phone. MCMM has continued to deliver groceries weekly and has helped show him how to use the microwave and the vacuum cleaner since he loves cleaning his new place. He has shared how happy he is with his apartment, even saying it looks like a home in a magazine! Thank you to all involved in keeping Ron safe on his pathway to housing!

Helpful Resources

Unlimited Data Hotspots

- Only available to low-income individuals, not organizations.
- Hotspots are in the Sprint network, soon to be T-Mobile, as well
- Pricing: \$99 for the hotspot and \$15 a month for the service
- To request internet please visit <https://www.human-i-t.org/request-internet>

(Log-in begins at 9:15 a.m.)

MI Bridges Community Partner Trainings Available Online

The Michigan Department of Health & Human Services is providing MI Bridges training for Access, Navigation and Referral partners. [Link](#)

Michigan Humane Society Pet Pantry

The Michigan Humane Society's Pet Pantry program assists hundreds of qualifying low-income families in the metro Detroit area. MHS provides dog food, cat food and pet supplies at no charge to owned pets in an effort to keep animals in their current homes. Visit michiganhumane.org/pet-pantry-program to see if you qualify!

LOCATION: 6175 TRUMBULL AVENUE, DETROIT, MI 48208

HOURS: TUESDAY, WEDNESDAY & THURSDAY 9AM-12PM

Training Opportunities

Services and Outcomes
Tuesday, December 8, 3-4:30pm,
[Register here](#)



Benefits Counseling for Jobseekers Experiencing Homelessness
Thursday, January 7, 2021 10-11:30am,
[Register here](#)

Ongoing CoC-Wide Webinars

The City of Detroit, CAM, CSH and HAND are jointly hosting weekly webinars **every other Friday at 9am** for homeless service providers. The goal of these webinars remains to bring stakeholders together to provide up-to-date information regarding COVID-19, respond to questions, and allow for targeted learning opportunities. *Note: the next webinar is Friday, December 4th.*

You can access shared resources for providers as well as past webinar recording and materials [by clicking here](#).

You can register for the ongoing webinars [by clicking here](#).

If you would like to be added to the webinar invitations please email kaitie@handetroit.org

[Detroit's COVID-19 Webpage](#)