



## 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

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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 **July 1 – July 31, 2020**.  
Cumulative data is for **March 23 – July 31, 2020**.

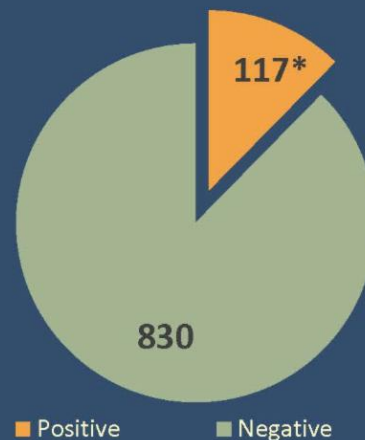


**972** tests have been conducted since the start of COVID-19 (March 23)\*

**114** tests were conducted in **July**

**Only 12%** of all tests to-date have been positive for COVID-19

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



**3** total clients tested positive for COVID-19 in the month of **July**

# COVID-19 ALTERNATIVE SHELTER DATA

**5** total persons served in Detroit's Alternative Shelters\* in **July**

July is the **second month** with a **sustained decline** in the prevalence of COVID-19



Average Length of Stay = 5 days



Average Length of Stay = 9 days

These shelters had **0 occupancy** for a total of **16 days** in July

\*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.



Type 1

Type 2

## Persons left Alternative Shelters for the following destinations in July:

- Emergency Shelter (2)
- Return to Streets (2)
  - Hospital (1)
  - 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.

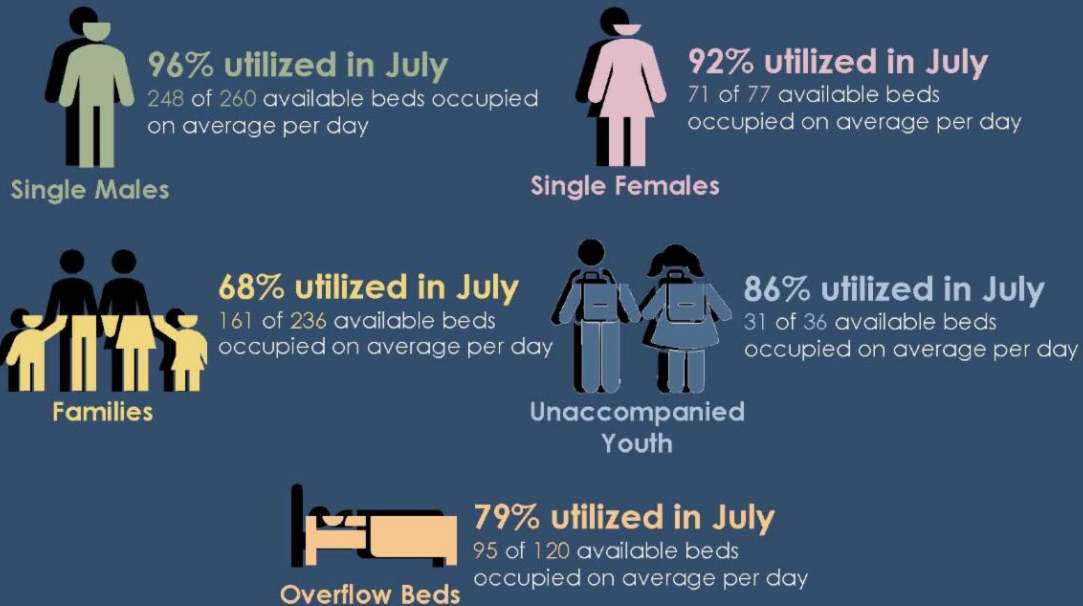
Please remember that while we are sharing this data monthly, the homeless response team is regularly reviewing and responding to the information as it becomes available.

*(click images to access pdf of report)*

# DETROIT HOMELESSNESS RESPONSE EMERGENCY SHELTER FLOW & REFERRAL DATA

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

In July, we operated at **83%** of our system's **Emergency Shelter capacity**.\* Below is a breakdown by population type:



\*Notes: 1) Total existing beds and 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) HoH stands for Head of Household (below)

**388** total shelter referrals in July:



# JULY HOUSING PROGRAM REFERRAL DATA

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

4 Single Adults (Age 25+) 3 Families (HoH Age 18+)

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

13 Single Adults (Age 25+)

**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.

5 Single Adults (Age 25+) 3 Youth (Age 18-24) 7 Families (HoH Age 18+)

**Supportive Services for Veteran Families (SSVF):** Provides homeless prevention and RRH assistance to Veterans at imminent risk or currently experiencing homelessness, including referrals and coordination with appropriate VA & mainstream resources to support stability.

15 Single Adults (Age 25+) 1 Youth (18-24)

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

5 Single Adults (Age 25+) 2 Families (HoH 18+)

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

16 Single Adults (Age 25+)

## Homelessness Response Actions Taken

### PPE Distribution

Supplies were distributed to 39 homeless service provider sites during the month of July. Coordination between the Michigan Department of Health and Human Services, Rock Ventures, Detroit Wick, as well as the City of Detroit Departments of

Item	Amount Received	Monthly Need	Need Met	Gap
Facial Tissue (Boxes)	504	N/A	N/A	
PPE Coveralls	905	N/A	N/A	
Shower Sheets	500	N/A	N/A	
Gloves	24,000	23,800	101%	
Reusable Masks	20,000	19,999	100%	
Hand sanitizer (gallons)	192	256	75%	25%
Disinfectant wipes (containers)	204	479	43%	57%
Lysol (Canisters)	48	322	15%	85%
Disinfectant Cleaning Solution (containers)	2	320	1%	99%
Disposable Gowns	0	2828	0%	100%
Hand Soap (2L bottles)	0	394	0%	100%

(click image to enlarge)

A special thank you to the *Humboldt Interim*

Innovation and Technology, Fire, Housing and Revitalization, General Services, and Health made these supply distributions possible.

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

## Interim Encampment Policy

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The City of Detroit and its homeless response system partners have created [interim policies and procedures](#) to assess health and safety conditions at encampment sites in Detroit's public spaces. This process is intended to keep the vulnerability and needs of those experiencing unsheltered homelessness at the forefront. If health and safety officials determine that conditions pose a risk to encampment occupants, a relocation process would be carried out in partnership with homeless outreach providers and the occupants themselves. This interim policy will be evaluated and reviewed after a 3-month period (starting 7/22/20). Click [here](#) for an at-a-glance summary. For any comments or questions, contact Laura Urteaga-Fuentes at [urteaga-fuentesl@detroitmi.gov](mailto:urteaga-fuentesl@detroitmi.gov).

## Equal Access Proposed Rule Change

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HUD is proposing changes to the Equal Access rule which would harm transgender people experiencing homelessness. The rule change would remove protections meant to ensure the ability to safely access shelter and other HUD funded programs. The CoC and City are committed to protecting equal access for transgender people and encourage you to submit a public comment in opposition to the proposal. You can find additional information as well as a portal to submit comment at [www.housingsaveslives.org](http://www.housingsaveslives.org).

## Gaps Analysis

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[OrgCode](#), the consultant the CoC is working with to complete our CoC's gaps analysis, is seeking assistance from homeless service providers to administer a brief, 4-question, online survey with clients. Client input is key to helping us understand our system's strengths and needs.

If you are interested in assisting, please reach out to Amanda Sternberg at [amanda@handetroit.org](mailto:amanda@handetroit.org).

[Link to Survey](#)

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## RRH & Shelter Survey Responses

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### Shelter Survey

The CoC conducted a survey in July to better understand the barriers and hurdles being faced by individual providers. There were 20 responses and among the top priorities were the following: shelter operations during COVID, identifying best practices for operating, and having technical assistance (TA) one on ones.

### RRH Training Survey

The CoC also issued a survey to RRH providers to identify barriers to servicing clients, to gauge interest in applying for new RRH funds, and to understand training needs.

# Promoting Collaboration between Homeless & Workforce Systems

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The homeless and workforce systems have been working to collaborate and better align our systems to meet the needs of homeless jobseekers. These efforts include providing referrals to Detroit at Work from CAM, working to share data to improve system efforts, and hosting a series of cross-system trainings. More information on upcoming trainings is detailed below in the Helpful Resources Section.

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There were 9 responses total with 5 providers definitely applying in the next funding round.

The training needs identified were progressive engagement, trauma informed care, landlord mitigation, and designing an RRH program grounded in best practices.

**Shelter and RRH Trainings are scheduled for the first week of September.**

- RRH Training Topic – How to Design RRH Projects Based on Best Practices
- Open to anyone – current ESG and CoC providers, interested agencies
- Shelter Training Topic – COVID related Support (keeping people safe in shelter)

## Important System Updates

### Alternative Shelter Location Change

The alternative shelter location is moving from the Salvation Army site in the next month. More information will be shared as things progress.

### Veteran CE & CAM Merge

Historically, the Detroit CoC has operated two different coordinated entry systems for veterans and non-veterans. Work is currently underway to merge these two systems so that all people experiencing homelessness (whether veterans or non-veterans) will follow the same process for accessing emergency shelter and housing resources in the Detroit CoC. Merging these systems will allow the Detroit CoC to be in compliance with HUD and VA mandates, collect and share more consistent homeless data, and have a clearer picture of all resources available to people experiencing homelessness in Detroit.

## Lessons Learned

*This Month's Highlight - Detroit's Unsheltered Response*

(click on images for downloadable PDF)

## UNSHELTERED HOMELESSNESS REPORT

March 23-July 31

# 452 unsheltered individuals

total served by street outreach

Of 85 exits, **65** exited to a **positive destination\***

**59%** exited to **permanent housing\***

\*positive destination includes sheltered locations, such as emergency shelter, permanent housing, motels, nursing facilities, transitional housing, and family/friends; permanent housing includes housing subsidies and permanent placements with family/friends

**COVID-19  
Unsheltered  
Homelessness  
Response**

- 1. COVID containment focus**
- 2. COVID symptom monitoring**
- 3. COVID + hygiene education**
- 4. Basic-needs provision**

## HOW DID WE DO THIS?

Street outreach and street medicine teams joined forces to conduct **daily, health-focused outreach**

- + Coverage **7 days a week** across **all of Detroit**
- + Regular, ongoing **data collection**
- + **Unprecedented collaboration** between all outreach & street medicine teams
- + Access to **additional resources** (hygiene, food, etc)



**43** total unsheltered individuals served in alternative shelters\*



**5** tested positive for COVID-19

**26%** were chronically homeless

**35%** were first time homeless

**46%** exited to a positive destination (e.g. shelter, housing)

**DEFINITIONS:** Type 1: Served people with COVID symptoms awaiting test results | Type 2: Served COVID positive people | Type 3: Pilot for high-risk people working on permanent housing

\*Special criteria allowed individuals without COVID-19 symptoms to be tested and served

## SYSTEM GAPS

We are working to address the following gaps identified during the pandemic:

- + transportation to shelter
- + alternative options for those asked to relocate due to health and safety concerns
- + after-hours shelter access issues
- + expedited housing process
- + mobile COVID testing
- + increased collaboration with police, substance use, and mental health partners

# HEALTH ASSESSMENT DATA ANALYSIS

April 23- July 31

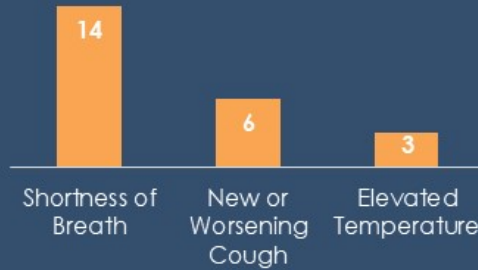
**194 health assessments\*** were conducted by Outreach and Street Medicine teams from **April 23 to July 31**

\*Health assessments capture COVID symptoms, risk factors, and access to hygiene/sanitation at each encounter with an unsheltered individual

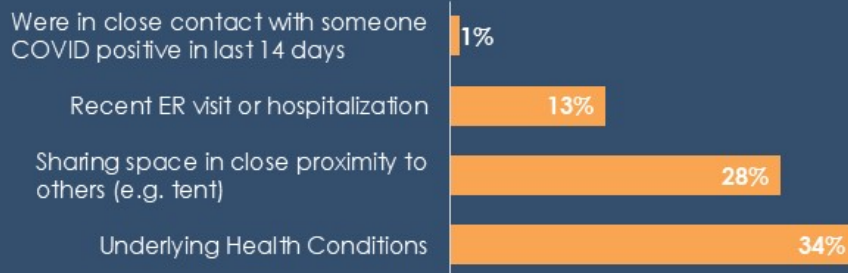
**24% were over the age of 60**



**12% had COVID-type symptoms**



**Other Risk Factors: 34% had underlying health conditions**



**68% increase in access to hygiene + sanitation** after portable toilets + park bathrooms opened after May 22



66% of unsheltered individuals were in the **Downtown + Corktown-Woodbridge areas**



**38%** accepted shelter

**Top 4 reasons for declining shelter**



**31%** negative shelter experience

**20%** safety concerns

**20%** substance use/mental health concerns

**9%** working on housing

**THANK YOU to the implementation partners:** Alternatives for Girls, Cass Community Social Services, City of Detroit, Coordinated Assessment Model, Covenant House, Covenant Community Care, Detroit Phoenix Center, Homeless Action Network of Detroit, Motor City Mitten Mission, MSU Detroit Street Care, the NOAH Project, Neighborhood Service Organization, Ruth Ellis Center, WSU Street Medicine Detroit

Click [here](#) to connect an unsheltered person with an outreach team.

**Questions?** Contact [Laura Urteaga-Fuentes](#), City of Detroit / University of Michigan Homelessness Policy Fellow

## Helpful Resources

### Guidance on Case Management Ratios

HUD, in partnership with CSH, recently released [this guidance](#) on best practices for client-to-case manager ratios. The ratios vary depending on population served and type of program. Providers are encouraged to review this resource and consider how well their program aligns with these ratios.

### High Acuity: Transition from Short-term to Long-term Subsidy

HUD recently provided [this guidance](#) for providers and CoCs to consider when

servicing high-acuity clients in short-term subsidies, including a helpful list of “dos and “don'ts” to consider when looking to transition clients to long-term subsidies.

## Resources for Programs Serving School-Age Children & Youth

NAEH recently provided [this guidance](#) for homeless service providers working with school-age children and youth, and how to support academic success this coming school year in the midst of COVID-19.

### Upcoming Training Opportunities

#### *Cross-System Learning: Homelessness and Workforce Systems 101*

Tuesday, September 15, 3-4:30pm

[Register Here](#)

This training will provide an overview of each service system, services available and how clients access those services. Attendees will gain an understanding of what they and clients can expect when making referrals and seeking services. The training will also include interactive breakout sessions for service providers to network and discuss how our systems can better partner together to support homeless jobseekers.

#### *Clinical Methods to Support Employment Outcomes*

Thursday, October 8, 10-11:30am,

[Register here](#)

#### *Systems Work Better Together: Enhancing Coordination Among Public Systems to Support Homeless Jobseekers*

Thursday, October 29, 3-4:30pm,

[Register here](#)

#### *Advancing Racial Equity in Employment Services and Outcomes*

Tuesday, December 8, 3-4:30pm,

[Register here](#)

#### *Benefits Counseling for Jobseekers Experiencing Homelessness*

Thursday, January 7, 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 this Friday, September 11th.**

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](mailto:kaitie@handetroit.org)

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