**Agency:** Southwest Counseling Solutions

**Grant:** ESG (2015-2016) Shelter

**Reporting Term:** 7/1/2016 – 7/31/2016

**ACCESS**

**CALLS**

|  |  |  |
| --- | --- | --- |
| **MONTH** | **TOTAL INCOMING CALLS (24 HRS – 7 DAYS)** | **TOTAL CALLS ANSWERED****M-F 9-5PM** |
|  |  |  |
| **7/1/2016 – 7/31/2016** | **9,906** | **4,157** |

**REFERRALS**

|  |  |  |  |
| --- | --- | --- | --- |
| **REASON** | **TOTAL REFERRED**  | **FAMILY SHELTER** | **SINGLE SHELTER** |
|  |  |  |  |
| **SHELTER PLACEMENT**  | **315** | **95** | **220** |
|  |  |  |  |
| **PREVENTION (7/1/2016-7/31/2016)** | **52** | N/A | N/A |

**ASSESS**

**SPDAT ASSESSMENTS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **FULL SPDATS COMPLETED** | **FAMILY SPDAT** | **SINGLE SPDAT** | **SCORED NO SERVICES** | **SCORED RRH** | **SCORED PSH** |
| **140** | **29** | **111** | **0** | **71** | **69** |

**ASSIGN**

**REFERRALS –**

|  |  |
| --- | --- |
| **REASON** | **TOTAL REFERRED**  |
|  **RAPID REHOUSING (RRH) 7/1/2016-7/31/2016** | **1** |
|  |  |
| **REASON** | **TOTAL REFERRED**  | **# of Chronic** | **# of Veterans** | **# of Families** |
|  **Permanent Supportive Housing (PSH) 7/1/2016-7/31/2016** | **27** | **3** | **0** | **0** |
| **Percentage** |  | **%11** | **%0** | **%0** |

|  |  |
| --- | --- |
| ESG ACTIVITY  | STAFF RESPONSIBLE  |
| ACCESS | CAM CALL CENTER STAFF (insert name from BSR here) |
|          Incoming Calls to 313-305-0311         Referrals for Shelter         Referrals to Street Outreach (starting 2015)         Referrals for ESG Prevention |
| ASSESS | CAM Case MANAGER/ Assessment Staff (insert name from BSR here) |
|          VI-SPDAT and Full SPDAT Assessments          Coordination at Emergency Shelters         Navigation for RRH and PSH |
| ASSIGN | CAM INTAKE staff (insert name from BSR here) |
|          Tracking All Assessment Recommendations          Referring for RRH          Referring for PSH |