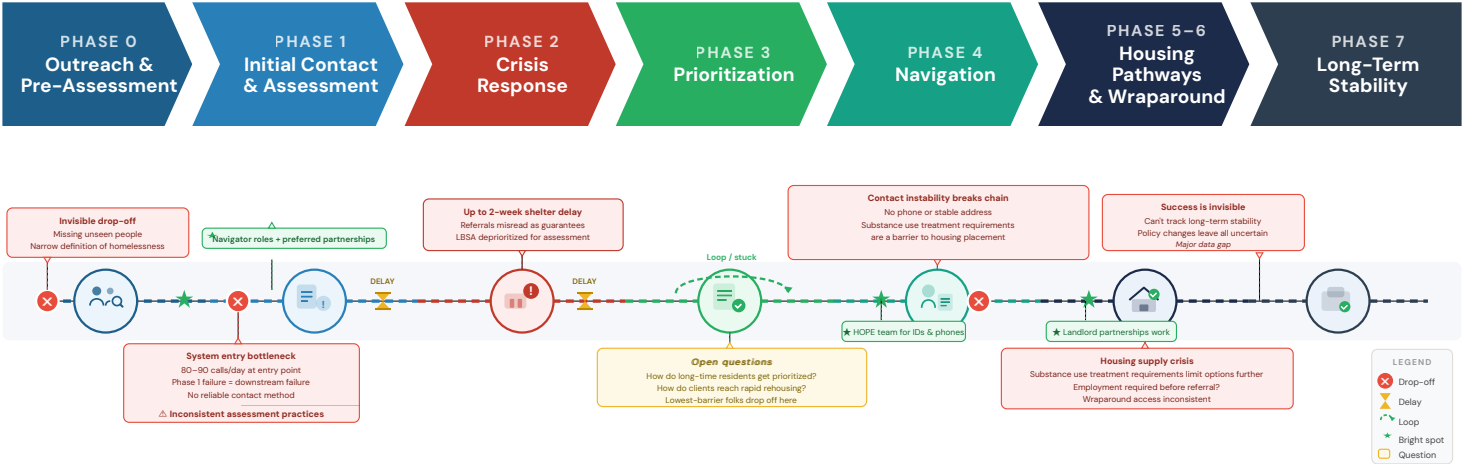


Durham Homelessness System: Client Journey

Lowest-Barrier Single Adult — Where clients drop off, get stuck, and what works



OVERARCHING THEMES — SPANNING ALL PHASES

Data vs. dignity

Accurate data collection vs. preserving humanity — a tension across every phase

Capacity is the ceiling

Staff overextension limits what the system can do at every stage

Prevention before crisis

People arrive who could have been diverted. Early intervention is underfunded

Contact instability

Lost phone, lost address — the most common reason clients fall off at transitions

Success is invisible

Tracks who enters but not who stays housed. No visibility = no learning

NEEDED ACTIVE SUPPORTS AT EVERY PHASE

Diversion

Redirect before deeper system involvement

Ensuring stabilization

Maintain safety while navigating system

Office hours

Accessible touchpoints for questions & needs

Community case management

Continuity across every transition point

DATA AVAILABILITY ACROSS THE JOURNEY

✓ DATA WE HAVE

Crisis scores, by-name list (Phases 0-2)

Note: Case notes often incomplete — coverage and quality vary by worker

▪ PARTIAL VISIBILITY

Housing placements, some outcomes (Phases 3-5)

✗ DATA MISSING

Long-term stability, sustained housing, true drop-off rates (Phases 6-7)

⚠ If Phase 1 fails, it becomes very difficult to recover the client downstream.