



Detroit Continuum of Care (CoC) January Board Meeting

Jan 8, 2024



HOMELESS ACTION NETWORK OF DETROIT



Welcome!

For the meeting:

Everyone will be muted upon arrival

Please **self-mute** when you are **not speaking** to minimize background noise.

Guests- Please **Do not participate in the polls released for voting.**

Board Members- You have the ability to unmute yourself so you can participate

Please share your video if technology allows!

There will be a public comments section today

To help you prepare in advance, please see the following rules/ suggestions:

- Public comment will happen at the end of the meeting
- Public comment will be limited to three (3) minutes per individual.
- Public comment is for the board to hear what is going on in the community. The COC Board is here to listen and cannot guarantee any responses, answers, or action during public comment.
- Once someone has made public comment, if they would like to discuss their public comment further, COC Board members and staff from HAND, City of Detroit, and/ or CAM are willing to continue conversation in breakout rooms.
- When giving public comment, please refrain from using abusive language or attacking individuals.
- If you are interested in giving public comment today, please let us know in the chat or send a private message to Dr.Gerald Curley.



ANNOUNCEMENTS

- Preparing for 2024
- Committee Recruitment update



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Detroit Continuum of Care | 2024 Board Calendar at-a-Glance

*Purpose: to provide the CoC Board with an overview of the major areas of Continuum-level work they will engage in throughout the year. **Much of this is tentative.***

		Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	
Board Meetings		8th	5th	4th	1st	6th	3th	8th	5th	9th	7th	4th	2nd	
General Membership Meetings		16th		19th		21st		16th		17th		19th		
Funding and Resources.	City ESG & CDBG	TIMELINE TBD												
	MSHDA ESG								APPLICATION IS DUE					
	FY2022 CoC Competition		EVAL CRITERIA	RANKING POLICIES		TENTATIVE LOCAL COMPETITION		TENTATIVE APPLICATION TO HUD (NUMEROUS VOTES FROM BOARD)						
	Veteran's SSVF	SSVF APP OPEN		SSVF APP DUE										
	PSH Review										FUNDING ROUND			
Data and Reporting.	Longitudinal System Analysis (LSA)	DUE												
	System Performance Measures (SPM)		DUE											
	Housing Inventory Count (HIC)	PREP		AGENCY COLLABORATION & DATA ENTRY (DUE DATE TBD)										
	Point-in-Time (PIT) Count	AGENCY COLLABORATION & DATA ENTRY									TENTATIVE 2025 PIT PLANNING & PREP			
	ESG-CV Data Upload	Ended Dec 31,2023				DUE			DUE					
	CAPER						Jul 2023 – Jun 2024 REPORTING PROCESS			DUE				
	MSHDA Exhibit 1						DUE							
	Pay for Performance	TIMELINE TBD												
	Annual State of the Homeless Report--		TENTATIVE PREPARATION			TENTATIVE RELEASE								
System Work.	Governance Charter	TBD												
	Strategic Plan			Final Plan approval			WILL LAST THROUGH THE REST OF 2024							
	CAM Implementation	CAM In-person Access Points Launched	Re-establish ongoing CAM Governance structure, review and approve CAM P&Ps		Ongoing CAM Implementation									
	Board Elections	ONBOARDING									2024 APPLICATION PROCESS		ELECTIONS	
	Winter Preparedness--	WARMING CENTERS ACTIVE			TENTATIVE RAMP DOWN					PLANNING AND RAMP UP				
	Program Monitoring					Monitoring the CoC Competition								
	Youth Homelessness Demonstration Program	PROJECT & CCP IMPLEMENTATION												

Racial Equity Work

TBD



CONSENT AGENDA

Candace Morgan, EC

***Do you vote to
approve the
December 2023
Board Meeting
minutes?***



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TIER 1 (ONE) PRIORITIES



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CAM Transition Update

Scott Jackson



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CAM
DETROIT

CAM Overview and Transition Updates

DETROIT COC BOARD | 1/8/2024

What is CAM?
What is its role
in the
homelessness
response
system?

Coordinated Assessment Model

CAM is an **important piece of the homelessness response system**, but it is **not the whole** CAM is the Coordinated Entry system for Detroit, Hamtramck, and Highland Park

"Front door" to the homeless system

Connects people experiencing homelessness to available resources in the homelessness response system



What is Coordinated Entry?

“Coordinated entry is a consistent, streamlined process for accessing the resources available in the homeless crisis response system. Through coordinated entry, a CoC ensures that the highest need, most vulnerable households in the community are prioritized for services and that the housing and supportive services in the system are used as efficiently and effectively as possible...”

*Established (1) **access** points use a standardized (2) **assessment** process to gather information on people’s needs, preferences, and the barriers they face to regaining housing. Once the assessment has identified the most vulnerable people with the highest needs, the CoC follows established policies and procedures to (3) **prioritize** households for (4) **referral** to appropriate and available housing and supportive services resources.”*

- HUD Coordinated Entry Core Elements

Coordinated Entry Core Elements

Access

Provide a streamlined, centralized process for people experiencing or at risk of homelessness in the Detroit CoC to **access** homelessness services. Access occurs through a ***telephone-based call line*** and ***in-person access sites***.

Assessment

Use a **standardized process** to gather information on household's vulnerability, needs, preferences and barriers using the CoC's designated **assessment tools**. These tools help to determine what housing and services interventions best suit the household's needs and immediate situation.

Prioritization

Prioritize resources for the most vulnerable households with the highest needs as identified through the assessment process. The **prioritization criteria**, established in the CAM policies and procedures, are designed to match households with the most appropriate resources available.

Referral

Connect people to qualifying resources as they become available. Housing programs request referrals from CAM when they have vacancies in their program. CAM staff then refer the next household on the prioritization list to the requesting program.

Purpose of Coordinated Entry

“Ideally, coordinated entry can be the framework that transforms a CoC, from a network of projects making individual decisions about whom to serve, into a fully integrated crisis response system.” - HUD Coordinated Entry Core Elements

Differences in Focus Before and After Implementation of Coordinated Entry

BEFORE COORDINATED ENTRY IMPLEMENTATION	AFTER COORDINATED ENTRY IMPLEMENTATION
<p><i>Should we accept this person into our project?</i></p> <ul style="list-style-type: none">• Project-centric• Different forms and assessment for each organization or small subgroup of projects• Project-specific decision-making• Ad hoc referral process between projects• Uneven knowledge about available housing and service interventions in the CoC’s geographic area	<p><i>What housing and service assistance strategy among all available is best for this household?</i></p> <ul style="list-style-type: none">• Person-centric• Standard forms and assessment used by every project for every participant• Community agreement on how to triage based on the household’s needs• Coordinated referral process across the CoC’s geographic area based on written standards for administering CoC assistance

HUD CE Rollout Timeline

2012

- CoC & ESG Interim Rules

2014

- PSH Prioritization Notice

2015

- Coordinated Entry Policy Brief

2016

- Updated PSH Prioritization Notice w/ new Chronic Definition

2017

- Coordinated Entry Notice

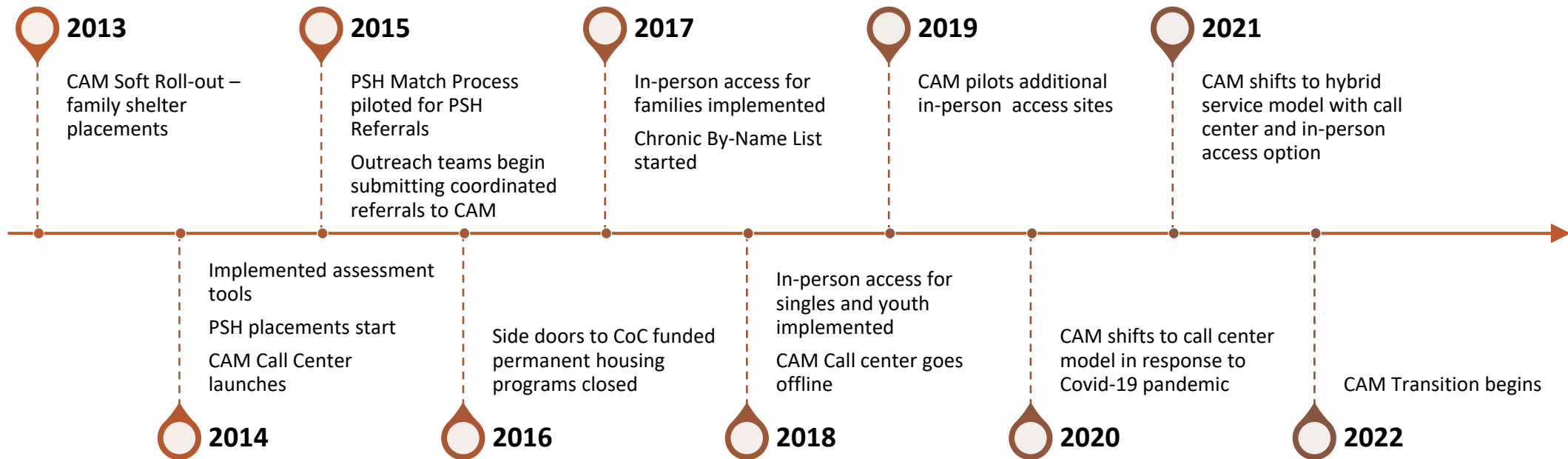
2018

- CoCs to establish or update CE process by 1/23/18

2019

- 2020 HUD Data Standards and CE Elements Released

Detroit CoC CE Implementation Highlights



CAM Transition Milestones

September 2022

Southwest Counseling Solutions announces decision to relinquish its role as CAM Lead Agency

October 2022

CAM Transition Team forms out of CAM Governance Committee to oversee and coordinate transition

January 2023

RFQ released for 4 CAM components – Access In-person, Access Call Center, Back-office, and Lead Agency

May 2023

CoC General Membership Selects HAND as the CAM Lead Agency
General Membership designates the CAM Transition Team the authority to work with HAND and the City of Detroit to finalize and approve a plan for call center services to be provided by Wayne Metro and in-person and back-offices services to be provided by the City of Detroit.

July 2023

CAM Transition Team approves revised plan for Wayne Metro to provide call center and in-person access services and for HAND to provide back-office services under HAND as CAM Lead Agency

August 14, 2023

CAM operations begin transitioning to new partners

September 1, 2023

Official transition date to new CAM Lead Agency and Implementing Partners

September 2023 – Present

Wayne Metro providing call center services; HAND providing back-office and lead agency services
Working through operational challenges and establishing roles and responsibilities

January 2024

CAM In-person Access Sites officially launched
New shelter access prioritization process to be piloted

CAM Transition

New Partners



CAM Lead Agency &
Back Office



CAM Access

Access to Additional Services



Detroit Housing Resource Helpline

Continuing Partners

CAM Navigation



Street Outreach Teams





CAM
DETROIT

CAM Implementing Partners



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**CAM Lead Agency &
Back Office**



Wayne Metropolitan
Community Action Agency

CAM Access



CAM Navigation



Street Outreach Teams



What does
CAM do?

Access

Navigation

Prioritization & Referral
(Back-office)



ACCESS- CAM Phone Line & In- person Access Sites

Diversion


- Problem-solving approach to help people seeking shelter identify safe, immediate alternative housing arrangements
- Not a barrier to shelter
- Shelter capacity is extremely limited and may not be best possible resource at time of engagement
- Resources
 - Greyhound tickets to stay with family or friends
 - Grocery or gas cards to stay with family or friends
 - Possible assistance with 1st month and security deposit

Emergency Shelter Referral

- Based on shelter availability which changes daily
- Space is extremely limited
- Able to stay until housing crisis is resolved

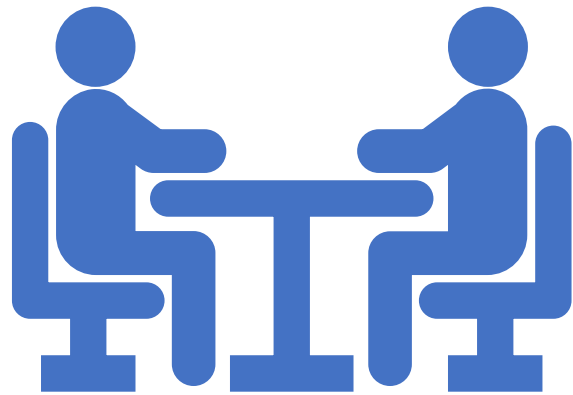
Street Outreach Referral

- Teams that work with individuals or families that are staying unsheltered



What can I expect when I contact CAM?


- Detroit Housing Services and CAM Screening
- Diversion/Problem-Solving Conversation
- Possible referral to shelter or outreach services depending on availability
- Follow up after shelter placement by Navigation team



Resource Navigation

- A navigation team will meet with you while staying in shelter or unsheltered
- A conversation will happen to understand your situation and determine your needs
- The conversation helps to determine which potential resources may best fit your needs
- Being honest during the conversation increases the chances of being referred to the best resource available
 - Nothing reported during the conversation will deny you placement on a housing waitlist
- Navigation teams are committed in helping you become housing ready

Housing Resource Prioritization & Referral


- Housing resources are given to those with the highest needs first based on the assessment
 - Rapid Re-Housing
 - Housing assistance with case management
 - Time Limited/short-term
 - Unit of your choice
 - Permanent Supportive Housing
 - Housing assistance with supportive services for longer term needs
 - No time limit
 - Unit of choice or previously identified units
- 

Housing Resource Prioritization & Referral

- Transitional Housing
 - Housing with supportive services meant to bridge the gap between homeless situation and housing
 - Time Limited/temporary
 - Unit of choice or agency building with other clients
 - Detroit only has youth and DV-specific transitional housing
- Housing programs report openings to CAM, and CAM refers households based on reported availability

Referral to a housing program is not guaranteed





When/Who should I contact CAM?

- In need of a safe place for the night
- CAM representative will need to speak with client directly
- Resident of or staying in Detroit, Hamtramck, or Highland Park



How do I
contact
CAM?

If you need a safe place to stay for the night:

Phone Number: 313-305-0311

Open: 8:00 am-6:00 pm Monday – Friday

For general questions or to partner with CAM
email info@camdetroit.org

For additional information visit camdetroit.org

In-person sites coming early 2024 - More
information to come soon!

CAM Challenges, Opportunities & Transition Next Steps

- System Capacity & Resource Availability
- Coordination and Partnership
- Solidifying access service model and process
- Data Quality and Reporting
- Evaluation
- Centering PWLEH
- Governance and Oversight
- Integrating additional resources and cross-system partnerships
- Sustainability

Key Staff Contacts

HAND

Scott Jackson
Coordinated Entry Manager
sjackson@handetroit.org

Ed Cieslak
Coordinated Entry Operations
Manager (Back-office)
ecieslak@handetroit.org

Wayne Metro

Claudia DeVerna
Director of Supportive
Housing & Homeless Services
cdeverna@waynemetro.org

Katina Hedrick
Assistant Director of
Coordinated Entry - CAM
khedrick@waynemetro.org

CHS

Matthew Tommelein
Coordinated Entry Programs
Manager
mt1@chsinc.org



Strategic Plan

Safiya Merchant (no slides)





Buersmeyer Manor Amendment

Candace Morgan (no slides)



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CHS Shelter Housing Placement RRH

Matt Tommelein, Julia Janco



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RRH: Sheltered Housing Placement (SHP) Program

2023 Outcomes & Lessons Learned

CoC Board Meeting 1.8.2024

Matt Tommelein (CHS), Julia Janco (City of Detroit)

SHP Program Overview

What is SHP & how is it different than standard RRH?

SHP - Program Overview



- **Timeline:** Developed in collaboration with community partners in **2022**; first referrals Nov 2022
- **Provider:** CHS
- **Program Type:** RRH program specific to households with HCV vouchers
- **ESG/CDBG/CDBG-CV Funding:** \$580k (Nov 2022 - March 2024); \$307k (2024)

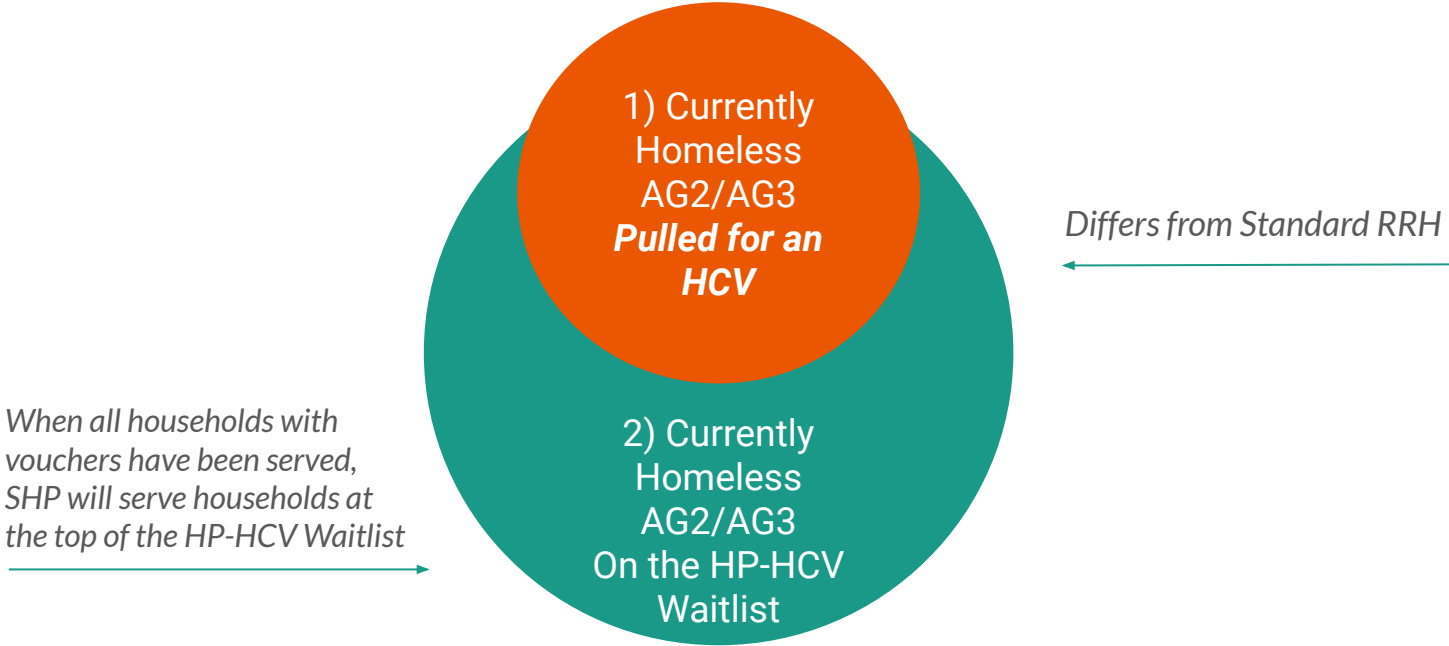
Program Goals

Increase HCV lease-up rates

Move folks out of shelter quickly

Assist households in navigating the voucher process

SHP Target Population Prioritization



Standard RRH vs SHP



Standard RRH	SHP RRH
Serves AG2 & AG3 households	Serves AG2 & AG3 households <i>w/ an HCV voucher or at the top of the HCV waitlist</i>
Provides case management services & up to 24 months of rental assistance	Provides housing case management and Security Deposit assistance to lease households up with vouchers
Households may continue to receive ongoing case management services after lease-up	Households do not receive ongoing case management after lease-up with voucher

Program Outcomes

What successes are we seeing with SHP? How do these compare to Standard RRH?

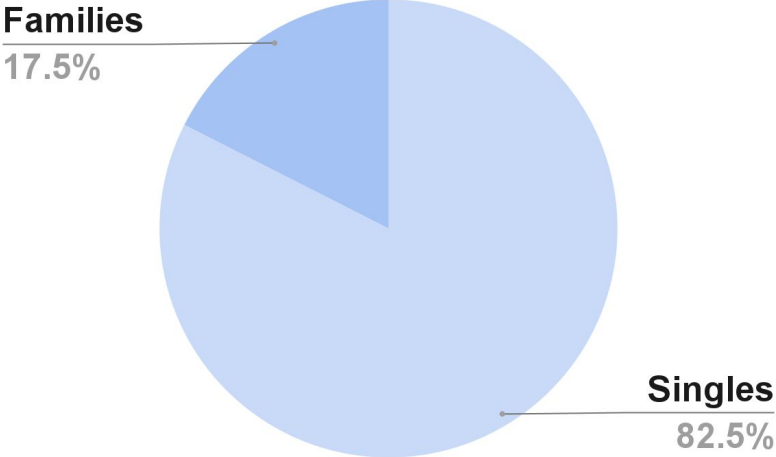
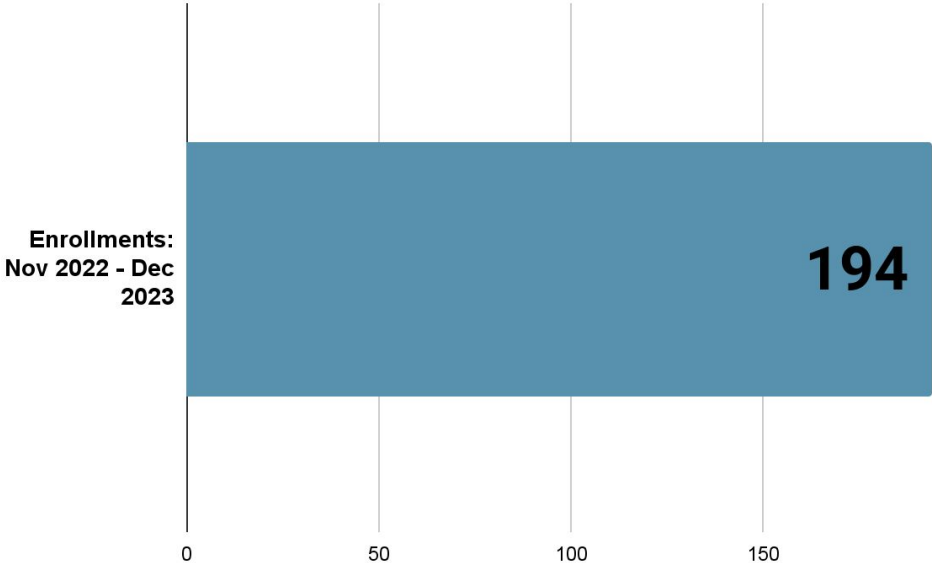
Qualitative Accomplishments



Through this program, CHS has built relationships to better share data, increase communication, and create new processes to support clients

- **PHA/CoC ROI Generation:** Generated a PHA/CoC ROI to streamline lease ups by sharing documentation
- **Weekly Client Updates:** Providing weekly client-level updates from RPI
- **Physical Packet Pickup:** Created a new process to pick up packets from PHA & deliver to clients
- **GoSection8 Software Utilization:** Leveraged GoSection8 software to identify households approved for units and advocate for extensions
- **Universal Voucher Extension Form:** Created a universal Voucher Extension Form to streamline / advocate for extensions

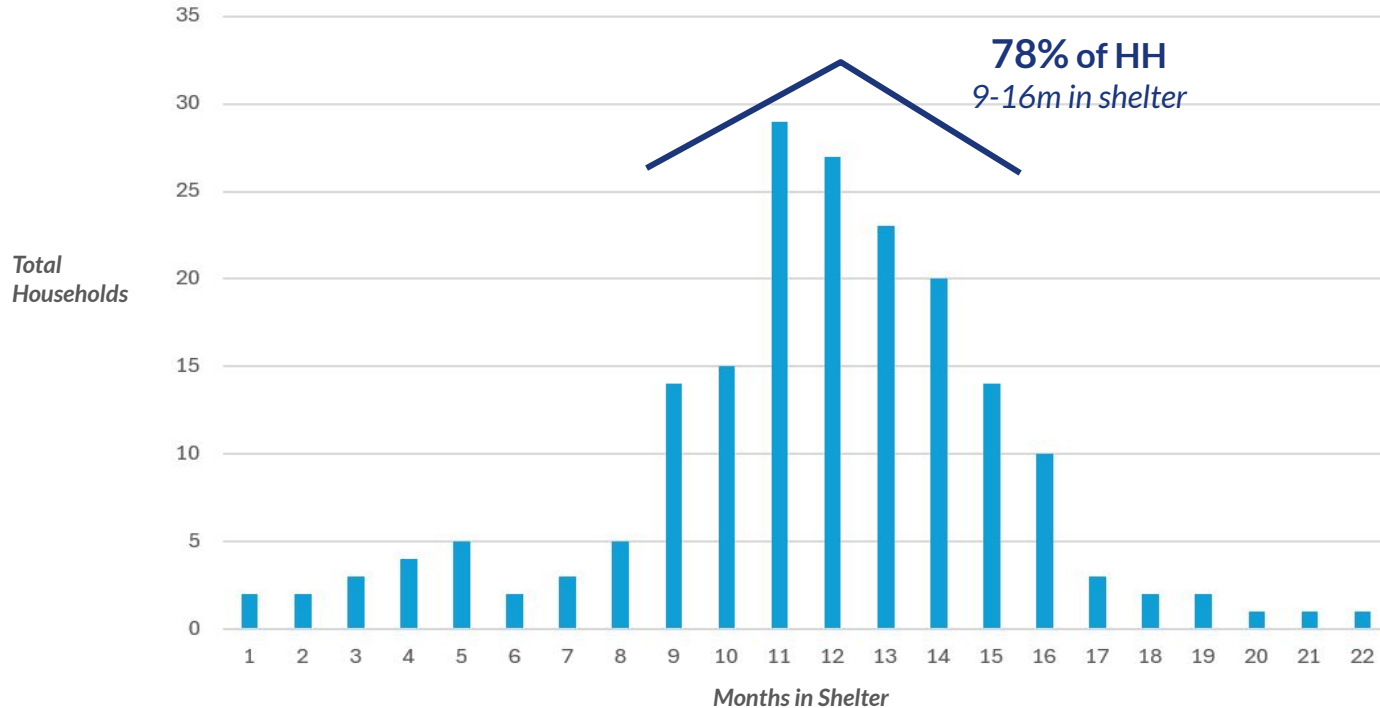
SHP: Population Demographics



Summary:
SHP enrolled 194 households in 13m. The majority (83%) of SHP households are singles.

SHP: Population Demographics

SHP Households: Total Months in Shelter

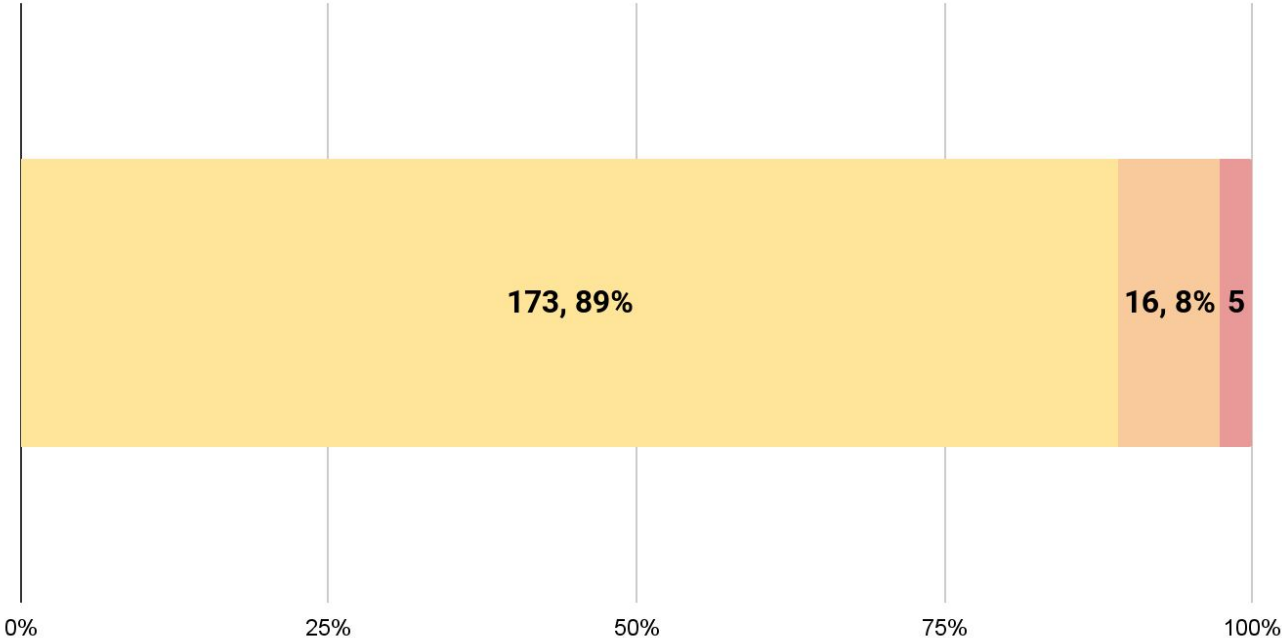


Summary:
The vast majority of SHP households (78%) had between 9 and 16m in shelter. 13% had less than 9m in shelter.

SHP: Lease-Up Data

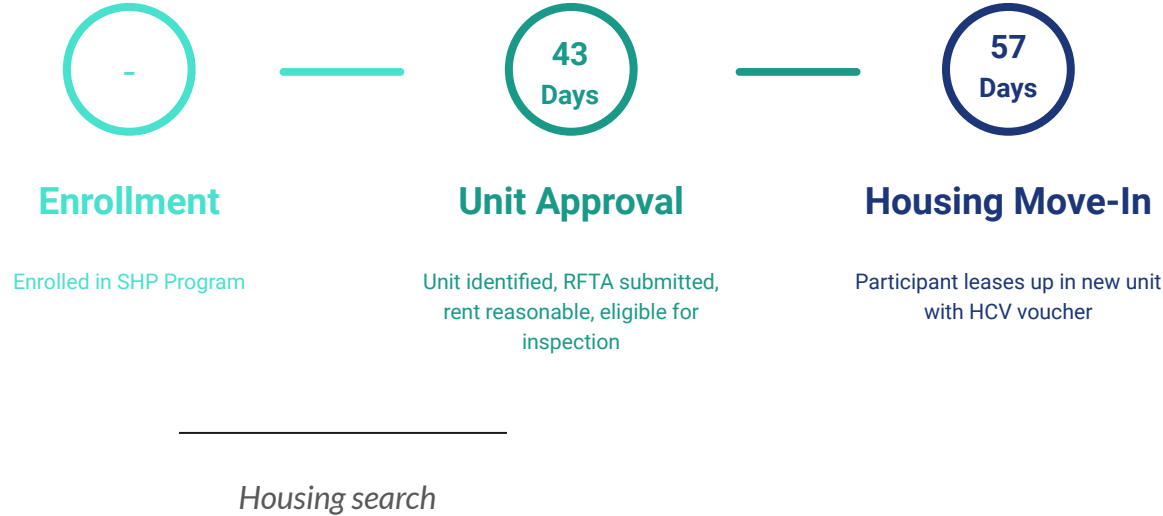


■ Leased Households ■ Enrolled, not yet leased ■ Exit



Summary:
Nearly 90% of enrolled participants have leased up to date, and an additional 8% remain open in the program. 2% exited

SHP: Lease-Up Data



Summary:

On average, it's taking SHP households **57 days** to move-in to housing after initial enrollment.



A note on data



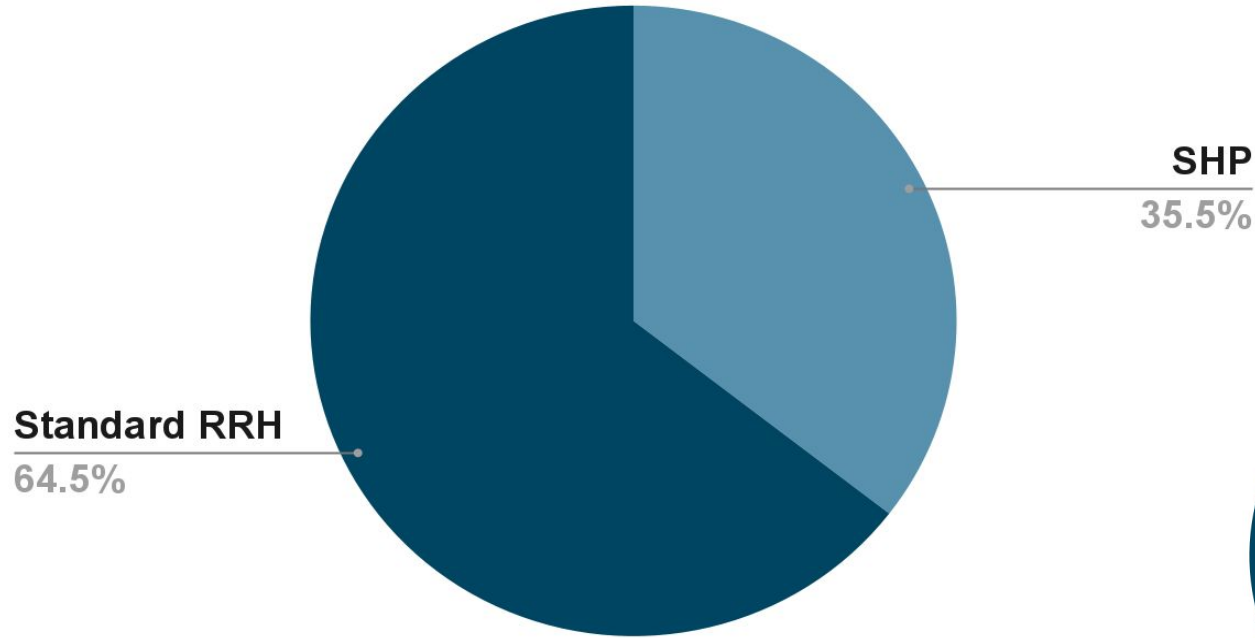
- *Please Note: the numbers used on the following slides are **estimates for the general 2023 time period**, but don't align perfectly due to variations in contract terms, reporting periods, and data availability*

Standard RRH vs SHP: ~*2023

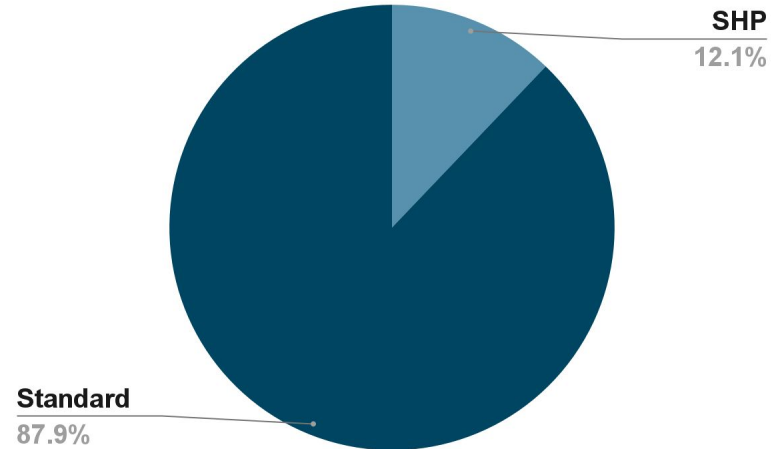
Standard RRH <i>*does not include SSVF (Veterans)</i>	SHP RRH
~\$4.2m CoC and ESG/CDBG	~\$580,000 in ESG/CDBG/CDBGCV <i>(SHP encompasses ~ 12% of the annual RRH budget)</i>
367 total enrollments	194 total enrollments <i>(35% of all RRH enrollments were SHP)</i>
313 leased up households	172 leased up households <i>(35% of all RRH lease-ups were SHP)</i>

**Note these numbers are estimates for the general 2023 time period, but don't align perfectly due to variations in contract terms, reporting periods, and data availability*

All RRH Lease-Ups



SHP encompassed ~12% of the RRH budget but ~35% of the RRH lease-ups



Summary & Next Steps

Overview of what we've learned & what comes next

SHP: Summary



Increase HCV lease-up rates

We don't have MSHDA data to confirm this yet, but we do know that:

~89% of SHP households have leased up to-date

PHAs have slowed voucher pulls due to how smoothly the process has run compared to years past

Move folks out of shelter quickly

Taking on avg **57 days** from enrollment to lease-up

Assist households in navigating the voucher process

~3 FTE case management dedicated to households with vouchers

Created new processes - such as a streamlined ROI, new packet pickup process - to streamline the complicated voucher process

What's next



- *Tracking SHP households after exit* - ensure that folks are able to remain stably housed with vouchers
- How can we advocate for *more voucher data*, to better project how to use SHP moving forward?
 - Ex: 2024 voucher pull projections
- How do the successes of SHP influence how we think about our *Standard RRH programs?*



Questions? Comments? Concerns?

We'd love to hear your thoughts & feedback



Introduction of 2024 Board Members

Candace Morgan



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PUBLIC COMMENTS



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Public Comments

Look over the rules and suggestions for public comments again:

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Public Comments

<https://www.youtube.com/watch?v=iHdviZkM7S4>

3:00





Thank you for coming!

Our next CoC Board Meeting is Monday, Feb 5, 2024