CAM CHANGES ARE COMING.....

New Agencies

CAM Lead Agency (HAND)

Responsibilities: System and partners oversight, coordination, evaluation, and communication. Managing referrals, prioritization, and HCV

CAM Access Points: Wayne Metro
Responsibilities: Day-to-Day operations
of access points which includes staffing
for intake, assessments, and
shelter/overflow referrals

CAM Back Office Services: HAND

Responsibilities: Managing and fulfilling PH vacancy requests, implementing prioritization factors, managing HCV requests, managing CAM data

Additional Services through DHS Helpline Integration



Utility Assistance



Legal Services

Phased Rollout

Limited Services - August

no phone based assessments when engaging via the call center. Triage, diversion, shelter and overflow referrals only.

Full Phone Services: September
Phone based assessments to resume

Phone and In-Person Assessments-November

In-person access sites will open up in late fall.

CAM RAMP DOWN (SW) and RAMP UP (WM & HAND) PERIOD

shelter will be routed phone assessment)

Limited CAM staffing from 8/11/28 -8/25 due to orientation, training, and systems transfer

305 CAM LINE CAM LINE FORWARDING & SHORTEN LIMITED **HOURS ON 8/11 SERVICES WILL BEGIN** THE CAM Line (313-305-0311) Callers to will have 313-305-0311 will shorter hours automatically be on 8/11 due to forwarded to the a SW **Detroit Housing** company-wide HelpLine. Calls will be event. More answered by WM. details to

8/14/23

8/11/23

DHS SERVICES

TRIAGE

LIMITED CAM SERVICES 8/28/23

Callers will be

assessed for housing and other assistance (legal and utility assistance) through DHS integration. Callers needing

to CAM staff.

Upon arrival, shelter Diversion efforts will be conducted. If diversion is unsuccessful,

SHELTER ACCES

AND DIVERSION

callers will be

referred to shelte or

overflow only (no

via email. Shelter

availability varies.

should enter the household into HMIS so that an assessment can be scheduled for the household. CAM Staff will perform assessments on

entries.

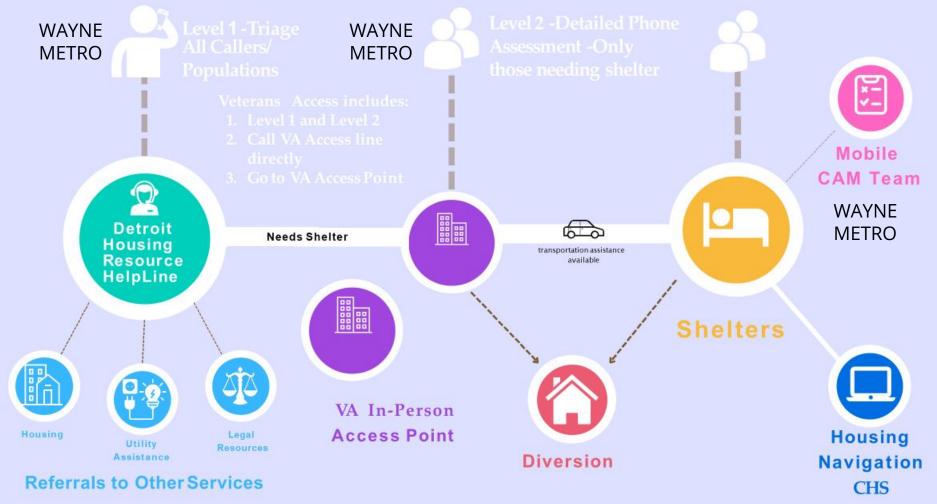
SHELTER ENTRY

FULL CAM PHONE SERVICES RESUME

Upon opening for

business on 8/28, full CAM phone services will be available. Shelter referrals will occur in HMIS and

CAM staff will perform phone assessments before referral to shelter. those with HMIS



CAM SERVICES BEGINNING ON 8/28/2023