

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

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

8/11/23	8/14/23	DHS SERVICES	LIMITED CAM SERVICES	LIMITED CAM SERVICES	8/28/23
<p>CAM LINE SHORTEN HOURS ON 8/11</p> <p>THE CAM Line (313-305-0311) will have shorter hours on 8/11 due to a SW company-wide event. More details to come.</p>	<p>305 CAM LINE FORWARDING & LIMITED SERVICES WILL BEGIN</p> <p>Callers to 313-305-0311 will automatically be forwarded to the Detroit Housing HelpLine. Calls will be answered by WM.</p>	<p>TRIAGE</p> <p>Callers will be assessed for housing and other assistance (legal and utility assistance) through DHS integration. Callers needing shelter will be routed to CAM staff.</p>	<p>SHELTER ACCESS AND DIVERSION</p> <p>Diversion efforts will be conducted. If diversion is unsuccessful, callers will be referred to shelter or overflow only (no phone assessment) via email. Shelter availability varies.</p>	<p>SHELTER ENTRY</p> <p>Upon arrival, shelter should enter the household into HMIS so that an assessment can be scheduled for the household. CAM Staff will perform assessments on those with HMIS entries.</p>	<p>FULL CAM PHONE SERVICES RESUME</p> <p>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.</p>

WAYNE
METRO



Level 1 -Triage
All Callers/
Populations

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Level 2 -Detailed Phone
Assessment -Only
those needing shelter



Mobile
CAM Team

WAYNE
METRO

Veterans Access includes:

1. Level 1 and Level 2
2. Call VA Access line directly
3. Go to VA Access Point



Needs Shelter



Referrals to Other Services

CAM SERVICES BEGINNING ON 8/28/2023