



# CAM Transition Update

*June 21, 2023*



HOMELESS ACTION NETWORK OF DETROIT

# Outline

- Welcome
- Access Site Recommendations
- CAM Decision Points – CAM Number
- CAM Decision Points – CAM Brand
- SWS CAM Updates

# Service Planning – Decision Points

<b>In-Person Access (Locations, Populations, etc)</b>	<b>Process</b>
<b>CAM Number</b>	<b>CAM brand (name, website, etc)</b>

# **ACCESS POINTS SITES**

# Access Point Sites

## Notes

Received 7 applications from 5 agencies

2 Sites for Families – Cass (79%) and WM. Cass was able to provide access point for all hours including weekend

5 Single Applications – MVF scored the highest (94%) but their budget was not realistic. NOAH (82%). The rest (WMCAA East, WMCAA West) of the applications tied at 80%

-Recommendation to have an access point at CASS, NOAH, 3rd will be determined by a site visit-

-Would like to do a site visit at WMCAA east and west to see what better fits our needs

# Access Point Sites

## Notes

- MVF scored higher because of the absence of substantiated grievances but their budget is too high
- CASS scored lower due to the amount substantiated grievances they had
- Concerns about CASS that may arise in the community were the eviction of Taura Brown, concerns about their shelter (the city has monitored, and they have made improvements), management has also been an issue. City employees will staff CASS AP
- The site visits that will need to be visited do have extended hours compared to NOAH
- Those selected need to be an access point for 12 months and need to give a 3 months notice if they do not want to be an access point anymore
- Per Robert's Rule the vote does pass for CASS as an AP, though individuals still have concerns and want further discussion
- Individuals requested for more time and discussion regarding these site decisions and want to consider a later ramp up date for these sites to ensure we are being thoughtful and thorough in our decisions
- As of now the vote stands, we will look into Roberts Rule if there is an option to rescind, we will let the group know
- A poll will be sent out via email regarding the single adult AP sites and other motions

# CAM PHONE

- Discussion next week regarding the CAM phone line
- Review the slides as there will be a vote regarding the phone line

# What will happen to 313-305-0311?

- RFQ Language: The entity selected to operate the call-line will be expected to retain the same CAM call number (313-305-0311) if the new agency's call technology will allow for the porting of that number.
- Data & Tech Committee relaunched June 5<sup>th</sup> and added Wayne Metro & COD DHS representatives to the committee.
- What Data & Tech Committee have been discussing:
  - Wayne Metro will not use Vonage – they have a comparable system called 8x8
  - **It is important to keep the 313-305-0311** existing CAM phone line *for some period of time*.
  - The **313-305-0311** will *eventually be phased out* in order to point people to one line for housing services. This line is the **Detroit Housing Services Help Line @ 866-313-2520**
  - Wayne Metro will obtain the existing phone line by having it ported over for use in the new CAM call center. Date of porting dependent on other parts of the system being operational



## Phone Line – Plan to Phase out 313-305-0311

	PHASE 1	PHASE 2	PHASE 3
ACTIVITY	313-305-0311 will be in use; <b>Caller will hear greeting &amp; be connected to Wayne Metro</b>	313-305-0311 will be in use; <b>Caller will hear a message indicating line is being phased out; Caller will be connected</b>	313-305-0311 will NOT be in use; <b>Caller will call 866-313-2520</b>
IDEAL DATE(S)	Week of 8/28/23 (9/1/23 – is that Friday)	TBD	TBD
DURATION	No less than 3M No more than 6M	No more than 3M	N/A
CONSIDERATIONS	Need rebranding/ marketing to accompany the phases	Need rebranding/marketing to accompany the phases	Need rebranding/marketing to accompany the phases
DEPENDACIES	In Person Access Sites Open; Wayne Metro staff trained	TBD	TBD

## **Data & Tech Committee Next Steps (not limited):**

- Respond to questions and suggestions from the CAM Transition Team
- Obtain support from Cam Transition Team for phased approach related to use of existing CAM line - via next meeting on 6.28.23
- CSH to provide TA through sub –committee of Data & Tech to continue to flush out additional details for the phone line operations. They will be looking at prompts, phone tree, workflow, etc....
- Wayne Metro & Southwest to work with Vonage to start process to port the phone number
- Wayne Metro will work with HAND & COD to ensure there is a plan to transfer data from 8x8 system to Salesforce
- Convene a meeting with Communications Sub Committee to coordinate on relevant steps to ensure success of the phases approach

# CAM Phone Line Considerations

## What are people saying :

- Waiting on the phone for ranges from 1-6 hours
- Many clients elevate that it took them days of waiting to get referral to shelter
- CAM saying they will call a client and never following up
- Prompts confusing – unsure what to press to get the help needed
- Will sometimes wait and then realize didn't press the correct prompt and have to wait longer; Would like an option to speak to an operator to receive assistance with selecting the correct prompt
- Sometime will boot the client from the call and they have to start the process over again
- Hours too narrow
- Need more staff Clients shared difficult experiences they undertook to have the means to call CAM (finding a location that would allow them to charge their phone while they waited for access, having to borrow someone's phone, having to get access to minutes to make the call, being unable to do anything else while they waited on the call line, etc).
- Transportation to shelter after a referral was made was a common challenge.
- Diversion efforts feel like they are being denied resources that they need. Clients don't realize that the goal is to support them in finding better alternatives to shelter. Clients also don't realize that they can reach back out to CAM after being diverted (they interpret this as a denial of support from the CoC).

# CAM Brand Considerations

## What are people saying:

- Many clients expressed that they were unaware of CAM when they first experienced their housing crisis and they didn't know where to turn to receive support or access shelter.
  - Clients who had success indicated that they had heard about CAM via word of mouth, past experience, or community connections/service providers. Note: those who were provided a warm handoff through other service providers expressed the most positive experiences with CAM.
- There was a commonly expressed desire to get more information out into the community about what CAM is, how to access it, and what to expect.
- We should begin thinking through and developing mechanisms to advertise about CAM
  - Many clients expressed difficulty in knowing where to turn when experience of homelessness first began. Those who successfully came into the system relied upon word of mouth or local service providers to locate CAM

# CAM Brand - Website

## CAM Detroit

Serving Detroit, Hamtramck, and Highland Park

313-305-0311

Call For Help



camdetroit@swsol.org

Email Us

[Home](#)

[Get Help](#) ▾

[About Us](#) ▾

[CAM Staff & Providers](#) ▾

[Contact Us](#) ▾



**CAM will be experiencing a shift in operating hours beginning March 6th 2023. The CAM Hotline will continue to operate exclusively by phone until further notice.**

**Veterans**

4646 John R, Red Tower 2nd floor,

**Individuals, Youth, Families**

**Phone Only Service**

# CAM Brand - Logo



# **CAM Lead Agency (SWCS) Updates**