



CAM Transition Team Meeting

February 8, 2022



Agenda

Topic

Welcome

Contingency Plans

CAM Operations

Contingency Plans

- During the transition, we must ensure current operations remain intact so that clients continue to receive services. We must pre-plan for "just in case" scenarios
- Critical Planning: pain points, least disruption to clients, and funding
- Notes
- Due to time constraints, Tasha introduced the topic but discussion will occur next week

Contingency Plans – Front Office Options

- **Access Staffing** - Hire Contract Staff – there are several staffing companies that specialized in social work staffing (i.e. Robert Half)
- **Shelter referrals** - Shelters to receive shelter residents directly (w/o referral from CAM)
 - Could do for all shelters or a identify certain shelters (ie. Large shelters, single shelters, etc)
 - Considerations: data quality, training, disruption to clients, CE data collection elements
- **Prevention** - Direct prevention calls to the Department of Housing Services hotline
- **YHDP Access** - Train Street Outreach/Shelter Navigators to enter YHDP CE Intake data directly into HMIS.
- **CAM Line** - Direct calls to a current line operated by another provider (i.e. 2-1-1, Wayne Metro)



Contingency Plans – Back Office Options

- **Referral Coordinator Role** – Subcontract to another agency
- **BNL Management** – Subcontract to another agency
- **Navigation Scheduling** – Subcontract to another agency
- **Lessen Data Entry** – Salesforce Intake Form transitioned to the basics
- **Possible reduction of Access Point hours** -from 9am-6pm to 9am-5pm to ensure more calls are captured in the beginning of the day when the volume is highest
- **YHDP Subcontract** - SWS YHDP-funded positions to another agency
- **HCV apps and recertification**
 - Moving-UP
 - EHV

Contingency Plans –

Notes

- SWS has staff that they can be deployed from other areas of the organization to perform CAM services on an ad-hoc basis. Jane said that she would also reach out to CHS to fill gaps in CAM staff if the need arises. Concern was expressed about using CHS as it might cause a negative impact to other elements of the system that they oversee
- SWS to prepare a contingency plan and present it at the next meeting
- Jane expressed a desire to fill current open CAM positions with temp staff. She is going to vet the idea with her SWS leadership and explore the other ideas of SWS leadership.