CAM Transition Team Meeting

January 11, 2022

Agenda

Topic	Time
Welcome	9:00 am
CAM Decision Points Review and Discussion – Salesforce and Vonage	9:05 am
CAM Operations	9:45 am

CAM DECISION POINTS – What are we missing?

CAM Structure (in-person only, call access only, hybrid, other)	Assessment Tool
CAM Services (all current services or some services)	Current CAM Staff Role with New Lead Agency
Technology (Salesforce, Vonage Phone System, etc)	Standardized Training – need to articulate commitment to DEI and person-centered work
*RED= Additions during the 11/30 meeting	

CAM DECISION POINTS – Discussion for Today

CAM Structure (in-person only, call access only, hybrid, other).	**Assessment Tool**
CAM Services (all current services or some services)	**Current CAM Staff Role with New Lead Agency**
Technology (Salesforce, Vonage Phone System, etc)	Standardized Training – need to articulate commitment to DEI and person-centered work

CAM DECISION POINTS – CAM Services

- Will we expect the new agency to provide all services currently provided by CAM or can some services be provided by other agencies? If so, what services do we expect CAM to provide and what services will others provide?

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CAM DECISION POINTS – CAM Services

- Coordinated Entry Core Elements: (Access, Assess, Prioritize, Refer) https://files.hudexchange.info/resources/documents/Coordinated-Entry-Core-Elements.pdf

- Coordinated Entry Management Guide: https://files.hudexchange.info/resources/documents/coordinated-entry-management-and-data-guide.pdf

REQUIRED BY HUD	REQUIRED LOCALLY
Assessment through VI-SPDAT, Full SPDAT, TAY SPDAT, or other assessment tools (see below for Detroit At Work and McKinney Vento)	Access to shelters and other emergency housing (e.g. motels/hotels if/when available)
Prioritization Mgmt	HCV, EHV, Moving Up, and DHC Waitlist Management
Referrals to identified providers including case coordination	Detroit At Work Referrals
Data collection and reporting	McKinney Vento Referrals
PSH Consult group	Diversion - City and Provider
Managing the vacancy request portals	HARA - Includes first right of refusal for all MSHDA funding opportunities such as CERA, EHV, etc.
Match packet auditing	COVID Vaccine Gift Distribution
Navigation scheduling and coordination	VBNL,CBNL,YBNL Waitlist
Data reconciliation and clean-up	Prevention assessment and referral
Communications	Site coordination (this is a part of access to shelter, but in addition to the client facing services there is also coordination with shelters including communication, tracking openings, managing overflow, etc)
Assisting in clients filing grievances	System coordination and planning (including running CAM Governance previously)
Staff training and development	

HUD Resources	Location of Document and/or PDF of Doc	Launch Date
CE Check List	Coordinated Entry Self-Assessment - HUD Exchange	2017
Notice CPD-17-01- CE Requirements	Notice CPD-17-01: Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System - HUD Exchange	2017
CE Requirements	Requirements for Coordinated Entry Systems Webinar 3/22 - HUD Exchange	2017
Coordinated Entry Core Elements: (Access, Assess, Prioritize, Refer)	https://files.hudexchange.info/resources/documents/Coordinated-Entry-Core-Elements.pdf	2017
CE VA Guide and Checklist	VA Participation in Coordinated Entry: VA Guidance and Implementation Assessment Checklist - HUD Exchange	2017
Coordinated Entry Management & Data Guide	https://files.hudexchange.info/resources/documents/coordinated-entry-management-and-data-guide.pdf	2018
CE APR & Data Elements	HUD's New Coordinated Entry Data Elements - HUD Exchange	2020
CE Data & System Performance	Coordinated Entry Data and System Performance - HUD Exchange	2022

CAM DECISION POINTS – CAM Services

Notes

- McKinney Vento referrals may be better initiated by shelters rather than CAM
- It's important to ensure that whatever The CAM Lead activities are, that they're not being determined based on the lack of community resources
- BNL management could be handled outside of CAM
- Helpful to see these services within staffing structure.
- System coordination such as staffing the CAM GC meeting could shift possibly to HAND
- Could make a distinction between back-end functions and front-end where back-end is handled outside of CAM Lead. Back end includes: HCV, PSH Consult, match packet auditing, BNL, some site coordination (scheduling navigation appts), prioritization management and referrals
- This is an opportunity to use the guidance to move CAM services to that which is necessary and reasonable but shouldn't limit to what is funded by HUD; needs to be necessary and reasonable for our community too

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CAM DECISION POINTS – Salesforce

- Will we expect the new agency to utilize the Salesforce system currently being utilized by CAM?

- Considerations: costs, training, duplication with HMIS, data collection and reporting capabilities beyond HMIS, historical data/reports, connection/compatibility with other systems (i.e. Vonage), capabilities, advantages/disadvantages

CAM DECISION POINTS – Salesforce

Notes

- Before Salesforce, CAM did HMIS data entry but it was hard to operationalize HMIS data for CAM. As a result, they had to use HMIS, intake forms, and spreadsheets

- SWCS worked with a consultant to explore options and landed on Salesforce. It was customized for coordinated entry. It moved all work from spreadsheet to one database to reduce manual work and collaborate better with CHS

- At the time, Salesforce was identified as the best option presented. If changes are made or SF is no longer utilized, workflows and processes that are built around SF will need to be figured out

CAM DECISION POINTS – Salesforce

Notes

- SF's day to day usage includes - intake form, data entry, tracks all the work that move someone from access to referral and the coordinating work that happens with CHS. Prevention assessment, financial assistance, By Name and Prioritization Lists are in SF

- SF's end user experience is not complicated. The biggest learning curve is the back-end system management. CAM staff manages the back-end administration of Salesforce.

- SF is currently paid by private funding but is believe to be an eligible costs under CE-SSO grant

- Follow Up: SWCS will research the ownership of the SF build out. Can the build out be transferred and if so at what costs? SWCS also to report out what other costs are subsidized by funding outside of CE-SSO grant for CAM

- Additional Notes on SF: https://3139643666-my.sharepoint.com/:x:/g/personal/tasha_handetroit_org/ETvUJiukpr5Fkc8u-NfxA58BKoVsMq-nLnFJf6p9iNs8Nw?e=sJtaNJ

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CAM DECISION POINTS – Vonage

- Will we expect the new agency to utilize the Vonage phone system currently being utilized by CAM?

- Considerations: costs, connection with other systems (i.e. Salesforce), capabilities, portability of number, call center functionality, advantages/disadvantages

Notes
- There is not an option for access for people who are deaf or hard of hearing.
- No chat option with their current contract but the functionality does exist
- System was NOT chosen specifically for CAM. It is used agency-wide

CAM Operations Update

Notes

- No in-person services during transition period. Will be sending communication over newsletter
  - SWCS to provide data regarding wait times to inform how the community can help to problem solve around accessibility and wait times
- SWCS has given CAM Management the responsibility of making certain day to day decisions in conjunction with SWCS leadership
- Two CAM managers resigned so SWCS is working internally on the staffing plan and will communicate staffing changes

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