



# CAM Transition

*May 25, 2023*



HOMELESS ACTION NETWORK OF DETROIT

# Agenda

- Welcome – 10:30 am
- Housekeeping – 10:35 am
- CAM Transition Presentation –10:40 am
- CAM Lead Agency Vote and Discussion –11:30 am
- Adjournment –12 pm

# Housekeeping

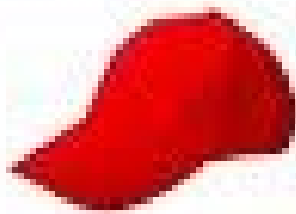
- Please check-in with Amanda Sternberg (via a direct chat message) to inform her that you will be the voting representative for your agency.
- Voting will end by 12 pm or close of the meeting, whichever occurs first
- **IMPORTANT:** Your vote will only be accepted if you've checked in.

# HAND's Role in this Presentation

- HAND as the Applicant vs the CoC Lead Agency



Balaclava



Baseball Cap



Beret



Boater Hat



Bobble Hat



Bonnet



Doonie Hat



Bowler Hat



Bucket Hat



Campaign Hat

# CAM RFQ Conundrum



City of Detroit (All-In)

Scored less than HAND On Part A

3 out 4 Components scored below 70% Threshold

HAND (Part A: CAM Lead & Admin)

Scored higher than the CoD on Part A

No other parties applied for Parts B-D except the CoD



# CAM RFQ Recommendation - Recap

- Recommend that HAND be designated as the CAM Lead Agency (A).
- The CAM Review Committee is not able to make a recommendation for a provider for Access In Person, Access Call Center or CAM Back Office services given that the City's "All-In" submission did not allow for substituting components and there were no other applications
- Select HAND as the CAM Lead Agency and allow the CAM transition process to develop an alternative method for identifying the CAM services providers.



# CAM RFQ Recommendation – How did we get here?



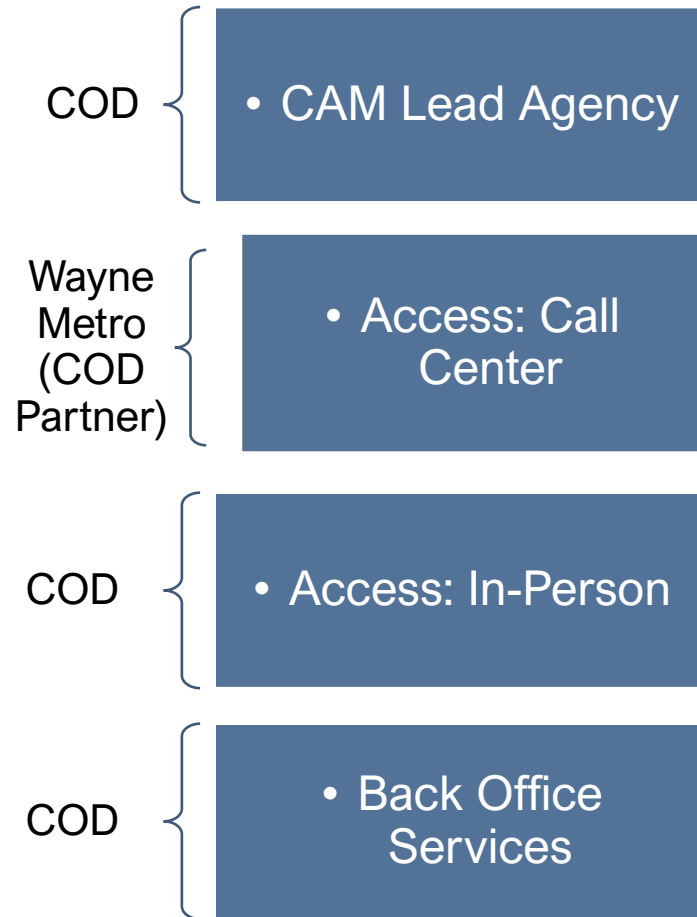


# CAM RFQ Review: Decision to Structure RFQ

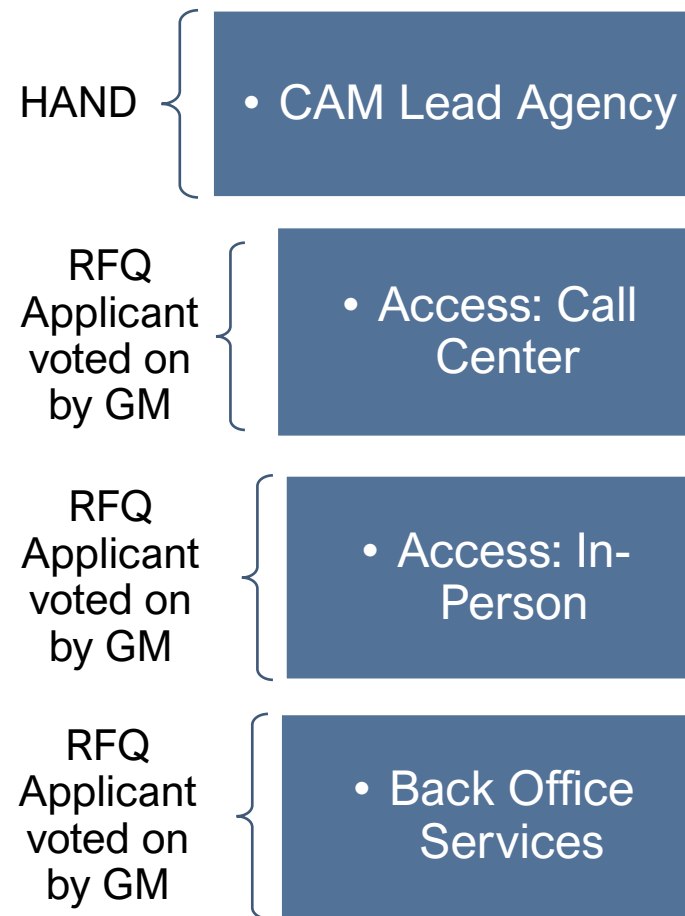
	OPTION 1 No Fiduciary	OPTION 2 Fiduciary Required	OPTION 3 Fiduciary Needs TBD
<b>Key Benefits</b>	<ul style="list-style-type: none"> <li>Doesn't require an additional layer of administration (i.e., Fiduciary)</li> <li>Could submit a collaborative application identifying subrecipients who will carry-out some of the components that the Lead will not perform directly.</li> <li>Less coordination needed if the CAM Lead is carrying out all components.</li> <li>CAM <u>Lead</u> Agency selected through RFP; no need for an additional General Membership (GM) vote beyond the may vote</li> </ul>	<ul style="list-style-type: none"> <li>Allows for separation of CAM services into front and back-office components.</li> <li>Agencies can apply based on their expertise in a particular component.</li> <li>Creates a mechanism for the future to better manage transitions in agencies providing component services.</li> <li>Responsive to some of the LOIs who indicated a capacity for some components but not all.</li> <li>A model used in other CoC's across the country.</li> </ul>	<ul style="list-style-type: none"> <li>Allows more time for prospective fiduciary.</li> <li>Allows the GM to conduct both votes in May.</li> </ul>
<b>Key Considerations</b>	<ul style="list-style-type: none"> <li>Could limit the pool of applicants to only agencies that have the capacity to "do it all" or have the capacity to oversee subrecipient's. The applicant pool may be smaller as a result.</li> <li>Could eliminate those who submitted LOIs who indicated that have the capacity to do some but not all components</li> <li>Could mean less stability in the long-term if the CAM Lead Agency decides to relinquish their grant</li> </ul>	<ul style="list-style-type: none"> <li>Needs more coordination and oversight to manage the various components and agencies</li> <li>CoC would need to vote on CAM Fiduciary/Lead Agency</li> <li>Creates an additional layer of administration.</li> <li>Fiduciary is eligible for up to 50% of admin (\$44k)</li> <li>Agencies would not be able to submit applications with their own subrecipients</li> </ul>	<ul style="list-style-type: none"> <li>If we don't have enough higher scoring applications to meet both components, we need to figure out the priority (all coverage or higher scores)</li> <li>This would make the application more complex (including applying, scoring &amp; reviewing)</li> </ul>



## City of Detroit (All-In)



## HAND (Part A: CAM Lead & Admin)



Both applications presented challenges because in the "all-in application" (CoD), each part of the application must score well to advance the application as whole. For the CAM Lead & Admin application (HAND), it required that there were other applicant(s) who applied for services under Parts B-D outside of the all-in application. Neither happened.

# Plan: Moving Forward Together

- We are all concerned about the CAM being in operation past August.
- As your CoC Lead agency, HAND is tasked with ensuring the operations of the CAM. It says so in the Governance Charter.
  - HAND, in collaboration with you, led the creation of CAM and we did so at a time when there were no dedicated resources, and the concept was foreign to our community.
  - HAND was the first grantee under the CAM SSO grant. For three years, we subbed CAM services to SWS and NSO until SWS as the Lead established its footing.
  - At inception of CAM, HAND helped to identify the CAM providers, secured the resources, developed the process, managed the grant, conducted the evaluations, and developed and staffed the subcommittees.
  - Now when CAM is going through a transition, we are again at the table to help lead the community to a plan that ensures continuity, improvement, and innovation.

# Plan: Moving Forward Together

- Today, we need to vote on the recommendation of the CAM Review Committee to designate HAND as the CAM Lead Agency
- We will also share some recommendations that could be utilized to plan for services under Parts B-D
- To help you have some context, we will present the recommendations for Part B-D before we hold the vote for Part A: HAND as the CAM Lead Agency



# Recommendation: Options Explored

	Option 1	Option 2	Option 3
CAM Lead	HAND	HAND	HAND
Access: Call Center	To be identified	Wayne Metro (if threshold waived)	Wayne Metro (if threshold waived) with CoD or HAND
Access: In-Person	CoD or Leverage historical in- person services	CoD	CoD
Back Office	HAND	CoD (if threshold waived)	CoD (if threshold waived) Or HAND

# Out of the Box Solution: City/HAND Partnership



# Recommendations for All Services

- **Part A:** No changes. Carry out with HAND as recommended by RFQ Review Committee
- **Part B:** Building on the City's application and the Review Committee's Recommendation to collaborate, WM as the Call Center via a subcontract with HAND.
- **Part C:** COD provides services.
- **Part D:** Building on the City's application and the Review Committee's Recommendation to collaborate, the COD provides services in partnership with HAND.

Considerations: City/CoC partnership; moves forward the parts of the applications that scored well (Parts A and C). Also allows room to improve and implement Parts (B and D) in a timely manner with minimum disruptions to services



# Recommendation for All Services

HAND

- CAM Lead Agency

**Wayne Metro**  
(subcontract  
with HAND  
**Partner)**

- Access: Call Center

City of  
Detroit

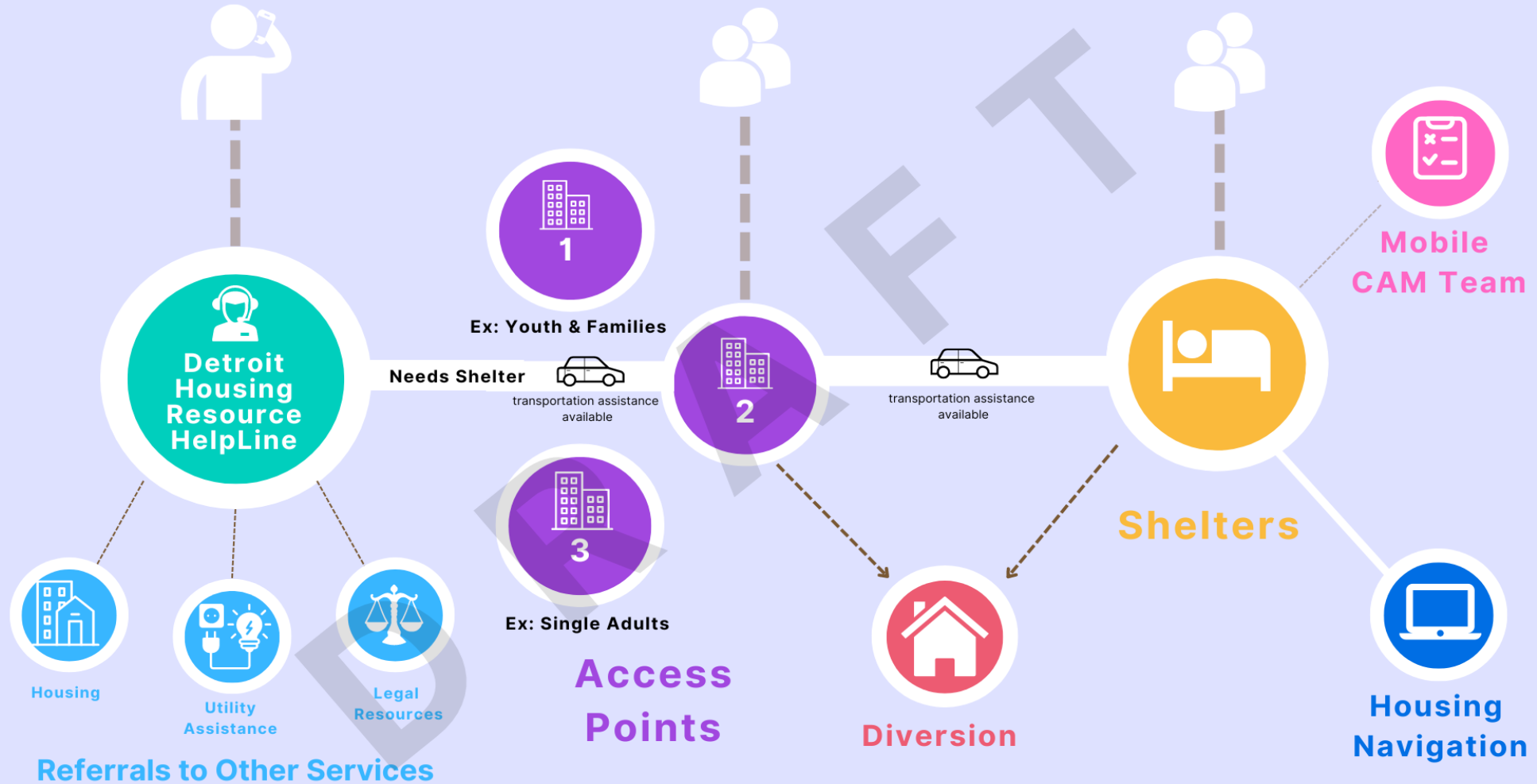
- Access: In-Person

CoD (in  
partnership  
with HAND)

- Back Office Services

# HAND

CAM Lead Agency



**WMCAA**  
Call Center

**City of Detroit**  
Access, Back Office

# Outstanding Items

- Council and Mayor Approval
  - Received approval to submit the application
  - Need approval for this revised plan between HAND and the City
- Draft Memorandum of Understanding to outline decision making authority between all parties (HAND/City/CoC)
- Budget for staff to serve Highland Park and Hamtramck
  - Can't be served out of City of Detroit General Funds

If the City is not able to move forward with this partnership, staff will work with HAND and the CoC develop a plan to ensure there is not an interruption in CAM services



# Voting Instructions

- Please check-in with Amanda Sternberg (via a direct chat message) to inform her that you will be the voting representative for your agency.
- Voting will end by 12 pm or close of the meeting, whichever occurs first.
- **IMPORTANT:** Your vote will only be accepted if you've checked in.
- CSH, the CoC's CAM Consultant, will be receiving, tabulating, and verifying today's votes since HAND is an applicant.
- HAND, the City of Detroit, and Wayne Metro will be recused from voting on items where they are directly name
- **Verify: Do we have a quorum?**

# Motion Overview

- Motion 1: HAND be designated as the CAM Lead Agency (A).
- Motion 2: General Membership designate the CAM Transition Team the authority to work with HAND and the City of Detroit to finalize and approve a plan for call center services to be provided by Wayne Metro via subcontract with HAND. In-person and back-offices services to be provided by the City of Detroit in partnership with HAND.
  - Please note: Any significant changes (e.g. changes in partners, services offered, etc) to the draft recommendations would need to be approved by the General Membership before the plan could be finalized
- We will vote on each motion separately but have presented both for context.

# **Motion 1**

HAND be designated as the CAM Lead Agency (A).

## Discussion



## Motion 2

- General Membership designate the CAM Transition Team the authority to work with HAND and the City of Detroit to finalize and approve a plan for call center services to be provided by Wayne Metro and in-person and back-offices services to be provided by the City of Detroit.
  - Please note: Any significant changes (e.g. changes in partners, services offered, etc) to the draft recommendations would need to be approved by the General Membership before the plan could be finalized



## Discussion

