CAM Transition Team Meeting

February 17, 2022

hand
HOMELESS ACTION NETWORK OF DETROIT

Agenda

Topic
Welcome
CAM Services - Revisited

CAM DECISION POINTS – CAM Services Revisited

- 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?

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

CAM Services – RFQ Subcommittee Recommendation

Options to implement through RFQ:

1. An agency can apply to be the CAM Lead Agency and is responsible for the provision of ALL services (does not require a fiduciary)
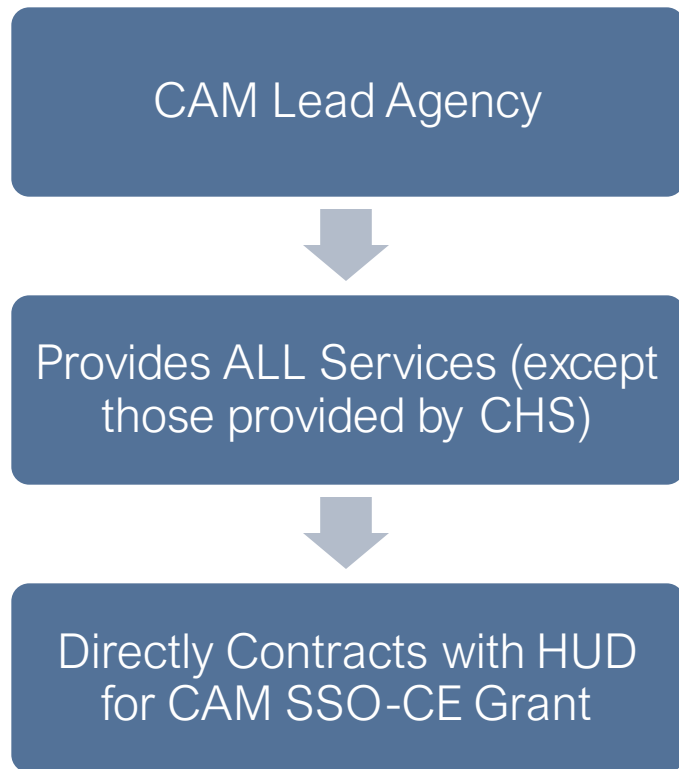
OR

2. An agency can apply to do the following components (requires a fiduciary)

  A. CAM Front Office: Call Center and In-Person Access Sites, diversion and shelter referrals. This includes an agency could opt for call center only or in-person only AP.

  AND/OR

  B. Back Office: RRH and PSH Referrals, BNL Management, HCV applications, etc

Option 1: Considerations

CAM Lead Agency

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Provides ALL Services (except those provided by CHS)

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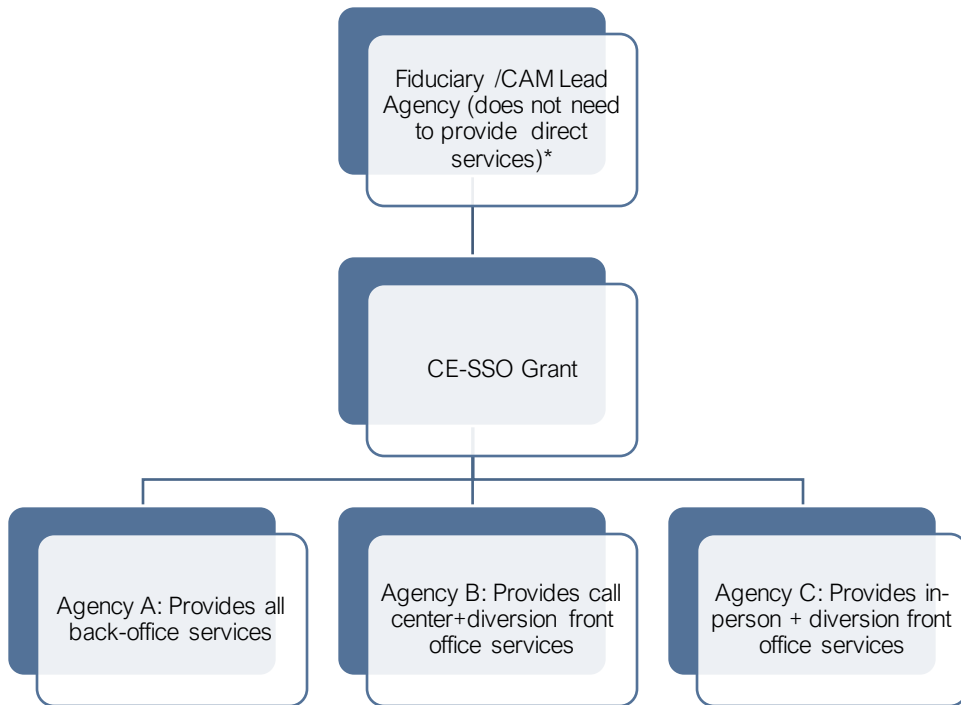Directly Contracts with HUD for CAM SSO-CE Grant

Key Benefits
- Doesn't require an additional layer of administration (i.e. Fiduciary)
- Could submit a collaborative application identifying subrecipients who will carry-out some of the components that the Lead will not perform directly
- Less coordination needed if the CAM Lead is carrying out all components
- CAM Lead Agency selected through RFQ; no need for an additional General Membership (GM) vote beyond the May vote

Key Considerations
- Could limit the pool of applicants to only agencies that have the capacity to "do it all" or have the capacity to oversee sub-receipients. The applicant pool may be smaller as a result.
- Could eliminate those who submitted LOIs who indicated that have the capacity to do some but not all components
- Could mean less stability in the long-term if the CAM Lead Agency decides to relinquish their grant

Option 2: Considerations

Fiduciary /CAM Lead Agency (does not need to provide direct services)*

CE-SSO Grant

Agency A: Provides all back-office services

Agency B: Provides call center+diversion front office services

Agency C: Provides in-person + diversion front office services

*Fiduciary – hires CAM SSO Manager, conducts Grants Management, Monitoring, Evaluation, IT Management/Reporting
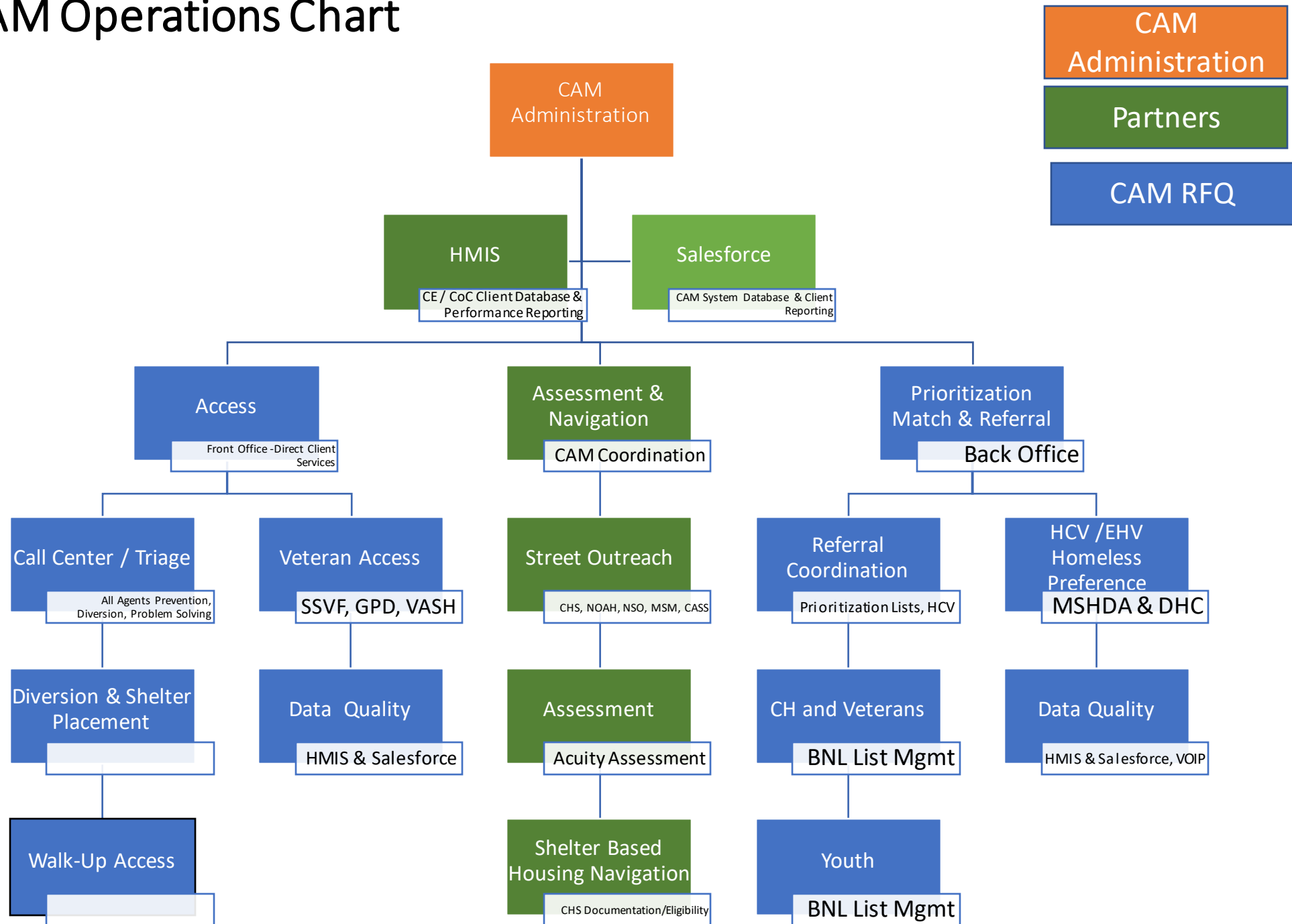
Key Benefits
- Allows for separation of CAM services into front and back-office components
- Agencies can apply based on their expertise in a particular component
- Creates a mechanism for the future to better manage transitions in agencies providing component services
- Responsive to some of the LOIs who indicated a capacity for some components but not all
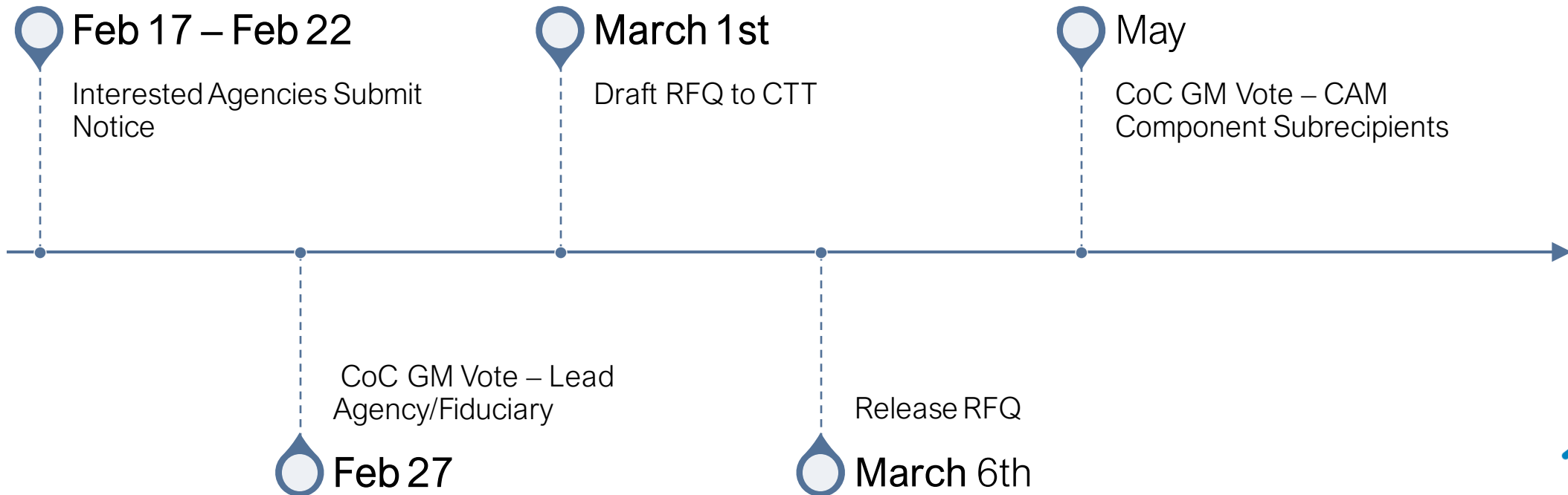
Key Considerations
- Needs more coordination and oversight to manage the various components and agencies
- CoC would need to vote on CAM Fiduciary/Lead Agency
- Creates an additional layer of administration
- Fiduciary is eligible for up to 50% of admin ($44k)
- Agencies would not be able to submit applications with their own subrecipients

DRAFT CAM Operations Chart

	OPTION 1 No Fiduciary	OPTION 2 Fiduciary Required
Key Benefits	• Doesn't require an additional layer of administration (i.e., Fiduciary) • Could submit a collaborative application identifying subrecipients who will carry-out some of the components that the Lead will not perform directly. • Less coordination needed if the CAM Lead is carrying out all components. • CAM Lead Agency selected through RFP; no need for an additional General Membership (GM) vote beyond the may vote	• Allows for separation of CAM services into front and back-office components. • Agencies can apply based on their expertise in a particular component. • Creates a mechanism for the future to better manage transitions in agencies providing component services. • Responsive to some of the LOIs who indicated a capacity for some components but not all. • A model used by other CoC's across the country.
Key Considerations	• 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. • Could eliminate those who submitted LOIs who indicated that have the capacity to do some but not all components • Could mean less stability in the long-term if the CAM Lead Agency decides to relinquish their grant	• Needs more coordination and oversight to manage the various components and agencies • CoC would need to vote on CAM Fiduciary/Lead Agency • Creates an additional layer of administration. • Fiduciary is eligible for up to 50% of admin ($44k) • Agencies would not be able to submit applications with their own subrecipients.

CAM Services – Timeline for Options

Feb 17 – Feb 22
Interested Agencies Submit Notice

March 1st
Draft RFQ to CTT

May
CoC GM Vote – CAM Component Subrecipients

CoC GM Vote – Lead Agency/Fiduciary
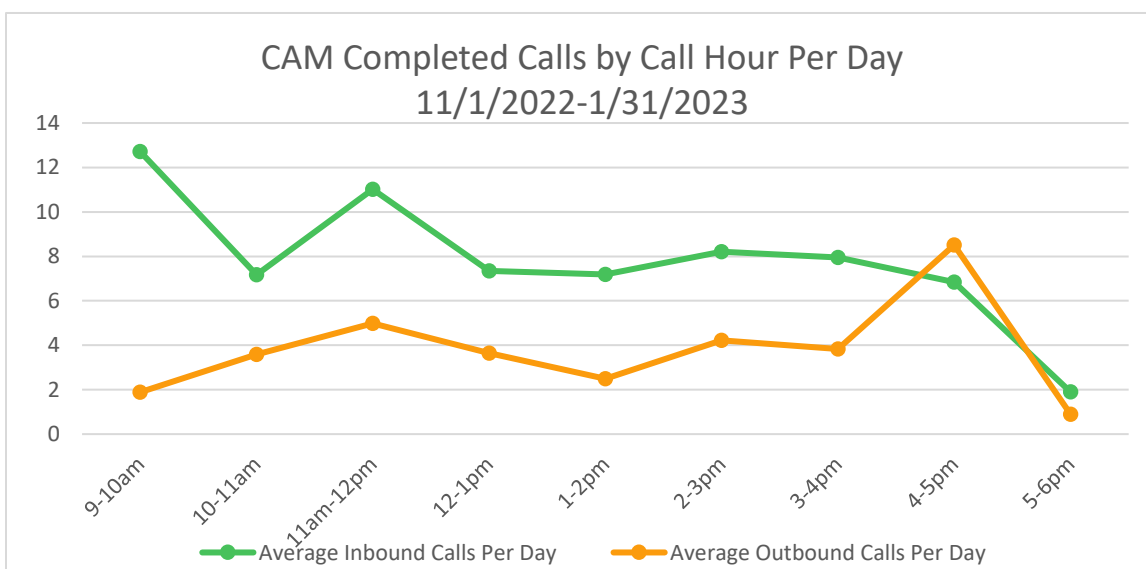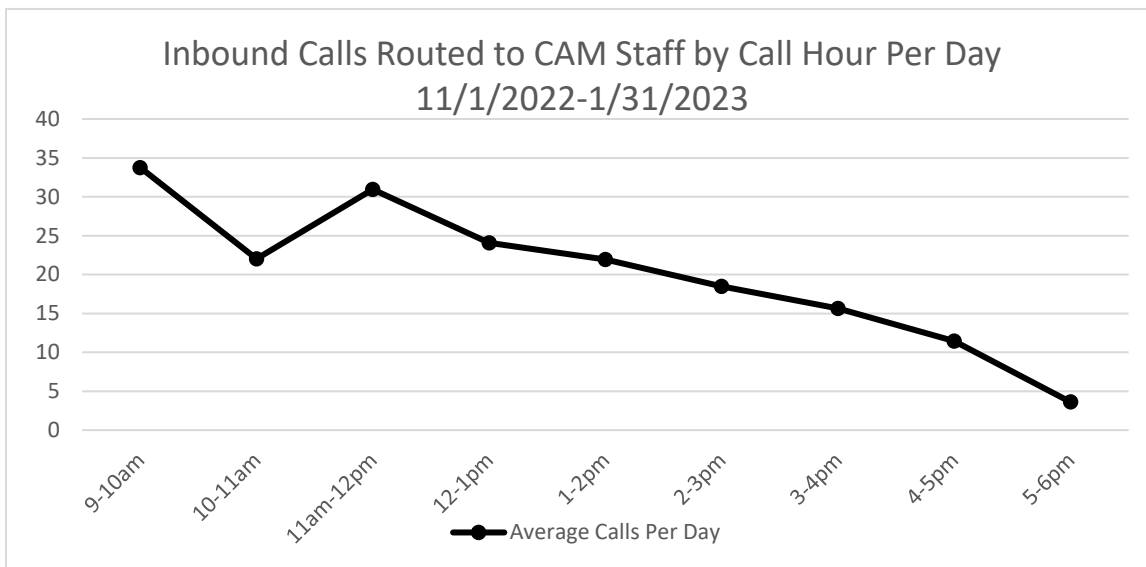**Feb 27**

Release RFQ
March 6th

Proposal to Change CAM Access Hours

CAM Management proposes reducing CAM phone line operating hours to Mon, Tue, Thu, Fri 9 am-5 pm and Wed 11 am-5 pm[1] effective *March 1, 2023*. This proposal would support CAM staff retention while also prioritizing workload with limited staff to the busiest hours of the day.

CAM rationale for this proposal:

- CAM Intake Staff have consistently raised working till 6pm as a concern and a potential area for change that would support retention.
- CAM Staff complete the fewest amount of calls during the 5-6 o'clock hour.
- Making this change would allow all CAM staff to be on the same schedule and shift more staff to work from 9-10am which is the busiest hour on the phone line.
- Typically by 5pm, the majority of shelter vacancies are filled and CAM staff are only sending households as walk-ins to overflow.

CAM Staff Phone Data

Inbound Calls Routed to CAM Staff by Call Hour Per Day
11/1/2022-1/31/2023

CAM Completed Calls by Call Hour Per Day
11/1/2022-1/31/2023

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[1] Current hours are Mon, Tue, Thu, Fri 9 am-6 pm and Wed 11 am-5 pm. This proposal would only change the phone line hours. CAM staff would continue the same schedule for providing access to Veterans at the VA.

Inbound Calls Routed to CAM Staff by Call Hour Per Day
11/1/2022-1/31/2023 4-6pm
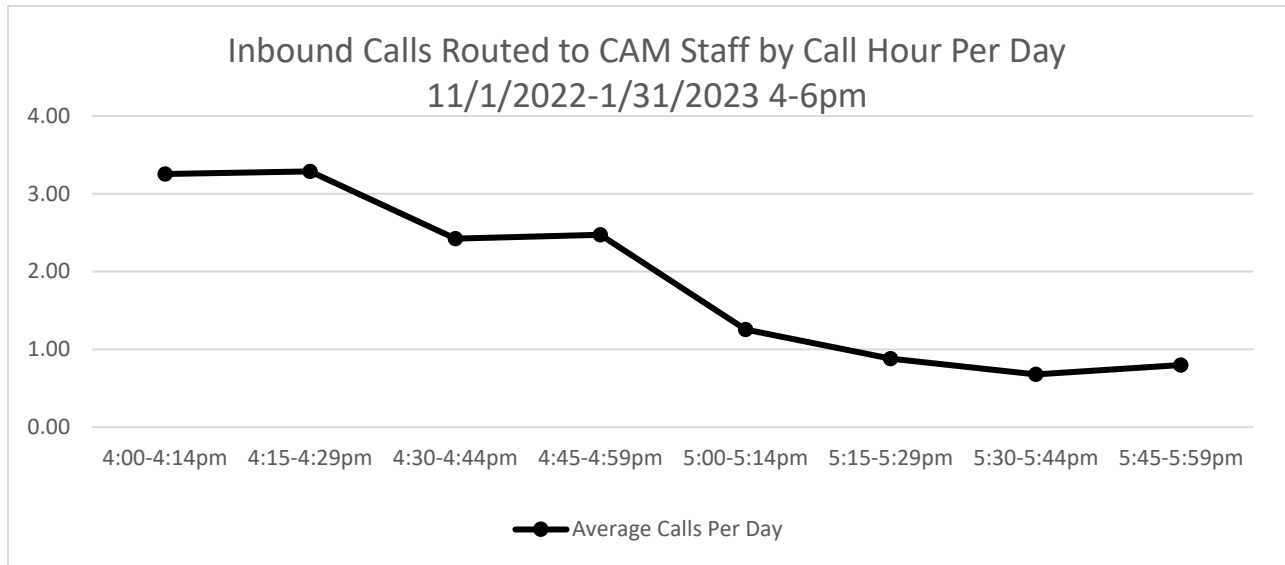
Communication Actions

- Update CAM Access Flyer
- Send notification via CAM Newsletter
- Request HAND to send notification via HAND Newsletter
- Request City to assist in communications with shelters
- Announce change at provider workgroups
- Announce changes at relevant CAM Transition subcommittee and request assistance in getting the word out
- Update CAM Website
- Request HAND to update "Need Help?" "CAM Transition" pages on HAND Website
- Update CAM Phone line recordings