

CAM Workshop Meeting Notes

Part 1: January 24 –10 am – noon		
Agenda	Questions	Notes
<p>Why are you interested in being the CAM Lead Agency? Have a few people respond or drop in the chat.</p>		<p>CAM is a system not a program. Our CoC response to the homelessness response system is a critical part of our system.</p>
<p>CAM Overview</p> <ul style="list-style-type: none"> a. Purpose b. Brief History c. Current Partners 		<p>CAM is not a direct source of housing</p> <p>Brief History</p> <ul style="list-style-type: none"> – CE Data and Element standards were released in 2019 however were not implemented until 2020. Detroit, however, begin entering data in 2014. – 2021 VA Intake fully integrated within the general community intake process – Salesforce implemented in 2020 <p>Current Partners</p> <ul style="list-style-type: none"> – Referral Partners: Rapid rehousing, emergency shelter, transitional housing, PSH, Prevention <p>Navigation Partners: Shelter navigators (CHS) & Street Outreach Navigation for unsheltered clients.</p>
	<p>Does the MSDHA grant count as match?</p> <ul style="list-style-type: none"> - No, HAND is the grantee on the MSHDA grant. We do not pass it through as match to the subgrantee - Maybe, depends on funds <p>How does SWCS meet their match?</p> <ul style="list-style-type: none"> - Sources of funding <p>What impact does becoming the CAM have on other grants we receive to run our shelters? e.g. program?</p> <ul style="list-style-type: none"> – Agencies that are CE lead there is nothing that would restrict them from using grants to fund other programs but there has to be clear distinction between there programs and functions. – 	<p>Entities eligible to apply</p> <ul style="list-style-type: none"> - nonprofit - state or local gov - public housing agencies <p>RFQ is still under development, more criteria may be added.</p> <p>Total annual funding currently available for new Lead Agency: \$1,364,057</p> <ul style="list-style-type: none"> – HUD CoC Coordinated Entry SSO grant can be transferred; \$239,835 match required by new Lead Agency for CoC CE-SSO grant (more details in RFQ) – Agency should research the need for Single Audit or A133 audit in relation to awarded grants and what can be spent in a calendar year <p>MSHDA Emergency Solution Grant</p> <ul style="list-style-type: none"> - Approx. \$36,000

	<p>Is CAM able to receive other CoC grants for operations, etc?</p>	<ul style="list-style-type: none"> - Support work of the CAM Lead Agency as the HARA <p>YHDP Grant</p> <ul style="list-style-type: none"> - Approx. \$257,2761 - Likely to be transferred to new agency - HAND is fiduciary; sub-granted to CAM Lead Agency
<p>RFQ Timeline</p>		<p>Late Feb.: Release of RFQ Mid-April: RFQ is due To Late May: Application review & recommendation development; Special CoC membership meeting to vote on recommended new Lead Agency June: Decision made on new CAM Lead Agency; Begin transfer of COC CE-SSO grant to new agency with additional planning on transition of work</p> <ul style="list-style-type: none"> - Summer: New CAM Lead applies for CE-SSO renewal funding.
<p>Core Elements of CAM</p> <ul style="list-style-type: none"> a. Access b. Assess Prioritize Refer 	<p>What are the hours of the call center?</p> <ul style="list-style-type: none"> - Currently the call center is 9a-6pm M, T, Th, F; W 11a-5p - Automated after 6pm - States shelters they can walk into and can contact CAM the next morning <p>Is Prevention assessment and referral for people who are maybe fearing eviction?</p> <ul style="list-style-type: none"> - No, to be eligible for prevention they would need to be Category 2 	<p>HUD has 4 core elements</p> <p>Access</p> <ul style="list-style-type: none"> - In person, phone-based, hybrid - Providing streamlined coordinated access to homelessness response system. - Referrals to Prevention, Diversion, Shelter, Street Outreach, etc. - CAM is designed to serve HUD’s categories of Homelessness (Category 1, 2, & 4) - HMIS Data entry: Basic, HUD, and VA entry types, ROI, Referrals to shelter and navigation Salesforce Data entry: clients’ demographic information, shelter or other referral location, etc. for navigation scheduling <p>Assessment</p> <ul style="list-style-type: none"> - SPDAT <p>Prioritization</p> <ul style="list-style-type: none"> - Not enough resources to serve everyone, policies and procedures are in place to prioritize who gets the next referral. - This is based on the results of the assessment tools AND individual household factors. - Acuity Groups (AG1: PSH, AG2: PSH & RRH, AG3: RRH, AG4: Mainstream resources and self-resolve)

		<ul style="list-style-type: none"> - Salesforce Data Entry: All prioritization lists are managed and maintained within Salesforce. <p>Referral</p> <ul style="list-style-type: none"> - CAM is the centralized referral source - HMIS & Salesforce Data Entry: Data tracking and management of referrals are maintained in both HMIS and SF - Vacancy requests via Microsoft forms
<p>Q &A</p>	<p>How is CAM staffed at SWCS? Everyone in one places, centralized?</p> <ul style="list-style-type: none"> - Hybrid model currently, however when in person all staff at SWCS, Total of 30 staff <p>Has use of Salesforce become an integral part of the current Lead Agency assessment model, and will the new Lead Agency be required to use this software as well?</p> <ul style="list-style-type: none"> - Yes, Salesforce is critical to the function of CAM currently - While the CAM transition team has not made a decision of whether or not Salesforce will be required; it is apparent that HMIS only may not be able to achieve all the things that are required and another system, if not Salesforce, will be highly recommended to the new lead agency. <p>What role does SWCS play in transporting?</p> <ul style="list-style-type: none"> - Lift account used to transport, partner with outreach teams, per covid, there were agency vehicles provided Lift requires car seats. <p>Weren't there access points at Cass and Samaritan Center as well; prior to COVID</p> <ul style="list-style-type: none"> - yes, prior to COVID, we were at Samaritan and Cass two days a week each <p>After hours?</p>	<p>CAM Staffing and structure will be discussed in tomorrow's session in more depth.</p>

- Automated system after 6:00p to direct clients to shelter (also answered this above)

What is currently used as match?

- Over the years, Southwest Counseling Solutions has used different sources of funding as match for this CoC grant. This is not uncommon for CoC grant recipients, to make changes to the source of funding used as match. In the past, Southwest has used private foundation funds and funding it received from the City of Detroit as match.

Is any of their current funding for CAM able to be used as match?

- At this time, none of the sources of funding to be transferred to the new CAM Lead Agency may be used as match. The new CAM Lead Agency will need to identify other source(s) of funding to meet the match obligation.

Will it be a cap for in-kind match or advised in the RFQ?

- There is no cap on in-kind match.
- HUD does not cap how much of the match can be in-kind, and at this time we don't have any intent to indicate a cap on in-kind either. Considerations will need to be given to how in-kind match is documented.

Are agencies not having CoC programs with eligible?

Yes, so long as they meet the basic eligibility requirement (being a non-profit, unit of government, or PHA).

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	<p>as match. In the past, Southwest has used private foundation funds and funding it received from the City of Detroit as match.</p> <ul style="list-style-type: none"> - At this time, none of the sources of funding to be transferred to the new CAM Lead Agency may be used as match. The new CAM Lead Agency will need to identify other source(s) of funding to meet the match obligation. 	
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Part 2: January 25th – Noon –2pm (110 minutes)

Agenda	Questions	Notes
Welcome (5 minutes) - Tasha		
Data and Technology (20 minutes) - Shanna and Scott		<p>Introduction to HMIS & HMIS Data Standards</p> <ul style="list-style-type: none"> - HMIS: Used to record and analyze client, services and housing data for individuals and families experiencing homelessness - HMIS Data Standards: published by HUD, in collaboration with its Federal Partners, standardize the data that is collected on individuals experiencing homelessness across the nation. HUD Exchange Data Standards <p>CAM’s Role in HMIS Data Collection & Reporting in Detroit</p> <ul style="list-style-type: none"> - CAMs role is extremely critical in data collection and reporting in Detroit. In an effort to help minimize the data entry burden on shelters and reduce the number of times clients need to “re-tell their story”, client-level data captured in the HMIS by CAM is shared to other agencies participating in Detroit’s community-wide data sharing plan. <p>Other Data Systems</p> <p>These systems were implemented in lieu of continued use of multiple spreadsheets in Excel.</p> <ul style="list-style-type: none"> ➤ Salesforce: <ul style="list-style-type: none"> - cloud based customer relationship management platform (CRM)

- Navigation scheduling
- Prioritization lists
- Etc.
- **Vonage Contact center:**
 - Cloud based phone center
 - Integrated with Salesforce
 - Additional calls to the CAM phone line routed externally or provided with info on other community resources
 - In Q1-Q3 in 2022 there were 40,421 calls routed to CAM staff
- **Other:**
 - Microsoft 365 (Office, SharePoint, Forms, Power Automate)
 - Wordpress
 - MailChimp
 - Canva
 - Box

Reporting:

- **Internal:** Call Metrics, intake Metrics, Staff Performance; reports ran and managed through Salesforce.
- **Data Clean-up & reconciliation:** HMIS Quarterly Audits, CE Data, Veteran Data, Referral Reconciliation
- **Funder reporting:** HUD Renewal, SAGE Submission, City of Detroit Diversion Grants, MSHDA Audits
- **System reporting:** CAM Quarterly Reports, CAM Annual Reports, etc.
- **Ad-Hoc reports:** Request from other provider to assist with data ask in make system decisions

Planning for Data & Technology Needs:

CAM has a significant number of data entry requirements. There is a large number of data elements required that is dependent on entry type and outcome of intake.

		<p>Time to complete coordinated entry intake can vary based on household size, situation, diversion options, whether it's a first-time client, staff member experience etc</p> <p>Things to consider include: Data Timeliness (Real time data entry), Data Quality, and Data Management Staffing Considerations</p> <ul style="list-style-type: none"> - Adequate staffing at Access is essential to ensure real-time data entry - Data Analyst would be beneficial to assist with (Reporting & Data Requests) - Data Quality
<p>Additional Services (20 minutes) Viki and CAM Staff (Scott/Ed)</p> <ul style="list-style-type: none"> a. HARA b. Prevention c. Diversion d. BNL Management e. CoC Participation (Board, Committees, etc.) f. Training 	<p>Is there any data on out of the 40,000 calls to CAM?</p> <ul style="list-style-type: none"> - Of the 40,000 calls, there also are a significant number of calls from people seeking other services that CAM isn't able to provide (e.g., utility assistance, general rental assistance, food, etc) and those wouldn't necessarily be tracked as diversion. <p>In relation to the 40k calls, is that 40k calls received or 40k calls answered?</p> <ul style="list-style-type: none"> - 40k Received <p>Amount answered?</p> <ul style="list-style-type: none"> - 8,667 calls answered. That does not include all outbound calls we have made - distinguishing between 40k received calls vs answered calls, e.g. 40,000 would include calls that went to voicemail also worth noting that during that reporting period CAM also provided in-person services in addition to phone line for most of that time <p>How many clients qualified and were provided prevention assistance?</p> <ul style="list-style-type: none"> - In Q1-Q3 2022, CAM made 33 referrals to prevention providers. (CAM can only refer to prevention as providers report openings) <p>How many clients were able to be diverted?</p>	<p>Additional Services</p> <ul style="list-style-type: none"> ➤ HARA <ul style="list-style-type: none"> - Hara is an agency that receives Emergency Solutions Grant funding from MSHDA and coordinates services within the community's coordinated entry system such as prevention, rapid rehousing and coordinated entry. ➤ Prevention <ul style="list-style-type: none"> - Service intervention designed to assist those who will imminently lose their primary residence and prevents them from entering into homelessness - Assessment tool (different from VI-SPDAT) - Referral to homeless prevention providers ➤ Diversion <ul style="list-style-type: none"> - Problem solving approach to help people seeking shelter identify safe, immediate alternative housing arrangements - Greyhound tickets - Grocery or gas cards - Assisting with move-in costs and/or utility arranges ➤ BNL Management <ul style="list-style-type: none"> - Comprehensive lists of veterans experiencing homelessness and chronically homeless in the Detroit CoC - BNL management consists of creating, analyzing and present data and reports t veteran providers, partners and leadership

	<ul style="list-style-type: none"> - CAM publishes a lot of data reports. They can be found here: http://www.camdetroit.org/reports-and-documents/ - In Q1-Q3 2022, CAM diverted 708 households. 	<ul style="list-style-type: none"> ➤ Training <ul style="list-style-type: none"> ▫ Internal Staff Training <ul style="list-style-type: none"> - Community Mental Health Trainings (SWCS specific) - Trauma Informed Care - Population-Specific - Mental Health First Aid - Data Entry (HMIS, Salesforce) - Etc. ▫ Community training on CAM/Coordinated Entry Process <ul style="list-style-type: none"> - CAM often gives training to community providers on the CE process. E.g. community presentations, onboarding new providers, funder trainings ➤ CoC Participation (Board, Committees, etc.) <ul style="list-style-type: none"> - Continuum of Care (CoC) board - CAM Governance Committee - CAM Internal Work Group - Provider Workgroups
<p>YHDP (10/15 minutes - Kaitie and (Scott))</p>		<p>Youth Homelessness Demonstration Program (YHDP) - Overview</p> <ul style="list-style-type: none"> – YHDP is a HUD-Funded project for cities to substantially work towards addressing an ending youth homelessness – Includes a Coordinated Community Plan – YHDP Link for more Info and summary of the YHDP process: https://handetroit.box.com/s/yyg7ld21jnie4z1pl9bf3uwwv2ucyzab – Projects to ramp up in April 2023 <p>➤ YHDP Coordinated Entry Funding</p> <p>515K for CE is the full two years for both SWCS and CHS The amount of YHDP funding available for the new CAM Lead Agency (128K) is one-year worth of the two-year grant currently received by SWCS</p> <p>➤ CAM Changes</p> <p>CAM Lead Agency (SWS)</p> <ul style="list-style-type: none"> - Youth Focused Eligibility Specialist - YBNL Coordinator

		<p>CAM Implementing Partner (CHS)</p> <ul style="list-style-type: none"> - Youth- Focused Navigator - Youth-Focused Street Outreach Staff <p>➤ Increase Identification:</p> <p>Mobile Assessment</p> <ul style="list-style-type: none"> - Mobile assessment form - Ruth Ellis Center, Detroit Phoenix Center, SER Metro <p>➤ CAM Process Changes:</p> <p>Assessment</p> <ul style="list-style-type: none"> - Youth-specific assessment questions <p>Prioritization</p> <ul style="list-style-type: none"> - Youth-specific prioritization factors; History of homelessness as a minor, etc. <p>Youth By-Name List</p> <p>➤ Future Areas of Work:</p> <ul style="list-style-type: none"> - Assessment Tool - Cross Systems Coordination - YBNL Case Conferencing and Coordination - Category 2 Homelessness - Community-based connections
<p>Partnerships (15 minutes) - Elise</p>		<p>➤ Detroit At Work:</p> <ul style="list-style-type: none"> - Referrals completed at intake in Salesforce with reports sent to DAW monthly - DAW and the Detroit Employment Solutions Corporation may assist with obtaining employment and increasing income <p>➤ Mckinney Vento</p> <ul style="list-style-type: none"> - All referrals completed by assessors in HMIS - MV referrals are currently halted <p>➤ Informal Partnerships/External Communications</p> <ul style="list-style-type: none"> - Red cross - Detroit Area Agency on Aging - Mental Health Providers

		<ul style="list-style-type: none"> - Hospitals - Justice Systems; Cash Bail-Bonds - Community Groups
<p>Staffing and Structure (including managing COI) – (20 minutes) - Elise and Ed</p>	<p>-</p>	<p>Managing an entity within an entity</p> <ul style="list-style-type: none"> - CAM is housed within an agency, operates as an entity of its own - Mission of CAM is community oriented and might differ slightly from Lead Agency housing - Managing COI at the lead agency as CAM is an entity within an entity; the lead agency will need to have P&P in place to ensure fairness and objectivity in the referral process <p>Interview Requirements for Current CAM Staff</p> <ul style="list-style-type: none"> - Provision of interviews for all current CAM staff upon lead agency identification <p>Benefits to new lead agency:</p> <ul style="list-style-type: none"> - Leveraging institutional knowledge - Accelerated ramp-up of CAM - Reduced financial and capacity strain due to onboarding and training <p>Estimated optimal staff needed to fully implement hybrid access model include 1FTE CAM manger, 3 to 2 FTE CAM Assistant Manager/supervisors 20 FTE eligibility specialists,2 FTE Intake Site Coordinator, 5 FTE Information Management Specialists (HMIS, BNL management, etc.), 1 FTE Referral Coordinator 1.5 FTE Housing Resource Specialist, YHDP staff (will be supported specifically by YHDP grant)</p> <p>Additional possible staff: administrative staff, security staff (for in-person access sites, lead agency offices)</p>
<p>Resources (5 minutes) - Torrey</p> <ul style="list-style-type: none"> a. Questions to Consider b. LOI c. Past RFQ d. HUD Guidebooks e. CAM Website 		<p>https://www.handetroit.org/cam-transition</p> <p>Questions to Consider Linked Here</p> <p>LOI Linked Here</p> <p>Past RFQ Linked Here</p>

		<p>HUD Guidebooks <u>2022 HMIS Data Standards</u> <u>Coordinated Entry Data and System Performance</u> <u>Coordinated Entry Management and Data Guide</u></p> <p>CAM Website http://www.camdetroit.org/</p> <p>CAM P&Ps Linked here</p>
<p>Q &A</p>	<p>Can you share data on average call length?</p> <ul style="list-style-type: none"> - Depends on the person/case/what is needed - 15- 30 minutes - average call duration is just under 10 minutes. As noted, specific calls can vary quite a bit depending on the engagement (e.g. a full shelter referral will take a lot longer of course than some who calls in for just a quick case update). Also noted overall CAM has struggled at times to handle the call volume and have had a high rate of abandoned calls at times. <p>When we are completing the RFP, will be required to submit a budget?</p> <ul style="list-style-type: none"> - most likely, yes. I do anticipate we'll be asking for some type of budget <p>What was the decision to relinquish?</p> <p>CAM no longer aligned with SWCS mission and based on strategic planning there were strengths better suited elsewhere.</p> <p>Will we be able to gain access to the current budget, but line item, staffing salaries, etc?</p> <ul style="list-style-type: none"> - Working that level of detail out - We will provide total amount of funding to be transferred over - 	

**Has the spending period for the YHDP grant started?
Or is that still in the planning and implementation
process?**

**Were the optimal staff levels developed with any
additional funds that might be available beyond the
current \$1.3M?**

Is not completely funded at this point so some
avenues are being pursued. Additionally, the new
lead agency may bring additional funding to the table
that could supply the need.

**What would you say is the optimal staff funding
level?**

- 1FTE CAM manger, 3 to 2 FTE CAM Assistant
Manager/supervisors 20 FTE eligibility
specialists,2 FTE Intake Site Coordinator, 5
FTE Information Management Specialists
(HMIS, BNL management, etc.), 1 FTE Referral
Coordinator, 1.5 FTE Housing Resource
Specialist, YHDP staff (will be supported
specifically by YHDP grant)
- This is optimal staff level based on current
hours of operation

**Cost of providing optimal staff funding; Was there a
comparison of the current staffing vs. The optimal
staffing?**

- The new lead agency should make the
calculations of the gap needed to reach
optimal and decide if it is feasible

How many internal spaces are needed?

- 4 management staff offices
- Most are not in the office everyday
- Shared office spaces
- Currently fully remote with clients