



# CAM Workshop: Day 2

January 25<sup>th</sup> 12 pm – 2pm



# Welcome

## Covered Today (1/25)

- Data and Technology
- Additional Services
- YHDP
- Partnerships
- Staffing and Structure
- Resources
- Q &A (15 minutes) All- Tasha can facilitate



# Data and Technology

## Introduction to HMIS & HMIS Data Standards

- A **Homeless Management Information System (HMIS)** is a locally implemented data system used to record and analyze client, service, and housing data for individuals and families experiencing homelessness or housing insecurity. The HMIS ties together homeless service providers within a community to help create a more coordinated and effective housing and service delivery system.
- The **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. The most recent HMIS Data Standards as well as a complete historical archive of previous renditions can be found on the [HUD Exchange Data Standards](#) page.



**HMIS**

HOMELESS MANAGEMENT  
INFORMATION SYSTEM



# Data and Technology (con't)

## CAM's Role in HMIS Data Collection & Reporting in Detroit

Data entered by CAM is shared to other **agencies participating in Detroit's community-wide data sharing plan**, it becomes the basis for the shared client record.

**Shelter/Housing Providers** are fully reliant on CAM for referrals (often created in the HMIS).

**Shelter Navigators** rely on CAM for initial assessment and data entry, scheduling navigation, processing housing packets, and coordination around housing referrals

**Case Managers** rely on CAM data to know where their clients are at in the navigation/housing process

The **CoC, Funders, and HAND** rely on CAM to have quality data for system/program planning purposes.



# Data and Technology (con't)

## Other Data Systems

### Salesforce

- Cloud based customer relationship management (CRM) platform
- Navigation Scheduling & Tracking
- Prioritization Lists
- Diversion Tracking
- Prevention Assessment
- Detroit at Work Referrals
- Call Center Data & Reporting

### Vonage Contact Center

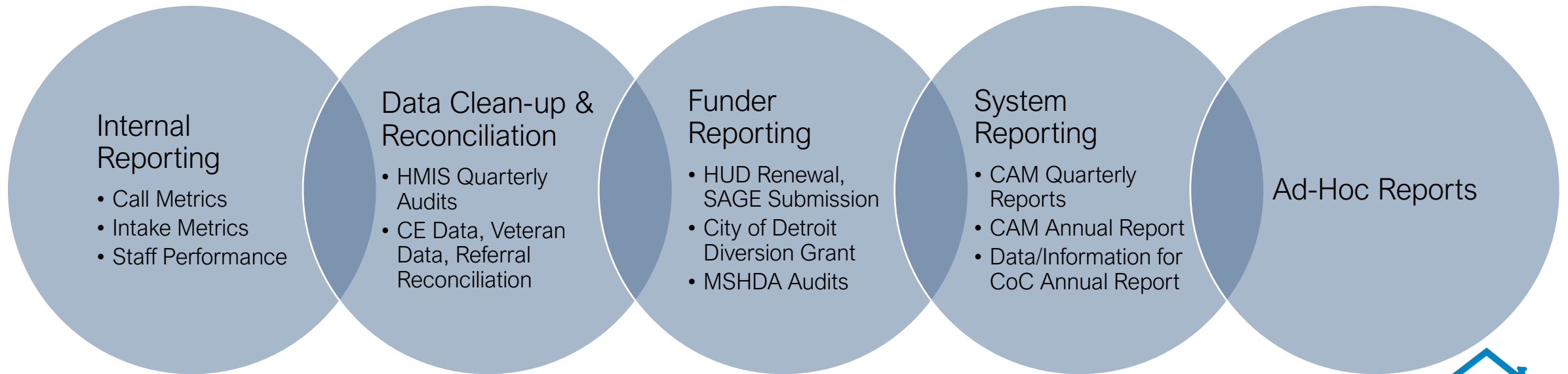
- Cloud based phone contact center
- Integrated with Salesforce
- In Q1-Q3 (Jan-Sep) 2022, there were 40,421 calls routed to CAM staff
- Additional calls to the CAM phone line routed externally or provided with information on other community resources

### Other Systems

- Microsoft 365 (Office, SharePoint, Forms, Power Automate)
- Wordpress
- MailChimp
- Canva
- Box

# Data and Technology (con't)

## Reporting



# Data and Technology (con't)

## Planning for Data & Technology Needs

### ➤ Significant Data Entry Requirements

- Larger number of data elements
  - Varies depending on type and outcome of intake
- 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.
  - Estimate for single 15-30 minutes
  - Estimate for family 20-40 minutes

### ➤ Data Timeliness (Real time data entry)

### ➤ Data Quality

### ➤ Data Management Staffing Considerations:

- Adequate staffing at Access to ensure real-time data entry
- Data Analyst (Reporting & Data Requests)
- Data Quality
  - Quarterly Data Quality Audit Exercises
  - Data Reconciliation (within HMIS and between HMIS/Salesforce)



# Additional Services

## ➤ HARA(Housing Assessment and Resource Agency)

- A HARA is an agency that receives Emergency Solutions Grant funding from the Michigan State Housing Development Authority (MSHDA) and coordinates services within the community's Coordinated Entry System such as prevention, rapid rehousing and coordinated entry. HARAs work with other service providers to ensure that access to homeless resources is optimized and based on assessment of need.

## ➤ HCV, EHV, Moving Up, and DHC Waitlist Management

## ➤ Prevention

- Is a 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) is administered to determine eligibility
- Referral to homeless prevention providers

## ➤ Diversion

- Problem solving approach to help people seeking shelter identify safe, immediate alternative housing arrangements
- Financial assistance, as there is funding available
  - Greyhound tickets
  - Grocery or gas cards
  - Assisting with move-in costs and/or utility arrearages





# Additional Services cont.

## ➤ **BNL Management**

- comprehensive lists of veteran experiencing homelessness and chronically homeless in the Detroit CoC. Data inflow and outflow of both list are maintained and managed at the CAM. BNL management consists of creating, analyzing, and present data and reports to veteran providers, partners and leadership.

## ➤ **Training**

### ➤ **Internal Staff Training**

- Community Mental Health Trainings (SWCS specific)
  - Trauma Informed Care
  - Population-Specific
  - Mental Health First Aid
  - Data Entry (HMIS, Salesforce)
  - Customer Service
  - CAM systems, processes, workflows specific to job duties
  - SOGIE
  - De-escalation
- ### ➤ **Community training on CAM/Coordinated Entry Process**
- E.g. community presentations, onboarding new providers, funder trainings

# Additional Services cont.

## ➤ **CoC Participation (Board, Committees, etc.)**

- **The Continuum of Care (CoC) Board** serves as the governing body for the CoC and is ultimately responsible for operating an effective CAM that is in compliance with HUD's requirements.
- **The CAM Governance Committee** is a CoC Committee that reports to the CoC Board and is responsible for providing oversight to the CAM and bringing policy level recommendations to the CoC Board.
- **CAM Internal Work Group** is comprised of mid-level leadership from CAM Lead Agency and CAM Implementing Agencies and is responsible for managing the day-to-day operations of the CAM and for bringing process level recommendations to the CAM Governance Committee
- **Provider Workgroups** are utilized to gain feedback regarding CAM Policies & procedures; recommending new procedures to implement; and bringing up concerns or providing a voice for consumers in the relative projects. These workgroups include:
  - Street Outreach Workgroup
  - Shelter and Transitional Housing Provider Workgroup
  - Rapid Re-Housing Provider Workgroup
  - Permanent Supportive Housing Workgroup



# Additional Services cont.

## ➤ **CoC Participation (Board, Committees, etc.)**

- **CoC Executive Committee**
- **Veteran Leadership Committee, Veteran Case Conferencing, System Improvement Meeting**
- **PSH Consult**
- **LIHTC Committee**
- **CE Data Standards Meeting**
- **Chronic Leadership**
- **YHDP Planning Team**
- **Ad Hoc/Seasonal Meetings**
  - e.g. shelter ramp downs, project meetings, etc.

# YHDP - Overview

## Youth Homeless Demonstration Program:

*A funding opportunity and a community process*



The Youth Homelessness Demonstration Program, YHDP, is a HUD-funded project for cities to substantially work towards addressing and ending youth homelessness



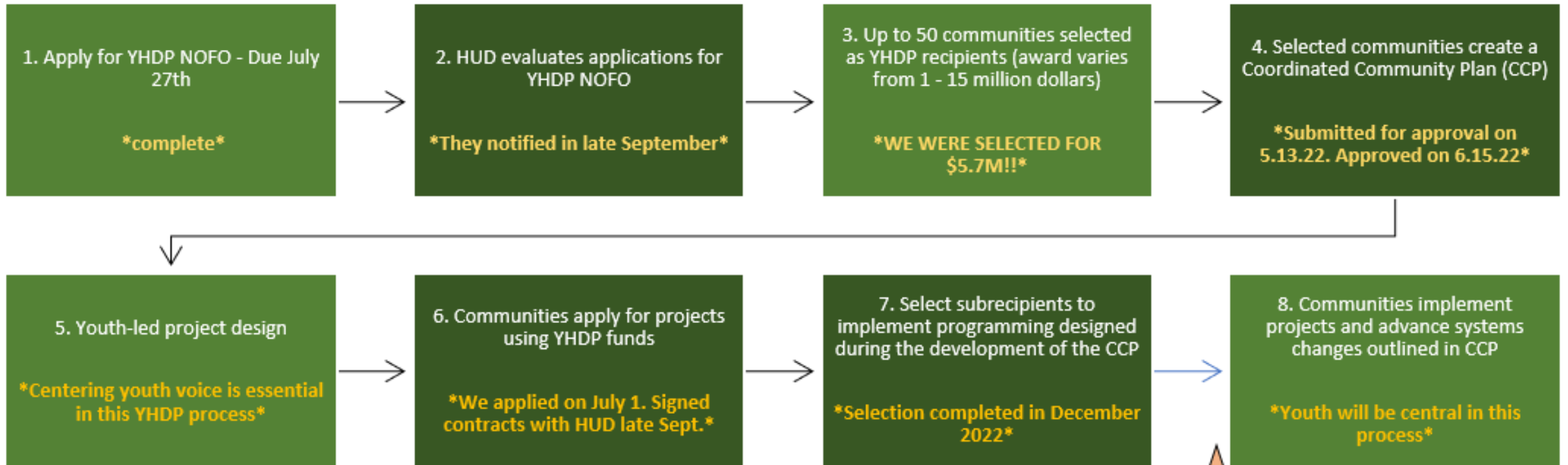
The YHDP includes a Coordinated Community Plan and the development of new programs to address youth homelessness



HOMELESS ACTION NETWORK OF DETROIT

# YHDP - Overview

## Summary of the process:



We are here.

# Vision to End Youth Homelessness

Our shared Mission and Vision is for **youth and young adults voices to be centered and elevated** in our collective efforts towards building an **equitable and inclusive community** where youth and young adults of **all backgrounds** (LGBTQ+, BIPOC, parenting, etc.) have access to:

- safe, stable, and affordable housing;
- supportive services that use a community coordinated response to offer educational and employment opportunities;
- spreading awareness and resources through building permanent connections;
- and any other resources and services that ensures youth homelessness is rare, brief, and non-recurring.



HOMELESS ACTION NETWORK OF DETROIT

# YHDP – Overview

Project	Bucket	Budget
CoC Planning	Infrastructure – youth compensation, dedicated positions, process management	\$574,220
HMIS	Infrastructure – data collection, management, and analysis	\$180,888
<b>Coordinated Entry</b>	<b>Infrastructure – youth identification, access, and prioritization</b>	<b>\$515,522</b>
Permanent Supportive Housing	Programming - YHDP allows youth with documented disability without need to establish chronicity	\$733,186
Transitional Housing-Rapid Rehousing (TH-RRH)	Programming – goal to create safety for LGBTQ+ youth in particular and create strong connections between immediate and long-term support	\$2,802,844
Crisis Mental Health Team	Programming – mental health support elevated as critical need	\$935,546



# YHDP – CAM Changes

- **YHDP Coordinated Entry Funding**
  - **CAM Lead Agency (SWS)**
    - Youth-Focused Eligibility Specialist
    - YBNL Coordinator
  - **CAM Implementing Partner (CHS)**
    - Youth-Focused Navigator
    - Youth-Focused Street Outreach Staff





# YHDP – CAM Changes

## ➤ Increase Identification

### ➤ Mobile Assessment

➤ Mobile Assessment Form

➤ Ruth Ellis Center, Detroit Phoenix Center, SER Metro

### ➤ Coordination with Outreach Providers



# YHDP – CAM Changes

## ➤ CAM Process Changes

- Assessment
  - Youth-specific assessment questions
- Prioritization
  - Youth-specific prioritization factors
- Youth By-Name List



# YHDP – CAM Changes

## ➤ **Future Areas of Work**

- Assessment Tool
- Cross Systems Coordination
- YBNL Case Conferencing and Coordination
- Category 2 Homelessness
- Community-based connections

# Partnerships

## ➤ Detroit At Work

- Referrals are completed at intake in Salesforce with reports sent to DAW monthly. Detroit at Work and the Detroit Employment Solutions Corporation may assist with obtaining employment and increasing income, if you qualify.

## ➤ McKinney Vento

- All referrals completed by assessors in HMIS. The MV referrals are currently halted (previously handled by Wayne Metro).

## ➤ Informal Partnerships/External Communications

- e.g. Red Cross, Detroit Area Agency on Aging, mental health providers, hospitals, justice system, community groups



# Staffing and Structure

## ➤ Managing an Entity Within an Entity

- While CAM is housed within an agency, it operates as an entity of its own.
- Mission of CAM is community oriented and might differ slightly from Lead Agency housing CAM.
- Dedicated resources for staffing, equipment, and other technology.
- Policies & Procedures to ensure referral process promotes objectivity and fairness.

# Staffing and Structure

## Interview Requirements for Current CAM Staff

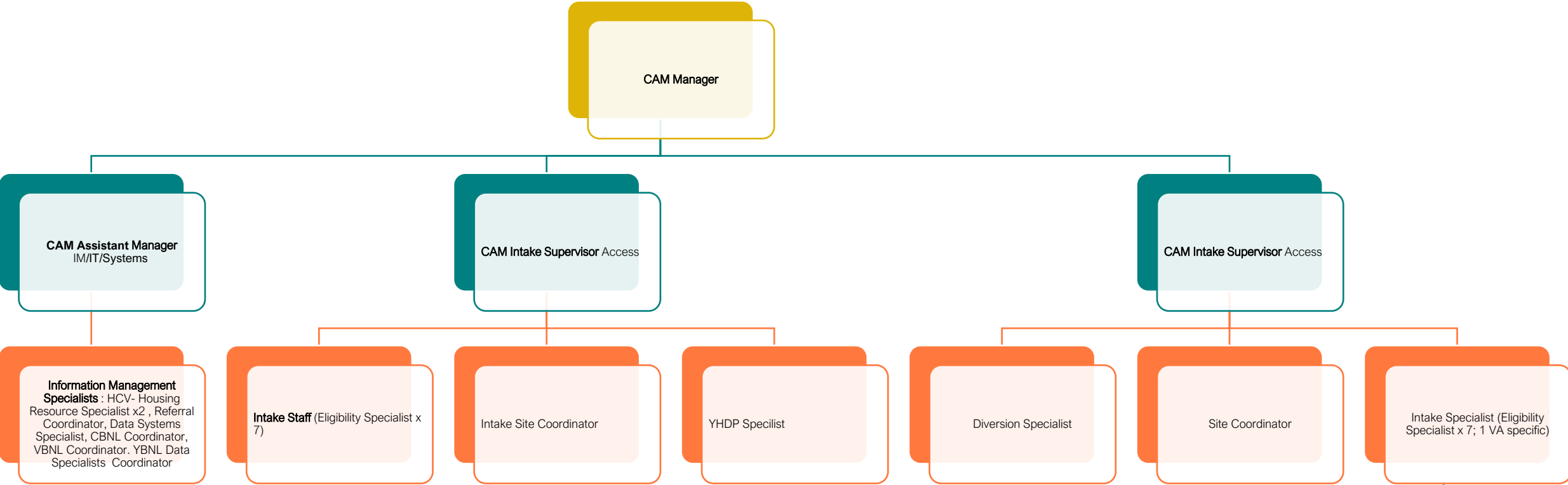
- Provision of interviews for all current CAM staff upon new Lead Agency identification.
- Benefits to new Lead Agency:
  - Leveraging institutional knowledge
  - Accelerated ramp-up of CAM
  - Reduced financial and capacity strain due to onboarding and training

# Staffing and Structure

## Estimated optimal staff needed to fully implement hybrid access model:

- 1 FTE CAM Manager
- 3 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)
  - Additional possible staff: administrative staff, security staff (for in-person access sites, lead agency offices)

# Staffing and Structure





# Resources

- Questions for a new CE lead agency to Consider
  - Topics like technology, key partnerships, staffing, physical space, conflicts of interest and more!
- LOI
  - <https://www.handetroit.org/cam-transition>
- Past RFQ
- HUD Guidebooks
  - [2022 HMIS Data Standards](#)
  - [Coordinated Entry Data and System Performance](#)
  - [Coordinated Entry Management and Data Guide](#)
- CAM Website
  - <http://www.camdetroit.org/>
- CAM P&Ps

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## RFQ Planning Resources

(click the arrow to access documents)

[Read about the Request for Qualifications \(RFQ\) process](#)

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### Resources

- [HMIS Data Standards](#)
  - [Coordinated Entry Management & Data Guide](#)
  - [Coordinated Entry Data and System Performance](#)
  - [New CE Lead Agency Considerations](#)
  - [2013 CAM RFQ](#)
  - [Letter of Intent \(LOI\)](#)
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# Questions?

- [CAM Transition](#)