



CAM Transition Update

June 14, 2023



HOMELESS ACTION NETWORK OF DETROIT

Outline

- Welcome
- Reminders
- CAM Decision Points – Process
- SWS CAM Updates

Notes:

- Looking for volunteers to review the MOU(Reach out to Cindy) & Access Points application (Reach out to Paige)
- AP due on 6/20 at 10am

Service Planning – Decision Points

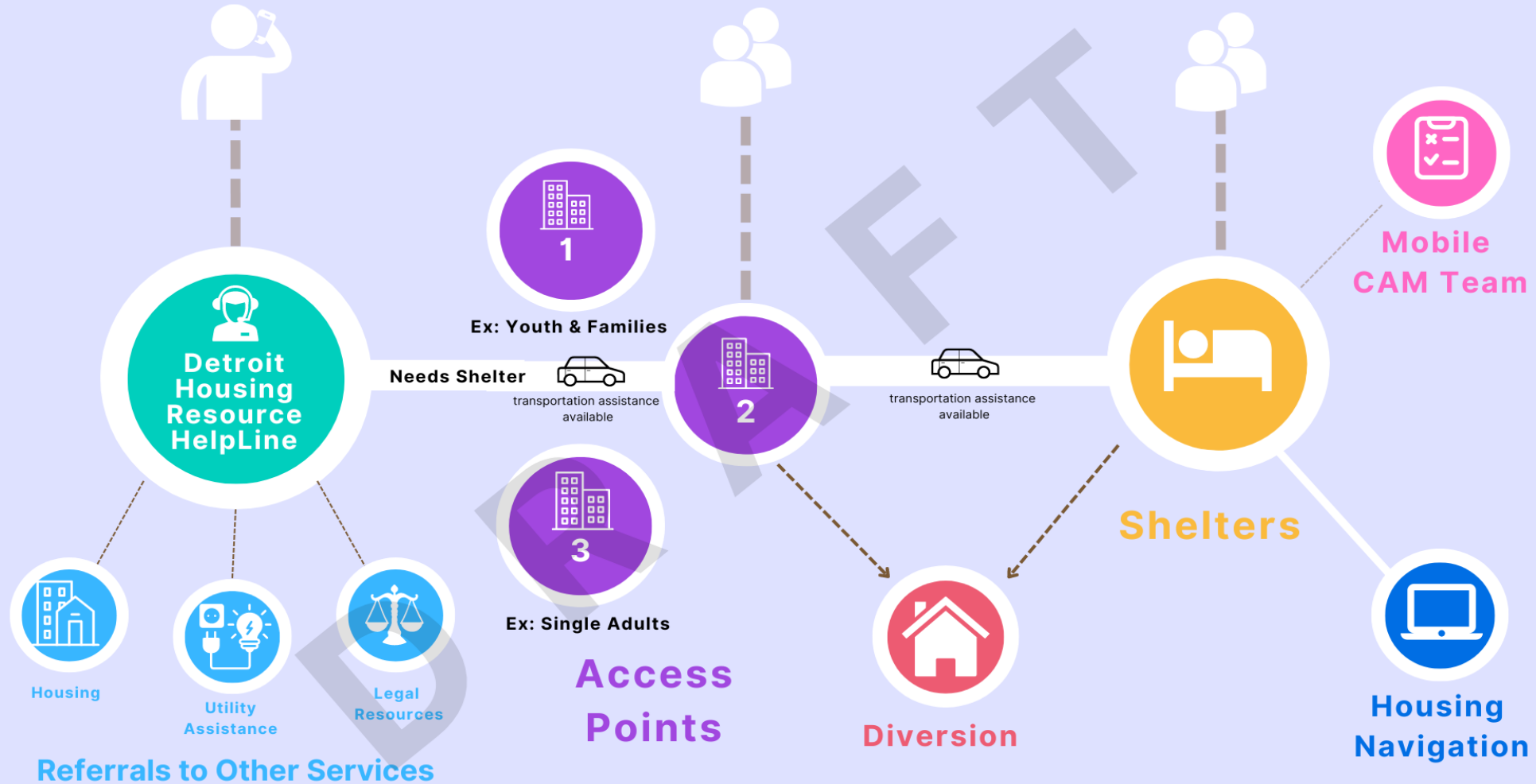
In-Person Access (Locations, Populations, etc)	Process
CAM Number	CAM brand (name, website, etc)

Notes:

- Concerns regarding the phone line and transportation, there is a limited budget.
- Prioritizing those with disabilities, younger children and bigger families for transportation
- Mobile CAM Team are for those that were accepted into a shelter after CAM hours
- Rideshare concerns
- Shelter information on bed availability?

HAND

CAM Lead Agency



WMCAA
Call Center

City of Detroit
Access, Back Office

CAM Process Considerations

What are people saying about the Process:

Call Line

- Waiting on the phone for ranges from 1-6 hours
- Many clients elevate that it took them days of waiting to get referral to shelter
- CAM saying they will call a client and never following up
- Prompts confusing – unsure what to press to get the help needed
- Will sometimes wait and then realize didn't press the correct prompt and have to wait longer; Would like an option to speak to an operator to receive assistance with selecting the correct prompt
- Sometime will boot the client from the call and they have to start the process over again
- Hours too narrow
- Need more staff Clients shared difficult experiences they undertook to have the means to call CAM (finding a location that would allow them to charge their phone while they waited for access, having to borrow someone's phone, having to get access to minutes to make the call, being unable to do anything else while they waited on the call line, etc).
- Transportation to shelter after a referral was made was a common challenge.
- Diversion efforts feel like they are being denied resources that they need. Clients don't realize that the goal is to support them in finding better alternatives to shelter. Clients also don't realize that they can reach back out to CAM after being diverted (they interpret this as a denial of support from the CoC).

Notes:

- Discussions are happening with the VA and are currently working on a plan
- As of now there is no plan on how to deal with overflow but is a priority
- The team addressed their concerns about the process and those questions will be explored

CAM Process Considerations

What are people saying about the Process:

Access Sites

- Must have in person drop off option.
- Concerns about transportation to/from in-person access sites were cited repeatedly.
- Regarding in-person access sites: consistent comments were that it would be more beneficial if there were resources to provide transportation to/from the sites, and that having multiple sites (including sites co-located at places where people who experience homelessness tend to be) was helpful in the past.
- Multiple comments were made regarding the importance of in-person sites being safe, welcoming, and trauma-informed for people seeking services. Comments also made noting having different access points for different populations seemed to have worked well in the past.
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- Some clients shared stories of having to wait in dehumanizing conditions (e.g. sitting on the ground outside in extreme temperatures or weather conditions). • Very long wait times – many expressed they would arrive first thing in the morning and still have to wait all day in order to be assessed.

CAM Process Considerations

What are people saying about the Process:

Back Office

- Lack of clarity on prioritization - Frustration that new clients would enter shelter after them yet receive housing supports before them – lack of familiarity with prioritization causing frustration/breakdown of trust in the systems
- Confused why some clients get support with navigation while others do not.

Other

- -What mechanisms will the agency employ to garner client feedback and how will that feedback be incorporated?
- How can they use technology to strengthen CAM processes?
- Consider adding additional access options through use of technology (website, texting, app and/or kiosks)
- Increase access hours (24/7 is ideal, but at least having weekend and evening access)

Notes:

- Recommendation for a virtual assessment
- Possibility of looking into a team of phone assessors who can be transferred to once triaged is completed
- Unofficial access points? May not have the capacity but is a well known place such as DPC
- Potential to lower amount of access points to better assess these concerns
- Training for staff in trauma informed and nonviolent de-escalation
- No need to continue discussion next week but the team would like to see answers to their questions asap
- Process considerations should be an ongoing conversation

CAM Process Considerations

Notes:

- Will transportation be able to assist families with multiple children?
What happens if a rideshare drive refuses to transport someone?
Will the call center have information on shelter bed availability? Will this information be shared with callers being directed to the in-person sites?
How will the call center connect people to street outreach teams if needed?
What will the overflow process look like in this new set-up?
- lifting up potential considerations for assessments/referrals to be done via phone. At a minimum for special populations (DV, physical disability etc.) Not sold yet on 'One Way only' model to access shelter.
- To minimize assessment to in person. This seems to be going in a contrary direction to what clients unanimously elevated in their feedback about the transition.
- Consider technology to help manage the expectations & volume might be a game changer for us

CAM Lead Agency (SWCS) Updates

Notes:

- No changes as of now