



# CAM Transition Update

*June 28, 2023*



HOMELESS ACTION NETWORK OF DETROIT

# Outline

- Welcome
- Access Site Updates
- CAM Decision Points – CAM Number
- CAM Decision Points – CAM Brand
- SWS CAM Updates

# Service Planning – Decision Points

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

# **ACCESS POINTS SITES**

# Access Point Sites

## Updates

- Both votes passed as follows:
- Do you accept the access site review team's recommendation for NOAH? (17 total votes, 15 yes and 2 abstentions)
- Do you allow the access site review team (City, HAND, CoC/DAG rep) to identify another site (OGD, WMCAA East, WMCAA West) after a site visit is conducted? (17 total votes, 14 yes, 1 no, and 2 abstentions)

## Sites:

- Singles Access Point – NOAH, pending another location after site visits (WMCAA East and West locations and Operation Get Down)
- Families – Cass

# Access Point Sites

## Notes:

- Updates related to concerns expressed about Cass site
  - The City staff will be providing the services at all access sites. With their staff daily presence, there is hope this will reduce concerns
  - Those who had a bad experience with Cass and any other service providing or do not want to be there, they can go to any other access point
  - The City has followed up on grievances aired publicly about Cass and Cass was compliant with requested changes

**CAM PHONE**

# What will happen to 313-305-0311?

- RFQ Language: The entity selected to operate the call-line will be expected to retain the same CAM call number (313-305-0311) if the new agency's call technology will allow for the porting of that number.
- Data & Tech Committee relaunched June 5<sup>th</sup> and added Wayne Metro & COD DHS representatives to the committee.
- What Data & Tech Committee have been discussing:
  - Wayne Metro will not use Vonage – they have a comparable system called 8x8
  - **It is important to keep the 313-305-0311** existing CAM phone line *for some period of time*.
  - The **313-305-0311** will *eventually be phased out* in order to point people to one line for housing services. This line is the **Detroit Housing Services Help Line @ 866-313-2520**
  - Wayne Metro will obtain the existing phone line by having it ported over for use in the new CAM call center. Date of porting dependent on other parts of the system being operational



## Phone Line – Plan to Phase out 313-305-0311

	PHASE 1	PHASE 2	PHASE 3
ACTIVITY	313-305-0311 will be in use; <b>Caller will hear greeting &amp; be connected to Wayne Metro</b>	313-305-0311 will be in use; <b>Caller will hear a message indicating line is being phased out; Caller will be connected</b>	<b>313-305-0311 will NOT be in use; Caller will call 866-313-2520</b>
IDEAL DATE(S)	Week of 8/28/23 or before (9/1/23 – is on a Friday)	TBD	TBD
DURATION	No less than 3M No more than 6M	No more than 3M	N/A
CONSIDERATIONS	Need rebranding/marketing to accompany the phases	Need rebranding/marketing to accompany the phases	Need rebranding/marketing to accompany the phases
DEPENDACIES	In Person Access Sites Open: Wayne Metro		

## **Data & Tech Committee Next Steps (not limited):**

- Respond to questions and suggestions from the CAM Transition Team
- **Request a VOTE to Obtain support from Cam Transition Team for a phased approach related to use of the existing CAM line - <via meeting on 6.28.23>**
- CSH to provide TA through a **sub –committee of the Data & Tech Committee** - to continue to flush out additional details for the phone line operations. They will be looking at prompts, phone tree, workflow, etc.... This meeting is set to start July 6 & takes place weekly on Thursdays @ 11am.
- Wayne Metro & Southwest to work with Vonage to start process to port the phone number
- Wayne Metro will work with HAND & COD to ensure there is a plan to transfer pertinent data from 8x8 system to Salesforce
- Convene a meeting with Communications Sub Committee to coordinate on relevant steps to ensure success of the phased approach

# 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).

# CAM Phone Line

## Notes:

- The phone line will be triage only
- Number will be ported over to Wayne Metro; date is to be determined
- Questions were raised about what happens if we change vendors/implementing partners and how it is important to stay consistent with the line versus phasing the number out all together
- Veteran piece is still being worked on, question about adding an option to the phone to be directed to a specific staff member will be brought to team talking about the phone tree
- Some individuals are confused why we need to phase out the 313 #, discussion. Continued discussion as the team figures it out.
- The cost to maintain the 313 # is not costly at all per WM.
- Eventually will be building out a process for special circumstances when a household isn't able to get to an access point for any reason.

# CAM Brand Considerations – No discussion, time did not permit

## What are people saying:

- Many clients expressed that they were unaware of CAM when they first experienced their housing crisis and they didn't know where to turn to receive support or access shelter.
  - Clients who had success indicated that they had heard about CAM via word of mouth, past experience, or community connections/service providers. Note: those who were provided a warm handoff through other service providers expressed the most positive experiences with CAM.
- There was a commonly expressed desire to get more information out into the community about what CAM is, how to access it, and what to expect.
- We should begin thinking through and developing mechanisms to advertise about CAM
  - Many clients expressed difficulty in knowing where to turn when experience of homelessness first began. Those who successfully came into the system relied upon word of mouth or local service providers to locate CAM

# CAM Brand – Website - No discussion, time did not permit

## CAM Detroit

Serving Detroit, Hamtramck, and Highland Park

313-305-0311

Call For Help



camdetroit@swsol.org

Email Us

[Home](#)

[Get Help](#) ▾

[About Us](#) ▾

[CAM Staff & Providers](#) ▾

[Contact Us](#) ▾



New  
**CAM**  
Hours

**CAM will be experiencing a shift in operating hours beginning March 6th 2023. The CAM Hotline will continue to operate exclusively by phone until further notice.**

**Veterans**

**Individuals, Youth, Families**

4646 John R, Red Tower 2nd floor,

**Phone Only Service**

# CAM Brand – Logo- No discussion, time did not permit



# CAM Lead Agency (SWCS) Updates

Notes:

- No updates as of now