



# CAM Transition Team Meeting

*February 15, 2022*



# Agenda

## Topic

Welcome

CAM Services - Revisited

CAM Contingency Plan and Current Operations

# 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

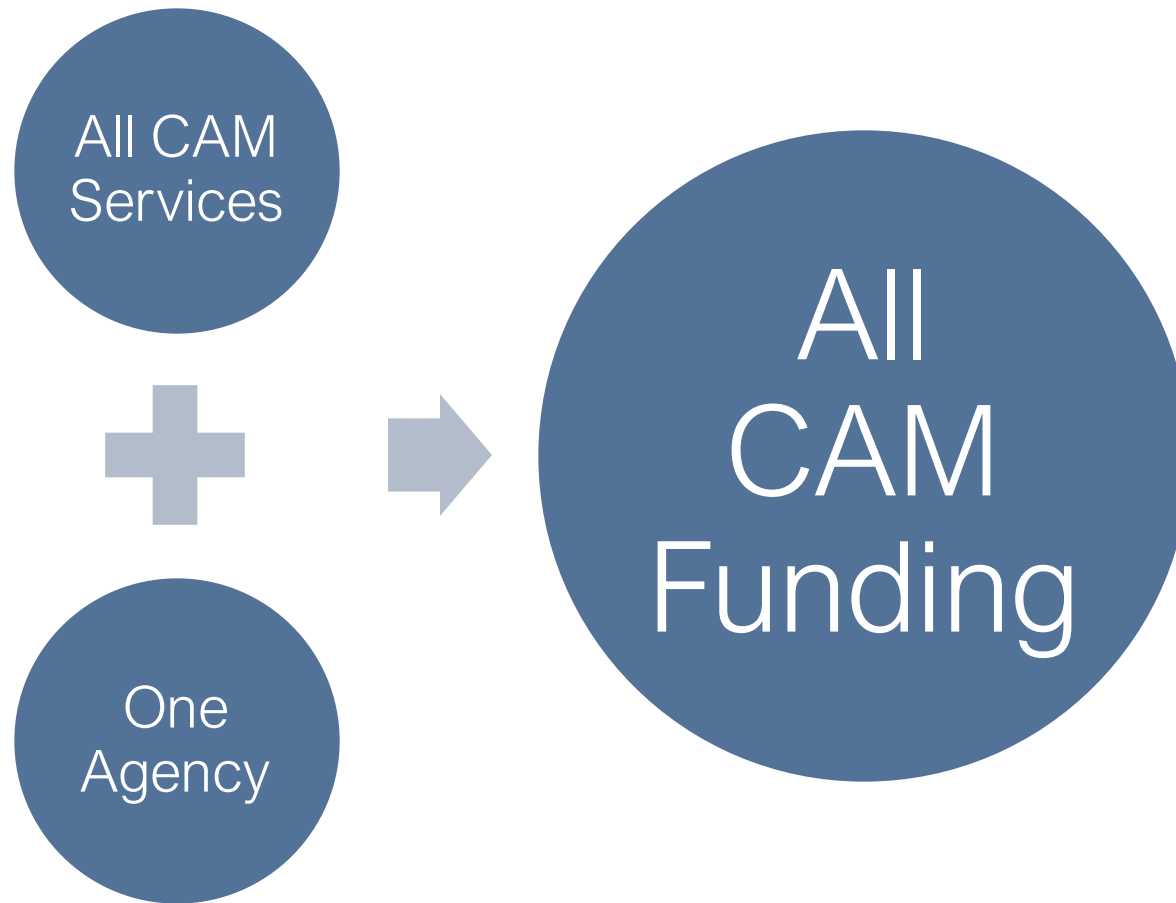
- McKinney Vento referrals may be better initiated by shelters rather than CAM
- It's important to ensure that whatever The CAM Lead activities are, that they're not being determined based on the lack of community resources
- BNL management could be handled outside of CAM
- Helpful to see these services 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

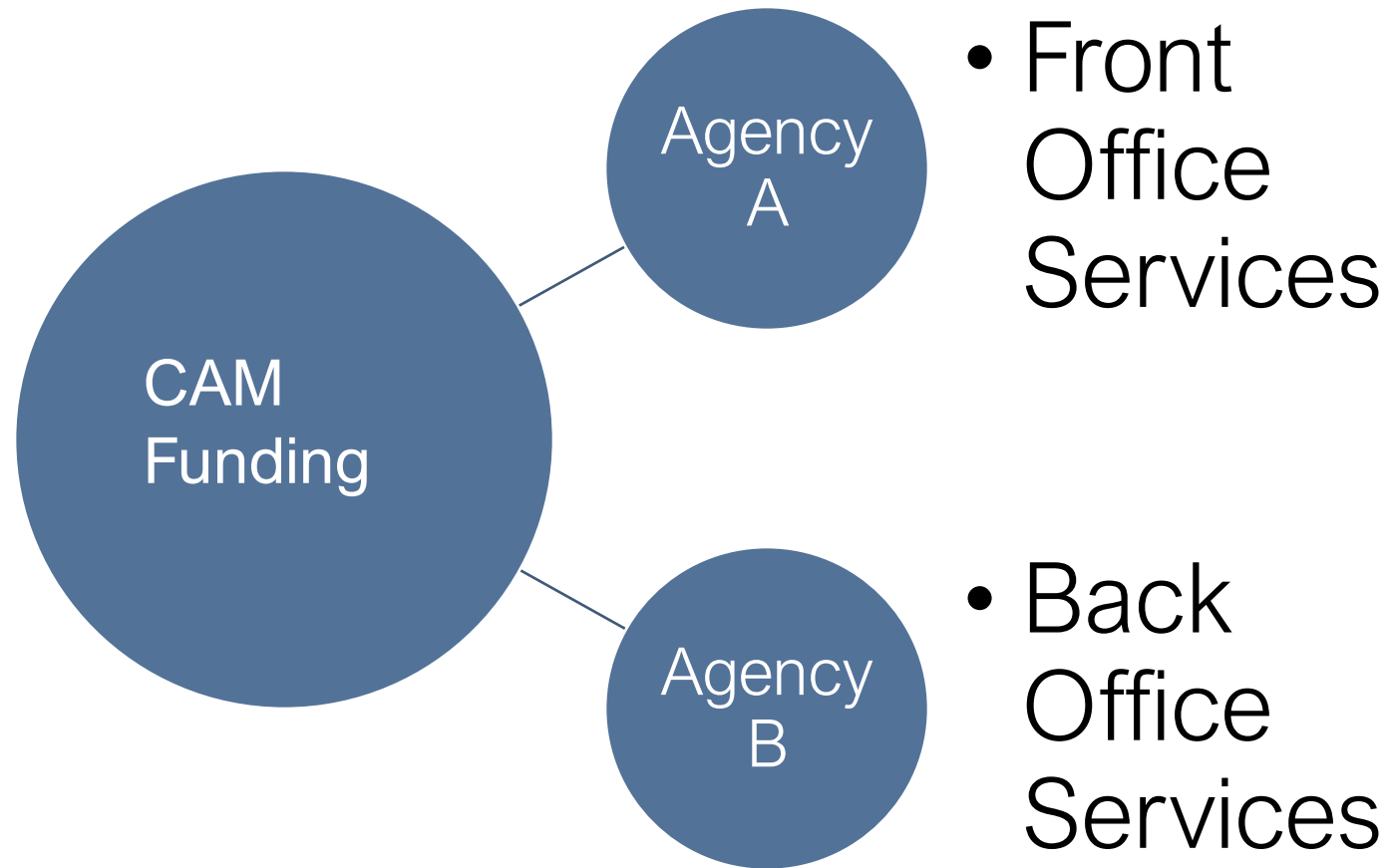
Options to implement through RFQ:

1. An agency can apply to be the CAM Lead Agency and perform ALL services
2. An agency can apply to do the following:
  - 1.CAM Front Office: Call Center and In-Person Access Sites, diversion and shelter referrals
  - 2.Back Office: RRH and PSH Referrals, BNL Management, HCV applications, etc

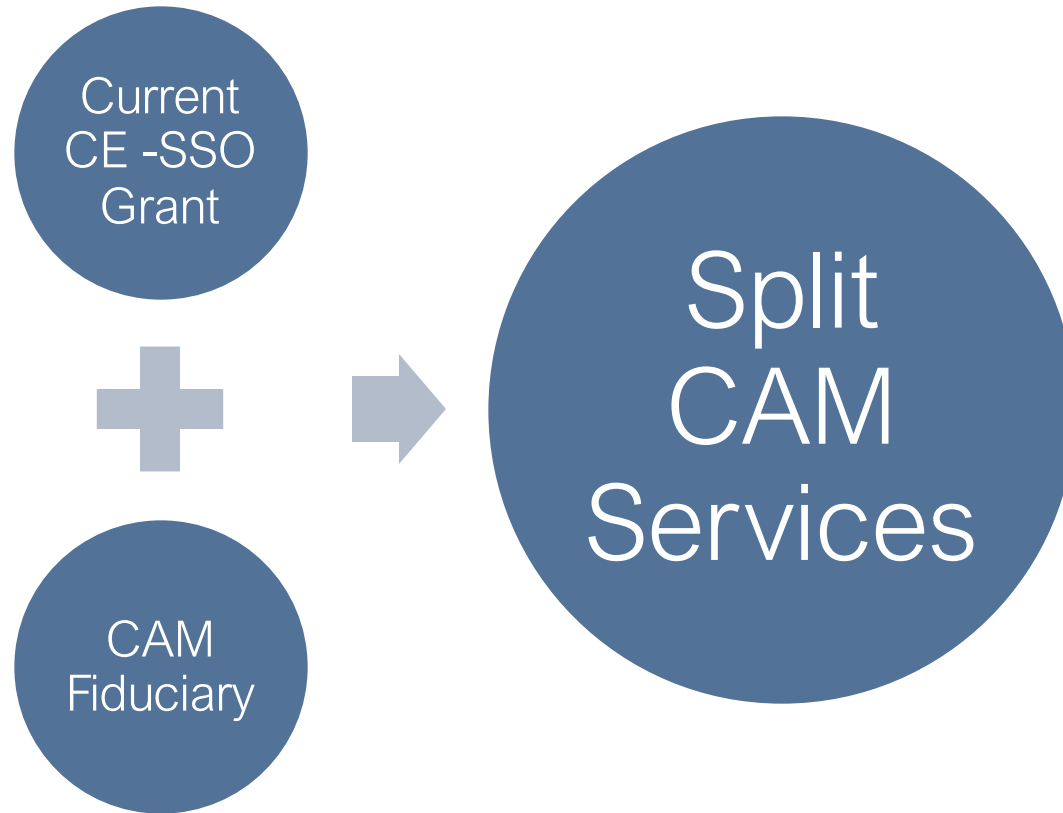
# CAM Services – Option 1: Follow the Funding



# CAM Services – Option 2: Follow the Funding

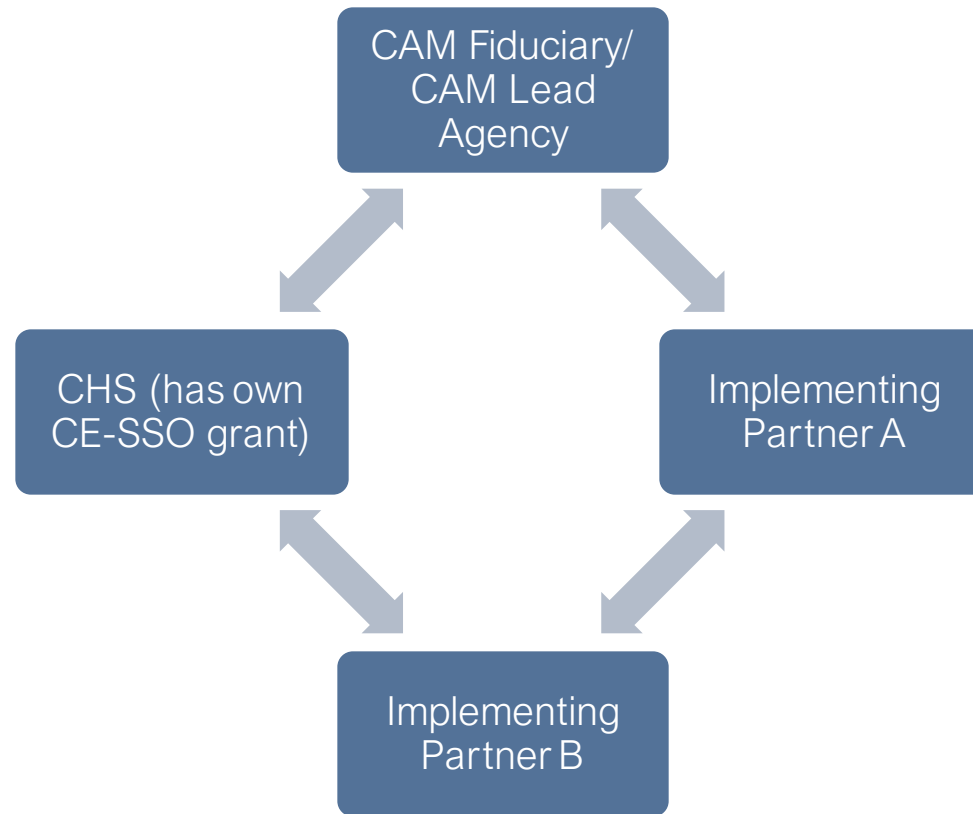


# CAM Services – Option 2: Follow the Funding





# CAM Services – Option 2: CAM Lead Agency

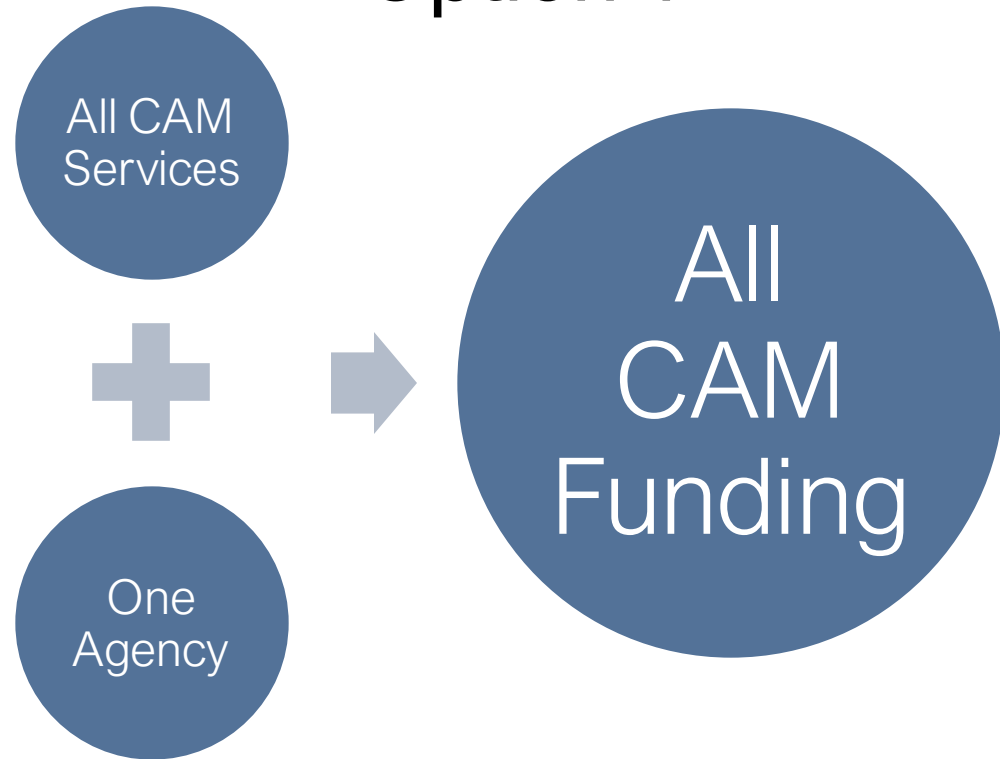


# CAM Services – Timeline for Option 2

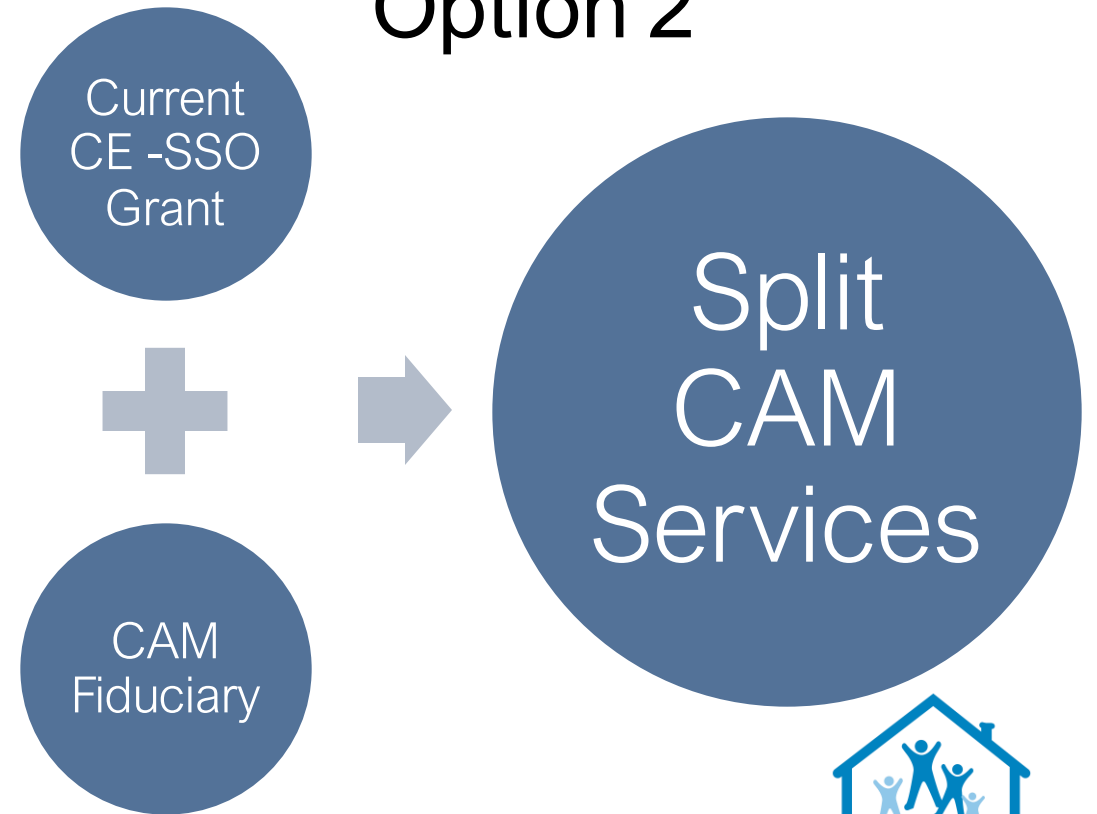


# CAM Services – Decision Point

## Option 1



## Option 2



# Contingency Plans – Front Office Options

- **Access Staffing** - Hire Contract Staff – there are several staffing companies that specialized in social work staffing (i.e. Robert Half)
- **Shelter referrals** - Shelters to receive shelter residents directly (w/o referral from CAM)
  - Could do for all shelters or a identify certain shelters (ie. Large shelters, single shelters, etc)
  - Considerations: data quality, training, disruption to clients, CE data collection elements
- **Prevention** - Direct prevention calls to the Department of Housing Services hotline
- **YHDP Access** - Train Street Outreach/Shelter Navigators to enter YHDP CE Intake data directly into HMIS.
- **CAM Line** - Direct calls to a current line operated by another provider (i.e. 2-1-1, Wayne Metro)



# Contingency Plans – Back Office Options

- **Referral Coordinator Role** – Subcontract to another agency
- **BNL Management** – Subcontract to another agency
- **Navigation Scheduling** – Subcontract to another agency
- **Lessen Data Entry** – Salesforce Intake Form transitioned to the basics
- **Possible reduction of Access Point hours** -from 9am-6pm to 9am-5pm to ensure more calls are captured in the beginning of the day when the volume is highest
- **YHDP Subcontract** - SWS YHDP-funded positions to another agency
- **HCV apps and recertification**
  - Moving-UP
  - EHV



# Contingency Plans –

## Notes

- SWS has staff that they can be deployed from other areas of the organization to perform CAM services on an ad-hoc basis. Jane said that she would also reach out to CHS to fill gaps in CAM staff if the need arises. Concern was expressed about using CHS as it might cause a negative impact to other elements of the system that they oversee
- SWS to prepare a contingency plan and present it at the next meeting
- Jane expressed a desire to fill current open CAM positions with temp staff. She is going to vet the idea with her SWS leadership and explore the other ideas of SWS leadership.

# Contingency Plans – Revisited

## SWS Presentation



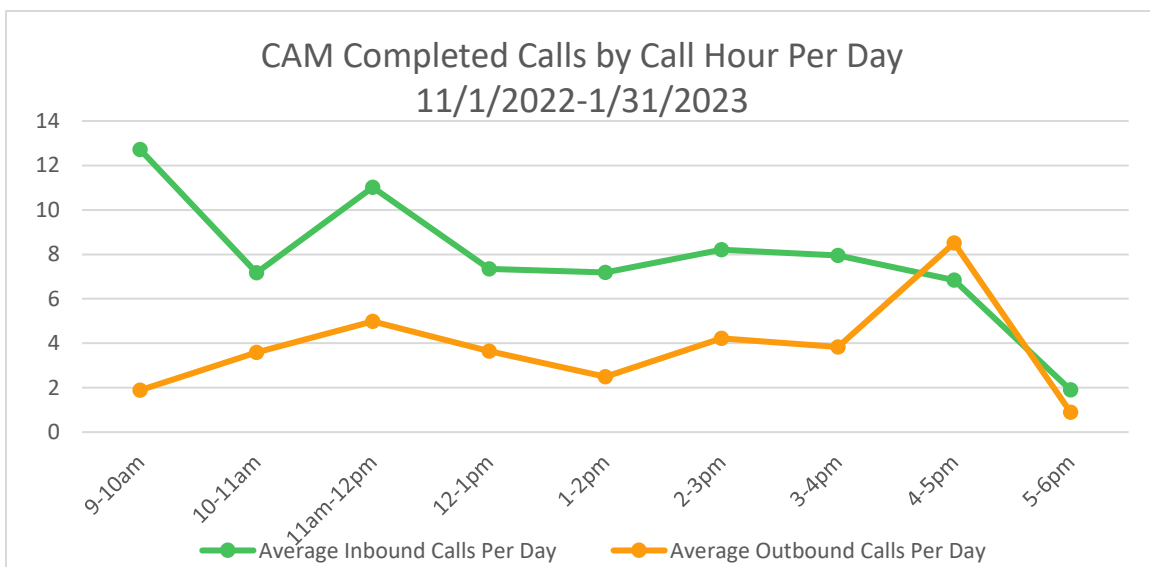
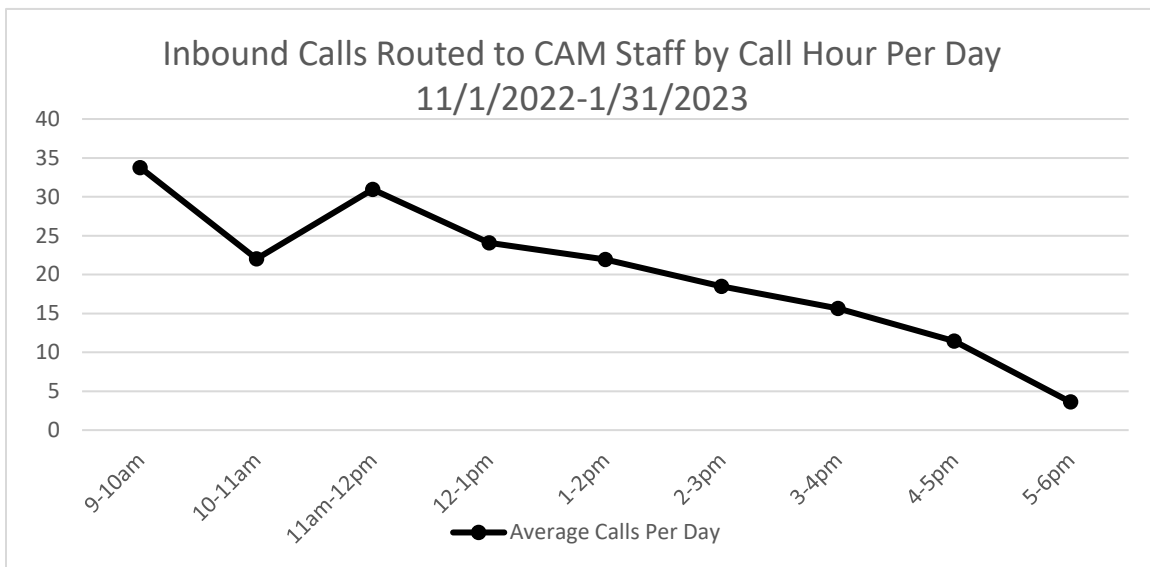
## Proposal to Change CAM Access Hours

CAM Management proposes reducing CAM phone line operating hours to Mon, Tue, Thu, Fri 9 am-5 pm and Wed 11 am-5 pm<sup>1</sup> 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:

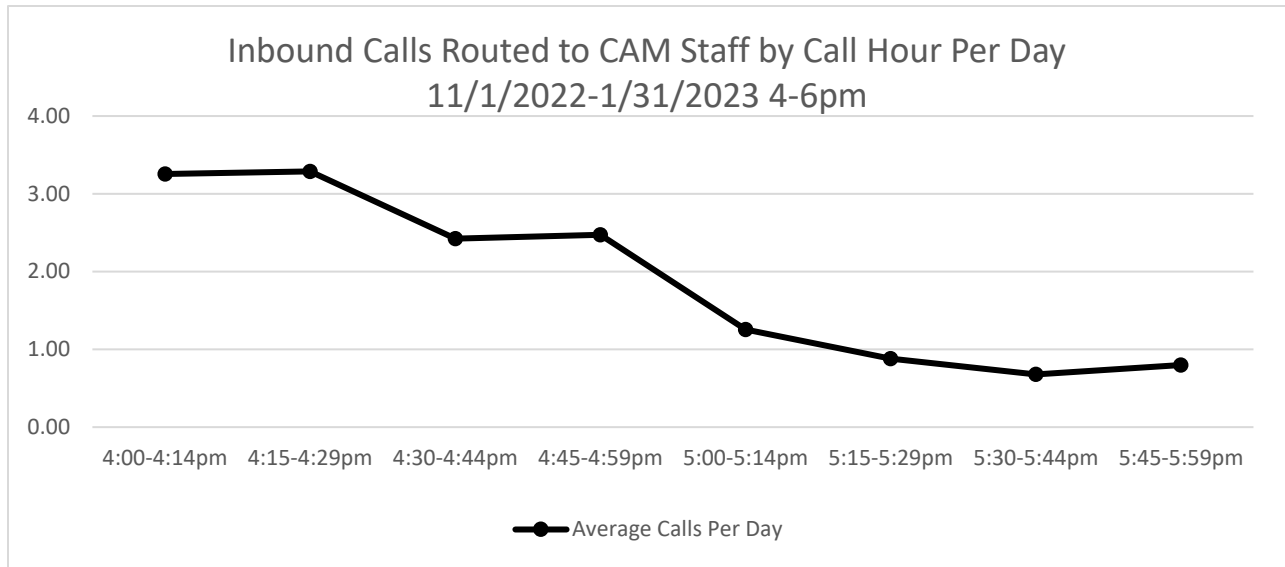
- CAM Intake Staff have consistently raised working till 6pm as a concern and a potential area for change that would support retention.
- CAM Staff complete the fewest amount of calls during the 5-6 o'clock hour.
- Making this change would allow all CAM staff to be on the same schedule and shift more 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



<sup>1</sup> 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.





**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