

Report of the Detroit CoC CAM RFQ Review Committee

May 8, 2023

Submitted to the Detroit Continuum of Care Board of Directors, CAM Governance Committee and CAM Transition Team

Background

The CAM RFQ was developed with robust community engagement, input from multiple stakeholder groups and a detailed review by the CAM Transition Team.

The RFQ presented a unique process for the selection of a CAM Lead Agency by creating an opportunity for applicants to be flexible in what of four CAM services they would apply for, and how they wished their overall application to be considered in relation to other applications – All-In or allowing a higher scoring competing application to be selected for only parts of their application.

The result of the RFQ application process resulted in only two applications to provide CAM Lead Agency services, and only one application to provide all other CAM activities (B-Access Call Center, C-Access In-Person and D-CAM Back Office).

The CAM RFQ Review Committee was selected by the CAM Transition Team to review, score and make recommendations to the CoC Membership on designating a new CAM provider(s) no later than May 25.

CAM Governance Context

The CAM RFQ separated CAM Lead Agency services from operational activities. The Detroit CoC Governance Charter provides instruction on the selection of the CAM Lead Agency only. However, the RFQ Review Committee did understand that the CAM Transition Team and the CoC Board had charged the RFQ Review Committee to make recommendations for all CAM services.

The Detroit CoC Governance Charter specifies that *“The Coordinated Entry (CE) Lead Agency, also known locally as the Coordinated Assessment Model – CAM is designated by the CoC to implement the CE system for the Detroit CoC.”* The governance further states that *“The Continuum of Care designates a legal entity to serve as the Coordinated Entry (CE) Lead. The CE Lead is designed to coordinate program participant initial screening, assessment, and provision of referrals. As defined by HUD, the CE will cover the geographic area, be easily accessed by individuals and families seeking housing services, be well advertised, and include a comprehensive and standardized assessment tool. The roles and responsibilities of the CE Lead are outlined in the Memorandum of Understanding.”* Additionally, the charter lays out that the oversight responsibility for the operations of the coordinated entry system are the CoC Board and CAM Governance Committee.

The review committee referred to both the RFQ and the CoC Governance Charter to guide its decision making process.

RFQ Review Process, Parameters and Limitations

The RFQ stated that applications receiving an overall score of less than 70% would not be given further consideration.

The RFQ Review Committee originally consisted of six members. One member had to remove themselves from the responsibility due to scheduling conflicts. One of the five remaining members read but did not score the applications but participated in all review meetings. This meant that the applications were scored by four persons.

The four individual scores were reviewed and averaged within the individual activities (A, B, C, and D) and overall. The table below represents those scores:

City of Detroit ALL IN Application A, B, C and D				
	RFQ Committee Average	70% Threshold	Overall Application Score	
CAM Lead Agency Component A				
Total Score	199.38	210	Total Average Score:	977.38
Total Percentage	66.46%	(10.63)	Total Maximum Score:	1440
Maximum Score 300			70% Threshold Score:	1008
			Total % Received:	67.87%
CAM Access Call Center Component B				
Total Score	246	262.5		
Total Percentage	65.60%	(16.50)		
Maximum Score 375				
CAM Access In Person Component C				
Total Score	268	262.5		
Total Percentage	71.47%	5.50		
Maximum Score 375				
CAM Back Office Component D				
Total Score	264	273		
Total Percentage	67.63%	(9.00)		
Maximum Score 390				
HAND Select Services Only A				
	RFQ Committee Average	70% Threshold	Overall Application Score	
CAM Lead Agency Component A				
Total Score	240.38	210	Total Average Score:	240.38
Total Percentage	80.12%	30.38	Total Maximum Score:	300
Maximum Score 300			70% Threshold Score:	210
			Total % Received:	80.13%

The RFQ Committee met for two hours on Tuesday, May 2 and again on Wednesday, May 3. The committee prepared this report, circulated among the members for edits or clarifications and finalized on May 8. The report provides our recommendation to the CoC Board, the CAM Governance Committee and CAM Transition Team to present for consideration by the CoC Membership for a vote as early as May 16.

RFQ Review Committee Recommendation

Based on the scores received, the parameters of the RFQ and the limited submissions, our review recommendation had only one possible outcome:

- Select HAND as the CAM Lead Agency and allow the CAM transition process to develop an alternative method for identifying the CAM services providers.

Thus, **we recommend that HAND be designated as the CAM Lead Agency (A).**

Recommendation Rationale

The RFQ Review Committee had robust discussion about the possibility of challenging the RFQ parameters and selecting the City of Detroit’s All-In application that provided all components of the CAM, even though their overall score did not meet threshold. It’s worth noting that the City of Detroit achieved the 70% scoring threshold for component C – Access In Person, however, the All-In submission by the City meant that we were unable to recommend the City of Detroit for that particular service.

As a result, and given that there were no other applications, the CAM Review Committee is not able to make a recommendation for a provider for Access In Person, Access Call Center or CAM Back Office services.

Because of the limitations presented in our review, we understand that this leaves the CoC Board of Directors, the CAM Governance Committee, and the CAM Transition Team with the challenge of identifying qualified providers of the balance of CAM services within a very limited time period.

With our recommendation of HAND as the CAM Lead Agency, we believe the RFQ and review process does move the community forward in the following ways:

- The CoC Membership can proceed with conducting a vote to accept the CAM Lead Agency recommendation as required in the Detroit CoC Governance Charter at its regularly scheduled meeting as early as May 16 or at the projected May 25 meeting.
- The new and outgoing CAM Lead Agencies can proceed with contract transfers from Southwest Counseling to HAND to assure funding transfers within the transition timeline.
- The CoC’s work in the past five months provides the CAM Transition Team and HAND with many well developed and vetted materials to conduct targeted negotiations or procurement processes to secure the balance of CAM services.
- The service delivery strategy for Access In Person services developed by the City of Detroit is an excellent starting point for this component of CAM.

Respectfully submitted,

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