



Detroit Continuum of Care (CoC) CAM RFQ Workshop

Wednesday, March 15



HOMELESS ACTION NETWORK OF DETROIT

Workshop Objectives

- Communicate all RFQ expectations for CAM services
- Applicant options
- Walk thru application forms
- Submission requirements
- Resources and application supports
- Review Process
- Questions and Answers

**NOTE: Have the RFQ materials open to refer to over the workshop!*



RFQ Materials: <https://www.handetroit.org/cam-transition>

The screenshot shows a web browser window with the URL [handetroit.org/cam-transition](https://www.handetroit.org/cam-transition). The page features a blue header with the HANDetroit logo (a house with three figures) and the text "HOMELESS ACTION NETWORK OF DETROIT". Navigation links include "WHO WE ARE", "WHAT WE DO", "RESOURCES", "GET INVOLVED", "CONTINUUM OF CARE", and a "NEED HELP?" button. A left sidebar lists various categories: CONTINUUM OF CARE, ABOUT, CAM TRANSITION (highlighted in blue), COC BOARD, CONTINUUM OF CARE FUNDING, YHDP FUNDING, EMERGENCY SOLUTIONS GRANTS, HUD ASSESSMENT PAYMENTS, MEMBERSHIP MEETINGS, HOMELESS DOCUMENTATION, DOCUMENTS, HOMELESS PROGRAM FORMS, and MOVING UP. The main content area is titled "CAM Transition" and "Coordinated Assessment Model (CAM) Request for Qualification (RFQ)". It states that the RFQ and application forms are available, with a deadline of 12:00 pm (noon) on April 17, 2023. A "Mandatory Applicant Webinar" is scheduled for March 15, 2023, from 10:30 am to 12:00 pm. A red oval highlights the "Request for Qualifications and Application Materials" section, which includes links for the Request for Qualifications, application forms, and a budget spreadsheet. The contact information for Amanda Sternberg is also provided.

CAM Transition — Homeless Acti x +

handetroit.org/cam-transition

WHO WE ARE WHAT WE DO RESOURCES GET INVOLVED CONTINUUM OF CARE NEED HELP?

hand
HOMELESS ACTION NETWORK OF DETROIT

CONTINUUM OF CARE

ABOUT

CAM TRANSITION

COC BOARD

CONTINUUM OF CARE FUNDING

YHDP FUNDING

EMERGENCY SOLUTIONS GRANTS

HUD ASSESSMENT PAYMENTS

MEMBERSHIP MEETINGS

HOMELESS DOCUMENTATION

DOCUMENTS

HOMELESS PROGRAM FORMS

MOVING UP

CAM Transition

Coordinated Assessment Model (CAM) Request for Qualification (RFQ)

The RFQ and application forms to identify the new CAM Lead Agency and Implementing Partners is now available. Applications are due by **12:00 pm (noon) on April 17, 2023.**

Mandatory Applicant Webinar: Applicants responding to this RFQ must attend an applicant webinar on March 15, 2023 from 10:30 am - 12:00 pm. Attendance at this webinar is required for your application to be considered. The registration link for this webinar is [here](#).

[Request for Qualifications and Application Materials](#)

- Request for Qualifications: May be accessed [here](#)
- Application forms: The application forms applicants will complete may be accessed in Word format [here](#)
- Budget spreadsheet: The budget spreadsheet applicants will complete may be accessed as an Excel file [here](#)

For questions about the RFQ, contact Amanda Sternberg at amanda@handetroit.org or 313-380-7114.

RFQ Review – Vision, Values and Roles of CAM

Background (RFQ pp. 4-7)

- Mission and Values – attributes of CAM service delivery
- From ONE CAM lead agency to potential multiple providers

Distinct Roles of CAM Services

- CAM Lead Agency, AND
- Implementing Partners
- CAM Partner/Providers – Community & Home Support retains role



RFQ Review – 4 CAM RFQ Components

A. CAM Lead Agency and Administration: CAM Lead Agency is responsible for facilitating coordination of all CAM partner agencies. Serve as the fiduciary of HUD COC SSO-CE funds. Coordinates and reviews feedback from CAM users and providers. Responsible for monitoring and evaluation of subrecipients, HUD CAM reporting, CoC CAM reporting, and CAM funding development.

B. CAM Access - Call Center: Phone-based Access point, housing crisis triage services, information and referral, diversion, emergency shelter referral, Youth Access, Veteran Access, and data collection and quality in Salesforce and HMIS. Responsible for coordination and collaboration with service providers in facilitating client access.

C. CAM Access - In-Person: In-person Access point, housing crisis triage services, information and referral, diversion, emergency shelter referral, Youth Access, Veteran Access, and data collection and quality in Salesforce and HMIS.

D. CAM Back Office: By-Name-List management for chronic, Youth, Veterans, housing referral coordination, Housing Choice Voucher (HCV) Packet completion, data collection and quality in Salesforce and HMIS.



RFQ Document Review - Requirement

(RFQ pp. 25-26)

- Current CAM Staff Opportunity – Selected CAM agencies will be required to offer interviews to current CAM staff at Southwest Counseling Solutions seeking re-employment opportunities

RFQ Document Review - Expectations

Expectations (RFQ pp. 7-13)

- CAM Services Table – Core CAM services: Access, Assess, Prioritize, Refer, Administrative, Other
- Assessment Tool – Being engaged in the decisions and development of a new uniform assessment tool (replacing VI-SPDAT, use of SPDAT)
- Call Center and In-Person Access Site – Days and Hours of operation non-veteran *and* veteran specific days, hours and location (VA medical center)
- HMIS
- Participation in the CoC – Committees and workgroups

RFQ Document Review - Training

- Training – Comprehensive staff training strategy; onboarding/new staff training, ongoing professional development; CAM services policies and procedures; CAM Lead/Implementing Partners internal training
- Technology Training – HMIS, Salesforce, and Call Center solution
- CAM Community Training – CAM users, CoC, community

**NOTE: Depending on CAM Component, training narrative responses may reflect different training strategies and topics*

RFQ Document Review - Communication

- Audience Specific communication strategies, methodologies and tools
- CAM component specific communication – Internal and external
- CAM Partner communication
- CAM marketing and advertising - users



NOTE: Depending on CAM Component, communication narrative responses may reflect different strategies and methods

RFQ Document Review – CAM Reporting

Report Title	Frequency	Data Source	Entity Requiring Report
Annual Performance Report	Annually	HMIS	HUD (for CoC funding)
Annual Performance Report and possibly others	At least annually; possibly more frequently	HMIS	HAND (for YHDP funding)
Monthly ARPA Reporting	Monthly	HMIS & Salesforce	City of Detroit (for ARPA Diversion funding)
CAPER	Quarterly	HMIS	MSHDA (via HAND as the fiduciary)
CAM Data reporting	Annually & Quarterly	HMIS & Salesforce	CoC Board
HMIS Audit Report	Quarterly	HMIS	HMIS Lead Agency

RFQ Document Review – Technology

- HMIS
- Salesforce
- Call Center – Vonage or other Salesforce-compliant software.

**NOTE: Call Center software implementation should be part of your work plan when applying for Component B Access Call-Center*

RFQ Process - Timeline

- **Request for Qualification Submission Deadline:** Monday, April 17, 2023 NOON 12:00 pm (EST) via electronic submission.
- **RFQ Review for Completeness & Review Committee Packet Preparation:** April 17 – 20, 2023
- **CAM RFQ Review Committee Process:** April 21 – May 19, 2023. Application review, interviews as needed.
- **CoC Membership Vote on CAM Provider(s):** May 25, 2023, 10:30 AM. Additional information on this meeting will be provided in the coming weeks.

NOTE: Agency leadership should be prepared to participate in an interview in May if the RFQ Review Committee requests.



Funding – Funding Available

SOURCE	AMOUNT	RFQ CAM COMPONENTS
HUD COC SSO-CE	\$959,341	A, B, C and D
HUD CoC Youth Homelessness Demonstration Program (YHDP)	\$117,164	B, C and D
MSHDA Emergency Solutions Grant (ESG)	\$36,000	D
ARPA Diversion (*Estimate)	\$300,000	B and C
TOTAL Annualized in Year One	\$1,412,505	All In

NOTE: Final budgets for selected CAM agencies will be negotiated during the contracting phase.



Funding – Funding Ranges

RFQ Component	Funding Sources	Total Funding Range Estimates
A. CAM Lead Agency CAM Lead Agency and Administration	COC SSO-CE Administration: \$43,606 COC SSO-CE Supportive Services: Range of \$43,606 - \$87,213 (5-10% of CoC Funds)	\$43,606 – \$130,819

Funding – Funding Ranges

RFQ Component	Funding Sources	Total Funding Range Estimates
<p>B. CAM Access - Call Center</p>	<p>COC SSO-CE Administration: 5% of total CoC SSO-CE Supportive Services budget</p> <p>COC SSO-CE Supportive Services: Range of \$523,277 - \$610,490 (60-70% of CoC funds)</p> <p>YHDP: \$58,562</p> <p>ARPA Diversion: \$300,000 (estimated annual through 6/3/2025)</p>	<p>\$908,003 – \$999,577 for both B and C</p>
<p>C. CAM Access – In-Person</p>		<p><i>Note: Applicants will have the discretion on how to utilize these funds to provide Access services</i></p>

Funding – Funding Ranges

RFQ Component	Funding Sources	Total Funding Range
D. CAM Back Office	COC SSO-CE ADMIN: 5% of total CoC SSO-CE Supportive Services budget COC SSO-CE Supportive Services: Range of \$218,032 - \$348,851 (25-40% of CoC funds) YHDP: \$58,562 MSHDA ESG: \$36,000	\$323,496 - \$460,856

Funding – Match and Leverage

- Any requests utilizing HUD CoC Supportive Services Only – CE funds must also identify a match source (cash or in kind) of resources to support the CAM service representing at least 25% of the budgeted funds.

Example: If requesting \$250,000 of HUD CoC SSO-CE Funds for Back Office services, the application must include a written commitment of match for \$62,500

- See federal guidelines for match at: <https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-D/section-200.306>



HOMELESS ACTION NETWORK OF DETROIT

Funding – Match and Leverage

- Leverage is the non-match cash or non-match in-kind resources committed to making the CAM services fully operational. This includes all resources in excess of the required 25 percent match for CoC Program funds as well as other resources that are used on costs that are ineligible in the CoC Program.
- Leverage can be a public or private resource – cash, materials, or in-kind
- Demonstration of Leverage seeks to encourage agencies to bring additional resources and capacity to the provision of CAM services.



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RFQ Application – Threshold Criteria

Eligible Applicants – must meet HUD requirements

- Nonprofit organizations
 - State and local governments
 - Instrumentalities of local governments
 - Public housing agencies
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- HMIS – Working knowledge of the Detroit HMIS



RFQ Application

Recipients – Directly receiving funds with HUD (A. CAM Lead Agency)

Subrecipients – Receive funds that pass through the HUD Recipient

RFQ Application – Forms

- Part I Cover Sheet
- Part II Organization Profile
- Part III CAM Services Narratives
- Part IV CAM Implementation Work Plan
- Part V Budget (Excel format)
- Part VI Signature Page

RFQ Application – Attachments

- 1. 501(c)3 documentation or charter detailing unit of government for each Applicant and Implementing Partners
- 2. Documentation of current SAM.gov registration (print registration page from Sam.gov) for each applicant and implementing partners
- 3. Most recently completed financial audit, including A-133 if applicable for both Applicant and Implementing Partners
- 4. Match Documentation
- 5. Board of Directors roster (or equivalent) for Applicant and Implementing Partners.
- 6. Documentation of participation of a person with lived experience of homelessness on either board of directors or equivalent decision-making body for Applicant and Implementing Partners
- 7. Sample data report (see question #8 in Part II Organization Profile)



RFQ Application – Forms

Go to CAM RFQ Application Files

Walk through application forms

Application Period Support

- Questions on RFQ Amanda@handetroit.org
- CAM Transition RFQ Webpage: FAQ as questions come in will be posted (until April 14)
- OrgCode Office Hours: Monday April 3, 10-Noon EST via Zoom

Scoring

RFQ Components		Maximum Points
Application Complete	Yes/No	
Threshold Criteria	Yes/No	
Part II Organization Profile		145
Part III CAM Services Narratives		A: 95 B: 170 C: 170 D:185
Part IV CAM Implementation Work Plan		40
Part V Budget		Budget: 10 per Component (Max 40) Leverage 5



Questions