

New Lead Agency Considerations

Key Partnerships

1. What does the relationship with the CAM Implementing Partnerships need to look like (CHS- Navigation and Street Outreach Partners - Intake/Assessments)? Are regular cross agency meetings needed? How will information (assessments, data, scheduling of navigation appointments, etc) be shared? What systems and processes will be needed to share/coordinate with CHS and Street Outreach Partners)?
2. What other relationships are critical to the success of CAM? How do we build and maintain those relationships?
3. What does the housing choice voucher process and relationship look like with agencies? MSHDA? MSHDA housing agents?
4. What formal relationships exist (i.e. Detroit At Work, McKinney Vento referrals)? What are the requirements? What is needed to meet those requirements?

Funding

1. How will my agency demonstrate HUD match?
2. What are some of the start-up costs (i.e. equipment, training, space buildout, furniture etc)? How will these be funded?
3. What funding and resources can we contribute?
4. Does my agency know how to manage HUD (federal funds)?
5. Does my agency have the administrative capacity to handle multiple sources of funding that will have different grant terms, reporting time frames, regulatory requirements, and allowable costs?
6. Will the receipt of additional federal funds now require my agency to have a single audit (A-133) completed? If so, how will my agency cover the cost of this audit (which can be expensive).

Data and Technology

1. What type of technology is needed for calls, data collection and reporting, etc?
2. What start up and ongoing costs are associated?
3. How will I leverage technology or other resources to make the access process accessible to those with special needs (i.e. language, disabilities, etc)?
4. What is a reasonable timeframe to secure and implement the needed technology? How does that line up with the expectations for when the CAM will be “up and running?”
5. How will staff be trained? Do we need a training budget?
6. Do we have the capacity to provide virtual/remote intakes?
7. Does my agency have a foundational knowledge of HUD’s HMIS Data Standards?
8. Does my agency have previous experience entering data and running reports in an HMIS or HMIS-comparable database?

Staffing

1. How much and what type of staff is needed?
2. How will we leverage existing CAM staff members from the former lead agency for staffing up and preservation of institutional knowledge?
3. What type of training will the staff need, what will be the timeframe for provision of that training, and who will provide training. (Training needs may vary depending if current CAM staff are offered and accept employment at the new lead agency.)

Managing Conflict of Interests

1. If we are already a homeless service provider (HSP), do we need to distinguish the CAM staff from our other HSP staff? If so, how?
2. How will we manage internal referrals to our housing programs and mitigate COI? How do we manage access to resources such as Housing Choice Vouchers if our clients need them?

Physical Space

1. How much space is needed for new staff?
2. How much and what type of space is needed for intakes and assessments? Will different subpopulations have different space needs? If so, how will we accommodate those needs?
3. How will the space be accessible to those with disabilities?
4. How will this space be acquired if it doesn't already exist within our organization?
5. How quickly can this space be outfitted? When will it be ready?
6. What are the startup and ongoing costs for this space?