



BACK @ HOME
NORTH CAROLINA

Please be sure to ask questions and use the chat box to participate.

Reminders:

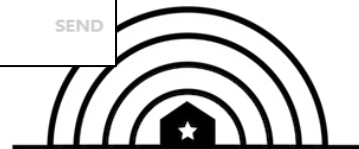
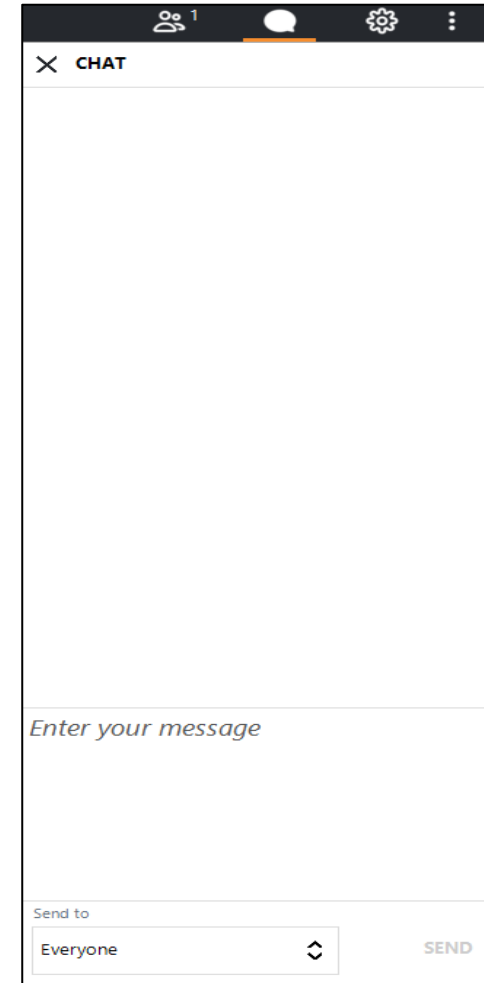
Mute your line while not talking to cut down on noise.

The chat box is available to use anytime.

Please make sure to put the name of your CoC in your response so we can follow up afterwards if we don't get to your question or suggestion today.



This call will be recorded and provided to CoCs.



Back@Home Training

Call Topic	Time
Kickoff Call	Monday, August 10 th 10-11 AM
Eligible Expense, Documentation, and Requisitions	Monday, August 10 th 1-2:30 PM
Eligibility, Prioritization, and Referrals	Tuesday, August 11 th 10-11:30 AM
Policy and Procedures, Program Standards, Collaborative Policy Review, Monitoring	Tuesday, August 11th 1-2:30 PM
Reporting (CAPER reporting, regular reporting to state and communities, dashboards)	Wednesday, August 12 th 10-11:30 AM
Unit Support Process	Wednesday, August 12 th 1-2:30 PM
HMIS Data Entry	Thursday, August 13 th 10 AM-12 PM
NCCARE360 Data Entry and Set Up	TBD

Trainings will be posted: <https://www.ncceh.org/backathome/training/>



Today, we will be reviewing resources to help rehousing agencies implement best practices.

Back@Home-CV program policies

Back@Home-CV program standards

Collaborative review process with rehousing agencies

Monitoring



Policies and standards help ensure we are providing coordinated, quality programs.



Key partners help to implement program policies and standards.

NC DHHS is the Administrative Agency and HUD ESG-CV Recipient

- Develop program policies and standards for program to ensure they meet ESG-CV regs and guidance

- Hold the contract with rehousing agencies, monitors, and reviews requisitions

NCCEH manages field supports for rehousing agencies

- Supports NC DHHS ESG Office program policies and procedures

- Creates ongoing training curriculum and coaching supports

- Reviews rehousing agencies' policies in collaborative review process



And most importantly... you!

Rehousing Agencies

Participate in collaborative review and trainings

Develop policies and procedures to meet standards

Implement best practices in the field

Provide feedback on policies and highlight emerging practices



Back@Home-CV Policy and Procedures

Rehousing agencies should become familiar with several resources.

Back@Home-CV Program Standards and Handbook

NC ESG Desk Guide 2020

Back@Home-CV Resource Portal



Back@Home-CV Standards and Handbook has program specific policies and instructions.

Referral and Prioritization

Housing Navigation and Unit
Recruitment Supports

Supportive Services

Grievance

Termination and Appeals

Eligible Use of Funds

Requisition Process

Data Collection

Monitoring

Fair Housing

Marketing



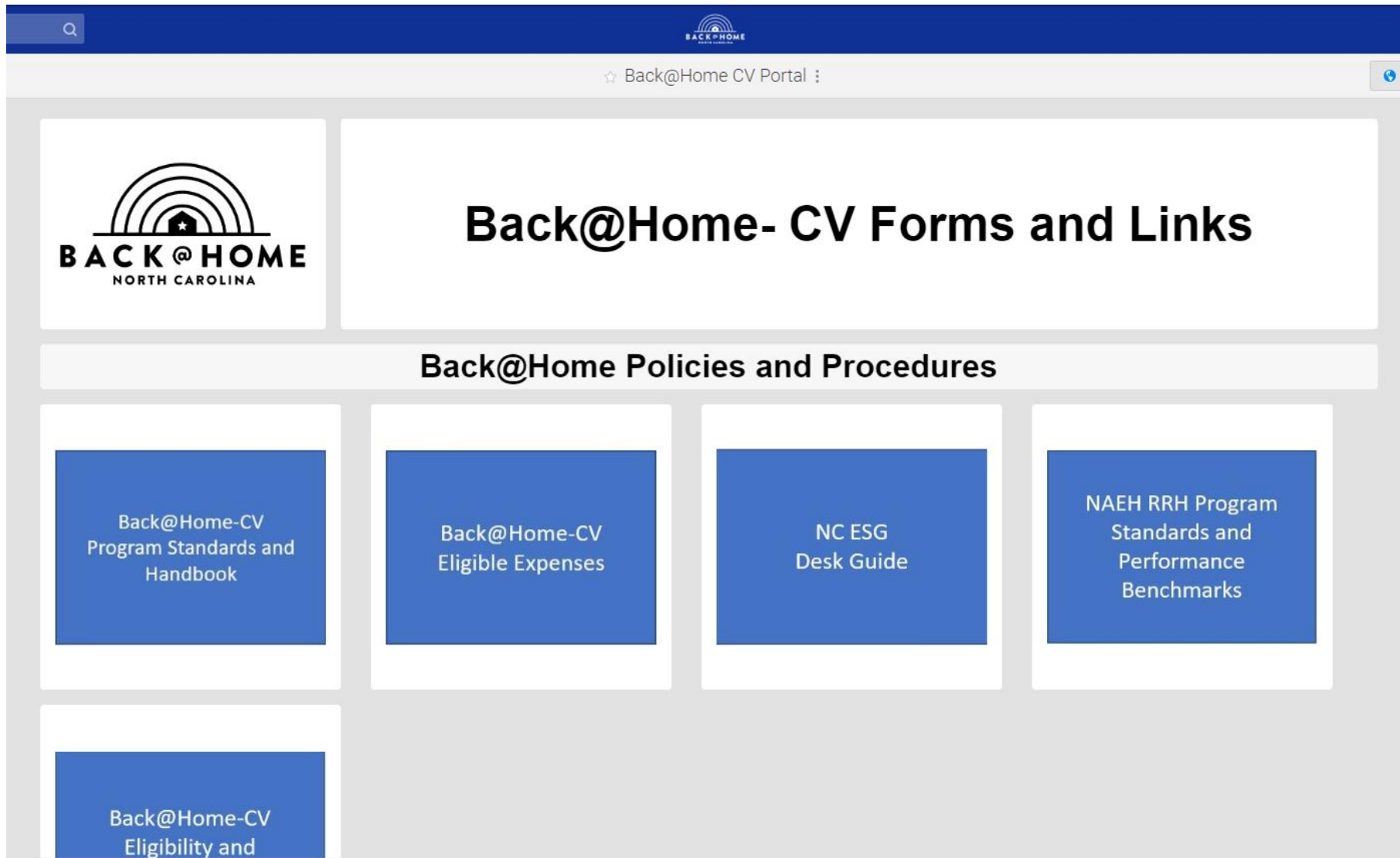
The handbook refers rehousing agencies to the ESG Desk Guide for certain policies.

Back@Home-CV is primarily funded through ESG-CV funding so policies need to align with the NC ESG policies

Desk Guide provides eligible costs, documentation, reimbursements, and compliance monitoring.



The resource portal gathers pertinent documents and trainings in one place.



The screenshot displays the 'Back@Home CV Portal' website. At the top, there is a dark blue header with a search icon on the left and the 'BACK@HOME NORTH CAROLINA' logo on the right. Below the header, the browser address bar shows 'Back@Home CV Portal :'. The main content area features a large white box with the 'BACK@HOME NORTH CAROLINA' logo on the left and the title 'Back@Home- CV Forms and Links' in the center. Below this is a section titled 'Back@Home Policies and Procedures' which contains a grid of five blue buttons with white text. The buttons are: 'Back@Home-CV Program Standards and Handbook', 'Back@Home-CV Eligible Expenses', 'NC ESG Desk Guide', 'NAEH RRH Program Standards and Performance Benchmarks', and 'Back@Home-CV Eligibility and'.

BACK@HOME
NORTH CAROLINA

Back@Home- CV Forms and Links

Back@Home Policies and Procedures

- Back@Home-CV Program Standards and Handbook
- Back@Home-CV Eligible Expenses
- NC ESG Desk Guide
- NAEH RRH Program Standards and Performance Benchmarks
- Back@Home-CV Eligibility and

Back@Home-CV Program Standards

Program standards support rehousing agencies in providing best practices.



Back@Home-CV will use the NAEH RRH Program Standards.

Developed by NAEH, the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development (HUD), U.S. Interagency Council on Homelessness (USICH), Abt Associates and other federal technical assistance providers

Back@Home-CV rehousing agencies are expected to adhere to these standards for both rapid rehousing (RRH) and targeted homelessness prevention (THP) assistance, unless otherwise indicated.



Program standards will be foundational in support for rehousing agencies.

NCCEH will work to provide training and supports to help rehousing agencies understand and implement program standards

NC DHHS will use program standards to review current and ongoing program performance



Program standards are divided into four categories.

Housing Identification Standards

Rent and Move-in Assistance Standards

Case Management and Services Standards

Program Philosophy and Design Standards



Back@Home-CV modified some standards from the original NAEH tool.

Back@Home-CV is including targeted homelessness prevention in standards

Some standards met through Back@Home-CV program design

Case management and services standards modified due to COVID-19



Collaborative Review Process



TEAMWORK

First step: collaborative review process of program policies and procedures.

Rehousing agencies with existing RRH policies and procedures:

- Field support staff to review for meeting program standards

- Provide suggested edits

- Identify areas for supports and training

Rehousing agencies that do not have existing RRH policies and procedures:

- Field support staff can assist in creating policies and procedures

- Provide samples from other rehousing agencies

- Identify areas for supports and training



Collaborative review process will involve three steps.

1. Agency Self Review

We will provide a tool for your agency to review and rate yourself on the standards

2. Review by field support staff

Comments and suggested feedback from field staff will be recorded in the self review tool and will be returned to agency

3. Follow Up Conversation

Discuss feedback, review possible edits to policies and procedures, answer questions, and identify areas for support and training



Monitoring

North Carolina ESG-CV Overview

In order to address the COVID-19 pandemic, HUD has provided a supplemental allocation of ESG funds authorized by the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Public Law 116-136.

These special ESG-CV funds are to be used to **prevent, prepare for, and respond** to the coronavirus pandemic (COVID-19) among individuals and families who are homeless or receiving homeless assistance.

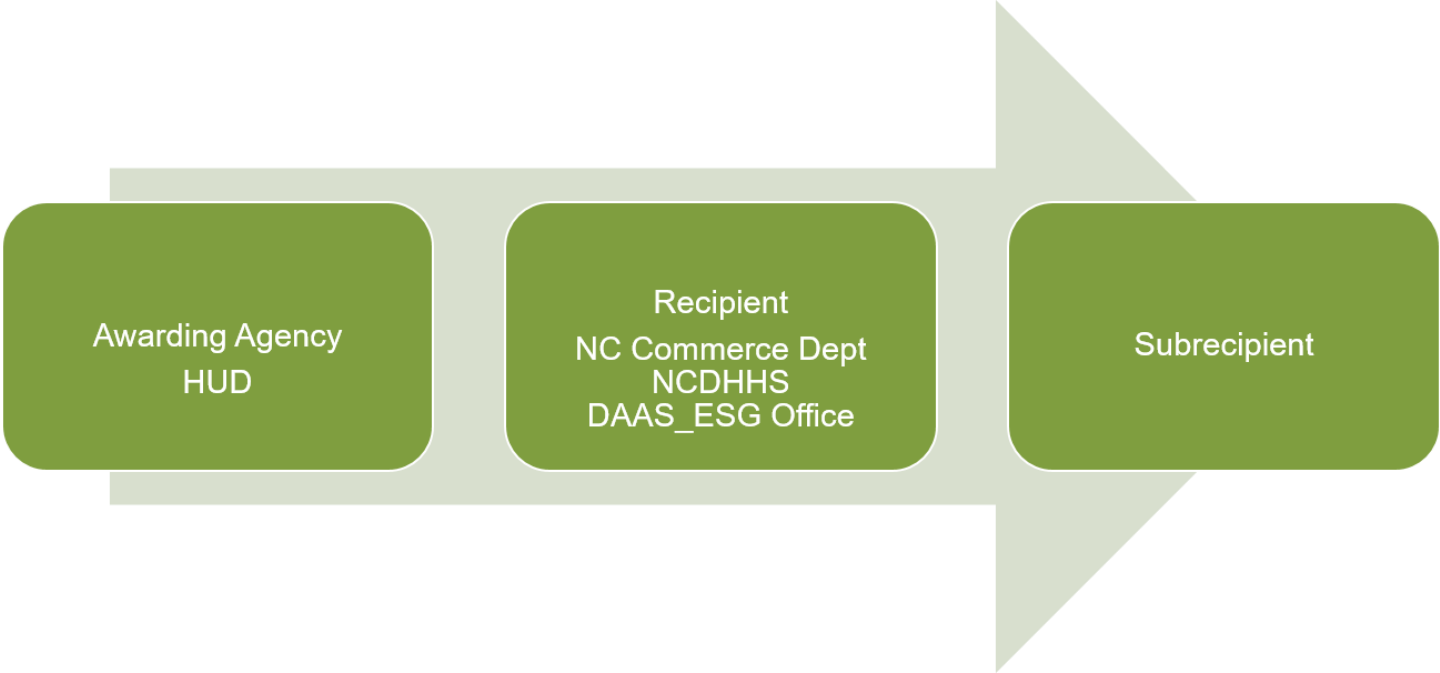
Back@Home funded activities include:

- Rapidly rehouse homeless individuals and families, and
- Preventing families and individuals from becoming homeless.



NC ESG – The HUD Funding Recipient

Role of the NC ESG Office



NC ESG Office Responsibilities

- Determines who is eligible to receive what Federal assistance.
- Has its performance measured in relation to whether objectives of a Federal program were met
- Has responsibility for programmatic decision making.
- Is responsible for adherence to applicable Federal program requirements specified in the Federal award
- In accordance with its agreement, uses the Federal funds to carry out a program for a public purpose.

24 CFR Part 85.40 Monitoring and Reporting program performance.

- Grantees/Recipients are responsible for managing the day-to-day operations of grant and subgrant/subrecipient supported activities. Grantees must monitor grant and subgrant supported activities to assure compliance with applicable Federal requirements and that performance goals are being achieved. Grantee monitoring must cover each program, function or activity.



NC ESG-CV Funded Organization Responsibilities

Contracting requirements include – HUD Regulations (2 CFR Part 200, 24 CFR 84 & 85, 24 CFR 576, 24 CFR 578, CPD-17-01), State of North Carolina Rules (NCAC 190 PQ), and NC ESG Desk Guide and Performance Standards.

Key Elements:

- Coordinated Entry
- Coordination with Other Targeted Homeless Services
- Data Collection
- Homeless Participation
- CoC Written Standards
- Eligibility



Purpose of Monitoring

The purpose of compliance monitoring is for the NC ESG Office to determine if the funded organization:

- Is in compliance with State and Federal requirements
- Is carrying out activities according to their contract
- Is expending funds in a timely manner
- Is ensuring the costs are eligible expenses;
- Has adequate control over program and financial performance
- Has capacity to carry out project
- Is documenting eligibility accurately and adequately



Objectives of Monitoring

The objectives of monitoring are to:

- Identify any potential areas where assistance is needed
- Provide clarity, guidance, and assistance
- Ensure existing compliance issues are resolved
- Provide the tools necessary to succeed
- Ensure files are maintained accurately

The objectives of monitoring are **not** to:

- Catch the organization “red handed” out of compliance
- Place the blame on staff members for issues identified
- Recapture funds or take money away
- Restructure the way your organization does business



NC ESG Program Monitoring Types

- **Desk Monitoring** - ESG program staff will review source documentation.
- **On-Site Announced Visits** - conducted at the location designated by NC ESG staff. (Currently suspended due to COVID-19)
- **On-Site Unannounced Visits** - Unannounced site visits are conducted based on certain factors (specific factors outlined in the 2020 Desk Guide).
- **Habitability Standards** - all units receiving housing stabilization financial assistance must meet basic habitability standards. This component is included in both on-site monitoring visits and desk monitoring.



NC ESG-CV Program Monitoring

- The NC ESG office will conduct no less than one desk monitoring for each organization per quarter.
- HMIS / Comparable database usage, and data integrity will be subject to regular and random monitoring by NC ESG staff.
- Subrecipients are expected to make available all participant level, financial, and program records for periodic review.
- Significant deficiencies in file content or quality will result in required Plans of Corrective Action, with possible loss of allocated funds upon discovery of continuing deficiencies.

