
BACK@HOME
NORTH CAROLINA

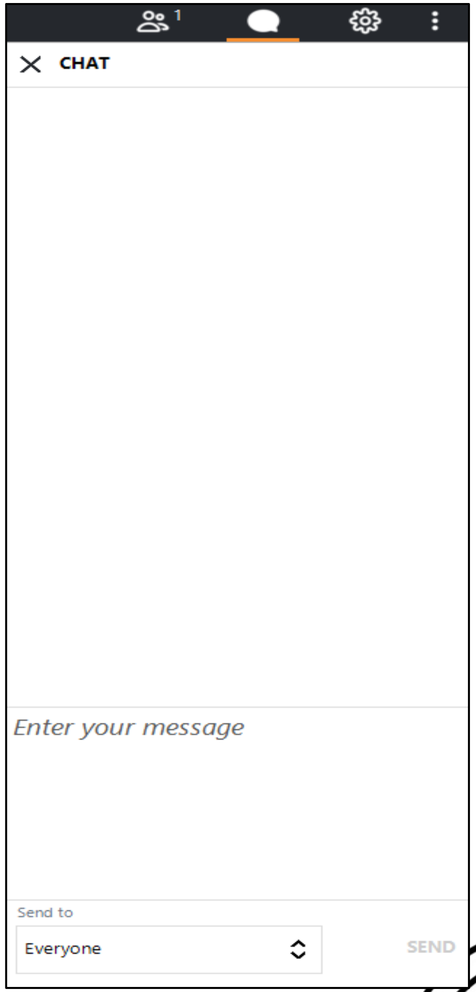
Please be sure to ask questions and use the chat box to participate.

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 can follow up afterwards if we don’t get to your question or suggestion today.



This call will be recorded and provided to NC 211.

Back@Home Partners and Roles

Back@Home CV Data Systems

Each data system will have some overlapping data entry to support coordination

Partners involved with HMIS Set-up

Local System Administrators (LSAs)	CoC based configuration
NC Coalition to End Homelessness (NCCEH)	HMIS@NCCEH Lead Agency
Michigan Coalition Against Homelessness (MCAH)	NC HMIS Lead Agency
Institute for Community Alliances (ICA)	Data and Reporting for both HMIS

Partners involved with HMIS Data Entry

NC 211	Back@Home Triage Entry
Rehousing Agencies (ESG-CV sub-grantees)	Back@Home Triage Exit Back@Home HP/RRH Entry, Interim, and Exit
CE Representative (CoC referrals)	Back@Home Triage Entry (limited)

HMIS Data Workflow Principles

Sharing is CARE-ing!

- Coordination is essential to high quality services
- HMIS Sharing and Visibility gives you right to view and use data and the responsibility to maintain high quality data

Keep it consistent!

- All CoCs use the same structure
- Utilize new CE elements that HUD requires for some projects

Keep it simple!

- Triage project minimizes NCCARE360 data transfer
- Homeless Prevention and Rapid Re-Housing use standard ESG workflow

Back@Home Workflow

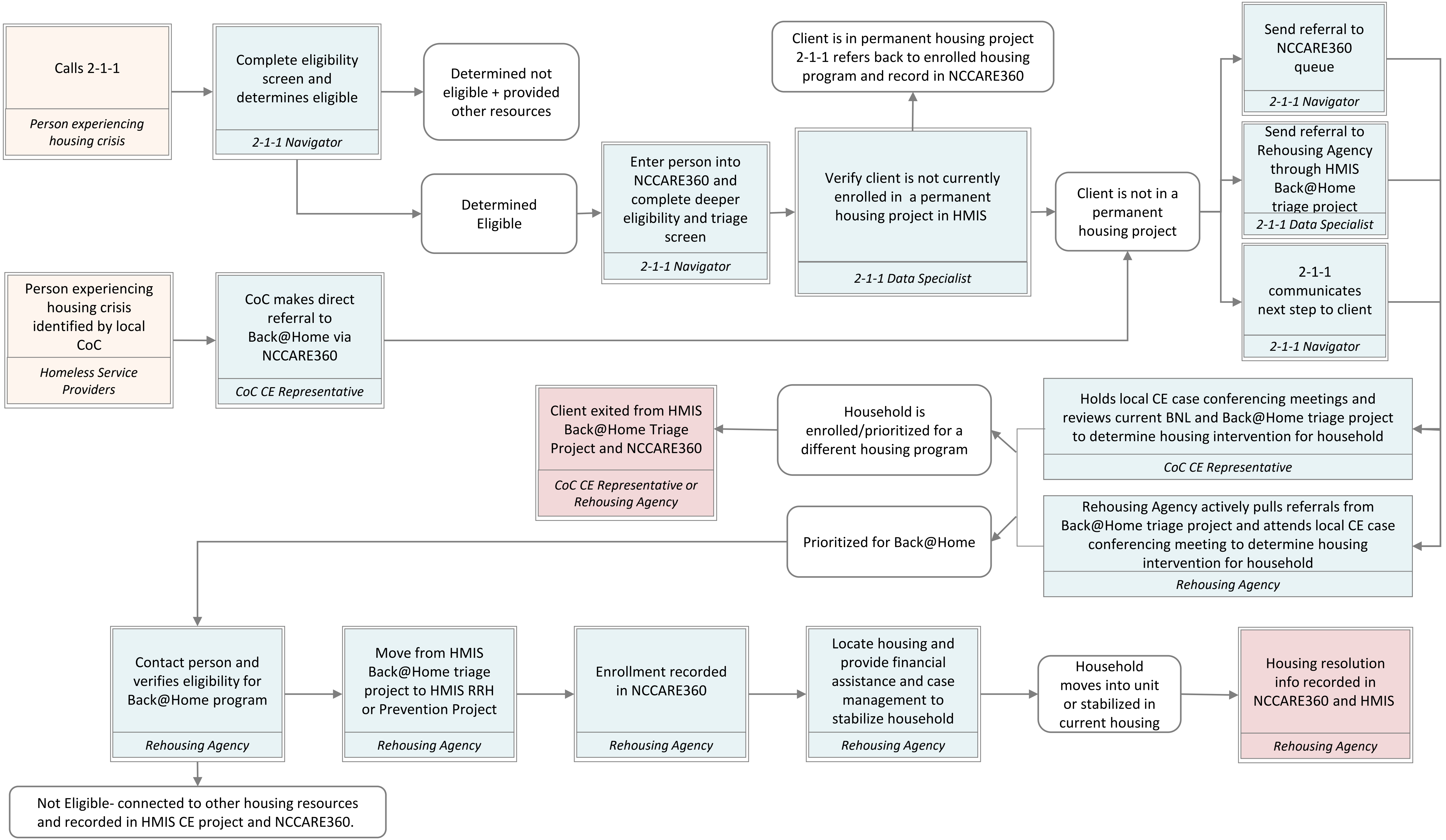
Prioritization for Back@Home will happen in two stages

Stage 1

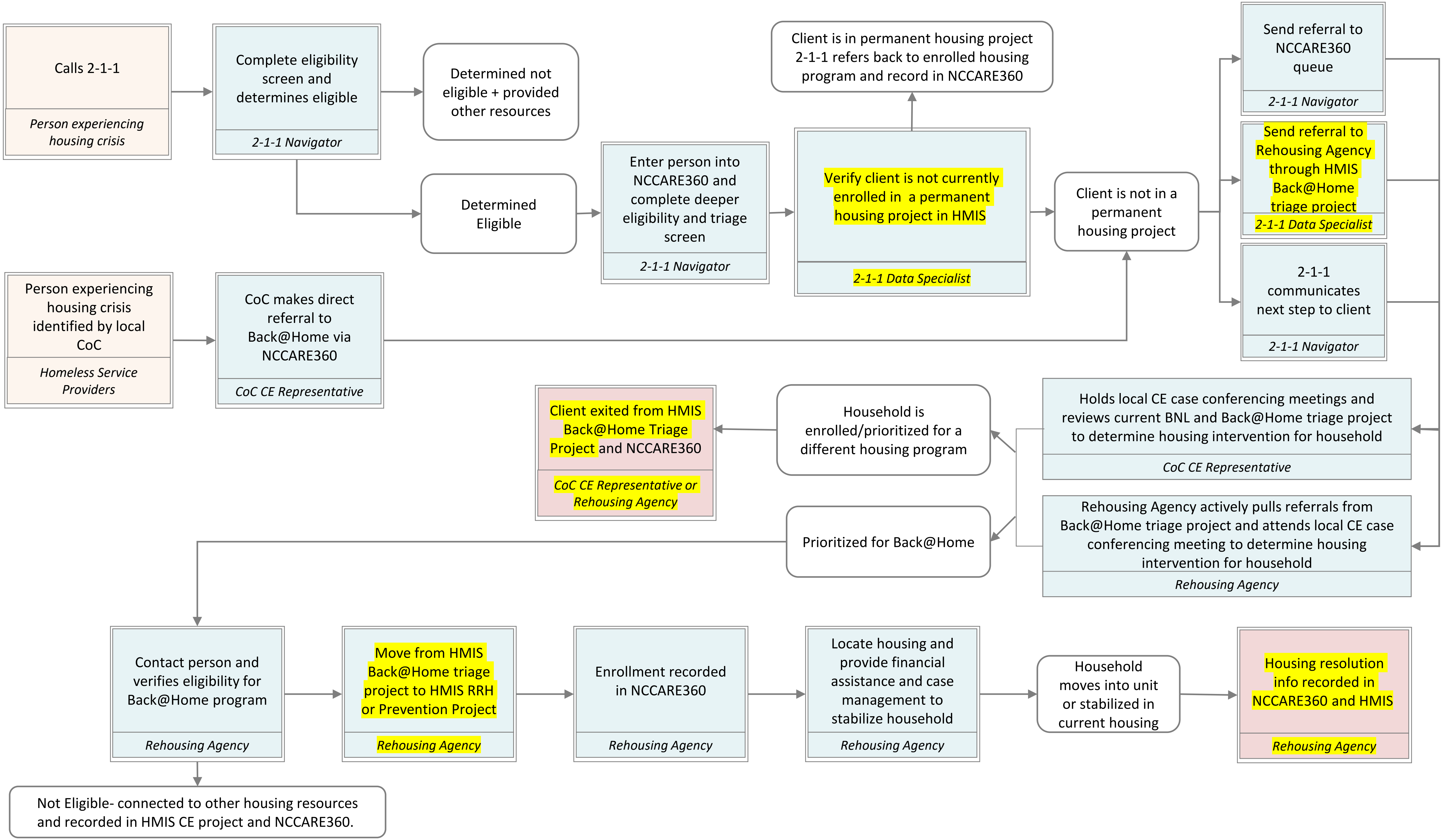
- Initial surge population

Stage 2

- Ongoing enrollments: Mainly 2-1-1
- Some referrals from CE system via NCCARE360
- Initially, referrals will be triaged based on the lethality and the number of barriers a household faces to getting into housing.



Calls 2-1-1
Person experiencing housing crisis
Complete eligibility screen and determines eligible
2-1-1 Navigator
Determined not eligible + provided other resources
Determined Eligible
Enter person into NCCARE360 and complete deeper eligibility and triage screen
2-1-1 Navigator
Verify client is not currently enrolled in a permanent housing project in HMIS
2-1-1 Data Specialist
Client is in permanent housing project 2-1-1 refers back to enrolled housing program and record in NCCARE360
Client is not in a permanent housing project
Send referral to NCCARE360 queue
2-1-1 Navigator
Send referral to Rehousing Agency through HMIS Back@Home triage project
2-1-1 Data Specialist
2-1-1 communicates next step to client
2-1-1 Navigator
Person experiencing housing crisis identified by local CoC
Homeless Service Providers
CoC makes direct referral to Back@Home via NCCARE360
CoC CE Representative
Holds local CE case conferencing meetings and reviews current BNL and Back@Home triage project to determine housing intervention for household
CoC CE Representative
Rehousing Agency actively pulls referrals from Back@Home triage project and attends local CE case conferencing meeting to determine housing intervention for household
Rehousing Agency
Household is enrolled/prioritized for a different housing program
Client exited from HMIS Back@Home Triage Project and NCCARE360
CoC CE Representative or Rehousing Agency
Prioritized for Back@Home
Contact person and verifies eligibility for Back@Home program
Rehousing Agency
Move from HMIS Back@Home triage project to HMIS RRH or Prevention Project
Rehousing Agency
Enrollment recorded in NCCARE360
Rehousing Agency
Locate housing and provide financial assistance and case management to stabilize household
Rehousing Agency
Household moves into unit or stabilized in current housing
Housing resolution info recorded in NCCARE360 and HMIS
Rehousing Agency
Not Eligible- connected to other housing resources and recorded in HMIS CE project and NCCARE360.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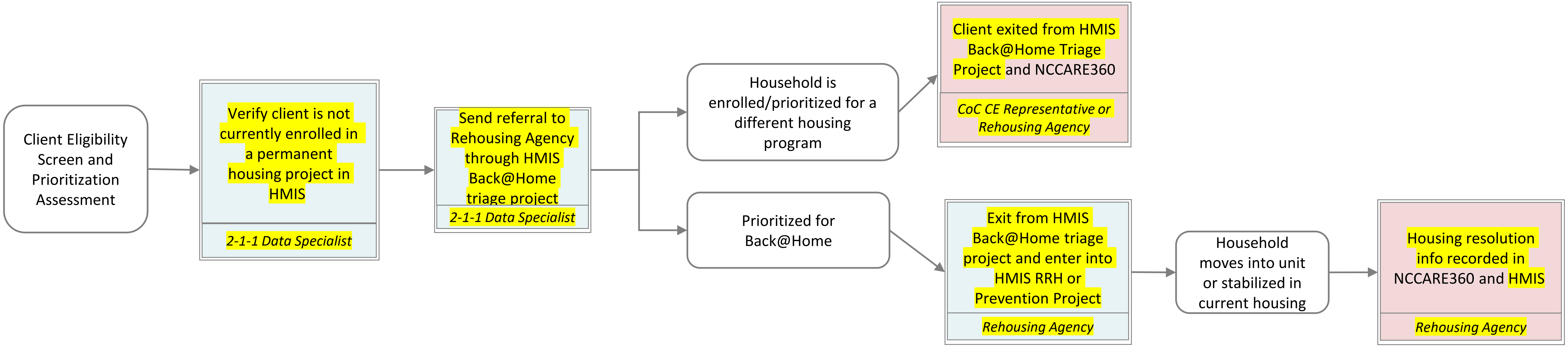
Simplified HMIS Workflow



HMIS Data Elements

HMIS Data Elements: Triage Project Collection

Project Start	Project Exit
Meta Data (IDs, Dates)	Living Situation
Demographics	Contact Info
Living Situation	Coordinated Entry
Contact Info	
Family Unit	
Coordinated Entry	

HMIS Data Elements: HP Project Collection

Project Start	Project Interim	Project Exit
Meta Data (IDs, Dates)	Living Situation	Living Situation
Demographics	Health Info	Housing Stabilization Info
Health Info	Economic Resources	Health Info
Living Situation	Contact Info	Economic Resources
Economic Resources		Contact Info
Contact Info		
Family Unit		

HMIS Data Elements: RRH Project Collection

Project Start	Project Interim	Project Exit
Meta Data (IDs, Dates)	Living Situation	Living Situation
Demographics	Health Info	Health Info
Health Info	Economic Resources	Economic Resources
Living Situation	Contact Info	Contact Info
Economic Resources	Housing Move-In Info	
Contact Info		
Family Unit		

Demo

ServicePoint Demonstration

NC 211 Workflow

- Check for other PH Entries
- Triage Entry
- Check for current living situation

Highlights

- Client Search
- Alternate ID
- CE Elements
- Basic Oops!

Resources

Back@Home HMIS Cheat Sheet

Back@Home HMIS Triage Data Entry Instructions

VIEW ENTRY INTO BACK@HOME PROJECT

1. Click on **Enter Data As** and select Back@Home provider.
2. Click on the client's **Entry/Exit** tab
3. Review list of projects to see if there's a Back@Home project without an end date listed

ENTER INTO BACK@HOME PROJECT

1. Click on **Enter Data As** and select Back@Home provider.
2. Click on **ClientPoint** and search for the client being assessed.
    a. If a matching client record appears in the search results, click on the client's name.
    b. If there are no matching results, fill in as many of the search fields as possible before clicking on Add New Client With This Informaiton.
3. When prompted at the client record screen, enter the date of assessment into the **Back Date Mode** pop-up and click on Set New Back Date. If doing same-day data entry, select Use Current System Date.
4. Click on the **Household** tab
    a. For existing households, review for accuracy and proceed to ROI tab if accurate.
    b. If no household exists, Click Start **New Household**
        i. Select Household Type
        ii. Complete Household Members fields
        iii. Head of Household = Yes for HoH (Relationship to HoH will populate Self)
        iv. Joined Household date will populate with system date
        v. Click Add Household Members

HMIS Resources

- This recording!
- Back@Home CV Smartsheet Portal
    - Back@Home HMIS Cheat Sheet
    - Paper Assessment Forms
- HMIS Data Standards Manual
- ESG HMIS Manual
- Standard NC HMIS or HMIS@NCCEH Online Trainings

Questions? Discussion?