

*This call will be recorded and provided for later review.*



# Roll Call

Welcome!

As we gather, please use the chat box to tell us you're here and what agency you're with.

After you've done that, take time to take a few deep breaths and give yourself some quiet space to center and be present before we begin.

If you're able to share your camera, we'd love to see your faces! It helps us avoid feeling like we're speaking to a empty box.

The chat box is available to use anytime during the call for questions or suggestions.

Please keep your line muted when you're not speaking and unmute as needed.



**Welcome**  
**Back@Home System + Logistics Call**

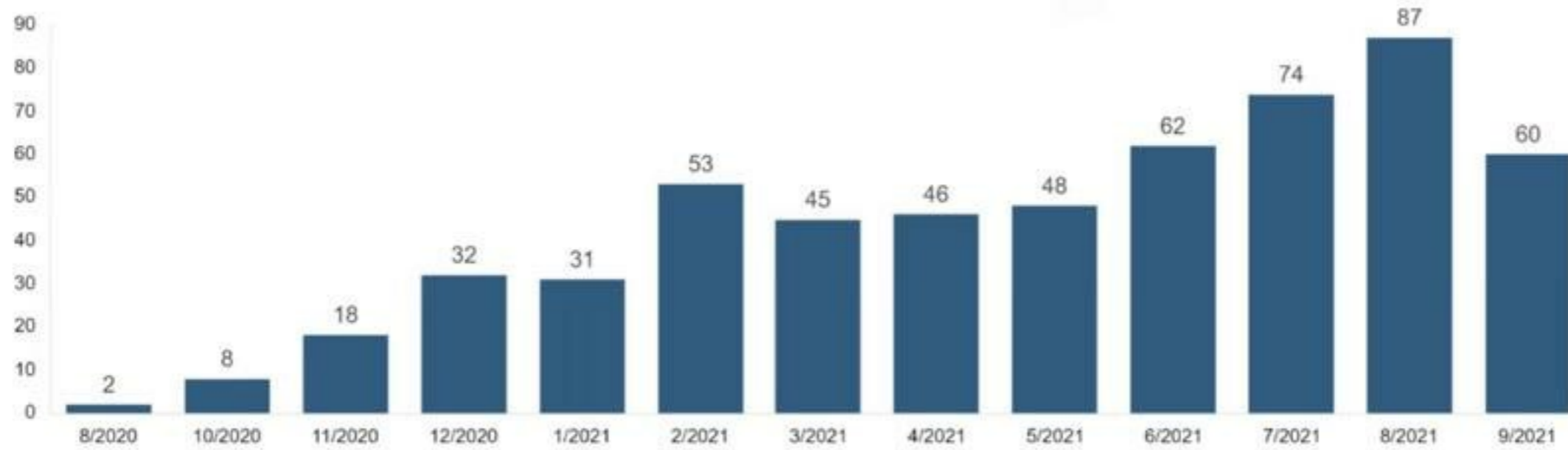
# Agenda October 14, 2021

- Back@Home Progress Report
- ESG-CV update
- Program Guidance Updates + Reminders
- Learning Collaboratives
- Assessment + Referral System
- Questions/Discussion



# Back@Home Progress Report

### Households by Move In Month



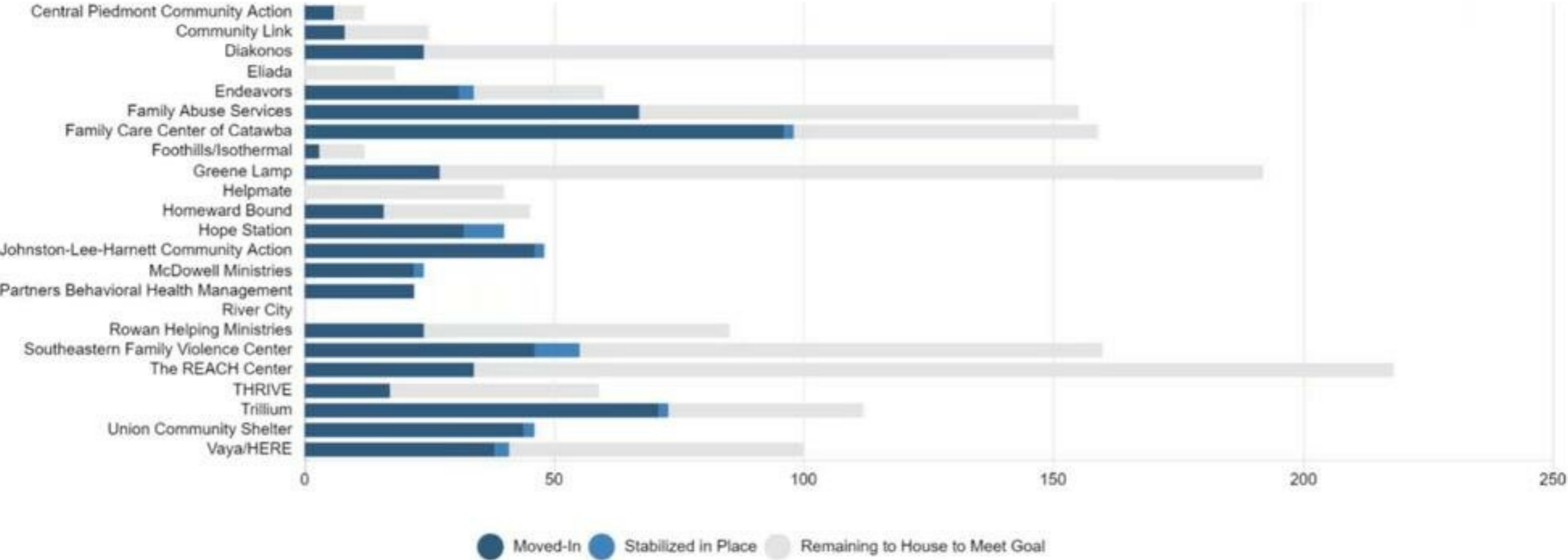
Moved-In Month  
Missing Data

**128**

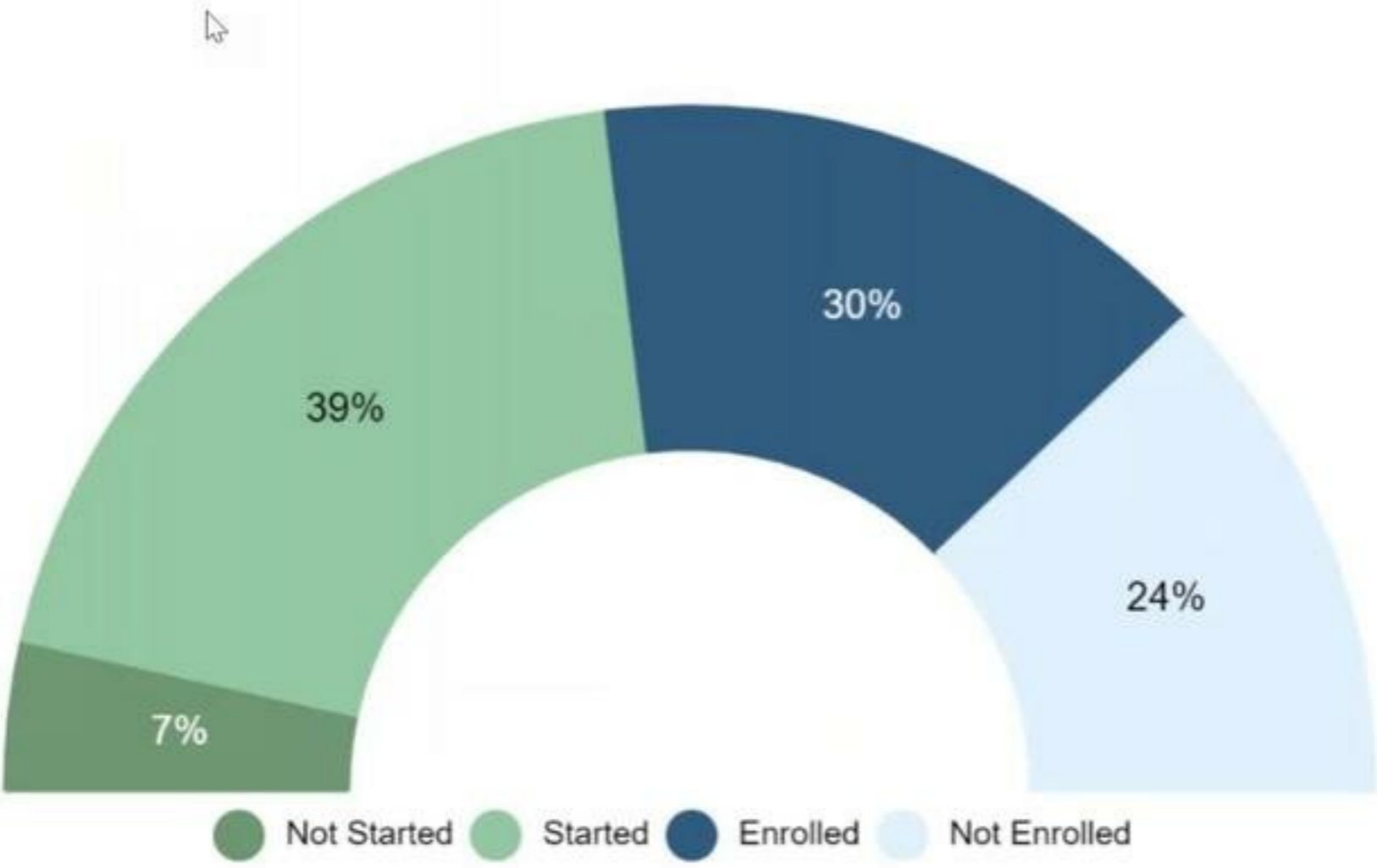
Date Not  
Recorded



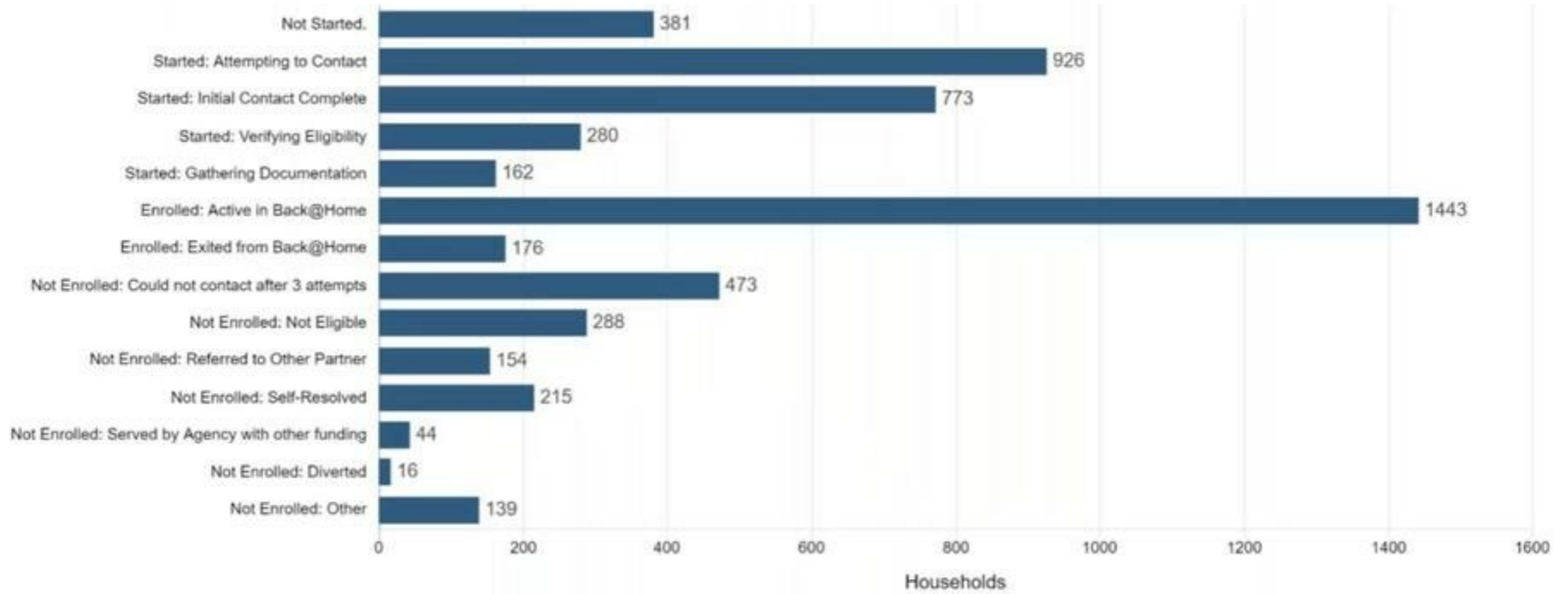
# Households Stabilized by Rehousing Agency



# Enrollment Status Summary by Households



## Enrollment Status (EN-1)





# Live Dashboard

- View Back@Home Progress anytime via the smartsheet dashboard.

<https://app.smartsheet.com/b/publish?EQBCT=b12529c640a2443eb58265ae4d25fa07>

- Data refreshes 1x/hour
- Public Link (anyone can see it when you share the link)



# ESG-CV Updates

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- Requiring vaccination or testing for ESG-CV funded activities/services
- ESG-CV CAPER Update



# Program Guidance

# Transfer Policy

- Back@Home rehousing agency and/or 211 staff initiate transfer via email
- NCCEH staff email "new" Back@Home rehousing agency to inquire if they can/cannot accept transfer (with a deadline of 48hrs to respond - if no response in 48hrs, the client will not be transferred)
- If the Back@Home rehousing agency can accept transfer, then the transfer is completed by NCCEH staff
- If the Back@Home rehousing agency cannot accept transfer, then the household is given the option to stay with the current rehousing agency or to be connected with coordinated entry in the county they wish to live in



# Homelessness Prevention Income Recert

- For Homeless Prevention only
- Back@Home is targeting households 30%AMI and below at intake.
- When you do 3-month recertification, use 50%AMI and below as indicated on ESG forms.



# Assessment + Referral System

# 211 Referrals

- Last month, we did a system-wide pause on 211 referrals to give Rehousing Agencies a chance to move through their lists and ensure referrals are only being sent when the RA has the ability to serve more households.
- While 211 is paused, referrals can still be sent through CE.
- Rehousing Agencies have been working through their lists. Some agencies reopened for 211 referrals.
- Current list of Active/Paused counties available here: <https://app.smartsheet.com/b/publish?EQBCT=a7206364f94f4f509dc938424a60ed5b>
- If are ready to discuss reopening for 211 referrals, email [backathome@ncceh.org](mailto:backathome@ncceh.org)





# Client List Maintenance

- Households should not get stuck in "Not Started" or "Started" categories.
- Use new dropdown option as needed
  - Not Enrolled: Could not verify eligibility
  - Households should be moved to an "Enrolled" or "Not Enrolled" option within 90 days of referral
  - This report shows all households with a referral more than 14 days ago and an EN-1 Enrollment Status of "Not Started" or "Started". Use the report to focus on clients that need to be moved through enrollment.  
<https://app.smartsheet.com/reports/RCJR6M47rwhfjxp5cP5V978gcHX2PmXMrCHm8471>



# Referrals from CE

- Use the option to refer from CE!
- Tell your CE Lead to reach out to [backathome@ncceh.org](mailto:backathome@ncceh.org) if they don't remember how!
- If 211 is paused, community can decide to use B@H assessment through CE as needed.
- Revised (shortened) assessment will be added to smartsheet next week for households that have already completed CE assessment – making it easier to send households from CE to Back@Home smartsheet client lists.



# Learning Collaboratives



# Staff Onboarding Training and Ongoing Training

- T 12/14 OR T 12/16
- Setting up an easy to follow, do-it-yourself (with guidance) onboarding guide (using existing tools)



# Next Round of Learning Collaboratives

- Topics selected based on your survey input (Thank you!)
- Each topic offered twice—once on Tuesday and once on Thursday, choose the date + time that works best for you.
- Calendar invites went out last week. Accept the times you'd like to attend, simply decline the ones that don't work for you.
- Didn't get an invite and want to join? Email [backathome@ncceh.org](mailto:backathome@ncceh.org)



## Setting up, Implementing, and Updating Program Policies and Procedures

- T 10/19 OR Th 10/21
- Reviewing current policies/procedures, how to create/update quickly using existing Back@Home tools and other examples
- Review of Federal/State ESG requirements, how to ensure policies/procedures are complete and compliant



# Projecting, Budgeting, and Implementing Progressive Engagement and Assistance

## Three Session Series

- T 11/2 or Th 11/4
  - T 11/16 or Th 11/18
  - T 11/30 or Th 12/2
- 
- Estimating demand/number of households to be served and establishing a program budget, including set up and tracking by allowable activities (and sub-activities) required for reporting
  - Clarifying key decisions needed around assistance types/amount/duration, prioritization, etc, ensuring consistency with applicable CoC and State standards
  - Caseload management, including setting/monitoring/adjusting caseloads for optimal participant support, staff utilization, and consistency with best practices



**Questions? Discussion?**