



BACK @ HOME
NORTH CAROLINA

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 January 13, 2021

- Back@Home Progress Report
- Additional Resources/Funding + Planning for Exits
- Client List Maintenance
- Assessment + Referral System Reminders
- Questions/Discussion



Back@Home Progress Report

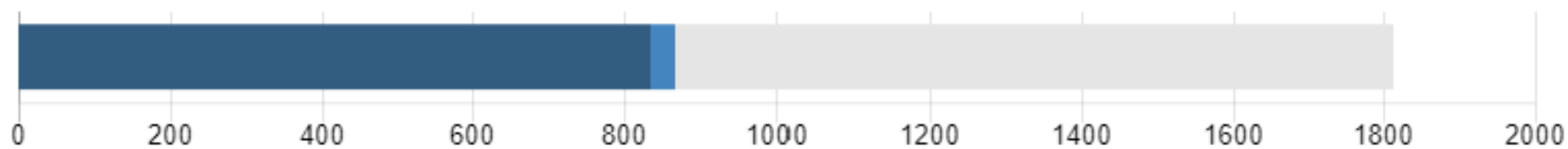
902

Households Stabilized in Housing

1802
Total People

1067
Adults

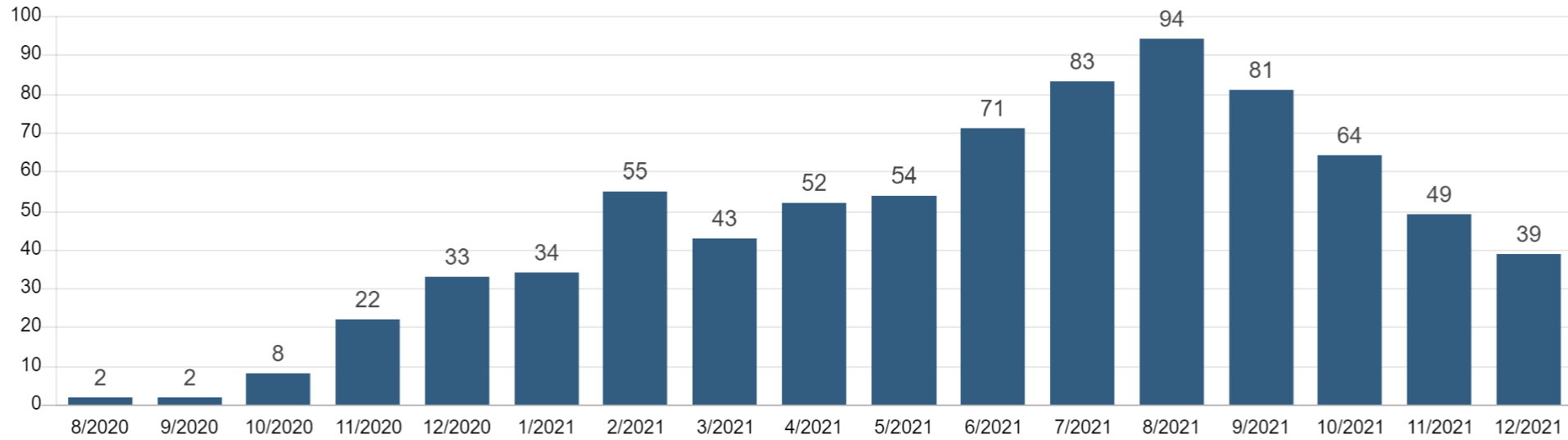
736
Children



● Moved-In ● Stabilized in Place ● Remaining to House to Meet Goal



Households by Move In Month



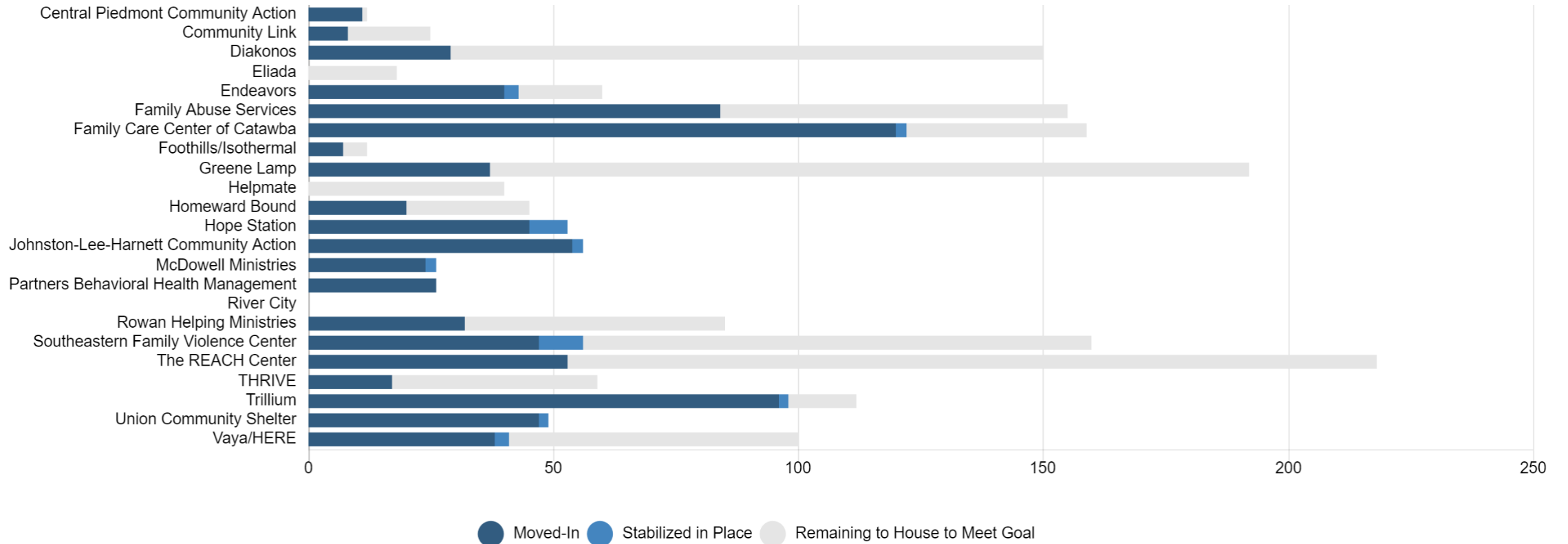
Moved-In Month
Missing Data

110

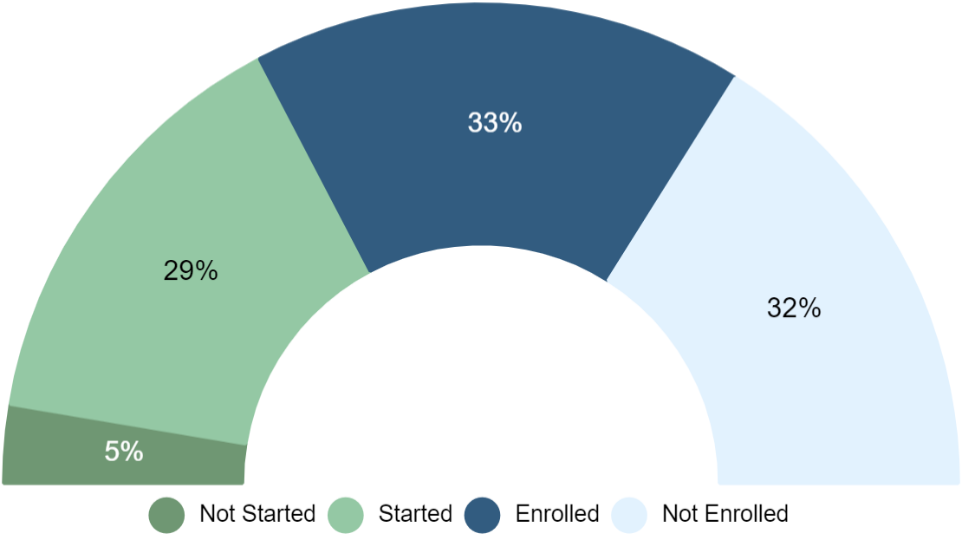
Date Not
Recorded



Households Stabilized by Rehousing Agency



Enrollment Status Summary by Households

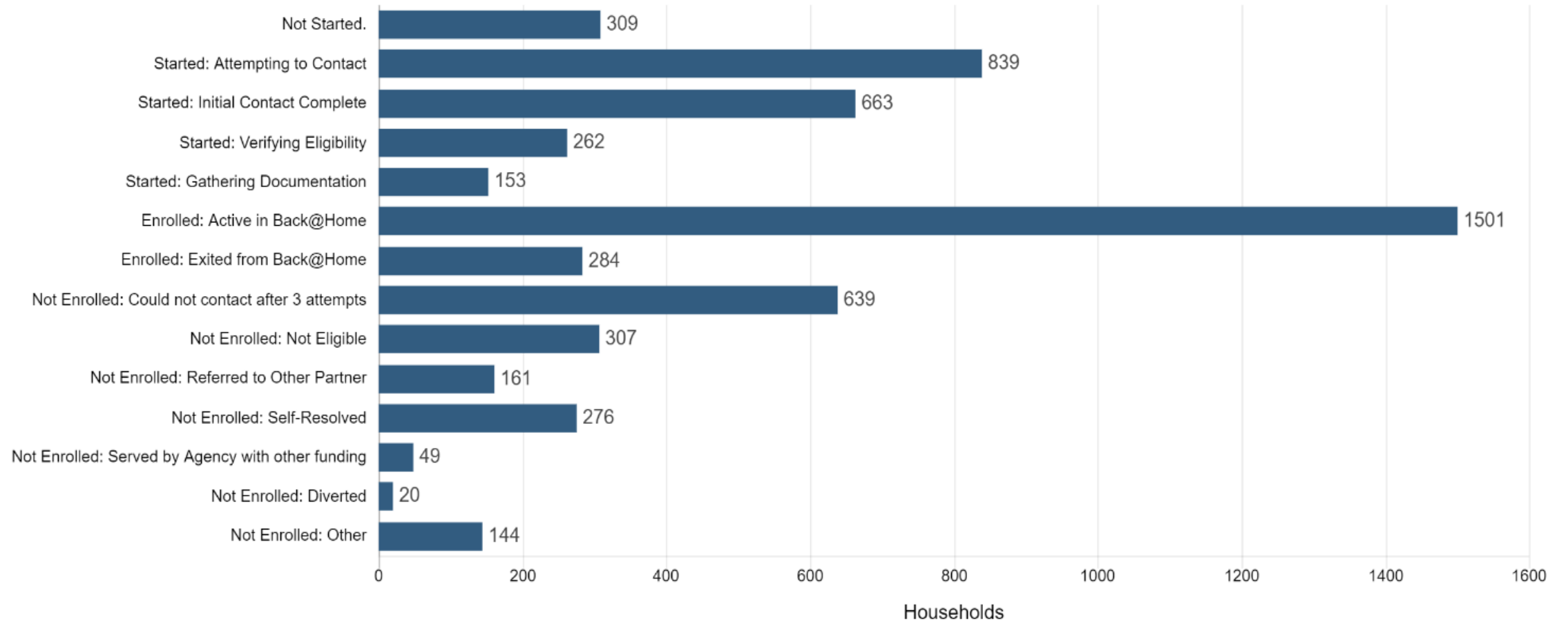


1460 Enrolled: Active in Back@Home

443 Enrolled: Exited from Back@Home



Enrollment Status (EN-1)



All Enrolled Clients
(active + exited/leavers
+stayers)
by RA-2 Housing
Stabilization Status

Total	Count
▶ RA-2 Housing Stabilization Status Attempt to Stabilize in place	Count 9
▶ RA-2 Housing Stabilization Status Housing Search	Count 734
▶ RA-2 Housing Stabilization Status Moved In	Count 807
▶ RA-2 Housing Stabilization Status Not Started	Count 184
▶ RA-2 Housing Stabilization Status Self-Resolved	Count 101
▶ RA-2 Housing Stabilization Status Stabilized in Place	Count 46
▶ RA-2 Housing Stabilization Status Unable to House or Stablize	Count 16

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)



Monthly Dashboard

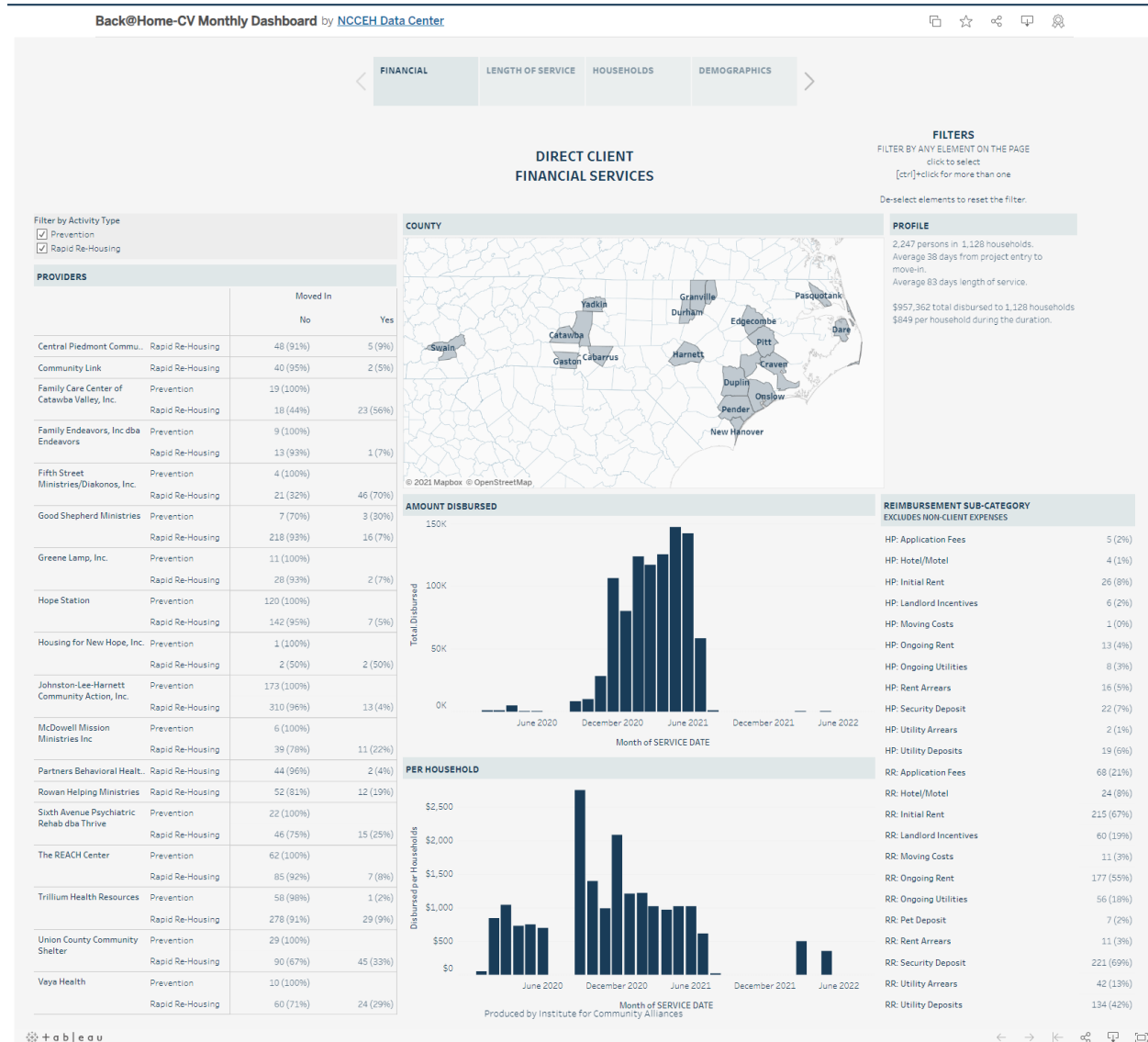
<https://public.tableau.com/app/profile/nccehdatacenter/viz/BackHome-CVMonthlyDashboard/NCCEH>

Note:

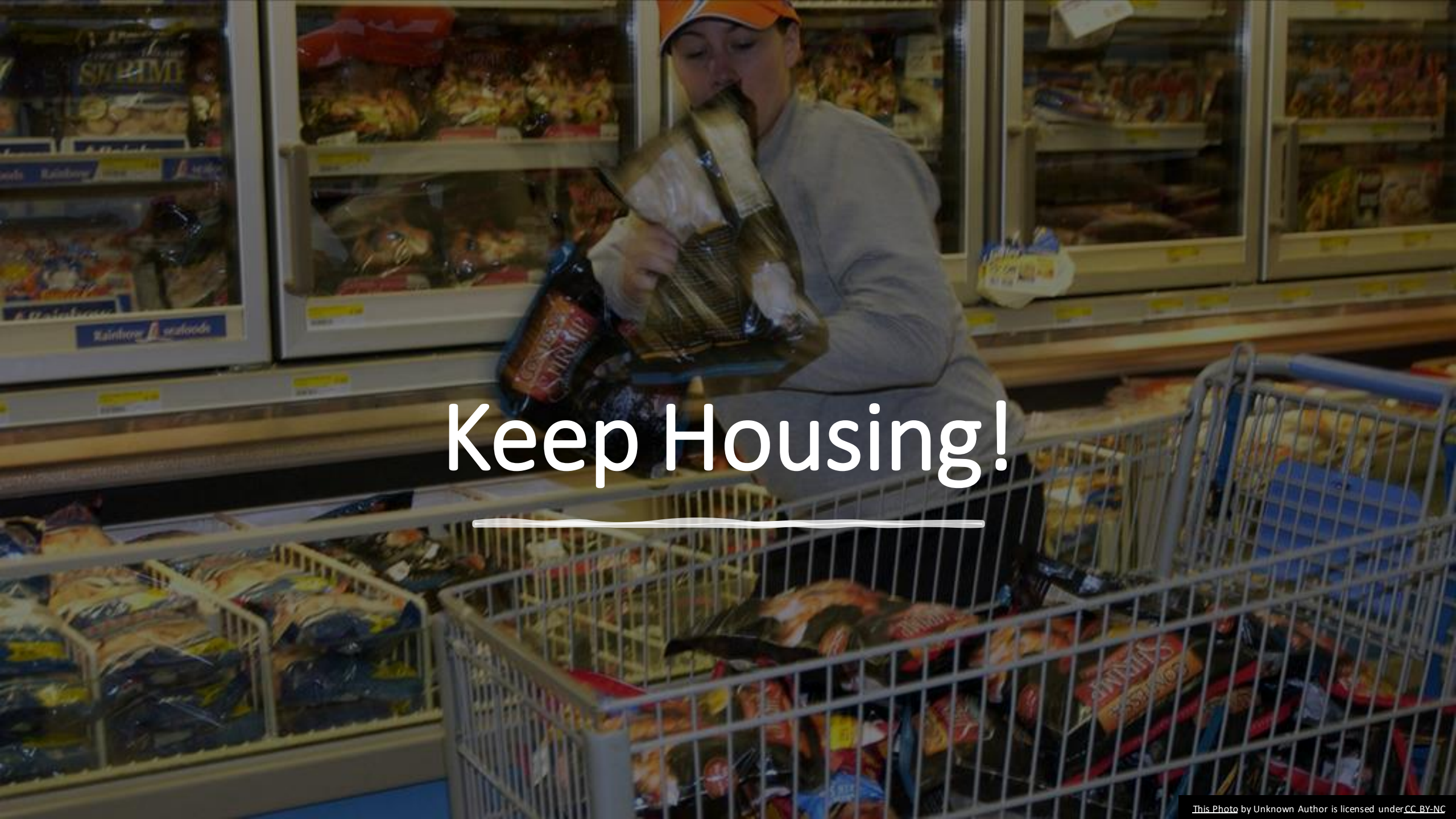
Source Data: HMIS and HFA Portal

Includes HMIS Projects Only

Includes some agencies that use the HFA Portal, but are not using other Back@Home infrastructure



Ongoing Resources/Funding + Planning for Exits



Keep Housing!

Emergency Housing Vouchers

Great resource for clients who need ongoing financial assistance

- NC Balance of State
 - New referral workflow starting February
 - Training: February 3, 2022 @ 11-12:30pm



Two Basic Questions

- Does the household need ongoing financial assistance?
- If receive EHV, should I close the case or continue to provide services?

Ways to ID households for referral

- Case Closure Tool
- Households served for many months that have continued financial need
- Who is not making progress on paying their own rent



Client List Maintenance

Reminder: 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>
- New Report: Clients in Not Started or Started over 90 days
<https://app.smartsheet.com/reports/PrGqFMFv9rfcjMwW5VvwRxC454CxwWFpQG4gg8j1>
- Question: Is a new status needed?
 - Started: Ready to Enroll
 - Not Enrolled: Program Slot not Available



Assessment + Referral System

Referrals through Coordinated Entry

- All Back@Home Referrals are now happening through Coordinated Entry
- Recap
 - Streamlined Assessment started in November
 - Updated on each Back@Home CE Referral Sheet and portal
 - New referrals from CE might do not ask all the questions that were asked of clients in 211 assessment
 - Rehousing Agencies can gather needed info during enrollment
 - Once 211 contract ends, CE will be the only way Rehousing Agencies will receive Back@Home referrals
 - **BIG CHANGE:** Clients sent from CE will be in the CE Project in HMIS, not Back@Home Triage



211 Referrals

211 is no longer doing assessments as of 12.31.21

211 will be available for clients to call and check status until 3.31.22



Questions? Discussion?