



BACK @ HOME
NORTH CAROLINA

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

Reminders:

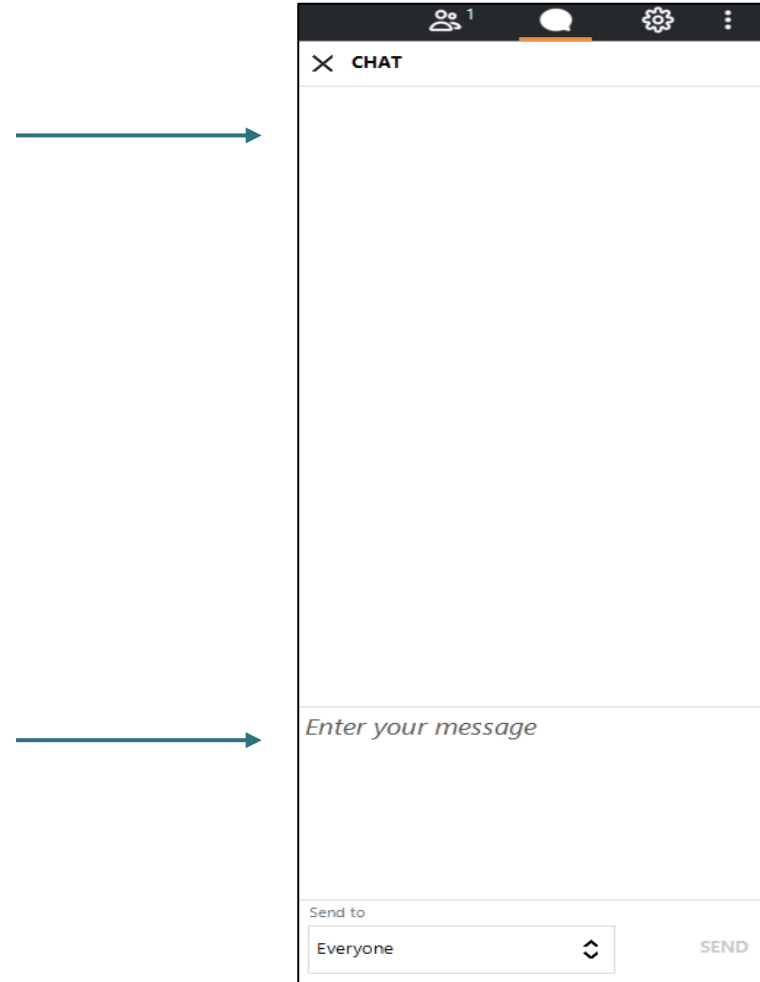
Mute your line while not talking to cut down on noise.

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.



The goal for today is to provide an update and give you a roadmap to launch.

Welcome

Introduce key partners at the state level and the roles they play

Provide overview of upcoming trainings and high-level overview of systems that will be available to support your organizations

Review Timeline



Welcome to the Back@Home team!

We are excited to be working with you to support your community.

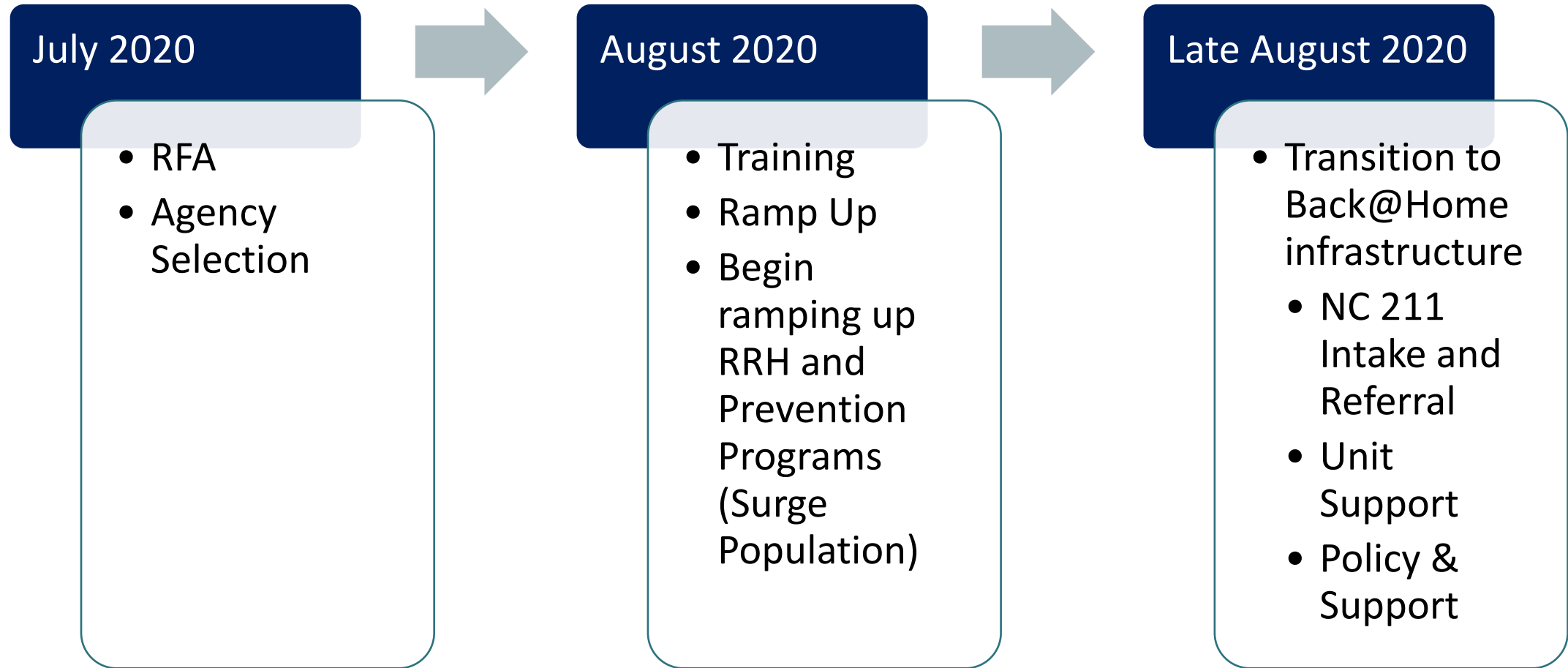
Increased ESG-CV funds to prevent, prepare for, and respond to COVID-19 among individuals and families experiencing homelessness or at risk of homelessness.

Housing Stability programs have the greatest capacity to end homelessness and moves people quickly out of congregate settings into permanent housing, the safest option during COVID-19 pandemic.

Need to scale quickly statewide— leveraging Back@Home model.



Back@Home Timeline



Back@Home Partners and Roles

NC DHHS manages contracting, requisitions, and program policies and standards.

Erika Ferguson, Healthy Opportunities

Joseph Breen, Chris Battle, and Lisa Worth, ESG Office

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

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

Will hold the contract with Back@Home rehousing agencies

Will perform ongoing monitoring

Final review on submitted requisitions



NCCEH advises on program design, supports coordinated entry, and manages field support.

Denise Neunaber, Andrea Carey, Emily Carmody, Sarah Murray, Chaney Stokes, Ashley VonHatten

Supporting NC DHHS ESG Office with Back@Home program policies and procedures and NC HFA with program reporting

Developing CE protocols with state partners and working with CoCs to integrate Back@Home into CE

Creating ongoing training curriculum and coaching supports for Back@Home Rehousing Agencies



NC HFA will manage the requisition portal and program reporting.

Thea Craft, Heather Dominique, Sandy Harris, Jennifer Olson

Overseeing an online portal for Back@Home Rehousing Agencies to use for submitting requisitions

Organizing the data and reporting workgroup to streamline program reporting for Back@Home



Other partners are supporting key aspects of the Back@Home program.

United Way of North Carolina / NC 211

Coordinated Entry Process

Socialserve

Unit Documentation and Inspections

Unite Us

Data and Reporting for NCCARE360 with Coordinated Entry Process

Institute for Community Alliances (ICA)

Data and Reporting with HMIS systems

Matt White, Housing Innovations, HUD TA

Coordinated Entry Process, Program Policy and Procedures

Tom Albanese, Tom Albanese Consulting, LLC

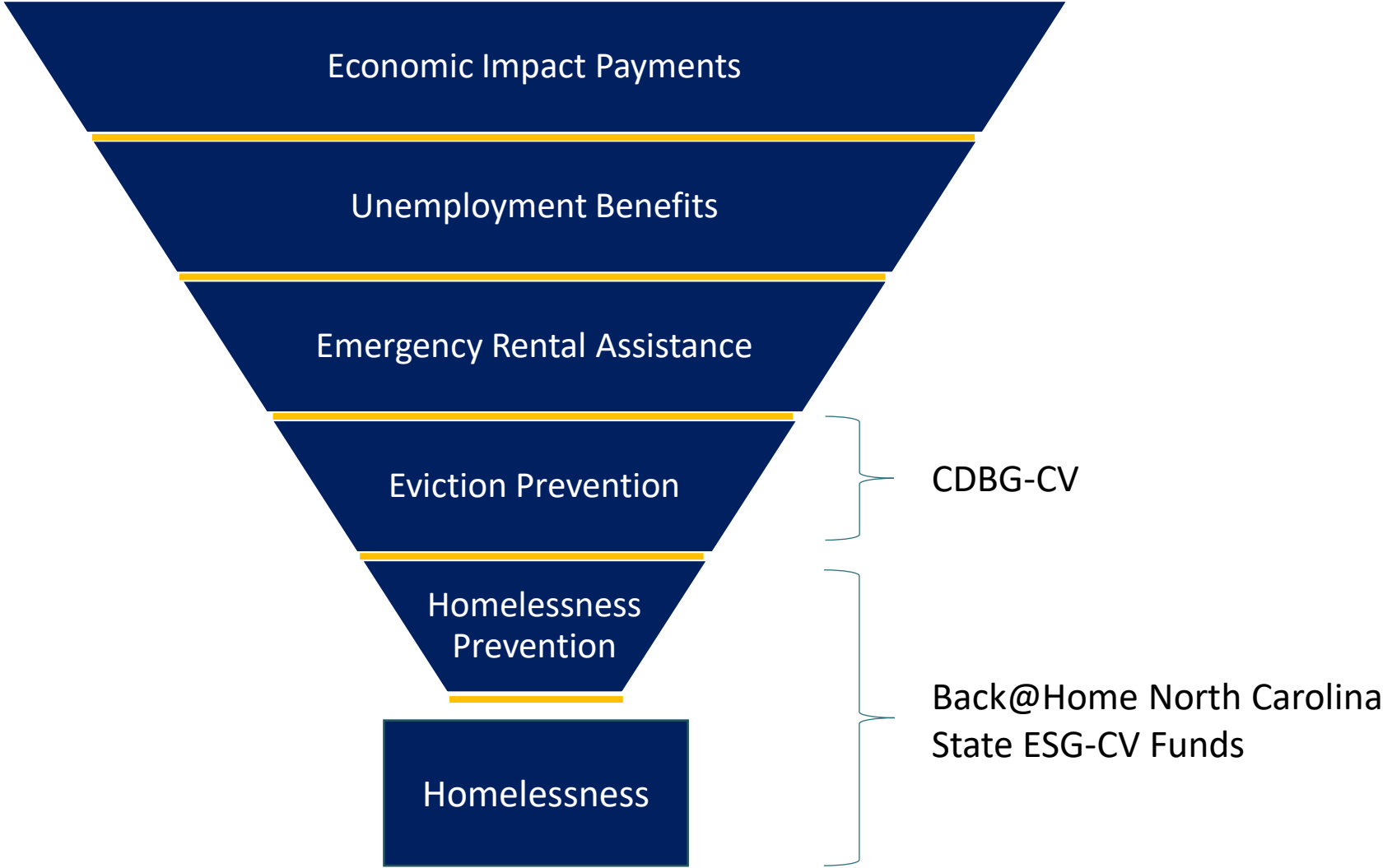
Field Support, Program Policy and Procedures

Clutch Consulting

Field Support, Program Policy and Procedures



Overview of Back@Home Model



Activity	Eviction Prevention	Back@Home Homelessness Prevention	Back@Home Rapid Rehousing
Flexible Financial Assistance			
Rental Assistance	✓	✓	✓
Utility Assistance	✓	✓	✓
Rental + Utility Arrears	✓	✓	✓
Deposits (Rent, Utility, Pet)		✓	✓
Barrier Busters*		✓	✓
Moving Costs		✓	✓
Household Goods*		✓	✓
Housing Navigation			
Housing Search		✓	✓
Liaison/negotiation with rental properties		✓	✓
Move-In Fees*		✓	✓
Upfit + Repairs*		✓	✓
Housing Stabilization Case Management		✓	✓
Legal Services	refer	refer	refer

One streamlined, flexible statewide rehousing system.

- People facing a housing crisis can access community resources through a single “front door” by calling NC 211.
 - Back@Home 211 Call Center Staff conducts initial diversion, as required, and eligibility and prioritization screening, then sends to appropriate rehousing agency.
- Statewide eligibility and prioritization for targeted COVID-19 response, with community flexibility to meet local needs.
- Statewide coverage of rehousing agencies to ensure cohesive and scaled response.
- Serving all populations and both RRH and HP to create least number of barriers to individuals served.
- Agencies have flexibility across funding categories to meet changing community need.
- Best practice standards and ongoing support to meet increased need in COVID-19 response.



Back@Home approach is developing and adapting the program based on partnership.



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Goal is to have CoC, Rehousing Agencies, and state partners as one team.

Designing feedback loops so that policies and procedures can be adapted to overcome barriers in implementation

- Weekly calls with Rehousing Agencies

- Regular calls with CoC leadership

Ensure transparency with program policies, systems, reporting, and impact



State Priority of RRH and Homelessness Prevention

Several underlying assumptions

1. Rapid Rehousing is an intervention that can work for everyone in need of rehousing assistance including those who ultimately need PSH
2. Diversion and rapid resolution conversations will happen with 211 and rehousing agencies at intake
3. Well-targeted prevention can assist with expected increase in at-risk households
4. Ask minimum amount of questions to enroll
5. Prioritization by risk, barriers, and community impact
6. Funding may provide opportunity to house majority of people experiencing homelessness in some communities
7. Will adjust prioritization based on real-time need and enrollment data, in partnership with CoCs

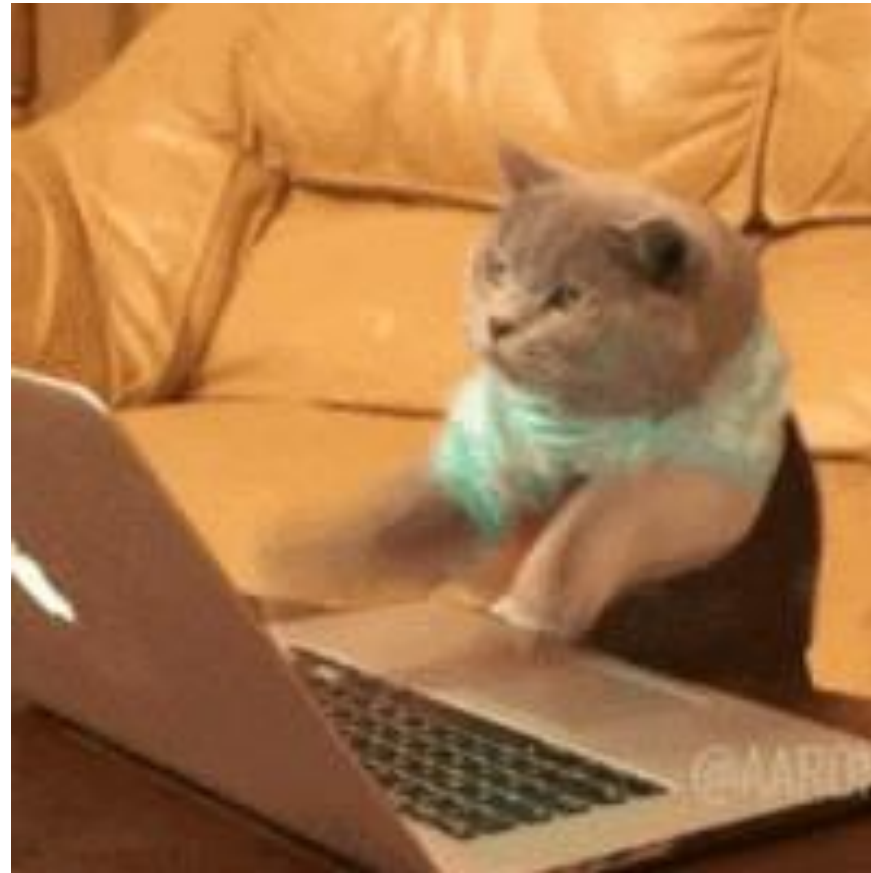


Best practice program standards, training and technical assistance.

- Program standards based on best practice program standards from National Alliance to End Homelessness in coordination with 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), and other partners.
 - Collaborative Policy Review
 - Monitoring
- Training
- Ongoing Technical Assistance
- Rehousing Calls Cohort Calls and Case Conferencing



State partners have started building out Back@Home infrastructure.



Back@Home Systems

- Unit Support (Socialserve)
 - FMR Checks
 - Rent Reasonableness
 - HQS Inspection Coordination
- CE Support (NC 211 and NCCARE360)
- HMIS, Data and Reporting
 - Working with both HMIS Implementations
 - CAPER
 - Statewide data: collective impact and evaluation
- Requisitions Systems



One Housing System: Rehousing Agencies can utilize Back@Home infrastructure with other funds.



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Opportunity to work together to streamline documentation for various funding sources for Rehousing Agencies

CoCs may want to use other sources of funding (entitlement ESG-CV, HOME, etc.) to scale Housing Stability programs

Rehousing Agencies may use elements of the Back@Home infrastructure for other sources of funding



Training and Launch Timeline

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 11 th 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

Back@Home Launch Timeline

CoC Coordinated Entry Calls	July 23-31, 2020
CoC HMIS Sys Admin Call	Week of July 27, 2020
Rehousing Agency Selection	Week of July 27, 2020
Agencies Start Ramp Up & Staffing	Late July/Early August 2020
Back@Home Launch Trainings	Week of August 10, 2020
Collaborative Review of Program Policies and Procedures	August 17- August 31, 2020
Agencies start housing (surge population)	Mid-August 2020
Back@Home Field Training	Week of August 17, 2020 or August 24, 2020 depending on rehousing agencies hiring of staff
Weekly Coaching Calls	Begin Week of August 24, 2020
Agencies transition to Back@Home Infrastructure	Late August 2020

Questions and Discussion

