



**BACK @ HOME**  
NORTH CAROLINA

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

## Reminders:

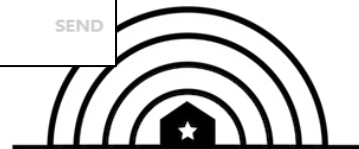
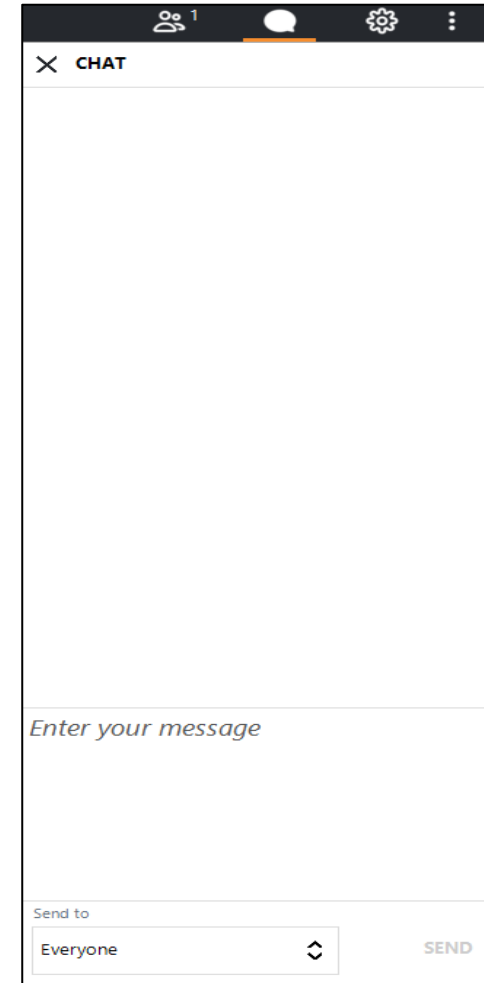
Mute your line while not talking to cut down on noise.

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

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

Unit Support is designed to help streamline documentation.



# There are 3 key partners in the process.

Socialserve completes Debarment and FMR/Rent Reasonableness checks and schedules the inspections

Inspection company completes inspections- goal is within 48 hours

NCCEH staff offer support to rehousing agencies if there is more support needed to understand the process



# Back@Home-CV Unit Requirements

# Each unit that receives rental assistance from a rehousing agency must meet three requirements.

1. Debarment Check
2. Fair Market Rent (FMR) and Rent Reasonableness Check
3. Passed HUD Housing Quality Standards (HQS) Inspection



# The Debarment check makes sure we are paying the right person.

Socialserve staff will verify that the owner listed by the rehousing agency is the actual owner of the property.

Information needed to complete:

- Name of the individual who is the owner

- Name of the owner's business if applicable





# The FMR and rent reasonableness checks need to be met to use rental assistance resources.

Socialserve staff will check the unit's rental rate meets the most recent HUD FMR per county and do a market analysis to compare to comparable rental units for rent reasonableness.

Information needed to complete:

- Monthly rental rate

- Size of the unit (studio, 1 bdr, etc.)

- Type of unit (duplex, apartment, mobile home, etc.)





# FMR is impacted by a current HUD waiver and shared housing strategies.

HUD is currently waiving FMR requirements for units leased on or before 9/30/20 but units still must meet rent reasonableness standards.

Shared housing is where multiple households have private bedrooms and share common areas, bathrooms, and cooking facilities:

1. The household being assisted with ESG rental assistance must have its own separate lease with the property owner to be considered a separate household for the purposes of ESG eligibility (note: subleases are not allowed under ESG).
2. The unit must meet inspection requirements for Back@Home-CV
3. All housing for which leasing or rental assistance payments are made must meet FMR and rent reasonableness standards.



# FMR for shared housing is lower of FMR for family unit size or pro-rata share of the unit size.

The pro-rata share is calculated by dividing the number of bedrooms available for occupancy by the assisted household in the private space by the total number of bedrooms in the unit.

The utility allowance for an assisted household living in shared housing is the pro-rata share of the utility allowance for the shared housing unit.



# Let's walk through some shared housing scenarios.

**Scenario 1:** Three-bedroom house, three adult roommates, all Back@Home-CV clients. In this case, the full unit rent must be within the allowable three-bedroom FMR for the county and the utility allowance for each client is the three-bedroom utility allowance divided by 3.

**Scenario 2:** Three-bedroom house, only one bedroom occupied by a Back@Home-CV client. If, for example, this unit is in New Hanover County, the three-bedroom FMR in New Hanover County is \$1404 for a 3-bedroom unit. The Back@Home-CV client's allowable FMR is \$1404 divided by 3 or \$468. The Back@Home-CV client's utility allowance is the three-bedroom utility allowance divided by 3.



# Sometimes shared housing can use a Single Room Occupancy (SRO) FMR.

To qualify as an SRO, the shared housing situation must have the following characteristics:

1. There is only one person per bedroom.
2. Each household holds a separate lease.
3. All bedrooms in the housing unit must qualify as SROs. e.g. There's a four-bedroom house in which one household holds a separate lease, but two households share leases for multiple bedrooms, none of the units qualify as SROs. Or if one bedroom has multiple people living in it, none of the bedrooms qualify as SROs.

The SRO FMR is 75% of the efficiency (aka 0-bedroom) FMR and the utility allowance is 75% of the efficiency (0-bedroom) utility allowance.



# Inspections help the program to know that the units meet quality standards.

Back@Home-CV uses HQS standards to ensure quality units and to assist with using other forms of rental assistance to stabilize the household.

## Information needed to complete:

Unit address

Contact for scheduling inspection (owner, property manager, tenant)

Utilities need to be turned on for HQS inspections

Type of property

Number of bedrooms







# Two options to request inspections: Option A or Option B.

## Option A: Utilities are ON

1. Rehousing agency submits one request for Debarment, FMR/Rent Reasonableness, and Inspection
2. Checks and inspection completed- rehousing agency notified
3. Household moves into unit

## Option B: Utilities are NOT ON

1. Rehousing agency submits a request for debarment and FMR/Rent Reasonableness
2. Checks completed- rehousing agency notified
3. Rehousing agency does a habitability screen before moving household in
4. After move in and utilities turned on, submit for inspection of occupied unit
5. Unit passes inspection- rehousing agency notified



# Submitting a Unit Support Request

# Requests for unit support are coordinated through Smartsheet.

Rehousing agencies will have links to forms for Option A and Option B in their portal

Rehousing agencies will submit completed form

Socialserve will receive the information and complete the checks

Rehousing agency will identify key staff who can access spreadsheet to:

- Gather documentation for requisitions

- View status of units in the process



# Here is the workflow for units using Option A.

1. Rehousing agency submits Option A form requesting debarment, FMR/Rent Reasonableness, and inspection of unit with utilities on
2. Socialserve staff complete debarment and FMR/Rent Reasonableness checks
3. Socialserve staff contact inspector to schedule inspection.
4. If unit passes inspection, inspector sends report to Socialserve and Socialserve notifies the rehousing agency that the unit is complete and closed with all documentation attached to the row in Smartsheet.

If unit fails inspection, inspector sends report to Socialserve and Socialserve notifies the rehousing agency the unit failed inspection.

- a) Rehousing agency can work with landlord on repairs and submit unit for reinspection
- b) Socialserve schedules re-inspection (start over at step 3)



# Here is the workflow for units using Option B.

1. Rehousing agencies do a habitability inspection to ensure quality of unit
2. Rehousing agency submits Option B form requesting debarment and FMR/Rent Reasonableness of unit without utilities on
3. Socialserve staff complete debarment and FMR/Rent Reasonableness checks
4. Socialserve notifies rehousing agency that the unit is complete and closed with documentation attached to the row in Smartsheet
5. Rehousing agency moves in household, turns on utilities, and submits Option B form requesting occupied inspection
6. Socialserve staff contact inspector to schedule inspection.
7. If unit passes inspection, inspector sends report to Socialserve and Socialserve notifies the rehousing agency that the unit is complete and closed with all documentation attached to the row in Smartsheet.

If unit fails inspection, inspector sends report to Socialserve and Socialserve notifies the rehousing agency the unit failed inspection.

- a) Rehousing agency can work with landlord on repairs and submit unit for reinspection
- b) Socialserve schedules re-inspection (start over at step 6)



# Let's take a look at Smartsheet.

Rehousing agency portal:

<https://app.smartsheet.com/dashboards/ffxRJH37XJXgMjvgrFG6WgXQCfXqjcvwmFHG7F1>

Forms:

Option A: <https://app.smartsheet.com/b/form/bb89b4bbfbde4bb68b9ef661fba7e1a0>

Option B (step 1): <https://app.smartsheet.com/b/form/084cd843a811406cbc2db0ccb799db3a>

Option B (step 2): <https://app.smartsheet.com/b/form/3bb469d8514945988195f798e81ac744>

Smartsheet:

<https://app.smartsheet.com/sheets/G4FHqJ8pFJr2X6phmq2hP6VR8WFRvCF5RFxM6V51?view=grid>





# Questions?

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