



**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
<b>Reporting (CAPER reporting, regular reporting to state and communities, dashboards)</b>	<b>Wednesday, August 12<sup>th</sup> 10-11:30 AM</b>
Unit Support Process	Wednesday, August 12 <sup>th</sup> 1-2:30 PM
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/>



# The goal for today is to preview B@H NC ESG-CV dashboards and discuss reporting.

1. Dashboards and the value they add!
2. HMIS Reports and Best Practices
3. CAPERs
  - What's a CAPER?
  - Understanding and running CAPERs
  - CAPER completion/submission process

HMIS Data Entry Training – Thursday, August 13<sup>th</sup>!



# Partners involved with Reporting

**Rehousing Agencies  
(ESG-CV HP and RRH  
subrecipients)**

NCCARE360, HMIS and NCHFA Portal data entry

**Unite Us (UU)**

Data and Reporting for NCCARE360

**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 HMISs

**NC Housing Finance Agency  
(NCHFA)**

Data and Reporting for NCHFA B@H Portal - financial data

# Back@Home Dashboards

# NCCARE360 Dashboard

## Real-time B@H ESG-CV data

- Program demand, enrollment, and housing outcomes
- Average days between assessment, enrollment and housing move in/stabilization
- Household/Individual demographics
- Homelessness Prevention versus Rapid Re-Housing households
- County and Local Planning Area filters

## Timeline

- Under-development for NCCARE360



# NCCARE360 Dashboard

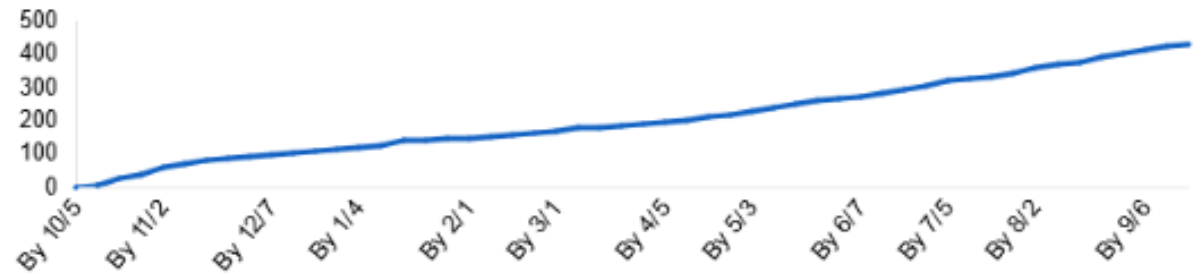
## Back@Home Summary Dashboard



### Families Housed To Date

Families Housed: **679**  
 Adults Housed: **877**  
 Children Housed: **722**  
 Total People Housed: **1599**

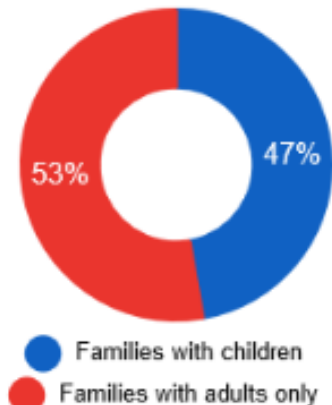
### Families Housed Over Time



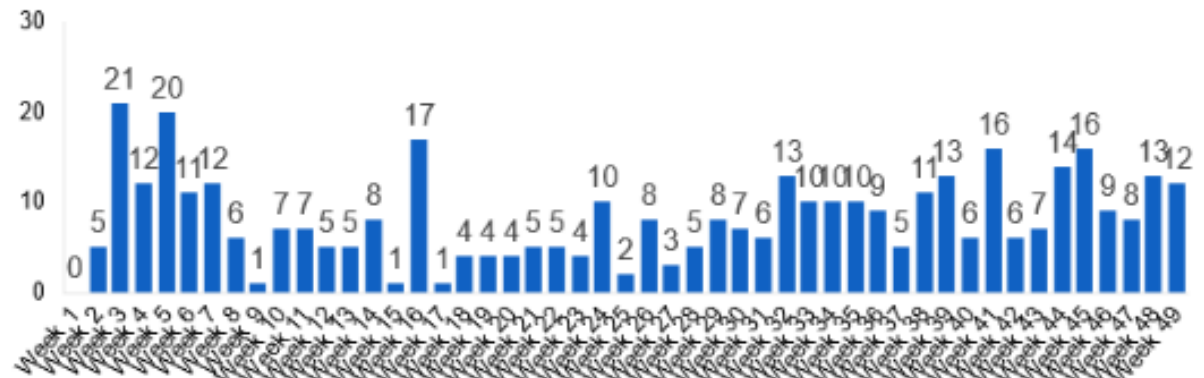
### Where are Back@Home Households Living?

County	Families
Brunswick	5
Carteret	24
Columbus	15
Craven	61
Cumberland	82
Duplin	3
Guilford	1
Hoke	3
Jones	3

### Families Housed



### Families Housed Per Week





# Big-3 Dashboard

## Data combined from:

- NCCARE360
- NC HMIS, HMIS@NCCEH and DV data system(s)
- NCHFA Portal

## Highlights:

- Updated monthly
- Rehousing agency, county, local planning area filters
- Using data to monitor outcomes, document need, etc.



# Big-3 Dashboard

## Data Elements Include

- Funds disbursed monthly
- Financial assistance disbursements by type and household
- Program length of stay
- Time between project entry and housing move in/stabilization
- Prior living situation and destination at project exit
- Demographics - age, gender, race, ethnicity, household composition and income level, priority, etc.



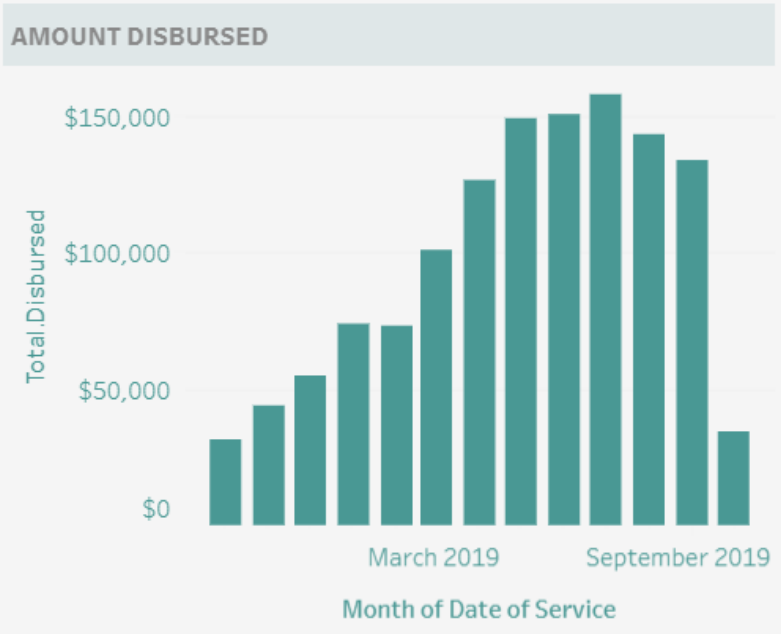
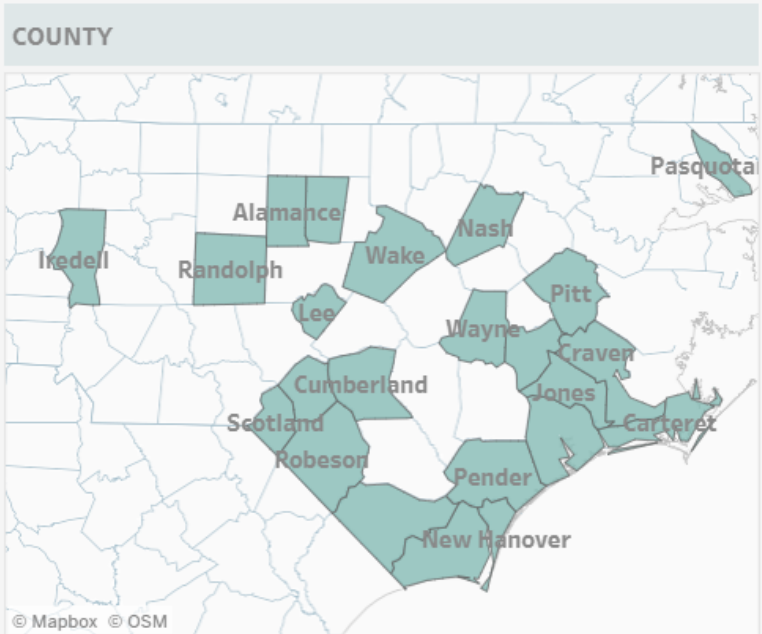
# Big-3 Dashboard

- FINANCIAL
- LENGTH OF SERVICE
- HOUSEHOLDS
- DEMOGRAPHICS



## DIRECT CLIENT FINANCIAL SERVICES

**FILTERS**  
 FILTER BY ANY ELEMENT ON THE PAGE  
 click to select  
 [ctrl]+click for more than one  
 De-select elements to reset the filter.



**REIMBURSEMENT SUB-CATEGORY EXCLUDES NON-CLIENT EXPENSES**

Application Fees	119 (39%)
Document Fees	1 (0%)
Housing Related Move-In-Expenses	133 (43%)
Initial Rent	294 (96%)
Management Company Admin Fees	97 (32%)

# HMIS and Best Practices



# Data Quality

- **Utilize HMIS Canned Reports to check data quality on an (minimum) monthly basis.**
  - Existing ESG-CAPER Report (until new specifications released)
- **Agency data should be “ready to submit” at the end of the quarter.**
- **LSA’s will be available for ongoing support, but HMIS Lead will submit bundled reports ( it will be more difficult to determine where errors are in the reports, so agency data accuracy is critical)!**



**HUD ESG-CV CAPER**

# How to run and understand the ESG CAPER

**Resource Link to NCCEH Guide**

**Review Report tables**

**HMIS Reporting Glossary (Link)**

**Live demonstration of data correction directly from CAPER**



# Report Development

- Custom ART Reports specific to Back@Home
- Fixes pending on 0640 HUD Data Quality Framework Report





# ESG-CV CAPER Reporting

## What we know

Submitted once by:

- HMIS Lead Agency
- Project Type
- Quarterly

De-duplicates clients across sub-grantees

## What we don't know

The final specifications – what measures will be different

1<sup>st</sup> deadline ...maybe October



**Questions? Discussion?**