



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

- Updates
 - Revised Forms
 - New Schedule
- Initial Contact + Enrollment
- Eligibility + Prioritization
- Questions/Discussion



Initial Contact + Enrollment

Tip: Spreadsheet vs Reports

All Clients will show on “Client List” spreadsheet


You can do your work in the client sheet, or you can use pre-built reports that pull specific info from your client sheet

Currently available pre-built reports:

- New Clients by Priority Level
- Enroll Clients
- Active Enrolled Clients by Alpha Order
- Active Enrolled Clients by Priority Level
- Update Housing Status



Find it all on your Rehousing Agency Portal



Rehousing Agency Name

[View Back@Home Resource Portal](#)
Back@Home-CV Resource Portal

Active Client List

- Active Enrolled Clients Alpha Order: Template
- Active Enrolled Clients by Priority Level: Templat

View Full Client List

- Back@Home Client List: Template

View New Clients

- New Clients by Priority Level: Template

Enroll Clients

- Enroll Clients: Template

Update Housing Stabilization Status

- Update Housing Stabilization Status: Template



New Client Report

- Purpose: Focused view clients that have been referred and need a first contact
- Pulls clients from Client List (spreadsheet) that have EN-1 Enrollment Status of “Not Started”
- Once EN-1 Enrollment Status is updated to anything else, client will not appear on report
- Displays 15 columns

P-1 Priority Level	CB-1 Application ID	CB-2 HMIS ID	CB-3 HoH Last Name	CB-4 HoH First Name	RF-7 Referral Source	CB-6 County of Service	CB-7 Adults	CB-8 Children	CB-9 Total People

CB-10 Client Phone Number	CB-11 Client Email Address	CB-12 Client Alternate Contact	EN-1 Enrollment Status	RA-1 RA Staff Assigned	EN-2 Enrollment Contact Attempts



New Enrollment Status Options

Note: You will notice these changes in your smartsheet on Friday 2/25 or Monday 3/1 as updates roll out.

Group	Options in Smartsheet
Not Started	Not Started
Started	Started: Attempting to Contact Started: Initial Contact Complete Started: Verifying Eligibility Started: Gathering Documentation
Enrolled	Enrolled: Active in Back@Home Enrolled: Exited from Back@Home
Not Enrolled	Not Enrolled: Could not contact after 3 attempts Not Enrolled: Diverted Not Enrolled: Not Eligible Not Enrolled: Referred to another partner Not Enrolled: Self-Resolved Not Enrolled: Served by agency with other funding Not Enrolled: Other



Starting with a Referral

New Referrals will be set to “Not Started” by default.

Contact referral within 14 days

note: This is a maximum! Best practice is within 48 hours, particularly for unsheltered

During first contact, cover these 5 areas:

1. Check in about immediate needs
2. Have a diversion/housing problem solving conversation
3. Share information about what the program can offer
4. Explain what will be needed for eligibility documentation
5. Explain the expected timeline



Enroll Clients Report

- Purpose: Shows clients that need to go through enrollment process and shows necessary columns for enrollment workflow.
- Pulls clients from Client List (spreadsheet) that have one of these EN-1 Enrollment Statuses:
 - Not Started
 - Started: Attempting to Contact
 - Started: Initial Contact Complete
 - Started: Verifying Eligibility
 - Started: Gathering Documentation
- Clients with other statuses will not appear
- Displays 42 columns (contact info will be added in future update)
- Sorted by: Priority Level, then Last Name, then First Name



Using the Enroll Clients Report

First Columns Display Basic Client Information:

CB-1 Application ID	CB-2 HMIS ID	P-1 Priority Level	CB-3 HoH Last Name	CB-4 HoH First Name	RF-2 Date Referral Sent from 211	RF-3 Date Referral Sent from CE
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Next Set of Columns are for Enrollment Workflow

EN-1 Enrollment Status	EN-2 Enrollment Contact Attempts	EN-3 Eligibility Verification	EN-4 Prior Living Situation at Enrollment	EN-6 Enrolled Activity Type	EN-5 Eligibility at Enrollment	EN-7 Enrolled Housing Status	EN-8 Reason for Enrollment Denial	EN-9 Enrollment/ Denial Date
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Note: Some agencies have asked for a way to track who is begin served by other programs. EN-10 Served By will be added for these agencies and each Rehousing Agency will have a customized dropdown list.



The Enroll Clients cells that need to be completed or updated are in blue. The first time you work with a client, it will show:

EN-1 Enrollment Status	EN-2 Enrollment Contact Attempts	EN-3 Eligibility Verification	EN-4 Prior Living Situation at Enrollment	EN-6 Enrolled Activity Type	EN-5 Eligibility at Enrollment	EN-7 Enrolled Housing Status	EN-8 Reason for Enrollment Denial	EN-9 Enrollment/ Denial Date
Not Started	Not contacted	Not Started		#NO MATCH	#NO MATCH	#NO MATCH		

EN-1 Enrollment Status helps track where the client is in the process. Choose from the following options to update clients:

- Started
 - Started: Attempting to Contact
 - Started: Initial Contact Complete
 - Started: Verifying Eligibility
 - Started: Gathering Documentation

- Enrolled
 - Enrolled: Active in Back@Home
 - Enrolled: Exited from Back@Home

- Not Enrolled
 - Not Enrolled: Could not contact after 3 attempts
 - Not Enrolled: Diverted
 - Not Enrolled: Not Eligible
 - Not Enrolled: Referred to another partner
 - Not Enrolled: Self-Resolved
 - Not Enrolled: Served by agency with other funding
 - Not Enrolled: Other



The Enroll Clients cells that need to be completed or updated are in blue. The first time you work with a client, it will show:

EN-1 Enrollment Status	EN-2 Enrollment Contact Attempts	EN-3 Eligibility Verification	EN-4 Prior Living Situation at Enrollment	EN-6 Enrolled Activity Type	EN-5 Eligibility at Enrollment	EN-7 Enrolled Housing Status	EN-8 Reason for Enrollment Denial	EN-9 Enrollment/ Denial Date
Not Started	Not contacted	Not Started		#NO MATCH	#NO MATCH	#NO MATCH		

When EN-1 Enrollment Status is Started: Attempting to Contact, you can use EN-2.

EN-2 Enrollment Contact Attempts helps you track contact attempts.

Note: It is a Back@Home policy that you should attempt to contact a client 3 times before updating the EN-1 Enrollment status to “Not Enrolled: Could not contact after 3 attempts”



The Enroll Clients cells that need to be completed or updated are in blue. The first time you work with a client, it will show:

EN-1 Enrollment Status	EN-2 Enrollment Contact Attempts	EN-3 Eligibility Verification	EN-4 Prior Living Situation at Enrollment	EN-6 Enrolled Activity Type	EN-5 Eligibility at Enrollment	EN-7 Enrolled Housing Status	EN-8 Reason for Enrollment Denial	EN-9 Enrollment/ Denial Date
Not Started	Not contacted	Not Started		#NO MATCH	#NO MATCH	#NO MATCH		

When EN-1 Enrollment Status is “Not Enrolled: Not Eligible, you will need to complete: EN-8 Reason for Enrollment Denial and EN-9 Enrollment/Denial Date.

These cells will turn blue when they need to be completed:

EN-1 Enrollment Status	EN-2 Enrollment Contact Attempts	EN-3 Eligibility Verification	EN-4 Prior Living Situation at Enrollment	EN-6 Enrolled Activity Type	EN-5 Eligibility at Enrollment	EN-7 Enrolled Housing Status	EN-8 Reason for Enrollment Denial	EN-9 Enrollment/ Denial Date
Not Enrolled: Not Eligible	Not contacted	Not Started		#NO MATCH	#NO MATCH	#NO MATCH		

Note: you may have to save after you update EN-1 before EN-8 and EN-9 appear blue



The Enroll Clients cells that need to be completed or updated are in blue. The first time you work with a client, it will show:

EN-1 Enrollment Status	EN-2 Enrollment Contact Attempts	EN-3 Eligibility Verification	EN-4 Prior Living Situation at Enrollment	EN-6 Enrolled Activity Type	EN-5 Eligibility at Enrollment	EN-7 Enrolled Housing Status	EN-8 Reason for Enrollment Denial	EN-9 Enrollment/ Denial Date
Not Started	Not contacted	Not Started		#NO MATCH	#NO MATCH	#NO MATCH		

When EN-1 Enrollment Status is “Enrolled:”, you will need to complete: EN-9 Enrollment/Denial Date.

These cells will turn blue when they need to be completed:

EN-1 Enrollment Status	EN-2 Enrollment Contact Attempts	EN-3 Eligibility Verification	EN-4 Prior Living Situation at Enrollment	EN-5 Eligibility at Enrollment	EN-6 Enrolled Activity Type	EN-7 Enrolled Housing Status	EN-8 Reason for Enrollment Denial	EN-9 Enrollment/ Denial Date
i	i	i	i	i <i>fx</i>	i <i>fx</i>	i <i>fx</i>	i	i
Enrolled: Active in Back@Home	Not contacted	Not Started		#NO MATCH	#NO MATCH	#NO MATCH		

Note: you may have to save after you update EN-1 before EN-9 appears blue



EN-1 Enrollment Status	EN-2 Enrollment Contact Attempts	EN-3 Eligibility Verification	EN-4 Prior Living Situation at Enrollment	EN-6 Enrolled Activity Type	EN-5 Eligibility at Enrollment	EN-7 Enrolled Housing Status	EN-8 Reason for Enrollment Denial	EN-9 Enrollment/ Denial Date
Not Started	Not contacted	Not Started		#NO MATCH	#NO MATCH	#NO MATCH		

When you speak with the client and are ready to enroll them in the project, you'll ask where they stayed last night and updated it in EN-4 Prior Living Situation at Enrollment.

Save the report and activity type, eligibility and enrolled housing status will populate.

EN-1 Enrollment Status	EN-2 Enrollment Contact Attempts	EN-3 Eligibility Verification	EN-4 Prior Living Situation at Enrollment	EN-6 Enrolled Activity Type	EN-5 Eligibility at Enrollment	EN-7 Enrolled Housing Status	EN-8 Reason for Enrollment Denial	EN-9 Enrollment/ Denial Date
Started: Verifying Eligibility	Yes, 2nd attempt	Not Started	Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter [HOMELESS]	RRH	eligible	Category 1		

Note: you may have to save after you update EN-1 before EN-9 appears blue



When clients are updated to “Enrolled” or “Not Enrolled” in smartsheet:

- 1) exit them in the HMIS Triage Project
- 2) enroll them in Back@Home HP or RRH project

	EN-1 Enrollment Status in Smartsheet	In HMIS Triage Project (does not apply to VSPs)	HMIS Back@Home HP or RRH Project (VSPs should enter in comparable database projects)
Started	Started: Attempting to Contact Started: Initial Contact Complete Started: Verifying Eligibility Started: Gathering Documentation	Stays open in Triage Project	No action
Enrolled	Enrolled: Active in Back@Home Enrolled: Exited from Back@Home	Record result in HMIS CE Event and exit from HMIS Triage	Add new Back@Home HP or RRH Project Start Complete intake data for all clients
Not Enrolled	Not Enrolled: Could not contact after 3 attempts Not Enrolled: Diverted Not Enrolled: Not Eligible Not Enrolled: Referred to another partner Not Enrolled: Self-Resolved Not Enrolled: Served by agency with other funding Not Enrolled: Other	Record result in HMIS CE Event and exit from HMIS Triage	No action (you may need to take additional action for warm referrals to other projects)



Eligibility + Prioritization

Back@Home Eligibility

Back@Home-CV Eligibility Requirements	Prevention (Back@Home)	Rapid Rehousing (Back@Home)
Income	<30% AMI AND	None (<30% AMI at recertification)
Eligible Living situation(s)	Forced to leave current housing in 14 days AND one of below living situations	Emergency shelter/transitional housing OR
	In hotel/motel (not paid for by non-profit/government) OR	Streets/place not meant for human habitation OR
	Living in campsite/trailer OR	Fleeing DV OR
	Living in the home of another because of economic hardship OR	Institution for less than 90 days, literally homeless before institutionalization
	Unaccompanied youth (under 25) who cannot stay with family members with no stable place to live OR	
	In housing that is leased OR	
	Exiting institution AND	
	Have no other safe, appropriate residence (whether temporary or permanent) AND Not have sufficient resources or support networks immediately available to prevent them from becoming literally homeless	And household does not have sufficient resources or support networks immediately available to exit literal homelessness independently

Households will be asked about barriers to getting and keeping housing.

Barriers for Prioritization

Currently at-risk of losing housing subsidy or subsidized unit (Targeted Homeless Prevention only)	No income	Household size of 5 or more	Felony conviction among household members
Unaccompanied youth (under 25)	One or more children under 6 and/or pregnant	2 or more episodes of homelessness in prior three years	Vacated a unit 3 or more times in prior 7 years and/or ongoing rental arrears
Adult in household has severe and persistent disabling condition	Household from disproportionately impacted populations	Current homeless episode is 1 year or longer	Unsheltered (RRH only)
No lease in name in last 3 years	Victim of DV in prior 6 months	Veteran, not eligible for VA services	Child in household has a severe and persistent disabling condition

Households at higher lethality risk or with a large number of barriers will be prioritized.

Example

Priority Category	Order Served
Priority 1: Medically vulnerable to COVID (as defined by CDC) OR Fleeing DV	1a. Literally homeless OR Fleeing DV
	1b. Imminently at-risk of homelessness
Priority 2: 8 or more barriers from exiting homelessness AND community-defined priority	2a. Literally homeless
	2b. Imminently at-risk of homelessness
Priority 3: 6 or more barriers from exiting homelessness	3a. Literally homeless
	3b. Imminently at-risk of homelessness
Priority 4: 4 or more barriers from exiting homelessness	4a. Literally homeless
	4b. Imminently at-risk of homelessness
Priority 5: 2 or more barriers from exiting homelessness	5a. Literally homeless
	5b. Imminently at-risk of homelessness
Priority 6: 1 or No additional barriers from exiting homelessness	6a. Literally homeless
	6b. Imminently at-risk of homelessness

Back@Home Referrals by Priority

	All	Surge	CE	211
Priority 1	796	107	1	688
Priority 2	9	6		9
Priority 3	85	6		79
Priority 4	309	20		289
Priority 5	272	12		260
Priority 6	61	1	2	58
Total	1532	146	3	1383



Questions? Discussion?