



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 April 22, 2021

- Back@Home Progress Report
 - Housing Stabilization
 - Enrollment
- Updates
 - ESG-CV Eligibility Waiver
 - CAPER and Contracts
 - 211 escalation/contact info
 - 211 next check-in call
 - Unit support updated analysis
 - Landlord surveys
 - New transfer policy
 - Learning Communities + TA
- Questions/Discussion



Back@Home Progress Report

+ 30 Households Stabilized in Housing

This Week
as of 4.21.21

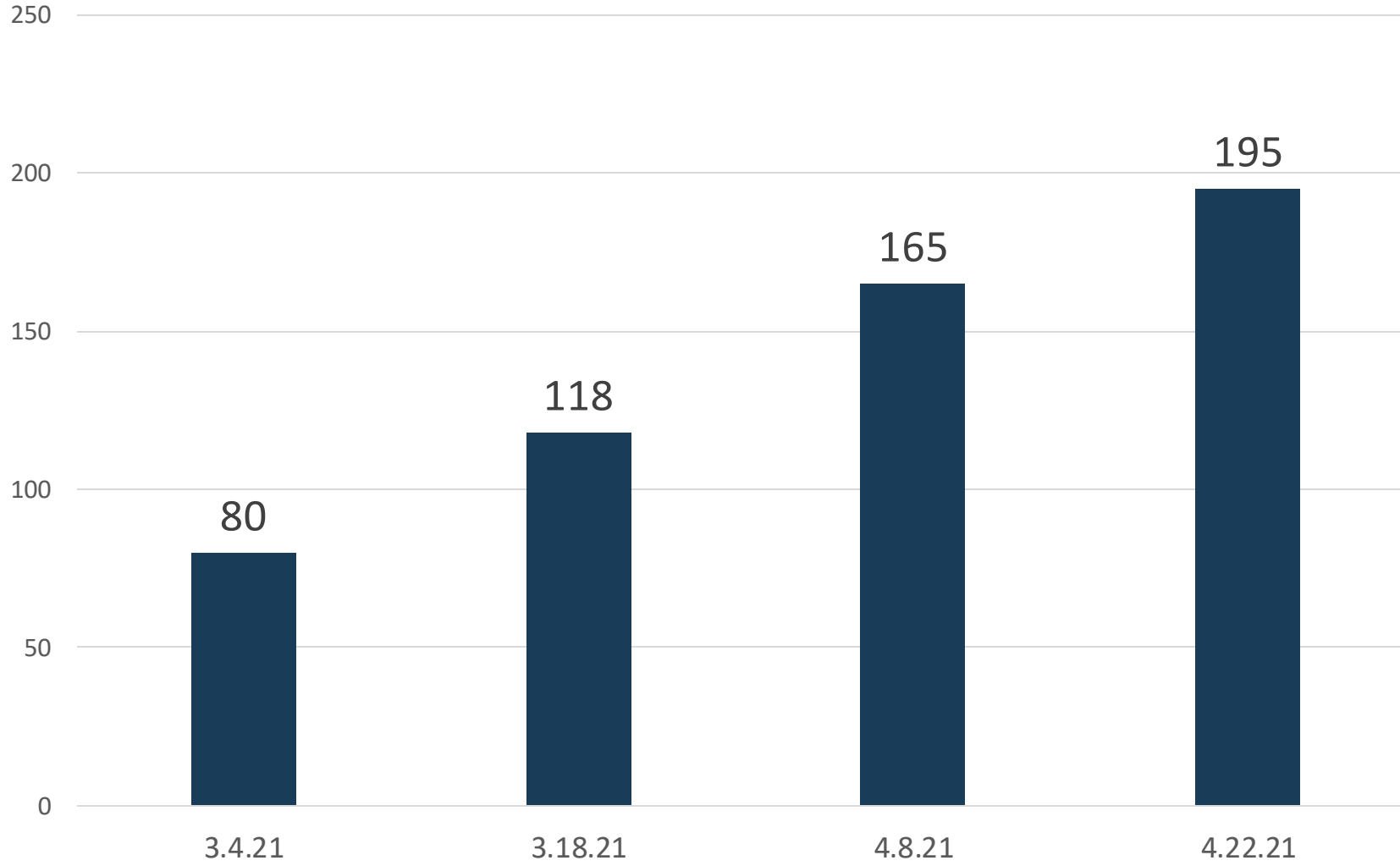
	Households	Adults	Children	People
Total Stabilized	195	240	176	416
Total Moved In	186	227	163	390
Total Stabilized in Place	9	13	13	26

Two Weeks Ago
as of 4.8.21

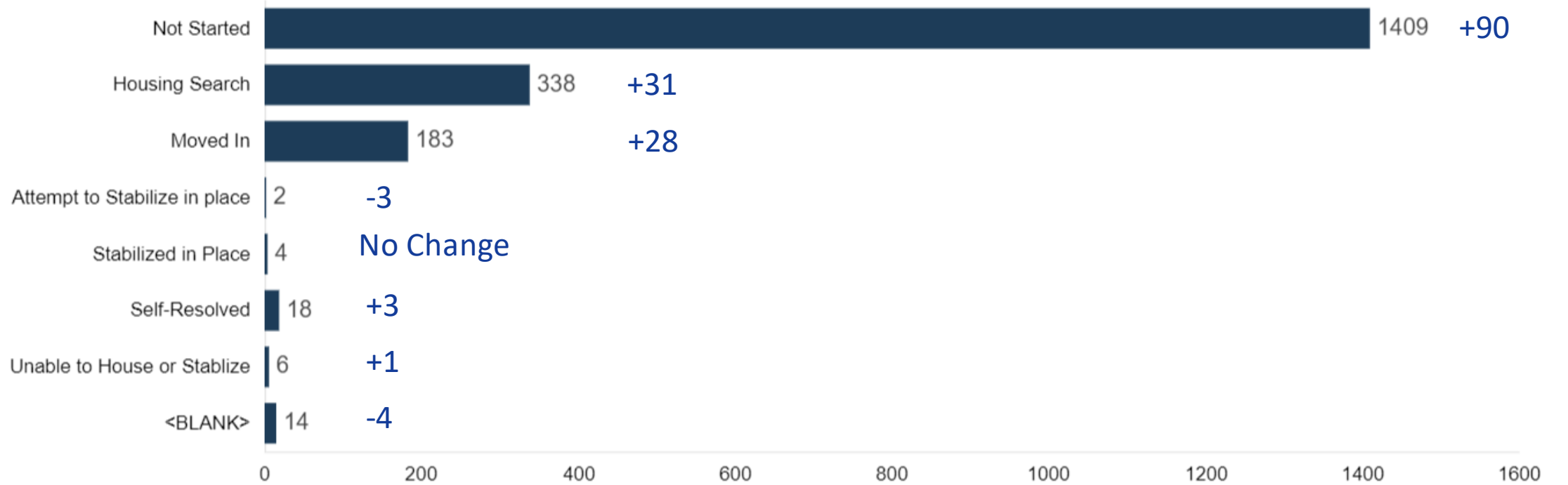
	Households	Adults	Children	People
Total Stabilized	165	203	160	363



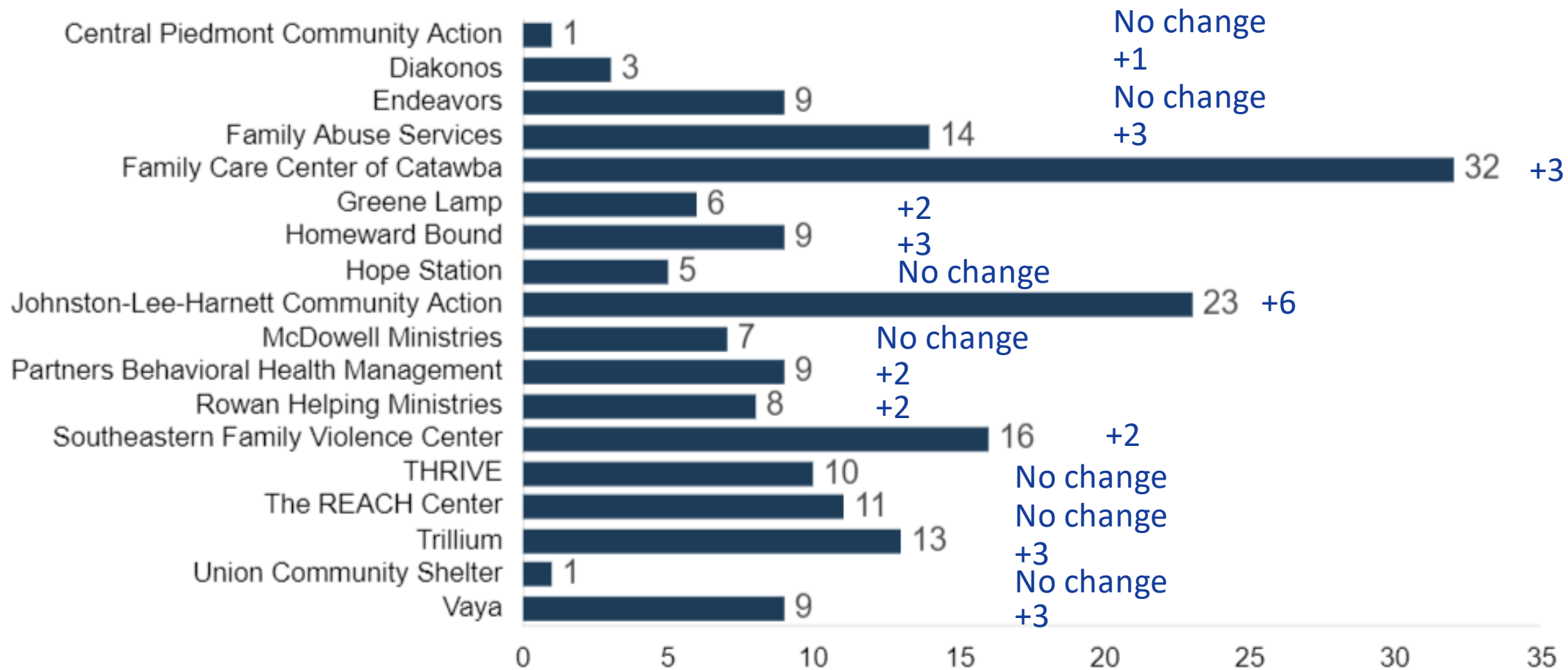
Households Stabilized in Housing Over Time



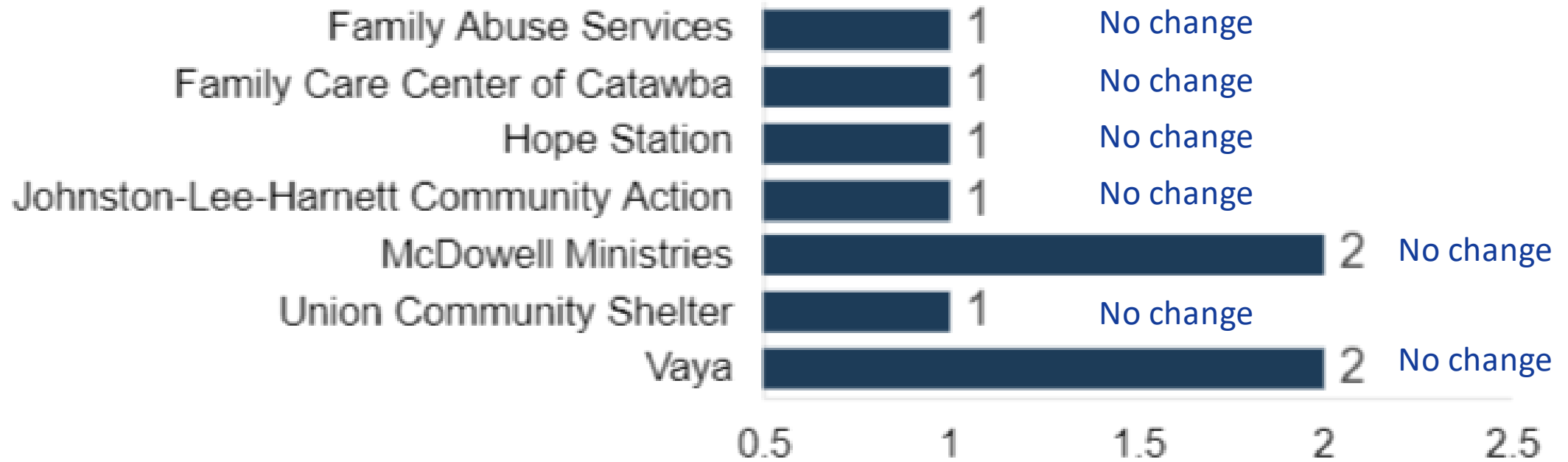
Housing Stabilization Status



Moved-In Households by Rehousing Agency

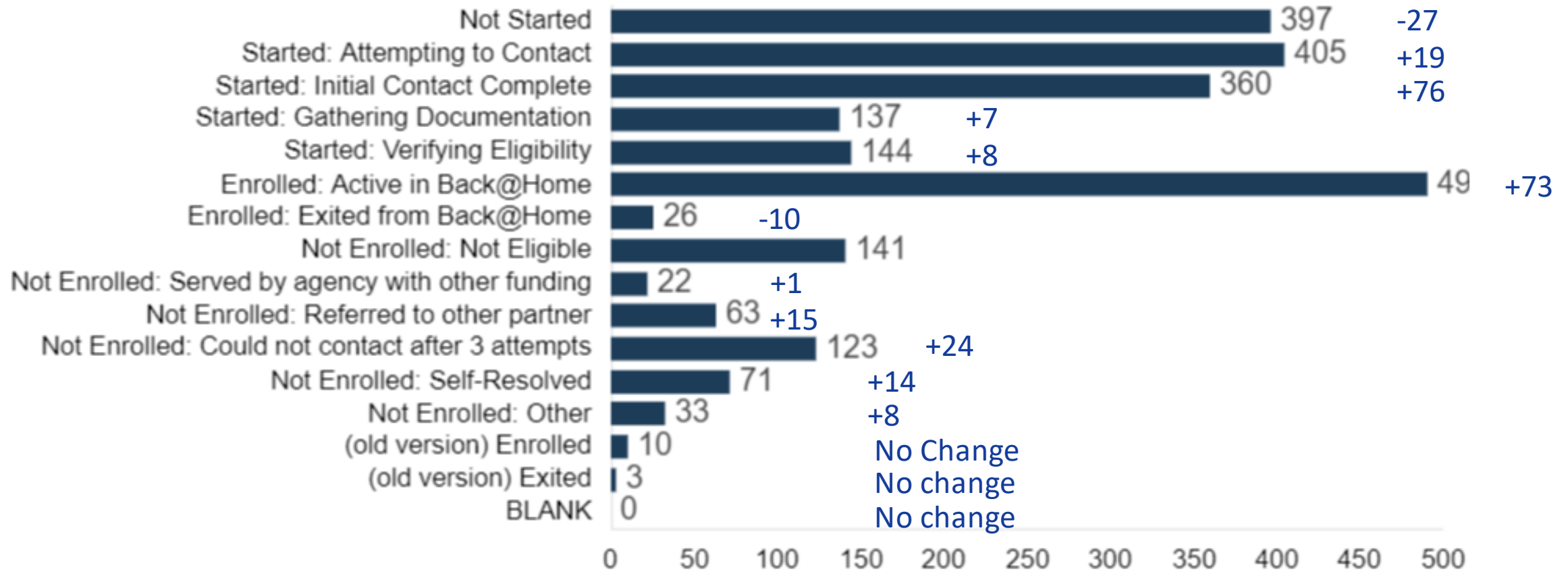


Stabilized in Place Households by Rehousing Agency



Enrollment Progress Report

Enrollment Status Detail

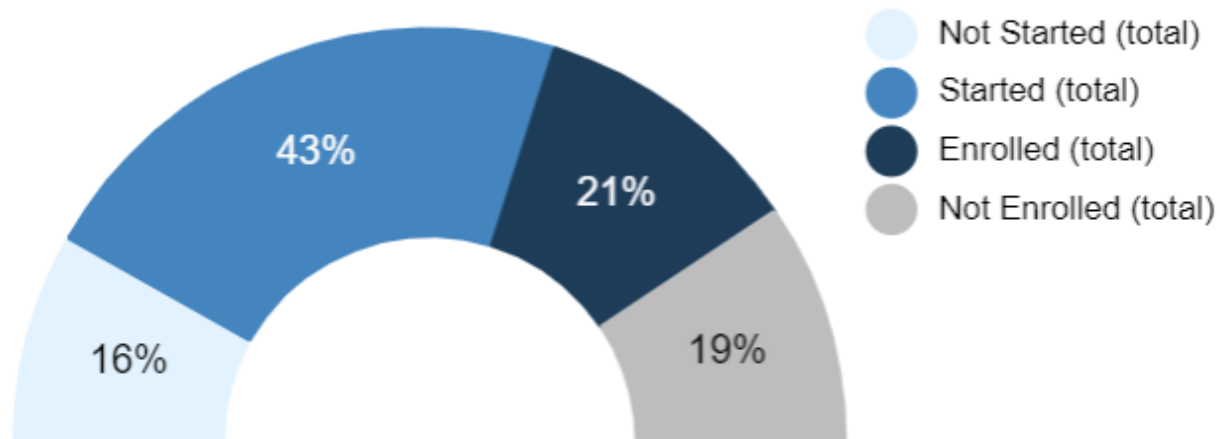


Enrolled: Active in Back@Home

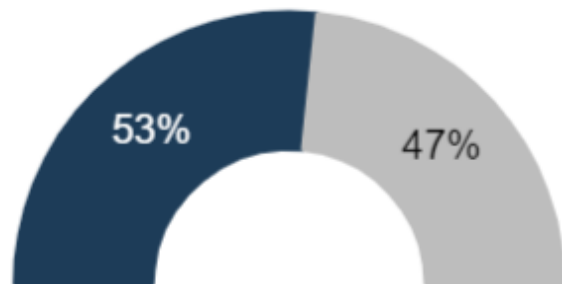
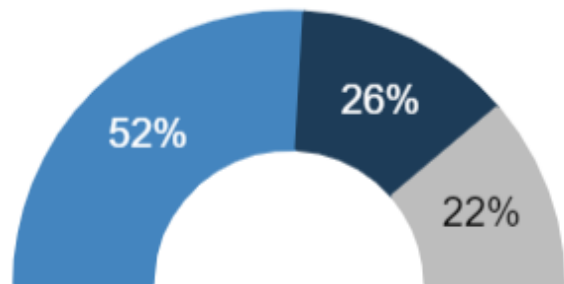
491

+ 73 HHs enrolled this week

Overall Enrollment Status



The charts below show overall enrollment status, drilling down from info above to show proportions.



Live Dashboard Now Available

- View Back@Home Progress anytime via the smartsheet dashboard.

<https://app.smartsheet.com/b/publish?EQBCT=ebfc30472760414f9c78831be0592a7a>

- Data refreshes 1x/hour
- Public Link (anyone can see it when you share the link)



ESG-CV Eligibility Waiver

ESG-CV Eligibility Waiver

- Households can move from another temporary assistance program to ESG-CV RRH without having to be literally homeless at the time of entry into ESG-CV RRH.
- They must have been literally homeless upon entry into the original temporary assistance program.



CAPER and Contracts

Reminder/Update



211 Client Update Alerts

211 Client Update Alerts

- 211 now has a form where they can note when clients have called them back
- New process will send rehousing agencies new information or requests from clients



Alert comes to your inbox

☆ Denise Neunaber via.

Inbox Client Update from 211 - Rehousing Agency Central Piedmont Communit...



Alert looks like this

211 staff were in contact with a client that has been assigned to your Rehousing Agency. See below for more information.

[Back@Home Client Updates](#)

Changes since 4/16/21 1:48 PM

1 row added

1 row added or updated (shown in yellow)

Row 1

App ID	1234567
Last Name	TEST
First Name	TEST
Assigned Rehousing Agency	Central Piedmont Community Action
Update Type	Contact Update
Update	new number 123-456-7890
Created	04/16/21 1:48 PM



More Details

- Even though alert looks like it comes from Denise, please email backathome@ncceh.org with any questions/follow up
- We chose agency contacts based on who receives alerts for new clients
 - If you want more folks added to alerts, please email us at address above



211 Check-In Meeting

211 Check-In Meeting

- Would like some of you to be a part!
- Next one Wednesday 5/5 at 3PM
- To discuss B@H publicity, advertising, and expectations
- Volunteers?



Unit Support Updated Analysis

Making Your Lives Easier

- Socialserve is tagging you in the Smartsheet form when you have new analysis to download



Alert Comes to Your Inbox

☆ Kailee Stein via Sm. Inbox Kailee Stein mentioned you in Back@Home Unit Support in Smartsheet - k..



Preview when you open email



Hi Sarah, Lead Paint Check has been uploaded. [@Sarah Murray](#)

Sheet: Back@Home Unit Support Row 609: Henderson

[Reply in Smartsheet](#)

or reply to this email

Sent by kailee@socialserve.com using Smartsheet

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Click "Reply in Smartsheet"

	Not blank	Disaster	Workflow	Inspection Needed	Inspection Status	Inspection Date	FMR/Rent Reasona...	F R C
607								
608	@	COVID		No	N/A		Yes	
609	@	COVID		No	N/A		No	
610	@	COVID		Yes	Passed HQS	03/09/21	Yes	
611	@	COVID		No			Yes	
612	@	COVID		Yes	Passed HQS	02/11/21	Yes	
613	@	COVID	Option A	Yes	Passed HQS	01/19/21	Yes	
614	@	COVID	Option A	Yes	Passed HQS	01/13/21	Yes	
615		COVID	Option B (FMR/RR/Debarment)		N/A		Yes	
616	@	COVID	Option A	Yes	Passed HQS	11/24/20	Yes	
617	@	COVID	Option A	Yes	Passed HQS	10/27/20	Yes	
618	@	COVID	Option A	Yes	Passed HQS	10/21/20	Yes	
619	1							
620								
621	1							
622								
639	1							

Conversations

Row Sheet All [Please provide feedback](#)

Row 613: Henderson

Reply



Kailee Stein

Uploaded HQS form, passed. Notified rehouse unit can be found complete and closed.

01/19/21

Reply



Kailee Stein

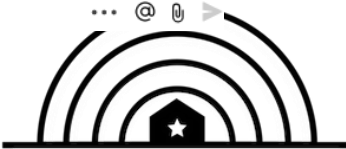
Hi Sarah, Lead Paint Check has been uploaded. @sarah@ncceh.org

04/19/21



SM Row 613: Henderson

Comment or notify others with @



Click on Paperclip to Left of Row and Download Newest Analysis





	Not blank	Disaster	Workflow	Inspection Needed	Inspection Status	Inspection Date	FMR/Rent Reasona...	F R C
607								
608		COVID		No	N/A		Yes	
609		COVID		No	N/A		No	
610		COVID		Yes	Passed HQS	03/09/21	Yes	
611		COVID		No			Yes	
612		COVID		Yes	Passed HQS	02/11/21	Yes	
613		COVID	Option A	Yes	Passed HQS	01/19/21	Yes	
614		COVID	Option A	Yes	Passed HQS	01/13/21	Yes	
615		COVID	Option B (FMR/RR/Debarment)		N/A		Yes	
616		COVID	Option A	Yes	Passed HQS	11/24/20	Yes	
617		COVID	Option A	Yes	Passed HQS	10/27/20	Yes	
618		COVID	Option A	Yes	Passed HQS	10/21/20	Yes	
619	1							
620								
621	1							
622								
639	1							
640								

COUNT: 30 SUM: 8284381326 AVG: 2761460442

Attachments

Row Sheet All

Row 613: Henderson

- 
78 ██████████ St. LBOOnly (1).pdf
 Row 613
 April 19, 2021, 7:27 PM by Kailee Ste...
- 
Inspection- 78 ██████████ St. Pas...
 Row 613
 January 19, 2021, 6:23 PM by Kailee...
- 
Analysis 78 ██████████ St.pdf
 Row 613
 January 14, 2021, 1:08 PM by Petro...
- 
Debarment 78 ██████████ St.pdf
 Row 613
 January 14, 2021, 1:08 PM by Petro...

[Attach Files to Row 613](#)

Landlord surveys

Landlord Surveys

- SocialServe will begin calling all landlords in May
- Just an FYI, nothing for you to do



Transferring Clients

Client Transfers

- Please make sure you have discussed housing plan and pros/cons of moving to new county
- Transfers should be done based on having a viable plan (to avoid back and forth transfers)
- Please make sure clients understand that a transfer doesn't ensure being housed faster, in some cases it may take longer to get assigned to a housing navigator or case manager
- Please make sure documentation is attached to client list row (to the left using paperclip icon)



Learning Communities and Technical Assistance

Support for Program Staff

- Rehousing Agencies: Look for survey early next week, return by April 30
- Results and next steps will be shared on next systems logistics call 5/6
- RA staff will be assigned to groups for bi-weekly calls
- Individual one-on-one will be available



Questions? Discussion?