
BACK@HOME
NORTH CAROLINA

Back@Home Partners and Roles

HMIS Data Workflow Principles

Sharing is CARE-ing!

- Coordination is essential to high quality services
- HMIS Sharing and Visibility gives you right to view and use data and the responsibility to maintain high quality data

Keep it consistent!

- All CoCs use the same structure
- Utilize new CE elements that HUD requires for some projects

Keep it simple!

- Triage project minimizes Smartsheet data transfer
- Homeless Prevention and Rapid Re-Housing use standard ESG workflow

Back@Home CV Data Systems

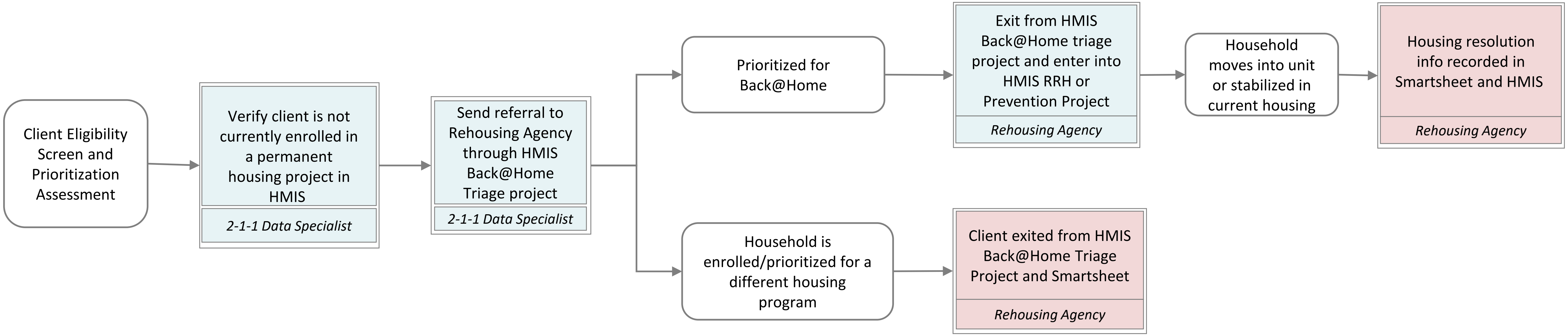
Each data system will have some overlapping data entry to support coordination

Partners involved with HMIS Data Entry

NC 211	Back@Home Triage Entry
Rehousing Agencies (ESG-CV sub-grantees)	Back@Home Triage Exit Back@Home HP/RRH Entry, Interim, and Exit

Back@Home Workflow

Simplified HMIS Workflow



Simplified HMIS Workflow

Client Eligibility Screen and Prioritization Assessment

→

Verify client is not currently enrolled in a permanent housing project in HMIS

2-1-1 Data Specialist

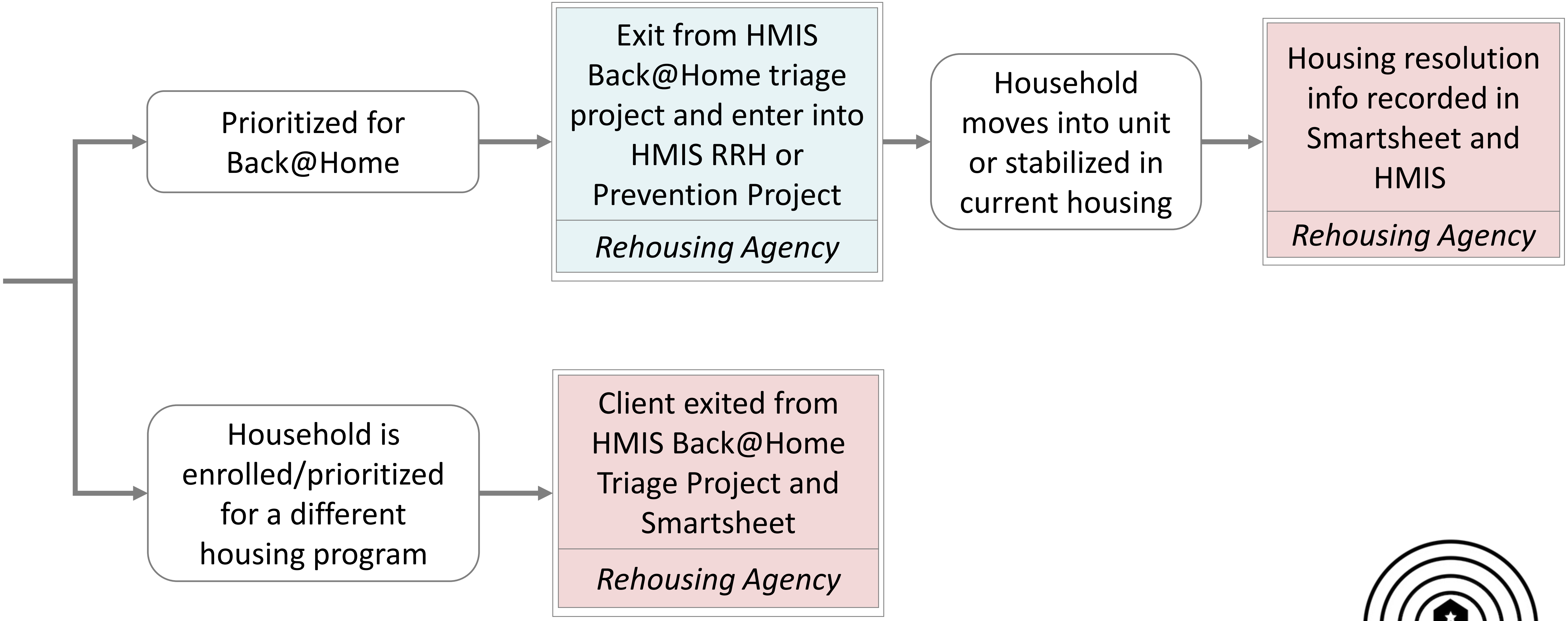
→

Send referral to Rehousing Agency through HMIS Back@Home Triage project

2-1-1 Data Specialist

→

Simplified HMIS Workflow



HMIS Data Elements

HMIS Data Elements: Triage Project Collection

Project Start	Project Exit
Meta Data (IDs, Dates)	Living Situation
Demographics	Contact Info
Living Situation	Coordinated Entry
Contact Info	
Family Unit	
Coordinated Entry	

HMIS Data Elements: HP Project Collection

Project Start	Project Interim	Project Exit
Meta Data (IDs, Dates)	Living Situation	Living Situation
Demographics	Health Info	Housing Stabilization Info
Health Info	Economic Resources	Health Info
Living Situation	Contact Info	Economic Resources
Economic Resources		Contact Info
Contact Info		
Family Unit		

HMIS Data Elements: RRH Project Collection

Project Start	Project Interim	Project Exit
Meta Data (IDs, Dates)	Living Situation	Living Situation
Demographics	Health Info	Health Info
Health Info	Economic Resources	Economic Resources
Living Situation	Contact Info	Contact Info
Economic Resources	Housing Move-In Info	
Contact Info		
Family Unit		

211 Data Specialist Workflow

✓Find existing records or create new client profiles as appropriate

✓Add Household members as appropriate

✓Add Release of Information

✓Add Project Start/ Enrollment/ Entry

✓Back@Home CV Triage Assessment

- Basic Demographics
- Initial Eligibility (limited)
- CE 4.19 Assessment
- CE 4.20 Referral Event to B@H Rehousing Agency Provider

Rehousing Agency Workflow

- ✓ Manage Back@Home CV Triage Enrollments
  - Exit clients quickly
- ✓ Update 4.20 Referral Event when exiting from Back@Home CV Triage
- ✓ Standard RRH or HP Workflow as required by ESG

DEMO

ServicePoint Demonstration

Rehousing Agency Workflow

- Triage Exit
- HP/RRH Entry
- HP/RRH Interim
- HP/RRH Exit

Highlights

- Smartsheet ID
- CE Elements
- Basic Oops!

Reports depend on your role

211 Data Specialist

Dashboard ESG-CAPER with all Triage projects reporting group

- Monitor data quality and client outcomes

CE Rep

ART By Name List

- Run for Back@Home Triage project to see clients referred but not enrolled
- Monitor CE data element quality

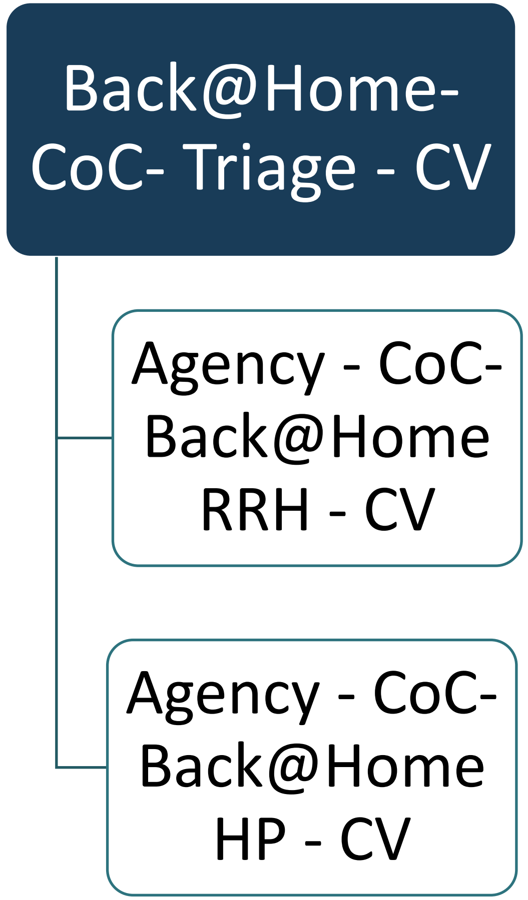
Rehousing Agency

Dashboard ESG-CAPER for Triage project to see outstanding referrals (stayers)

ART By Name List w/ CE Column for current clients for case conferencing

CE APR report (not yet available) for CE data element monitoring

Provider Tree Configuration



Resources

Back@Home HMIS Cheat Sheet

Back@Home HMIS Triage Data Entry Instructions

VIEW ENTRY INTO BACK@HOME PROJECT

1. Click on **Enter Data As** and select Back@Home provider.
2. Click on the client's **Entry/Exit** tab
3. Review list of projects to see if there's a Back@Home project without an end date listed

ENTER INTO BACK@HOME PROJECT

1. Click on **Enter Data As** and select Back@Home provider.
2. Click on **ClientPoint** and search for the client being assessed.
    a. If a matching client record appears in the search results, click on the client's name.
    b. If there are no matching results, fill in as many of the search fields as possible before clicking on Add New Client With This Informaiton.
3. When prompted at the client record screen, enter the date of assessment into the **Back Date Mode** pop-up and click on Set New Back Date. If doing same-day data entry, select Use Current System Date.
4. Click on the **Household** tab
    a. For existing households, review for accuracy and proceed to ROI tab if accurate.
    b. If no household exists, Click Start **New Household**
        i. Select Household Type
        ii. Complete Household Members fields
        iii. Head of Household = Yes for HoH (Relationship to HoH will populate Self)
        iv. Joined Household date will populate with system date
        v. Click Add Household Members

HMIS Resources

Back@Home Support

Back@Home CV Resource Portal (must be shared)

- Back@Home HMIS Cheat Sheet
- Paper Assessment Forms
- Back@Home CV Trainings

State ESG Office Materials

- NCDHHS Desk Guide
- New Subrecipient Orientations

HMIS Standard Online Trainings

- NC HMIS
- HMIS@NCCEH

Still have questions? Write to a Helpdesk!

- Back@Home: backathome@ncceh.org
- State ESG: ncesg@ncdhhs.gov
- HMIS@NCCEH Implementation: hmis@ncceh.org
- NC HMIS Implementation: nchelp@nchmis.org