

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

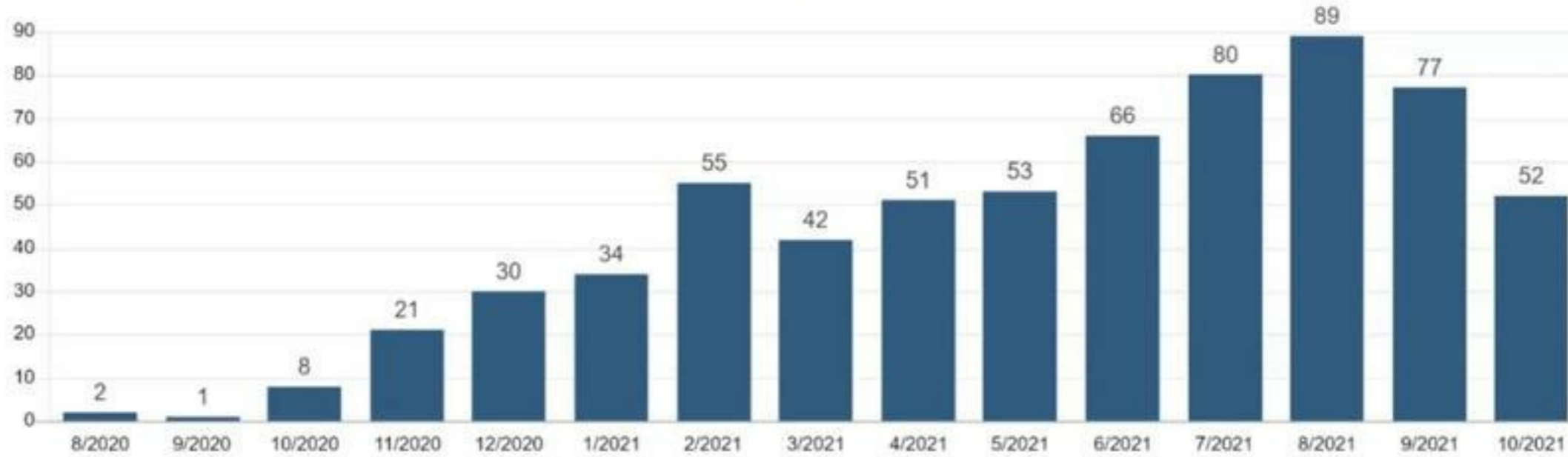
Back@Home System + Logistics Call

Agenda November 18, 2021

- Back@Home Progress Report
- Program Guidance Updates + Reminders
- Assessment + Referral System
- Learning Collaboratives
- Questions/Discussion



Households by Move In Month



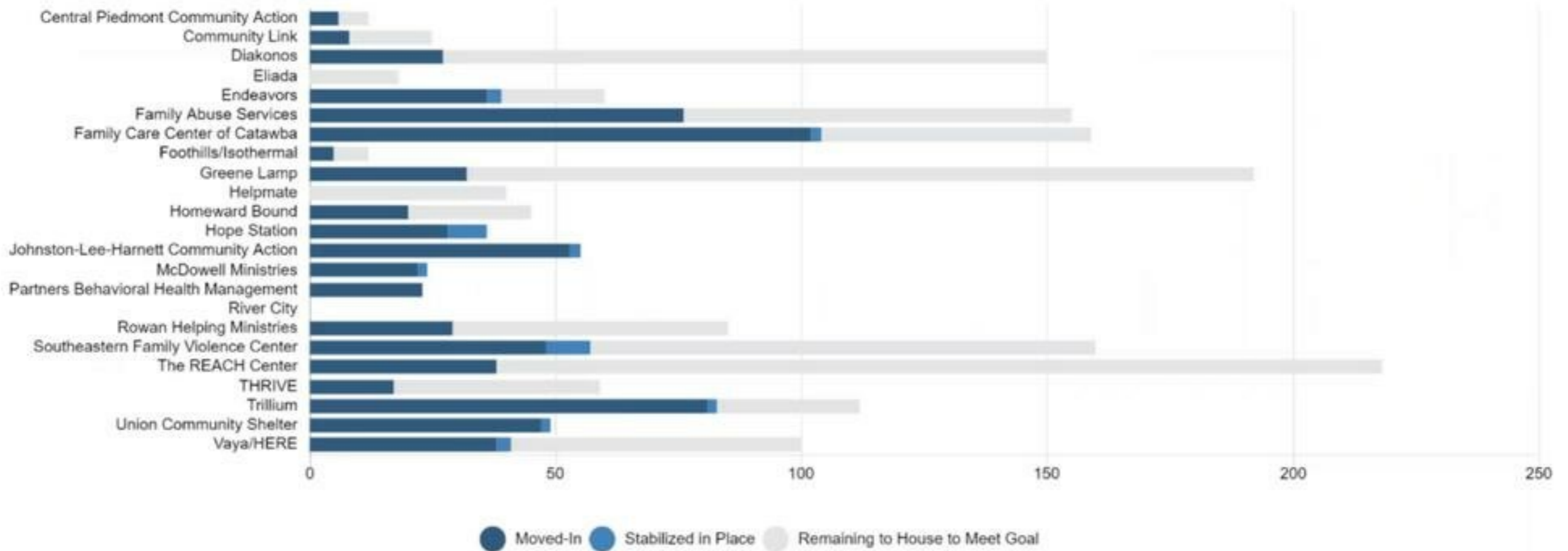
Moved-In Month
Missing Data

117

Date Not
Recorded

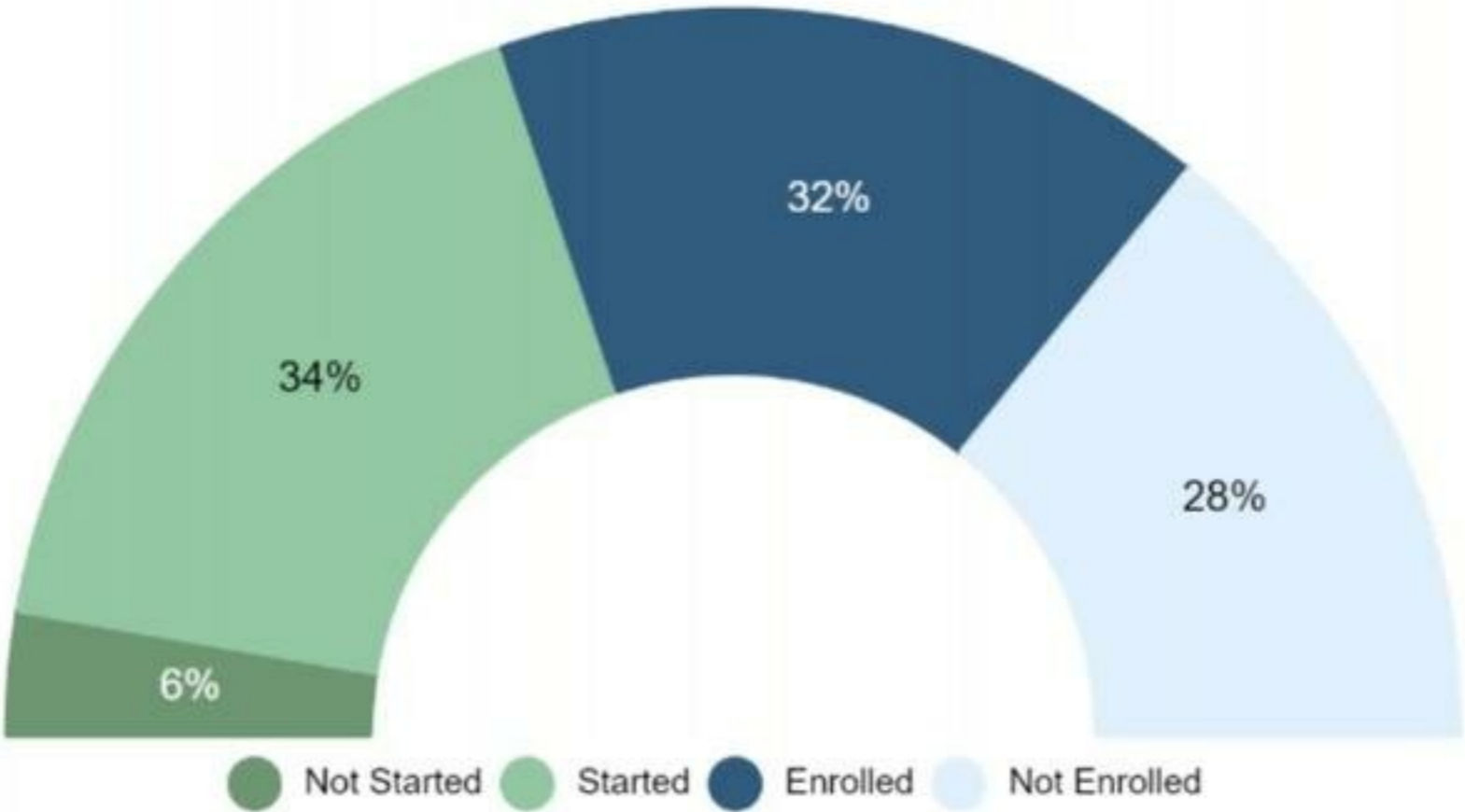


Households Stabilized by Rehousing Agency

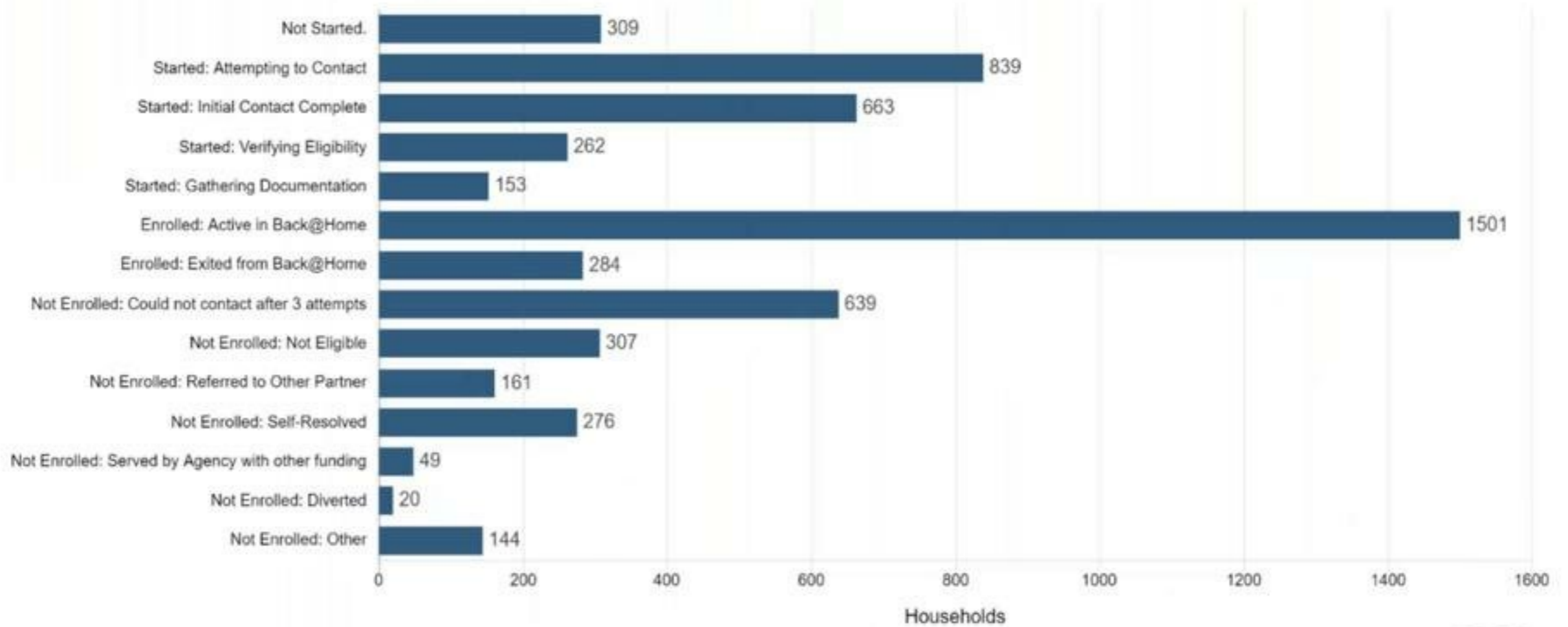


Enrollment Status Summary by Households

1501
Enrolled:
Active in Back@Home



Enrollment Status (EN-1)



Live Dashboard

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

<https://app.smartsheet.com/b/publish?EQBCT=b12529c640a2443eb58265ae4d25fa07>

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



Program Guidance

Revised Program Handbook

New release week of Monday November 22, 2021

Updated language, references to forms to realign with changes that have been made along the way.

Recent changes:

- Transfer Policy
- Homeless Prevention income recertification
- New ESG Housing Stability forms 3.3 and 3.4



Monthly Dashboard

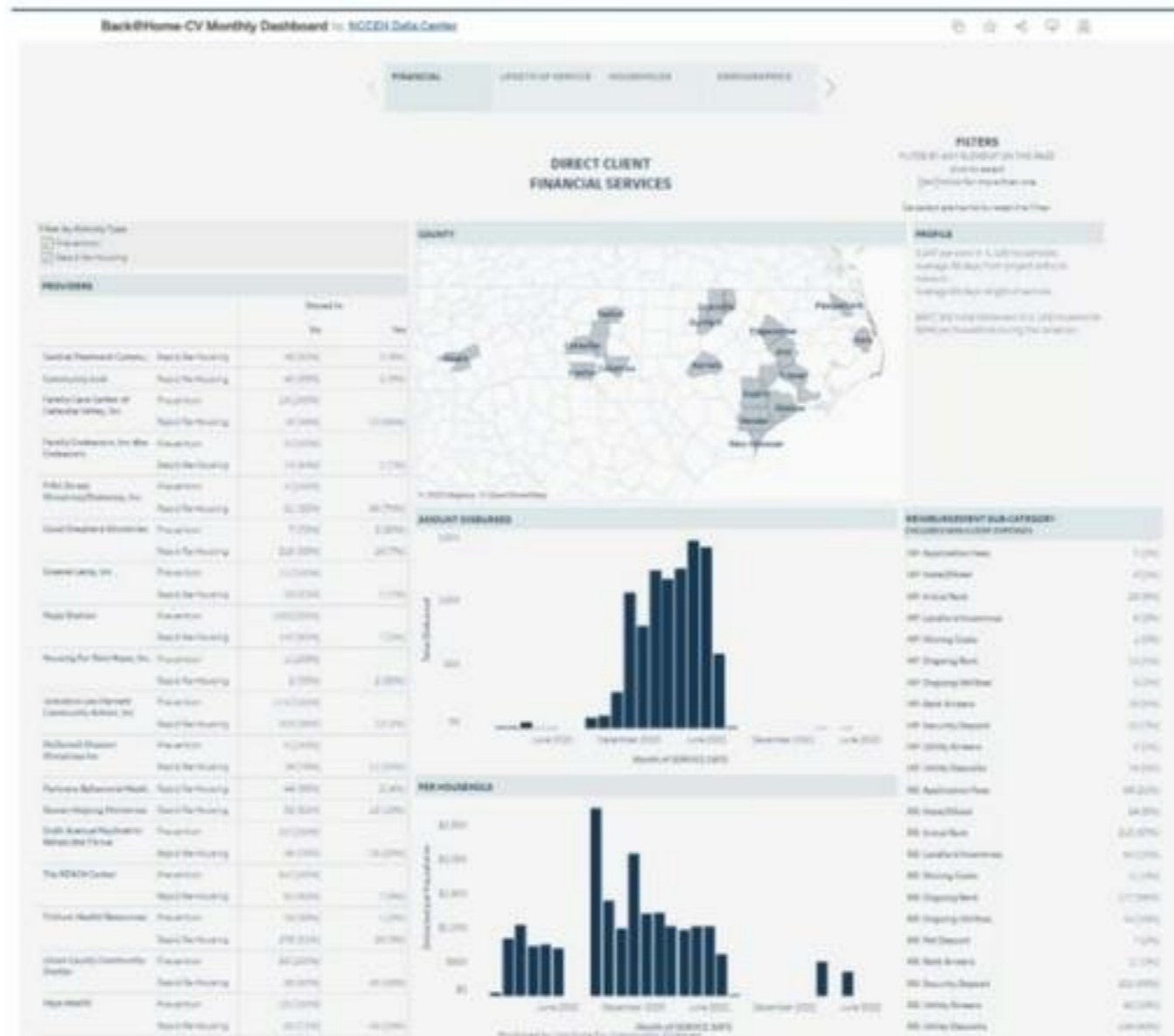
<https://public.tableau.com/app/profile/nccehdatacenter/viz/BackHome-CVMonthlyDashboard/NCCEH>

Note:

Source Data: HMIS and HFA Portal

Includes HMIS Projects Only

Includes some agencies that use the HFA Portal, but are not using other Back@Home infrastructure



HQS Inspections Reminders

1. All inspection requests, *including re-inspections*, should be coordinated through Socialserve, don't go directly to the inspector. Use forms on Back@Home-CV Resource Portal.
2. Almost all inspections happen within 48 hours but can't accommodate same-day requests.



Assessment + Referral System

211 Referrals

Active Counties

23

Paused Counties

61

Currently Active?

If you are ready to discuss reopening for 211 referral, email backathome@ncceh.org

Currently Paused?

If you need to pause referrals, email backathome@ncceh.org

Each week, the decision for Active/Pause is made Friday morning.

211 will be available until December 31, 2021



Referrals through Coordinated Entry

- Streamlined Assessment coming Monday November 22nd!
- Updated on each Back@Home CE Referral Sheet and portal
- New referrals from CE might will not ask all of the questions that were asked of clients in 211 assessment
- Rehousing Agencies can gather needed info during enrollment
- Once 211 contract ends, CE will be the only way Rehousing Agencies will receive Back@Home referrals
- **BIG CHANGE:** Clients sent from CE will be in the CE Project in HMIS, not Back@Home Triage



Reminder: Client List Maintenance

- Households should not get stuck in "Not Started" or "Started" categories.
- Use new dropdown option as needed
 - Not Enrolled: Could not verify eligibility
 - Households should be moved to an "Enrolled" or "Not Enrolled" option within 90 days of referral
 - This report shows all households with a referral more than 14 days ago and an EN-1 Enrollment Status of "Not Started" or "Started". Use the report to focus on clients that need to be moved through enrollment.
<https://app.smartsheet.com/reports/RCJR6M47rwhfjxp5cP5V978gcHX2PmXMrCHm8471>



Learning Collaboratives

Next Round of Learning Collaboratives

- Topics selected based on your survey input (Thank you!)
- Each topic offered twice—once on Tuesday and once on Thursday, choose the date + time that works best for you.
- Calendar invites went out last week. Accept the times you'd like to attend, simply decline the ones that don't work for you.
- Didn't get an invite and want to join? Email backathome@ncceh.org



Projecting, Budgeting, and Implementing Progressive Engagement and Assistance

Three Session Series

- T 11/2 or Th 11/4
- T 11/16 or Th 11/18
- T 11/30 or Th 12/2

- Estimating demand/number of households to be served and establishing a program budget, including set up and tracking by allowable activities (and sub-activities) required for reporting
- Clarifying key decisions needed around assistance types/amount/duration, prioritization, etc, ensuring consistency with applicable CoC and State standards
- Caseload management, including setting/monitoring/adjusting caseloads for optimal participant support, staff utilization, and consistency with best practices



Staff Onboarding Training and Ongoing Training

- T 12/14 OR T 12/16
- Setting up an easy to follow, do-it-yourself (with guidance) onboarding guide (using existing tools)



Questions? Discussion?