



**BACK @ HOME**  
NORTH CAROLINA

*This call will be recorded and provided for later review.*



# Roll Call

Welcome!

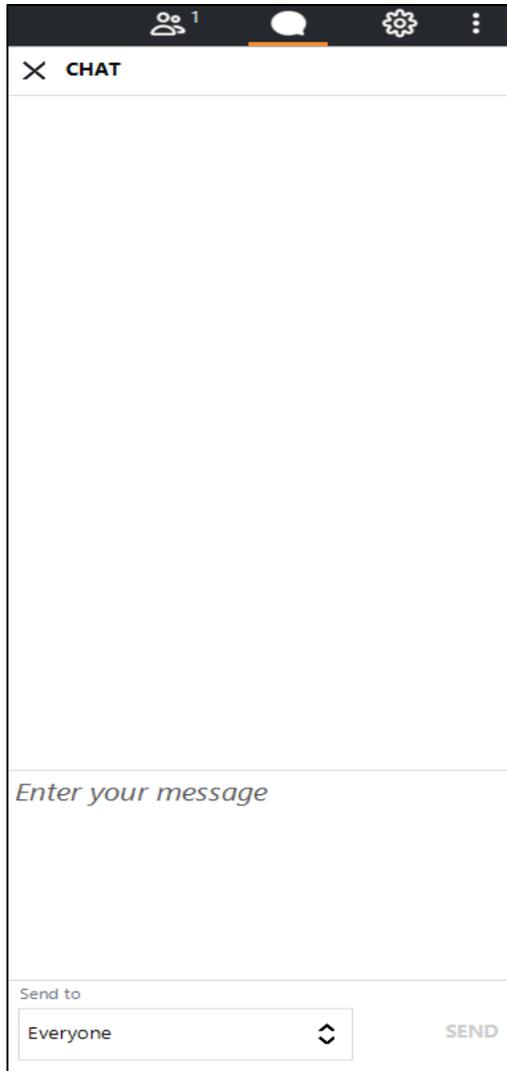
As we gather, please use the chat box to tell us you're here and what agency you're with.

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
  - Vaccine
  - HOPE Program
- Housing Stabilization
  - Progress Report
  - Tracking in Smartsheet
- Intake + Enrollment
- Questions/Discussion

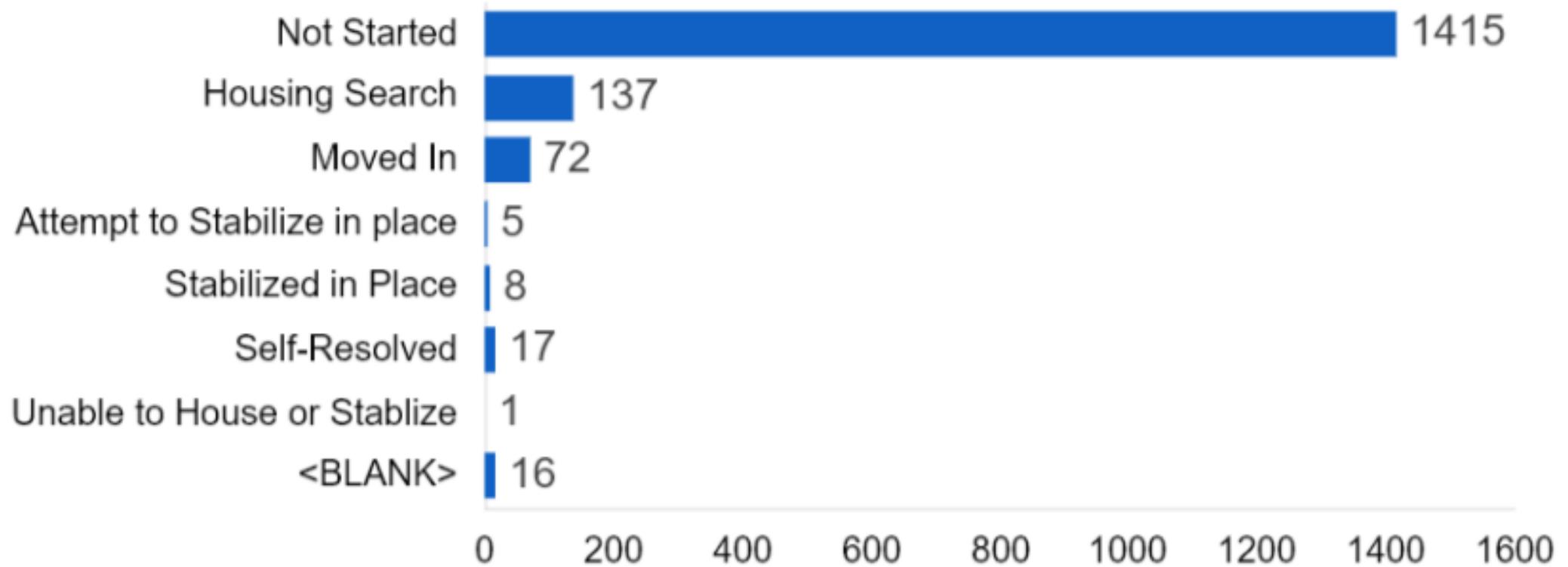


# **Housing Stabilization Progress Report**

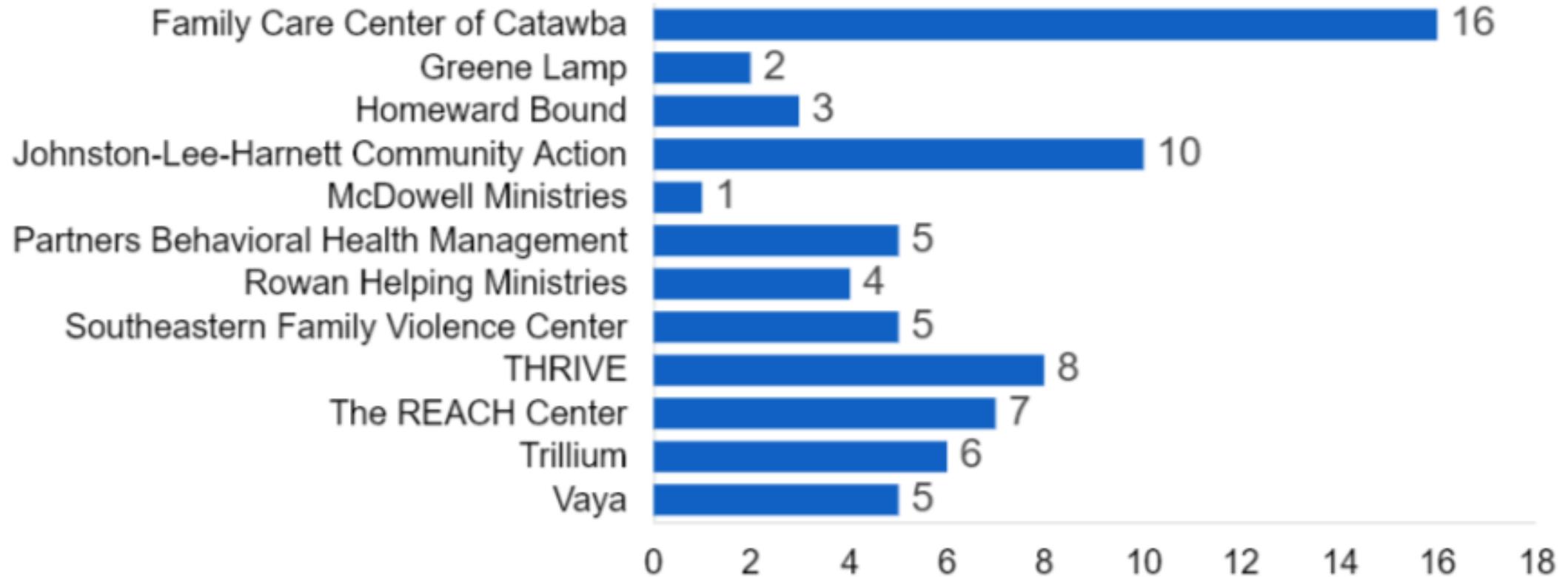
	Households	Adults	Children	People
<b>Total Stabilized</b>	<b>80</b>	<b>94</b>	<b>64</b>	<b>158</b>
<b>Total Moved In</b>	<b>72</b>	<b>86</b>	<b>62</b>	<b>148</b>
<b>Total Stabilized in Place</b>	<b>8</b>	<b>8</b>	<b>2</b>	<b>10</b>



## Housing Stabilization Status



## Moved-In Households by Rehousing Agency



# Housing Stabilization in Smartsheet

# 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 Stabilization Status



# Find it all on your Rehousing Agency Portal



**Rehousing Agency Name**

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

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**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



# Housing Stabilization Status Report

- Purpose: Focused view clients that have been enrolled and are active on your case list. Includes fields to keep track of each household's progress.
- Pulls clients from Client List (spreadsheet) that have EN-1 Enrollment Status of "Enrolled: Active in Back@Home"
- Once EN-1 Enrollment Status is updated to anything else, client will not appear on report
- Displays 13 columns
- Sorted by Client Name

# Using the Housing Stabilization Status Report

First Columns Display Basic Client Information:

P-1 Priority Level	CB-1 Application ID	CB-2 HMIS ID	<b>CB-3 HoH Last Name</b>	CB-4 HoH First Name	EN-1 Enrollment Status
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Next Set of Columns are for Housing Stabilization Workflow:

RA-1 RA Staff Assigned	RA-2 Housing Stabilization Status	RA-3 Housing Move-In Date	RA-4 Housing Stability Plan	RA-5 Housing Stability Plan Date Updated	RA-6 Potential PSH	RA-7 Recommend for Case Closure
Julia Sugarbaker	Housing Search		In Process		Unsure	No
Julia Sugarbaker	Moved In	03/04/21	In Process	03/04/21	Yes	No

# RA-1 RA Staff Assigned

- Use to keep track of assigned case manager
- Free text field
- Optional



# RA-2 Housing Stabilization Status Options

## Options in Smartsheet

Not Started

Housing Search

Moved In

Attempt to Stabilize in Place

Stabilized in Place

Self-Resolved

Unable to House or Stabilize



# RA-3 Housing Move-In Date

- Date that the Household moved in
- Required for Households with RA-2 Housing Stabilization Status “Moved In”
- Should match date in HMIS



# RA-4 Housing Stability Plan

- Households who are enrolled in Back@Home should have a Housing Stability Plan
- Optional to Track in Smartsheet

## Dropdown Options:

- Not Started
- In Process
- Complete



# RA-4 Housing Stability Plan

- Households who are enrolled in Back@Home should have a Housing Stability Plan
- Optional to Track in Smartsheet

Dropdown Options:

- Not Started
- In Process
- Complete

# RA-5 Housing Stability Plan Date Updated

- Last date the plan was updated
- Optional



# RA-6 Potential PSH

- Identify the household as potential Permanent Supportive Housing client.
- Can be pulled into one list to review
- Can be used to take list to CE meetings and plan for exit
- Info helpful for State to plan resources
- Optional, but encouraged to allow for aggregate info
  
- Dropdown Options:
  - Not Started
  - Yes
  - No
  - Unsure



# RA-7 Recommended for Case Closure

- Identify households who are ready to exit the program
- Can be pulled into one list to review
- Optional
  
- Dropdown Options:
  - Not Started
  - Yes
  - No
  - Closed
  - Unsure



# What to do in HMIS/Comparable Database?

- Smartsheet should align with HMIS/comparable database info
- Use regular ESG guidelines for workflow + B@H Housing Info
  - Use [Back@Home Cheat Sheet](#) instructions
  - Use the Back@Home Housing Information sub-assessment for additional info on new unit information (paper Interim [HP](#) and [RRH](#) forms available)
  - Service Transactions are optional ([guide](#))



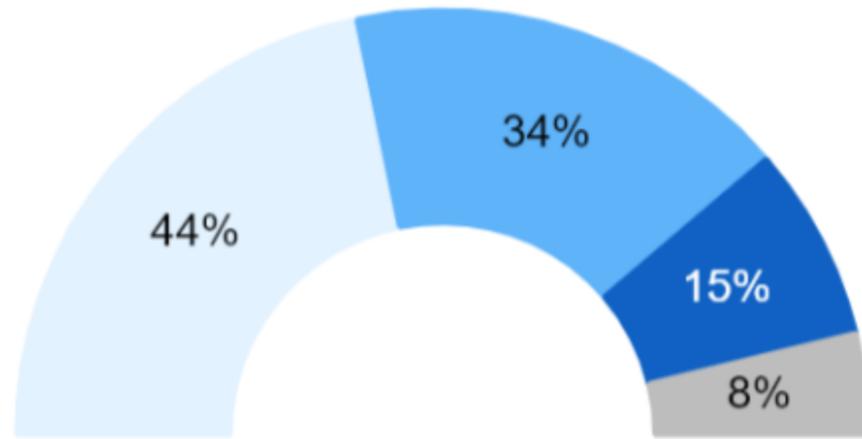
When clients are updated to “Moved-In” or “Stabilized” in smartsheet:

- 1) Add an Interim Review to the Back@Home HP or RRH Project
- 2) Record the Housing Move-In date
- 3) Record the Back@Home Housing Information sub-assessment

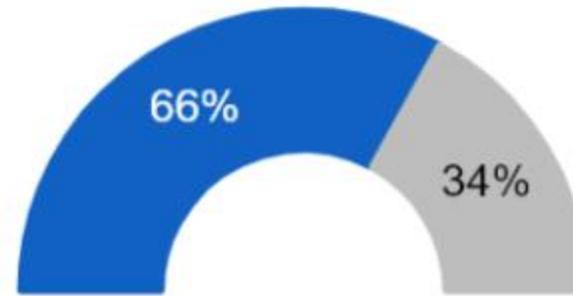
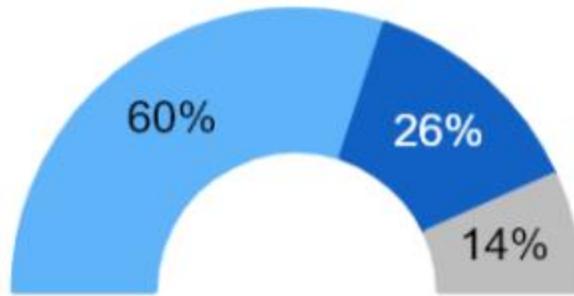
	RA-2 Housing Stabilization Status	HMIS Back@Home HP or RRH Project (VSPs should enter in comparable database projects)
<b>Default</b>	Not Started	No action
<b>Progress</b>	Housing Search Attempt to Stabilize in Place	No required action <ul style="list-style-type: none"> <li>• Add Interim Updates as needed for client changes</li> <li>• Optional: Service Transactions</li> </ul>
<b>Success</b>	Moved In Stabilized in Place	Add Interim Update to record ‘Back@Home Housing Information’ sub-assessment <ul style="list-style-type: none"> <li>• RRH only: Add Interim Update to record Official ‘Housing Move-In Date’ data element</li> </ul>
<b>End of Services</b>	Self-Resolved Unable to House or Stabilize	Exit from Back@Home HP or RRH Projects <ul style="list-style-type: none"> <li>• HP only: complete the ‘Housing Assessment at Exit’ data element</li> </ul>

# Intake + Enrollment

## Overall Enrollment Status



Not Started (total)	717
Started (total)	549
Enrolled (total)	243
Not Enrolled (total)	130



**Questions? Discussion?**