Please be sure to ask questions and use the chat box to participate.

Reminders:
- Mute your line while not talking to cut down on noise.
- The chat box is available to use anytime.
- Please make sure to put the name of your CoC in your response so can follow up afterwards if we don’t get to your question or suggestion today.

This call will be recorded and provided to CoCs.
<table>
<thead>
<tr>
<th>Call Topic</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kickoff Call</td>
<td>Monday, August 10&lt;sup&gt;th&lt;/sup&gt; 10-11 AM</td>
</tr>
<tr>
<td>Eligible Expense, Documentation, and Requisitions</td>
<td>Monday, August 10&lt;sup&gt;th&lt;/sup&gt; 1-2:30 PM</td>
</tr>
<tr>
<td>Eligibility, Prioritization, and Referrals</td>
<td>Tuesday, August 11&lt;sup&gt;th&lt;/sup&gt; 10-11:30 AM</td>
</tr>
<tr>
<td>Policy and Procedures, Program Standards, Collaborative Policy Review, Monitoring</td>
<td>Tuesday, August 11&lt;sup&gt;th&lt;/sup&gt; 1-2:30 PM</td>
</tr>
<tr>
<td>Reporting (CAPER reporting, regular reporting to state and communities, dashboards)</td>
<td>Wednesday, August 12&lt;sup&gt;th&lt;/sup&gt; 10-11:30 AM</td>
</tr>
<tr>
<td>Unit Support Process</td>
<td>Wednesday, August 12&lt;sup&gt;th&lt;/sup&gt; 1-2:30 PM</td>
</tr>
<tr>
<td><strong>HMIS Data Entry</strong></td>
<td>Thursday, August 13&lt;sup&gt;th&lt;/sup&gt; 10 AM-12 PM</td>
</tr>
<tr>
<td>NCCARE360 Data Entry and Set Up</td>
<td>TBD</td>
</tr>
</tbody>
</table>

Trainings will be posted: [https://www.ncceh.org/backathome/training/](https://www.ncceh.org/backathome/training/)
Back@Home Partners and Roles
Back@Home CV Data Systems

Each data system will have some overlapping data entry to support coordination.
# Partners involved with HMIS Set-up

<table>
<thead>
<tr>
<th>Local System Administrators (LSAs)</th>
<th>CoC based configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NC Coalition to End Homelessness (NCCEH)</strong></td>
<td>HMIS@NCCEH Lead Agency</td>
</tr>
<tr>
<td><strong>Michigan Coalition Against Homelessness (MCAH)</strong></td>
<td>NC HMIS Lead Agency</td>
</tr>
<tr>
<td><strong>Institute for Community Alliances (ICA)</strong></td>
<td>Data and Reporting for both HMIS</td>
</tr>
</tbody>
</table>
## Partners involved with HMIS Data Entry

<table>
<thead>
<tr>
<th>Category</th>
<th>Data Entry Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>NC 211</td>
<td>Back@Home Triage Entry</td>
</tr>
<tr>
<td>Rehousing Agencies (ESG-CV sub-grantees)</td>
<td>Back@Home Triage Exit Back@Home HP/RRH Entry, Interim, and Exit</td>
</tr>
<tr>
<td>CE Representative (CoC referrals)</td>
<td>Back@Home Triage Entry (limited)</td>
</tr>
</tbody>
</table>
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 NCCARE360 data transfer
- Homeless Prevention and Rapid Re-Housing use standard ESG workflow
Back@Home Workflow
Prioritization for Back@Home will happen in two stages

Stage 1
  • Initial surge population

Stage 2
  • Ongoing enrollments: Mainly 2-1-1
  • Some referrals from CE system via NCCARE360
  • Initially, referrals will be triaged based on the lethality and the number of barriers a household faces to getting into housing.
Person experiencing housing crisis

- Contact person and verifies eligibility for Back@Home program
  - Call 2-1-1 Navigator
  - CoC CE Representative

- Exit from HMIS Back@Home triage project and enter into HMIS RRH or Prevention Project
  - Rehousing Agency

Not Eligible - connected to other housing resources and recorded in HMIS CE project and NCCARE360.

CoC makes direct referral to Back@Home via NCCARE360

- CoC CE Representative

- Person experiencing housing crisis identified by local CoC Homeless Service Providers

- Person experiencing housing crisis

- Complete eligibility screen and determines eligible
  - 2-1-1 Navigator

- Determined Eligible

- Enter person into NCCARE360 and complete deeper eligibility and triage screen
  - 2-1-1 Navigator

- Determined not eligible + provided other resources

- Client is in permanent housing project
  - 2-1-1 Navigator

- Client is not in a permanent housing project
  - 2-1-1 Data Specialist

- CoC makes direct referral to Back@Home via NCCARE360
  - CoC CE Representative

- CoC CE Representative or Rehousing Agency

- Client exited from HMIS Back@Home Triage Project and NCCARE360

- Prioritized for Back@Home

- Contact person and verifies eligibility for Back@Home program
  - Call 2-1-1 Navigator
  - CoC CE Representative

- Exit from HMIS Back@Home triage project and enter into HMIS RRH or Prevention Project
  - Rehousing Agency

- Enrollment recorded in NCCARE360
  - Rehousing Agency

- Client is in permanent housing project
  - 2-1-1 Navigator

- Client is not in a permanent housing project
  - 2-1-1 Data Specialist

- Client exited from HMIS Back@Home Triage Project and NCCARE360

- Rehousing Agency actively pulls referrals from Back@Home triage project and attends local CE case conferencing meeting to determine housing intervention for household
  - Rehousing Agency

- Household is enrolled/prioritized for a different housing program
  - CoC CE Representative

- Households moves into unit or stabilized in current housing
  - Rehousing Agency

- Housing Move-in Date
  - Rehousing Agency

- Household is enrolled/prioritized for a different housing program

- Households moves into unit or stabilized in current housing

- Housing Move-in Date
  - Rehousing Agency
Simplified HMIS Workflow

1. **Client Eligibility Screen and Prioritization Assessment**
2. **Send referral to Rehousing Agency through HMIS Back@Home triage project**
3. **2-1-1 Data Specialist**
4. **Household is enrolled/prioritized for a different housing program**
5. **CoC CE Representative or Rehousing Agency**
6. **Exit from HMIS Back@Home triage project and enter into HMIS RRH or Prevention Project**
7. **Rehousing Agency**
8. **CoC CE Representative or Rehousing Agency**
9. **Client exited from HMIS Back@Home Triage Project and NCCARE360**
10. **Household moves into unit or stabilized in current housing**
11. **Housing Move-In Date and resolution info recorded in NCCARE360 and HMIS**
12. **Rehousing Agency**
HMIS Data Elements
## HMIS Data Elements: Triage Project Collection

<table>
<thead>
<tr>
<th>Project Start</th>
<th>Project Exit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meta Data (IDs, Dates)</td>
<td>Living Situation</td>
</tr>
<tr>
<td>Demographics</td>
<td>Contact Info</td>
</tr>
<tr>
<td>Living Situation</td>
<td>Coordinated Entry</td>
</tr>
<tr>
<td>Contact Info</td>
<td></td>
</tr>
<tr>
<td>Family Unit</td>
<td></td>
</tr>
<tr>
<td>Coordinated Entry</td>
<td></td>
</tr>
</tbody>
</table>
# HMIS Data Elements: HP Project Collection

<table>
<thead>
<tr>
<th>Project Start</th>
<th>Project Interim</th>
<th>Project Exit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meta Data (IDs, Dates)</td>
<td>Living Situation</td>
<td>Living Situation</td>
</tr>
<tr>
<td>Demographics</td>
<td>Health Info</td>
<td>Housing Stabilization Info</td>
</tr>
<tr>
<td>Health Info</td>
<td>Economic Resources</td>
<td>Health Info</td>
</tr>
<tr>
<td>Living Situation</td>
<td>Contact Info</td>
<td>Economic Resources</td>
</tr>
<tr>
<td>Economic Resources</td>
<td></td>
<td>Contact Info</td>
</tr>
<tr>
<td>Contact Info</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Unit</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


## HMIS Data Elements: RRH Project Collection

<table>
<thead>
<tr>
<th>Project Start</th>
<th>Project Interim</th>
<th>Project Exit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meta Data (IDs, Dates)</td>
<td>Living Situation</td>
<td>Living Situation</td>
</tr>
<tr>
<td>Demographics</td>
<td>Health Info</td>
<td>Health Info</td>
</tr>
<tr>
<td>Health Info</td>
<td>Economic Resources</td>
<td>Economic Resources</td>
</tr>
<tr>
<td>Living Situation</td>
<td>Contact Info</td>
<td>Contact Info</td>
</tr>
<tr>
<td>Economic Resources</td>
<td>Housing Move-In Info</td>
<td></td>
</tr>
<tr>
<td>Contact Info</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Unit</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Demo
ServicePoint Demonstration

Rehousing Agency Workflow
- Triage Exit
- HP/RRH Entry
- HP/RRH Interim
- HP/RRH Exit

Highlights
- Alternate ID
- CE Elements
- Basic Oops!
Resources
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 Information.
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

• This recording!
• Back@Home HMIS Triage Project Instructions
• HMIS Data Standards Manual
• ESG HMIS Manual
• Standard NC HMIS or HMIS@NCCEH Online Trainings
• Paper Assessment Forms (Monday 10/17)
Questions? Discussion?