BACK@HOME
NORTH CAROLINA
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.*
# Back@Home Training

<table>
<thead>
<tr>
<th>Call Topic</th>
<th>Time</th>
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<tbody>
<tr>
<td>Kickoff Call</td>
<td>Monday, August 10&lt;sup&gt;th&lt;/sup&gt; 10-11 AM</td>
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<tr>
<td>Eligible Expense, Documentation, and Requisitions</td>
<td>Monday, August 10&lt;sup&gt;th&lt;/sup&gt; 1-2:30 PM</td>
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<tr>
<td>Eligibility, Prioritization, and Referrals</td>
<td>Tuesday, August 11&lt;sup&gt;th&lt;/sup&gt; 10-11:30 AM</td>
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<tr>
<td><strong>Policy and Procedures, Program Standards, Collaborative Policy Review, Monitoring</strong></td>
<td><strong>Tuesday, August 11&lt;sup&gt;th&lt;/sup&gt; 1-2:30 PM</strong></td>
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<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>
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<tr>
<td>Unit Support Process</td>
<td>Wednesday, August 12&lt;sup&gt;th&lt;/sup&gt; 1-2:30 PM</td>
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<tr>
<td>HMIS Data Entry</td>
<td>Thursday, August 13&lt;sup&gt;th&lt;/sup&gt; 10 AM-12 PM</td>
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<tr>
<td>NCCARE360 Data Entry and Set Up</td>
<td>TBD</td>
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Trainings will be posted: [https://www.ncceh.org/backathome/training/](https://www.ncceh.org/backathome/training/)
Today, we will be reviewing resources to help rehousing agencies implement best practices.

Back@Home-CV program policies

Back@Home-CV program standards

Collaborative review process with rehousing agencies

Monitoring
Policies and standards help ensure we are providing coordinated, quality programs.
Key partners help to implement program policies and standards.

NC DHHS is the Administrative Agency and HUD ESG-CV Recipient
- Develop program policies and standards for program to ensure they meet ESG-CV regs and guidance
- Holds the contract with rehousing agencies, monitors, and reviews requisitions

NCCEH manages field supports for rehousing agencies
- Supports NC DHHS ESG Office program policies and procedures
- Creates ongoing training curriculum and coaching supports
- Reviews rehousing agencies’ policies in collaborative review process
And most importantly... you!

Rehousing Agencies
- Participate in collaborative review and trainings
- Develop policies and procedures to meet standards
- Implement best practices in the field
- Provide feedback on policies and highlight emerging practices
Back@Home-CV Policy and Procedures
Rehousing agencies should become familiar with several resources.

Back@Home-CV Program Standards and Handbook

NC ESG Desk Guide 2020

Back@Home-CV Resource Portal
Back@Home-CV Standards and Handbook has program specific policies and instructions.

- Referral and Prioritization
- Housing Navigation and Unit Recruitment Supports
- Supportive Services
- Grievance
- Termination and Appeals

- Eligible Use of Funds
- Requisition Process
- Data Collection
- Monitoring
- Fair Housing
- Marketing
The handbook refers rehousing agencies to the ESG Desk Guide for certain policies.

Back@Home-CV is primarily funded through ESG-CV funding so policies need to align with the NC ESG policies.

Desk Guide provides eligible costs, documentation, reimbursements, and compliance monitoring.
The resource portal gathers pertinent documents and trainings in one place.
Back@Home-CV Program Standards
Program standards support rehousing agencies in providing best practices.
Back@Home-CV will use the NAEH RRH Program Standards.

Developed by NAEH, the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development (HUD), U.S. Interagency Council on Homelessness (USICH), Abt Associates and other federal technical assistance providers

Back@Home-CV rehousing agencies are expected to adhere to these standards for both rapid rehousing (RRH) and targeted homelessness prevention (THP) assistance, unless otherwise indicated.
Program standards will be foundational in support for rehousing agencies.

NCCEH will work to provide training and supports to help rehousing agencies understand and implement program standards.

NC DHHS will use program standards to review current and ongoing program performance.
Program standards are divided into four categories.

Housing Identification Standards

Rent and Move-in Assistance Standards

Case Management and Services Standards

Program Philosophy and Design Standards
Back@Home-CV modified some standards from the original NAEH tool.

Back@Home-CV is including targeted homelessness prevention in standards

Some standards met through Back@Home-CV program design

Case management and services standards modified due to COVID-19
Collaborative Review Process
First step: collaborative review process of program policies and procedures.

Rehousing agencies with existing RRH policies and procedures:
- Field support staff to review for meeting program standards
- Provide suggested edits
- Identify areas for supports and training

Rehousing agencies that do not have existing RRH policies and procedures:
- Field support staff can assist in creating policies and procedures
- Provide samples from other rehousing agencies
- Identify areas for supports and training
Collaborative review process will involve three steps.

1. Agency Self Review
   We will provide a tool for your agency to review and rate yourself on the standards

2. Review by field support staff
   Comments and suggested feedback from field staff will be recorded in the self review tool and will be returned to agency

3. Follow Up Conversation
   Discuss feedback, review possible edits to policies and procedures, answer questions, and identify areas for support and training
Monitoring
North Carolina ESG-CV Overview

In order to address the COVID-19 pandemic, HUD has provided a supplemental allocation of ESG funds authorized by the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Public Law 116-136.

These special ESG-CV funds are to be used to **prevent, prepare for, and respond** to the coronavirus pandemic (COVID-19) among individuals and families who are homeless or receiving homeless assistance.

Back@Home funded activities include:

- Rapidly rehouse homeless individuals and families, and
- Preventing families and individuals from becoming homeless.
NC ESG – The HUD Funding Recipient

Role of the NC ESG Office

- Awarding Agency
  HUD

- Recipient
  NC Commerce Dept
  NCDHHS
  DAAS_ESG Office

- Subrecipient
NC ESG Office Responsibilities

• Determines who is eligible to receive what Federal assistance.
• Has its performance measured in relation to whether objectives of a Federal program were met
• Has responsibility for programmatic decision making.
• Is responsible for adherence to applicable Federal program requirements specified in the Federal award
• In accordance with its agreement, uses the Federal funds to carry out a program for a public purpose.

24 CFR Part 85.40 Monitoring and Reporting program performance.

• Grantees/Recipients are responsible for managing the day-to-day operations of grant and subgrant/subrecipient supported activities. Grantees must monitor grant and subgrant supported activities to assure compliance with applicable Federal requirements and that performance goals are being achieved. Grantee monitoring must cover each program, function or activity.
NC ESG-CV Funded Organization Responsibilities


Key Elements:

• Coordinated Entry
• Coordination with Other Targeted Homeless Services
• Data Collection
• Homeless Participation
• CoC Written Standards
• Eligibility
Purpose of Monitoring

The purpose of compliance monitoring is for the NC ESG Office to determine if the funded organization:

• Is in compliance with State and Federal requirements
• Is carrying out activities according to their contract
• Is expending funds in a timely manner
• Is ensuring the costs are eligible expenses;
• Has adequate control over program and financial performance
• Has capacity to carry out project
• Is documenting eligibility accurately and adequately
Objectives of Monitoring

The objectives of monitoring are to:

- Identify any potential areas where assistance is needed
- Provide clarity, guidance, and assistance
- Ensure existing compliance issues are resolved
- Provide the tools necessary to succeed
- Ensure files are maintained accurately

The objectives of monitoring are not to:

- Catch the organization “red handed” out of compliance
- Place the blame on staff members for issues identified
- Recapture funds or take money away
- Restructure the way your organization does business
NC ESG Program Monitoring Types

• **Desk Monitoring** - ESG program staff will review source documentation.

• **On-Site Announced Visits** - conducted at the location designated by NC ESG staff. (Currently suspended due to COVID-19)

• **On-Site Unannounced Visits** - Unannounced site visits are conducted based on certain factors (specific factors outlined in the 2020 Desk Guide).

• **Habitability Standards** - all units receiving housing stabilization financial assistance must meet basic habitability standards. This component is included in both on-site monitoring visits and desk monitoring.
NC ESG-CV Program Monitoring

- The NC ESG office will conduct no less than one desk monitoring for each organization per quarter.

- HMIS / Comparable database usage, and data integrity will be subject to regular and random monitoring by NC ESG staff.

- Subrecipients are expected to make available all participant level, financial, and program records for periodic review.

- Significant deficiencies in file content or quality will result in required Plans of Corrective Action, with possible loss of allocated funds upon discovery of continuing deficiencies.