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 or BoS Region 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\textsuperscript{th} 10-11 AM</td>
</tr>
<tr>
<td>Eligible Expense, Documentation, and Requisitions</td>
<td>Monday, August 10\textsuperscript{th} 1-2:30 PM</td>
</tr>
<tr>
<td><strong>Eligibility, Prioritization, and Referrals</strong></td>
<td><strong>Tuesday, August 11\textsuperscript{th} 10-11:30 AM</strong></td>
</tr>
<tr>
<td>Policy and Procedures, Program Standards, Collaborative Policy Review, Monitoring</td>
<td>Tuesday, August 11\textsuperscript{th} 1-2:30 PM</td>
</tr>
<tr>
<td>Reporting (CAPER reporting, regular reporting to state and communities, dashboards)</td>
<td>Wednesday, August 12\textsuperscript{th} 10-11:30 AM</td>
</tr>
<tr>
<td>Unit Support Process</td>
<td>Wednesday, August 12\textsuperscript{th} 1-2:30 PM</td>
</tr>
<tr>
<td>HMIS Data Entry</td>
<td>Thursday, August 13\textsuperscript{th} 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
NC DHHS and NC HFA manage contracting, requisitions, and program policies and standards.

- NC DHHS is the Administrative Agency and HUD ESG-CV Recipient
- Developing program policies and standards for program to ensure they meet ESG-CV regs and guidance
- Overseeing an online portal for Back@Home Rehousing Agencies to use for submitting requisitions
- Organizing the data and reporting workgroup to streamline program reporting for Back@Home
- Will hold the contract with Back@Home rehousing agencies
  - Will perform ongoing monitoring
  - Final review on submitted requisitions
NCCEH advises on program design, supports coordinated entry, and manages field support.

Supporting NC DHHS ESG Office with Back@Home program policies and procedures and NC HFA with program reporting

Developing CE protocols with state partners and working with CoCs to integrate Back@Home into CE

Creating ongoing training curriculum and coaching supports for Back@Home Rehousing Agencies
Main access point for Back@Home

Diversion and rapid resolution conversations with households

Completing high-level eligibility and triage questions with households

Entering households into NCCARE360 and HMIS

Back@Home triage project
Back@Home approach is developing and adapting the program based on partnership.

Goal is to have CoC leadership, Rehousing Agencies, and state partners as one team.

Designing feedback loops so that policies and procedures can be adapted to overcome barriers in implementation

  Weekly calls with Rehousing Agencies
  Regular calls with CoC leadership

Ensure transparency with program policies, systems, reporting, and impact
Coordinated Entry Eligibility, Prioritization, and Referral
Back@Home will use 2 data systems to support Coordinated Entry.

<table>
<thead>
<tr>
<th>Data System</th>
<th>Design</th>
<th>Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS (NC HMIS or HMIS@NCCEH)</td>
<td>Rehousing Agencies will have three projects:</td>
<td>• Capture all required HUD data elements</td>
</tr>
<tr>
<td></td>
<td>• Triage Project - shows who is referred but not yet enrolled</td>
<td>• Ensure CoCs are in compliance with CE Data Standards</td>
</tr>
<tr>
<td></td>
<td>• Rapid Rehousing Program - shows who is enrolled in program</td>
<td>• Pull necessary HUD Reports</td>
</tr>
<tr>
<td></td>
<td>• Prevention Program - shows who is enrolled in program</td>
<td>• Allow CoCs to see who is referred to Back@Home and potentially pull people from the list if needed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Ease of electronic referrals with ROI, paperwork reminders, etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ability to provide better program reporting to communities and the state</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Assists Rehousing Agencies with referrals to other programs</td>
</tr>
<tr>
<td>NCCARE360</td>
<td>Back@Home will be one “agency” in the system with Rehousing Agencies listed as separate programs</td>
<td></td>
</tr>
</tbody>
</table>
Several underlying assumptions are made with eligibility and prioritization.

1. Rapid Rehousing is an intervention that can work for everyone in need of rehousing assistance including those who ultimately need PSH
2. Diversion and rapid resolution conversations will happen with 211 and rehousing agencies at intake
3. Well-targeted prevention can assist with expected increase in at-risk households
4. Ask minimum amount of questions to enroll
5. Categorical prioritization by risk, barriers, and community impact
6. Funding may provide opportunity to house majority of people experiencing homelessness in some communities
7. Will adjust prioritization based on real-time need and enrollment data, in partnership with CoCs
Person experiencing housing crisis identified by local CoC

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

Client is in permanent housing project

2-1-1 refers back to enrolled housing program and record in NCCARE360

2-1-1 Navigator

Send referral to NCCARE360 queue

2-1-1 Navigator

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

2-1-1 Navigator

2-1-1 Data Specialist

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

2-1-1 Data Specialist

Client is not in a permanent housing project

Client is in permanent housing project

2-1-1 Data Specialist

Determined not eligible + provided other resources

Data Specialist

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

Send referral to HMIS RRH or Prevention Project

Contact person and verifies eligibility for Back@Home program

Rehousing Agency

Move from HMIS Back@Home triage project to HMIS RRH or Prevention Project

Rehousing Agency

Enrollment recorded in NCCARE360

Rehousing Agency

Locate housing and provide financial assistance and case management to stabilize household

Rehousing Agency

Household moves into unit or stabilized in current housing

Rehousing Agency

Housing Move-In Date and resolution info recorded in NCCare360 and HMIS

Household

Enrolled/prioritized for a different housing program

CoC CE Representative or Rehousing Agency

Prioritized for Back@Home

Client exited from HMIS Back@Home CE Project and NCCARE360

CoC CE Representative

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

2-1-1 Data Specialist

Client is not currently enrolled in a permanent housing project

2-1-1 Data Specialist

Determined Eligible

Enter person into NCCARE360 and complete deeper eligibility and triage screen

2-1-1 Navigator

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

2-1-1 Data Specialist

Hold local CE case conferencing meetings and reviews current BNL and Back@Home triage project to determine housing intervention for household

CoC CE Representative

Household is enrolled/prioritized for a different housing program

CoC CE Representative or Rehousing Agency

Rehousing Agency

Client is not in a permanent housing project

2-1-1 Data Specialist

Determined not eligible + provided other resources

Data Specialist

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

Send referral to HMIS RRH or Prevention Project

Contact person and verifies eligibility for Back@Home program

Rehousing Agency

Move from HMIS Back@Home triage project to HMIS RRH or Prevention Project

Rehousing Agency

Enrollment recorded in NCCARE360

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Locate housing and provide financial assistance and case management to stabilize household

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Household moves into unit or stabilized in current housing

Rehousing Agency

Housing Move-In Date and resolution info recorded in NCCare360 and HMIS

Household
## Back@Home Eligibility

<table>
<thead>
<tr>
<th>Back@Home-CV Eligibility Requirements</th>
<th>Prevention (Back@Home)</th>
<th>Rapid Rehousing (Back@Home)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td>&lt;30% AMI AND</td>
<td>None (&lt;30% AMI at recertification)</td>
</tr>
<tr>
<td>Eligible Living situation(s)</td>
<td>Forced to leave current housing in 14 days AND one of below living situations</td>
<td>Emergency shelter/transitional housing OR Streets/place not meant for human habitation OR Fleeing DV OR Institution for less than 90 days, literally homeless before institutionalization</td>
</tr>
<tr>
<td></td>
<td>In hotel/motel (not paid for by non-profit/government) OR Living in campsite/trailer OR Living in the home of another because of economic hardship OR Unaccompanied youth (under 25) who cannot stay with family members with no stable place to live OR In housing that is leased OR Exiting institution AND Have no other safe, appropriate residence (whether temporary or permanent) AND Not have sufficient resources or support networks immediately available to prevent them from becoming literally homeless</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>And household does not have sufficient resources or support networks immediately available to exit literal homelessness independently</td>
</tr>
</tbody>
</table>
Calls 2-1-1

Person experiencing housing crisis

Complete eligibility screen and determines eligible

2-1-1 Navigator

Determined not eligible + provided other resources

Person experiencing housing crisis identified by local CoC

Homeless Service Providers

Enter person into NCCARE360 and complete deeper eligibility and triage screen

2-1-1 Navigator

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

2-1-1 Data Specialist

Client is not in a permanent housing project

Client is in permanent housing project 2-1-1 refers back to enrolled housing program and record in NCCARE360

2-1-1 Navigator

Send referral to NCCARE360 queue

2-1-1 Navigator

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

2-1-1 Data Specialist

Client is in permanent housing project

CoC makes direct referral to Back@Home via NCCARE360

CoC CE Representative

2-1-1 Navigator

Determined Eligible

CoC CE Representative

Household is enrolled/prioritized for a different housing program

CoC CE Representative or Rehousing Agency

Hold local CE case conferencing meetings and reviews BNL and Back@Home triage project to determine housing intervention for household

Rehousing Agency

Prioritized for Back@Home

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

Client exited from HMIS Back@Home CE Project and NCCARE360

CoC CE Representative or Rehousing Agency

Move from HMIS Back@Home triage project to HMIS RRH or Prevention Project

Rehousing Agency

Enrollment recorded in NCCARE360

Rehousing Agency

Locate housing and provide financial assistance and case management to stabilize household

Rehousing Agency

Household moves into unit or stabilized in current housing

Rehousing Agency

Housing Move-In Date and resolution info recorded in NCCare360 and HMIS

Rehousing Agency

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

Contact person and verifies eligibility for Back@Home program

Rehousing Agency

Send referral to NCCARE360 queue

2-1-1 Navigator

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2-1-1 Navigator
Initial housing surge strategy will be developed with CoCs and BoS Regions as initial prioritization.

- As Back@Home launches, each CoC and BoS Region will determine a priority or goal for the initial housing surge.
- Surge populations will be identified using current data on the system and population experiencing homelessness. Potential prioritization options:
  - By current prioritization schedule
  - To solve a specific COVID-19 related problem like emptying an expensive non-congregate hotel or housing a tent city.
  - To address other critical subpopulation needs
Prioritization for Back@Home will happen in 2 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.
Households will be asked about barriers to getting and keeping housing.

<table>
<thead>
<tr>
<th>Barriers for Prioritization</th>
<th>No income</th>
<th>Household size of 5 or more</th>
<th>Felony conviction among household members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currently at-risk of losing housing subsidy or subsidized unit (Targeted Homeless Prevention only)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unaccompanied youth (under 25)</td>
<td>One or more children under 6 and/or pregnant</td>
<td>2 or more episodes of homelessness in prior three years</td>
<td>Vacated a unit 3 or more times in prior 7 years and/or ongoing rental arrears</td>
</tr>
<tr>
<td>Adult in household has severe and persistent disabling condition</td>
<td>Household from disproportionately impacted populations</td>
<td>Current homeless episode is 1 year or longer</td>
<td>Unsheltered (RRH only)</td>
</tr>
<tr>
<td>No lease in name in last 3 years</td>
<td>Victim of DV in prior 6 months</td>
<td>Veteran, not eligible for VA services</td>
<td>Child in household has a severe and persistent disabling condition</td>
</tr>
</tbody>
</table>
Households at higher lethality risk or with a large number of barriers will be prioritized.

<table>
<thead>
<tr>
<th>Priority Category</th>
<th>Order Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1: Medically vulnerable to COVID (as defined by CDC) OR Fleeing DV</td>
<td>1a. Literally homeless OR Fleeing DV</td>
</tr>
<tr>
<td></td>
<td>1b. Imminently at-risk of homelessness</td>
</tr>
<tr>
<td>Priority 2: 8 or more barriers from exiting homelessness AND community-defined priority</td>
<td>2a. Literally homeless</td>
</tr>
<tr>
<td></td>
<td>2b. Imminently at-risk of homelessness</td>
</tr>
<tr>
<td>Priority 3: 6 or more barriers from exiting homelessness</td>
<td>3a. Literally homeless</td>
</tr>
<tr>
<td></td>
<td>3b. Imminently at-risk of homelessness</td>
</tr>
<tr>
<td>Priority 4: 4 or more barriers from exiting homelessness</td>
<td>4a. Literally homeless</td>
</tr>
<tr>
<td></td>
<td>4b. Imminently at-risk of homelessness</td>
</tr>
<tr>
<td>Priority 5: 2 or more barriers from exiting homelessness</td>
<td>5a. Literally homeless</td>
</tr>
<tr>
<td></td>
<td>5b. Imminently at-risk of homelessness</td>
</tr>
<tr>
<td>Priority 6: 1 or No additional barriers from exiting homelessness</td>
<td>6a. Literally homeless</td>
</tr>
<tr>
<td></td>
<td>6b. Imminently at-risk of homelessness</td>
</tr>
</tbody>
</table>
Person experiencing housing crisis identified by local CoC

- Send referral to NCCARE360 queue
  - 2-1-1 Navigator
- CoC makes direct referral to Back@Home via NCCARE360
  - CoC CE Representative

Person experiencing housing crisis

- Contact person and verifies eligibility for Back@Home program
  - Rehousing Agency
- Complete eligibility screen and determines eligible
  - 2-1-1 Navigator
  - Determine not eligible + provided other resources
  - 2-1-1 Navigator
- Enter person into NCCARE360 and complete deeper eligibility and triage screen
  - 2-1-1 Navigator
  - 2-1-1 Data Specialist

Client is in permanent housing project
- 2-1-1 refers back to enrolled housing program and record in NCCARE360
  - 2-1-1 Navigator
- Client is not in a permanent housing project
- Verify client is not currently enrolled in a permanent housing project in HMIS
  - 2-1-1 Data Specialist

CoC CE Representative

- Prioritized for Back@Home
- Send referral to Rehousing Agency through HMIS Back@Home triage project
  - 2-1-1 Navigator
- 2-1-1 communicates next step to client
  - 2-1-1 Navigator
- Households is enrolled/prioritized for a different housing program
  - CoC CE Representative or Rehousing Agency

Client exited from HMIS Back@Home CE Project and NCCARE360
- CoC CE Representative
- Not Eligible - connected to other housing resources and recorded in HMIS CE project and NCCARE360.

Housing Move-In Date and resolution info recorded in NCCare360 and HMIS
- Rehousing Agency

Not Eligible - connected to other housing resources and recorded in HMIS CE 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
- Hold local CE case conferencing meetings and reviews current BNL and Back@Home triage project to determine housing intervention for household
  - CoC CE Representative

Move from HMIS Back@Home triage project to HMIS RRH or Prevention Project
- Move from HMIS Back@Home triage project to HMIS RRH or Prevention Project
  - Rehousing Agency
- Enrollment recorded in NCCARE360
  - Rehousing Agency
- Locate housing and provide financial assistance and case management to stabilize household
  - Rehousing Agency
- Household moves into unit or stabilized in current housing
  - Rehousing Agency

Rehousing Agency

- Household is enrolled/prioritized for a different housing program
  - CoC CE Representative or Rehousing Agency
- Prioritized for Back@Home
- Send referral to NCCARE360 queue
  - 2-1-1 Navigator
- 2-1-1 communicates next step to client
  - 2-1-1 Navigator
- Households is enrolled/prioritized for a different housing program
  - CoC CE Representative or Rehousing Agency

Client exited from HMIS Back@Home CE Project and NCCARE360
- CoC CE Representative
- Not Eligible - connected to other housing resources and recorded in HMIS CE project and NCCARE360.

Housing Move-In Date and resolution info recorded in NCCare360 and HMIS
- Rehousing Agency
Communication and transparency are a priority within the coordinated entry process.

Regular reports and dashboards about the overall impact of Back@Home through NCCARE360, especially want to track percentage of prevention spending

Scheduled HMIS reports or access to the HMIS Back@Home triage project for designated CoC staff or Coordinated Entry staff to see who is referred to Back@Home

Rehousing Agencies will attend and participate in local CE meetings

Ability to take someone off the triage list for Back@Home if another housing plan exists or it is taking too long to serve them

Ability to refer people directly to Back@Home through NCCARE360 if 211 is a barrier
Questions? Discussion?