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>
</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>HMIS Data Entry</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/)
The goal for today is to preview B@H NC ESG-CV dashboards and discuss reporting.

1. Dashboards and the value they add!
2. HMIS Reports and Best Practices
3. CAPERs
   • What’s a CAPER?
   • Understanding and running CAPERs
   • CAPER completion/submission process

HMIS Data Entry Training – Thursday, August 13th!
### Partners involved with Reporting

<table>
<thead>
<tr>
<th>Rehousing Agencies (ESG-CV HP and RRH subrecipients)</th>
<th>NCCARE360, HMIS and NCHFA Portal data entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unite Us (UU)</td>
<td>Data and Reporting for NCCARE360</td>
</tr>
<tr>
<td>NC Coalition to End Homelessness (NCCEH)</td>
<td>HMIS NCCEH Lead Agency</td>
</tr>
<tr>
<td>Michigan Coalition Against Homelessness (MCAH)</td>
<td>NC HMIS Lead Agency</td>
</tr>
<tr>
<td>Institute for Community Alliances (ICA)</td>
<td>Data and Reporting for HMISs</td>
</tr>
<tr>
<td>NC Housing Finance Agency (NCHFA)</td>
<td>Data and Reporting for NCHFA B@H Portal - financial data</td>
</tr>
</tbody>
</table>
Back@Home Dashboards
NCCARE360 Dashboard

Real-time B@H ESG-CV data

- Program demand, enrollment, and housing outcomes
- Average days between assessment, enrollment and housing move in/stabilization
- Household/Individual demographics
- Homelessness Prevention versus Rapid Re-Housing households
- County and Local Planning Area filters

Timeline

- Under-development for NCCARE360
NCCARE360 Dashboard

Back@Home Summary Dashboard

Families Housed To Date
- Families Housed: 679
- Adults Housed: 877
- Children Housed: 722
- Total People Housed: 1599

Families Housed Over Time

Where are Back@Home Households Living?

- County: Brunswick
  - Families: 5
- County: Carteret
  - Families: 24
- County: Columbus
  - Families: 15
- County: Craven
  - Families: 81
- County: Cumberland
  - Families: 82
- County: Duplin
  - Families: 3
- County: Guilford
  - Families: 1
- County: Hoke
  - Families: 3
- County: Jones
  - Families: 3

Families Housed

Families Housed Per Week
Big-3 Dashboard

Data combined from:

- NCCARE360
- NC HMIS, HMIS@NCCEH and DV data system(s)
- NCHFA Portal

Highlights:

- Updated monthly
- Rehousing agency, county, local planning area filters
- Using data to monitor outcomes, document need, etc.
Big-3 Dashboard

Data Elements Include

- Funds disbursed monthly
- Financial assistance disbursements by type and household
- Program length of stay
- Time between project entry and housing move in/stabilization
- Prior living situation and destination at project exit
- Demographics - age, gender, race, ethnicity, household composition and income level, priority, etc.
Big-3 Dashboard

Back@Home
North Carolina

FINANCIAL  LENGTH OF SERVICE  HOUSEHOLDS  DEMOGRAPHICS

FILTERS
FILTER BY ANY ELEMENT ON THE PAGE
[ctrl]+click to select
[ctrl]+click for more than one
De-select elements to reset the filter.

DIRECT CLIENT
FINANCIAL SERVICES

COUNTY

AMOUNT DISBURSED

REIMBURSEMENT SUB-CATEGORY EXCLUDES NON-CLIENT EXPENSES

- Application Fees
  119 (39%)

- Document Fees
  1 (0%)

- Housing Related Move-In-Expenses
  138 (43%)

- Initial Rent
  294 (96%)

- Management Company Admin Fees
  97 (32%)

© Mapbox © OSM

<table>
<thead>
<tr>
<th>Month of Date of Service</th>
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</thead>
<tbody>
<tr>
<td>March 2019</td>
</tr>
<tr>
<td>$0</td>
</tr>
<tr>
<td>$50,000</td>
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<tr>
<td>$100,000</td>
</tr>
<tr>
<td>$150,000</td>
</tr>
<tr>
<td>September 2019</td>
</tr>
<tr>
<td>$100,000</td>
</tr>
<tr>
<td>$150,000</td>
</tr>
</tbody>
</table>
HMIS and Best Practices
Data Quality

- Utilize HMIS Canned Reports to check data quality on an (minimum) monthly basis.
  - Existing ESG-CAPER Report (until new specifications released)

- Agency data should be “ready to submit” at the end of the quarter.

- LSA’s will be available for ongoing support, but HMIS Lead will submit bundled reports (it will be more difficult to determine where errors are in the reports, so agency data accuracy is critical)!
HUD ESG-CV CAPER
How to run and understand the ESG CAPER

Resource Link to NCCEH Guide

Review Report tables

HMIS Reporting Glossary (Link)

Live demonstration of data correction directly from CAPER
Report Development

• Custom ART Reports specific to Back@Home
• Fixes pending on 0640 HUD Data Quality Framework Report
ESG-CV CAPER Reporting

What we know
Submitted once by:
• HMIS Lead Agency
• Project Type
• Quarterly
De-duplicates clients across sub-grantees

What we don’t know
The final specifications – what measures will be different
1st deadline ...maybe October
Questions? Discussion?