

Implementing a Disaster Recovery and Response System Through Partnerships and Data

Back@Home North Carolina
Nicole Purdy and Abby Burgess



**Increasing Capacity &
Building Connections:
Bridging to the Future**



Back@Home North Carolina

- 22,000 + North Carolinians sought refuge at disaster shelters during Hurricane Florence and the devastating flooding that followed.
- Disaster shelters closed November 9, 2018
- Community knew that a new resource was needed for those at risk of becoming homeless with no access to other disaster resources and no clear path out of disaster shelters.



Storm Damage



Rehousing Agency Regions

- Volunteers of America
- Eastpointe
- Southeast Family Violence Center
- First Fruit Ministries
- Trillium





Leadership and collaboration



- Disaster Shelters were opened through city municipality
- Disaster Shelters were operated by Red Cross
- DHHS worked to coordinate funding
- FEMA registration occurred in disaster shelters
- HUD Disaster TA assisted in day to day emergency decision making and coordination (HUD, Houston, ICA)
- NCCEH provided data collection, program support and design
- Rehousing Agencies provided staff to conduct In-reach, housing navigation and referral to Back@Home
- NCHFA began recruiting landlords and posting housing openings on Socialserve.com



Mandatory Presentation Quote

“Never doubt that a small group of thoughtful, committed citizens can change the world, indeed it’s the only thing that ever has.” - Margaret Mead



Back@Home: How it works



Housing Navigation Assistance



Rent and Move-In Assistance



Housing Stabilization Services

<https://www.backathome.org/about>



Partners

Back@Home North Carolina is a collaboration and partnership of state and local partners implementing a targeted rehousing program to serve a select high-needs population with no path out of the disaster shelters.

LEADERSHIP

The [North Carolina Department of Health and Human Services](#) is the administrating agency of the Back@Home initiative with assistance from the [North Carolina Coalition to End Homelessness](#) and the [North Carolina Housing Finance Agency](#).

REHOUSING AGENCIES

The following Rehousing Agencies are working with individuals and families to locate and move-in to housing:

- [First Fruit Ministries](#)
- [Southeast Family Violence Center](#)
- [Trillium Health Resources](#)
- [Volunteers of America Carolinas](#)

Agencies do not accept direct referrals.

If you are interested in receiving Back@Home assistance view our [Get Help](#) page.

ADDITIONAL PARTNERS

The project would not be possible without the partnership of the following organizations:

- [Alliance Behavioral Healthcare](#)
- [American Red Cross](#)
- [Eastpointe](#)
- [Federal Emergency Management Agency](#)
- [Food Bank of Central and Eastern North Carolina](#)
- [North Carolina Emergency Management](#)
- [Socialserve.com](#)
- [United Way of North Carolina 2-1-1](#)
- [U.S. Department of Housing and Urban Development](#)



First things first...

- Disaster Shelter Assessment
 - In-Reach to Disaster Shelters
 - ROI, Paper assessment
 - Smartsheet “By-Name List”
 - FEMA registration and follow up
 - Back@Home referral (FEMA ineligible)
 - Unit Identification
 - Housing Navigation
- HMIS “Disaster” Data Collection
 - Implemented statewide in HMIS
 - Added to all homeless program intakes
 - Separate from program enrollment into Back@Home



Teamwork!





Smartsheet

- Immediate, secure access
- Users self-create and reset own passwords
- Minimal training
- Rapid Tracking, Easy to update
- Live By-Name List
- Live Dashboard
- Unit Identification and Inspection
- Limited when asking in-depth questions
- Large data set harder to handle
- Live, limited data

Unit Recruitment

- Socialserve.com and Rehousing Agencies identified units
- Smartsheet used to track and schedule
 - Inspections within 48 hours
 - Rent Reasonableness
 - Debarment check

FMR/Rent Reasonableness Status



Debarment Check Status





Working through challenges

- Volunteer Rehousing Agency funded by OVW/ VAWA
- Prohibited from using HMIS
- HUD Facilitated “exception” discussions, Government Shutdown...
- Smartsheet adapted to collect required data elements
- Dataset combined with HMIS, NCHFA and Smartsheet(s)



100!

Back@Home Summary Dashboard



Families Moved-In Back@Home

Families Housed: 63

People Housed: 100

Adults Housed: 70

Children Housed: 30

Back@Home Housing Status



All Back@Home Households

Who is Back@Home Serving?

Households: 305

Eligibility Pending (in addition to above): 106

Households with Children: 90

Disabled Heads of Household: 169

Experiencing Homelessness Pre-Disaster: 88

In Housing Pre-Disaster: 217

People: 633

Adults: 444

Children: 189

Back@Home by Type of Assistance

Financial Assistance + Housing Navigation

Households: 201

Households with Children: 60

Disabled Heads of Household: 104

Experiencing Homelessness Pre-Disaster: 82

In Housing Pre-Disaster: 119

People: 395

Adults: 284

Children: 111

Housing Navigation Only

Households: 104

Households with Children: 30

Disabled Heads of Households: 65

Experiencing Homelessness Pre-Disaster: 6

In Housing Pre-Disaster: 98

People: 238

Adults: 160

Children: 78



Rapid Analysis

- Continuous review
 - Quick adjustments
- Assessments – Disaster Shelter closings and transfers
- Evolving Program Standards
- Contracts
- Workflow and Data collection
 - Followed existing RRH model, Houston model
 - Interim and exit



Projecting Need

- Working with agencies to project budgets
- Enrollment projections
 - % housing navigation only
 - % move in – month of enrollment, one month after, two months after
- Assumptions
 - 6 month average rent subsidy
 - 6 month average housing navigation and stabilization
 - 2 month average services only after housed and rent subsidy ends

Data and advocacy = \$\$\$

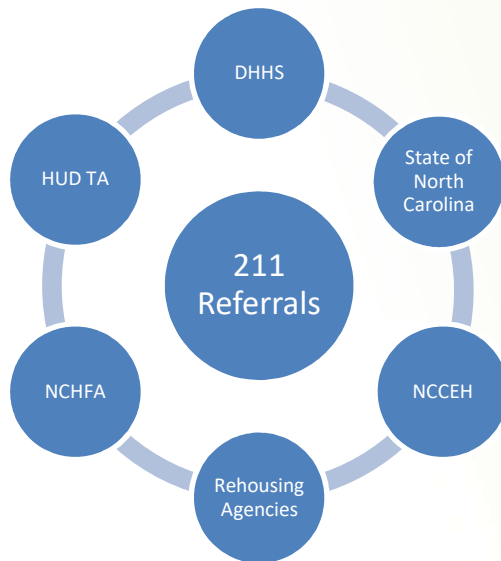
- Need for Back@Home
 - Disaster Shelter Screening
 - High % of disabled, high-needs individuals
 - Red Cross Data → # of people without safe or stable exit plan out of disaster shelters
- Lack of capacity without Back@Home
 - HMIS
 - Point-in-time count data
- Outcomes
 - Evaluation data from similar program in Houston to show successful outcomes
 - Tracking Back@Home outcomes in HMIS for evaluation and advocacy for future funds

“For many people impacted by this disaster, getting back on their feet will take time. Back@Home will help families move from disaster shelters to safe housing as they begin the process of rebuilding their lives.”

-Governor Cooper



Evolved Collaboration



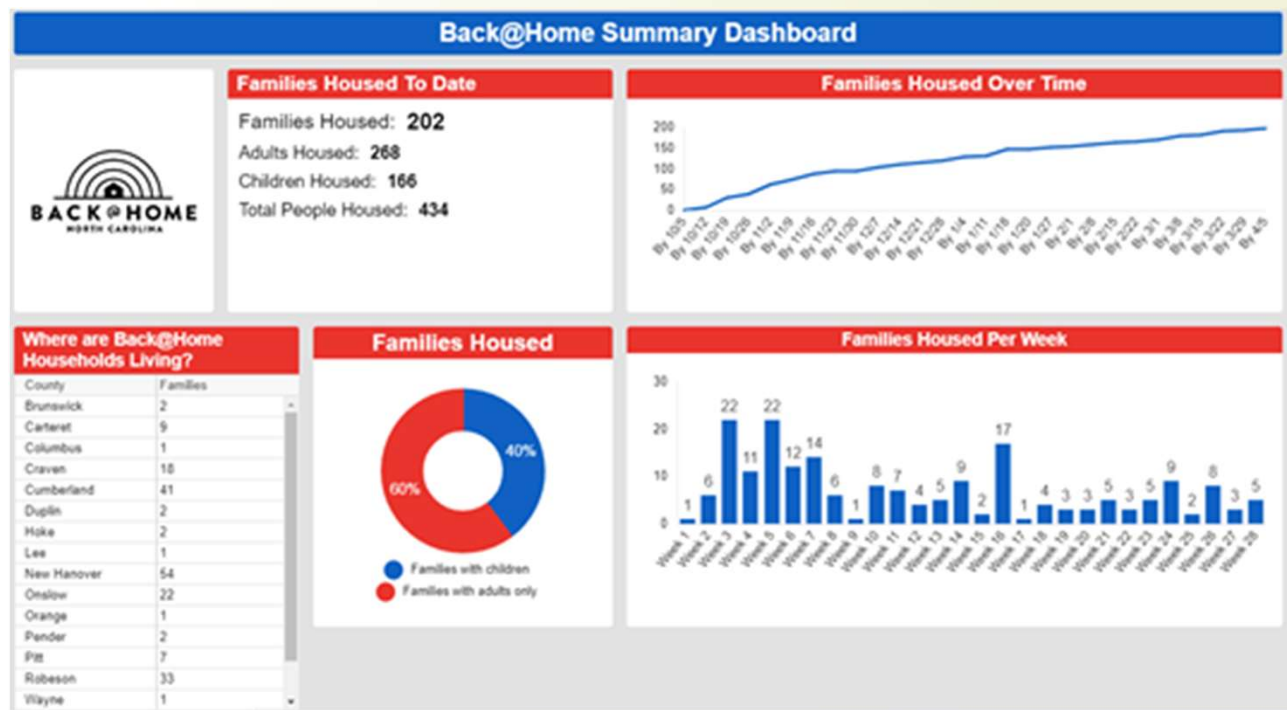
- NC General Assembly funds Back@Home through DHHS
- NCCEH and NCHFA update data collection, reimbursements and phase 2 assessments
- Program Standards solidified with HUD TA assistance
- 211 conducts phase 2 assessments
- Rehousing agencies receive referrals directly from 211 Smartsheet!
- NCHFA and SocialServe continue to recruit landlords and conduct inspections



A more robust data system...

- HMIS already present in coverage area
- Agencies already using HMIS
- Need to manage complete data set for all household members (HH and adults only in Smartsheet)
- Need to target data quality for accurate reporting and evaluation
- Outcomes!

200!



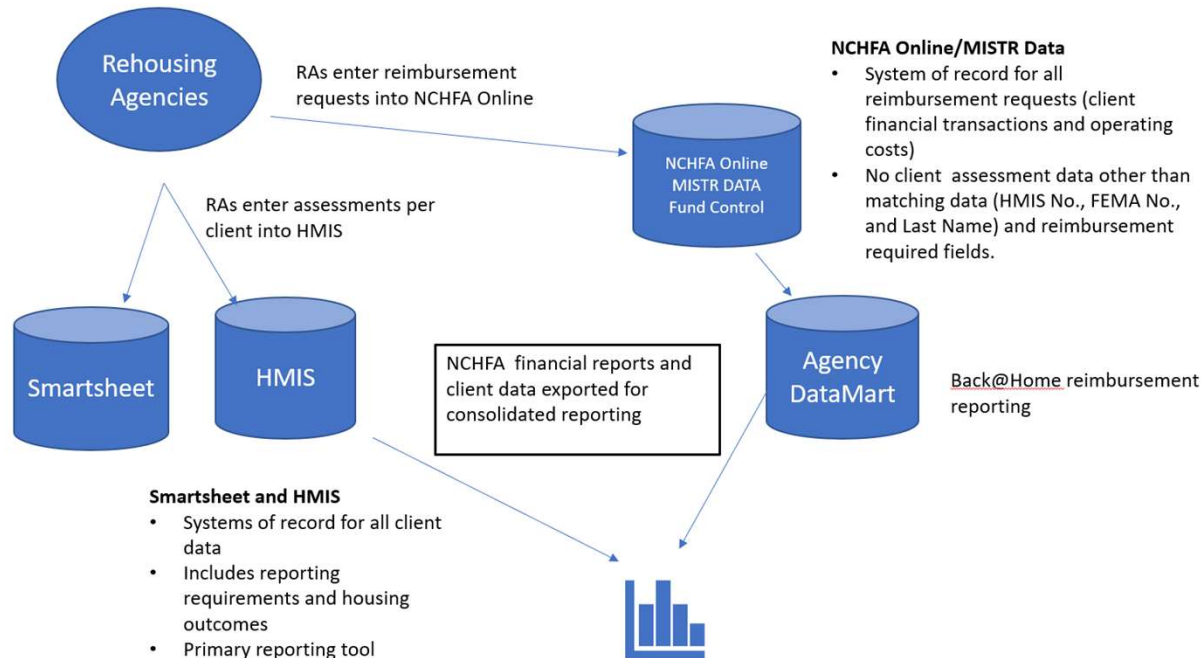


Program Evaluation – Combined Dataset

- Length of time from enrollment to housing
- Length of time from housing to exit
- Exit Destinations (housed and not housed)
- Average cost per household
- Staff time
- Demographics– disability status, income
- Services by NC County



Back@Home Data Systems





New Opportunities

- BCBS funds Landlord Engagement!
 - Admin Fees
 - Barrier Buster's
 - Unit Upfit
- Statewide Rehousing Program



Questions?

Nicole Purdy
Support Specialist
Data Center at NCCEH
hmis@ncceh.org
<https://www.backathome.org/about>

Abby Burgess
Special Projects
Institute for Community Alliances