

## Vermont 2-1-1 After Hours Emergency Housing Monthly Report

Vermont 2-1-1 partners with the Economic Service Division (ESD) to provide after business hours emergency housing assistance. ESD calls are routed to Vermont 2-1-1 from 4:30pm to 7:45am daily and on weekends to provide 24/7 access to the existing emergency housing services. Vermont 2-1-1 adheres to strict protocols outlined by ESD program guidelines.

### Housing Requests & Determinations

	Requests for Housing Authorized	Alternate Shelter Available	Ineligible per Program Guidelines	Total Requests for Housing	Other ESD After Hours Calls**	Total After Hours Calls Received
September	50	10	120	180	77	257
October	61	6	149	216	164	380
November	422	22	212	656	469	1,125
December	428	29	267	724	812	1,533
January	354	52	253	659	721	1,380
<b>February</b>	<b>351</b>	<b>51</b>	<b>224</b>	<b>626</b>	<b>715</b>	<b>1,341</b>
Program Totals*	1,666	170	1,225	3,061	2,958	6,016

\*Program Totals capture the last six months of program data. Additional data and program totals available upon request.

\*\*Other ESD After Hours Calls captures general inquiring calls routed after hours (typically answered by the Benefit Service Center when open) as well as Emergency Housing clients looking for clarification on motel reservations.

### A Sample of February 2014 Data

#### After Hours Housing Requests by Family Composition and Disability\*\*\*

	Requests	Disability
Individual	517	39
Single Female with Child(ren)	49	2
Family with Child(ren)	32	0
Couple	15	1
Single Male with Child(ren)	12	1

\*\*\*Disability indicates a disability recognized by ESD for which an individual is actively receiving benefits.

#### After Hours Housing Requests & Determination by AHS District

District	Housing Authorized	Alternate Shelter	Ineligible	Total Requests
ADO	17	4	10	31
BDO	237	19	144	400
HDO	7	2	5	14
JDO	14	1	8	23
LDO	8	3	7	18
MDO	15	9	8	32
NDO	0	1	2	3
RDO	31	9	22	62
SDO	2	0	4	6
TDO	10	1	11	22
VDO	7	2	2	11
YDO	3	0	1	4

Please refer to the back page for FAQ and key to AHS District Office abbreviations

*Our Mission: To promote the health and well-being of all people in Vermont through a statewide information and referral system for streamlined access to community resources.*

## Frequently Asked Questions After Hours Emergency Housing Program

### History

ESD approached Vermont 2-1-1 to answer the after hours Emergency Housing calls. ESD wanted to improve their ability to provide consistent 24 hour service for after hours housing requests.

Prior to Vermont 2-1-1, after hours calls were routed to an answering service (Rinkers). Rinkers then related the information verbally to either a TSO (Town Service Officer) or an ES (Economic Services) manager – whomever they could reach first. Then the local person (TSO or ES manager) would make a decision to house or not. One critical piece of data that none of these individuals had access to is ACCESS (the State benefits software). A hard copy list of people “not to house” was kept and updated daily. This list in Chittenden County alone included over 600 names, consistently.

As of June 7, 2010 after hours calls were routed to Vermont 2-1-1 (an existing 24/7 service that provides access to trained I&R specialists). Vermont 2-1-1 staff (including staff in Maine) have been trained in both the ES eligibility criteria to determine housing eligibility and trained in accessing the State ACCESS database which contains specific program information on existing clients. Vermont 2-1-1 is simply helping ESD make their existing GA/EA housing program available 24/7 in a consistent manner. Letters explaining this change of procedure were mailed to shelters as well as TSOs.

Also keep in mind, that the standard part of finding housing for anyone in the State (then, now and always) is to make use of existing shelter space FIRST. This important fact is often forgotten in the confusion of deciphering systems and protocols.

Vermont 2-1-1 is willing and able to partner with any local agency that wants to extend additional services to homeless people 24/7 when all other resources are exhausted.

**Q: What does ‘Housing Authorized’ mean?**

A: Housing authorized means that the caller met the vulnerable population criteria as defined by ESD and was housed in an approved motel for a set number of evenings.

**Q: If someone is eligible for an ESD motel voucher do they automatically get a motel room?**

A: Unless there is alternate shelter available (community or bad weather shelter, the home of a relative or friend, or available resources to pay for a motel room) the eligible caller will be housed through the motel voucher program.

**Q: What is the meaning of ‘Ineligible’?**

A: Ineligible means the caller either did not meet the vulnerable population criteria as defined by ESD, has already utilized the maximum housing benefit for one year, or has failed to follow through with the ESD program guidelines and was therefore not housed in an approved motel. This could also mean that the I&R Housing Specialist was unable to confirm the information given by the caller (social security number, child custody, social security disability status).

**Q: What is the meaning of ‘Alternate Shelter’?**

Alternate Shelter indicates caller had resources to meet the emergency need. Resources could include a community or bad weather shelter, the home of a relative or friend, or available resources to pay for a motel room.

**Q: What are ‘other ESD calls’?**

A: These are calls received after the benefit services center closes. These calls usually pertain to an individual’s benefits.

**Q: What do the district office abbreviations stand for?**

A:

<b>ADO-</b> St. Albans	<b>BDO-</b> Burlington	<b>HDO-</b> Hartford	<b>JDO-</b> St. Johnsbury
<b>LDO-</b> Brattleboro	<b>MDO-</b> Barre	<b>NDO-</b> Newport	<b>RDO-</b> Rutland
<b>SDO-</b> Springfield	<b>TDO-</b> Bennington	<b>VDO-</b> Morrisville	<b>YDO-</b> Middlebury

**Q: What towns are served by each district?**

A: For a detailed list of which towns are served by each district office please visit:  
[http://dcf.vermont.gov/esd/contact\\_us/district\\_offices](http://dcf.vermont.gov/esd/contact_us/district_offices)

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