

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 & holidays 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 Contacts**	Total After Hours Calls Received
August	96	21	99	216	173	389
September	90	21	151	262	170	432
October	95	23	186	304	434	738
November	285	107	222	614	1226	1840
December	440	124	271	835	1716	2551
January	416	178	195	789	1861	2650
Program Totals*	1422	474	1124	3020	5580	8600

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

***Other ESD After Hours Contacts capture general inquiring calls routed after hours (typically answered by the Benefit Service Center when open). It also includes clients seeking emergency housing from 2-1-1 during ESD service hours; clients seeking emergency housing who were temporarily ineligible; clients inquiring about adverse weather events; clients checking on motel reservations from ESD; ESD requesting voucher issuance for a client; and ESD requesting a change in reservation for a client.*

A Sample of January 2019 Data

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

	Requests	Disability
Individual	585	98
Single Female with Child(ren)	64	9
Family with Child(ren)	39	9
Couple	95	23
Single Male with Child(ren)	6	0

****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	41	10	12	63
BDO	128	59	76	263
HDO	45	12	16	73
JDO	8	6	2	16
LDO	38	22	31	91
MDO	34	15	10	59
NDO	13	3	3	19
RDO	64	24	22	110
SDO	10	7	7	24
TDO	29	14	13	56
VDO	3	3	1	7
YDO	3	3	2	8

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 is that none of these individuals had access to 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 Indiana) 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 client met the vulnerable/catastrophic 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 cold weather shelter, the home of a relative or friend, or available resources to pay for a motel room) the eligible client will be housed through the motel voucher program.

Q: What is the meaning of ‘Ineligible’?

A: Ineligible means the client either did not meet the vulnerable/catastrophic 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 an I&R Housing Specialist was unable to verify 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 a client has resources to meet the emergency need. Resources could include a community or cold 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: Calls received after the ESD benefit service center closes. These calls usually pertain to an individual's benefits, clients seeking emergency housing from 2-1-1 during ESD service hours; clients inquiring about adverse weather events, etc.

Q: What do the district office abbreviations stand for?

A:

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

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