

Vermont Balance of State Continuum of Care Coordinated Entry Annual Evaluation Report December 2023

The Vermont Balance of State's (VT BoS) Coordinated Entry Committee is responsible for planning, policy, oversight and evaluation of Coordinated Entry (CE) in the Balance of State Continuum of Care. For more about the VT BoS Coordinated Entry Partnership model, policies and procedures, visit:

<https://helpingtohousevt.org/whatwedo/coordinatedentry/overview/>

This report satisfies the requirement that the VT BoS Coordinated Entry Committee provide an annual summary report and analysis to the Vt BoS Board. (See *Appendix 1, Coordinated Entry Evaluation Policy*)

Partners have put a countless amount of time, energy, and thoughtfulness into continuing to improve Coordinated Entry and the state and local levels. There is a deep commitment in Vermont to do more than meet a federal mandate when we implement coordinated entry. Partners want to truly impact the lives of Vermonters experiencing housing crisis by connecting people to housing help quickly and advocating for the housing resources that coordinated entry clearly identifies.

Summary of VT BoS Coordinated Entry Committee activities from 7/1/22-6/30/23:

- The Committee met seven times during this time. 40 people representing 16 organizations participated in committee meetings. (See *Appendix 5, 2022-2023 Coordinated Entry Committee Members*)
- Ari Kisler, Vermont Office of Economic Opportunity, chaired the Coordinated Entry Committee. OEO administered federal CoC-funded and state-funded Coordinated Entry grants to Lead Agencies and Assessment Partners. In the program year covering 7/1/22-6/30/23, \$1,596,707 in state and federal funding supported positions in all 11 local Coordinated Entry Partnerships (does not include Chittenden County).
- Hosted nine Coordinated Entry Lead Agency Community of Practice meetings, bringing together lead agency staff to troubleshoot challenges, inform CE Committee work, and identify and share best practices.
- A workgroup was formed to determine how best to incorporate those at risk of homelessness into Coordinated Entry.

This evaluation provides important information to understand:

- Training and technical assistance needs of each local CE partnership as well as shared statewide needs
- Areas of policy and planning focus for the VT BoS CE Committee in the coming year, including opportunities to clarify or revise policies and procedures that may be confusing, difficult to implement, or inconsistently applied
- Who is served by coordinated entry, and both local and statewide needs
- Future evaluation methods and indicators

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2023 Evaluation Process

This evaluation is intended to review and provide analysis on information from CE consumers (clients) and data from the Master Lists. A Partner Survey was not conducted this year, as the CE Committee adjusted the evaluation process to shift this component from occurring annually to occurring every three years.

Consumer Feedback

- The CE Committee provided instructions on how local CE Partnerships should be collecting consumer feedback. *(See Appendix 2, Coordinated Entry Evaluation Report Tool & Appendix 3, Coordinated Entry Consumer Survey)*
- Lead Agencies were asked to report on the method used by the local CE Partnership, a summary of feedback, and outcomes or action steps that emerged from a discussion of consumer feedback by local CE Partners.

Data Points

- The data points are established in the CE Evaluation Policy. *(See Appendix 1)*
- HMIS can produce most of the data needed for this part of the report, and Lead Agencies needed to add in non-HMIS data. *(See Appendix 4, Coordinated Entry Data Indicators)*
- Lead Agencies were asked to report on the local CE Partnership discussion of the data points and any outcomes or action steps that emerged from that discussion.

NEXT STEPS:

- The CE Committee will update the CE Evaluation Policy to reflect changes in how often the Partner Survey is conducted and what data elements are collected as part of the evaluation. This will be part of a full update to the CE Policies and Procedures that will be concluded in SFY24.

Consumer Feedback Summary & Analysis

At the time of the evaluation, all local CE Partnerships had implemented a formal process for feedback from participants. All CE Partnerships were able to complete their survey process and report on the results. From the responses received, the following themes emerged:

- There continues to be a need to provide more clarity about what happens during the CE process and what steps to take after completing the assessment (theme appeared in 73% of CE Partnerships).
- Participants felt heard and respected by staff while accessing coordinated entry (theme appeared in 64% of CE Partnerships). Fewer participants reported feeling the questions in the assessment were clear and easy to answer (theme appeared in 36% of CE Partnerships).
- There is a need for more housing and rental assistance in most of the state, and it takes a long time to be connected to housing through CE (theme appeared in 55% of CE Partnerships).
- There is also a need for more case management capacity (theme appeared in 27% of CE Partnerships).

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NEXT STEPS:

- The CE Committee, in partnership with the Lead Agency Community of Practice, will complete the process already underway to create a second consumer feedback tool.
 - This survey would be conducted once annually to follow up with participants who were involved with coordinated entry over the past year. This survey would gather feedback on the outcomes of participating in coordinated entry and provide participants with an additional opportunity to reflect on the process.
- The CE Committee will revise the evaluation report form to ask Lead Agencies to report on the percentage of total participants that completed each type of survey in next year's evaluation. This information will be used to determine the effectiveness of both survey methods.
- The CE Committee will explore how to better define coordinated entry in outreach materials, including a review of what language is used on outward facing materials, to ensure that community members in need understand how the process can help.
- The CE Committee, in partnership with the Lead Agency Community of Practice, will continue to develop additional guidance and tools to assist staff conducting the coordinated entry assessment with helping participants understand their next steps. Some potential tools/guidance include:
 - A handout that participants take with them after the assessment, laying out resources/ referrals for basic need items, next steps that can be taken after the assessment, and information about coordinated entry for them review at a later time.
 - Suggested language to communicate with participants about wait times for housing resources and expectations around ongoing communication with housing navigators.
- CE Lead Agencies will continue in their role as local educators about the Coordinated Entry process. The CE Committee will support them in this role by updating training materials, convening annual CE Summits, and providing additional templates and tools that can be used.
- The CE Committee will support an expanded project application as part of the annual CoC NOFO process to continue to increase staff capacity at Lead Agencies and assessment partners in response to the growing need around the state.

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Data Points Summary & Analysis

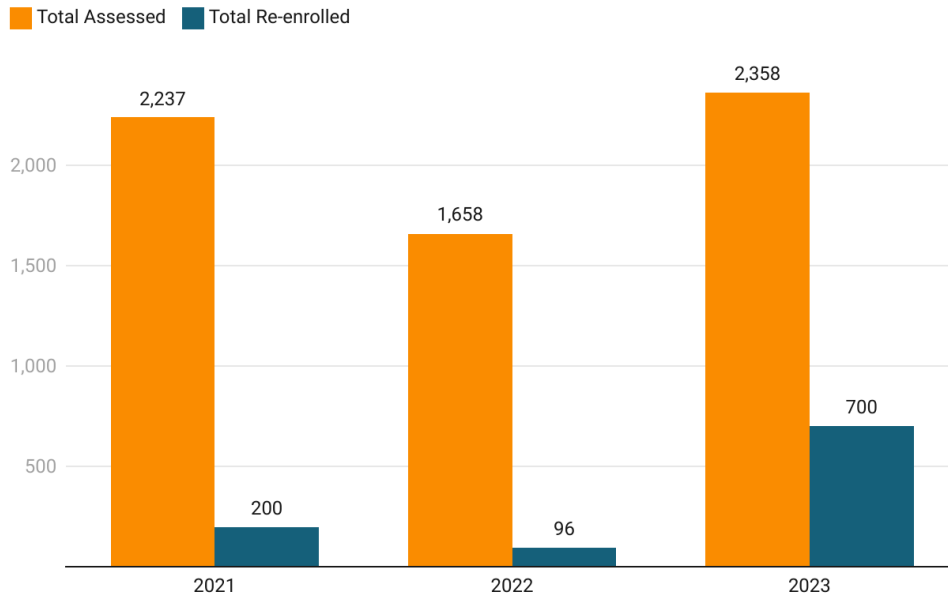
Between 7/1/22-6/30/23 there were just under 4,000 households in Coordinated Entry.¹ Data shows that BIPOC Vermonters tend to be overrepresented within the Coordinated Entry system when compared to Vermont’s overall population.

Race	Head of Households in Coordinated Entry		Vermont Population ²
	Exited as of 6/30	Still Enrolled as of 6/30	
White	88%	87%	89.80%
Multiple races	6%	7%	5.80%
Black, African American, or African American Indian, Alaska Native, or Indigenous	4%	4%	1.40%
American Indian, Alaska Native, or Indigenous	1%	1%	0.40%
Native Hawaiian or Other Pacific Islander	<1%	<1%	0.00%
Asian or Asian American	<1%	<1%	1.80%

2,358 households were assessed³ for Coordinated Entry between 7/1/22-6/30/23.

- 1,351 (57%) of the households assessed for Coordinated Entry were literally homeless at the time of assessment (place not meant for habitation/unsheltered, emergency shelter, or motel paid for by an organization).
- 30% (700) of the households assessed had been in the CE system at least once before and returned. This CE reenrollment rate has significantly increased from last year. While it is unfortunate that this percentage is rising, it does show that the CE system is working to reconnect with households who are experiencing homelessness again.

Coordinated Entry Assessments



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¹ Households who were already connected before 7/1/22 and those who entered sometime during the reporting period.

² United States Census Bureau, Census 2020

³ Not all questions on the housing assessment must be answered for an assessment to be considered completed; households must simply have answered some questions and agreed to have some level of information shared through Coordinated Entry.

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As of 6/30/23, 2,146 households had exited Coordinated Entry.

- 73% of households who exited Coordinated Entry were identified as being best served by long-term assistance, with 25% identified as being best served by medium-term assistance.⁴
 - Both length of time experiencing homelessness and disability status are taken into consideration when matching households to long-term assistance within the current Coordinated Entry system. It is possible that extended GA emergency housing program stays and self-reported disabilities have contributed to a high percentage of households being matched to long-term assistance.
- 75% of households had at least one member with a self-reported disability.
- 77% of households were composed of adults only; 23% of households included at least one child under the age of 18.
- 10% of households were headed by someone 18-24 years old, with 13% headed by someone 62 years old or above; 77% of households were headed by someone between the ages of 25-61.
- 45% of the households who exited Coordinated Entry went to a permanent housing destination, such as rental, homeownership, or permanently staying with friends or family.

As of 6/30/23, 1,793 households remained in Coordinated Entry.

- 80% of households remaining in Coordinated Entry were identified as being best served by long-term assistance, with 20% identified as being best served by medium-term assistance.⁵
 - Both length of time experiencing homelessness and disability status are taken into consideration when matching households to long-term assistance within the current Coordinated Entry system. It is possible that extended GA emergency housing program stays and self-reported disabilities have contributed to a high percentage of households being matched to long-term assistance.
- 76% of households had at least one member with a self-reported disability
- 79% of households were composed of adults only; 21% of households included at least one child under the age of 18.
- 8% of households were headed by someone 18-24 years old, with 13% headed by someone 62 years old or above; 79% of households were headed by someone between the ages of 25-61.
- 23% of households remaining in Coordinated Entry were reported as being unsheltered at the time of assessment, continuing the trend of this percentage increasing each year (18% in 2022, 12% in 2021).

⁴ Long-term assistance is for more than 24 months and medium-term assistance is for 3-24 months.

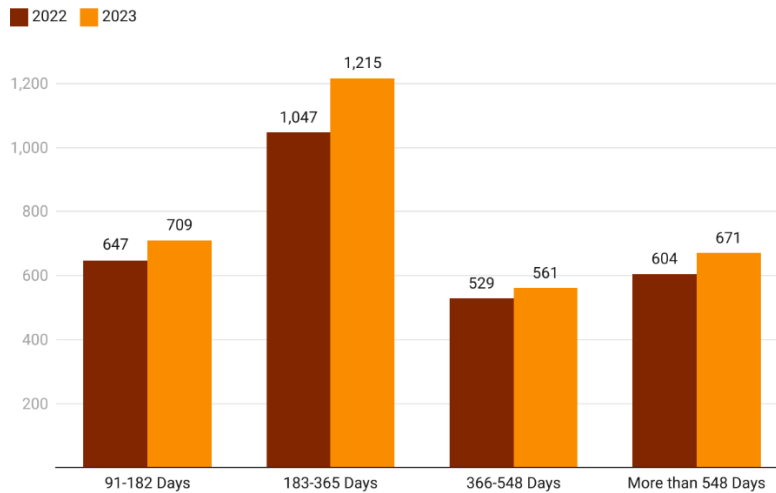
⁵ See footnote #4.

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Length of Time Enrolled in Coordinated Entry

Compared to last year, the Coordinated Entry system continues to see households enrolled for longer lengths of time.

Households Enrolled in Coordinated Entry by Number of Days Enrolled

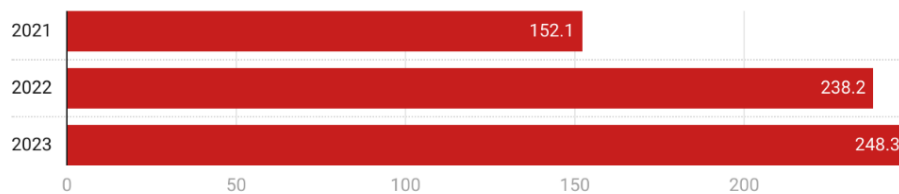


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The average length of time enrolled in Coordinated Entry continued to increase for households who exited during the reporting period, up to 248.3 days. This is a 63% increase from just two years ago.

Average Number of Days Enrolled in Coordinated Entry

For Exited Households

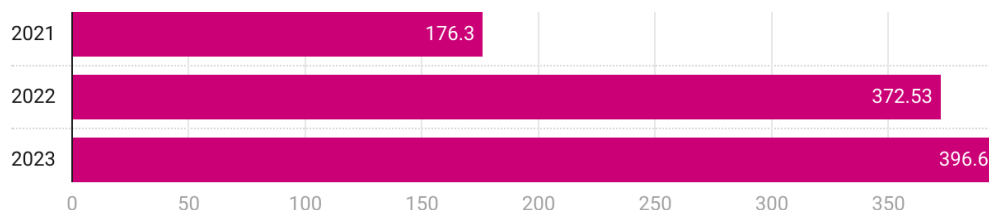


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The increase in average length of time for those who remained enrolled in Coordinated Entry at the end of the reporting period saw an even more staggering increase from two years ago: up 125% to 396.6 days.

Average Number of Days Enrolled in Coordinated Entry

For Households Enrolled at End of Reporting Period

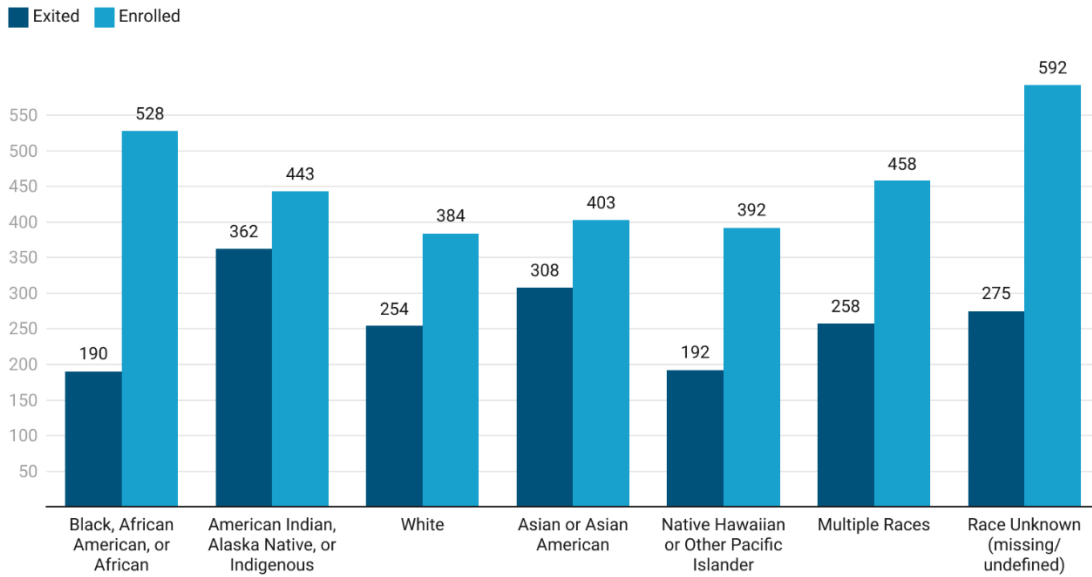


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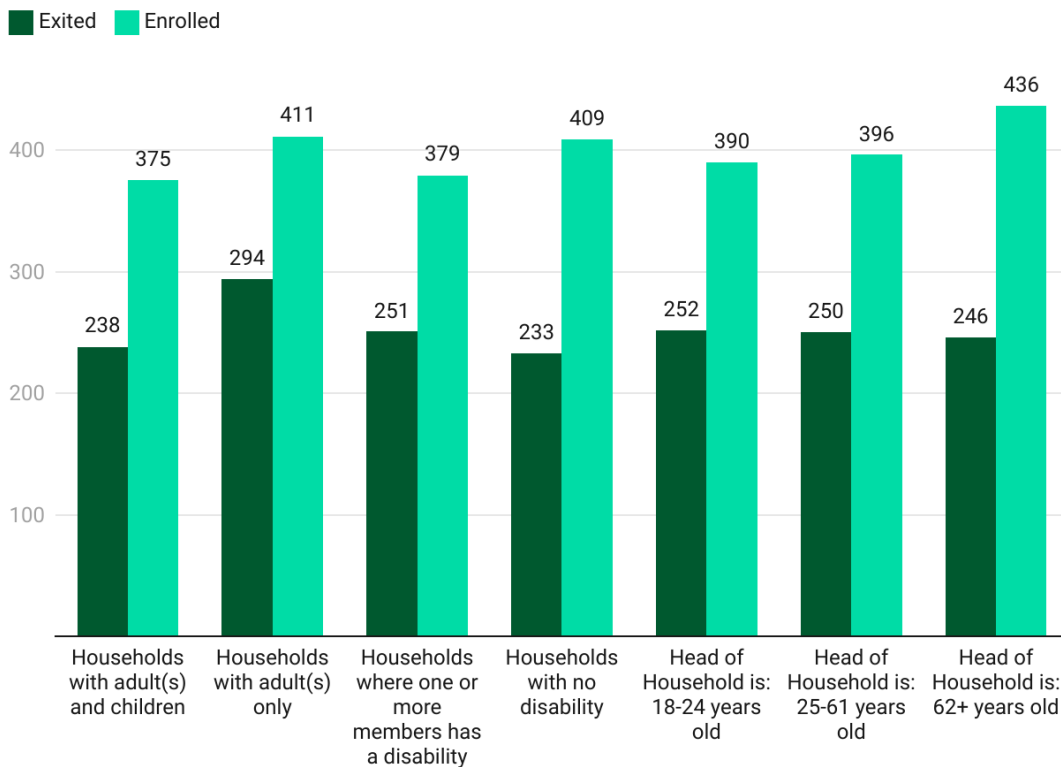
A review of demographic data shows that some subpopulations are staying in the system longer than others:

Average Number of Days Enrolled in Coordinated Entry by Race for Households Exited and Households Still Enrolled



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Average Number of Days Enrolled in Coordinated Entry For Households that Exited and Remained Enrolled

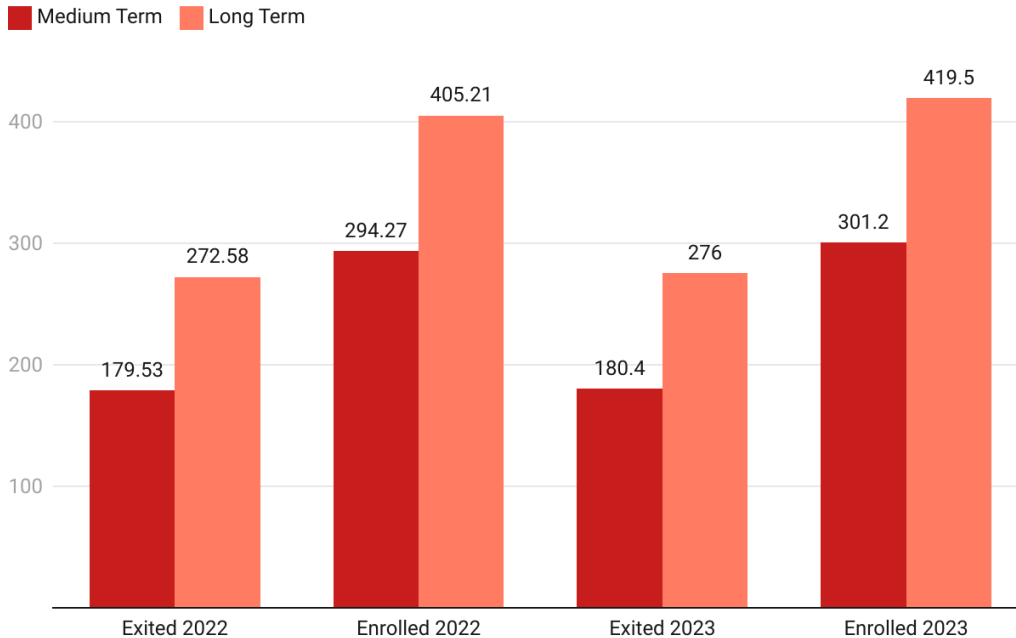


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Length of Time Enrolled in Coordinated Entry by Need Assessment Term

Comparison of the households that exited and households that remained enrolled at the end of the reporting period.



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CE Partnerships

174 organizations were involved in Coordinated Entry as formal partners (signed onto a local partnership agreement) this year, in addition to the nine organizations acting as the local Lead Agency for their region. Partners represent a broad variety of organizations (outreach, homelessness prevention, emergency shelter, transitional housing, rapid re-housing, permanent supportive housing, etc.). 64% of the organizations in local partnerships were Referral Partners⁶, while 36% were Assessment Partners.⁷

Lead Agency

72% of all households assessed for Coordinated Entry had their assessment completed by the Lead Agency. To monitor the effectiveness of connecting households to Coordinated Entry as quickly as possible, the CE Committee collects data on the time between referral and initial outreach, as well as referral and assessment. This year's data shows that:

- Initial outreach by the Lead Agency within 3 days of referral occurred with 63% of households.
- The average number of days between referral and assessment was 4.4 days (target = 7 days).

⁶ Referral partners play an important role in ensuring that households are connected to Coordinated Entry when they identify as needing housing help; these partners tend to be service organizations that support people broadly, but not necessarily with housing (e.g. food shelves/pantries, faith community, medical practices).

⁷ Assessment Partners support the Lead Agency in ensuring those referred to Coordinated Entry are assessed as quickly as possible; these partners are organizations that work with people to directly support their shelter or housing needs (e.g. emergency shelters, including for youth, veterans, or those fleeing domestic/sexual violence).

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NEXT STEPS:

- The CE Committee will continue to work to clarify certain data elements in the report tool to ensure accurate data is being reported. This may mean refining the report tool or providing additional guidance. Areas to focus on include:
 - # of referrals received by the Lead Agency (clarify what should be considered a referral)
 - # of days between referral and initial outreach by Lead Agency staff (clarify what should be considered initial outreach)
- The CE Committee will continue to encourage local review of partnership agreements to ensure that appropriate partners are signed on and that Lead Agencies can accurately report on who is formally part of the agreement.
- The CE Committee will update the data reporting tool to capture additional data points that are being collected, but not reported on at this time:
 - # of households fleeing domestic/sexual violence at the time of their CE assessment
 - # of Veteran households within CE
 - Demographic and length of stay data on all households in CE combined (in addition to stayers vs. leavers as is currently collected)
 - # of households headed by a young adult with children and the # without children (parenting vs. non-parenting)
 - Demographic data on those households specifically exiting to permanent housing destinations, as well as a detailed breakdown of the types of those destinations
 - % of assessments completed by different types of assessment partners (i.e. emergency shelters, DV/SV providers, youth service providers, etc.)

Appendix 1: Coordinated Entry Evaluation Policy

(as currently approved, see Coordinated Entry Policies & Procedures)

Once the Local Coordinated Entry Partnership has been implemented, the local CoC and the VCEH will regularly evaluate its effectiveness. Lessons derived from these evaluations will be used to further improve the coordinated entry process.

VCEH will evaluate the coordinated entry process primarily through local CoC implementation, but will also consider aggregate data.

At least annually, each Local CE Partnership will:

- Survey all local Partners to solicit feedback on how well the Local CE Partnership is being implemented, and
- Collect feedback on the coordinated entry process from consumers through a focus group or survey.

The VCEH will establish uniform questions to support this evaluation process.

Every 6 months, the VCEH Coordinated Entry Committee will review the following data points for each local CoC and the aggregate Balance of State CoC:

- The number of Coordinated Entry Partners, and type (Outreach, Prevention, Emergency Shelter, Transitional Housing, Rapid Re-housing, Permanent Supportive Housing, Other);
- The number of assessments completed (e.g., the number of households placed on the Master List during the time period), including:
 - the number who were literally homeless
 - the number of households returning to the Master List;
- The number of households on the Master List, including the number that are unsheltered (point in time);
- The number (and %) of households on the Master List more than 3 months, including
 - the # who are chronically homeless
 - the # who were rejected or not referred to a project and the reasons why those households were rejected or not referred;
- The average length of time a household is on the Master List (date of assessment to date inactive or housed) during the reporting period;
- The number of household exits to permanent housing, including the number who exit into Permanent Supportive Housing or Rapid Re-housing; and
- The number of households who are moved to an inactive list.

The VCEH Coordinated Entry Committee will provide an annual summary report and analysis to the VCEH Board.

Appendix 2: VT BoS Coordinated Entry Evaluation Report Form

Annual Report on Consumer Feedback on Coordinated Entry Process

It is critical to get feedback from consumers about how coordinated entry is working for them, even if it can be challenging to get actionable feedback.

Things to consider: Power dynamics, eliciting feedback on the process for getting housing help (vs housing itself), transportation, child care, time, etc.

Instructions: Lead Agencies should use the provided CE Consumer Survey tool (*see Appendix 3*) to collect feedback. If other consumer feedback is/has been collected throughout the year, that information can be included in the evaluation report as well. Once feedback has been collected, it should be shared and discussed with CE partners. Complete the four questions below and submit this form to OEO by December 19th.

- 1) **Describe the method used by the Coordinated Entry Partnership to get feedback from people experiencing homelessness on the coordinated entry process?** <survey, focus group, interviews, comment box, etc.>
- 2) **Provide a summary of consumer feedback received. Are there any themes that emerged?** <who, how, where, when>
- 3) **Consumer feedback results were shared and discussed with Coordinated Entry Partners...**
- 4) **Where there any outcomes or action steps that came from this discussion?**

Coordinated Entry Outcomes – Data Analysis

Instructions: Complete the attached Excel form after combining both HMIS and non-HMIS client data. Please only report in aggregate with no identifying information. Once the form has been completed, it should be shared and discussed with CE partners. Complete the two questions below and submit this form, as well as the Excel form, to OEO by December 19th.

- 5) **Coordinated Entry Outcomes were shared and discussed with Coordinated Entry Partners...**

<who, how, where, when>
- 6) **Where there any outcomes or action steps that came from this discussion?**

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Appendix 3: Coordinated Entry Consumer Survey

This is an opportunity for you to honestly tell us how we are doing as an organization and how we might do better. Your responses to this survey will be anonymous. Nothing you say in this survey will affect your ability to participate in services in any way. Thank you for your feedback!

Please select the option that best reflects how much you agree with the following statements:

1) I felt heard and respected during the Coordinated Entry Assessment.

Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
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Comments:

2) I felt the Coordinated Entry process and assessment was clearly explained to me.

Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
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Comments:

3) I felt the questions asked during the assessment were clear and easy to answer.

Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
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Comments:

4) I feel clear about next steps after completing the Coordinated Entry assessment.

Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
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Comments:

5) How could the Coordinated Entry process be improved? Please provide any feedback you have here:

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Appendix 4: Coordinated Entry Data Points

1) # of Coordinated Entry Partners (signed onto partnership agreement):
<i># By Type (some providers may be more than one type)</i>
Outreach Provider
Homelessness Prevention Provider
Emergency Shelter Provider
Transitional Housing Provider
Rapid Re-housing Provider
Permanent Supportive Housing Provider
Other
Assessment Partners
Referral Partners
2) # of referrals received by the Lead Agency:
o #/% of households with an initial outreach date within 3 days
o Average # of days between referral and initial outreach
3) # of assessments completed from 7/1/22 – 6/30/23 (e.g, # of HH placed on the Master List during the time period):
o #/% of assessments completed by Lead Agency
o Average # of days between referral to Lead Agency and assessment
o #/% of assessments completed by Assessment Partners
o of these, the #/% of HH who were literally homeless (category 1)
o of these, the #/% of HH returning to the Master List
4) Current # of HH on the Master List on June 30, 2023:
o of these, the #/% that are unsheltered
5) # (and %) of households on the Master List for 3-6 months (Total- Leavers + Stayers):
o of these, the #/% who are chronically homeless
6) # (and %) of households on the Master List for 6-12 months (Total- Leavers + Stayers):
o of these, the #/% who are chronically homeless
7) # (and %) of households on the Master List for 12-18 months (Total- Leavers + Stayers):
o of these, the #/% who are chronically homeless
8) # (and %) of households on the Master List for more than 18 months (Total- Leavers + Stayers):
o of these, the #/% who are chronically homeless
9) # (and %) of LEAVER households (HH) on the Master List during the reporting period:
o all HH (LEAVERS)
o HH identified as needing short-term assistance
o HH identified as needing medium-term assistance
o HH identified as needing long-term assistance
o HH with adult(s) and children
o HH with adult(s) only
o HH where one or more members has a disability
o HH with no disability
o Head of Household is: 18-24 years old
o Head of Household is: 25-61 years old
o Head of Household is: 62+ years old
o Head of Household is: Age Unknown (missing/undefined)
o Head of Household is: Black, African American, or African
o Head of Household is: American Indian, Alaska Native, or Indigenous
o Head of Household is: White
o Head of Household is: Asian or Asian American
o Head of Household is: Native Hawaiian or Other Pacific Islander
o Head of Household is: Multiple Races
o Head of Household is: Race Unknown (missing/undefined)
o To a Permanent Housing Destination
o To a Non-permanent Housing Destination
o Removed to the inactive list
o Removed self from list

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10) The average length of time a LEAVER household (HH) is on the Master List (date of assessment to date exit due to being inactive or housed) during the reporting period for:
<input type="radio"/> all HH (LEAVERS)
<input type="radio"/> HH identified as needing short-term assistance
<input type="radio"/> HH identified as needing medium-term assistance
<input type="radio"/> HH identified as needing long-term assistance
<input type="radio"/> HH with adult(s) and children
<input type="radio"/> HH with adult(s) only
<input type="radio"/> HH where one or more members has a disability
<input type="radio"/> HH with no disability
<input type="radio"/> Head of Household is: 18-24 years old
<input type="radio"/> Head of Household is: 25-61 years old
<input type="radio"/> Head of Household is: 62+ years old
<input type="radio"/> Head of Household is: Age Unknown (missing/undefined)
<input type="radio"/> Head of Household is: Black, African American, or African
<input type="radio"/> Head of Household is: American Indian, Alaska Native, or Indigenous
<input type="radio"/> Head of Household is: White
<input type="radio"/> Head of Household is: Asian or Asian American
<input type="radio"/> Head of Household is: Native Hawaiian or Other Pacific Islander
<input type="radio"/> Head of Household is: Multiple Races
<input type="radio"/> Head of Household is: Race Unknown (missing/undefined)
<input type="radio"/> To a Permanent Housing Destination
<input type="radio"/> To a Non-permanent Housing Destination
<input type="radio"/> Removed to the inactive list
<input type="radio"/> Removed self from list
11) # (and %) of STAYER households (HH) on the Master List during the reporting period:
<input type="radio"/> all HH (STAYERS)
<input type="radio"/> HH identified as needing short-term assistance
<input type="radio"/> HH identified as needing medium-term assistance
<input type="radio"/> HH identified as needing long-term assistance
<input type="radio"/> HH with adult(s) and children
<input type="radio"/> HH with adult(s) only
<input type="radio"/> HH where one or more members has a disability
<input type="radio"/> HH with no disability
<input type="radio"/> Head of Household is: 18-24 years old
<input type="radio"/> Head of Household is: 25-61 years old
<input type="radio"/> Head of Household is: 62+ years old
<input type="radio"/> Head of Household is: Age Unknown (missing/undefined)
<input type="radio"/> Head of Household is: Black, African American, or African
<input type="radio"/> Head of Household is: American Indian, Alaska Native, or Indigenous
<input type="radio"/> Head of Household is: White
<input type="radio"/> Head of Household is: Asian or Asian American
<input type="radio"/> Head of Household is: Native Hawaiian or Other Pacific Islander
<input type="radio"/> Head of Household is: Multiple Races
<input type="radio"/> Head of Household is: Race Unknown (missing/undefined)
12) The average length of time a STAYER household is on the Master List (date of assessment to date of report) during the reporting period for:
<input type="radio"/> all HH (STAYERS)
<input type="radio"/> HH identified as needing short-term assistance
<input type="radio"/> HH identified as needing medium-term assistance
<input type="radio"/> HH identified as needing long-term assistance
<input type="radio"/> HH with adult(s) and children
<input type="radio"/> HH with adult(s) only
<input type="radio"/> HH where one or more members has a disability
<input type="radio"/> HH with no disability
<input type="radio"/> Head of Household is: 18-24 years old
<input type="radio"/> Head of Household is: 25-61 years old
<input type="radio"/> Head of Household is: 62+ years old
<input type="radio"/> Head of Household is: Age Unknown (missing/undefined)
<input type="radio"/> Head of Household is: Black, African American, or African
<input type="radio"/> Head of Household is: American Indian, Alaska Native, or Indigenous
<input type="radio"/> Head of Household is: White
<input type="radio"/> Head of Household is: Asian or Asian American
<input type="radio"/> Head of Household is: Native Hawaiian or Other Pacific Islander
<input type="radio"/> Head of Household is: Multiple Races
<input type="radio"/> Head of Household is: Race Unknown (missing/undefined)
13) Narrative responses:
<input type="radio"/> For those households unable to be reached within 3 days of referral (#2 above), provide a brief overview of the reasons or barriers to meeting the target:
<input type="radio"/> For those households removed to the inactive list (#10 above), provide a brief summary of the reasons (if known):
<input type="radio"/> For those households who removed themselves from the list (#10 above), a summary of the reasons (if known):

Appendix 5: 2022-2023 VT BoS CoC Coordinated Entry Committee Members

Agency of Human Services

BROC Community Action

Capstone Community Action

Champlain Valley Office of Economic Opportunity

Charter House Coalition

Economic Services Division, Department for Children and Families

Groundworks Collaborative

Homeless Prevention Center

Institute for Community Alliances (HMIS lead agency)

John Graham Housing & Services

Northeast Kingdom Community Action

Office of Economic Opportunity, Department for Children and Families (Committee Chair)

Pathways Vermont

Springfield Supported Housing Program

Supportive Services for Veteran Families at UVM

Upper Valley Haven

Vermont Coalition to End Homelessness

Veterans Affairs – Healthcare for the Homeless Program