

Vermont Balance of State Continuum of Care Coordinated Entry Annual Evaluation Report January 2025

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 7/1/23-6/30/24:

- The Committee met eight times during this time. 47 people representing 20 organizations participated in committee meetings throughout the year. (*See Appendix 4, 2023-2024 Coordinated Entry Committee Member Organizations*)
- 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 7/1/23-6/30/24, \$2,133,252 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.
- The Committee voted to create an At-Risk of Homelessness Coordinated Entry project. This project ensures that the Balance of State CoC can capture individuals and families before entering into literal homelessness. The At-Risk project is able to generate a separate Master List that can be used in support of appropriately allocation prevention resources to prevent households from entering into literal homelessness.
- Along with the creation of the At-Risk project, the Coordinated Entry Committee worked to update the Coordinated Entry Assessment for the Balance of State CoC. The updated assessment was informed by a small working group developed by the CE Committee, and the updates incorporated questions to capture At-Risk households. An updated training curriculum was provided to all Lead Agencies that allowed them to communicate and train their assessment partners on the updated assessment. Two regional training sessions were held in person to support the rollout of the updated CE Assessment.

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

2024 Evaluation Process

Normally the evaluation reviews information from CE consumers (clients), data from the Master Lists, and a survey of partners (occurring once every three years). Given the significant work the Committee was undertaking related to the At Risk of Homelessness project (see above), it was decided that this year's evaluation would only look at data from the Master Lists. The Committee will consider whether consumer feedback can be collected and analyzed later this fiscal year, since it was not collected as part of this evaluation.

Data Points

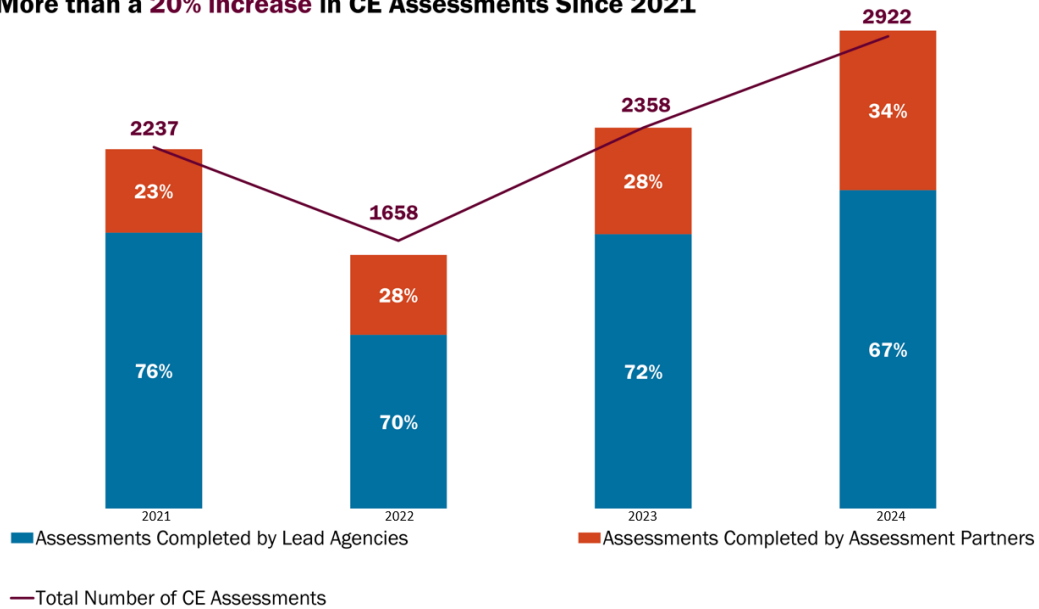
- The data points are established in the CE Evaluation Policy. (*See Appendix 1*)
- HMIS can produce most of the data needed for this part of the report, and Lead Agencies needed to add in non-HMIS data. (*See Appendix 3, Coordinated Entry Data Points*)
- Lead Agencies were asked to report on the local CE Partnership discussion of the data points and any outcomes or action steps that emerged from that discussion. (*See Appendix 2, Evaluation Narrative Report Form*)

Data Points Summary & Analysis¹

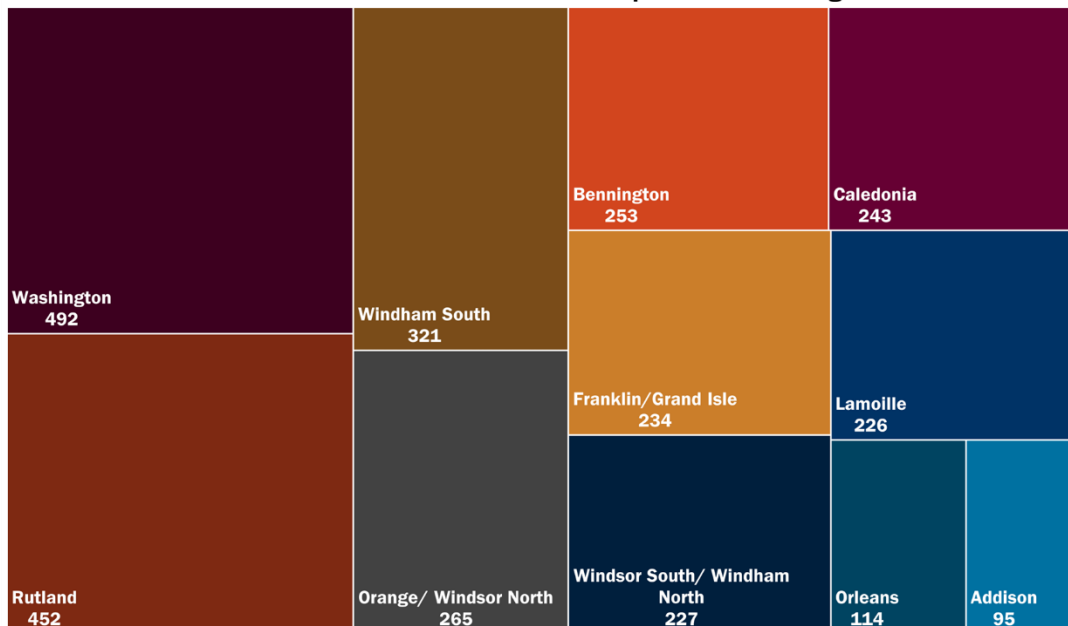
Between 7/1/23-6/30/24 there were just over 4,600 households in Coordinated Entry.²

- 2,922 of those households were assessed³ for Coordinated Entry between 7/1/23-6/30/24. This number has been steadily rising since 2022⁴ and reflects both an increased need and an expanded system that can reach more households to get them assessed.

More than a 20% increase in CE Assessments Since 2021



Total number of CE Assessments Completed in Each Region



¹ Percentages in this section may not total 100% due to rounding and/or missing data.

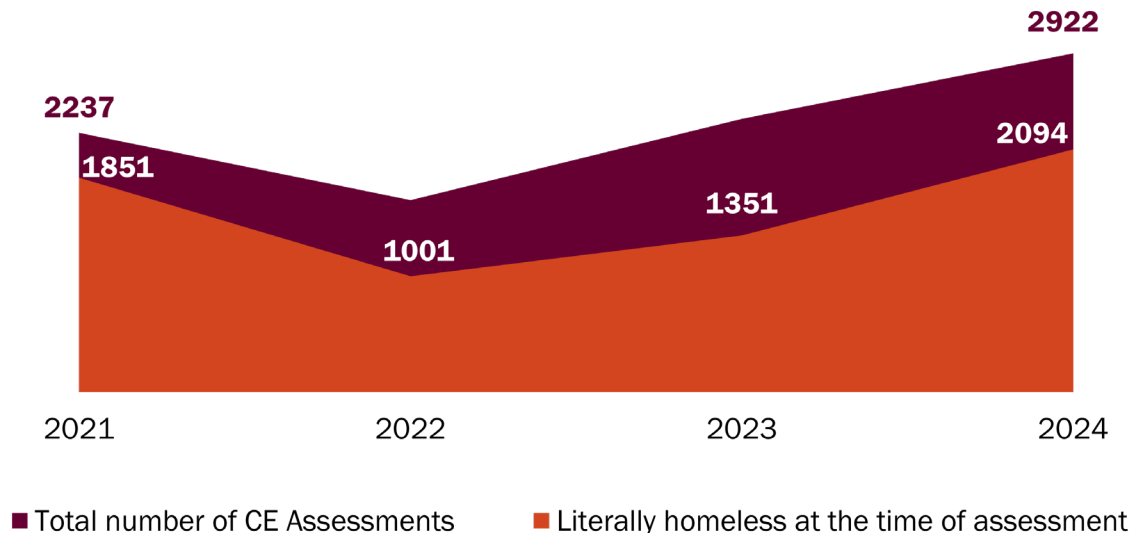
² Households who were already connected before 7/1/23 and those who entered sometime during the reporting period.

³ Not all questions on the housing assessment must be answered for an assessment to be considered completed.

⁴ The evaluation data for 2022 only covered 11 months (8/1/21-6/30/22), which is a contributing factor to the decrease in assessments seen that year.

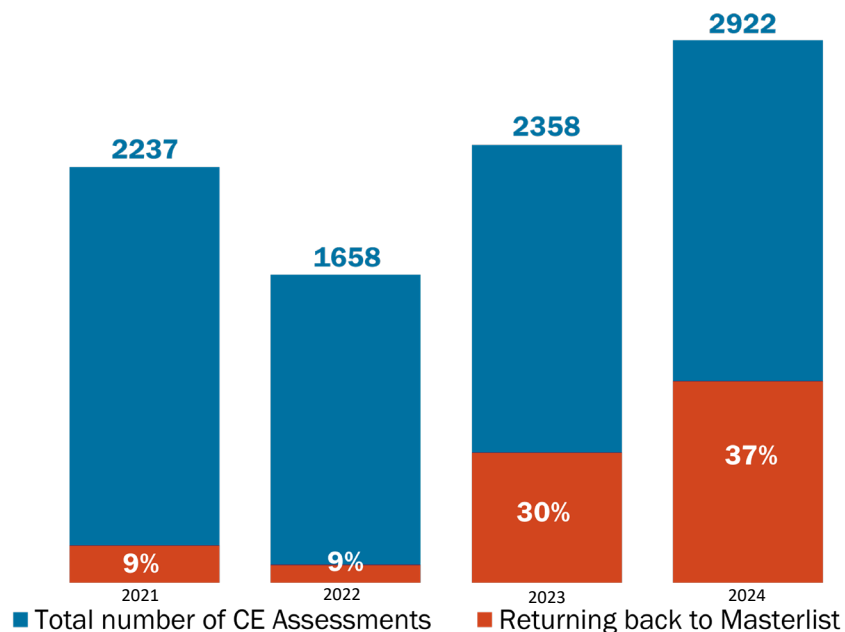
- 2,094 (72%) of the households assessed for Coordinated Entry were literally homeless at the time of assessment (place not meant for habitation/unsheltered, emergency shelter, or motel paid for by an organization). This is a stark increase from 1,351 (57%) last year.

**Over 70% of the households assessed in 2024 were
literally homeless at time of assessment**



- 37% (1,084) of the households assessed had been in the CE system at least once before and returned. This CE reenrollment rate continues to increase. 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.

**The percentage of households that are
returning to the masterlist has increased for
the second year in a row.**



As of 6/30/24, 2,213 households had exited Coordinated Entry.

- 72% of households who exited Coordinated Entry were identified as being best served by long-term assistance, with 27% 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.
- 73% of households had at least one member with a self-reported disability.
- 73% of households were composed of adults only; 27% of households included at least one child under the age of 18.
- 7% 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.
- 54% of the households who exited Coordinated Entry went to a permanent housing destination, such as rental, homeownership, or permanently staying with friends or family. This is an increase from only 45% exiting to permanent destinations last year.

As of 6/30/24, 2,409 households remained in Coordinated Entry.

- 82% of households remaining in Coordinated Entry were identified as being best served by long-term assistance, with 17% identified as being best served by medium-term assistance.⁶
 - 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.
- 79% of households had at least one member with a self-reported disability
- 76% of households were composed of adults only; 24% of households included at least one child under the age of 18. Less than 1% of households were composed of children only (unaccompanied youth).
- 8% of households were headed by someone 18-24 years old, with 15% headed by someone 62 years old or above; 78% of households were headed by someone between the ages of 25-61.
- 18% of households remaining in Coordinated Entry were reported as being unsheltered at the time of assessment. This is the first year since 2021 that this number has decreased rather than increased compared to the year before (23% in 2023, 18% in 2022, 12% in 2021).

⁵ Long-term assistance is for more than 24 months and medium-term assistance is for 3-24 months.

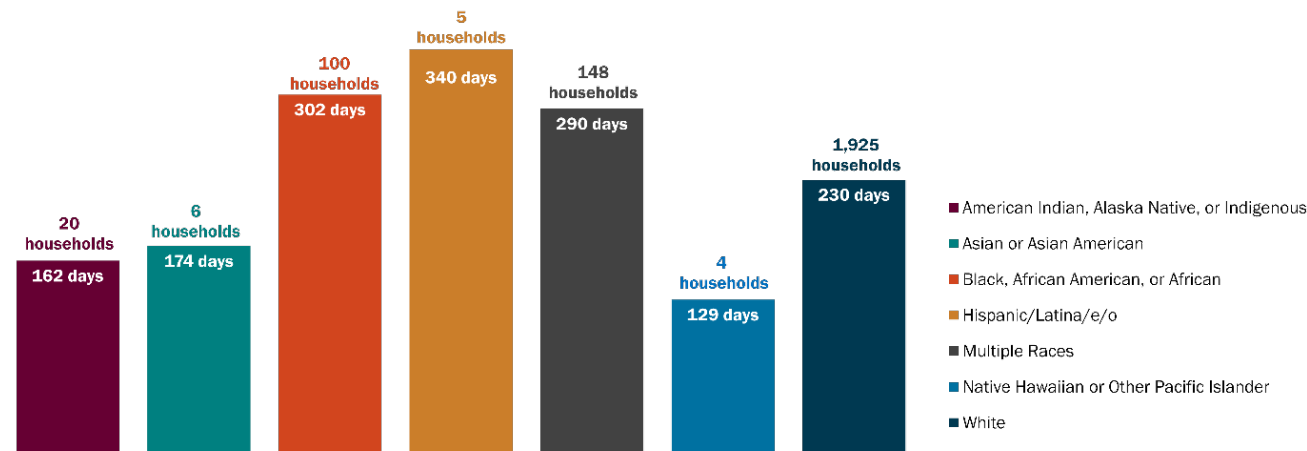
⁶ See footnote #5.

Length of Time Enrolled in Coordinated Entry

The average length of time enrolled in Coordinated Entry for households who exited during the reporting period decreased slightly, down to 246.8 days compared to 248.3 days last year. However, the average length of time is still a 62% increase from the average in 2021.

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

Average number of days a Leaver was on Master List
(based on Head of Household's reported race)



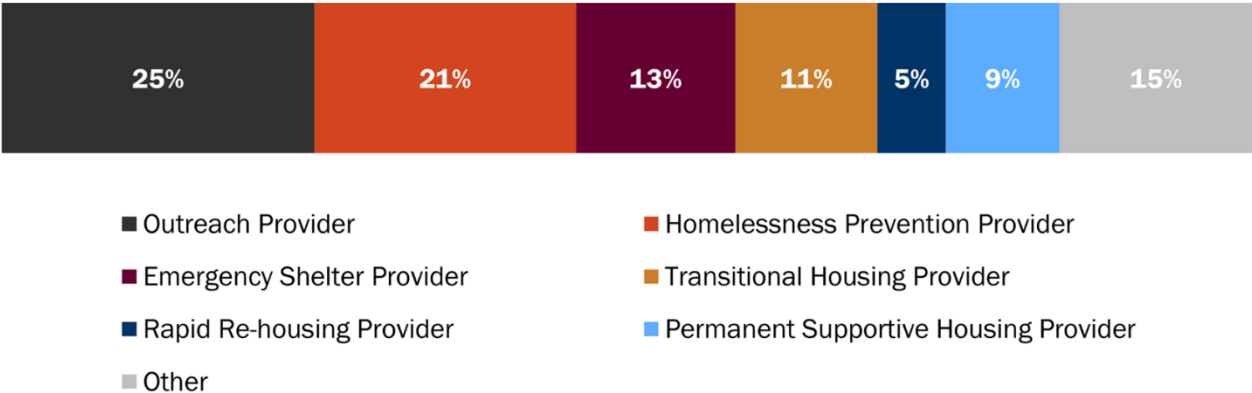
It is important to recognize that some race/ethnicity categories represent a very small number of households, which must be taken into consideration when looking at average length of time in Coordinated Entry. As demonstrated above, three race/ethnicity categories represent an average length of time enrolled for fewer than 10 households.

The average length of time for those who remained in Coordinated Entry at the end of the reporting period saw a larger decrease, down to 387.5 days compared to 396.6 days last year. Even with this decrease, the average length of time is still a 120% increase compared to 2021.

CE Partnerships

185 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 Partners⁷, while 36% were Assessment Partners.⁸

In 2024, the number of Coordinated Entry partners increased by over 11% when compared to 2023.



Lead Agency

67% 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 82% of households.
- The average number of days between referral and assessment was 6.01 days (target = 7 days).

⁷ 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).

⁸ 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).

NEXT STEPS:

- 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.)
 - # of households self-reporting for each distinct disability type (e.g. physical, mental health, etc.)
- The CE Committee will determine what data points from the At-Risk project will be part of the evaluation in future years and review if the current data points are still useful for the Literally Homeless project.
- The CE Committee will discuss whether the data used to evaluate effectiveness of the Lead Agency should also be collected and evaluated for Assessment Partners.
- The CE Committee will review available data on those households returning to Coordinated Entry to determine if system improvements could be made to better support households in avoiding a return to homelessness.

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 Narrative Report Form

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 three questions below and submit this form, as well as the Excel form, to OEO by January 29th.

1) Coordinated Entry Outcomes were shared and discussed with Coordinated Entry Partners...

<who, how, where, when>

2) What trends or points of interest in the data were discussed with Coordinated Entry Partners?

3) Where there any outcomes or action steps that came from this discussion? If yes, what were they?

Appendix 3: 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 7/1/23 – 6/30/24 (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, 2024:
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 ("Household with Children")
o HH with adult(s) only ("Household without Children" + "Single Adult")
o HH with child(ren) only ("Single Child")
o HH where one or more members has a disability
o HH with no disability
o Head of Household is: 17 years old or younger
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: Hispanic/Latina/e/o
o Head of Household is: Middle Eastern of North African
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

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:

- all HH (LEAVERS)
- HH identified as needing short-term assistance
- HH identified as needing medium-term assistance
- HH identified as needing long-term assistance
- HH with adult(s) and children ("Household with Children")
- HH with adult(s) only ("Household without Children" + "Single Adult")
- HH with child(ren) only ("Single Child")
- HH where one or more members has a disability
- HH with no disability
- Head of Household is: 17 years old or younger
- Head of Household is: 18-24 years old
- Head of Household is: 25-61 years old
- Head of Household is: 62+ years old
- Head of Household is: Age Unknown (missing/undefined)
- Head of Household is: Black, African American, or African
- Head of Household is: American Indian, Alaska Native, or Indigenous
- Head of Household is: White
- Head of Household is: Asian or Asian American
- Head of Household is: Native Hawaiian or Other Pacific Islander
- Head of Household is: Hispanic/Latina/e/o
- Head of Household is: Middle Eastern of North African
- Head of Household is: Multiple Races
- Head of Household is: Race Unknown (missing/undefined)
- To a Permanent Housing Destination
- To a Non-permanent Housing Destination
- Removed to the inactive list
- Removed self from list

11) # (and %) of STAYER households (HH) on the Master List during the reporting period:

- all HH (STAYERS)
- HH identified as needing short-term assistance
- HH identified as needing medium-term assistance
- HH identified as needing long-term assistance
- HH with adult(s) and children ("Household with Children")
- HH with adult(s) only ("Household without Children" + "Single Adult")
- HH with child(ren) only ("Single Child")
- HH where one or more members has a disability
- HH with no disability
- Head of Household is: 17 years old or younger
- Head of Household is: 18-24 years old
- Head of Household is: 25-61 years old
- Head of Household is: 62+ years old
- Head of Household is: Age Unknown (missing/undefined)
- Head of Household is: Black, African American, or African
- Head of Household is: American Indian, Alaska Native, or Indigenous
- Head of Household is: White
- Head of Household is: Asian or Asian American
- Head of Household is: Native Hawaiian or Other Pacific Islander
- Head of Household is: Hispanic/Latina/e/o
- Head of Household is: Middle Eastern of North African
- Head of Household is: Multiple Races
- 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:
o all HH (STAYERS)
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 ("Household with Children")
o HH with adult(s) only ("Household without Children" + "Single Adult")
o HH with child(ren) only ("Single Child")
o HH where one or more members has a disability
o HH with no disability
o Head of Household is: 17 years old or younger
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: Hispanic/Latina/e/o
o Head of Household is: Middle Eastern of North African
o Head of Household is: Multiple Races
o Head of Household is: Race Unknown (missing/undefined)
13) Narrative responses:
o For those households unable to have initial outreach done within 3 days of referral (those not counted in #2, row 14 above), provide a brief overview of the reasons or barriers to meeting the target:
o For those households who removed themselves from the list (#9, row 59 above), a summary of the reasons (if known):

Appendix 4: 2023-2024 VT BoS CoC Coordinated Entry Committee Member Organizations

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

Housing & Homeless Alliance of Vermont

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

Southeastern Vermont Community Action

Springfield Supported Housing Program

Supportive Services for Veteran Families at UVM

Upper Valley Haven

Vermont Coalition of Runaway & Homeless Youth Programs

Veterans Affairs – Healthcare for the Homeless Program