

Vermont Balance of State Continuum of Care Coordinated Entry Annual Evaluation Report January 2026

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)*

Summary of VT BoS Coordinated Entry Committee activities from 7/1/24-6/30/25:

- The Committee met nine times during this time. There were a total of 23 formal members of the Committee, representing 15 organizations. *(See Appendix 2, 2024-2025 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 7/1/24-6/30/25, \$2,978,669 in state and federal funding supported positions in all 11 local Coordinated Entry Partnerships (does not include Chittenden County).
- Nine Coordinated Entry Lead Agency Community of Practice meetings were held, bringing together Lead Agency staff to troubleshoot challenges, inform CE Committee work, and identify and share best practices.
- The Committee continued to support the roll out of the new At Risk Coordinated Entry project, including the updated CE Assessment tool. Feedback from use of the tool has been collected over the past year and updates will be made in the coming year in response to that feedback.
- The Committee focused on several other areas of improvement for the system, including: working with the Economic Services Division to improve referral processes, updating the CE Verification Letter template, updating the Master List reports in HMIS, and creating a Status Update form and policy.

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

2025 Evaluation Process

This evaluation is intended to review and provide analysis on information from CE Partners, CE consumers, and data from the Master Lists.

Partner Survey

- The CE Committee provided a standard survey tool and OEO provided a survey link to all CE Lead Agencies. *(See Appendix 3, 2025 Coordinated Entry Annual Evaluation Survey)*
- CE Lead Agencies invited partners to provide feedback on how well the local CE Partnership is being implemented through the survey.
- OEO shared the summary of survey results, with comments, with each CE Lead Agency for local discussion and planning.
- CE Lead Agencies submitted a narrative report summarizing the outcomes of the local discussions. *(See Appendix 4, VT Balance of State Coordinated Entry Evaluation Narrative Report)*

Consumer Feedback

- The CE Committee provided a standard survey tool to all CE Lead Agencies. *(See Appendix 5, Coordinated Entry Consumer Survey)*
- CE Lead Agencies collected feedback from consumers using the provided survey tool and discussed the information gathered with the local CE Partnership.
- CE Lead Agencies submitted a narrative report summarizing the outcomes of the local discussions. *(See Appendix 4, VT Balance of State Coordinated Entry Evaluation Narrative Report)*

Data Points

- The data points are established in the CE Evaluation Policy. *(See Appendix 1, Coordinated Entry Evaluation Policy)*
- CE Lead Agencies combined data from within HMIS and from other sources and submit it using the provided report form. *(See Appendix 6, 2025 CE Evaluation Data Summary Report Form)*
- CE Lead Agencies discussed data with the local CE Partnership and submit a narrative report summarizing the outcomes of the local discussions. *(See Appendix 4, VT Balance of State Coordinated Entry Evaluation Narrative Report)*

Partner Survey Summary & Analysis

The Partner Survey was administered in all 11 local CE Partnerships and more than 380 individuals were invited to participate. 119 people responded: 14% from Lead Agencies, 40% from Assessment Partners, 39% from referral partners, and 3% from non-formal partners. 4% of respondents were unsure what their role was. This breakdown of partner type is reflective of the Coordinated Entry Partnership model, where there are 11 lead agencies and each local CE Partnership has various numbers of assessment partners and referral partners.

Core Coordinated Entry Responsibilities

The survey gathered feedback on how well the local CE Lead Agency was doing in meeting its core Coordinated Entry responsibilities. While ratings differed between local CE Partnerships, the following stood out when reviewing all of the survey data combined for the Balance of State:

Highest Rated Responsibilities (those that Lead Agencies are perceived as doing well)

- With Partnership committee support, maintain a local inventory of homeless assistance resources.
- Convene local CE Partnership meetings.
- Complete CE Housing Assessment for households experiencing homelessness, prior to enrolling clients in housing programs.
- Liaison with the Balance of State Coordinated Entry Committee, or delegate participation from the local Partnership
- Act as a local clearinghouse for persons experiencing or at risk of homelessness and in search of support to find or retain housing.

Lowest Rated Responsibilities (those that Lead Agencies are perceived as doing less well)

- Follow up with clients referred by Referral Partners within 3 days (target).
- Ensure that all Partners are involved in and informed of evaluation and reporting aspects of the Local Coordinated Entry Partnership.
- Provide training and technical assistance to all Partner staff administering the Balance of State's Housing Crisis Referral Tool and the Housing Assessment Tool.
- Provide training and technical assistance to Partners to ensure standardization of information, assistance and referral offered to potential households

NEXT STEPS:

- The CE Committee will explore additional ways or times of year to collect feedback from partners in order to ensure robust participation.
- The CE Committee will review the questions in the survey that had many "I don't know" responses to determine if there are updates that would improve respondents' ability to answer.
- The CE Committee will focus on the lowest rated responsibilities with a goal of supporting Lead Agencies in improving their ability to meet them. This will include:
 - Highlighting areas where data would be helpful to share (e.g. rate of follow up with clients within 3 days of referral)
 - Generating ideas about how Lead Agencies can better inform their partners about the annual evaluation process
 - Setting clear expectations for Lead Agencies to provide training to their partners
 - Explore creation of a Lead Agency manual that covers all relevant responsibilities

Feedback on What Is and Is Not Working

The survey included two open-ended questions for partners to provide feedback on what parts of the process of Coordinated Entry are working well and what parts are not working. 82 comments were received about what is working well and 81 comments were received about what is not working. Several themes emerged:

What parts of the process of Coordinated Entry are working well?

1. Great communication and collaboration between Lead Agency and community partners
2. Successful weekly/regular meetings with Lead Agency
3. Master List transparency, and the master list is cleaned regularly and reviewed at weekly meetings with partners
4. Good data & documentation standards
5. Lead Agency staff are knowledgeable and great resources for the clients and partner organizations
6. Lead Agency staff are pleasant to work with
7. When there is housing or community resources available, clients are referred in a timely manner
8. Lead Agencies are good at outreaching unhoused individuals, getting them connected to CE and case management services, and staying connected

What parts of the process of Coordinated Entry are not working?

1. There are not enough housing opportunities, vouchers, and community resources (CE itself is not the cause of this)
2. Not enough transparency around the master list and how it works, i.e. how households are chosen for housing opportunities or vouchers
3. Weekly meetings are inefficient and could either be more in depth or could be moved to email interactions
4. CE is understaffed, and staff is overworked and pulled in many directions, often responsible for more than just CE work
5. CE paperwork is confusing and could be simplified for an easier, more user-friendly process
6. There is some lack of understanding of the homelessness services landscape – certain definitions, programs, vouchers, eligibility, etc. – foundational training would be helpful
7. Key partners are not attending CE meetings consistently or are unprepared, and certain members are not at the table at all that should be present
8. There is poor/nonexistent communication between Lead Agencies
9. Some partners identified that their Lead Agency is slow to respond when it comes to client referrals.

NEXT STEPS:

- The CE Committee will explore ways to help Lead Agencies better train or share information about how the master list works and what the homelessness services landscape includes.
- The CE Committee will update the CE Assessment tool based on feedback received over the last year.
- The CE Lead Agency Community of Practice will discuss how CE meetings can be improved, methods for ensuring key partners are regularly attending and/or prepared to participate, and how communication between Lead Agencies can be strengthened. This may include a training for Lead Agencies on how best to facilitate different kinds of meetings, such as case conferencing, master list review, etc.

Training and Technical Assistance (T/TA) Needs

The survey asked partners to identify what additional training or technical assistance they would like to see provided. For those topics identified, partners were asked to rate them as either low priority or high priority. In some cases, it is the CE Committee who will need to respond to T/TA needs. In other cases, ICA or the Lead Agency will need to take responsibility. The list below highlights statewide priorities based on the survey:

Highest Priority Topics

- Prioritization and Referral to Housing
- Client Outreach
- Master List Management
- Domestic Violence Survivors and Coordinated Entry
- Coordinated Entry Overview Training

NEXT STEPS:

- The CE Committee will identify ways that it can continue to support local Lead Agencies, including what tools or training will be most helpful. These may include:
 - Newly developed curriculums for CE Lead Agencies to use for regional training of partners
 - Formal training to CE Lead Agency staff
 - Dedicated CE Lead Agency Community of Practice meeting (or series of meetings) to discuss specific training/technical assistance topics
- The CE Committee will review outreach materials currently available for the Balance of State to determine necessary updates or additions.
- The CE Committee will outreach to the newly created Domestic and Sexual Violence Committee to identify cross-training opportunities.
- Lead Agencies will be encouraged to continue to promote and connect staff with the CE-related training modules available online with HHAV.

Mid-level Priority Topics

There were also a number of mid-level priorities for training and technical assistance statewide:

- Youth and Coordinated Entry
- Client Information Sharing in General
- Housing Assessment
- HMIS Data Sharing
- Housing Stability Plan Documentation
- Client Communication About CE

In many cases, these are areas that the Lead Agency should be able to provide T/TA locally.

NEXT STEPS:

- The CE Committee will discuss which mid-level priorities need planning or policy support.
- The need for training/technical assistance around youth and Coordinated Entry will be brought to the VT Committee to End Youth Homelessness to identify possible next steps and collaboration.
- ICA and Local Lead Agencies should work together to set up HMIS training to meet local needs.

Consumer Feedback Summary & Analysis

All CE Partnerships collected consumer feedback using the provided survey tool. While each CE Partnership received some consumer feedback, it was clear that current surveying methods are not generating a significant amount of feedback. In response to continued challenges around getting feedback from consumers, the workgroup discussed several alternative survey methods, which will be presented to the CE Committee for consideration.

Despite a limited number of responses, there were several themes that emerged:

- Consumers felt heard and respected by staff while accessing Coordinated Entry (theme appeared in 55% of CE Partnerships). Fewer consumers reported feeling the questions in the assessment were clear and easy to answer (theme appeared in 45% of CE Partnerships). One comment noted that the limited options for sex did not work for those in their household.
 - The workgroup reviewing consumer feedback discussed navigating ongoing changes to the gender identity and sex data collection options within Coordinated Entry.
- There continues to be a need to provide more clarity about what happens during the CE process (theme appeared in 55% of CE Partnerships) and what steps to take after completing the assessment (theme appeared in 73% of CE Partnerships).
 - Several CE Partnerships identified action steps at the local level related to creating a process overview document in response to this feedback.
- Consumers in several regions identified that it took too long to be connected to housing navigation services (theme appeared in 18% of CE Partnerships) and to housing (theme appeared in 36% of CE Partnerships).
 - There were some comments in the survey that express frustration with other people being prioritized for resources or assisted more quickly; these comments often focused on a certain subpopulation being helped before others in need.

NEXT STEPS:

- The CE Committee will explore ideas on how to increase the number of consumers who provide feedback, such as the following:
 - Request more detailed information from CE Lead Agencies about the different ways the current survey was distributed, along with data about response rate for each method. This would provide the Committee with helpful information about what is or is not working well currently.
 - Set up a centralized survey hosted by HHAV that would allow consumers to complete the survey at any time using a link. Explore an option for agencies to enter data received on a paper survey into the centralized survey as well. This would also allow a more accurate analysis of results at the BoS-level, similar to how the partner survey results are reviewed.
- 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.

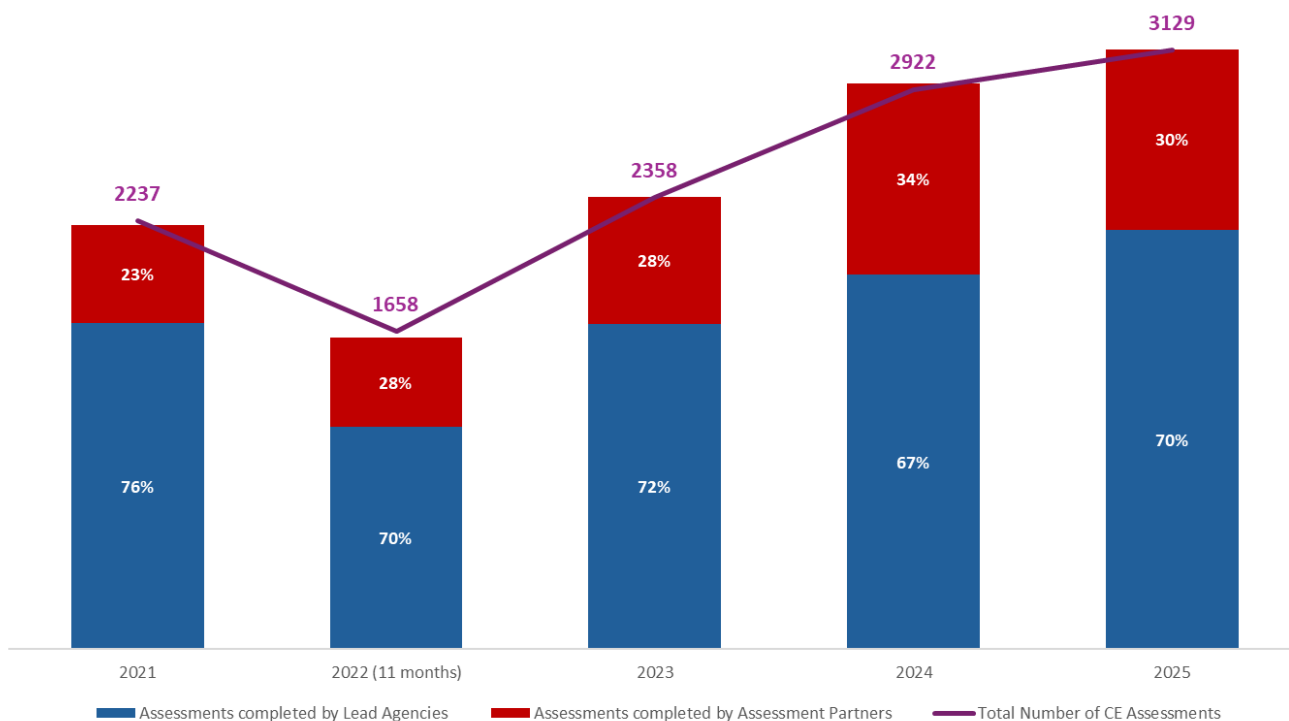
- The CE Committee, in partnership with the Lead Agency Community of Practice, will continue to develop additional guidance and tools to assist staff conducting the Coordinated Entry assessment with helping participants understand their next steps. Some potential tools/guidance include:
 - A handout 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.

Data Points Summary & Analysis¹

Between 7/1/24-6/30/25 there were just over 5,500 households in Coordinated Entry.²

3,129 of those households were assessed³ for Coordinated Entry between 7/1/24-6/30/25. 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. Beginning in November of 2024, the Balance of State’s Coordinated Entry system also expanded to include households who meet the At Risk of Homelessness definition. Prior to this, the system was limited only to those who meet the Homeless definition. This expansion is one of the reasons that the number of households in CE and the number of assessments completed has continued to rise.

CE Assessments Completed by Evaluation Period



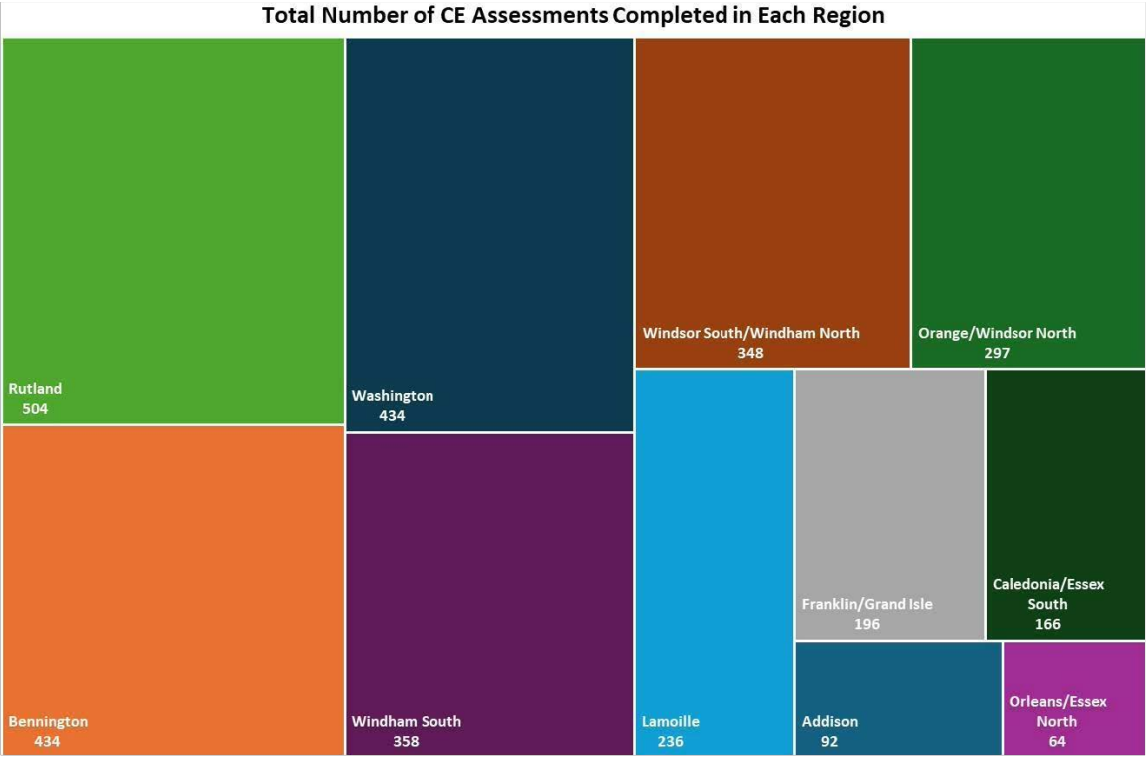
¹ Percentages in this section may not total 100% due to rounding and/or missing data.

² Households who were already connected before 7/1/24 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.

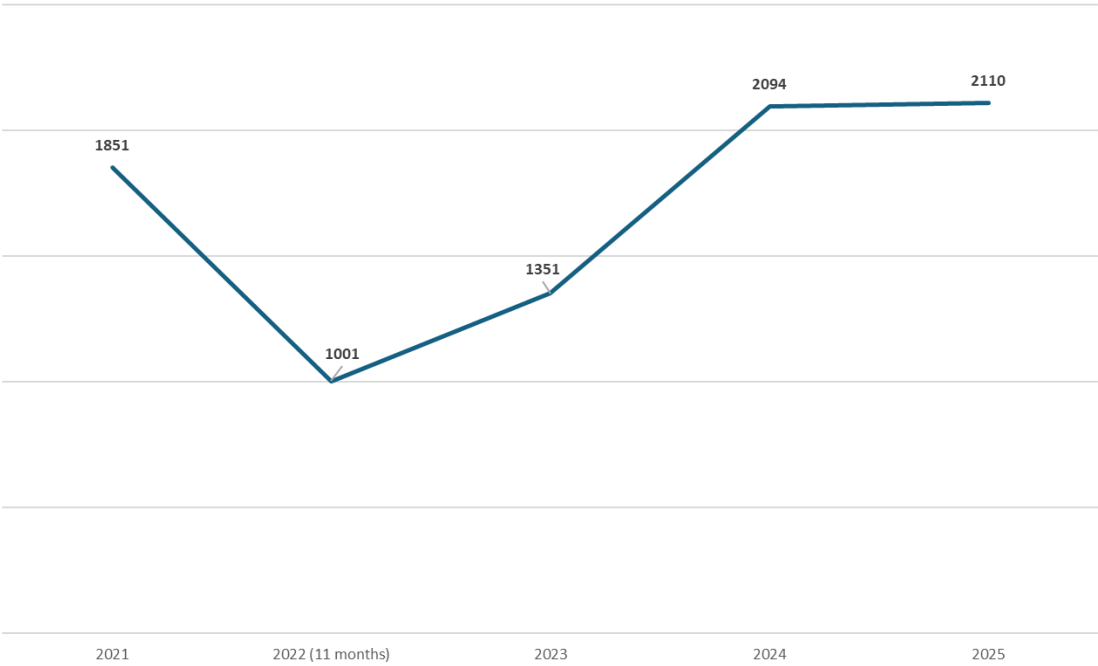
⁴ The evaluation data for 2022 only covered 11 months (8/1/21-6/30/22), which is a contributing factor to the decrease in assessments seen that year.

The Balance of State Continuum of Care is made up of 11 regional CE Partnerships. Each CE Partnership completes CE assessments with households and places them on the local master list. As demonstrated below, the volume of assessments being completed varies significantly by region.



2,110 (67%) of the households assessed for Coordinated Entry during the evaluation period were literally homeless⁵ at the time of assessment.

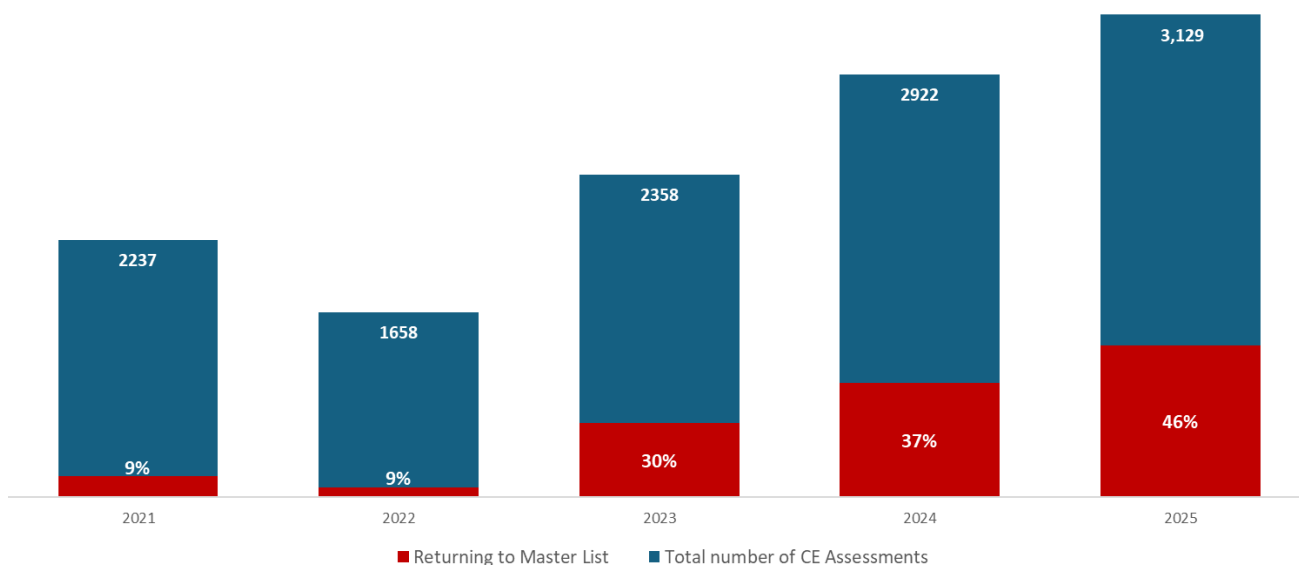
Number of Households Meeting Literally Homeless Definition when Assessed by Evaluation Period



⁵ See the definition of Literally Homeless here: [HUD Homeless Definition](#)

46% (1,440) of the households assessed had been in the CE system at least once before and returned.

Percentage of Households Returning to the CE Master List by Evaluation Period



When reviewing the CE reenrollment rate, it is important to keep the following in mind:

- 1) How this data point is calculated: this measures how many households have returned to a local Coordinated Entry system after having exited to a HUD-defined permanent housing destination at any point going back to January 1st, 2017⁶.
 - a. HUD-defined permanent housing destinations are:
 - i. Staying or living with family or friends on a permanent tenure
 - ii. Rental by client with or without ongoing housing subsidy
 - iii. Owned by client with or without ongoing housing subsidy
 - b. Given that this measure looks back as far as 2017, a household who exited CE 8 years ago and a household who exited 6 months ago are indistinguishable in the data set.
- 2) Ways in which this data is limited:
 - a. The data set used to calculate this is limited by what the Balance of State currently collects at exit from Coordinated Entry. There is no way to determine, from that data, particular details about the type of housing a person exited CE to, including whether it was affordable (if unsubsidized) or met the needs of the household. There is also no way to know who owns or manages the properties households exited to. While there is potential for this level of detail to be helpful, the Balance of State is also committed to limiting the amount of data collected from households to only that which is needed or required. Household's exiting from Coordinated Entry may be willing to provide more information than is currently being collected, but the decision to expand the questions asked at exit would need to be considered carefully.
 - b. The evaluation process currently collects data from each regional CE Partnership and then compiles it for this report. That process does not allow for removing duplicate households that were enrolled in CE in more than one CE Partnership during the evaluation process.
 - c. The data set cannot account for any movements of a household that are not captured in the database. This means that a household may have exited the CE system to permanent housing

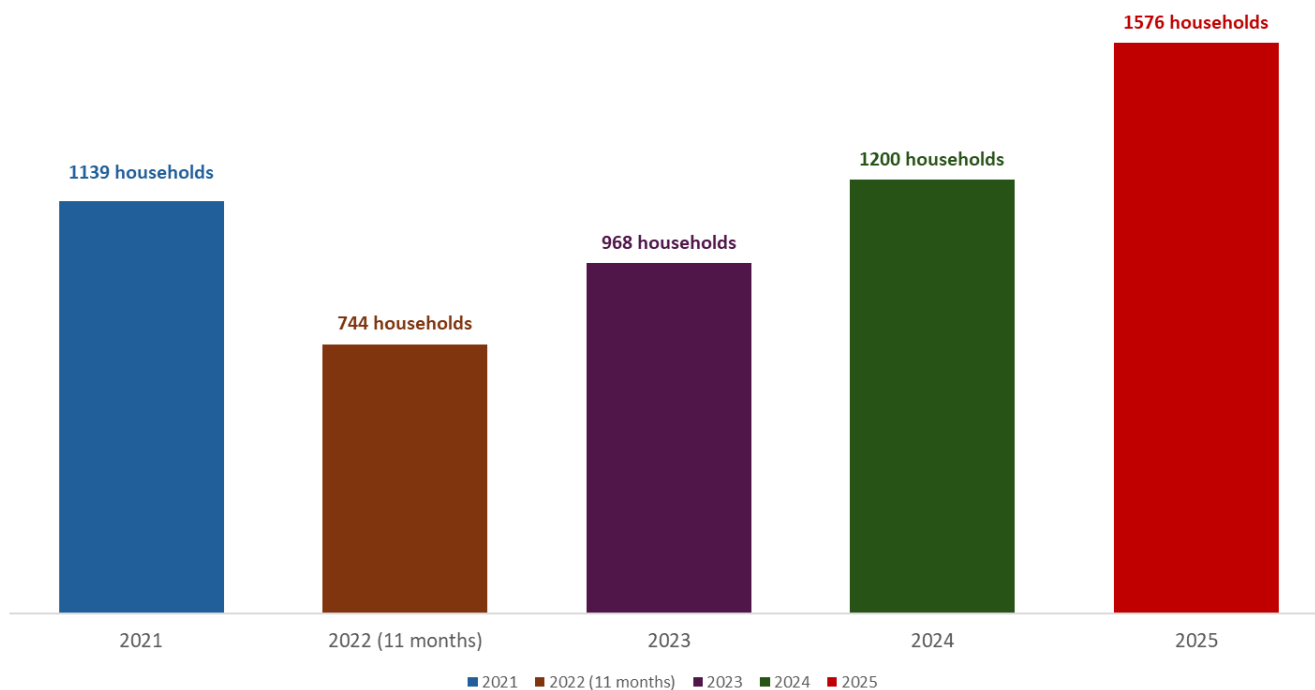
⁶ The VT BoS changed HMIS vendors several years ago and chose to import into the new system data only going back to this date.

in the past and then moved between several locations before reentering the CE system and being counted in this measure. With the lookback period going back to 2017 (discussed in 1b above), there is the possibility for many years to have passed since the household originally exited the CE system. Therefore, this data point does not provide a linear picture of a household’s experience with homelessness.

As of 6/30/25, 3,277 households had exited Coordinated Entry:

- 78% of households had at least one member with a self-reported disability.
- 74% of households were composed of adults only; 26% of households included at least one child under the age of 18.
- 7% of households were headed by someone 18-24 years old, with 15% headed by someone 62 years old or above; 77% of households were headed by someone between the ages of 25-61.
- 48% of the households who exited Coordinated Entry went to a permanent housing destination, such as rental, homeownership, or permanently staying with friends or family. The CE Committee is evaluating what exit destinations are considered “permanent” to determine if adjustments are needed. Of note is that “long-term care facility or nursing home” is not currently categorized as permanent for the purposes of this evaluation; as Vermont continues to see an aging population experiencing homelessness, the Committee will consider if this destination should be considered permanent.

Household Exits to Permanent Housing Destinations by Evaluation Period



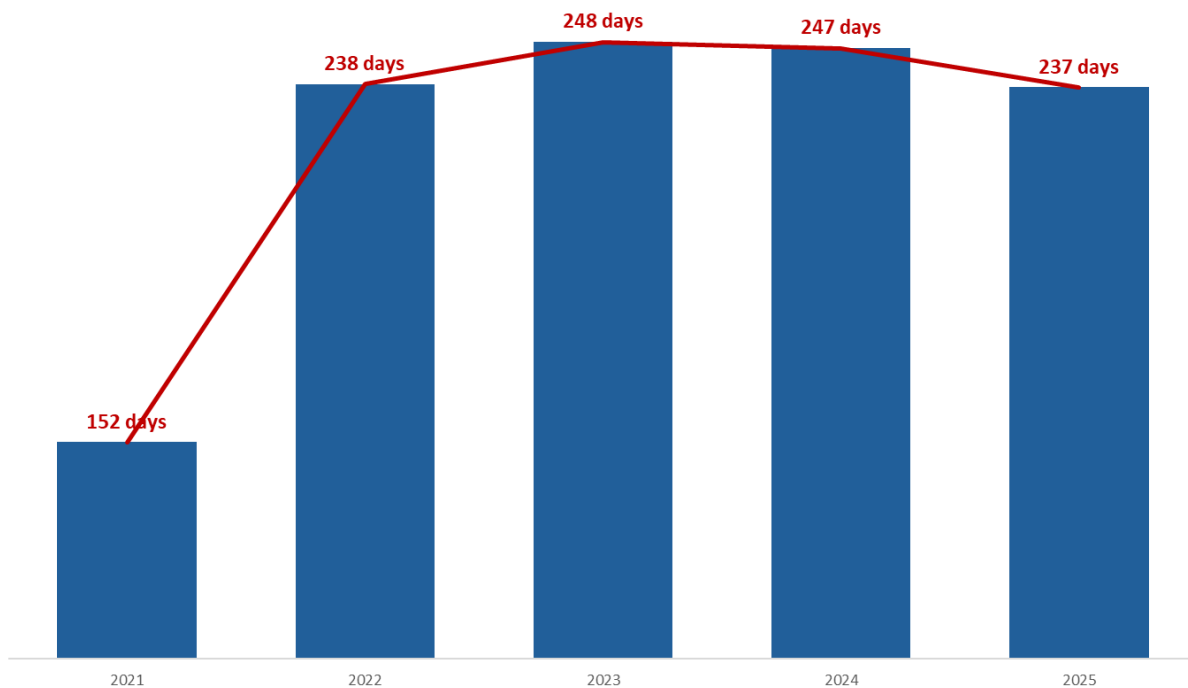
As of 6/30/25, 2,333 households remained in Coordinated Entry:

- 83% 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. Less than 1% of households were composed of children only (unaccompanied youth).
- 7% of households were headed by someone 18-24 years old, with 16% headed by someone 62 years old or above; 77% of households were headed by someone between the ages of 25-61. Less than 1% of households were headed by someone under the age of 18.
- 21% of households remaining in Coordinated Entry were reported as being unsheltered at the time of assessment.

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 again this year, down to 237.4 days compared to 246.8 days last year. However, the average length of time is still a 56% increase from the average in 2021 when it was just 152.1 days.

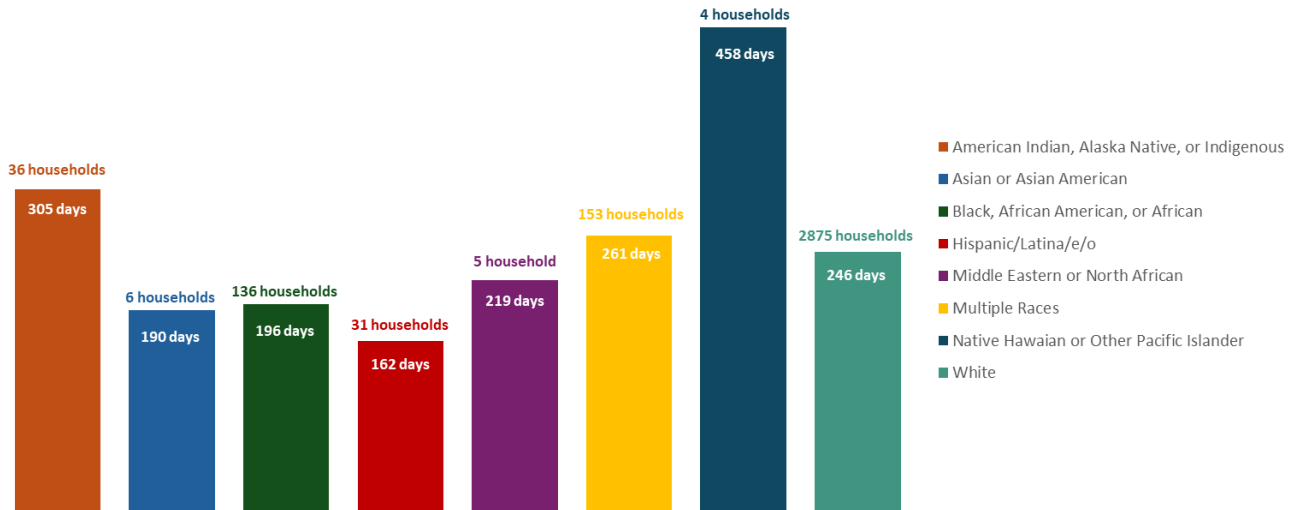
Average Length of Time a Leaver Household is on the Master List by Evaluation Period



The average length of time for those who remained in Coordinated Entry at the end of the reporting period also saw a decrease, down to 381.1 days compared to 387.5 days last year. Even with this decrease, the average length of time is still a 116% increase compared to 2021 when it was only 176.3 days.

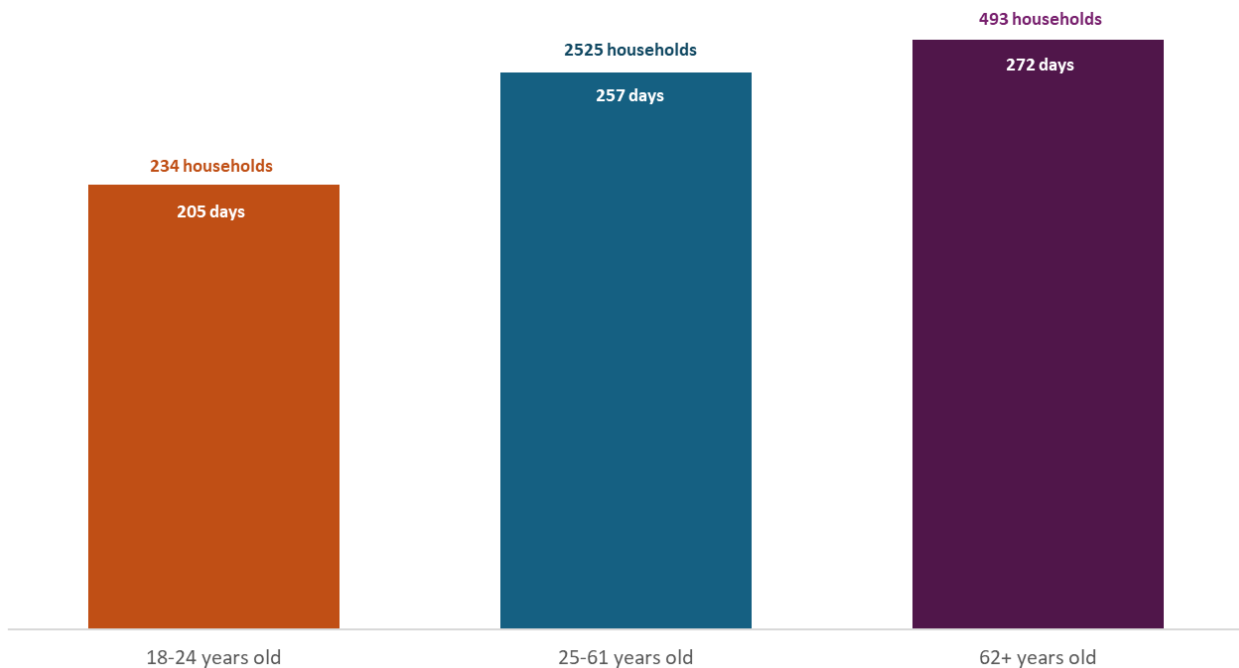
A review of demographic data shows that some subpopulations are staying in the system longer than others, such as those identifying as minority race or ethnicity, or those ages 62 or older:

Average Number of Days a Leaver Household 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.

Average Number of Days a Leaver Household was on Master List Based on Head of Household's Age



CE Partnerships

218 organizations were involved in Coordinated Entry as formal partners (signed onto a local partnership agreement) this year, including 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.). 67% of the organizations in local partnerships were Referral Partners⁷, while 33% were Assessment Partners.⁸



Lead Agency

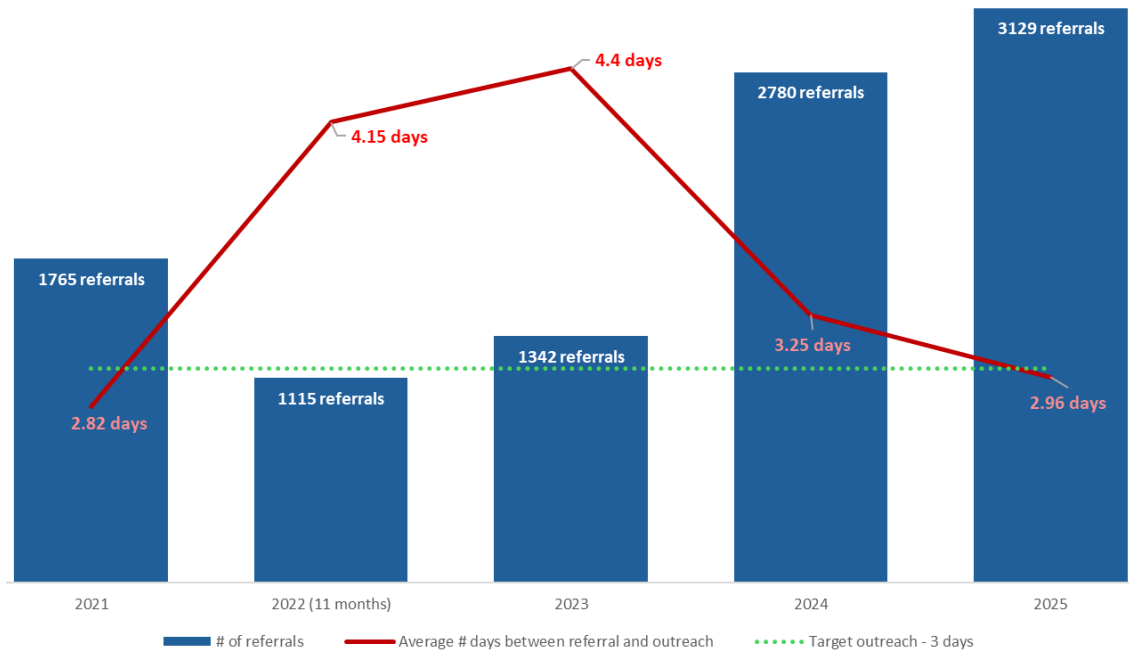
70% of all households assessed for Coordinated Entry had their assessment completed by the Lead Agency. To monitor the effectiveness of connecting households to Coordinated Entry as quickly as possible, the CE Committee collects data on the time between referral and initial outreach, as well as referral and assessment. Despite the ongoing increase in number of households being referred to and assessed for Coordinated Entry, this year's data shows that Lead Agencies are, on average, meeting the targets set by the Committee.

- The average number of days between referral and initial outreach was 2.96 days (target = 3 days). Initial outreach by the Lead Agency within 3 days of referral occurred with 87% of households.
- The average number of days between referral and assessment was 6.49 days (target = 7 days).

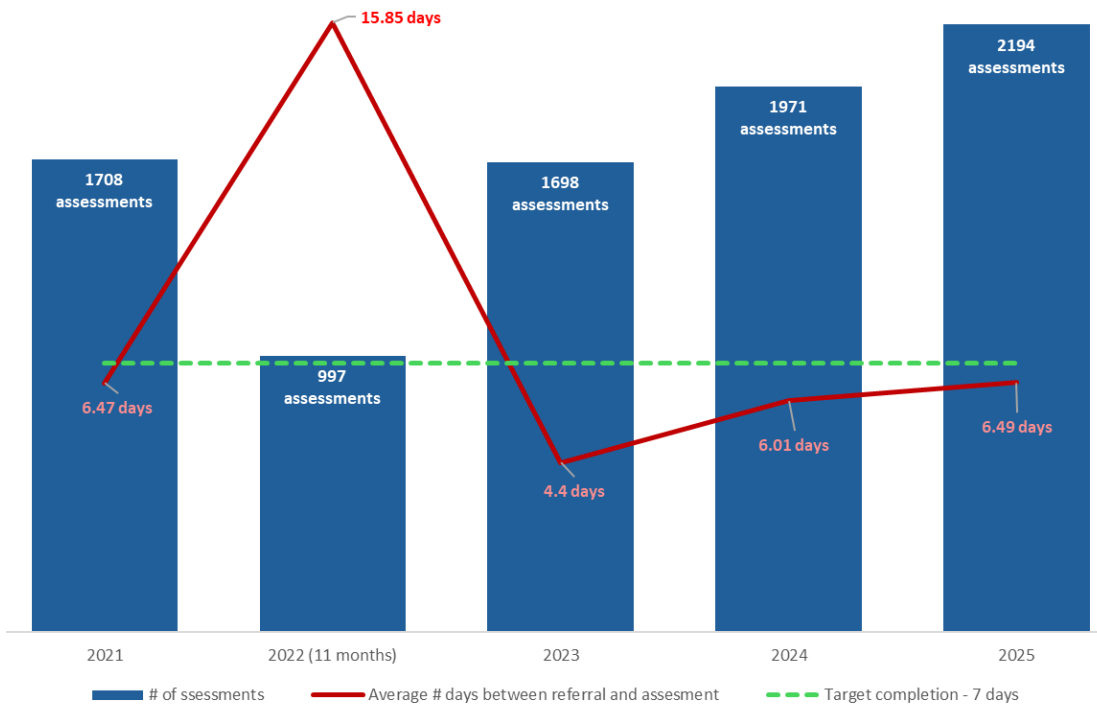
⁷ Referral partners play an important role in ensuring that households are connected to Coordinated Entry when they identify as needing housing help; these partners tend to be service organizations that support people broadly, but not necessarily with housing (e.g. food shelves/pantries, faith community, 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).

Number of Referrals Received by Lead Agency vs Average Amount of Time Between Referral and Initial Outreach by Evaluation Period



Number of Assessments Completed by Lead Agency vs Average Amount of Time Between Referral and Assessment Completed by Evaluation Period



NEXT STEPS:

- The CE Committee will review the data reporting tool to determine updates that should be made.
- 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 as well.
- 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.
 - This may include updating the report generated by HMIS to provide additional details on a household's previous exits and setting a specific lookback period for this measure.

Appendix 1: Coordinated Entry Evaluation Policy

(as currently approved⁹, see Coordinated Entry Policies & Procedures)

Once the Local Coordinated Entry Partnership has been implemented, the Local Housing Coalition and the VT BoS CoC will regularly evaluate its effectiveness. Lessons derived from these evaluations will be used to further improve the Coordinated Entry process.

The VT BoS CoC will evaluate the Coordinated Entry process primarily through Local Housing Coalition 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 VT BoS CoC will establish uniform questions to support this evaluation process.

Every 6 months, the VT BoS CoC Coordinated Entry Committee will review the following data points for each Local Housing Coalition 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 VT BoS CoC Coordinated Entry Committee will provide an annual summary report and analysis to the VT BoS CoC Board.

⁹ An update to this policy is currently underway, based on lessons learned during the last several annual evaluations.

Appendix 2: 2024-2025 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

Appendix 3: 2025 Coordinated Entry Annual Evaluation Survey

2025 Coordinated Entry Annual Evaluation Survey

We are conducting an annual survey of all Partners in our local Housing Coalition's Coordinated Entry Partnership. This survey will help us to understand:

- **Local training and technical assistance needs to better implement coordinated entry**
- **Important feedback to help the Lead Agency fulfill their role as Coordinated Entry Lead Agency**
- **Identify areas that our partnership can jointly problem-solve**
- **Understand all Partners' perspectives on if coordinated entry is meeting its goals**

Your responses are anonymous; the survey results will be shared as a summary (aggregate) and comments will be shared also.

If your agency is part of Coordinated Entry in more than one local Housing Coalition, please complete this survey separately for each Housing Coalition.

* 1. What local Housing Coalition Coordinated Entry Partnership are you part of? (choose one - if you participate as part of multiple local Housing Coalitions, please answer the survey separately for each)

<input type="radio"/> Addison	<input type="radio"/> Orleans/Essex North
<input type="radio"/> Bennington	<input type="radio"/> Rutland
<input type="radio"/> Caledonia/Essex South	<input type="radio"/> Washington
<input type="radio"/> Franklin/Grand Isle	<input type="radio"/> Windham South (Housing Coalition of Southeastern Vermont)
<input type="radio"/> Lamoille	<input type="radio"/> Windsor South/Windham North (Springfield Housing Coalition)
<input type="radio"/> Orange/Windsor North (Upper Valley Coalition for Housing Solutions)	

* 2. What role does your agency play in Coordinated Entry?

<input type="radio"/> Lead Agency	<input type="radio"/> I don't know
<input type="radio"/> Assessment Partner	<input type="radio"/> Informal partner (not listed on Partnership Agreement)
<input type="radio"/> Referral Partner	

* 3. Rate how well the Lead Agency is doing with its core coordinated entry responsibilities.

	Does not meet responsibility	Somewhat meets this responsibility	Satisfactorily meets this responsibility	Exceptional in meeting this responsibility	Don't know
Provide leadership, coordination and oversight of Coordinated Entry processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure that all Partners are involved in and					

informed of evaluation and reporting aspects of the Local Coordinated Entry Partnership.

Seeks/allocates funding to ensure the Lead Agency is adequately funded to fulfill its role in the local Coordinated Entry Partnership.

Ensure that all coordinated entry grants are compliant with requirements; supports compliance with Balance of State's coordinated entry policies and procedures.

Provide training and technical assistance to Partners to ensure standardization of information, assistance and referral offered to potential households.

Provide training and technical assistance to all Partner staff administering the Balance of State's Housing Crisis Referral Tool and the Housing Assessment Tool.

Promote the process and outcomes of Coordinated Entry to the public, local officials, state and federal agencies, officials and other interested parties.

Convene local CE Partnership meetings.

Ensure the evaluation of the local CE Partnership.

Liaison with the Balance of State Coordinated Entry Committee, or delegate

participation from the local Partnership.

Act as a local clearinghouse for persons experiencing or at risk of homelessness and in search of support to find or retain housing.

With Partnership committee support, maintain a local inventory of homeless assistance resources.

Follow up with clients referred by Referral Partners within 3 days (target).

Complete CE Housing Assessment for households experiencing homelessness, prior to enrolling clients in housing programs.

Ensure that Partner Staff review and understand the Confidentiality Principles & Policies.

Please add any comments

4. What parts of the process of Coordinated Entry are not working?

5. What parts of the process of Coordinated Entry are working well?

6. What additional training or technical assistance would you like to see provided?

	No	Yes, low priority	Yes, high priority	Don't Know/No Answer
Client Outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partner Outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordinated Entry Overview Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client Notice & Grievance Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Master List Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inactive List	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HMIS Coordinated Entry Workflow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HMIS Data Sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client Information Sharing in General	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Release of Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prioritization and Referral to Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Stability Plan Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client Communication about Coordinated Entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic Violence Survivors and Coordinated Entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth and Coordinated Entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans and Coordinated Entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness Prevention and Coordinated Entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other - Please describe below	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other - Please describe below	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other - Please describe below	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

7. Please share any other comments you have below:

Appendix 4: VT Balance of State Coordinated Entry Evaluation Narrative Report

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, childcare, time, etc.

Instructions: Lead Agencies should use the provided CE Consumer Survey tool (see attachment “2025 Coordinated Entry Consumer Survey”) 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. Then complete the four questions below:

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?

3) Consumer feedback results were shared and discussed with Coordinated Entry Partners...

<who, how, where, when>

4) Were there any outcomes or action steps that came from this discussion?

Annual Survey of local Partners

Instructions: Lead Agencies should send the link to the 2025 partner survey to all members of the local housing coalition: <https://www.surveymonkey.com/r/NMRQWB7>. The survey will remain open through December 3rd, after which OEO will send a summary of the results. Once results have been received, the Lead Agency should discuss them with CE partners. Then complete the three questions below:

5) Survey was sent to _<#>_ Coordinated Entry Partners on __<date>__.

<who, how, where, when>

6) Survey results were shared and discussed with Coordinated Entry Partners...

<who, how, where, when>

7) Were 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. Then complete the three questions below:

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

<who, how, where, when>

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

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

Appendix 5: 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:

Appendix 6: 2025 CE Evaluation Data Summary Report Form

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:
<input type="checkbox"/> #/% of households with an initial outreach date within 3 business days
<input type="checkbox"/> Average # of days between referral and initial outreach
3) # of assessments completed from 7/1/24 – 6/30/25 (e.g. # of HH placed on the Master List during the time period):
<input type="checkbox"/> #/% of assessments completed by Lead Agency
<input type="checkbox"/> Average # of days between referral to Lead Agency and assessment
<input type="checkbox"/> #/% of assessments completed by Assessment Partners
<input type="checkbox"/> of these, the #/% of HH who were literally homeless (category 1)
<input type="checkbox"/> of these, the #/% of HH returning to the Master List
4) Current # of HH on the Master List on June 30, 2025:
<input type="checkbox"/> of these, the #/% that are unsheltered
5) # (and %) of households on the Master List for 3-6 months (Total- Leavers + Stayers):
<input type="checkbox"/> of these, the #/% who are chronically homeless
6) # (and %) of households on the Master List for 6-12 months (Total- Leavers + Stayers):
<input type="checkbox"/> of these, the #/% who are chronically homeless
7) # (and %) of households on the Master List for 12-18 months (Total- Leavers + Stayers):
<input type="checkbox"/> of these, the #/% who are chronically homeless
8) # (and %) of households on the Master List for more than 18 months (Total- Leavers + Stayers):
<input type="checkbox"/> of these, the #/% who are chronically homeless
9) # (and %) of LEAVER households (HH) on the Master List during the reporting period:
<input type="checkbox"/> all HH (LEAVERS)
<input type="checkbox"/> HH with adult(s) and children ("Household with Children")
<input type="checkbox"/> HH with adult(s) only ("Household without Children" + "Single Adult")
<input type="checkbox"/> HH with child(ren) only ("Single Child")
<input type="checkbox"/> HH where one or more members has a disability
<input type="checkbox"/> HH with no disability
<input type="checkbox"/> Head of Household is: 17 years old or younger
<input type="checkbox"/> Head of Household is: 18-24 years old
<input type="checkbox"/> Head of Household is: 25-61 years old
<input type="checkbox"/> Head of Household is: 62+ years old
<input type="checkbox"/> Head of Household is: Age Unknown (missing/undefined)
<input type="checkbox"/> Head of Household is: Black, African American, or African
<input type="checkbox"/> Head of Household is: American Indian, Alaska Native, or Indigenous
<input type="checkbox"/> Head of Household is: White
<input type="checkbox"/> Head of Household is: Asian or Asian American
<input type="checkbox"/> Head of Household is: Native Hawaiian or Other Pacific Islander
<input type="checkbox"/> Head of Household is: Hispanic/Latina/e/o
<input type="checkbox"/> Head of Household is: Middle Eastern or North African
<input type="checkbox"/> Head of Household is: Multiple Races
<input type="checkbox"/> Head of Household is: Race Unknown (missing/undefined)
<input type="checkbox"/> To a Permanent Housing Destination
<input type="checkbox"/> To a Non-permanent Housing Destination
<input type="checkbox"/> Removed to the inactive list
<input type="checkbox"/> 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:
<input type="radio"/> all HH (LEAVERS)
<input type="radio"/> HH with adult(s) and children ("Household with Children")
<input type="radio"/> HH with adult(s) only ("Household without Children" + "Single Adult")
<input type="radio"/> HH with child(ren) only ("Single Child")
<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: 17 years old or younger
<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: Hispanic/Latina/e/o
<input type="radio"/> Head of Household is: Middle Eastern of North African
<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 with adult(s) and children ("Household with Children")
<input type="radio"/> HH with adult(s) only ("Household without Children" + "Single Adult")
<input type="radio"/> HH with child(ren) only ("Single Child")
<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: 17 years old or younger
<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: Hispanic/Latina/e/o
<input type="radio"/> Head of Household is: Middle Eastern of North African
<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 with adult(s) and children ("Household with Children")
<input type="radio"/> HH with adult(s) only ("Household without Children" + "Single Adult")
<input type="radio"/> HH with child(ren) only ("Single Child")
<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: 17 years old or younger
<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: Hispanic/Latina/e/o
<input type="radio"/> Head of Household is: Middle Eastern of North African
<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 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:
<input type="radio"/> For those households who removed themselves from the list (#9, row 59 above), a summary of the reasons (if known):