

September Pandemic-Era Hotel/Motel Housing Reporting

In accordance with Act 81 (2023)

The Big Picture (as of 9/26/2023)



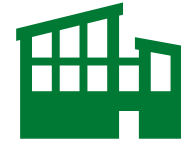
1,283

Number of households in the 6/30 cohort on July 1



874

Number of households in the 6/30 cohort on September 26



409

Number of households transitioned out of 6/30 cohort since July 1



\$133

Average nightly rate this week

Households By District

This is the current district data on all households in the GA Housing program as of 9/26/2023.

District Office	Total Eligible Households	Cohort Households	Non-Cohort Households
Barre	161	98	63
Bennington	129	99	30
Brattleboro	124	96	28
Burlington	258	184	74
Hartford	73	50	23
Middlebury	12	8	4
Morrisville	18	15	3
Newport	12	10	2
Rutland	348	235	113
Springfield	55	41	14
St Albans	53	24	29
St Johnsbury	30	14	16
Total	1273	874	399

Households in 6/30 Cohort By Size

This is the current district data on all households in the GA Housing program as of 9/26/2023.

Number of people in household:	1	2	3+	Total # of Adults	Total # of Children
Barre	45	23	30	134	68
Bennington	61	14	24	122	64
Brattleboro	77	9	10	105	28
Burlington	109	36	39	231	101
Hartford	38	7	5	56	15
Middlebury	6	1	1	9	2
Morrisville	13	0	2	16	3
Newport	8	1	1	11	3
Rutland	139	43	53	298	119
Springfield	20	15	6	57	15
St. Albans	19	4	1	26	4
St. Johnsbury	7	2	5	17	14
Total:	542	155	177	1082	436

Eligibility Category of Households

This is the current eligibility data on all households in the GA Housing program as of 9/26/2023.

Eligibility Category	6/30 Cohort Households
Age 60+	64
Death of a Spouse or Minor Child	0
Disabled (SSI/SSDI)	478
Domestic Violence	35
Families with Children	204
Health Code Violations/Eviction	77
Natural Disaster (Fire, Flood, Hurricane)	4
Pregnant	12
Vulnerable Population Points	0
Total	874

Notes: the [range of individuals in SSI/SSDI](#) crosses a range of acuity and health challenge– it can be mental health, chronic health condition, or a physical disability. However, everyone must have had a determination by the federal Social Security Administration.

6/30 Cohort Exit Reasons (as of 9/26)

Exit Reason	# HH
Client left or did not renew without notifying State of plan	191
Permanent housing	126
Exited for misconduct	49
Moved out of State	11
Client Died	9
Admitted to hospital/Treatment Facility	6
Joined another household	<6
Refused Shelter Bed	<6
Incarcerated	<6
Housed by another agency	<6
Not willing to pay for self-pay nights	<6
Not engaged with case management/coordinated entry	<6
Grand Total	409
# of Households that exited cohort and are currently rehoused	43

Households Screened (as of 9/26)

District	Total Households	Total Households Screened	Total Active Households	Total Active Households Screened
Barre District Office	159	106	98	67
Bennington District Office	139	80	99	71
Brattleboro District Office	136	113	96	86
Burlington District Office	263	141	184	114
Hartford District Office	72	22	50	16
Middlebury District Office	9	4	8	4
Morrisville District Office	22	11	15	9
Newport District Office	17	8	10	7
Rutland District Office	321	203	235	172
Springfield District Office	52	35	41	30
St Albans District Office	58	35	24	18
St Johnsbury District Office	35	26	14	13
Total	1283	784	874	607

Adults with Shared Care Plans (as of 9/26)

District	Total Adults	Total Adults with SCP's	Total Active Adults	Total Active Adults with SCP's
Barre District Office	212	114	134	73
Bennington District Office	171	76	122	62
Brattleboro District Office	153	103	105	75
Burlington District Office	324	82	231	67
Hartford District Office	84	11	56	8
Middlebury District Office	10	5	9	5
Morrisville District Office	24	11	16	9
Newport District Office	18	10	11	8
Rutland District Office	399	101	298	85
Springfield District Office	70	43	57	37
St Albans District Office	67	36	26	19
St Johnsbury District Office	45	26	17	16
Total	1577	618	1082	464

Wait times on ESD phone lines

General Assistance Housing Phone Wait Times

- At the end of June, the average wait time was just under an hour.
- Wait times steadily rose in the month of July, peaking at 3 hours.
- Wait times in the month of August ranged between 2-3 hours.
- After adding the RDI staffing the wait time was less than 2 minutes.

How the issue was addressed

- A contract with RDI, Inc. was signed on Friday, September 1st.
- The contract runs until April 1, 2024, and costs \$1.2M.
- Training for the first 10 phone agents began on Tuesday, September 5th.
- RDI began taking calls on Wednesday, September 13th.
- The additional 10 agents began training on September 11th and began taking calls the week of the 18th.

Strategies to address homelessness

- Use the coordinated entry system to identify alternative housing and supports for the 6/30 cohort.
- Shift away from motels as temporary housing to a combination of congregate and non-congregate shelters.
- Invest in multiple levels of intervention.
- Invest to help ensure services, supports, training and coaching are available to those who need help remaining stably housed.
- Modernize our regulatory system to account for – and allow for – the housing our residents need.

The following is a summary of community investments, both from the letters of interest, and from previous or subsequent community engagement

Housing Opportunity Grant Program (HOP) Status update

All HOP grants for July 1 have been executed, including with one-time funds

- 1 project under development with a later start date
- 100% of total available HOP funds (all sources, including 1x) are obligated or earmarked

New base funding for HOP grants was prioritized for:

- Emergency Shelter expansion
 - includes continuing Elmwood & Steps shelter projects launched with 1x funds
- Expanding staffing at shelters to address safety concerns
- Addressing inflationary cost increases to preserve projects
- Preserving projects where loss of funding would have reduced capacity

HOP Grant Status update, cont.

One-time HOP funding was prioritized for:

- Flexible Client Financial Assistance to help homeless or at-risk households stabilize in housing (e.g., security deposits, rental arrears, transportation, fees, etc.)
 - \$3.6m total with \$2.5m from one-time funding, a \$1.2m increase over SFY23 (which was also supported in part by one-time funding)
- Day shelter expansion to address unsheltered homelessness, including food
- Staffing to expand housing navigation services
- Expanding rapid re-housing

The Annual [HOP Award Summary](https://dcf.vermont.gov/oeo/resources/awards) is available online:

<https://dcf.vermont.gov/oeo/resources/awards>

New Projects in Communities

Expanded Emergency Shelter Capacity

New/Expanded:

- 2 seasonal shelters --> year-round (Burlington and Morrisville Districts), 31 HH (9 new HH)
- New & Expanded projects, 12 HH (Rutland, Barre and Springfield Districts)
- New Since August: 15 HH Seasonal Shelter (Barre District); 4 HH, Young Adult Shelter (Bratt District)

Under Consideration/In Development: 5 potential projects could add about 125 HH capacity statewide (St. J, Brattleboro, Burlington, Rutland and Hartford) between **SFY 24-26**

Day Shelter Capacity

New/Expanded: 4 projects (Burlington, Barre, Rutland & Morrisville Districts), some impacted by flooding

Street Outreach Expansion

In Development by DMH: 6 projects, many multi-agency (Burlington, Rut, Benning, Barre, Bratt & St. Albans)

Budget

Funding Bucket	Total	Obligated*	Unobligated Balance	Unobligated Project Proposals (estimates)**	Remaining Balance
HOP One-time Funds	5,000,000	4,281,240	718,760	718,760	0
HOP Base Shelter Expansion	3,750,000	3,750,000	0	0	0
HOP Base Increase	2,000,000	2,000,000	0	0	0
Pandemic-Era Hotel Program Transition One-Time funding	10,000,000	2,759,126	7,240,874	4,704,622	2,536,252

*Award Notice Issued

**Potential Awards (includes projects in development in previous slides, but prior to award notification - may increase/decrease)

Eligibility and contact information, and links to documents and resources, including a summary of the Letters of Interest can be found at the DCF website

Resources

<https://dcf.vermont.gov/Addressing-and-Preventing-Unsheltered-Homelessness>

Emergency Shelter Capacity

County	Total Household Capacity
Addison	62
Bennington	30
Caledonia	11
Chittenden	144
Franklin	18
Lamoille	7
Orleans	7
Rutland	17
Washington	76
Windham	38
Windsor	31
Grand Total	436

Note: Vermont is a shelter first state. That means these beds are all filled before someone is offered General Assistance Emergency Housing.



Screening and Care Management

Agency of Human Services cross-departmental teams began working with households in the hotels/motels in October 2022.

Many of the households originally screened or with shared care plans are no longer in the hotel/motel system.

In order to supplement AHS staff and ensure timely screening and care planning, AHS contracted with Rescue Inc. They started screening clients on July 19.

A contract with TempSolutions went into effect in August to fully staff care management statewide – replacing TLC and Rescue Inc. These staff will do screening, case conferencing and shared care planning and reporting with the goal of connecting people in the program to services they need. As of 9/18 ten staff have been hired and are being trained.

Deposit Tracking

The federal guidance from the US Treasury Dept. required grantees to “establish a minimum rental period, not less than four months, before a tenant is entitled to receive a returned security deposit that was paid for with ERA funds.” The guidance further specified that “[t]o the extent that the security deposit is not returned to the tenant, it should be returned to the grantee.” See [U.S. Department of the Treasury, Emergency Rental Assistance, Frequently Asked Questions, no. 39.](#)

Utilization of ERAP funds were under immense scrutiny, and DCF was being careful not to impermissibly act outside the scope of its role as an ERAP grantee and potentially compromise its ability to claim payments under the Transitional Housing Program as ERAP expenditures.

Residential Capacity

- As of September 22, 154 Residential Mental Health Treatment beds with 2 currently available
- As of September 22, 63 Intensive Residential Treatment beds with 6 currently available
- As of September 14, 75 Recovery Housing beds with 11 currently available
- As of September 18, 245 DOC Transitional Housing beds with 5 currently available
- As of September 14, 2,873 Skilled Nursing Facility beds with 170 currently available
- As of September 19, AHS has a draft report on access to long-term residential care and assisted living, as well as an analysis of any potential barriers to expansion of these beds. The final report is expected by early October