

PRIORITY ONE: STAY ATTENTIVE TO INFLUENCES AND AFFECTS OF NEW LEGISLATION, POLICIES AND PROGRAM CHANGES THAT MAY PRECIPITATE HOMELESSNESS, REDUCE RESOURCES REQUIRED TO ADDRESS HOMELESSNESS OR OTHERWISE EXACERBATE THE HOMELESS CONDITION IN VERMONT.

Strategy 1.1

Establish and implement systems and initiatives to mitigate such influences and respond to natural or other disastrous events that may result in sudden and substantial homelessness.

Action 1.1.1 – Respond to Section 8 cuts

Manager(s):

Vermont Interagency Council on Homelessness (VICH) Chair (Cathy Voyer)

Implementer(s):

All members of VICH.

Process:

- Access assistance and advice of Federal Interagency Council
- Access technical assistance and training required to mitigate affects of cuts
- Collaborate with other state to reverse actions to cut Section 8

Expected Outcomes:

Prevent an increase in homelessness that is threatening 740 families in Vermont.

Resources:

To be determined.

Estimated Completion Date:

Ongoing

Progress to Date:

July 15, 2004: Composed a letter with New Hampshire, Maine and Vermont addressed to Secretary Principi, E.D. Mangano and US ICH members on the dangers of cutting Section 8 funding for the chronically homeless.

September 2004: Many members of the VICH commented on the FMRs which were sent to HUD.

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Strategy 1.2
Create and Maintain Housing Stock

Action 1.2.1 – Create needed units by 2015 in conjunction with the Vermont statewide housing needs assessment to be completed by January 2005. Increase new housing stock and prioritize subsidies and procure new subsidies; see discharge planning action step 2.1.

Manager(s):

DHCA-Jim Saudade and AHS-Cathy Voyer, VHFA-Sarah Carpenter

Implementer(s):

DHCA, Vermont Housing and Conservation Board (VHCB), Vermont State Housing Authority (VAHA), Vermont Housing and Finance Authority (VHFA), Vermont Community Development Program (VCDP), Agency of Human Services (AHS), Vermont Interagency Council on Homelessness (VICH), and other members as necessary.

Process:

Identify high need areas in the state and work with funding sources to create new units or rehabilitate existing units.

Expected Outcomes:

Housing Stock will meet the needs of Vermonters. This would include stock for the chronically homeless and those at risk of becoming homeless. Increase number of supportive housing units for underserved and not served areas of state.

Resources:

To be determined.

Estimated Completion Date:

Ongoing, as soon as possible

Progress to Date:

July 2004: Started the Statewide housing needs study which will indicate the need of housing, include special needs housing.

PRIORITY TWO: PREVENT HOMELESSNESS

Strategy 2.1 Develop effective discharge planning strategies

Action 2.1.1 – Meet with discharge entities to determine their discharge policy and educate them about our charge, explore strategy of recuperative beds, health care cost avoidance, and develop recommendations such that discharge plans include healthcare, employment, and housing coverage.

Manager(s):

DOC-Karen Lawson and Lynn Klamm, VDH-Brian Smith, VA-Bob Rummel, DET, VDH Mark Ames and Marylou Bolt, OEO-Tony Morgan

Implementer(s):

VICH members and others to be determined as needed

Process:

The group decided to utilize a team approach that would capitalize on the links each member has to accomplish the following:

- Describe and review the various institutional systems' discharge policies.
- Review the written descriptions created in this process to learn where there is opportunity to capitalize on strengths or recognize need to change or re-direct those who may have no policy in place to address the housing and supportive service needs of homeless consumers
- Work to develop individual plans with each institutional provider with input from the statewide homeless housing, service and shelter providers. These plans will strive to insure that no homeless Vermonter will be discharged without a plan to address their housing and service needs
- Data/information collection affording institutional provider input
- Data/information sharing soliciting homeless consumer and homeless provider input regarding institutional findings
- Review and analysis of existing policies
- Development of core requirements for a uniform approach
- Development of institutional system plans
- Development of a statewide comprehensive plan

Expected Outcomes:

- Review and list out existing policies from all institutions
- Share findings with Continuum stakeholders as reality check
- Develop draft standards
- Work with individualized institutions to address standardization issues
- Develop model draft statewide plan

Resources:

Teleconference call capacity, meeting room space, administrative support. Recruitment for additional committee representation from statewide hospital primary healthcare association, and substance abuse services

Estimated Completion Date:

On going

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Progress to Date:

This has been chosen as VICH #1 Priority. A subcommittee has been created and has been meeting and will report back to us at each meeting starting November 9, 2004.

DOC is undergoing a major strategic planning shift with the implementation of "Offender Responsibility Planning" which will seek to fill many gaps regarding reentry back into the community after a period of incarceration including housing needs, employment, child services, MH/SA services, etc. DOC has funded transitional housing beds in 8 community partners that will also offer auxiliary services to offenders (job assistance, living skills, etc.) and will be submitting another RFP for transitional housing December 2004. DOC has also hired a Housing Coordinator to serve offenders by building partnerships in the community for housing opportunities.

Strategy 2.2

Develop strategies to maintain and prevent loss of housing and services

Action 2.2.1 – Create fund to support individuals and couples to prevent chronic homelessness

Manager(s):

DCF-TBA and OEO-Tony Morgan

Implementer(s):

OEO-Tony Morgan, DCF-TBA, United Way, Homeless Providers, Community Partners, and others to be determined as needed

Process:

DCF and OEO have assisted in funding pilots for housing retention programs with community partners who administer them. There is a need to assess how to expand these pilot programs statewide and how to secure stable funding for them. To do this we will conduct an analysis and dialogue with designated stakeholders including landlords.

Expected Outcomes:

A statewide network of housing retention programs through community partners and timely access to dollars, flexible eligibility and innovative uses.

Resources:

To be determined.

Estimated Completion Date:

3Q 2005

Progress to Date:

Created programs which enhance the ability to housing retention such as Individual Development accounts, scattered site rehab, and Alternative loan fund for Mobile Home owners.

Action 2.2.2 – Provide post-purchase counseling

Manager(s):

AHS-Cathy Voyer and OEO-Tony Morgan

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Implementer(s):

VT Homeownership Centers, Community Action Agencies, and others to be determined

Process:

Strengthen existing counseling efforts and expand to areas and agencies that provide homeownership incentive programs to low income Vermonters.

Expected Outcomes:

Provide for fewer evictions and foreclosures, as well as existing housing stock will be maintained.

Resources:

\$20,000 for pilot program to keep low income Vermonters in their newly purchased home

Estimated Completion Date:

3Q 2005

Progress to Date:

No update

Action 2.2.3 – Develop scattered site rehab and renovation**Manager(s):**

DHCA (Jim)

Implementer(s):

Non profit housing agencies. DHCA, VHCB, RD, and others to be determined

Process:

Using Gilman Housing Trust as a model, provide funding and incentives for regional housing rehabilitation programs.

Expected Outcomes:

Help stabilize older housing. Prevent chronic homelessness by stemming serious decline of existing homes.

Resources:

Commitment of \$1,500,000 per year.

Estimated Completion Date:

On going

Progress to Date:

Consolidated plan as an avenue for housing providers to consider large areas for scattered site rehab and renovations. Looking into the inclusion in the Con-Plan.

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Action 2.2.4 – Promote and enhance credit repair and maintenance services

Manager(s):

OEO-Tony Morgan, DET, and DHCA-Jim Saudade

Implementer(s):

Community partners of AHS, Homeownership Centers, Department of Corrections, and others to be determined

Process:

Develop or expand programs concerned with personal and household financial management being offered through AHS community partners.

Expected Outcomes:

Increase homeowner financial literacy and general prevention. Better use of available income and available programs. Improve and stabilize housing stock.

Resources:

Funding by Federal Home Loan Bank. \$250,000 for distribution to Community partners to complement existing programs. Offer assistance to restructure personal debt and reestablish credit. Instill personal fiscal responsibility. A better understanding of the actual costs, and planning for and responsibilities of independent living, will better position the chronically homeless, or those going through transition, to take advantage of both supported and non supported housing opportunities.

Estimated Completion Date:

2Q 2006

Progress to Date:

No update

Action 2.2.5 – Expand on existing out-posting models

Manager(s):

VA-Bob Rummel, VICH Chair-Cathy Voyer, Vermont Planners Association (VPA) and DCF-TBA

Implementer(s):

Service and housing providers with the VT Legislature and VICH, and others to be determined

Process:

Advocate and educate housing and support service providers on the benefits of supportive housing in all locations. Continue to work with reorganization to expand office hours and to "outpost" positions in different locations. Bring services to the clients, vs. clients going to get services in several locations.

Expected Outcomes:

Ending chronic homelessness by providing services where services are needed; bringing services to clients.

Resources:

There will be a need for additional funding yet to be determined as well as additional staff time for training.

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Estimated Completion Date:

Ongoing

Progress to Date:

No update

Action 2.2.6 – Support VT Initiative for responsible lending

Manager(s):

VPA Chair-Cathy Voyser, DHCA-Jim Saudade and VHFA-Sarah Carpenter

Implementer(s):

Vermont Anti-Predatory Lending Campaign and others to be determined as needed

Process:

In 2003 several of Vermont's key lending and housing institutions partnered together to create a coalition of agencies concerned with predatory lending. This group held a one-day conference in the fall of 2003 and that launched a new educational and awareness campaign on this topic. The team hopes to stay apprised of the predatory lending campaign's activities and policies and partner in any appropriate forums.

Expected Outcomes:

Increased financial awareness and create an environment which low-income people do not become chronically homeless.

Resources:

No additional funding needed.

Estimated Completion Date:

Ongoing

Progress to Date:

On March 22, 2004 VHFA hosted an event to launch the Vermont Responsible Lending Initiative (VT-RLI), a public outreach campaign aimed at educating consumers to be savvy when they're taking out loans and to watch out for unscrupulous lenders.

The Initiative has sponsored two conferences on lending and borrowing and has published a brochure on responsible borrowing. The organization will also run public service announcements on radio stations around the state. Materials will be available through state agencies, local non-profit organizations, banks and other outlets. Vermonters who feel they have fallen prey to an abusive lender should call the Attorney General's Consumer Assistance Program, 1-800-649-2424.

Member organizations of VT-RLI are: AARP-Vermont; Chittenden Bank; Mitigate; U.S. Department of Housing and Urban Development; Vermont Affordable Housing Coalition; Vermont Attorney General's Office; Vermont Bankers Association; Vermont Department of Banking, Insurance, Securities and Health Care Administration; Vermont Development Credit Union; Vermont Housing Finance Agency; and Vermont Mortgage Bankers Association.

PRIORITY TWO: PREVENT HOMELESSNESS

Action 2.2.7 – Increase SSI application success rate; expedite appeals process; utilize presumptive eligibility to reduce chronic homelessness

Manager(s):

DCF-TBA and VDH-Brian Smith

Implementer(s):

DCF staff, SSA staff, and others to be determined.

Process:

In conjunction with 4.4.5, the exploration of training staff to become experts in assisting clients to successfully apply and be approved by SSI; to expedite the appeals process and to explore with the state's SSA offices to set aside targeted resources to expedite the processing of such applications, and to obtain approval to allow for presumptive SSI eligibility.

Expected Outcomes:

More eligible homeless people are successful in obtaining SSI benefits sooner.

Resources:

To be determined.

Estimated Completion Date:

Decisions and/or new strategies to be developed by 1Q 2006.

Progress to Date:

No update

Action 2.2.8 – Open back rent program to single adults with catastrophic illness or disability

Manager(s):

VCEH-Caprice Hover and DCF-TBA

Implementer(s):

Caprice and others to be determined as needed

Process:

Analyze and explore the need and expenditure impact for opening up the back rent program to this targeted population.

Expected Outcomes:

This action will prevent the chronic homelessness for individuals and families without children through a dedicated fund.

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Resources:

Staff time and additional financial resources

Estimated Completion Date:

1Q2006

Progress to Date:

No update

Action 2.2.9– Investigate expansion of employer assisted housing program**Manager(s):**

DHCA-Jim Saudade

Implementer(s):

Fannie Mae, DHCA, VHFA, businesses and institutions, and others to be determined

Process:

Collect and disseminate information on employer assisted housing programs. Encourage and facilitate employers to provide housing assistance to employees.

Expected Outcomes:

Expand housing resources. Increase the supply of housing. Help prevent foreclosures and evictions

Resources:

None required but tax credit program to induce employer participation would be beneficial.

Estimated Completion Date:

3Q 2005

Progress to Date:

No update

Strategy 2.3 Develop housing stabilization

Action 2.3.1 – Develop further strategies for street-to-home counseling for securing and maintaining a home**Manager(s):**

COTS-Rita Markley

Implementer(s):

Helen Oetjen, Mike Ohler, Maura Collins, and others to be determined

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Process:

Research models such as the Housing First model as it's being implemented in Ohio and Maryland (Barbara Poppe) and identify any regions where this model has been successful in a rural area. If there are rural applications for the Housing First programs, identify what components were modified to bring about that success. Capture more of the data from the ROC program at COTS to better quantify which approaches were most successful in the housing retention strategies.

Expected Outcomes:

Increased number of successful housing placements for chronically homeless individuals and families. Success is defined here as tenancy that is maintained for at least two years.

Resources:

Funding for calls and interviews as well as money for copying and distributing findings.

Estimated Completion Date:

1Q 2006

Progress to Date:

No update

Action 2.3.2 – Develop tenant/landlord mediation policy and strategies**Manager(s):**

OEO-Tony Morgan

Implementer(s):

Vermont Tenants, AHS community partners, Legal, and private landlord associations, and others to be determined as needed

Process:

Strengthen and broaden successful intervention programs such as the Family Housing Project of Central Vermont and the Rutland Housing Coalition

Expected Outcomes:

Creates a consistent process for tenants and earlier intervention pre-eviction.

Resources:

Replication of successful programs estimated cost of \$75,000 per five regions of the State. Total resource need of \$250,000.

Estimated Completion Date:

2Q 2006

Progress to Date:

No update

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Action 2.3.3 – Develop strategies to prevent mobile home park closures

Manager(s):

DHCA (Jim)

Implementer(s):

Stakeholders including Mobile Home Park (MHP) owners and tenants. Agency of Natural Resources (ANR), DHCA, AHS, and others to be determined

Process:

A task force will be convened to research this issue, formulate policy and make recommendations to the administration and legislature as may be appropriate.

Expected Outcomes:

New strategies would be considered, programs conceived and legislation prepared to discourage MHP closures and provide assistance for their improvement.

Resources:

Time and commitment of stakeholders.

Estimated Completion Date:

3Q 2005

Progress to Date:

Created brochure with resources identified.

Strategy 2.4

Maintain continuity of education for children and youth experiencing chronic homelessness

Action 2.4.1 – Implement McKinney Vento Law as amended under No Child Left Behind

Manager(s):

DOE-Wendy

Implementer(s):

Vermont Department of Education, Supervisory Unions/School Districts, Service Providers, including shelters and youth programs, and others to be determined

Process:

- Establish and support statewide network of Homeless Education Liaisons in SU/School Districts
- Develop and disseminate McKinney Vento informational materials to education and social service agencies, including a VHCYP brochure)
- Establish and maintain website on Homeless Education
- Establish and maintain listserv of Homeless Education Liaisons and McKinney Vento sub grants

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- Provide funding for technical assistance network for schools, families, and communities (Vermont Homeless Children and Youth Project)
- Provide ongoing training and technical assistance to schools and agencies
- Establish an enrollment dispute process for Vermont
- Develop an interstate protocol to address enrollment disputes
- Fund projects that support school/community services to homeless children and youth in areas of high need
- Establish a state accountability system for sub grant services to homeless children and youth
- Address Vermont statute compliance with McKinney Vento requirements for school enrollment

Expected Outcomes:

- Homeless children and youth are identified and served by Vermont schools, sub grant programs, and the Vermont Homeless Children and Youth Project
- Sixty Vermont supervisory unions/school districts designate Homeless Education Liaisons
- Sixty Homeless Education Liaisons are contacted individually and oriented
- A listserv for all Liaisons and sub grants is established and utilized at the DOE
- A website is established, updated, and promoted through the DOE
- McKinney Vento information packets are distributed to all Homeless Education Liaisons, superintendents, special education directors, Title I directors and community organizations as requested
- Vermont Homeless Children and Youth project is fully staffed, meets regularly, and is provided ongoing training and support by the DOE
- Vermont participates in the Northeastern Homeless Education Coordinators Association; a protocol for interstate enrollment disputes is established
- A state accountability system is developed and implemented for all McKinney Vento sub grant programs
- McKinney Vento funding establishes school/community partnerships in areas of high need
- Vermont statutes are in compliance with McKinney Vento requirements

Resources:

McKinney Vento funds and local school district funds

Estimated Completion Date:

2Q 2004: All Outcomes except those noted below

3Q 2004: Homeless Education Liaisons designated annually by supervisory unions/school districts, accountability System established, sub grant programs funded, interstate protocol established

Ongoing: Training and technical assistance

Progress to Date:

Statewide network of Homeless Education Liaisons established; FY05 Liaisons designated in Consolidated Federal Applications from SU/SDs to Vermont Department of Education.

Updated VT Homeless Children and Youth Project brochure developed and posted to DOE Homeless Education website

Updated McKinney Vento information packet, including the law, summary of law, enrollment dispute process, VHCYP brochure, website information, contacts for shelters and youth programs; packet distributed fall 2004 to all Homeless Education Liaisons, Special Education Coordinators, Superintendents, Principals.

Website updated with new VHCYP brochure, updated list of Homeless Education Liaisons, and Federal McKinney Vento Guidance

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Homeless Liaison Listserv updated August 2004; information out fall 2004 on Liaison responsibilities and federal reporting requirements, national Homeless Education conference, resources and website

Funding allocated to support technical assistance work of Vermont Homeless Children and Youth Project for FY2005

Enrollment dispute process established

Interstate protocol established for enrollment disputes

McKinney Vento subgrant competition held spring, 2004; four subgrants funded for three year period in areas of high need: Burlington SD/Spectrum, Winooski SD/Baird Center, Windsor Rutland/Mountainside Hartford SD/The Haven Family Shelter

State reporting system established summer 2004 for McKinney Vento subgrants and Homeless Education Liaisons to meet federal reporting requirements

Vermont residency statutes updated spring 2004 to support compliance with McKinney Vento requirements

Action 2.4.2 – Build capacity to expand opportunities for youth to be educated on chronic homelessness and to be involved in policy development and decision making

Manager(s):

DOE-Wendy

Implementer(s):

Homeless Education Liaisons, VT Coalition for Homeless and Runaway Youth Programs, VT Coalition to End Homelessness, Department of Employment and Training Youth Counselors, Department of Education, Corrections, Economic Services (DCF), Youth Justice and Child Welfare (DCF), and others to be determined

Process:

- Identify current educational resources and programs addressing life skills training
- Identify curricula resources that address life skills training
- Identify potential programs/sites to offer life skills training
- Advocate for membership on agency and school advisory committees and boards for youth experiencing homelessness
- Establish peer education models

Expected Outcomes:

- Life skills curricula identified
- Training in use of curricula for implementing agencies
- Shelters, youth programs, and school committees/boards include youth who have experienced homelessness

Resources:

Interagency Council on Homelessness

Estimated Completion Date:

On going

Progress to Date:

No update

PRIORITY THREE: EXPAND AND MAXIMIZE HOUSING AND SUPPORTIVE SERVICES

Strategy 3.1

Develop capacity to secure and utilize alternative resources

Action 3.1.1 – Identify corporate and foundation funding sources

Manager(s):

Committee on Temporary Shelter (COTS)-Rita Markley

Implementer(s):

OEO-Tony Morgan, Chuck Putney, COTS (Kurt Reichelt), and others to be determined

Process:

COTS will compile a listing of all foundations, philanthropists, and corporations that fund homeless shelter/services. This directory will include both state and national sources and provide contact information along with application deadlines.

Expected Outcomes:

Establish a single resource for service and housing providers to go to for foundation information

Resources:

Staff time to enter in already known foundation details.

Estimated Completion Date:

3Q 2004

Progress to Date:

No update

Action 3.1.2 – Ask Vermont Alliance of Nonprofit Organizations (VANPO) to provide information for homeless assistance agencies

Manager(s):

DHCA-Jim Saudade

Implementer(s):

Vermont Association of Non-Profit Organizations, COTS-Rita Markley, and others to be determined

Process:

Request that VANPO create a streamlined educational product specifically for non-profit homeless service and affordable housing agencies that includes information on management, administrative support, grant writing, board development, cost control, accounting principals, human resources, etc.

Expected Outcomes:

To have educated staff and personnel that would create better outcomes through better management, fiscal accountability, cost effectiveness and resource utilization. Also creates the ability to leverage funds formerly not aware of or available.

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Resources:

Up to \$15,000 for product development and delivery.

Estimated Completion Date:

4Q 2004 – depends on implementer's time frame, funds availability.

Progress to Date:

No update

Strategy 3.2

Identify and disseminate best practices for housing and service delivery

Action 3.2.1 – Create executive summary of results of 4.2, Evaluate existing systems for effectiveness.

Manager(s):

VDH-Brian Smith and COTS-Rita Markley

Implementer(s):

VDH-Brian Smith, COTS-Rita Markley, and others to be determined

Process:

Draft an executive summary outlining the available data within Vermont and how to access each component. As an additional aid to housing and service providers, the committee will work with national and statewide organizations that have a demonstrated capacity to provide housing and service particularly those with a rural focus. Review to insure that recommended practices are applicable to Vermont and rural program needs. Use various methods of promoting these practices via statewide conferences, workshops, in web based applications i.e. AHS Departments, list at Policy Research Associates, National Association to End Homelessness (NAEH) etc.

Expected Outcomes:

Create a catalogue of best practices for Vermont, showcasing of practices in statewide conferences and other forums; also, a possible online library and/or linking capacity.

Resources:

Telephone staff time, meeting room space, and administrative capacity. TA on web based trainings.

Estimated Completion Date:

3Q 2005

Progress to Date:

No update

PRIORITY THREE: EXPAND AND MAXIMIZE HOUSING AND SUPPORTIVE SERVICES

Action 3.2.2 – Create annual best practice award process, including monetary prize.

Manager(s):

VICH Chair-Cathy Voyer

Implementers:

AHS, VT Coalition to End Homelessness, VHCB, VT Affordable Housing Coalition, VICH, and others to be determined

Process:

Research what states and programs are considered best practices, present to the board and present award to the most innovative project of the year.

Expected Outcomes:

Create incentive for Best practices and awareness of chronic homelessness. Create a catalogue of best practices for Vermont, showcasing of practices in statewide conferences and other forums; also, a possible online library and/or linking capacity.

Resources:

Telephone staff time, research staff time, meetings room space, and administrative capacity.

Estimated Completion Date:

3Q 2005

Progress to Date:

No update

Action 3.2.3 – Look at other states' best practices

Manager(s):

VHFA-Maura Collins and COTS-Rita Markley

Implementer(s):

VHFA, COTS, and others to be determined

Process:

Follow traditional research methods for collecting, analyzing, and summarizing other communities' efforts to improve housing and service delivery systems. Staff will review any and all summaries of innovative delivery systems and compile summaries of the best practices that are most feasible to Vermont.

Expected Outcomes:

New ideas for Vermont that have been tested elsewhere that will lead to better linkages within the housing and service systems.

Resources:

VHFA staff time to conduct research and any costs of materials such as trade publications, journals, etc.

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Estimated Completion Date:

1Q2006

Progress to Date:

No update

Strategy 3.3 **Invest in effective systems: "what works"**

Action 3.3.1 – Create "models" document and disseminate to funders

Manager(s):

VHFA (Maura)

Implementer(s):

None.

Process:

After Action 3.2.3 (look at other states' best practices) is completed, summarize, compile, and distribute key findings and recommendations for possible policy changes. Compile the most pertinent information gathered in Action 3.2.3 and disseminate it to the Planning committee for review. Following this review and adoption of recommendations, publish this collection in time for the statewide conference detailed in Action 4.5.1 (Conduct statewide conference of housing and service providers) and Action 3.5.1 (create partnerships among existing housing providers and service delivery providers).

Expected Outcomes:

Considerable staff time.

Resources:

VHFA staff time to complete assignment plus any publication or dissemination costs.

Estimated Completion Date:

3Q2006

Progress to Date:

No update

PRIORITY THREE: EXPAND AND MAXIMIZE HOUSING AND SUPPORTIVE SERVICES

Strategy 3.4

Encourage new and creative models through incentives

Action 3.4.1 – Encourage new approaches to ending chronic homelessness through use of "hold harmless" pilot programs.

Manager(s):

VICH chair-Cathy Voyer and DHCA-Jim Saudade

Implementer(s):

AHS, DHCA, and others to be determined

Process:

Advocate for and support funding of innovative program grants to combat chronic homelessness. These grants would feature hold harmless provisions to encourage a wide variety of new strategies without compliance to strict program standards.

Expected Outcomes:

Through these grants new strategies could be tried and tested without fear reprisals if projects or programs were not entirely successful.

Resources:

Minimum \$200,000 initial capitalization. Administrative agency to administer grants.

Estimated Completion Date:

2Q 2006

Progress to Date:

No update

Strategy 3.5

Create partnerships among existing housing providers and service delivery providers

Action 3.5.1 – Encourage joint meeting day of VT Affordable Housing Coalition (VAHC) and VT Coalition to End Homelessness (VCEH) in time overlap

Manager(s):

VCEH-Caprice Hover

Implementer(s):

VCEH-Caprice Hover, VAHC-Erhard Mahnke, and others to be determined

Process:

Currently, the Vermont Coalition to End Homelessness – primarily a group of homeless service providers – and the Vermont Affordable Housing Coalition – primarily housing providers – meet once a month on different days.

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To complete this action step the two groups would discuss the possibility (including the pros and cons) of switching one of those organizations' meeting days to coincide with the other's regularly scheduled meetings.

Expected Outcomes:

This would create increased communication between housing developers and service providers on a regular basis and would make it easier for more overlap between these coalitions' membership and priorities.

Resources:

None.

Estimated Completion Date:

3Q 2004

Progress to Date:

Joint meeting occurred during August 2004. Results were to continue meeting jointly on an annual basis.

Strategy 3.6

Invest in core capacity of existing service infrastructure

Action 3.6.1 – Create strategies to increase capacity for chronic homelessness services by capturing savings from unnecessary use of high cost resources.

Manager(s):

VDH-Brian Smith, DCF-TBA, COTS-Rita Markley

Implementer(s):

AHS Departments (Economic Services and Department of Health)

Process:

Example: lessen visits to hospital emergency rooms by providing health care, counseling, and social services in shelters, Federally Qualified Health Centers (FQHC's), and/or other program locations. We want to explore the use of Medicaid funds to pay for non clinical staff to provide counseling, training and assistance to chronically homeless populations in shelters and other program or provider locations and/or who could be under the direct or indirect supervision of clinical staff. This will also include information on the creation of respite beds. This will include analysis and dialogue with Agency of Human Services, homelessness and medical providers, Vermont Medical Society.

Expected Outcomes:

This will result in shifting dollars in the form of savings and investing them in front end capacity building.

Resources:

To be determined.

Estimated Completion Date:

Strategies developed by 1Q 2006

Progress to Date:

No update

PRIORITY FOUR: IMPLEMENT CROSS-SYSTEM CHANGE FOR PLANNING, DEVELOPMENT, IMPLEMENTATION AND EVALUATION

Strategy 4.1

Collect comprehensive data for supply and demand of housing and services to guide statewide decision making.

Action 4.1.1 – Identify data sources, integrate collection efforts, determine what we want to learn from the data and then analyze the data to guide statewide decision making.

(Data group, colleges, DHCA, VHSDC, Brian Smith, Maura, Center for Rural Studies), RPCs

Manager(s):

VHFA (Maura)

Implementer(s):

Cathleen Gent Communications (contractor for statewide housing needs assessment); Regional Planning Commissions, UVM's Center for Rural Studies, any agency in Vermont with data relating to homeless and chronically homeless.

Process:

We will utilize the work of the statewide housing needs assessment, coordinated as a part of the state's Consolidated Plan rewrite. VHFA helped draft the Scope of Work for the contractor as well as serve on a working group meeting with the contractor monthly to monitor progress. VHFA's role will be to advocate for as much data collection and analysis for homeless and/or chronically homeless households as possible. Once the data collection and regional analysis is completed we will review the entire findings with a specific focus on the section relating to people who are homeless and/or chronically homeless. A synopsis of the data will be provided to the VICH and this process may be expanded to include new avenues of data collection or analysis not covered through the original assessment. Vermont's Homeless Management Information System (HMIS) is in the process of being implemented.

Expected Outcomes:

This will give the VICH answers to our most fundamental questions, such as where our gaps are in the types of services and housing available as well as regionally where our largest gaps are. This can be expanded beyond the original needs assessment to analyze how various programs can better reach out to overlooked subpopulations, and where our strengths are in data collection. We will have better knowledge of available data and be able to track trends in chronic homelessness, determine needs and gaps in our system, as well as opportunities for growth. Having this data will empower us in maximizing our mainstream resources, it will eventually help us leverage more and manage better throughout state government. All of this will help our grant writing efforts; local, statewide, and federal advocacy work; as well as public education.

When the HMIS is complete, we will be able to measure much more clearly who are the chronically homeless, what it is costing us to serve them, and how better can we serve them. AHS will then analyze the data collected and will set priorities based on the information we are able to retrieve from the HMIS. HMIS will be the tool which will provide specific data on what works and what doesn't. We will then be able to measure our success on an annual basis.

Resources:

Equal contributions from DHCA, VHFA, and VHCB to cover the \$45,000 contract with Gent Communications, as well as some funding from the Robert Wood Johnson Foundation Vermonters Coming Home grant administered through VHFA and the Vermont Department of Aging and Independent Living.

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Estimated Completion Date:

Initial needs assessment to be completed at the end of 4Q2004. Analysis of findings will be completed by 2Q2005. A decision on any additional process needed will be determined by 3Q2005 and to be completed thereafter.

Action 4.1.2 – Report point-in-time analysis results to municipalities.

Manager(s):

OEO, Tony Morgan and Vermont Coalition to End Homelessness (VCEH), Caprice

Implementer(s):

VCEH, Shelter providers and grantees, and others to be determined

Process:

Municipalities will be educated about chronic homelessness in their areas and given a copy of the unduplicated homeless count as well as other telling facts about their area.

Expected Outcomes:

This will lead to increased awareness of chronic and all types of homelessness.

Resources:

Staff time to prepare fact sheets for every area.

Estimated Completion Date:

1Q 2005

Progress to Date:

Conducted a statewide point-in-time analysis in February 2004. Also started the process of implementing the Homeless Management Information System (HMIS) statewide.

Strategy 4.2 Evaluate existing systems for effectiveness

Action 4.2.1 – Process, evaluate and implement homeless management tools

Manager(s):

AHS-Cathy Voyer

Implementer(s):

VDH Brian Smith, AHS, Center for Rural Studies Technical Assistance, and others to be determined

Process:

Participate in decision making on what we want to learn from data and outcomes, inventory existing systems, and create an evaluation method and tool. Implement an assessment for effectiveness. Present findings to the Interagency Council for action as warranted.

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Expected Outcomes:

Have a Homeless Management Information System statewide which measures our success and documents our challenges. Knowledge of what we want to learn from data, an up to date inventory of existing systems. Report to Interagency Council with recommendations

Resources:

Teleconference call capacity, meeting room space, administrative support. Technical Assistance (TA) to assist in evaluation efforts

Estimated Completion Date:

4Q 2004

Progress to Date:

August 2004: VICH chair (Cathy Voyer), Brian Smith, Caprice Hover attended the HUD sponsored conference on Homeless Management Information System (HMIS) in Chicago.

August 2004: Cathy Voyer, in conjunction with QED (Michelle Hayes), conducted a statewide meeting on HMIS.

September 2004: State of Vermont requested TA from HUD for the implementation of a statewide HMIS.

October 2004: Vermont was granted TA from HUD on HMIS.

October 2004: Cathy Voyer created a HMIS statewide Steering committee to help managed and implement Vermont's HMIS. Also scheduled regional meetings to receive input from community partners.

October 2004: Started collaboration between Vermont and the NEHMIS committee for additional technical assistance and communications with the New England region.

Strategy 4.3

Identify existing planning efforts to integrate strategies to end chronic homelessness

Action 4.3.1 – Canvas cabinet-level agency planning efforts

Manager(s):

DHCA, Jim Saudade

Implementer(s):

Commissioner John Hall, Secretary Dorn, and others to be determined

Process:

Jim Saudade will consult with Commissioner Hall and Secretary Dorn to ask other cabinet members to provide DHCA with a description of any program, activity or plans that may materially affect chronic homelessness.

Expected Outcomes:

A list of initiatives by agency and department that may affect or impact chronic homelessness.

Resources:

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None Required

Estimated Completion Date:

4Q 2004

Action 4.3.2 – Canvas Regional Planning Partnerships (AHS)

Manager(s):

OEO, Tony Morgan

Implementer(s):

OEO and others to be determined

Process:

Compile information on current efforts. Attend State team meetings to talk about the Interagency Council Plan

Expected Outcomes:

Comprehensive picture of planning efforts at the local level. Identification of strategies consistent with the Council strategies.

Resources:

Staff time

Estimated Completion Date:

2Q 2004

Progress to Date:

No update

Strategy 4.4

Maximize use of mainstream and other funding resources to expand and enhance services to the chronic homeless

Action 4.4.1 – Pursue presumptive eligibility

Manager(s):

VCEH, Caprice Hover; Department for Children and Families (DCF), TBA

Implementer(s):

DCF staff and others to be determined

Process:

Explore the use of funds to grant short term coverage of medically necessary health services to two categorically needy groups: pregnant women and children who appear to meet income standards for Medicaid or VT's SCHIP program (Dr Dynasaur) by "qualified entities" (doctors offices and emergency room personnel) while their

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eligibility is being determined. Also, do the same for medically verified pregnant women so they can be eligible for prenatal services for up to 45 days in the first trimester, pending eligibility determination.

Expected Outcomes:

Although Vermont turns around Medicaid applications in under 30 days and can do retroactive reimbursement upon request in some cases, some health care programs begin coverage only on the date of application while others go back to the first of the month. This option would provide coverage from date of service.

Resources:

To be determined.

Estimated Completion Date:

1Q 2005

Progress to Date:

September 2004: TBA and Caprice Hover conducted a statewide training on SSI with service providers. All regions of the state were represented.

November 2003: Received training from HUD on Mainstream resources in Montpelier.

August 2004: Created an "Integrated Treatment for Co-occurring Mental Health and Substance Abuse Issues in Children, Youth and Families" committee which is called "State Policy Operations Team" (SPOT). Issues to be address include, but limited to, developing a comprehensive plan for integrated treatment of the co-occurring disorders of mental health and substance abuse, create an integrated funding stream approach, have a collaborative, integrated treatment approach, train and create statewide standards which supports integrated treatment.

Action 4.4.2 – Create matrix inventory of existing housing funding sources

Manager(s):

DHCA, Jim Saudade

Implementer(s):

DHCA, Steve Coble and others to be determined

Process:

An existing matrix will be updated as required. The update will be more specific to funding sources that are intended to impact chronic homelessness.

Expected Outcomes:

An up to date, easily referenced matrix of existing housing funding sources will be available for distribution to chronic homeless housing providers.

Resources:

Maura getting it!

Estimated Completion Date:

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2Q 2004

Progress to Date:

Completed and will be attached and distributed at VICH meeting on November 9, 2004.

Action 4.4.3 – Maximize grant writing efforts and opportunities

Manager(s):

VDH, Brian Smith

Implementer(s):

VDH Brian Smith, VA Bob Rummel and others to be determined

Process: *Brian suppose to rewrite*

Have discussions with the agencies that first applied for the original HUD/HHS/VA NOFA to end chronic homelessness to discuss possible re-application if funding is available. De-brief the original application and learn strengths and weaknesses of that approach and effort. Write up and circulate findings and recommendations for future similar efforts to develop an ACT team in Chittenden County or elsewhere in Vermont. Follow the FY 05 budget process and HUD Clips to monitor availability of funding. Utilize existing components of the original application to secure funding from all other grant sources.

Expected Outcomes:

Successful components of application posted for providers' use in other grant applications. Possible re-submission with edits and recommendations incorporated by original stakeholder group (taken from debrief notes).

Resources:

Teleconference call capacity, meeting room space, administrative support. Web space needed to share the existing successful components, of the application, for statewide use in other funding arenas.

Estimated Completion Date:

2Q 2004

Progress to Date:

Reapplied, application denied. Will reapply in the future.

Action 4.4.4 – Confirm range of Medicaid services, SSI, and explore other related possible services

Manager(s):

DCF, TBA

Implementer(s):

DCF departments such as Economic Services and Youth Justice and Child Welfare; VT SSI District Manager, and others to be determined

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Process:

While Vermont has a comprehensive health care program that includes medical and pharmacy benefits for families, children, and single adults, and has exercised options and waivers to expand coverage, a process needs to be undertaken to review whether Vermont has exercised all options that it wants to under Medicaid's Rehabilitation Option, Targeted Case Management Option, and/or the Waiver Option as they relate to supportive housing for the chronically homeless. This includes looking at what other states have done compared to Vermont and see if Vermont wants to explore any other option related to ending chronic homelessness it isn't currently using. SSI will be explored in the same way with one of the three SSA District Managers located in Vermont.

Expected Outcomes:

Possible additional supportive services for the chronic homeless population.

Resources:

To be determined.

Estimated Completion Date:

Decisions and/or new strategies to be developed by 1Q 2006.

Action 4.4.5 – Confirm range of TANF services

Manager(s):

DCF-TBA, AHS-Cathy Voyer and VCEH-Caprice Hover

Implementer(s):

DCF, AHS, VCEH and others to be determined as needed

Process:

TANF funds can be used for a variety of supportive housing needs including subsidies. One possibility is to use such funds as incentives in the form of short term housing vouchers to have people obtain and/or sustain employment.

Expected Outcomes:

Possibly additional new housing vouchers available to people who are chronically homeless.

Resources:

To be determined.

Estimated Completion Date:

Make decisions on strategies by 1Q 2006.

Progress to Date:

November 9, 2004: State of New York administrator (Jeff Barnes) and State of Vermont TANF director (Diana Carmaniti) will attend VICH meeting. Mr. Barnes will be presenting to VICH and Vermont how NY utilizes TANF funds for housing opportunities.

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Strategy 4.5

Identify and collaborate with statewide, regional, and local housing and service partners

Action 4.5.1 – Conduct statewide conference of housing and service providers

Manager(s):

VHFA-Sarah Carpenter

Implementer(s):

VT Housing Managers Association (VHMA), statewide Continuum of Care, housing developers, Vermont State Housing Authority (VSHA), Vermont Housing and Conservation Board (VHCB), Rural Development (RD), DHCA, AHS, and others to be determined as needed

Process:

See attached document on Supportive Housing Coordinator

Expected Outcomes:

Innovative collaborations of housing professionals, developers, and homeless service providers that results in more people who are chronically homeless accessing available housing stock.

Resources:

Considerable funding for meeting facilitation, trainings, and possible ongoing staffing

Estimated Completion Date:

Development of a draft plan of action, with buy in from all stakeholders: 2Q2004. Financing for implementation in place: 3Q2005. Initiative begun: 4Q2005.

Progress to Date:

Members of the VICH have convened a small group called the Developer/Provider Bridge Committee. This group consists of 2 members of the VICH, two funding agencies, the president of the Vermont Housing Managers Association, and several social service providers. We have drafted a plan that includes a series of three meetings with each county area that builds upon the existing Continuum of Care in place, and works to strengthen the links between homeless service providers, managers, and developers. The process for this Action Step has changed based on consumer and provider input and is replaced with the 3-meeting process attached. (See DraftAgenda3.pdf) *attached*. VHFA is working in collaboration with the chair of the VICH to secure funding to support this initiative. We have approached one foundation, and are considering other funding options including utilizing VISTA volunteers, state agency funding, and HUD technical assistance funding or other contributions.

Action 4.5.2 – Use funding mechanisms to ensure viable partnerships among housing and service providers

Manager(s):

COTS (Rita); VDH (Brian)

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Implementer(s):

Rita, Brian, Sarah, Pat Peterson, and others to be determined

Process:

Rita and Brian will work with Sarah to identify the key sources of funding for housing development. For each source (CDBG, HOME, VHCB, etc.) we will develop a strategy to establish a funding preference for housing proposals that include either designated slots for chronically homeless families/individuals or partnership agreements with homeless shelter/service providers. Rita and Brian will also research models in other states (Ohio) where TANF funds are used to provide supportive housing and make recommendations based on that research.

This process will include participation in rewriting the HUD Consolidated Plan next year to ensure that there is a clearly defined bonus or preference for housing proposals that target chronically homeless individuals/families. VHFA will propose a change to its Low Income Housing Tax Credit Qualified Allocation Plan where housing developers who prioritize units for chronically homeless individuals being served by a homeless support agency may receive higher scoring in the development's application.

Expected Outcomes:

Increased housing options for people who are chronically homeless.

Resources:

Time

Estimated Completion Date:

4Q 2004

Progress to Date:

VHFA, as the state's allocating agency for Low Income Housing Tax Credits, updated its Qualified Allocation Plan this year, which covers 2004 through 2005. Two changes were made to increase people who are homeless' access to housing financed through the Housing Credit program.

"VHFA staff will issue a Reservation Certificate or a Binding Rate Agreement when certain benchmarks have been met, including any conditions that have been imposed in the VHFA Board Approval and those reflected in the Letter of Intent. Those benchmarks include: ... evidence that the developer has met with the local provider of services to homeless persons..." (page 23)

The intent of this was to encourage developers to discuss the future housing project with local homeless service providers so that the providers were aware of possible new housing opportunities for their clients, to give the two groups the opportunity to enter into an agreement for future tenant referrals, or some other system to house people who are homeless.

Also, the QAP outlines the evaluation criteria for applicants. A new second tier priority was instituted that allows developers to apply if they have: "Housing affordable to households earning less than or equal to 30% the area median gross income (AMGI) or housing that targets clients of agencies that serve the homeless;" (page 22)

Action 4.5.3 – Provide policy statement to Consolidated Plan Advisory Group

Manager(s):

DHCA (Jim)

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Implementer(s):

DHCA (Pat Peterson) and others to be determined

Process:

The homeless plan will be distributed to the Consolidated Plan Advisory Group.

Expected Outcomes:

The Consolidated Plan Advisory Group will include strategies and priorities from the chronic homeless plan in the Consolidated Plan.

Resources:

None Required

Estimated Completion Date:

4Q 2005

Progress to Date:

January 2005 the VICH will present our 10 year plan to the Advisory Board and Vermont Housing Council. The Con-Plan Advisory Council is in the process on prioritizing projects for the five year Con-Plan.

Strategy 4.6

Identify macro-issues that affect chronic homelessness

Action 4.6.1 – Create summary of existing data.

Manager(s):

DHCA (Jim)

Implementer(s):

Pat Peterson, Steve Coble, Jim Saudade, and others to be determined

Process:

Examine socio-economic data sources to determine the macro issues that pertain to and maybe causing chronic homelessness. These issues may include housing vacancy rates, rents, unemployment information, wage rates, etc.

Expected Outcomes:

Data that explains and describes root causes of chronic homelessness will be available to help focus on precipitous conditions that may be prevented. A baseline for subsequent measuring of performance will be established.

Resources:

Staff time.

Estimated Completion Date:

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1Q 2005

Progress to Date:

There is work in progress now with creating "Comprehensive Economic Development Strategies" (CEDs) which includes local government and regional planning.

Action 4.6.2 – Investigate and track Medicaid premium payments and benefit loss

Manager(s):

DCF-TBA

Implementer(s):

AHS staff and departments and others to be determined as needed

Process:

DCF division of Economic Services is currently transitioning into its new premium payment program. A continuous management effort will oversee the impact of this approach on its clients in an effort to keep all qualified clients insured while the program shifts away from co pays and deductibles.

Expected Outcomes:

We plan to use every source of possible data, including Ombudsmen, staff, providers, advocates, clients, DCF Division of Economic Services data systems and workers to be vigilant in making necessary adjustments to keep clients insured and pay the necessary premiums.

Resources:

To be determined.

Estimated Completion Date:

Assess success of premium approach by 1Q 2005

Progress to Date:

TBA checked this out and will provide more information at our next meeting.

Strategy 4.7

Identify other partners and key stakeholders and resources for Vermont Interagency Council on Homelessness

Action 4.7.1 – Affirm VT Interagency Council on Homelessness organizational structure, leadership, and staffing.

Manager(s):

VICH-Cathy Voyer

Implementer(s):

Cathy Voyer and others to be determined as needed

Process:

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Speak to Governor and recommend to him council members.

Expected Outcomes:

Appointed members of the Vermont Interagency Council on Homelessness and the Policy Academy Team are one council. Have VICH members appointed by Governor.

Resources:

Staff time.

Estimated Completion Date:

1Q 2004

Progress to Date:

Completed on November 23, 2003

Action 4.7.2 – Create contact list of interested parties.

Manager(s): VICH-Cathy Voyer

Implementer(s):

Cathy Voyer and VICH team

Process:

Correlate all stakeholders within the homeless and at risk of being homeless community. Create a contact list to keep people informed and educated along the process.

Expected Outcomes:

Keep stakeholders informed and educated on the process in which we are moving forward and also to educate the general public on what we are doing. To increase services in areas not yet addressed.

Resources:

Staff time and cooperation.

Estimated Completion Date:

2Q2005

Progress to Date:

In the process of. Have compiled a list but not completed.

PRIORITY FIVE: DEVELOP AND CONDUCT AN OUTREACH AND PUBLIC EDUCATION CAMPAIGN

Strategy 5.1

Create awareness on macro-economic issues statewide

Action 5.1.1 – Develop marketing piece to supplement housing awareness campaign and fair housing coalition

Manager(s):

DCF-TBA and VHFA-Sarah Carpenter

Implementer(s):

VHFA, DCF, VICH Team, and others to be determined

Process:

Develop the message that housing and chronic homelessness is not just a housing issue, but also an economic development in an effort to create more stakeholders and support to eradicate chronic homelessness as a problem related to only the poorest people. We would do this by exploring marketing strategies and by getting some pro bono work from some advertising and marketing companies. We also want to explore public service announcements.

Expected Outcomes:

Create an increased awareness of chronic homelessness, the causes of and possible solutions to chronic homelessness. By building off a proven successful campaign, such as the Housing Awareness Campaign, this message of showing that lack of affordable housing has dire consequences on our state, will be strong.

Resources:

None.

Estimated Completion Date:

4Q2005

Action 5.1.2 – Develop policy brief to educate legislators to include future recommendations.

Manager(s):

VICH Chair-Cathy Voyer

Implementer(s):

AHS-Cathy and VICH members

Process:

Get input from service providers and housing providers on best practices and develop a marketing tool for education purposes. Review it with the team to finalize format and information.

Expected Outcomes:

Create an increased awareness of chronic homelessness with the policy makers of the state to guide their decisions when allocating resources for chronically homeless.

Resources:

PRIORITY FIVE: DEVELOP AND CONDUCT AN OUTREACH AND PUBLIC EDUCATION CAMPAIGN

Staff time.

Estimated Completion Date:

2Q2005

Progress to Date:

Caprice Hover is working with Castleton State College and is created a documentary on the chronically homeless In Rutland County, Vermont.

Strategy 5.2 Capture more resources

Action 5.2.1 – Identify additional funding and volunteerism sources including corporate service clubs, colleges, and faith based organizations.

Manager(s):

COTS-Rita Markley

Implementer(s):

United Way, RSVP, 211 staff, COTS volunteer coordinator (Sally Ballin), and others to be determined

Process:

COTS will compile a resource list of volunteer and internship contacts. This listing will include colleges, youth clubs, social organizations (animal clubs), and mission committee contacts within the faith community. COTS will flag/footnote the organizations that also provide funding opportunities.

Identify websites that are willing to include this information so that there is the broadest possible access to this resource.

Expected Outcomes:

Expanded use of volunteers and interns throughout shelters in Vermont; increased awareness of the chronic homelessness through these volunteers and service groups, and possibly decreased pressure on operating expenses.

An ancillary outcome is easier access to volunteers through a single resource list of volunteer and Internship contacts. This list will also include funding information whenever applicable.

Resources:

Additional staffing time or (funding to pay a temp) would be required to type all the information onto a single contact sheet for unified direction, as well as additional expense for long distance phone call coverage.

Estimated Completion Date:

On Going

Progress to Date:

PRIORITY FIVE: DEVELOP AND CONDUCT AN OUTREACH AND PUBLIC EDUCATION CAMPAIGN

No update

Action 5.2.2 – Conduct fundraisers

Manager(s):

VCEH-Caprice Hover and COTS-Rita Markley

Implementer(s):

Caprice, Rita, and others as needed

Process:

Contact new leads for Hearts for the Homeless. Seek additional dollars from the State of Vermont for prevention of chronic homelessness activities.

Expected Outcomes:

Create new funding source to help prevent chronic homelessness

Resources:

Staff time

Estimated Completion Date:

1Q 2005

Progress to Date:

No update

Strategy 5.3 Bring services to more clients

Action 5.3.1 – Work with AHS reorganization to expand out-posting including non-traditional hours

Manager(s):

VICH chair-Cathy Voyer, DCF-TBA

Implementer(s):

Policy Executives, Department heads, Field Services Directors, Vermont State Employee Association, and others to be determined as necessary

Process:

Convene advisory group of policy makers to determine need and feasibility of flex hours for District staff to accommodate needs of chronically homeless Vermonters. Include union representation in discussions

PRIORITY FIVE: DEVELOP AND CONDUCT AN OUTREACH AND PUBLIC EDUCATION CAMPAIGN

Expected Outcomes:

Provide services to those who need it on their time, create flexible hours for working poor and prevent chronic homelessness

Resources:

Community facilities, possible increased overtime and travel costs

Estimated Completion Date:

2Q 2007

Progress to Date:

There has been on going communications with the Field Service Directors for the Agency of Human Services, the Secretary of AHS, and the Commissioner for Children and Families within AHS, and with community partners with AHS.

Action 5.3.2 – Improve and simplify application process and forms across programs to create regional equity

Manager(s):

VICH chair-Cathy Voyer, DCF-TBA, and OEO-Tony Morgan

Implementer(s):

AHS and others to be determined

Process:

Continue to work with the Agency in developing and implementing the "common intake" enabling consistent application of eligibility criteria

Expected Outcomes:

Provide services to those who need it on their time, provide flexible hours for working poor and prevent chronic homelessness

Resources:

Staff time

Estimated Completion Date:

2Q 2007

Progress to Date:

AHS is in the process of added a web-based application for the clients we serve. This will simplify and make the process more efficient and effective. This creates an ability for our clients to be served from most anywhere in the state.

Action 5.3.3 – Train staff on customer service skills.

Manager(s):

OEO-Tony Morgan

PRIORITY FIVE: DEVELOP AND CONDUCT AN OUTREACH AND PUBLIC EDUCATION CAMPAIGN

Implementer(s):

AHS departments with Richard Moffi in AHS

Process:

Develop customer service workshops for District Office employees.

Expected Outcomes:

End chronic homelessness with better coordinated and customer oriented services.

Resources:

\$10,000 for curriculum development and staff travel and facilities.

Estimated Completion Date:

On going

Progress to Date:

Presently, there is cross-training within the Agency of Human Services. Will be an ongoing progress.

Action 5.3.4 – Draft AHS policy for Secretary’s signature to coordinate and provide services to chronically homeless.

Manager(s):

VICH-Cathy Voyer

Implementer(s):

Cathy Voyer, Agency of Human Services, and others to be determined

Process:

Develop policy and make recommendations to the Secretary of the Agency of Human Services which would better coordinate services for chronically homeless, such as housing policies, supportive services, and transportation.

Expected Outcomes:

Provide services to the chronically homeless in a fashion that is better coordinated using all resources available.

Resources:

Staff time and VICH staff time

Estimated Completion Date:

3Q 2005

Progress to Date:

July 1, 2004: AHS has created an agency-wide position which deals specifically with policy and priorities for housing and transportation. This position will coordinate and implement changes throughout the agency of housing and transportation with the continued support of department staff within the agency. This position has already coordinated services for implementation on HMIS statewide.

PRIORITY FIVE: DEVELOP AND CONDUCT AN OUTREACH AND PUBLIC EDUCATION CAMPAIGN

Action 5.3.5 – Identify and develop models for day labor.

Manager:

Department of Employment and Training (DET)

Implementer(s):

Include all organizations offering temporary shelter and drop-in centers, the Department of Employment and Training, and others to be determined.

Process:

Develop a viable job information and referral system between DET and temporary shelter providers and drop-in centers. Coordination and cooperation with public transportation systems, ride shares, and car pooling would be required.

Expected Outcomes:

Many part-time, temporary work offers become full-time, long term job opportunities. A coordinated effort will provide additional access for the chronically homeless to job seeking and job keeping workshops, labor market and training information, work experience and reintegration into the workforce.

Resources:

None expected.

Completion Date:

4Q 2006

Progress to Date:

No update

Strategy 5.4 Putting a face on chronic homelessness

Action 5.4.1 – Identify consumer "story tellers" for testimonials

Manager(s):

COTS-Rita Markley

Implementer(s):

Chittenden County Continuum of Care, Statewide Coalition to End Homelessness, and others to be determined

Process:

PRIORITY FIVE: DEVELOP AND CONDUCT AN OUTREACH AND PUBLIC EDUCATION CAMPAIGN

Approach both the Chittenden County and statewide continuum of care groups requesting them to identify people who are willing to publicly share their experience of being chronically homeless. Compile a statewide listing of those who can be called upon to function as an informal speaker's bureau.

Expected Outcomes:

Increase understanding of what causes chronic homelessness and the enormous impact it has upon every sector of our community (education/employment/mental health/etc.). Ultimately, the outcome would be increased support for affordable housing.

Resources:

Cooperating/willingness

Estimated Completion Date:

On going

Progress to Date:

On going process which will be created as testimonials taken.

Action 5.4.2 – Create forums for testimonials

Manager(s):

COTS-Rita Markley

Implementer(s):

VT Coalition to End Homelessness, Chittenden County Continuum of Care, and others to be determined

Process:

Formalize an annual speaker's event for National Homeless Awareness week in November. Invite legislators, business leaders and community members to participate. On a smaller scale, encourage local shelter providers to organize speakers' presentations throughout the year at community clubs, religious groups and libraries.

Expected Outcomes:

Create an increased understanding of the direct link between the current housing shortage in Vermont and the growing number of chronically homeless families and individuals. Through this understanding, increased support for affordable housing throughout the state.

Resources:

Time

Estimated Completion Date:

4Q 2004

Progress to Date:

In the process of planning the presentation in Burlington Vermont which will have a nationally recognized guest.

PRIORITY FIVE: DEVELOP AND CONDUCT AN OUTREACH AND PUBLIC EDUCATION CAMPAIGN

Action 5.4.3 – Partner with other stakeholders and advocacy agencies around public information events.

Manager(s):

COTS-Rita Markley

Implementer(s):

VAHC, Vermont Low Income Advocacy Council (VLIAC), VHCB, and others to be determined

Process:

Coordinate activities and participants to maximize the effectiveness of education and public information efforts.

Expected Outcomes:

Create a clear understanding by public and policy makers on causes, effects and costs of chronic homelessness.

Resources:

To be determined.

Estimated Completion Date:

Ongoing.

Progress to Date:

No update

Strategy 5.5

Educate the public of the cost of chronic homelessness

Action 5.5.1 – Make chronic homelessness an economic development issue

Manager(s):

DHCA-Jim Saudade

Implementer(s):

DHCA, AHS, UVM or other Colleges, and others to be determined

Process:

A paper would be researched and written regarding the “economic impact of chronic homelessness in Vermont.” The paper would not only address the cost to society, but the impacts on business and tourism. The executive summary of the paper could be used as an educational tool for economic developers, chambers of commerce and other business advocacy organizations.

Expected Outcomes:

Raise awareness of chronic homelessness and its impact on business and the economy and may also help in fundraising to support ending chronic homelessness.

Resources:

PRIORITY FIVE: DEVELOP AND CONDUCT AN OUTREACH AND PUBLIC EDUCATION CAMPAIGN

Grad student and \$4,000.

Estimated Completion Date:

On going

Progress to Date:

No update

Action 5.5.2 – Include information on SSI and chronic homelessness in next issue of “Between a Rock and a Hard Place – Housing and Wages in Vermont”

Manager(s):

VHFA-Maura Collins

Implementer(s):

VHFA-Maura Collins and others to be determined as needed

Process:

Collect data showing the effects of Vermont’s housing affordability crisis and how it affects those on SSI and the chronically homeless by including information in the annual Housing and Wages report that is used as an advocacy tool with the state legislature and media.

Expected Outcomes:

Increased knowledge of the costs of housing for people with extremely limited, or no, income. This awareness will help put the costs of housing in perspective.

Resources:

None.

Estimated Completion Date:

1Q 2004 (Completed – Release date of publication: February 2004)

Progress to Date:

Completed. Will continue to do this on an annual basis.

Attach Bridging committee suggestions and advance....