

Office of Economic Opportunity (OEO) updates:

- Have been working with organizations on projects in development to create or expand shelter capacity, outreach, etc. The Department of Mental Health will be administering grants for expanded outreach. Those projects should hopefully start later this summer.
- There are still some communities with unmet needs around shelter and the GA Emergency Housing transition, and AHS Field Service Directors are setting up some additional meetings to problem solve gaps and figure out next steps.

Appeals regarding eligibility: Clients can appeal a determination through the [Fair Hearing Process](#)

Are there updates on new positions that were announced to conduct the AHS screening for the “June Cohort”?

- Job descriptions are in the works, but have not been finalized.
- AHS is continuing to use the contract put in place via VCCI to do this work and two nurses in Barre and Burlington have started; that contract will end at some point and there will be a contract with a different vendor for the new positions (expecting to finalize those contract details this week).

Data sharing about homeless households to better understand the needs of hotel residents:

- The AHS screening tool is for clients in motels in the June cohort (i.e., those who were in motels as of June 30th) – information is shared (with client permission) within those local teams. The data dashboards produced from this data (CommCare) cannot be public due to the level of information included (i.e., may be personally identifiable in some areas)
- AHS is working on a dashboard with aggregated data that can be shared more broadly.
 - Director of OEO, Sarah Phillips, will be touching base with Dave Riegel and Kristin McClure about how to continue to include CoC partners in this work.

For CE lead agencies that need to share information about people in the June cohort moving in and out of hotels:

- You may email AHS – DCF ESD GAH Management AHS.DCFESDGAHManagement@vermont.gov

Suggestion regarding ongoing, unresolved health and safety issues with GA Housing: create a leadership level position within the Department of Health to be more deeply involved, provide oversight, and liaise with lodging establishments, the community and DCF on this issue.

Safety Concerns for staff at hotels:

- Please reach out to DCF Deputy Commissioner, Miranda Gray with details if there have been incidents at specific hotels re: staff or clients: miranda.gray@vermont.gov
- More broadly, organizations can review safety protocols for their staff, update where necessary, and ensure they are aware of them. For example:
 - Meet in public spaces.
 - Go out in pairs or teams.
 - Make sure other people know where you are, and your general schedule.
 - Have check in plans.
 - Trust your gut – if something doesn’t feel right, staff don’t need to do it – you can find another way.
 - Look into safety trainings such as ones on de-escalation tactics.

Regarding client safety:

- Part of the CE assessment and Care Coordination screening tool includes questions about clients’ safety. This helps identify issues and provide referrals or other resources.

- Let ESD or VDH (depending upon the situation) know so they are aware and can follow up.
- There was concern in general about the lack of accountability of lodging establishments to address health and safety issues. The current complaint process via VDH is not anonymous or confidential which is a barrier for GA clients reporting issues. There was also discussion that challenges related to supply and demand of motel rooms has made it challenging to relocate guests in the past.

Clients being denied resources or reporting other restrictions at hotels:

- Issues with clients being denied resources (e.g., toilet paper, sheets, etc.) or being told they cannot go into areas that other hotel guests may use (e.g., the pool).
 - Please make sure ESD knows about these situations. You may reach out to Deputy Commissioner Gray.
 - ESD requires motels to provide the same amenities that other paying guests receive. Health and safety issues fall under the purview of VDH **and** the agencies communicate with each other and work on addressing issues as they arise.
 - DCF as a whole is committed to a strong approach moving forward, and will use the price negotiation process as one way to do so.

Case management for hotel residents:

- There are 2 processes right now for getting hotel residents connected to case managers: If clients come into the GA/Emergency Housing program, they are referred to the lead agency through Coordinated Entry (CE) and can get services through that assessment. The Care Coordination team is also reaching out to households in the June cohort – screening them for other needs the household has and making referrals.

What frequency makes sense for these meetings and staff from which agency to answer questions? Keep in mind there will be some opportunities to share information and discuss in existing forums (e.g., VCEH).

- Some suggested going down to a monthly call for the GA/Emergency Housing calls about updates, program changes, policy info/changes, resources, etc.
- Substantial interest in having a meeting specifically for care coordination teams, with representatives from each district.
- Suggestion to have weekly calls focused on a specific topic.
- Action items:
 - Sarah Phillips will touch base with Renee Weeks to discuss the possibility of a state-wide call with the Care Coordination team and providing an update next week on the care coordination work for the June cohort.
 - **Providers** – please think about what frequency makes sense for you for these GA/Emergency Housing calls and what staff you would like to have on them.