



# Economic Services Division Community Meeting

Presented by: Miranda Gray, Deputy Commissioner,  
Economic Services Division, DCF

# Economic Services' Mission and Vision

## Our mission:

To provide high quality service while administering programs to improve economic well-being for Vermonters.

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## Our vision:

Vermonters thrive with a sense of independence and connection to their communities.

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<https://dcf.vermont.gov/esd>

# ESD Legislative Updates

## ESD Related Reports:

- Reach Up Annual report due 1/31/2025
- Restaurants Meals Program report due 3/1/2025
- Monthly Housing report (next one due by 1/31/2025)
- The General Assistance Emergency Housing Task Force submitted a [report](#) on 1/15/2025. The Department responded on 1/17/2025 with a letter from the Commissioner (not posted yet) and [input for each charge](#).

## Testimony:

- ESD was invited to testify on January 10, in front of the House Human Services Committee on the Oversight and Accountability regarding General Assistance and Emergency Housing.

Presentation: [Available here](#)

Recording: [Available here](#)

# Application Documentation Processing Center (ADPC)

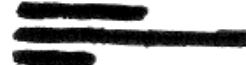
The ADPC receives mail from clients seeking Economic Service benefits, as well as health care under Green Mountain Care and Vermont Health Connect. The mail gets sorted, batched, scanned and indexed to case management systems where workers determine eligibility. In addition to mail, the ADPC receives documents via fax, email, online uploader, and from district offices electronically. All documents are expected to be dispatched to eligibility staff within two days from the day they are received.

In 2024, the ADPC received 11,970 pieces of mail and indexed 592,249 documents

The ADPC staff consists of 14 Program Technicians, 2 Program Service Clerks, and 3 Supervisors.

# Application Documentation Processing Center (ADPC)

If you are assisting clients with their paperwork, including this page as the first page of the submitted documents will greatly assist in expediting the indexing process.

  
BURLINGTON VT 05401

APPLICATION/DOCUMENT PROCESSING CTR  
280 STATE DRIVE  
WATERBURY VT 05671-1500

\*\*\*\* PLEASE BE SURE TO FOLD IN HALF SO THAT THE RETURN ADDRESS IS  
SHOWING IN THE WINDOW OF THE RETURN ENVELOPE. \*\*\*\*



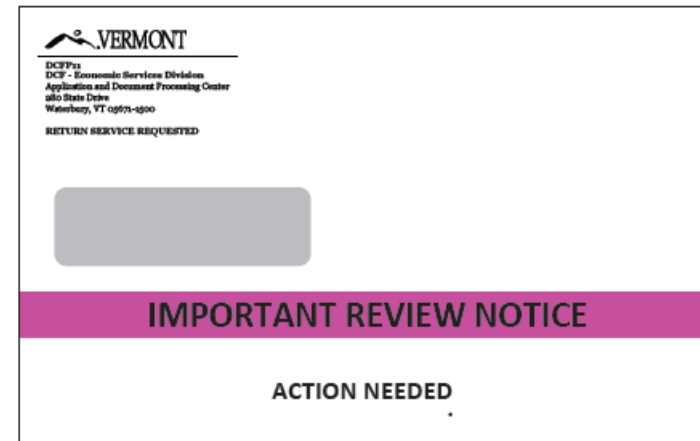
November 2024

Please do not send us original documents – we cannot guarantee that they will be returned.

# Operational Updates

In an effort to better support Vermonters in keeping their eligibility for our programs active, we are now sending out some of our notices in a pink striped envelope.

These envelopes will be used for Interim and Review notices that require action from Vermonters to keep their eligibility and benefits. We hope that the stripe will help their Review and Interim Report notices stand out and encourage a faster return.



# ESD Call Center (BSC)

- Benefit Service Center (BSC)
- Became operational in 2009.
- Integrated a IVR (Interactive Voice Response System) to give callers 24/7 access to case information via automated information.
- The primary function of the call center is to provide support to Vermonters who call us for a variety of reasons. Some examples are case statuses, notice related calls, address changes, verification of submitted documents, and general questions.
- We also have an Interview Unit serving people who need to conduct an initial 3SquaresVT or Reach Up interview or a re-certification interview.

# ESD Call Center (BSC)

- The BSC consists of 31 staff including the management team (currently).
- We take on average between 600-900 calls per day in the General Queue and 300-500 calls in the Interview Unit Queue.
- The main number for the General Queue is 800-479-6151.
- The main number for the Interview Queue is 877-403-7668.
- The hours of operation in the General Queue is Monday-Thursday 8:00am to 5:45pm. On Friday 8:00am to 4:00pm
- The hours of operation for the Interview Queue is Monday-Friday 8:00am to 4:00pm.
- Track an array of metrics to help improve service and agent performance.



# ESD Call Center-General Assistance Emergency Housing

**About our Team:** We have 10 Benefit Program Specialists (BPS), 4 Senior BPS staff and 4 Supervisors. We also contract with an out of state contractor that has around 40 staff members helping us reduce our call wait times.

**When are higher wait times expected?** While our call wait times have decreased, we recognize that certain times are busier than others. We are busier: The day after a holiday, Mondays, Fridays, the beginning of the month and the afternoons. We also offer a call back feature so clients can be called back instead of waiting on the line.

## How to Reach Us:

- Please encourage clients to call the Housing Unit at 1-800-775-0506 if they have any questions about General and Emergency Housing Program eligibility or to apply.
- Our phone lines are open from 8:00am-4:30pm Mondays through Wednesdays and Fridays; Thursdays 9:00am-4:30pm. If a client has an emergency need for housing after business hours or on the weekend, they may call 211 for housing assistance.
- If you're a community partner and have questions for management, please e-mail: [AHS.DCFESDGAHManagement@vermont.gov](mailto:AHS.DCFESDGAHManagement@vermont.gov)

# ESD Call Center-General Assistance Emergency Housing

## Program Requirements that clients might need assistance with:

- ❖ Shelter First Requirement: We are a shelter first program. An applicant seeking Emergency Housing must be referred to shelter if there is shelter space available in the district where they are located on the day they apply. This is true for new applicants as well as those currently in housing applying for additional nights, even if they haven't reached their check-out date.
  - Applicants can only be exempt from this requirement if the shelter cannot accommodate any special assistance the applicant needs.
- ❖ Coordinated Entry/Active Housing Search: Households must be referred and engagement in case management services for housing will be verified.
- ❖ Exhaust Available Resources: clients must have exhausted all available resources. Those are defined as liquid resources such as cash, bank accounts or other financial instruments that can be converted to cash within 24 hours.
- ❖ Income Contribution: All income within the last 30 days must be verified. Households with income greater than the Reach Up Basic Needs standard must contribute 30% of their gross income towards housing.

# Supplemental Food Programs

## 3SquaresVT Electronic Benefit Theft Update

In the most recent continuing resolution (CR) passed by Congress, the authority to replace electronically stolen benefits was allowed to sunset

What does this mean?

- Electronic theft (ex. card skimming or cloning) that occurred on or before 12/20/24 can still be replaced
- Households must report the loss to ESD within 30 days of discovery of the loss
- Form 271 should be completed and sent to ESD within 10 days of reporting the loss
  - [Recover 3SVT Benefits Stolen From Your EBT Card | Department for Children and Families](#)
- The replacement of benefits due to household misfortune was not affected by the CR

**Stay  
Connected**

**Meet our  
District  
Directors:**

VACANT for Springfield and Brattleboro offices

Contact Karl Felkl, Operations Director

Email: [Karl.Felkl@vermont.gov](mailto:Karl.Felkl@vermont.gov) Phone: 802-558-5017

**Kathleen Smith** for Barre and Morrisville offices

Email: [Kathleen.D.Smith@vermont.gov](mailto:Kathleen.D.Smith@vermont.gov) Phone: 802-735-6043

**Jessica Holmes** for Burlington and Middlebury offices

Email: [jessica.holmes@vermont.gov](mailto:jessica.holmes@vermont.gov) Phone: 802-585-5186

**Laurie Pion** for St Albans and Newport offices

Email: [Laurine.Pion@vermont.gov](mailto:Laurine.Pion@vermont.gov) Phone: 802-798-9578

**Julie Mazzariello** for St Johnsbury and Hartford

offices. Email: [Julie.Mazzariello@vermont.gov](mailto:Julie.Mazzariello@vermont.gov) Phone: 802-585-6486

**Sarah Butterfield** for Bennington and Rutland offices

Email: [Sarah.R.Butterfield@vermont.gov](mailto:Sarah.R.Butterfield@vermont.gov) Phone: 802-585-6550

# Stay Connected

**Sign up to join our listserv to receive meeting invites and updates about ESD programs:**

<https://dcf.vermont.gov/esd/newsletter>

# Questions?

Please raise your virtual hand, or type your question in the chat

**Next Meeting: April 2025**

Thank you for joining us!