

General Assistance Emergency Housing FY2026



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Basic Household Information

Before screening a household for an eligibility category, you must determine who is in the household, that the household can attest to the lack of a fixed, regular and adequate nighttime residence, and that there is no shelter space available that the household can access. If the household is not known to ESD, identification must be verified for all adults ***if questionable***.

Documentation of Homelessness

A household must attest to lack of a fixed, regular, and adequate night-time residence.

Verification of homelessness is not required beyond the household's attestation but may be requested if questionable.

If a household does not have a fixed, regular, and adequate night-time residence but does have alternative housing for the night, their application should be denied due to the alternative housing available.

Shelter Requirement

An applicant for GA 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.
- If an applicant calls prior to check-out date and shelter space is available, the eligibility worker should end the current grant and refer the applicant to shelter. ***If a grant is changed, a new NOE must be issued.***
 - The eligibility worker should update the 218EHA in GAAPS to reflect the new check-out date, send the updated 218EHA to the hotel, and enter a CATN correcting the night count and noting the new check-out date.
 - A new NOE must be provided with the new check-out date and all other relevant information updated.

Applicants can be exempt from this requirement if they have a physical or mental disability that the shelter cannot accommodate. The shelter must confirm with ESD that they cannot accommodate the applicant.

See section on Reasonable Accommodations.

Household

A household is an individual and any dependents for whom the individual is legally responsible and who lives in Vermont. "Household" includes individuals who reside together as one economic unit, including those who are married, parties to a civil union, or unmarried.

Only one member of the household must meet an eligibility category for the household to meet categorical eligibility.

All household members who have a Social Security number must provide it for the department.

ID should be verified if questionable.

Caretakers can be allowed and may not be considered part of the household; these situations must be reviewed by GA AOPS via the management team. If a caretaker meets the definition of a household member, they should be considered part of the household (for example, if the caretaker is the applicant's spouse, they are part of the household). If the caretaker does not meet the definition of a household member, and the applicants report that they are not part of the same economic unit, the caretaker can be excluded from the household.

Eligibility Categories

Once it has been determined that a household lacks a fixed, regular, and adequate nighttime residence and there is no shelter space available that the household can access, the household must be screened for an eligibility category to determine if they are eligible for General Assistance Emergency Housing.

Families with Children

Definition: The household includes a member who is a child 19 years of age or under.

Verification:

- No further verification needed if known to ACCESS.
- Any document that verifies dates of birth of children.

In shared custody situations, a household is eligible under this category only on the nights that there are children physically present in the household.

Age 65+

Definition: The household includes a person aged 65 or older.

Verification:

- No further verification needed if known to ACCESS.
- Any document that reasonably establishes the applicant's age.

Disability

Definition: The household includes a person who has a disability documented by:

- Receipt of Supplemental Security Income (SSI).
- Receipt of Social Security Disability Insurance (SSDI).
- A valid Emergency Housing Disability Variance Request Form (201G-VR) completed by a qualified healthcare provider.

Verification:

- ACCESS match for SSI or SSDI.
- Award letter for SSI or SSDI.
- Collateral call to Social Security Administration.

- Form 201G-VR completed by a health provider who is licensed, certified, or otherwise authorized to provide health services in VT. The 201G-VR must include the provider's credentials, credential number, address, and phone number.

Form 201G-VR:

- **Before granting under the 201G-VR, check the form in OnBase to confirm the expiration date has not passed.**
- If it is unclear if the provider is a qualified healthcare professional, send the provider information to GA AOPS for clarification.
- You may also check this website for provider information:
<https://npiregistry.cms.hhs.gov/search>

Pregnant

Definition: The household includes a person who is pregnant.

Verification:

- Documentation from a qualified health professional.
- No further verification is required if it has already been verified for another program.

Death of a Spouse, Domestic Partner, or Minor Child

Definition: The household includes a person who has experienced the death of a spouse, domestic partner, or minor child that caused the household to lose its housing.

Verification:

- Obituary.
- Death Certificate.
- Any document that shows date of death.

Natural Disaster

Definition: The household includes a person who has experienced a natural disaster, such as a flood, fire, or hurricane.

Verification:

- Typically verified by the Red Cross.
- Landlord.
- Home insurance claim.
- Newspaper article.
- Firsthand knowledge.

Court Ordered or Constructive Eviction

Definition: The household includes a person who is under a court-ordered eviction or constructive eviction due to circumstances over which the household has no control.

Verification:

- Eviction paperwork.

- Housing inspector, health department, or other appropriate authority for cases involving habitability.
- Verification from landlord for “no-cause” terminations of tenancy.

Court Ordered Eviction vs Constructive Eviction

Court-Ordered Eviction	Constructive Eviction
<ul style="list-style-type: none"> • Must be due to circumstances that the applicant had no control over. • Court-ordered evictions resulting from a violation of a tenant agreement are NOT eligible. • Evictions due to non-payment of rent may or may not qualify depending on whether it was outside of the household’s control. • Non-payment of rent cases should be sent to ESD GAH management with a breakdown of the household’s income and expenses at the time the household fell behind on rent as well as an explanation of the circumstances that led to the eviction. 	<ul style="list-style-type: none"> • Lack of housing is due to landlord’s failure to provide heat, water, or utilities as required by the lease agreement. • Other violations by the landlord regarding habitability could qualify as constructive evictions. • No cause terminations of tenancy may qualify as constructive evictions. • All constructive eviction cases must be reviewed by GA AOPS.

Domestic or Similar Dangerous Violence

Definition: The household includes a person who is experiencing domestic violence, dating violence, sexual assault, stalking, human trafficking, hate violence, or other dangerous or life-threatening conditions that relate to violence against the individual or household member and caused the household to lose its housing.

Verification:

- Typically verified by community partner agency via letter (sister agency).
- Restraining order.
- Observable physical evidence of abuse.
- Corroboration from police, court, medical providers, or other credible sources.
- Waiver of the Reach Up child support requirement.
- Reach Up deferment from Reach Up participation requirements because of domestic violence.

Applicants in a district with community investments should be housed through those agencies. If the agency says they cannot house the applicant, they should provide a letter indicating why. If a letter is not provided or the information is unclear, send the case to GA AOPS.

Households Eligible for Multiple Categories

When a household is eligible for multiple categories, the category should be used that requires the least amount of verification.

Example:

John and Jane have a 10-year-old child, Jessie. They lose their housing due to a constructive eviction. They would be eligible under both the Families with Children and Constructive Eviction categories. They should be granted under Families with Children because it requires less verification.

In this scenario it is not necessary to verify eviction.

Emergency Winter Housing 12/1/25-3/31/26

Households must be categorically eligible to receive housing under Emergency Winter Housing. This means they must be eligible under at least one of the following categories:

- Families With Children
- Age 65+
- Disability
- Pregnant
- Domestic Violence
- Death of a Spouse or Minor Child
- Natural Disaster
- Court-Ordered/Constructive Eviction

Other housing rules still apply, including the Period of Ineligibility, any applicable housing tasks, income contribution, and shelter referrals. Authorizations should be made under the household's eligibility category (instead of "AWC only").

- From December 1, 2025, through March 31, 2026, households may exceed the 80-night maximum.
- Nights used during this period do not count towards the household's total night count.
- The 1100 room cap is no longer in effect.
- If a household cannot be housed due to a lack of capacity, the application status should be "Approved, No Availability".
- Do not use "There are no hotel or motel rooms available (GA rule 2652.2(m))" as a denial reason during Emergency Winter Housing. This citation references the 1100 room cap.

Reasonable Accommodations

Shelter Exemption

A Reasonable Accommodation Request (218M), or documentation including the same information as the 218M, is required to exempt the applicant from the shelter requirement.

- The 218M can be completed by anyone with knowledge of the applicant’s disability.
- The applicant should then bring the 218M to the shelter and the shelter will determine whether they can accommodate the applicant’s disability.
- If a shelter cannot accommodate the applicant’s disability, they will inform ESD GAH management.

Shelter contact information and availability in each district is included in the GAH Resource document.

Reasonable Accommodation

A household may request a reasonable accommodation for reasons not related to congregate shelter. Examples of reasonable accommodations include placement in a specific hotel due to accessibility needs and requests for alternative communication methods, such as an in-person fair hearing. The household does not need to use the phrase ‘reasonable accommodation’ for their request to be considered a reasonable accommodation. If a household requests a specific accommodation due to a disability, please check with your supervisor.

Example: A household states that they cannot be placed on the second floor because they are in a wheelchair. During the interview, the household says, “I cannot get to a second-floor room because I have a wheelchair, so I need a first-floor room.” While the household did not use the phrase ‘reasonable accommodation’, they requested an accommodation based on a disability, which must be treated as a request for a reasonable accommodation.

A form is not required to submit a reasonable accommodation request.

A household may request a reasonable accommodation during the housing interview or by submitting a request via email to AHS.DCFESDGAHManagement@vermont.gov.

All reasonable accommodation requests must be reviewed by GA AOPs. As part of the review process, GA AOPs may request additional information from the household to evaluate the request. Requests for additional information may include information regarding the nature of the disability and how it relates to the requested accommodation.

GA AOPs will issue a written determination in response to the reasonable accommodation request.

A household that has been granted a reasonable accommodation may be referred to shelter if the shelter is appropriate. If a household housed under a reasonable accommodation is going to be referred to shelter, please send the case to GA AOPs.

Service Animals

ESD receives occasional reports of hotels declining to accept guests due to the household requiring a service animal. If a hotel declines to accept a household due to the household having a service animal, please use the following script.

“This animal is not a pet; it is a service animal. Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas where the public is allowed to go. DCF may withhold payment from your establishment if you are not in compliance with Vermont’s public accommodations law and the ADA.”

If the hotel still refuses to house the household, report this to GA Housing management team.

Service animal talking points:

- Under Vermont's public accommodations law and the federal Americans with Disabilities Act (ADA), people with disabilities may bring service animals to all public accommodations, including hotels/motels.
- A service animal is a **dog** that has been trained to perform disability-related tasks for the benefit of a person with a disability (in some cases, a miniature horse may also qualify as a service animal).
- Some examples of the type of tasks a service animal performs are: guiding people who are blind, alerting individuals who are deaf or hard of hearing, alerting and protecting an individual who is having a seizure, reminding individuals with mental illness to take their medications, interrupting self-harming behaviors, providing calming pressure during panic attacks, or alerting an individual to the presence of allergens.
- Service animals do not need to be professionally trained. People with disabilities have the right to train the dog themselves and are not required to use a professional service dog training program.
- The ADA does not require service animals to wear a vest, ID tags, or specific harness.
- In situations where it is not obvious that the dog is a service animal, staff may ask only two specific questions: (1) is the dog a service animal required because of a disability? (2) what work or task has the dog been trained to perform? Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person’s disability.
- Hotels/motels cannot assign designated rooms for individuals with a service animal. A guest with a disability who uses a service animal must be provided the same

opportunity to reserve any available room at the hotel as other guests without disabilities. They may not be restricted to “pet-friendly” rooms.

- Hotels/motels are not permitted to charge guests for cleaning the hair or dander shed by a service animal. However, if a guest’s service animal causes damage to a guest room, a hotel is permitted to charge the same fee for damage as charged to other guests.
- Service animals can be any breed of dog. The ADA does not restrict the type of dog breeds that can be service animals. A service animal may not be excluded based on assumptions or stereotypes about the animal’s breed or how the animal might behave. However, if a particular service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, or is not under the control of the handler, that animal may be excluded. If an animal is excluded for such reasons, staff must still offer their goods or services to the person without the animal present.

Authorized Representative

A household may have an authorized representative who can speak on their behalf. A household may have more than one authorized representative.

An authorized representative may receive any information about an applicant’s case that the applicant themselves can receive.

To speak to an authorized representative, the department must have form 139REP signed by the applicant or legal documents in OnBase.

A judicially appointed legal guardian or legal representative automatically meets the criteria for an authorized representative. They must provide documentation of their status (e.g., court order or power of attorney).

When a valid 139REP or other legal representative documentation is received a WARN should be entered in ACCESS indicating the name and phone number of the authorized representative as well as the date the documentation was received.

There is no limit to the number of authorized representatives a household can have for General Assistance.

Program Requirements

The following topics are requirements to establish or maintain eligibility for the GA Emergency Housing program that must be considered after basic household information and eligibility category.

Coordinated Entry

Households found eligible for Emergency Housing must be referred to Coordinated Entry.

The eligibility worker must complete the [ESD Housing Crisis Referral Form](#) (located on the General Assistance page on SharePoint).

The ESD Housing Crisis Referral form must be sent to the contact for the lead agency in the county where the household is housed. The updated list of contacts can be found at:

<https://helpingtohousevt.org/vermont-lead-agencies/>

This must be done the first time a household is placed at a motel or whenever they change counties.

Active Housing Search

Households must work with the department to develop a schedule of activities addressing their need for emergency housing assistance.

Rule 2652.2(k)

Housing Search Requirements

1. All households applying for and receiving emergency housing assistance must engage in their own search for an alternative housing placement.

i. The Department and household shall work together to develop a schedule of activities addressing the household's need for emergency housing assistance. Completion of the activities is a requirement for continued receipt of assistance. These activities shall be documented in the household's case record.

A. Activities shall include at least one of the following: completing the coordinated entry assessment, engaging with a state agency or state-contracted service provider to secure an alternative housing placement, addressing barriers to permanent housing (for example, obtaining identification documents, social security cards, or birth certificates for all household members), or applying for a permanent housing voucher.

2. If the Department determines that a household, at the time of application or during the term of the household's authorization, has not made efforts to secure an alternative housing placement, or has access to an alternative housing placement, the Department shall deny the application or terminate the authorization at the end of the current authorization period.

3. Households must provide verification to the Department at least monthly that they have made efforts to secure an alternative housing placement or the household's application for emergency housing assistance will be denied.

i. Verification may be provided in the form of documentation of meetings with housing case managers, applications for housing, or documentation of other housing search activities.

Key Components of Rule 2652.2(k)

The Department and household shall work together to develop a schedule of activities addressing the household's need for emergency housing assistance.

Completion of the activities is a requirement for continued receipt of assistance.

Required activities shall be documented in CATN and on the Notice of Eligibility

Households must provide verification to the Department at least monthly.

Allowable Activities

- Complete the coordinated entry assessment
- Engage with a state agency or state-contracted service provider to secure an alternative housing placement
- Address barriers to permanent housing including obtaining:
 - identification documents
 - social security cards
 - birth certificates for all household members
- Applying for a permanent housing voucher.
- Other activities that reduce barriers to permanent housing as appropriate

Assigning Tasks

- Be clear
- Be concise
- Be direct

Complete the Coordinated Entry Assessment

Coordinated Entry (CE) is a process that ensures people experiencing homelessness are connected to support. The first step to connecting with coordinated entry is completing the coordinated entry assessment. This typically only needs to be completed once.

When assigning the task of completing the coordinated entry assessment, include the name of the partner the client needs to work with and the date by which the coordinated entry assessment needs to be completed.

Example

Wording on NOE

Complete the coordinated entry assessment. The coordinated entry assessment can be completed through Capstone. ESD will verify on or before 3/5/26.

Wording in CATN

Assigned client task of completing the CE assessment at Capstone. Need to verify CE assessment was completed on or before 3/5/26.

**Note—the date of 3/5/26 and the partner Capstone are examples. Households should be given approximately one month to complete a task, so verification dates should be set accordingly.*

Verification

Staff shall verify Coordinated Entry referrals and assessments by reviewing the Coordinated Entry Master List, which may indicate that:

- A referral is still required
- A referral has been made but the appointment has not yet occurred
- The appointment has occurred, and the client is marked as engaged
- A referral has been made but the client has not completed the appointment.

Waiting lists or scheduling delays may be confirmed through the Master List and are considered outside of the client's control. Delays outside of the client's control should not result in a denial.

Denial

If the task is not completed, deny the housing application using the denial reason below. Note that the denial reason cites GA rule 2652.2 (k).

You have not engaged in housing search requirements (GA rule 2652.2(k)).

Engage with Case Management

Rule 2652.2(k) requires households to engage with a state agency or state-contracted service provider to secure an alternative housing placement.

This might include a Reach-Up Case Manager, a nurse from the Vermont Chronic Care Initiative (VCCI), a provider through the Department of Aging and Independent Living (DAIL) or other state agency. This might also include partners funded through the state, such as community action agencies or CE assessment partners.

If a case manager was not assigned due to lack of availability or no appropriate provider is available, staff must assign an alternative, appropriate task based on the client's circumstances (e.g., obtaining identification documents.)

If you are unsure if an agency or individual working with a household is part of a state-agency or state-contracted service provider, reach out to your supervisor.

Example

Wording on NOE

Continue to be actively engaged with your Reach Up housing case manager. ESD will verify on or before 2/28/26.

Wording in CATN

Assigned client task of engaging with Reach Up case manager. Need to verify engagement on or before 2/28/26.

**Note—the date of 2/28/26 and the Reach Up case manager are examples. Please be sure to note the agency the case manager works for. The task will need to be verified at least monthly, so verification dates should be set accordingly.*

Example

Wording on NOE

Meet with your housing case manager at CVOEO or another state-funded housing case manager. ESD will verify on or before 2/20/26.

Wording in CATN

Assigned client task of completing meeting with their CVOEO housing case manager. Need to verify on or before 2/20/26.

**Note—the date of 2/20/26 and the partner CVOEO are examples. Households should be given approximately one month to complete a task, so verification dates should be set accordingly.*

Verification

Rule 2652.2(k) requires households to provide verification of engagement at least once per month. This does not mean that the household only needs to engage once per month, it means they need to provide verification at least once per month. It is up to the housing case manager to determine if the client is engaged.

- Clients who have Reach Up: review CATN for the Reach Up Case Manager notes that determine if the client is engaged.
- Written verification (e.g., email, letter, appointment confirmation) may be accepted.
- If written verification is unavailable or not provided, staff shall contact the case manager to confirm the client has engaged at least monthly, including since the last renewal.

If a household is unable to meet their case management requirement due to circumstances beyond their control, the household should not be denied due to not meeting the case management requirement.

Denial

If task is not completed, deny the housing application using the denial reason below. Note that the denial reason cites GA rule 2652.2 (k).

You have not engaged in housing search requirements (GA rule 2652.2(k)).

Addressing Barriers

Barriers to housing can be anything that makes it difficult for the individual to successfully locate permanent housing. The most common barriers are a lack of identification documents, birth certificates, or social security cards.

Example

Wording on NOE

Obtain a copy of your social security card. ESD will verify on or before 3/10/26.

Wording in CATN

Assigned client task of obtaining their social security card. Need to verify on or before 3/10/26.

**Note—the date of 3/10/26 is an example. Households should be given approximately one month to complete a task, so verification dates should be set accordingly.*

Verification

- Copy of birth certificate, ID, social security card or other documents

Apply for a Permanent Housing Voucher

A permanent housing voucher is a subsidy that covers a portion of an individual's rent.

Example

Wording on NOE

Complete an application for a permanent housing voucher. ESD will verify on or before 2/25/26.

Wording in CATN

Assigned client task of completing a permanent housing voucher. Need to verify on or before 2/25/26.

**Note—the date of 3/10/26 is an example. Households should be given approximately one month to complete a task, so verification dates should be set accordingly.*

Verification

- Proof of completion of housing application

Denial

If task is not completed, deny the housing application using the denial reason below. Note that the denial reason cites GA rule 2652.2 (k).

You have not engaged in housing search requirements (GA rule 2652.2(k)).

Interview Requirements

During the interview, staff must determine and document:

- Whether the Coordinated Entry assessment has been completed
- Whether the client has been referred to a case manager and if so, document the name and agency of the case manager, if applicable. This information is required to verify ongoing engagement.

Common Interview Questions

The interview is an opportunity to learn what barriers a household has to permanent housing. Below are some questions that will help determine which tasks should be assigned to a household.

These are suggested/possible interview questions, and all questions do not need to be asked at every interview.

Sample Questions

“Have you completed the Coordinated Entry assessment?”

“Are you working with a housing case manager? If so, who is your case manager? What agency do they work for? When did you last meet with them?”

“Do you have IDs, Social Security cards, and birth certificates for all members of your household?”

“Have you looked for an apartment? Have you applied for any apartments? If not, what is preventing you from looking for and applying for apartments?”

“Have you applied for a housing voucher? If not, what is preventing you from applying?”

CATN

Document answers to interview questions in CATN. Review CATN prior to starting interview. Some questions do not need to be asked multiple times.

State-Funded Housing Case Management

Work with a Reach Up, VCCI or DAIL case manager counts towards the case management requirement.

Reach Up Case Management and the Family Development Plan (FDP)

Reach Up Case Managers have been asked to add the following language to the participants Family

Development Plan (FDP) as soon as possible after they become aware that the family is receiving Reach Up AND staying in a GA hotel:

I understand that to continue to receive Reach Up and General Assistance Housing I must meet with my Reach Up Case Manager/Career Coach in person on a weekly basis, at the hotel where I am being housed. We will schedule meetings several weeks in advance. If I am not able to attend a scheduled appointment, I will communicate this with my case manager/career coach prior to my meeting and reschedule to a time when I can meet.

I will come up with a primary plan and a backup plan to find housing other than GA Housing. These plans will include concrete steps that I will take to explore all housing options, reduce obstacles and increase opportunities to move into alternate housing. These plans will be documented in writing and adjusted as needed.

Income

All income in the past 30 days must be verified at every application.

Income Contribution Requirement

A household with a gross monthly income greater than the Reach Up basic needs standard for a household of the same size must contribute 30% of their gross household income towards the cost of housing.

The department does not collect money from individuals for income contribution, instead a formula is used to determine the number of nights that a household is responsible for securing their own housing.

The household is not required to stay at their current hotel or document how much they actually paid for housing during this time.

Not every household with income will be subject to the income contribution requirement.

The income contribution cannot be waived. If a household reports they cannot complete the income contribution because they are unable to access the income, the income contribution may potentially be delayed until the income is accessible.

Income Contribution for Households in Two Rooms

If a household is staying in 2 rooms, their income contribution should be calculated for 2 rooms.

Screening for Income Contribution:

The household's gross income from the last 30 days must be compared to the Reach Up basic needs standard:

<u>Household Size</u>	1	2	3	4	5	6	7	8	9+
<u>Basic Needs</u>	644	942	1236	1478	1733	1907	2203	2458	+236/pp

If the total income from the last 30 days is equal to or less than the basic needs for their household size, the household does NOT have an income contribution requirement.

If the total income from the last 30 days is more than the basic needs for their household size, the household has an income contribution requirement and should only be housed until the date they receive their next pay.

Determining Income Contribution Nights:

When a household is subject to the income contribution requirement, the following formula is used to determine how many nights the department is unable to house:

The applicant’s gross pay received on the day of application is multiplied by 30 percent. The resulting number is divided by the applicable motel rate. The resulting number of nights is then rounded down to the nearest whole number.

Income Contribution Example:

A Household of 1 with \$2000 gross income received in the last 30 days. The current paycheck is for \$850 gross.

Screen for Income Contribution:

- Does the household have an income contribution requirement?
 - Yes, \$2000 is more than the basic needs standard of \$644.

Determine Income Contribution Nights:

- When the pay is received, determine 30% of the gross pay received that day.
 - The paystub is for \$850 gross. $\$850 \times 0.3 = \255
- Determine applicable motel rate.
 - \$80 for all motels currently.
- Divide 30% of gross pay by the applicable motel rate.
 - $\$255/\$80 = \$3.19$
 - Round **down** to the nearest whole number. 3.19 rounds down to 3.
- This is the number of nights the department cannot house.
 - The household is responsible for 3 nights of housing.

Income Contribution at Harbor Place and Speranza Inn

Because Harbor Place and Speranza Inn are contracted hotels, and because DCF pays for a certain number of rooms at each location regardless of whether they are in use, the income contribution must be managed differently at these properties.

- The eligibility worker should send a 218EHA to the hotel for the income contribution period. The voucher should be made out to “Income Contribution” with Harbor or Speranza listed

as the second hotel.

- The income contribution rates at Harbor Place and Speranza differ from the rate ESD pays and can be found on the motel list and the GAH resources dashboard.

Caps & Limits

The following topics relate to limitations to the number of nights that an eligible household can be placed in a hotel/motel and the maximum number of hotel/motel rooms that the department can use at once. These limitations are mandated by the legislation that governs the program so no exceptions can be made.

80 Night Maximum

Households in the GA Emergency Housing program are limited to a maximum of 80 nights in a motel room paid for by the program between 7/1/2025 and 6/30/2026.

Nights used between December 1st, 2025, and March 31st, 2026, do not count towards this maximum.

Nights in a community-based shelter or motel paid for by sister agency do not count towards this limit.

If two household members have received assistance for a different number of days, the remaining number of days for which the household may be eligible to receive assistance is based on the household member who has received the greatest number of countable days since 7/1/25.

A running total of countable nights used since 7/1/2025 should be kept in CATN.

Verifying 80 Nights for Households

If a household requests confirmation of their nights used, ESD should provide copies of the 218EHAs issued for their household.

To do this, workers should click on the “Night Count by Client” option in the menu on the left side of the Eligibility Dashboard. Next, enter the desired date and the household’s social security number and click “Apply”.

Night Count by Client Lookup

Client SSN *
121212121

From *
07/01/2024

Through *
09/16/2024

Lookup

Once you select Lookup, information will display on all of the authorizations and applications associated with that social security number:

Authorizations within the range of 2024-07-01 to 2024-09-16 (77 nights).


Application	Authorization #	# of Nights in Range	Check-in/out dates
201G-TH-501	oeSfZ70v	7	2024-07-24 to 2024-07-31
201G-TH-502	uLQrE9eM	7	2024-08-05 to 2024-08-12
Total		14	

List of Applications in this range +

Application	Application Date	SSN	Name	Type	Application Status
201G-TH-501	07/24/2024	121212121	Minnie Mouse	HH Adult	Approved
201G-TH-502	07/24/2024	121212121	Minnie Mouse	HH Adult	Approved

Click on the authorization number.


Authorizations within the range of 2024-07-01 to 2024-09-16 (77 nights).

Application	Authorization #	# of Nights in Range	Check-in/out dates
201G-TH-501	oeSfZ70v 	7	2024-07-24 to 2024-07-31
201G-TH-502	uLQrE9eM	7	2024-08-05 to 2024-08-12
Total		14	

List of Applications in this range +

Application	Application Date	SSN	Name	Type	Application Status
201G-TH-501	07/24/2024	121212121	Minnie Mouse	HH Adult	Approved
201G-TH-502	07/24/2024	121212121	Minnie Mouse	HH Adult	Approved

Scroll to the bottom of the pop up and click on the PDF file in the bottom left corner.

Authorization 501-218EHA-274 oeSfZ70v	
Hotel Name	Apple Valley Inn
Hotel Address	979 US-7
Hotel City	Bennington
Hotel State	VT
Hotel Zip	05201
Authorization Number	oeSfZ70v
Type of Authorization	Categorical Eligibility
HH UID	201G-TH-501
Check-in/Check-out dates	07/24/2024 - 07/31/2024
Total Number of Nights	7
Number of Rooms	1
Rate	80.00
Total Cost of Stay	560.00
Authorized By	Maggie.OGrady@...
Date	Wed, 07/24/2024 - 15:15
Authorization PDF	
501-218EHA-274.pdf (29.39 KB) Code: n9VFGSPNpoQ3 	

Save or print the PDF to be mailed or emailed to the household.
 Repeat this process for every authorization in the date range.

Room Cap

The department may only pay for 1,100 hotel/motel rooms per night outside of the Emergency Winter Housing period of December 2025 through March 2026.

- The 1100-room cap is in effect from 7/1/25 through 11/30/25.
- There is no room cap from 12/1/25 through 3/31/26.
- The 1100-room cap returns 4/1/26.

Calculating the Number of Nights Used

Check-Out Date Method

On the Night Count by Client screen:

- Enter 7/1/25 as the "from" date and the "through" date as the proposed check out date—record the number of nights
- Enter the "from" date of 12/1/25 and the "through" date of 3/31/26 --record the number of nights
- The total number of nights from #2 above is subtracted from the #1 above

- If the household has used less than 80 nights, the worker may proceed with the grant.
- If the household has used more than 80 nights, the household is not eligible for the current grant.
- If the household has used less than 80 nights, but housing through the check-out date will cause them to exceed 80 nights, the check-out date must be adjusted to prevent the household from exceeding 80 nights.

Check-In Date Method

On the Night Count by Client screen:

- Enter 7/1/25 in the “From” field on the Night Count by Client tab.
- Enter the check-in date of the next grant in the “Through” field on the Night Count by Client tab.
- Any nights used between 12/1/25 and 3/31/26 should be subtracted from the total.
- If the household has used less than 80 nights, they are eligible.
- If the household has used more than 80 nights, they are not eligible.

Excluded Nights

- Any nights used between 12/1/25 and 3/31/26 do not count towards the night count.
- Any nights used prior to July 1, 2025, do not count towards the night count.
- Income Contribution nights do not count towards the night count.

Families-Only Motel Designations

As part of ongoing efforts to improve the safety, efficiency and responsiveness of the Emergency Housing program, ESD established motels specifically designated for households with children.

- Not all rooms at these establishments will be occupied by GA participants, but any rooms used under the GA program at family-designated motels will be reserved exclusively for households with children.
- Households without children should not be authorized at Families Only motels. If a household without children requests an exception to be authorized at a Families Only motel, the eligibility worker should send the request to the GA Housing management team.
- Households with children may remain at establishments not designated as Families Only motels. An exception request is not required.

The July 31, 2025 letter to community partners regarding families-only motels can be found [here](#).

A list of families-only hotels can be found [here](#).

Period of Ineligibility & Appeals

The following section refers to the specific period of ineligibility for certain actions by applicants

or recipients of GA Emergency Housing as well as the process for appealing these penalties and other decisions made by the department.

Periods of Ineligibility (POI)

Households that are asked to leave by a community-based shelter or hotel/motel will be ineligible for 30 days from the date of their exit if they are asked to leave due to any of the following:

- Violent criminal behavior.
- Non-violent criminal behavior that jeopardizes the health or safety of other guests or motel staff such as the sale, distribution, or manufacturing of illegal substances.
- Repeated non-violent criminal behavior such as theft or disorderly conduct.

A Notice to Vacate is not required.

Households that do not check-in to their hotel/motel room are ineligible for GA Emergency Housing for 30 days from the check-in date.

Households that do not claim shelter space after being referred to by the department are ineligible for GA Emergency Housing for 30 days from the day the shelter referral is made.

Households that do not check-in to their hotel/motel room or claim shelter space due to circumstances beyond the household's control will not be subject to a POI. These cases must be reviewed by GAH management.

Leaving a shelter voluntarily will be construed as refusing shelter space.

A household will not be assessed a POI if the hotel/motel chooses to not accept a new authorization for a household or asks them to leave for any reason other than those listed above.

If a household is assessed a POI, please email ESD GAH management with:

- Client's name
- Last four digits of SSN
- Date of occurrence
- Establishment name
- Reason POI is being assessed (must be violent criminal behavior, non-violent criminal behavior that jeopardizes health/safety, repeated non-violent criminal behavior, or no show for shelter/hotel/motel)

If a household was asked to leave a hotel/motel during an authorization they must be sent an updated NOE advising them that their authorization is ending.

See NOE POI Script section for more information.

Fair Hearings

Requests for Fair Hearings must be submitted to GA AOPs the same day they are requested. GA AOPs must review the case and submit the request to the Human Services Board within 24 hours of the request; due to this, GA AOPs must be notified of the request as soon as possible.

1. Applicant requests hearing
 - a. GA Housing Management notifies GA AOPs of the request, provides copies of application and denial.
2. GA AOPs submits the hearing request to the Human Services Board
<https://hsb.my.vermont.gov/s/submit-appeal>
 - a. Be sure to enter in ahs.dcfesdgaaops@vermont.gov and marcia.garlisi@vermont.gov as email addresses.
 - b. In the reason for denial box be sure to add the district the household is in.
3. GA AOPs contacts GA Housing Management, requests documents and calls needed for discovery.
 - a. GAH provides discovery documents as quickly as possible so that ESD is prepared to make its case on the scheduled hearing date.
 - b. GA AOPs will inform GA Housing Management of the date range needed for calls.
4. GA AOPs creates 113 and discovery (redacted) which includes:
 - a. 113
 - b. CATNS
 - c. Applications
 - d. Denials
 - e. NOE's
 - f. 218EHA's
 - g. 201G-VR, 201G-MV forms, medical documentation and decisions
 - h. Other verification
5. AOPs testifies in the hearing or arranges testimony for the hearing

Application Process

Application

Initial Application:

Applications for General Assistance Emergency Housing are completed in the GA Application/Authorization Processing System (GAAPS).

Applications are required at both initial application and every subsequent application.

Applications must be verbally or physically signed by the applicant or their authorized representative.

Workers must review the rights and responsibilities then CATN the verbal signature.

The worker must read exactly what is written under the heading “Read the Following Statement Carefully” and CATN that the applicant agrees to these statements.

If the household refuses to agree to the rights and responsibilities, ask if there are specific requirements they do not agree to. Make note of any specific requirements the household does not agree to and send them to GA AOPs to review.

ESD may be able to work with households who refuse specific requirements. For example, if the household refused to share information with Coordinated Entry Lead Agencies, ESD could request that the household obtain CE verification from the agency and provide that verification to ESD.

If a physical application is received, the information must be entered into GAAPS. Any application received or completed must be acted on.

Subsequent Applications:

Subsequent applications follow the same process as initial applications.

Subsequent applications can be done up to 10 days before the authorization period expires.

Interview

An interview must be conducted with anyone applying for General Assistance Emergency Housing.

During the interview you must:

- Ask all the questions needed to complete the application
- Follow up on questionable information
- Inform the applicant of their rights and responsibilities
- Inform the applicant of required verification and obtain permission to complete collateral calls
- Inform applicant of any tasks/activities that are being assigned

- Inform applicant of maximum night limitation, period of ineligibility rules, and any other relevant program rules

Questionable information:

An important part of the interview is following up on questionable information.

Information is questionable if it conflicts with other information on the application, previous applications, previously verified information, or other statements made by the applicant.

If information is questionable, ask follow-up questions to clarify the information.

- If there is a reasonable explanation, CATN the explanation.
- If the information is still questionable, request verification.

Verification

Verification is mandatory for:

- Eligibility category
- Income
 - All income in the last 30 days
 - Current pay for income contribution
 - Start or end of employment
- Alternative housing search requirement
- Any questionable information

Collateral calls should be used to gather verification, when possible, but it is ultimately the household's responsibility to provide verification.

Some income may be verified in ACCESS:

- Ongoing Social Security or SSI
- Reach Up
- Unemployment
- Child Support

Provisional Housing

If verification of a household's eligibility cannot be obtained on the day of application, up to four days of housing can be granted provisionally pending this verification.

No more than four days of provisional housing can be granted in a 30-day period.

The number of days granted should be based on when the verification will be available but cannot exceed four days.

ESD GAH management should be consulted on all provisional housing cases.

Authorizing the Room:

Households may be authorized for up to 28 days at a time, but authorizations may be shorter if:

- Requested by the hotel/motel
- Household has income contribution requirement
- Check out would fall on a weekend or holiday

After the application is approved, the option to create a hotel authorization becomes available in GAAPS.

The PDF of the authorization must be sent to the email address listed for the hotel/motel.

Approval & Authorization

Approving the Application:

When a household is eligible for GA Emergency Housing the application should be approved in GAAPS.

Locating a Hotel/Motel Room:

The Motel List and GAH Resource document can be used to locate a motel with availability.

If the household is in the Burlington District Office area, Harbor Place should be used first if there is availability.

If the household is in the Barre District Office area, Speranza Inn should be used first if there is availability.

Some motels have limitations on the number of rooms the department can use or other restrictions such as families only.

Please check the Motel List before booking a room. Occasionally, ESD must place restrictions on hotel/motel usage due to enforcement actions by the Vermont Department of Health.

Written Notice

When a household is granted housing, they must be provided with a Notice of Eligibility for Emergency housing. The purpose of the notice is to explain the benefit provided and what the household must do to remain eligible for housing.

The Notice of Eligibility will not be provided to households housed by 211.

Notice of Eligibility

Workers must complete all sections of the Notice of Eligibility form at the time eligibility is determined. There should be a Notice of Eligibility for every 218EHA. **This includes instances where a household is asked to leave a hotel prior to the end of their grant or voluntarily checks out early. If ESD becomes aware of this, a new NOE must be issued.**

Section 1

Section 1 is the client information. It is important to write both the current date and time of authorization on the form. This will help with version integrity as it is common for authorizations to be modified after they are initially created.

- Today's Date
 - Date authorization was approved
- Time
 - Time authorization was approved

Notice of Eligibility for Emergency Housing

Today's Date:

Time:

- Name of Applicant
- Applicant Date of Birth
- Names of Additional Household Members
 - All household members must be listed, including any children in the household.
 - It is acceptable to list just the first name of household members who share a last name with the head of household.
 - The number of individuals on the 218EHA should match the number of names included in this section
- Email address of applicant
 - Please complete for households that have an email address.

Name of Applicant:

Mailing Address of Applicant:

Email Address of Applicant:

Applicant Date of Birth:

Names of Additional Household Members:

Section 2

Section 2 is the authorization information. It is important to fill in all sections of the form

- Name of Hotel
 - Use the common hotel name
- Address of Hotel
 - Street #, Street Name, City
- Check-in Date of Authorization

- Check-out Date of Authorization
- Eligibility Category
 - This should match the category on the approval screen in GAAPS
- Workers must indicate the number of nights used on the Notice of Eligibility.
- On the Night Count by Client Lookup Screen
 - Calculate the total nights prior to December 1,2025
 - Enter the client’s SSN
 - Enter the “From” date
 - The “From” date should 7/1/25 and the “Through” date should be 12/1/25
 - Record this number
 - Calculate the total after April 1, 2026
 - Enter 4/1/26 as the “From” date
 - Enter current check-out date as the “Through” Date
 - Record the answer
 - Add the 2 numbers from the outputs above. This is the number of nights that must be recorded on the Notice of Eligibility.
- Include all nights beginning one year prior to the current check-out date, except for nights granted from 12/1/25 to 4/1/26.
- If different adult household members have used different numbers of nights, use the highest night count.

You have been granted eligibility for emergency housing. The emergency housing authorization is as follows:

Name of Hotel: _____

Address of Hotel: _____

Check in Date of Authorization: _____

Check Out Date of Authorization: _____

Eligibility Category: _____

At the end of this authorization, you will have used _____ nights of housing between _____ and _____ (excluding housing during cold weather conditions of 12/1/25 - 4/1/26).

Section 3

Section 3 is intended to indicate to the client what they need to do next. Clients should be encouraged to call to reauthorize as soon as possible to allow sufficient time to submit a fair hearing request if the subsequent application is denied.

- When completing the “Your current eligibility for Emergency Housing ends on...” section, the date entered should be the end date of the authorization.
- Four Check Boxes
 - Select the box that is most appropriate for the client

You may be eligible for additional nights. You must reapply. You may reapply within 10 days of your check out date. We encourage you to apply as soon as possible within that timeframe, to allow time for you to submit a fair hearing request if your application is denied before your authorization period expires.

You have been provisionally housed. You must provide the information listed below prior to reapplying. If you reapply without providing this information, your application will be denied.

You have been housed for a period of less than 10 days. You may be eligible for additional nights. You must reapply. You may reapply before your check-out date.

You are not eligible for additional nights of housing at the end of this authorization due to exhausting the 80-night benefit (GA rule 2652.2(l)).

Section 4 (Page 2)

Section 4 is intended to provide “the factual and legal basis” for future information required by the department. This is the most important section of the form and must be filled out as completely and accurately as possible.

In this section, workers should indicate any required verification requested of the household that must be produced at application to be eligible for continued Emergency Housing benefits.

Verification of Engagement with Coordinated Entry _____

Income verification _____

Verification of categorical eligibility (i.e. eviction documents) _____

Completed Shelter Intake or 218M form _____

Any verification requested at interview should be included in the notice, along with an explanation if necessary. Please refer to the FY2026 Housing Guide for verification requirements.

When a household has utilized 80 nights of housing, enter the following note:

Emergency housing is limited to 80 nights in a rolling 12 months. At the end of this authorization, you will have used 80 nights. The earliest date you may be eligible again is XX/XX/XXXX

Naming/Saving the Form

- All completed forms must be saved to the Notice of Eligibility Folder:
- "Y:\ESD\GA Housing Unit\RDI group\Agents\Notice of Eligibility"
- Name the form as: first name_last name_date_time
- Example: Daisy_Duck_5.5.25_1.05pm

Distribution of Form

1. Email is the preferred method of delivery for the Emergency Housing Pre-Termination Notice. Please verify the client's email address during interview.
 - a. The form must be sent using secured email because it contains PII.
 - i. GAH workers should use: AHS.DCFESDGAHGA@vermont.gov
 - ii. RDI workers should use: AHS.DCFESDRDIHousingDocs@vermont.gov
2. If the client does not have an email address, please advise the client that the Emergency Housing Pre-Termination Notice can be sent to the nearest ESD district office for them to pick up.
3. If the client does not have an email address and is not able to pick up the notice in a district office, confirm the client's mailing address and mail the notice to the address.

Updating the Notice of Eligibility for Early Check-Outs

If a household leaves early for any reason, a new Notice of Eligibility must be completed. This includes:

- Guest checks out early
- Guests are asked to leave the hotel
- Guests are referred to shelter

A new Notice of Eligibility must be issued with an updated check-out date and all other information updated to reflect the new check-out date.

Enter the following language on an updated Notice of Eligibility:

Guest Voluntarily Checks Out Early

This notice has been issued because you checked out of your hotel room prior to your check-out date. If you need housing assistance, please call ESD at 1-800-775-0506.

Guest is Asked to Leave the Hotel

This notice has been issued because you were asked to leave your hotel room prior to your check-out date. If you need housing assistance, please call ESD at 1-800-775-0506.

You will potentially be eligible again on XX/XX/XXXX.

Guest Referred to Shelter

This notice has been issued because you have been referred to a shelter bed. If you need a

reasonable accommodation due to a disability, please contact ESD at 1-800-775-0506.

CATN

ESD will need to provide proof of all the information above. It is often said “if it isn’t in CATN it didn’t happen”.

Most important things to include in CATN:

- Requirements for reapplication (Section 4/Page 2)
- Distribution method of notice
- Confirmation of email/ mailing address

NOE POI Script

This language should be added to the NOE and repeated verbally to the household during the interview:

- If you do not check in to your assigned hotel room, your Notice of Eligibility and Emergency Housing authorization will no longer be valid. One night will be counted against your 80-night limit, and you will not be eligible for additional emergency housing assistance for 30 days. If you are unable to check in to your room because of circumstances beyond your control, please notify Economic Services at 1-800-775-0506.

NOE Language for Housing Orders

- When we are ordered to house pending a hearing:
 - The Hearing Officer has ordered ESD to house this household pending the fair hearing. ESD is housing this household through the date of the fair hearing on [insert date]. Future eligibility will be determined after the fair hearing.
- Hearing officer has issued recommendation reversing ESD:
 - The Hearing Officer has issued an expedited recommendation reversing ESD’s decision. ESD is housing this household through the date of the Human Services Board meeting on [insert date] subject to the eligibility criteria of the General Assistance Emergency Housing rules approved by the Legislative Committee on Administrative Rules on March 13, 2025. Future eligibility will be determined after the Human Services Board meeting.
- Hearing officer has ordered housing pending a written recommendation:
- The Hearing Officer has ordered ESD to house this household until [insert date] pending a written recommendation from the Hearing Officer.
- Ordered to house pending a hearing but no date has been specified:
 - The Hearing Officer has ordered ESD to house this household until [insert date] pending resolution of the fair hearing.

Notice of Eligibility for ‘Approved no Availability’ Households

Complete Section 1 of the NOE normally, including the date, time, applicant’s name, mailing and email addresses, date of birth and the names of any additional household members.

Complete the Section 2 of the NOE as shown below.

You have been granted eligibility for emergency housing. The emergency housing authorization is as follows:

Name of Hotel: N/A. Approved no availability

Address of Hotel: N/A

Check in Date of Authorization: N/A

Check Out Date of Authorization: N/A

Eligibility Category: list eligibility category

At the end of this authorization, you will have used _____ (current night count) nights of housing between _____ (12 month lookback date) and _____ (today's date) (excluding housing during cold weather conditions of 12/1 - 4/1).

Complete Section 3 as shown below. Note that none of the four boxes are checked.

Your current eligibility for Emergency Housing ends on N/A (check out date).

Failure to reapply will result in the expiration of your authorization period and loss of housing.

- You may be eligible for additional nights. You must reapply. You may reapply within 10 days of your check out date. We encourage you to apply as soon as possible within that timeframe, to allow time for you to submit a fair hearing request if your application is denied before your authorization period expires.
- You have been provisionally housed. You must provide the information listed below prior to reapplying. If you reapply without providing this information, your application will be denied.
- You have been housed for a period of less than 10 days. You may be eligible for additional nights. You must reapply. You may reapply before your check out date.
- You are not eligible for additional nights of housing at the end of this authorization due to exhausting the 80-night benefit (GA rule 2652.2(l)).

Section 4:

Check the bottom box and enter the text below:

You have been "Approved - No Availability" due to a lack of available hotel rooms. You may reapply at any time.

Denials

When a household has completed an application and is not eligible for GA Emergency Housing they must be given written notice of denial.

All households who are denied GA Emergency Housing benefits must receive the Notice of Decision for General Assistance/Emergency Assistance (220GAD).

The form is generated in GAAPS after denying the application.

The form must be offered via email if the applicant has an email address. Do not send this email from your own email address or include your signature/contact information.

If the applicant does not have an email address or does not want the form via email, it should be mailed to the mailing address listed on their application.

When an application is denied because the household has used 80 nights since July 1, 2025, please use the following denial reason:

■ You have received the maximum days of housing in a hotel or motel for the period of 07/01/2025 to 06/30/2026 (GA rule 2652.2(l)).

Room Caps

From July 1, 2025, through December 1, 2025, and beginning again April 1, 2026, ESD is limited to no more than 1,100 rooms statewide on a nightly basis.

Denials When at Room Cap

If there is a room available anywhere in the state, this application is not denied, even if the household cannot get to the room. The application should be “approved no availability” in GAAPS.

If there are no rooms available due to being at the capacity limit, the application is denied, with the following box checked:

“There are no hotel or motel rooms available (GA rule 2652.2(m)).

Case Notes (CATN)

Clear case notes are an essential part of GA Emergency Housing cases, they are written and viewed using the CATN function in ACCESS.

When interacting with a GA Emergency Housing case, the worker should review the last 6 months of CATN.

CATN Should Include	CATN Should NOT Include
<ul style="list-style-type: none">• Clear and concise summary of information received, and actions taken• Reasoning behind decisions made on case• Methods used to obtain verification• Applicable elements from the CATN checklist	<ul style="list-style-type: none">• Social Security numbers• Anything related to domestic violence including the name of a sister agency• Anything related to fraud• Direct quotation of foul language, use “profanity” instead• Comments on others work• Medical diagnosis• Substance use related information

CATN Template

This can also be utilized as a Call Log during the interview.

- ID Required
- Cost
- Maximum grant cycle
- Email Address
- Special information*

It is important to check the placement notes prior to contacting the motel.

Resource Document

The GAH Resource Document is a shared excel file that shows real time availability for shelters and motels throughout the state.

When a room is booked, the worker that made the reservation should update the availability in the document.

ID	YR	AGENCY	AGENCY	AGENCY	DOC
100	10	DEPARTMENT OF...	DEPARTMENT OF...	DEPARTMENT OF...	...
101	11
102	12
103	13
104	14
105	15
106	16

GA Application/Authorization Processing System (GAAPS)

GAAPS is the system used to view and input applications, authorizations, and denials for General Assistance Emergency Housing.

GAAPS Reminders:

- ✓ Always double check the information you have entered is accurate before submitting/approving anything.
- ✓ A new application is required each time a household calls. After the first application this should be done using the “clone application” function each time the household calls.
- ✓ There may be multiple options for the same hotel/motel due to ownership changes, make sure the hotel information that is selected matches the information on the Motel List.
- ✓ A placeholder authorization for the hotel “Income contribution” should be created for the nights that the department is unable to house a household due to income contribution.
 - This is the ONLY time the field “hotel where Income Contribution is being completed” should have a hotel selected.
 - This field should have the hotel where the household plans to stay during their income contribution period selected, if they indicate they will not be staying in any hotel the “Income Contribution” option should be selected.
 - The rate for all income contribution placeholder authorizations should be \$0
- ✓ Applications should not be left pending.
- ✓ There are fields for both “number of rooms” and “room number”
 - Number of rooms is required. The number of rooms should be 1 unless the household occupies multiple rooms due to household size.
 - Room number should be entered if known as it helps track which room at the property the household occupies.

Reporting for Other Programs

Information reported for GA Emergency Housing is considered information reported for all the programs that ESD administers and may need to be acted on by district eligibility workers.

Change Reporting Process

When a household is active or pending any other ESD program, certain information must be passed along via TODO to the caseload that the household is assigned to. If the household is active or pending Reach Up (RUFA) the case manager and case manager supervisor should also be included on the TODO. This needs to be done regardless of whether housing is approved or denied.

Their program status can be checked using the **FNX: Case in Mode: D**

If RUFA, FS, EP, SF, or PSE say “active” or “pending” this process must be followed.

```
06/13/24 14:02          *** CASE STATUS: PROG ***          (ASPEBB)

ADDRESS:                DO: Z STATE OFFICE
      119 PERAL ST      IMS: GB1 BDO FINANCIAL
      BURLINGTON      VT 05401    ALT:
PHONE:      555-1111 CELL    HOH CM: 392 PEGGY HEATH
NUMBER ACTIVE IV-D CASES: NONE EOG:  REP FREQ: 12  LATEST STAT: 07 2024
                                  SF REV FREQ: 12
LOCATION OF PRIMARY HARD FILE: Z    1ST MONTH CS HELD:
*** ASSISTANCE PROGRAM INFORMATION ***

VHC MED Status:
STATUS:  * RUFA *  * MED *  * FS *  * GA *  * EP *  * SF *  * PSE *
        ACTIVE    PENDING    ACTIVE

APPL DATE: 06 05 24      06 05 24      06 05 24
BEN. START: 06 06 24
CLOSURE DT:
LAST DATE:
NEXT REV: 05 25      05 25
FIAT/FAIR
HEARING:
USER: T04 FNX: CASE MODE: D RPTGRP: 888 88 0011 PERIOD: 06 24 COMMAND:
DO: Z IMS: GB1 RPTGRP NAME: SEFIC PRUTU 3
```



New to Housing:

If the household is new to housing: Enter a TODO to inform the district that a household has entered GA Emergency Housing.

Example: TODO sent to GB1 & 392 - Sefic Prutu has applied for GA Housing

Ongoing Housing:

For all housing cases with other ESD benefits (RUFA, FS, EP, SF, or PSE), enter a TODO in the following circumstances:

- A household member starts or ends a job
- Household composition changes
- Each time the household has income contribution nights

Reach Up (RUFA) Specific:

For all GA Emergency Housing cases that are active or pending Reach Up (RUFA) TODOs sent for the previous situations should also include the case manager and case manager supervisor.

Their numbers can be found on the CATN screen:

```

06/13/24 14:02                *** CASE STATUS: PROG ***                (ASPEBB)

ADDRESS:                        06/13/24 15:17                CASE ACTION LOG                ASPATC
    119 PERAL ST
    BURLINGTON
PHONE:                           555-1111
NUMBER ACTIVE IV-D CA
LOCATION OF PRIMARY H
*
VHC MED Status:
    * RUFA *
STATUS:                            ACTIVE
APPL DATE: 06 05 24
BEN. START: 06 06 24
CLOSURE DT:
LAST DATE:
NEXT REV: 05 25
FIAT/FAIR
HEARING:
USER: T04 FNX: CASE M
DO: Z IMS: GB1 RPTGRP NAME: SEFIC PRUTU

                                *** REMINDER FUNCTION ***
Reminder Date: MM DD YYYY ('*' in first M = Today's date)
Send Reminder to workers: T04

List IVD Cases? _
CS Worker:
CS Supv:
RPS Supv:
Case Mgr: 392
RU Supv: 392
SF Worker: GB1
Alt IMS:

Of the above entry (if any) OR of the following:
Msg:

USER: T04 FNX: CATN MODE: C RPTGRP: 888 88 0011 PERIOD: 06 24 COMMAND:
DO: Z IMS: GB1 REPORTING ADULT: SEFIC PRUTU
F8= 'MORE' Shift-F3= 'EXIT' Shift-F12= 'HELP'

```

In addition to TODOs for new to housing and the criteria listed for ongoing housing (job, household composition, and income contribution) a TODO should be sent if the household moves to a different district.

Example: TODO sent to GB1 & 392 – Sefic Prutu has been placed at the Cadillac Motel (ADO).

How to Enter a TODO

TODOs are entered through the CATN function.

06/13/24 15:17

CASE ACTION LOG

ASPATC

TYPE OF CONTACT: C Person Contacted: _____

MSG: _____

List IVD Cases? ..

CS Worker: _____

CS Supv: _____

BPS Supv: _____

Case Mgr: 392

RU Supv: 392

SF Worker: GB1

Alt IMS: _____

*** REMINDER FUNCTION ***

Reminder Date: MM DD YYYY ('*' in first M = Today's date)

Send Reminder to workers: T04 _____

Of the above entry (if any) OR of the following:

Msg: _____

USER: T04 FNX: CATN MODE: C RPTGRP: 888 88 0011 PERIOD: 06 24 COMMAND: _____

DO: Z IMS: GB1 REPORTING ADULT: SEFIC PRUTU

F8= 'MORE' Shift-F3= 'EXIT' Shift-F12= 'HELP'

Type of Contact: C

MSG: The message you would like to be sent as TODO

Reminder Date: Change the first M to *

Send Reminder to Workers:

- IMS for all cases (in this case it is GB1)
- Case Mgr and RU Supv for active or pending RUFA case (in this case both are 392)