

State of Vermont, Agency of Human Services
DCF- Department for Children and Families

Bulletin Coversheet

Bulletin Number: 26-02

From:

Signed by:

Miranda Gray

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Miranda Gray, Deputy Commissioner
Economic Services Division

Date: 8/4/2026

Subject: Reach Up, Reach First, Reach Up Services, and AABD-EP Procedures

Changes adopted effective date: 4/1/26

Procedure reference(s):

P2200, P2290, P2300, P2700

Brief description of changes:

Changes made related to households that receive Reach Up and General Assistance Housing benefits. New procedure created outlining specific case management requirements for working with families in GA hotels.
Added Reach Up Introduction to standardize program introduction for new participants.
Obsolete Reach Up Services procedures removed.

Obsolete AABD-EP procedures removed.

Obsolete Reach First procedures removed.

Manual maintenance:

Significant changes are indicated by highlighting text in gray.

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Remove and Insert Section:

Procedure Name: Reach Up and Reach Up Services Procedure

Remove P2210F (19-04),	Insert Nothing
Remove Nothing,	Insert P-2300 (26-02)
Remove P2302D (24-06),	Insert P-2302D (26-02)
Remove P2331A (21-02),	Insert Nothing
Remove P2332A (21-08),	Insert Nothing
Remove P2332B (21-08),	Insert Nothing
Remove P2333A (21-08),	Insert Nothing
Remove P2333C (21-08),	Insert Nothing
Remove P2335A (21-02),	Insert Nothing
Remove P2360 (24-10),	Insert P-2360 (26-02)
Remove Nothing,	Insert P-2360A (26-02)

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Procedure Name: AABD-EP

Remove P2700TOC (20-04),	Insert Nothing
Remove P2700 (81-68),	Insert Nothing
Remove P2710A&B (81-68),	Insert Nothing
Remove P2710C&D (81-68),	Insert Nothing
Remove P2711AB (81-68),	Insert Nothing
Remove P2711C (81-68),	Insert Nothing
Remove P2712AB (81-68),	Insert Nothing
Remove P2712C (81-68),	Insert Nothing
Remove P2713AB (81-68),	Insert Nothing
Remove P2713C (81-86),	Insert Nothing
Remove P2720 (81-68),	Insert Nothing
Remove P2721 (88-16),	Insert Nothing
Remove P2722A (89-85),	Insert Nothing
Remove P2722B (88-16),	Insert Nothing
Remove P2722C (88-16),	Insert Nothing
Remove P2723A (89-85),	Insert Nothing
Remove P2723B (89-85),	Insert Nothing
Remove P2723C (88-16),	Insert Nothing
Remove P2724 (20-04),	Insert Nothing
Remove P2725 (81-68),	Insert Nothing
Remove P2730 (81-68),	Insert Nothing
Remove P2731 (81-68),	Insert Nothing
Remove P2732A (88-16),	Insert Nothing
Remove P2732B (81-68),	Insert Nothing
Remove P2733A (81-68),	Insert Nothing
Remove P2733B (87-46),	Insert Nothing
Remove P2733C (91-55),	Insert Nothing
Remove P2734 (88-7),	Insert Nothing

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Procedure Name: Reach First

Remove P2290TOC (17-04) Insert nothing

Remove P2290 (17-04) Insert nothing

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Procedure Section: P2300 Reach Up Introduction

Subsection: N/A

Procedure:	P2300	Effective Date:	04/01/26
Bulletin:	26-02	Supersedes:	New

Included Programs

Reach Up

The Reach Up Introduction is a welcoming and informational process designed to help participants understand the Reach Up program within the first three months of working with a Reach Up Case Manager/Career Coach (RUCM/CC). It provides a clear overview of the program's mission, vision, structure, and available support. Participants are informed about their rights, responsibilities, and the expectations for engagement. The process helps participants make informed decisions and feel comfortable accessing services. It also offers space for questions, discussion of challenges, and identifying personal preferences.

Reach Up Introduction Process

The Reach Up Introduction includes a general overview of the program presented in a standardized Powerpoint which includes talking points for RUCM/CC's.

When to use the Reach Up Introduction Process

Reach Up Case Managers and Career Coaches will provide a standardized introduction to Reach Up for any participants that are

- New to the Reach Up Program
- Transferred with the last 6 months from another district or within current district to a new RUCM/CC
- Participants returning to the Reach Up Program after a period of closure over 6 months
- Anytime a participant requests an introduction

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The Reach Up Introduction is offered at the first meeting. In some circumstances RUCM/CC's may defer this to the second or third meeting when necessary to address more urgent needs, ensuring the process remains aligned with the participants' pace and priorities.

How to present the Reach Up Introduction

RUCM/CC's will schedule the Reach Up Introduction meeting in person. Meeting participants in person helps build trust and rapport, improves communication and engagement, provides valuable context for understanding their situation, and supports more personalized and effective collaboration.

RUCM/CC's may offer to meet over the phone or virtually (TEAMS/Facetime video) when a participant is unable to attend in person due to extenuating circumstances. Extenuating circumstances that may prevent an in-person meeting include issues such as illness, lack of transportation or childcare, unsafe weather conditions, or other urgent personal or family matters.

RUCM/CC's will provide a copy of the Reach Up Introduction material via email or through mail when not meeting in person and/or at the request of the participant.

What to do if a participant declines or does not engage in Reach Up Introduction

When a participant declines the Reach Up Introduction ask if the participant prefers to address any other topic prior to completing the introduction and re-offer the introduction at the subsequent meeting. RUCM/CC will inform the participant that the introduction is a standard program expectation. If the participant declines a second time, RUCM/CC's will consult with their RU Supervisor to assess whether the participant's refusal constitutes non engagement.

Reach Up Introduction Components

The following information is reviewed during the Reach Up Program Introduction. This overview helps set the foundation for successful participation in the program.

- Mission and Vision
- Appointments
- Reach Up Case Manager/Career Coach Roles
- Coaching Practices in the Reach Up Program
- Assessments and Goal Setting
- Support Services

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- Reach Up Time Limits and Participation
- Program Requirements and Accountability
- Eligibility
- Questions

Reach Up Introduction and Customization

The Reach Up Program Introduction is designed to remain consistent for all participants to ensure everyone receives the same essential information. Reach Up Case Managers/Career Coaches may elaborate verbally on topics and/or provide additional program information as needed to meet participants where they are at in their individual circumstance. Some examples may include:

- Language barriers requiring additional explanation or translation
- Participants in General Assistance Housing
- Participants on Reach Up with a 180 days temporary absence

The presenter section of the Reach Up Introduction provides guidance on areas where elaboration may be helpful, allowing the RUCM/CC to respond effectively to participants' needs and ensure understanding.

Revision History for P2300

04/01/26

New Procedure Section

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Procedure Section: P2302 Assigning Participants Receiving Reach Up Benefits

Subsection: P2302D Transferring Participants Between Districts

Procedure:	P2302D	Effective Date:	4/1/26
Bulletin:	26-02	Supersedes:	24-06, 5/5/24

Included Programs

Reach Up

Transfer because the participant has moved to a different district.

Reach Up services will be assigned to the new district. Efforts should be made to identify the participant's preferred method of contact, current goal and preference between a **Reach Up Case Manager or Career Coach (CM/CC)** before making the transfer, this should be indicated in case notes.

The Reach Up Supervisor will refer to available information in the Reach Up electronic file, case notes, FDPs, goal sheets, etc. to assign the participant.

If the participant is currently conciliated or sanctioned when the transfer occurs

Try to resolve before the transfer is made.

If the original **CM/CC** is not able to resolve the conciliation or sanction the current plan should be documented in case notes. The new **CM/CC** will review the plan during their first meeting with the participant. The participant and new **CM/CC** can develop a new plan if the current plan is no longer appropriate.

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Transfers between districts when General Assistance (GA) Housing is involved.

Participant is in GA housing and is relocated out of district, due to hotel availability.

If the participant's goal is to return to the original district and the original CM/CC can maintain weekly connection with the participant that will allow for progress to be made on goals, including housing related goals, the original district will maintain the case file. The Supervisor should reach out to the Supervisor in the other district where the hotel is located to inform them of the participant being housed in the hotel and ask for general information about the hotel status (such as how frequently participants are housed at hotel, if CM/CCs hold visits at hotel, any known safety concerns). The original CM/CC will establish a pattern of weekly meetings, holding them in person as often as possible. This will continue until they return to the original district. The participant must be able and willing to maintain a combination of in-person, virtual and phone contact with the original CM/CC.

When necessary, the original supervisor will reach out to the new district for partnering around obtaining signatures on or dropping off paperwork.

If the GA hotel is located more than 45 minutes away from the original district's service area, share the coverage plan with Reach Up Central Office for input.

If the participant is unable to maintain connection with their original CM/CC, including when the hotel is located at a distance that would make in person meetings impractical, the case should be transferred to the new district.

If a participant is in GA housing and chooses to move out of district because they are hoping to relocate in the new district's area

Reach Up services will be assigned to the new district. Efforts should be made to identify the participant's preferred method of contact, current goal and preference between a CM/CC before making the transfer, this should be indicated in case notes. A review of the requirements related to receiving Reach Up and GA Housing should be completed as soon as possible.

The Reach Up Supervisor will reach out to the Supervisor in the original district for consultation and refer to available information in the Reach Up electronic file, case notes, FDPs, goal sheets, etc. to assign the participant.

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Revision History for P2302D

4/1/26

1. Updated procedure to include Career Coaches.
2. Updated district transfer process for participants in GA Housing.

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Procedure Section: P2360 HOUSING CASE MANAGEMENT AND REACH UP

Subsection: N/A

Procedure: P2360

Effective Date: 4/1/26

Bulletin: 26-02

Supersedes: 24-10, 5/30/24

Included Programs

Reach Up

General scope and boundaries of housing case management for Reach Up Case Managers

Reach Up Case Managers (RUCMs) will take on the role of housing case manager for the families that they work with when other resources are not available.

Other resources not available could mean:

- the local housing partner does not have capacity to take on the role at all, or
- the wait list to get enrolled with other services would hinder the family from moving forward with their housing plan.

RUCMs will reach out to local housing partners to explore their capacity to work with a family that receives Reach Up and has housing related needs. Referrals should continue to be explored and made to these organizations in hopes of eventually transitioning the housing case management to them.

Reach Up housing case management

The Reach Up program utilizes a coaching model to empower families to identify their goals, create plans and take steps to reach those goals. Each family is unique, with their own strengths and facing a variety of obstacles.

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Depending on the family's unique situation, a Reach Up case manager providing housing case management may:

- share housing resources with families,
- provide housing application assistance,
- make referrals to and attempt to collaborate with other housing partners,
- educate about how to maintain a successful tenancy and basic tenant rights, and
- coach participants to find solutions to problems related to their housing.

What limits do Reach Up Case Managers have as housing case managers:

- Work with families on a variety of goals—this means goals other than housing may take priority at times,
- Receive an overview of housing related training, but are not housing experts, that's why we look to partner with others who are more knowledgeable in the world of housing,
- Cannot provide legal advice, but can refer to VT Legal Aid,
- Work with many families with different needs, and therefore cannot be everything for everyone,
- Do not in the end control what families choose to do.

Sharing information with a landlord

In general follow the [Confidentiality and Information Sharing Guidance](#) (ESD Internal link) when sharing information with a family's landlord or potential landlord. Obtain a signed release of information and talk with the family about what type of information is okay to share.

If a release is not on file, without confirming or denying that you work with a participant, take the information the landlord wishes to share, and follow up as needed. (See below when signing on a housing case manager for certain vouchers.)

Information when working with a family that is staying in GA housing

For those staying in GA hotel it is an expectation that families engage in their own search for and accept any available alternative housing placements to continue GA housing assistance. For more information see Reach Up Services procedure 2360A Reach Up and General Assistance Housing.

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Information when working with specific vouchers such as VRS, HOME and FUP

Housing case management is a requirement for the following vouchers:

- Family Unification Program (FUP),
- Vermont Rental Subsidy (VRS) and
- HOME vouchers.

If a family receiving Reach Up is eligible for one of these vouchers, and they are not connected with a local housing partner, a RUCM can sign off as the housing case manager/housing support worker.

Specific requirements of each voucher

When providing housing case management and a voucher has been issued for one of the following types of vouchers, FUP, VRS, HOME, it is important to continue to provide housing case management even if Reach Up ends until someone else takes on that role or the specific voucher program ends.

A District Spreadsheet will be kept that shows which families received which of these vouchers. VRS active lists will be sent monthly to supervisors. RUCMs will have to add the families they are working with for FUP and HOME vouchers.

RUCMs will do the best they can to keep up with the requirements of each type of voucher, while balancing the needs of the rest of their caseload. Review with Reach Up supervisor during regular supervision. RUCMs will send out an engagement letter to families that have closed Reach Up but still maintain contact with their case manager based on voucher requirements.

[Fillable Engagement letter to tenant](#): (ESD Internal link)

[Non-fillable Engagement letter to tenant](#) (copy text to district letterhead if preferred) (ESD Internal link)

Voucher Requirements

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Type of Voucher	Monthly Contact Required	Create plan for when voucher ends	Continue housing case management even if close RU	Housing work even if not primary RU goal	Monthly in person appointment at participant home	Act as contact for landlord regarding issues
VRS	Yes	Yes	Yes	Yes	Yes	Yes
FUP	Yes—for 12 months	N/A	Yes	No	No	Yes
HOME	Yes	Yes	Yes	Yes	No—must meet monthly, but not in person	Yes

Contact with landlord

For VRS, the landlord is informed of who the housing case manager is when they sign the lease addendum. The landlord may not be aware that there is a housing case manager when a FUP voucher is issued. When a RUCM signs off as the housing case manager for any of these vouchers, obtain a signed release of information from the participant and give the landlord a copy of the Letter to Landlord either in person, or via mail or email.

[Fillable Letter to Landlord](#) (ESD Internal link)

[Non-fillable Letter to Landlord](#) (copy text to district letterhead if preferred)

Regular contact with the landlord is not required for these vouchers unless there is an identified issue.

When specific voucher case management requirements must end

If housing case management must end before the family switches to a long-term voucher or completes the requirements for the voucher, make sure to inform the family and the organization issuing the voucher that case management is ending so appropriate steps can be taken. Best practice is to share this information in writing. It should also be documented in case notes.

Housing case management might end for the following reasons:

- family relocates,
- lack of engagement.

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Lack of engagement

Lack of engagement around housing case management could mean the family:

- loses contact with case manager,
- refuses to meet over phone, in person or virtually,
- insists they do not want to complete any other housing applications/accept housing related referrals, or
- does not follow up on specific housing related tasks after multiple attempts.

When families are not engaged in housing related work, try the following and document in case notes:

- Provide information about resources (applications for other subsidies or housing opportunities, opportunities to increase income/afford rent)
- Share information in a variety of ways (paper copies, electronic links, 3-way meetings with other service providers)
- Revisit resources at least once a month, if not every time you meet
- Ask family to explain their understanding of what happens when voucher ends
- Encourage the family to consider if not working on their housing issues is getting in the way of their other goals and coach them to explore this discrepancy.

Some examples of questions to uncover discrepancy:

- What is your biggest struggle right now?
- What do you want most for your family in six months?
- How does working on your current goal help you accomplish what you want for your family?
- How might stable housing improve your situation?

Specific voucher has not been issued and case management must end

If the family is only in the application process and a voucher has not been issued, but housing case management can no longer be offered (family has moved, Reach Up has closed, family is not following through on application process), inform the family and the organization issuing the voucher, and explain that if another organization cannot take on the role of housing case manager, the application will have to be withdrawn. Again—best practice is to share this information in writing.

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Transferring housing case management to a different RUCM

If housing case management must transfer to a different RUCM, inform the family, the organization issuing a specific voucher, and the landlord.

Assess what the family's current needs are around housing. During this time of transition explore if the local housing partner could take on the housing case management with the family.

Housing case management resources

Resources, information and training links are available on the [Case Management SharePoint site](#) (scroll down the page) (ESD Internal link) under "Reach Up Housing Resources" Vermont State Housing Authority (VSHA) and "General Housing Resources".

The Vermont Coalition to End Homelessness (VCEH) also offers a variety of [online training modules](#) on housing related issues.

Finding local rental and landlord information

Reach Up case managers can reach out to their [local Coordinated Entry \(CE\) lead agency](#) for landlord lists and also their [local VSHA field rep](#). If you have trouble connecting to your local field rep, contact RUCO for help.

Finding standards related to vouchers

Refer to the [Vermont State Housing Authority \(VSHA\) website](#) for up-to-date information:

- [Income Limits](#)
- [Fair Market Rents](#)
- [Voucher Payment Standards](#)
- [Section 8 Single-Family Utilities Worksheet](#)
- [Section 8 Multi-Family Utilities Worksheet](#)

Locating funding to help with move in costs and arrears

- Reach Up Support Services are not able to help with move in costs or rental arrears.
- Assist participants with applying for [Housing Opportunity Grant Program \(HOP\) funding](#) for move in costs, debts owed, and other items essential to meeting their housing plan goals. See the list of [OEO Award Summaries](#) for the most current information.

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- Utilize [Your Money, Your Goals](#) (ESD Internal link) and incentivize when able. This helps participants pay off these debts.
 - If the debt was incurred or the issue occurred while the family had a subsidy you can typically have them agree to a plan with the housing authority or utility company to get back into good standing. It may be a payback agreement or an anger management class, community service, etc. but usually if they show progress toward the goal, they can be eligible for assistance again even before the debt is paid in full.
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Revision History for P2360

4/1/26

- 1) Removed references to GA housing and instead referred to Reach Up Services procedure 2360A Reach Up and General Assistance Housing,
- 2) Removed reference to RU-VRS vouchers,
- 3) Updated housing related resources and links.

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Procedure Section: P2360 Housing Case Management and Reach Up

Subsection: P2360A Reach Up and General Assistance Housing

Procedure: P2360A Effective Date: 4/1/26

Bulletin: 26-02 Supersedes: New

Included Programs

Reach Up

For households with children staying in General Assistance Emergency Housing (also known as GA Housing or GA Hotel) it is an expectation that families engage in their own housing search and accept any available alternative housing placements, including shelter space or permanent housing options. If a household receives Reach Up and GA Housing, they will be expected to work with a Reach Up Case Manager in their efforts to locate housing other than GA.

Though less common, a VABIR Career Coach may take on this role, if the household is connected to other housing supports and the participant's primary goal is to increase their income through employment. Assigning a case manager and a career coach to work together with a family may be ideal in these situations. Refer to [Reach Up Services procedure 2378 Career Coach Services](#), as well as below.

Also less common is offering case management services to a household that receives Reach Up when the parent receives SSI or caretaker child only households. The preference would be for these families to work with other local housing partners, but RUCMs can provide housing case management at times.

Communicating expectations when participant receives Reach Up and GA housing

Reach out to the family using multiple methods of communication to establish a connection.

Methods of communication include:

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- In person,
- Phone,
- Text,
- Postal mail (consider using an additional form of communication when possible),
- Email

Explain that it is the expectation that if a household is receiving Reach Up and is being housed by GA Housing that they will meet in person with their Reach Up Case Manager/Career Coach (RUCM/CC) on a weekly basis.

- The intention of this meeting frequency and format is to allow small goals to be established and followed through on, and so information can be shared between programs.
- Due to limited funding and hotel rooms available, efforts must be made to reduce the time households remain in a GA Hotel.
- It is also acknowledged that there is a shortage of affordable housing and so focus must be placed on goals that reduce obstacles and increase opportunities to locate alternate housing than GA Housing.
- This expectation is different than households that do not have a RUCM/CC assigned to work with them, simply because that service is not necessarily available to other households.

If a household is also working with another service provider on housing related tasks, this should be shared with the RUCM/CC, but does not necessarily take the place of their weekly meetings with their RUCM/CC. See section below “Local housing partner.”

The GA Housing Unit will also be informing families that if they are active with Reach Up, they must follow through with meeting with and establishing goals with their RUCM/CC.

Language to include on the participant’s Family Development Plan

As soon as possible add Housing Search as an FDP activity and include the following language:

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.

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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. If I am meeting with a housing partner on the alternate weeks and they are providing updates to my Reach Up Case Manager, my weekly meetings with my RUCM and Career Coach can move to a biweekly basis.

Use of Macro on FDP

A Macro has been created to use on an FDP created in ACCESS. Check out the [ESD Macro page](#) (ESD Internal link) on SharePoint to locate the FDP-GA Housing macro. Follow the instructions on [How to Use a Macro](#) (ESD Internal link).

Documentation of work with household in GA housing

RUCMs complete the [electronic RU-GA Meeting Data Jot Form](#) for each scheduled meeting with a household in GA housing. Make sure to capture any updates including moving out of GA housing, progress on plans, and lack of engagement. Submissions on the form will be sent via email to the RUCM and Reach Up Supervisor. Cut and paste a copy of the emailed submission in the case file.

Consider using the [GA In-Person Services Inventory](#) (internal ESD link) as a framework for working with participants.

Career Coaches should complete the Jot Form with an emphasis on the career-related work they are doing with the participant. If the CC has any trouble accessing the Jot Form, inform Reach Up Central Office. In the meantime, share the relevant information with the local Reach Up Supervisor who can enter it into the Jot Form.

Weekly in person meetings

Weekly in-person meetings will be held with the family at the hotel to ensure convenience for participants and allow RUCM/CC to observe the overall environment. This allows RUCM/CC to offer additional support, resources, and referrals to help the participant achieve their goals.

- Meetings will occur on site at the hotel in an available meeting space such as a conference room or a private section of the lobby.
 - If the participant and RUCM/CC both prefer to meet in the participant's hotel room they can, though a RUCM/CC should never enter a room without permission or if they feel unsafe.

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- If the hotel does not offer a meeting space email RU Central Office, RU Central Office will work with the GA housing unit and ESD leadership to see if a space can be found at the hotel.
 - If a space cannot be found at the hotel, and there is a nearby public space where the meeting can be held, this is an acceptable alternative.
- Report concerns about the hotel to the [GA Housing Unit Management Team](#) and [GA Aops](#). Example of a concern may be basic needs not functioning properly such as heat not working or electrical issue.
 - GA Housing may be able to offer a quick solution to move the participant to another room or hotel; with a longer term solution setting up a health inspection completed or addressing the concerns with management of the hotel.
- Meetings between a RUCM/CC and a participant may include another RUCM/CC or a Reach Up Supervisor. RUCM/CC can coordinate participant meetings at the hotel simultaneously, allowing multiple RUCM/CC to be present at the same location.
- If the household requests to meet in a public place other than the hotel, accommodate the participants request and review the reason with the Reach Up Supervisor. Continue to offer the hotel as an option.
 - It may be appropriate to meet other than the hotel if participant has a meeting with another state entity and would be already at the state building, need to complete eligibility paperwork, or safety is a concern.
- If the RUCM/CC has reason to believe that a meeting at the hotel may be unsafe for any reason, they should not go. Concerns should be discussed with the Reach Up Supervisor and District Director to determine if a plan can be put in place to address the concern and make a meeting at the hotel possible.
 - If it is determined due to safety meeting with a participant will not happen at the hotel the CM/CC should document this in case notes
 - If the RUS/DD determine a specific hotel is unsafe for CM/CC to meet with participants they should email RUCM, RUCM will communicate this with the ESD leadership.

Working with a VABIR Career Coach

If a participant in GA housing is assigned to work with a VABIR Career Coach (CC), the CC will also meet in person weekly with the focus being on increasing the household's income.

Similar to the household's primary and backup plan for housing, the work with the CC should outline a primary and backup plan for increasing income.

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- Primary plans should include the quickest way to increase income to be able to afford to self-pay at the hotel or afford other housing opportunities.
- Backup plans can include more long-term planning for education, training and employment goals.

The Career Coach should collaborate with the family's identified housing support (either RUCM or outside local housing partner) and share information that impacts the household's ability to move forward with their housing and income goals.

Local housing partners

If a local housing partner is supporting the household on housing related goals it is best practice to coordinate services around the family and communicate at least once per month to get an update on how they are supporting the family, so duplicate efforts are not made.

Reach Up cannot require local housing partners meet with households on a weekly basis or provide monthly updates to RUCM/CC. District office staff will foster positive relationships and collaboration with local housing partners. If a partner does not have the capacity to provide regular updates, the RUCM/CC will rely on the family to provide updates on the work they are doing with the local housing partner to avoid duplicated efforts.

- If the household and the housing partner meet once per month or as needed (no regular meetings scheduled), the RUCM/CC and participant are required to meet in person weekly.
- If the household and the housing partner have regular scheduled meetings at least every other week and the partner can provide at least biweekly updates to the RUCM/CC, the RUCM/CC and the participant can meet in-person at the hotel biweekly at a minimum.
- Meeting weekly can be required if that is determined to best support the participant.

Details about meetings

- When possible schedule a month of meetings at a time with households in GA housing. Meetings may not be able to be scheduled for the same day and time due to scheduling conflict—try as best as possible to at least schedule two weeks ahead.
- Plan for the following month mid-way through the current month.
- Schedule a full 45–60-minute meeting for each meeting.
- Use goal sheets at each meeting to help the household set meaningful goals.
 - Develop actionable steps that the household can take before the next meeting.

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- If the goal is achieved move on to the next step.
- If the household needs more time to achieve their goal use the review/revise process to develop additional steps.
- Households should take the lead in setting their own goals; however, focus should remain on the end goal of reducing obstacles and increasing opportunities to locate alternate housing than GA Housing.
- If households include two parents/adults that work with a RUCM/CC(s), weekly meetings can occur with either or both parents/adults, as long as each parent/adult meets with their individual RUCM/CC at least one time each month.

Rescheduling weekly in person meetings

If an in-person meeting needs to be rescheduled due to the household or the RUCM/CC, try to set up a quick check in virtually or over the phone using Amazon Connect within the same week. If a quick check-in cannot occur, the following week's meeting should already be scheduled. If it is not already scheduled, try to schedule several weeks of meetings in a row to prevent missing multiple weeks of contact.

If meetings need to be rescheduled for three weeks in a row, and are not able to be completed in person, remind the household of the requirement to meet weekly in person and follow through with the conciliation process to get back on track.

If the household continues to not engage during the conciliation process, refer to the section below "Household refuses to meet in person or weekly."

Household refuses to meet in person

If a household refuses to meet in person, explain this is a requirement of receiving both GA housing and Reach Up, and that refusing to meet this requirement could result in conciliation, sanction or closure, as well as denial of future housing authorizations.

- If participant refuses after explaining this is a requirement, follow the conciliation process.
- If good cause to not meet in person is provided, review with the Reach Up Supervisor
 - Weekly meetings would still be needed but could occur using Amazon Connect or virtually.
 - Good cause for refusing to meet in person could include illness or safety concerns.

Make sure to clearly document discussions and reasoning in case notes.

Enter a CATN to inform the GA housing unit. For more information see the section

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below on “Entering a monthly CATN about engagement.”

Determining if weekly in person meetings can be reduced

If it is felt that weekly meetings are no longer necessary, first review the case to determine if goals have been set and all actionable steps to overcome all obstacles and explore all available opportunities have been taken.

After reviewing, if still believed to be unnecessary, consult with the Reach Up Supervisor during weekly supervision. Refer to the GA In-Person Services Inventory if utilized. If the GA In-Person Services Inventory was not used, make sure all sections of it have been addressed. If the RUCM/CC and Reach Up Supervisor decide additional approaches or steps should be tried, weekly meetings will continue.

If additional approaches or steps cannot be identified, send identifying information and a summary of the situation (including the GA In-Person Services Inventory if used) to be reviewed by Reach Up Central Office (RUCO). RUCO will provide feedback outlining the next steps to take, including whether meetings can be held less frequently.

Establishing Primary and Back Up housing plans

Establish a primary plan and a backup plan with the household to locate housing other than GA.

- Primary plans should include the quickest alternative to GA housing.
 - Plans should be realistic, if the CM/CC does not think the participant’s plan is realistic they should coach the participant to develop a more realistic plan.
 - Examples of an unrealistic plan might be the plan is to get an apartment, but they have no plan to increase their income or voucher available to them.
- Backup plans can include more long-term planning for sustainable housing alternatives (including wait lists for vouchers).
- Include the primary and backup plans on the participant’s goal sheets and in case notes.
 - Primary and backup plans should be thorough and consider obstacles that could get in the way and opportunities that can increase the likelihood of reaching the identified plans.
 - Increasing income can help increase housing options. If no housing specific plans are identified, focus plans on increasing income.

Example: If a household is applying for subsidized housing, consider if any members of the household have criminal records that could prevent them from being approved for a voucher.

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Consider if there are steps that can be taken to gather supporting documentation of references to include with an application or appeal a denial based on criminal history and include those steps in the plan.

Non-housing-related goals

Support goals identified by the participant that are not directly housing-related, such as attending an educational program, but maintain focus on goals that will allow the family to most quickly locate housing other than GA.

Communicating with GA housing unit

RUCM/CCs should share information through their local Reach Up Supervisor with the GA Housing Unit related to the participants engagement in housing related work and other information that might impact the household's eligibility for GA Housing. Information related to engagement should be entered in CATN, while other information can be emailed directly to the GA Housing Unit Management Team and GA Aops.

Entering a monthly CATN about engagement

Enter a CATN at least once per month indicating household is engaged in housing related work. Identify role as RUCM/CC and include brief description of their plan(s) for housing that are being worked on. This allows the GA housing unit to discuss/remind households of their tasks/goals when they call for reauthorizations.

Example of CATN indicating household is engaged: RUCM confirms that PARTICIPANT NAME is working this month on housing goals. Last meetings held were 12/3 and 12/11 and 12/17. Primary plan includes completing application to local housing authority Project Based Voucher program that has current openings.

Example of CATN indicating household is not engaged: RUCM confirms that PARTICIPANT NAME is not engaged in housing goals. Participant is scheduled to be sanctioned starting January 1, 2026 for missed meetings and not responding to texts, emails, phone calls and written correspondence.

Other reasons to communicate with the GA housing unit

Email the GA Housing Unit Management Team and GA Aops to inform them about changes including if a household:

- Leaves a hotel for any reason,
- No longer has their child(ren) staying with them,

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- Indicates there is a safety or health concern at the hotel.

In addition to sending an email, enter a CATN to record the information in ACCESS.

Determining engagement with housing related work

Engagement in housing-related work means the household:

- Is responsive to attempts at contact (picks up phone, responds to text messages, stops by office).
- Is available to meet on a weekly basis in person.
- Has identified primary and backup plans related to housing.
- Follows through on agreed steps to complete plan and move towards housing related goals.
- Shares obstacles with RUCM/CC that get in the way of completing plan and comes up with alternative approaches.

Review each household's engagement in housing related work during weekly supervision with the Reach Up Supervisor.

If a household is being sanctioned or closed for not following through with housing related work, indicate in the CATN.

Coordinated Entry

The goal is that households with children staying in GA housing are referred to the local Coordinated Entry (CE) assessment partner and have a complete CE Assessment. RUCMCC will verify a Coordinated Entry referral has occurred. If the Coordinated Entry (CE) assessment partner has a waitlist, the RUCM/CC will make sure they are on the waitlist and following through with CE partner to complete the assessment.

- The GA Housing unit receives a list each month from the local Coordinated Entry Lead Agency that indicates if households in GA Housing have been referred and assessed by CE.
 - Confirm the status of the CE referral and assessment with the GA Housing Unit Management team.
 - If it is known that a referral was not made, email the GA Housing Unit Management Team and GA Aops and ask that a referral be made.

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Referrals to Shelters

Households that are in GA housing should have been referred to available shelters at the time of their original GA housing authorization. If shelter space was not available at the time, but becomes available, RUCM/CC's may be asked to help facilitate a referral.

Households may be informed that their period of authorization for GA housing could be ended early and that they have to move to an available shelter space. This process can vary depending on the shelter requirements. Some shelters require an intake process and background check.

Household refuses alternate housing

It is a requirement of GA housing that households accept alternate housing if available. This includes:

- Shelter space
- Transitional apartment
- Other housing opportunities

A household that refuses alternate housing opportunities could receive a period of ineligibility (POI) for up to 30 days.

If a household refuses an alternate housing opportunity, review with a Reach Up Supervisor to determine if there is a good cause reason for not accepting the housing. If it is believed there is a good cause reason, send a description of the household's situation, including the alternate housing opportunity and the reason for not accepting to Reach Up Central Office (RUCO). RUCO will consult with ESD Leadership to determine if a management exception can be made.

Transferring case management to a different district

If a family is housed in a GA Hotel that is located more than 45 minutes outside the local District Office, consult with RUCO to help determine if the case management should be transferred to a closer district to best support the family. Refer to Reach Up Services procedure [2302D Transferring Participants Between Districts](#).

Understanding basic GA housing eligibility

Confirm night count and eligibility requirements with GA housing unit by checking CATN for the latest information. GA related CATNS should have "****" in the front and back of the note.

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- If information is not available in CATN, email the GA Housing Unit Management Team and GA Aops before meeting with the family to ensure correct information is shared.

Share concrete information with households about the limitations around GA housing (night counts, room limits).

Revision History for P2360A

Effective 4/1/26

Brand new section