

Vermont Homelessness Response Continuum (VHRC)

Level 4 - Hotels

Agenda

Eligibility for VHRC

- Verification of Homelessness
- Verification of VT Residency

Assessment

- Health Checklist
- HOU-SING Assessment

Level 4 Placement

- Priority Categories
- Risk Level/Capacity
- Waitlist
- Authorizations
- Housing Plans
- Day Counts
- Extension Request
- Shelter

Questions

This meeting is intended to provide an overview of how VHRC eligibility will be determined and how placements will be made in hotels.

We will accept questions through the presentation.

We ask that questions be limited to **how** the program is being operationalized.

Policy questions may be addressed at a later date.

Eligibility for VHRC

Applications

- Submitted over the phone
- Submitted on paper
 - Uploader
 - Mail
 - Dropped off at a district office
- At a district office with support from an eligibility specialist

Eligibility for VHRC

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Verification

Households will need to provide verification of homelessness and Vt residency

Verifications of Homelessness

- Third party verification, observation of program staff, self- attestation

Verification of Vt Residency

- Examples include being actively enrolled in a Vt economic assistance program, childcare assistance program, Medicaid



Eligibility for VHRC

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Notice

Households found eligible for VHRC will receive a **Notice of Eligibility**.

Eligibility for VHRC is set for 1-year

- For SFY27 eligibility may be made for less than 1 year to align with the date the household accessed housing in SFY26

Household not eligible for VHRC will receive a **Denial Notice**



Example

Vermont Department for Children and Families

Important Please Read

If you need interpretation services...

إذا أنت ترغب خدمات الترجمة الفورية اتصل برقم 1-855-247-3092 (Arabic)
Ako su Vam potrebne usluge tumačenja, pozovite 1-855-247-3092. (Bosnian)
ကျေးဇူးပြု၍ ဖော်ပြချက်များကို လိုအပ်ပါက 1-855-247-3092 သို့ ဖုန်းဆက်သွယ်ပါ။ (Burmese)
Si vous avez besoin de services d'interprétation, appelez le 1-855-247-3092. (French)
Mugihie woba ushaka imfashanyo yo gusigurirwa, hamagara uyu muringo 1-855-247-3092. (Kisundi)
यदि तपाईंलाई टोभाई सेवाको जरूरत परेमा 1-855-247-3092 मा कस गुरुरहोस्। (Nepali)
Haddii aad u baahan tahay adeegyo turjumaan, wac 1-855-247-3092. (Somali)
Si usted necesita servicios de interpretación, llame al 1-855-247-3092. (Spanish)
Ikiwa unahitaji huduma za ukalimani, piga simu 1-855-247-3092. (Swahili)
Nếu quý vị cần dịch vụ thông ngôn, hãy gọi 1-855-247-3092. (Vietnamese)

Notice of Eligibility

Vermont Homelessness Response Continuum

Date of Notice:

Client Name:

Client Mailing Address:

Client Email Address:

Client DOB:

Names of Additional Household Members:

Eligibility Dates: [1 year period]

Date to Reapply:

You've been found eligible for the Vermont Homelessness Response Continuum. The following levels of service are available under the continuum. You will be assessed to determine the appropriate level of service

- Level 1—Prevention and Diversion Services
- Level 2a—Highly Structured Shelter Services
- Level 2b—Low Barrier Shelter Services
- Level 3—Specialized Shelter Services
- Level 4—Hotel and Motel Services

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Vermont Department for Children and Families

Eligibility for levels 2a, 2b, 3, and 4 does not guarantee placement is a shelter or hotel/motel. Placement will be made based on prioritization and if capacity, staffing, and geographic accessibility are available. Your Service Agreement will outline shelter/hotel placement and responsibilities.

If you self-attested to Vermont residency at the time of your application, you must provide verification of Vermont residency within 30 days of the date of this notice or your eligibility for the Vermont Homelessness Response Continuum will end.

Providing false or misleading information may result in denial of assistance or termination from the program. If the Department believes there may be fraud, it can refer the case to the Attorney General or a State's Attorney to investigate and take legal action under state law.

Your household may be terminated from the Program for the following reasons.

Giving false or incomplete information: If you knowingly give false, misleading, or incomplete information about where you live, your disability status, who is in your household, or other eligibility requirements.

Refusing suitable housing offers: If you refuse suitable housing placements (as described in your housing plan) two or more times, after we have assessed suitability and documented any reasonable accommodations in your plan.

Criminal activity or safety risks due to harmful behavior: If any member of your household engages in misconduct that seriously endangers the safety of program staff, community partners, or other participants, or intentionally destroys property or criminal activity.

Not participating in required services: If you do not participate in required case management and supportive services.

No longer eligible due to housing status or location: If your household is no longer homeless or at risk of homelessness, or if you no longer live in Vermont.

Created 7/13/2026

Example

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Denial Notice

Vermont Homelessness Response Continuum

Date of Notice:

Client Name:

Client Mailing Address

Client Email Address

Client DOB (UID if DOB can't be sent via email):

Names of Additional Household Members:

Your application for the Vermont Homelessness Response Continuum (VHRC) has been denied.

The reason your application was denied is because:

- ☐ You do not meet the definition of homeless (VHRC Emergency Rule Part 1, Section 4.01 and Part 2, Section 1.00)
- ☐ You do not reside or intend to reside in Vermont (VHRC Emergency Rule Part 1, Section 4.01)
- ☐ You have previously been terminated from the program and not eligible for reinstatement at this time (VHRC Emergency Rule, Part 10, Section 3.02)

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YOUR RIGHTS

Right to Request a Fair Hearing

If you disagree with a decision made by DCF, you may ask for a fair hearing. A fair hearing is your chance to tell your story to the Human Services Board. The board will review the facts of your case in a fair and objective manner and decide whether DCF's decision should be upheld or reversed.

To request a fair hearing, call:

- DCF at 1-800-479-6151, or
- The Human Services Board at 1-802-828-2536.

You must ask for a fair hearing within 60 days of the date you receive notice. You may ask someone you trust to help you make the request.

Continuing Services

If you ask for a fair hearing within 14 days of receiving this notice you may be entitled to continuing VHRC services while your fair hearing is pending.

Rights of People with Disabilities

Do you have a physical or mental or learning condition that makes it hard to do things we ask you to do? We can make changes to help you.

The Americans with Disabilities Act (ADA) and Vermont law say that we must make changes so people with disabilities can get public benefits. These changes are called reasonable accommodations. Here are some examples of changes we can make:

- Someone can write down your answers if you cannot.
- We can give you more time or help you get the documents you need to give us.
- You can have a support person with you when you talk to us.
- We can send documents with a larger print so you can read them.
- We can meet with you in your home or by telephone, so you do not have to come into the District Office.

Call 1-800-479-6151 to let us know if you need us to make changes so you can get the benefits you need.

Do You Need Free Legal Help?

You may be able to get free legal help from Vermont Legal Aid. Call 1-800-889-2047.

Do You Have Questions?

If you have any questions or would like more information, please call us at 1-800-479-6151.

Created 7/13/2026

Eligibility for VHRC

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Additional VHRC Notices

Notice of Termination

- Fraud
- Criminal activity
- Misconduct
- Repeatedly refused suitable placement
- Have not participated in case management and support services outlined in housing plan
- No longer homeless
- No longer a Vt resident
- Have not reapplied for VHRC
- Verification has not been provided

Notice of Reinstatement

Annual Review Reminder



Assessment

Referral to Assessment

- After a household is found eligible for VHRC, they will be referred to an Assessment Specialist
- VHRC eligibility worker will review a brief health checklist to determine how quickly the household will be connected with an Assessment Specialist

Assessment

Heath Checklist

- Is there a child in your household under the age of 18?
- Do you or anyone in your household require oxygen-cpap, bipap, power dependent device?
- Do you or anyone in your household have an uncontrol heart, lung, or serious chronic disease?
- Are you or anyone in your household immunocompromised (infection risk)?
- Have you or anyone in your household had a recent (within past 24 hrs) medical discharge?
- Do you or anyone in your household require dialysis or complex medical treatment?
- Do you or anyone in your household have infectious symptoms requiring isolation?
- Do you or anyone in your household have diabetes, kidney disease, or trouble keeping your energy/weight up?
- Do you or anyone in your household have trouble walking that requires the use of a wheelchair, walker, or cane?
- Do you or anyone in your household have medication that requires refrigerated or temperature controlled environment?
- Do you or anyone in your household require wound care or sterile supplies?
- Have you or anyone in your household had a recent (within past 24 hrs) psychiatric hospitalization or emergency department visit?

Assessment

HOU-SING Assessment

The assessment reviews information across 7 domains

- Health and immediate safety
- Overnight situation
- Unsafe conditions
- Supports and safety needs
- Individual and household needs
- Navigation help needed
- Gap to the next safe housing option

The information provided in the HOU-SING Assessment interview, combined with the household's priority category, establishes a risk level

Placement in Level 4

Priority Categories

- Age 65+
- Disabled
- Family with minor child (under age 18)
- Pregnant
- Domestic violence
- Court ordered/constructive eviction

Verification required; can self-attest for 30 days.

Current 201G-VR will be considered verification until the household exhausts their 70-day limit.

Placement in Level 4

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Risk Levels

- The risk level, combined with statewide capacity under the room cap, will determine when a household will be offered a hotel room.
- Households that cannot be offered a hotel room based on statewide capacity will be placed on a waitlist.
- The waitlist will be reviewed each morning. Households will be offered space when rooms are available based on risk level.
- If a household is placed on the waitlist cannot be placed within 10 days, a Service Agreement No Hotel Placement will be sent to household



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Authorizations

- Eligible households will be offered an initial hotel placement of up to 7 days to allow the household an opportunity to provide or develop a housing plan.
- Households will need to submit a copy of their current housing plan.
- DCF will make available Intake Case Managers to assist with the development of a housing plan if the household isn't currently connected with case management.
- After a housing plan has been established, hotel placement will be made for up to 28 days in accordance with the housing plan.
- A Service Agreement will be issued to the household for each hotel stay.



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Progress Towards Housing Plan Goals

- Households participate in case management and support services as outlined in the housing plan to remain eligible for VHRC.
- Case managers may provide the department with information about progress made toward housing goals through an on-line form.
- Households without a case manager will provide verification of progress toward goals listed in their housing plan.



Placement in Level 4

Day Counts

- Act 143 requires a look ahead from the annual VHRC application date.
- For the transition year, DCF will determine the household's "clock reset date" based on when hotel housing was used in SFY26.
 - Households housed in SFY26 will not have a rest of their 70-day limit on 9/1/26
 - Example-a household is housed in SFY26 starting on 10/15/25 and exhausts their 80 day benefit. The household will be eligible for 70 days of housing starting on 10/15/26.

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Extension Requests

- Act 143 allows extensions beyond the 70-day limit to be made at the discretion of the commissioner.
- Households and case managers can submit an extension request via the DCF website.
 - The request should include a copy of the housing plan and information on how the extension will bridge to permanent housing, including the date permanent housing will be available.
- An explanation of the extension request process will be provided with the Service Agreement when the household nears the 70-day limit.
- Requests should be submitted at least 10 days in advance of the 70th day to avoid a gap in housing.



Placement in Level 4

Shelter First Program

- Households can move between levels
- Households may be moved from a Level 4 hotel to a shelter when appropriate shelter space is available

Placement in Level 4

Assistance After Hours

- All assistance with hotel placement must be made through the call center
- If a household has been offered a hotel room and is unable to check-in, they can call the call center after hours and leave a message.

Questions?