Family Supportive Housing Program

Annual Report: State Fiscal Year 2025

VERMONT

DEPARTMENT FOR CHILDREN & FAMILIES

OFFICE OF ECONOMIC OPPORTUNITY

Contents

Program Overview

The Family Supportive Housing (FSH) Program provides intensive case management and service coordination to homeless families with children, following evidence-based practice for housing families with complex needs and multiple-systems involvement[1]. The program strives to reduce the incidence and duration of homelessness by supporting families as they transition to and sustain permanent housing over time. Service coordination and case management focus on the root causes of a family's homelessness, promote resiliency for parents and their children, and help households build financial capability. FSH staff take a holistic, two-generation approach using non-judgmental, positive, and trauma-informed communication and engagement in their support of families. The FSH Program[2] is a key component of ending family homelessness in Vermont by strengthening and supporting families with complex needs, increasing housing stability and reinforcing accountability.

The Department for Children and Families (DCF) Office of Economic Opportunity (OEO) administered funding for eleven community-based providers supporting FSH work throughout all of Vermont in SFY2025:

- Winston Prouty Center in Brattleboro
- Committee on Temporary Shelter (COTS) & Howard Center in Burlington
- Homeless Prevention Center in Rutland
- Upper Valley Haven in Hartford
- Northeast Kingdom Community Action (NEKCA) in St. Johnsbury and Newport
- Family Center of Washington County in Barre
- Sunrise Family Resource Center in Bennington
- Pathways Vermont in St. Albans
- John Graham Housing & Services in Middlebury
- United Way of Lamoille County in Morrisville
- Springfield Supported Housing in Springfield[3]

These community-based service providers employee Service Coordinators who provide customized home-based case management, financial empowerment coaching, life skills support and referrals, tenant education, parent and child resiliency support, and support recovery and treatment. FSH Service Coordinators align and coordinate services with existing

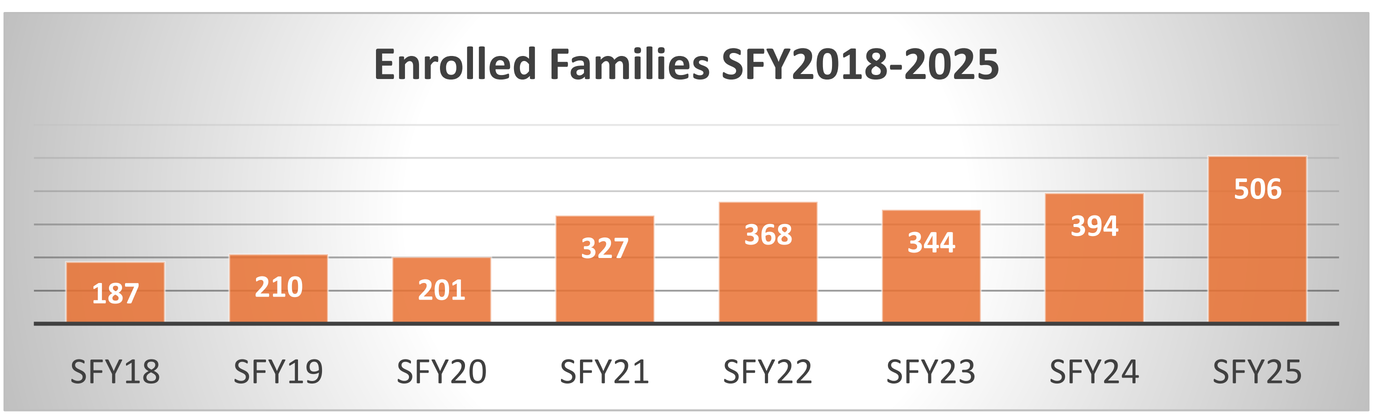
[1] *A Practice Framework for Delivering Services to Families in Supportive Housing,* https://www.csh.org/wp-content/uploads/2013/11/Practice-Framework.pdf.

[2] For more detail about program design and eligibility FSH Provider Manual .

[3] Springfield Supported Housing contracted as an FSH Partner during the fourth quarter of the SFY25.

Agency of Human Services (AHS) programs and initiatives. FSH Service Coordinators support enrolled families for a duration of time appropriate for each family, usually at least two years, and have the flexibility to exit families and/or continue necessary support as appropriate. Each Service Coordinator maintains a caseload of 12 to 15 families.

FSH Partner	**Available Staff Positions**	**Caseload Capacity Min-Max**
Winston Prouty Center	3 positions	36-45
Committee on Temporary Shelter (COTS) & Howard Center	5 positions	60-75
Homeless Prevention Center	4 positions	48-60
Upper Valley Haven	2 positions	24-30
Northeast Kingdom Community Action (NEKCA)	3 positions	36-45
Family Center of Washington County	5 positions	60-75
Sunrise Family Resource Center	3 positions	36-45
Pathways Vermont	3 positions	36-45
Springfield Supported Housing	1 position	12-15
United Way of Lamoille County	1 position	12-15
John Graham Housing & Services	1 position	12-15
TOTALS	**32 Positions**	**384-480**



State Fiscal Year 2025 (SFY 2025) Highlights

In SFY2025, OEO expanded the list of FSH providers to include Springfield Supported Housing, ensuring full coverage statewide across Vermont. With 11 FSH programs now serving all 12 Family Services Division (FSD) Districts, this marks a significant milestone in ensuring consistent support for families across the state.

FSH finalized a comprehensive Data Manual to guide providers in collecting consistent data, supporting continuous quality improvement, and effectively reporting on FSH outcomes. The manual also serves as a training resource and helps staff understand data in relation to program goals. Monthly Practice Guidance sessions and Quarterly Community of Practice in-services are two examples of how FSH providers across the state come together to share and benefit from best practices. Financial stability remains a key challenge and an ongoing area of development within the FSH program.

FSH providers actively connect families to a wide range of community resources on a daily basis to help them achieve and maintain housing according to their personalized housing plan. These include job training, food assistance, domestic violence support, childcare services, recovery support, and more. Staff often work side-by-side with clients – making calls together, providing transportation, offering resource navigation, and discussing options that align with each family's needs and goals.

> Winston Prouty, the FSH partner in Brattleboro, shared this story:
>
> "A family of 8 were homeless for nearly 2 years and applied to over 75 units in the state. They received a FUP voucher, and the search continued but it was extremely difficult to find a place that was open to housing such a large family. Finally, WWHT accepted their application and a unit opened up. It was such an exciting time, and we were so thrilled. Days before their lease signing, the state notified us that all FUP voucher holders were no longer able to use them due to an unforeseen situation with funding. We were notified around 4pm and this went into effect at 5pm the same day. Our contact at VSHA said if we were able to get the family to sign the lease by 5, she would do what she could on her end. WWHT also came together to make this happen and remarkably, it did with 10 minutes to spare. I was so proud to see 3 agencies come together and support the family to get the housing they so desperately needed and deserved. It was extremely stressful but by far the biggest success. The family has been really responsive and motivated and without that, I don't think it would have been possible to make it all happen in such a short amount of time. I think it was also really beneficial for the family to see and feel the support behind them."

SFY2025 Results at a Glance[4]

Family Demographics

2024	2025	Description
394	**506**	Total families enrolled during the year
556	**784**	Total adults enrolled during the year
746	**982**	Total children enrolled during the year
116	**200**	Total families exiting the program
281	**340**	Total families active at year-end

Housing Stability

- **60%** of active families had stable housing.
- Of those stably housed families, **56%** were in good standing with their landlords.

Child Safety

- **60% (586)** of children were stably housed at the end of the year.
- **85%** of active families had their children placed in the home.
- **35%** of families had an open case with the Department for Children and Families (DCF) Family Services at enrollment.
- **18%** of enrolled families had an open DCF case at the end of the year.
- **87% (982 children)** were up to date with pediatric visits.

Family Engagement

- **93%** of active families participated regularly in case management services.

Financial Empowerment

- **24%** of active families increased their Financial Capability Score.
- **17%** of active families had savings at the end of the year.

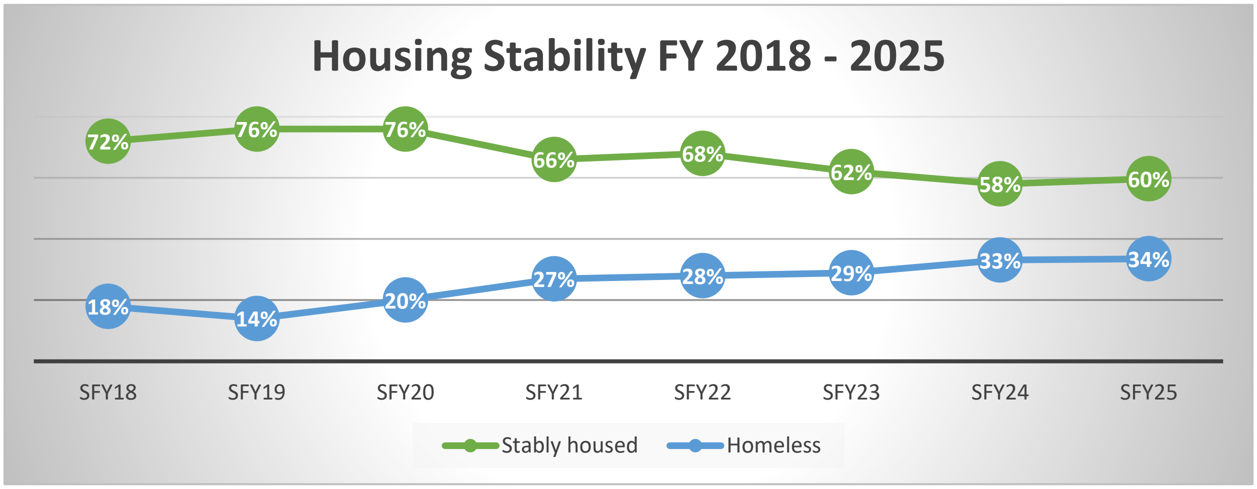
[4] Coordinated Entry – System-wide Homeless Data. All percentages in this report based on 340 families active at year end, unless otherwise stated.

Analysis of 2025 Results

OEO measures FSH Program performance in several key areas including:

- Housing Stability
- Family Engagement
- Child Health and Safety
- Financial Wellness
- Exits

Housing Stability



Landlord Relationships and Housing Support

Among families who were housed:

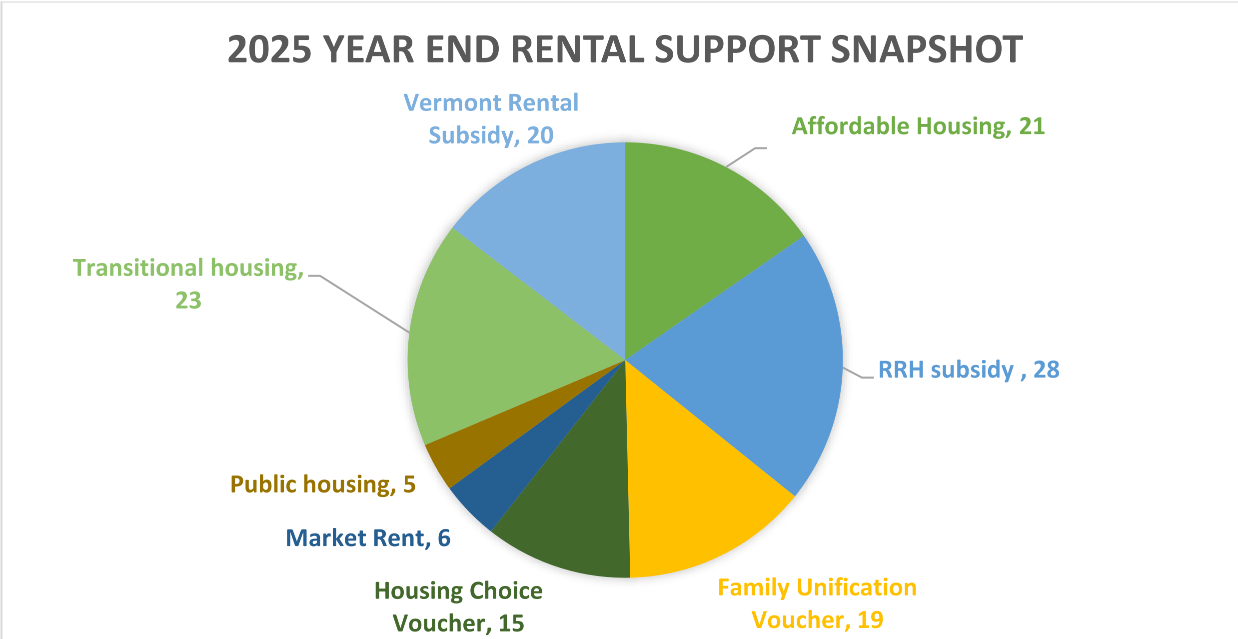
- **56% (189 families)** were reported to be in "good standing" with their landlords. "Good standing" means there were no lease violations and that the family and landlord had a plan in place to address any rent that was owed.

Service Providers noted that families not in good standing are still facing the lasting impacts of the COVID-19 pandemic, on-going debt, and inflation. These families often face difficult decisions between paying rent and covering essential needs such as food and childcare. As a result, missed or late rent payments are common, increasing the risk of eviction and adding further stress to already unstable housing situations.

To support stable housing, FSH providers incorporate a focus on financial education in their own work and also connect families with financial support. Most families in the program live in affordable housing or receive some form of rental assistance. These supports include:

- Rapid Re-Housing subsidies
- Housing Choice Vouchers
- Family Unification Vouchers
- Other similar resources

These efforts help families both find housing and stay housed long-term.


2025 YEAR END RENTAL SUPPORT SNAPSHOT
Vermont Rental Subsidy, 20
Affordable Housing, 21
Transitional housing, 23
RRH subsidy , 28
Public housing, 5
Market Rent, 6
Housing Choice Voucher, 15
Family Unification Voucher, 19

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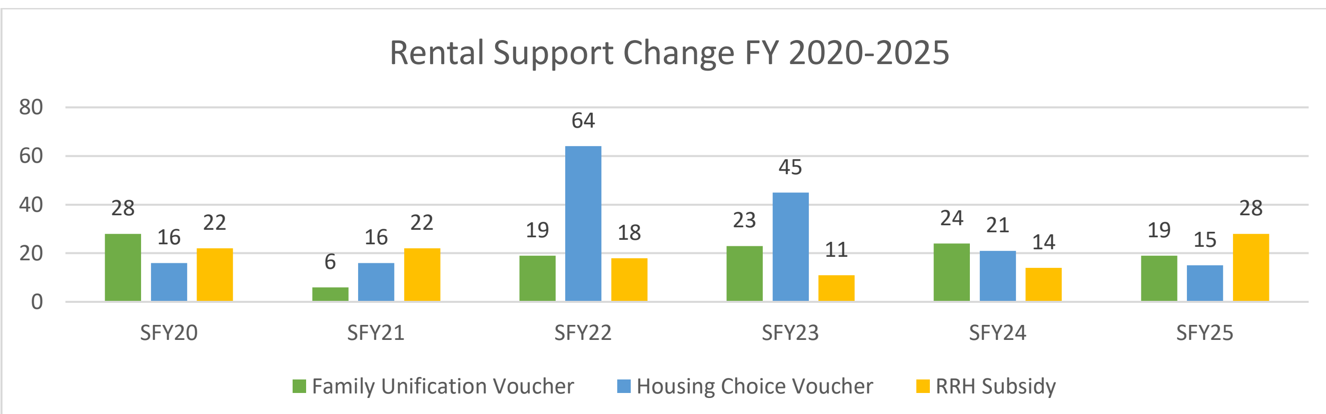
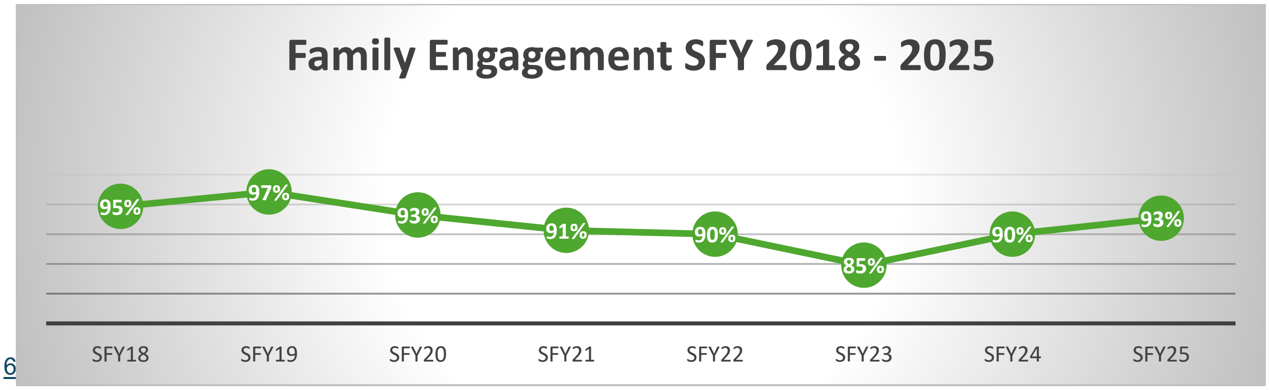

Rental Support Change FY 2020-2025
80
60
40
20
0
28
16
22
6
16
22
19
64
18
23
45
11
24
21
14
19
15
28
SFY20
SFY21
SFY22
SFY23
SFY24
SFY25
Family Unification Voucher
Housing Choice Voucher
RRH Subsidy

Family Engagement



[6]

Family Engagement has remained high over time as seen in all years showing ***85*% or above**. The highest engagement was in **SFY2019 (97%).** Engagement dipped to its lowest in **SFY2023 (85%)**, but recovered in SFY2024 and SFY2025, returning to **93%**.

Child Health and Safety

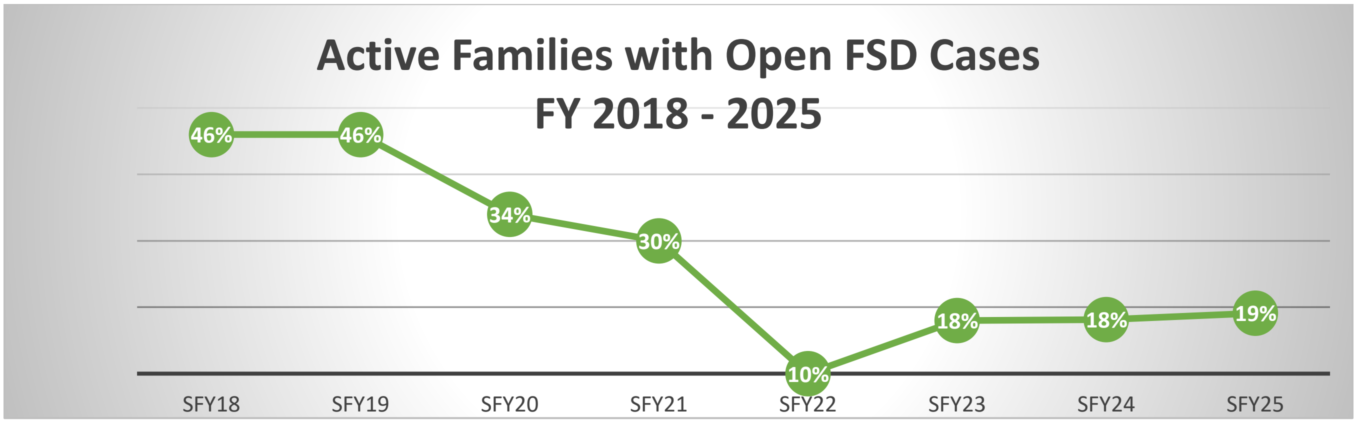
FSH works with the whole family, focusing on both child safety and parenting support.

By the end of SFY2025:

- About **19% of families (65 total)** served had some involvement with the child welfare system.
- Around **12% of families (41 total)** had children placed outside the home.

Service Coordinators partner closely with families and the Family Services Division (FSD) helping to create a safe and stable environment for children, supporting families through the process of reunifying with their children, and encouraging and assisting families as they work toward closing their child welfare cases.

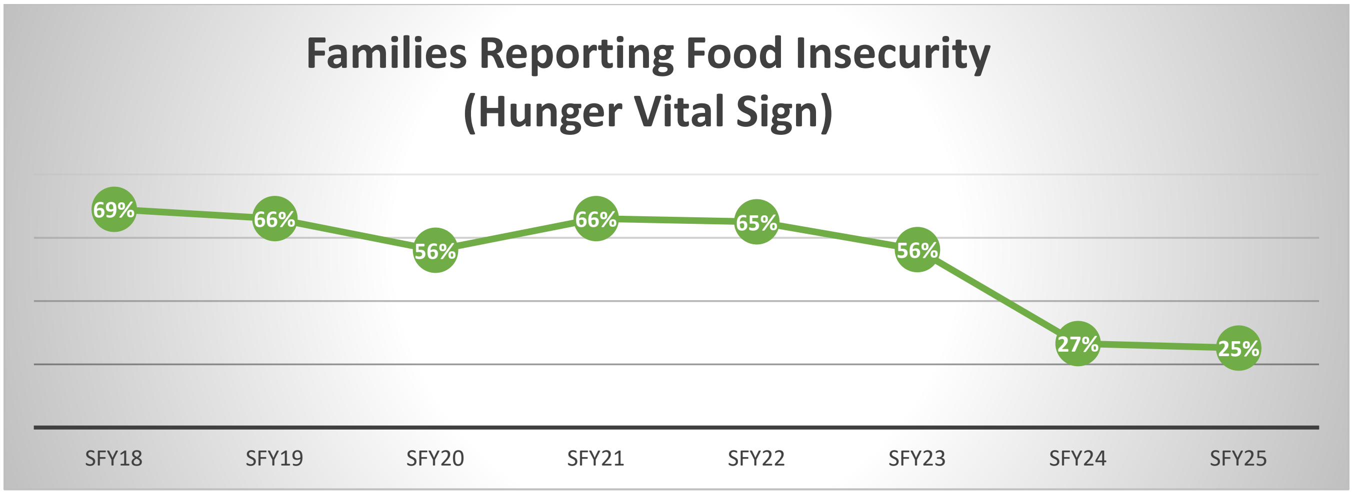
[6] Graph based on measure "Families regularly participating in case management and program meetings active Q4"



Pathways, the community partner supporting the St. Albans area, shared the following success:

"Participant "K" was first housed in June 2023, but unable to maintain stable housing due to significant barriers, including domestic violence, concerns related to child safety and parenting, and financial instability. Living in a rural area further compounded her situation creating transportation barriers and access to vital community services.
In June 2024, "K" became unhoused again and her child had to be temporarily cared for by a relative. "K" struggled with transportation, and a non-working phone which made it extremely difficult for her to maintain connections to her supports leaving her unable to secure a safe and healthy home for herself and her son.
Despite these setbacks, our Family Supportive Housing (FSH) team remained committed. Staff consistently found ways to stay in touch with "K" and linked her with local domestic violence services. Through these supports, she was able to access shelter in a location closer to additional community resources. With increased stability, she began receiving mental health services, and her son was eventually reunited with her in a safe and supportive environment.
The FSH team continued to assist "K" in exploring housing options and helped her regain income through the Reach Up program. Nearly one year after becoming unhoused, on June 20, 2025, "K" and her son moved into an affordable housing unit."

Family Supportive Housing supports child health and safety in many ways, not only through child welfare involvement.



At the end of the year:

- **87% of children (746 total)** were up to date on their regular pediatric checkups. This is similar to the rate of the previous year.
- **25% of families (85 total)** reported experiencing food insecurity. This continues to drop from the years before SFY2023.

This improvement in food security over the last two years may be linked to better access to programs such as:

- **Supplemental Nutrition Assistance Program (SNAP)**
- **Free and reduced-price school meals**
- **Local programs and incentives** that help ensure children have enough to eat.

The Committee on Temporary Shelter (COTS) shared an example how FSH partners look for ways to highlight and introduce opportunities that are available within our local communities, supporting a family's overall health and well-being.

COTS has been actively encouraging and helping families to enroll in is the Fair Share Program through Intervale Farms in Burlington. This free CSA program offers organic produce to households that qualify for SNAP, WIC, or are otherwise food insecure. It also includes opportunities for families to pick their own produce and flowers. The program helps households meet their basic food needs, access nutritious foods, and support the local food system.

Financial Wellness

In SFY2025, **784 adults** were enrolled in the FSH Program.

At the time they enrolled:

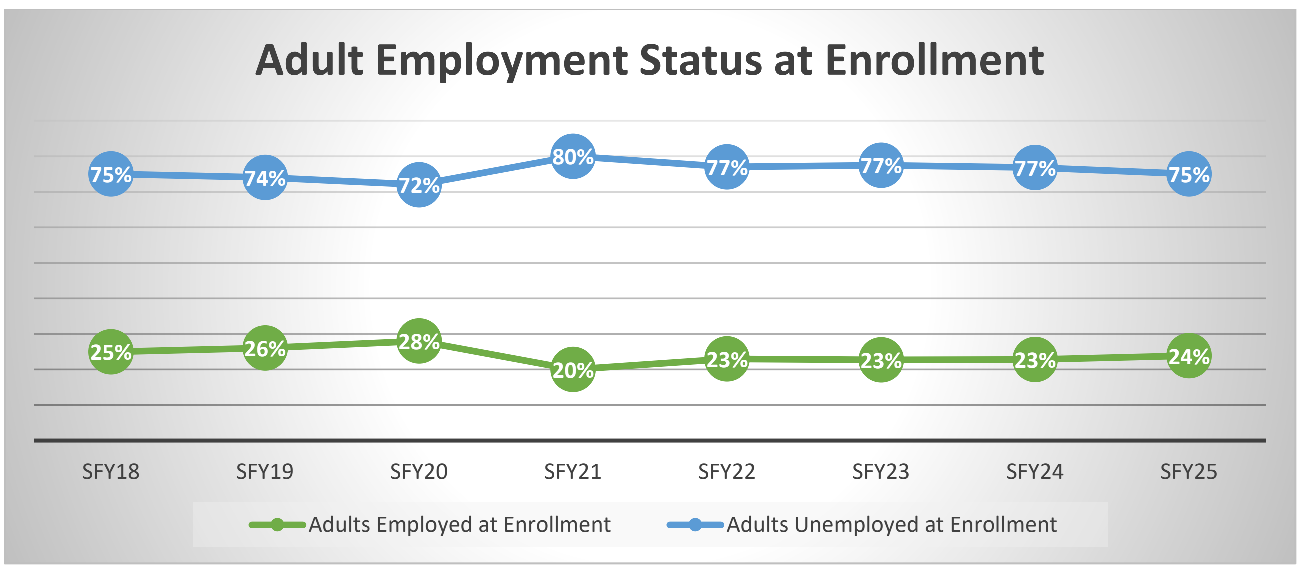
- **75% (588 adults)** were unemployed
- **24% (187 adults)** were employed

Of the 427 adults who were unemployed when they started:

- **10% (44 adults)** found a job by the end of the year
- **3% (15 adults)** started a job training or education program
- **17% (76 adults)** were able to get other sources of income

Among those who had jobs:

- **20% (94 adults)** stayed employed for **6 months or longer** during the year

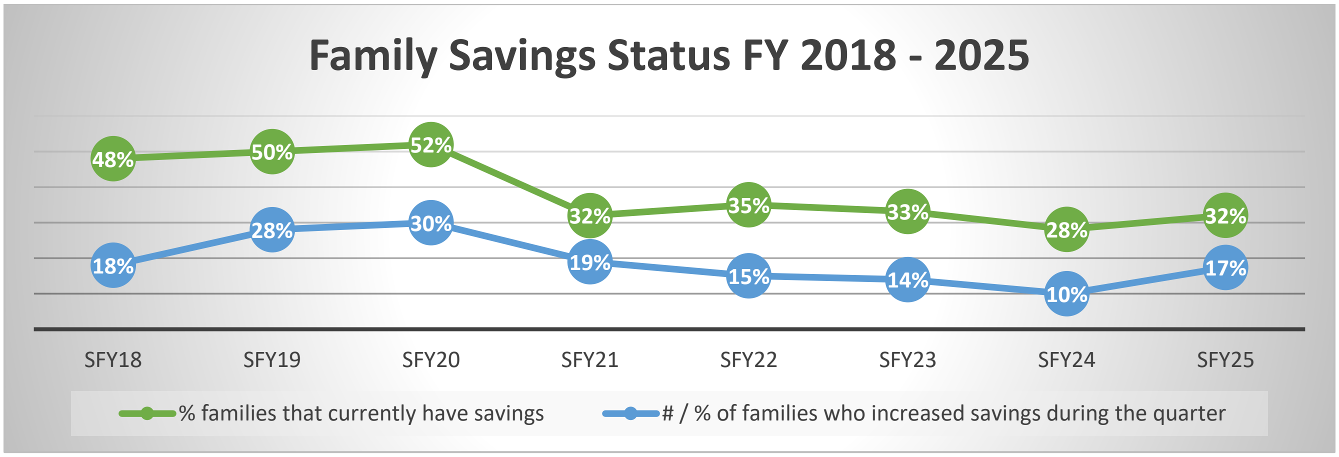


OEO continues to focus on financial empowerment training and support for FSH providers.

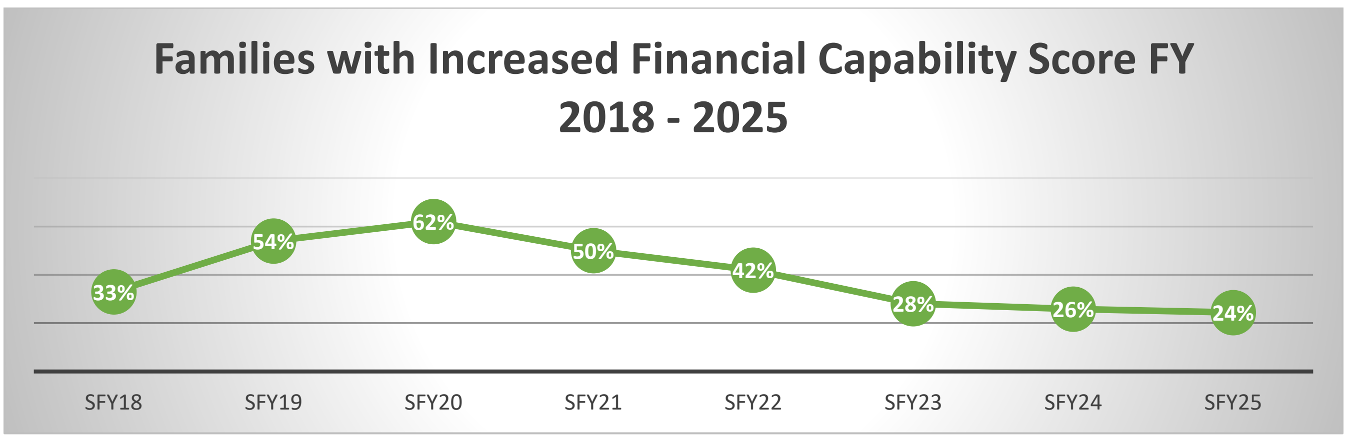
In SFY2025:

- **32% of active families (115 families)** had savings at the end of the year.
- **17% (109 families)** increased their savings during the last quarter of the year
- **53% (179 families)** had access to regular banking services at year-end.
- **24% (83 families)** reported an improvement in their **financial capability score** (a measure of their financial skills and confidence).

The federal fiscal landscape, policy changes, inflation, and rising housing costs continue to make it harder for families to save money and reach financial goals.

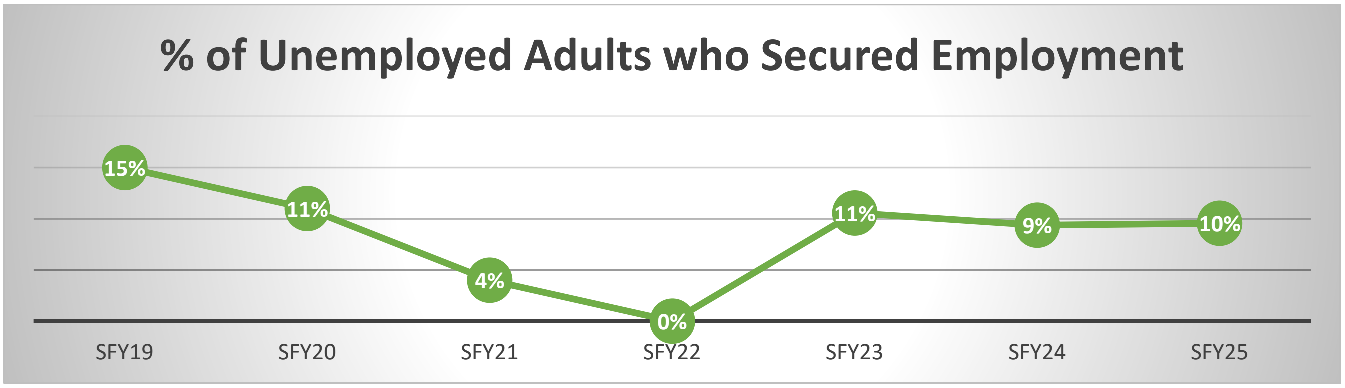


The highest percentages for both indicators are the percentage of families that currently have savings and the percentage of families who increased savings during the quarter that occurred in SFY2020. From SFY2020 to SFY2024, both savings rates and increases in savings declined steadily. In SFY2025, there was a small rebound with families who had savings increased to **32%** and savings growth rose to **17%.**



"Pathways, St. Albans is pleased to share that more families have started engaging with and contributing to the Family Savings Account (FSA)—a milestone, as this has historically been a significant barrier. In the past quarter, four families opened new FSAs and began making contributions, while another family with an existing account resumed contributing.

What helped motivate this progress was expanding families' understanding of how FSAs can be used and building strong relationships with participants to better understand their perspectives. This, in turn, allowed us to identify specific, attainable savings goals that felt meaningful and achievable to them."



The highest employment success rate (15%) was in SFY2019. The percentage dropped sharply over the next few years, reaching 0% in SFY2022. Since SFY2022, there has been a gradual recovery as the rate increased to 10% in SFY2025.

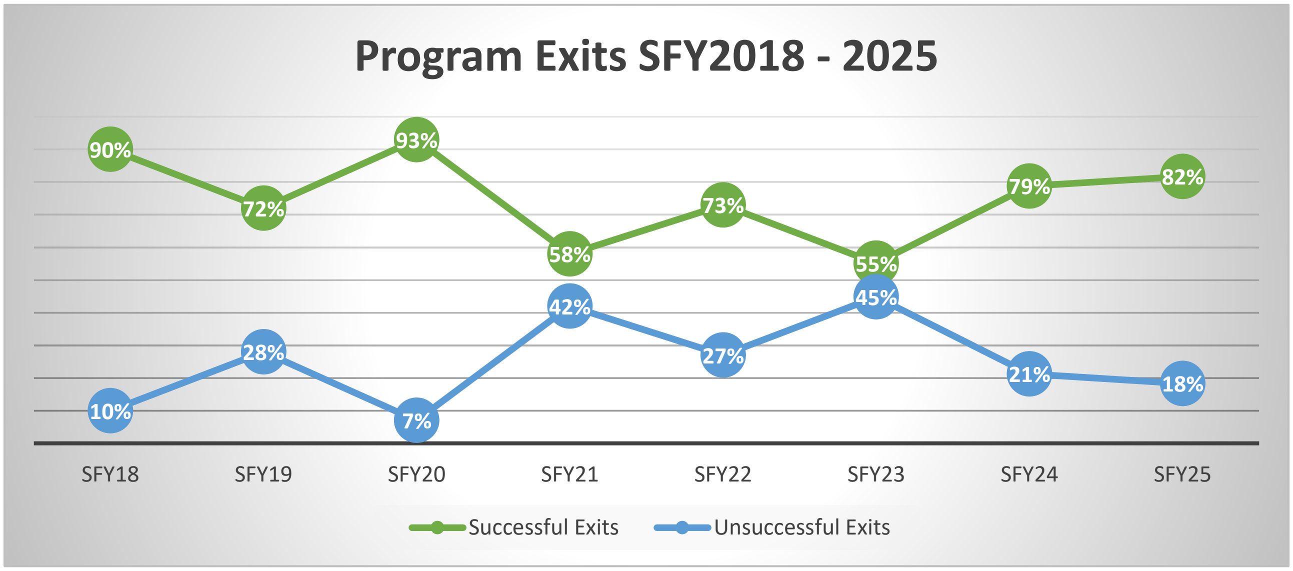
"One of the families I work with moved into their unit about eight months ago and has been diligently working with me on budgeting to manage the costs of bills, food, and other household needs. This single-parent head of household is employed and consistently prioritizes housing costs and savings, despite having a very tight monthly budget. They have successfully kept up with their bills and regularly contribute to their family savings account.

In addition to their budgeting efforts, the client has taken credit-building courses through local credit unions and is now exploring the option of opening a secured credit card. Their long-term goal is to establish credit to eventually become a homeowner. This client is highly motivated to support their family and build financial capability skills that will help reduce the long-term financial burden on themselves and their children.

Using gentle reminders and positive reinforcement to encourage saving and tracking spending has been especially effective in keeping the household engaged. They are now in an exciting and empowering position as they have already paid their rent portion through December 2025, they can focus solely on saving, meeting day-to-day needs, and staying current with their bills."

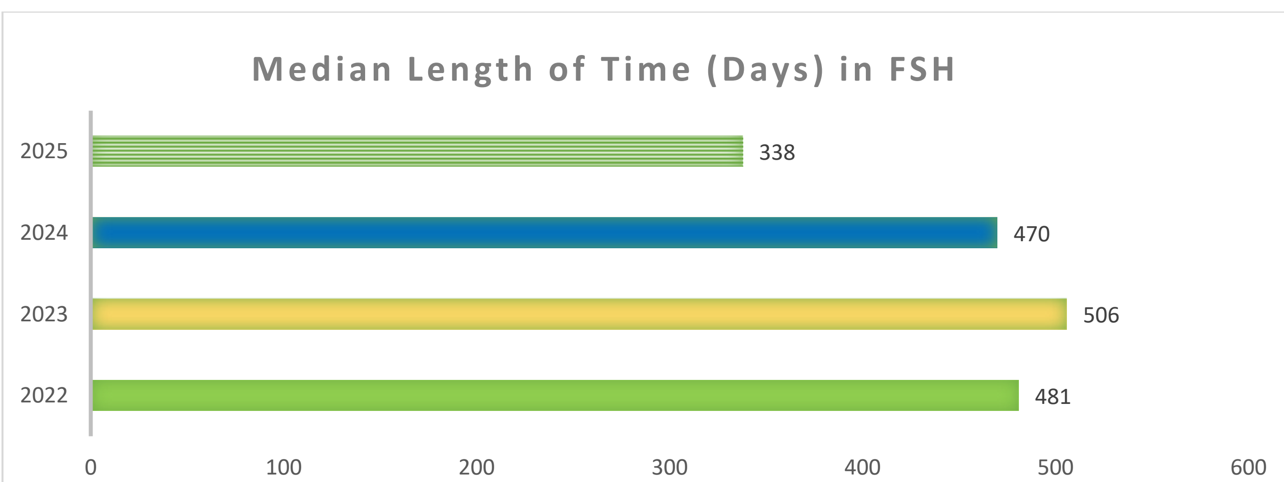
Committee on Temporary Shelter (COTS)

Exits



In the fourth quarter of SFY2025, 71 families left the Family Support and Housing (FSH) program. **82% (58 families)** had a successful exit while **18% (13 families)** left the program unsuccessfully. "Unsuccessful exits" included families who were still experiencing homeless or who were struggling in other ways even if they had safe, stable housing.

In 2025, FSH providers focused on improving family engagement. This effort helped increase the number of successful exits and reduce the number of unsuccessful ones.



While there is **no time limit** for how long families can receive Family Supportive Housing services, there was a decrease from SFY2024 to SFY2025 in the median number of days that households participated in the program.

Acknowledgements

The Vermont Office of Economic Opportunity would like to welcome our newest FSH community partner, Springfield Supported Housing, and thank all of our FSH program staff. FSH staff play vital roles in addressing the needs of families and work hard to end homelessness in Vermont.