

Appendix F

Notes and Clarifications About Data Tracking

Within Demographic Data:

- Demographic data were *not* captured for households served solely under application assistance because it would have been duplicative to what was captured in the VERAP portal.
- Additionally, landlord liaisons were not required to collect demographic data on landlords since the underlying goal of that work was to facilitate lease ups – not provide housing stability services to landlords. Liaisons did collect and track contacts with landlords as well as how many unique landlords they contacted.
- A small percentage of clients declined to answer some demographic questions and occasionally data were not collected (the latter situation was rectified when possible).
 - Data not collected totals and percentages:
 - Gender – 6 households (0.1%)
 - Race – 51 households (0.7%)
 - Ethnicity – 98 households (1.3%)
 - Declined to answer totals and percentages:
 - Gender – 5 households (0.1%)
 - Race – 94 households (1.2%)
 - Ethnicity – 98 households (1.3%)

Within the Housing Navigation performance measures:

- “Rehoused” means the household leased up in long-term housing (i.e., not transitional or other short-term housing), *and* they were counted as rehoused only in the quarter the organization categorized them as housed.
- Grantees were not required to track how long a household remained rehoused *after* they exited ERAP services.

Within the Housing Retention performance measures:

- “Maintained housing” means that the household maintained housing during the time they were enrolled in ERAP services. That is, if an enrolled household maintained housing during a quarter, they were counted as such (whether they enrolled at the beginning, middle or end of the quarter). If a household lost their housing at any point in the quarter while enrolled in retention services, they were (obviously) not counted as having maintained housing *even if* they maintained housing for multiple previous quarters *and* maintained housing for most of that quarter. That is, it was a simple measure – did the household maintain housing while under ERAP services and during that quarterly reporting period.
- As with housing navigation, grantees were not required to track housing status of clients who exited ERAP services.

Within Landlord Outreach and Education performance measures:

- Landlord liaisons tracked communications with the landlords they engaged with. Some communications were brief and limited to one or two requests for information or assistance (e.g., help with an application for the Landlord Relief Program or questions about services the liaison could provide), while others were ongoing (e.g., regular communications about available units, etc.) Therefore, tracking and reporting the “number of unique contacts” reflects more of the broader communication effort than just data on the unique number of landlords can capture.
- While seven landlord liaisons were funded through ERAP, vacancies and other staff turnover meant that across this 3-year grant, there were usually at least five landlord liaisons active at five different organizations throughout Vermont.