



Chittenden County Homeless Alliance  
**Coordinated Entry Evaluation Report**

## **Introduction and Program Summary**

### **Coordinated Entry**

Coordinated Entry is a system that facilitates the collaboration of homeless assistance programs in a community. The Coordinated Entry System functions with the intended purpose of increasing and streamlining access to housing and services for households experiencing homelessness, matching households with appropriate housing and services based on their needs, and prioritizing those with greatest needs for the most intensive interventions. HUD's primary goals for coordinated entry processes are that assistance will be allocated as effectively as possible, and that assistance is easily accessible no matter where or how people present themselves.

The Chittenden County Homeless Alliance's (CCHA) Coordinated Entry System is a collaboration of many organizations within Chittenden County working to make homelessness rare, brief, and non-recurring. Chittenden Coordinated Entry is intended to serve all individuals and households experiencing a housing crisis in Chittenden County, Vermont, meeting the definitions of Homeless, or At-imminent-risk of Homelessness, as adopted by HUD and the Vermont Agency of Human Services.

### **Coordinated Entry Partnership**

Chittenden Coordinated Entry is governed by a partnership agreement among all of the agencies participating in the program. In 2024, Chittenden Coordinated Entry was comprised of 22 service agencies within the geographic region of Chittenden County. Within Chittenden Coordinated Entry, there are 4 different roles that these agencies have. These include the Lead Agency, Assessment Hubs, Assessment Partners, and Referral Partners. There are 4 Assessment Hubs: 2 that serve the general population and 2 that serve specific populations. There are 11 Assessment Partners and 7 Referral Partners. The lead agency administers the Chittenden Coordinated Entry program. The agencies that signed on as Assessment Hubs provide assessments to those they are serving through housing navigation, and to anyone in the community that drops in, or is referred to them. Assessment Partners provide assessments to those they are working with for housing navigation services. Referral partners help those they are engaged with in other contexts get connected to Chittenden Coordinated Entry through an initial referral to the program.

### **Coordinated Entry Evaluation**

The CCHA Coordinated Entry Committee is the entity responsible for Coordinated Entry oversight and evaluation, including the completion of a yearly Coordinated Entry evaluation. This evaluation will include a comprehensive look at consumer outcomes and system performance to increase effective use of resources, improve quality of services to consumers, and to proactively identify and plan services. This report is intended to fulfill that requirement.



## 2024 Data Points Summary & Analysis

### Coordinated Entry Enrollments

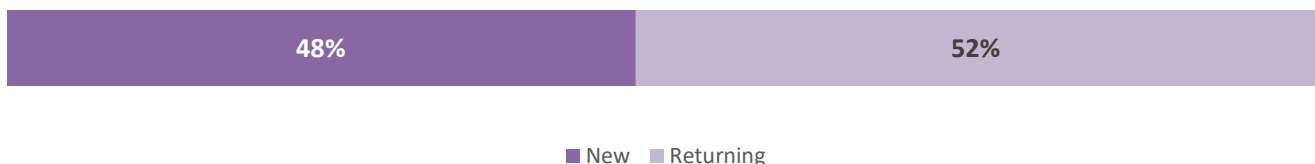
- In 2024, Chittenden Coordinated Entry enrolled a total of 672 households in the program.
  - 494 of these assessments were completed by the lead agency, making up 66% of the total assessments completed.
  - 179 of these assessments were completed by Assessment Partners and Assessment Hubs, making up 34% of the total assessments completed for the year.

#### WHERE ASSESSED?



- Of the enrollments that happened during the year, 323 (48%) were not returning to the Vermont Homeless system from having been previously housed (designated as New<sup>1</sup> graph & chart below). 349 households (52%) were returning to the system after having been exited to permanent housing (designated a Return<sup>2</sup> in the graph & chart below).
  - There was an unexpectedly high percentage of households enrolled in Chittenden Coordinated Entry, at 52%, that experienced multiple episodes of homelessness after having left a Vermont HMIS enrollment previously to a permanent destination. The numbers in the report didn't break down what type of housing they exited into, as some households may have moved in with family for a year or so but were unable to stay very long-term. Even with some of these returns accounted for by staying with friends and family, these numbers are very concerning. It shows that long-term housing stability was not achieved when households move into permanent housing opportunities.
  - Another accounting for these exits, may be temporary vouchers like VRS, transitional housing, and other Rapid Rehousing Vouchers (like the HOME program) not being able to lead to permanent subsidy and households returning to homelessness because of that.

#### NEW AND RETURNING HOUSEHOLDS



<sup>1</sup> New in this section is being defined as all newly enrolled households not returning to homelessness from a previously housed destination. This includes completely new households never before in Chittenden Coordinated Entry and households who have previously been enrolled but are not returning from permanent housing.

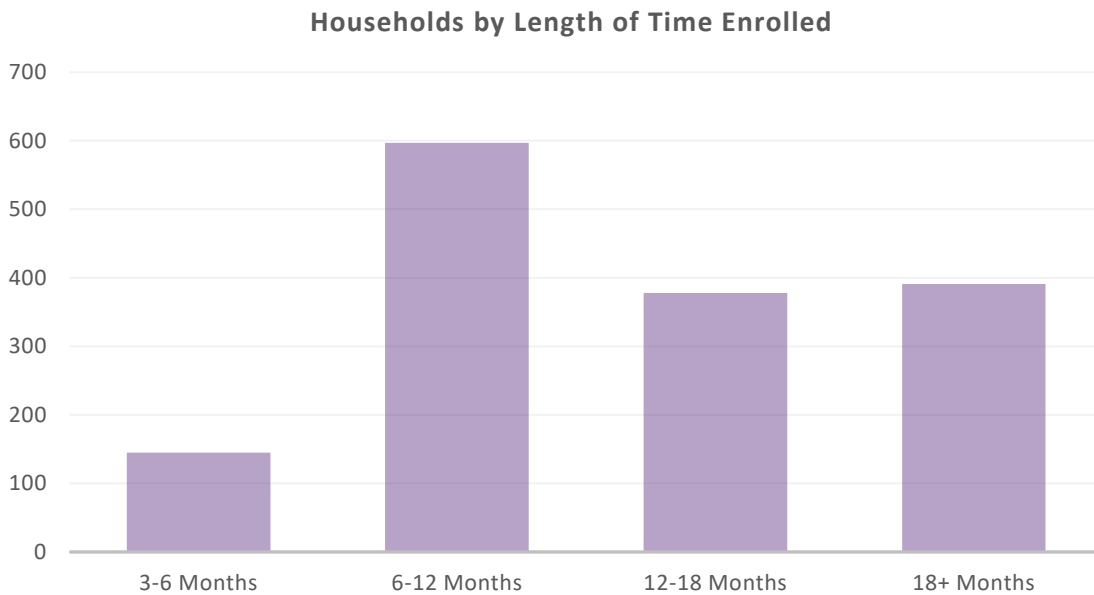
<sup>2</sup> Return in this section is defined as households who had a previous enrollment in the statewide Vermont Homeless Information System that had been exited to a permanent destination.



New vs. Returning CE Enrollments		
	Number	Percentage
<b>New</b>	323	48%
<b>Returning</b>	349	52%

**Length of Time Homeless for All Enrollees**

- The largest share of those who are enrolled in Coordinated Entry have been enrolled for 6-12 months. This is in contrast to the previous year where most households were enrolled for 18+ months.
  - One reason for this could be that in 2024, the GA Hotel program changed significantly. Previously, the program was providing year round stays in the hotels. Now, households can be housed for Adverse Weather in the winter and for 80 Days under certain categories. This may have contributed to substantially fewer consistent long-term enrollments, specifically in this case for households that were in the hotel program.



Households by Length of Time in Coordinated Entry		
	Household Count	Percentage
<b>3-6 Months</b>	145	10%
<b>6-12 Months</b>	597	43%
<b>12-18 Months</b>	378	27%
<b>More than 18 Months</b>	391	28%

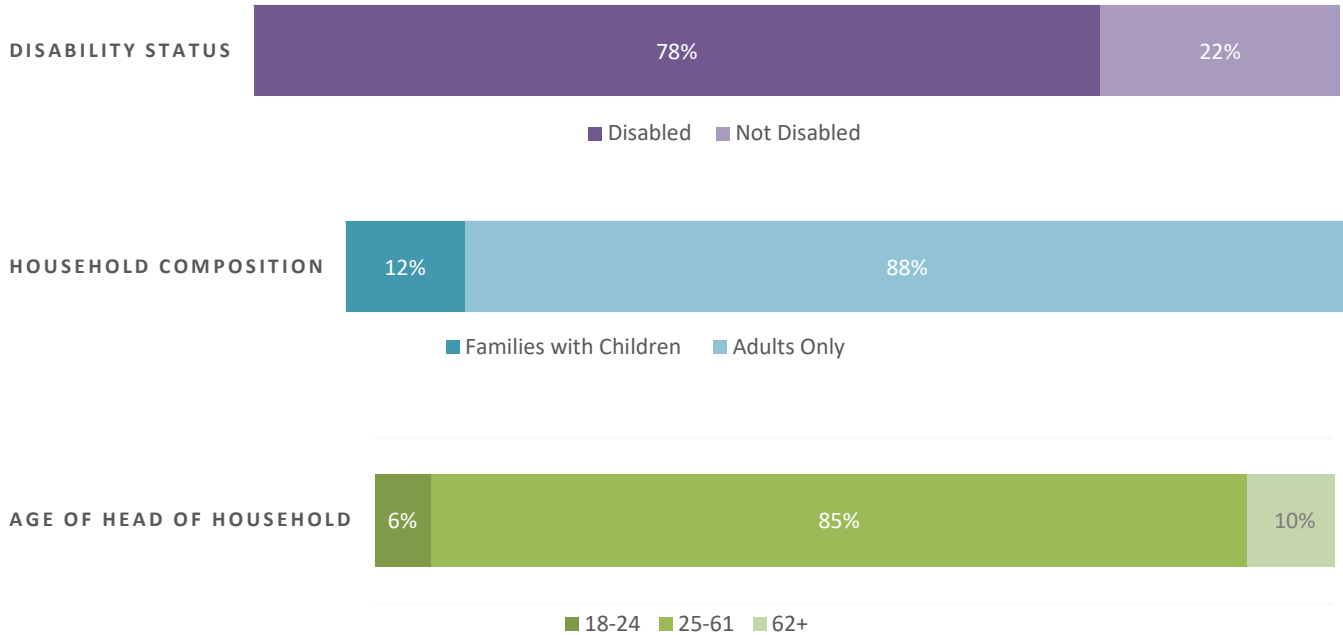
**All Stayer<sup>3</sup> Data:**

- 78% of households had at least one member with a self-reported disability
- 88% of households were composed of adults only; 12% of households included at least one child under the age of 18.

<sup>3</sup> Stayers are those who are still enrolled at the end of the report year, 2024.

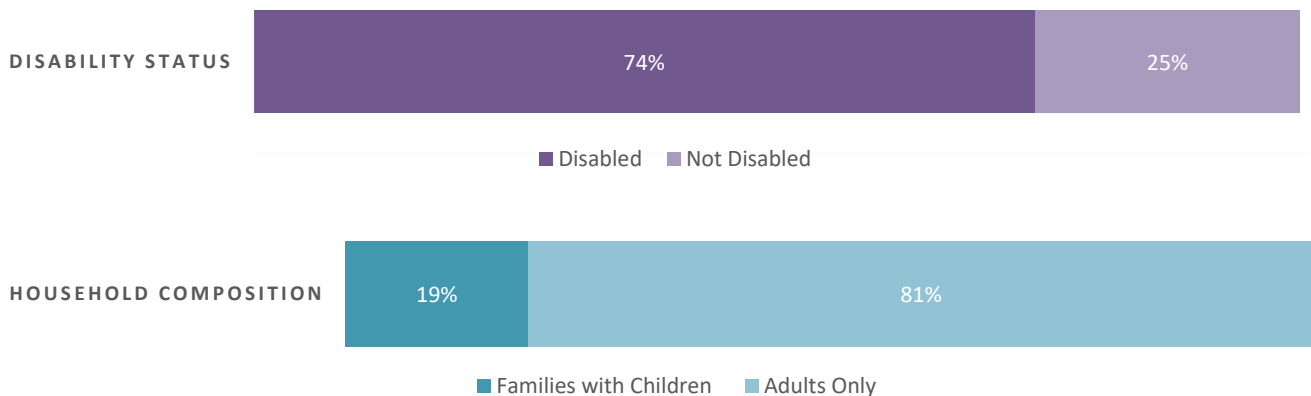


- 6% of households were headed by someone 18-24 years old, with 10% headed by someone 62 years old or older; 85% of households were headed by someone between the ages of 25-61.

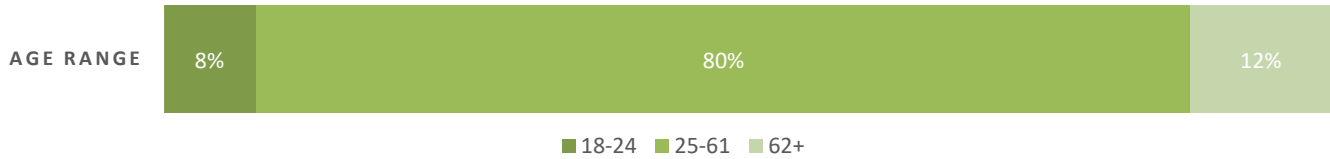


**All Leaver<sup>4</sup> Data**

- 46% of households with opening enrollments during the 2024 year are classified as leavers as they exited the program during that year.
- 74% of leaver households had at least one member with a self-reported disability
- 81% of leaver households were composed of adults only; 19% of households included at least one child under the age of 18.
- 8% of leaver households were headed by someone 18-24 years old, with 12% headed by someone 62 years old or older; 80% of households were headed by someone between the ages of 25-61.
- 48% of leavers (a total of 313 households) exited to a permanent housing destination. 52% or 339 households were exited to a non-permanent destination. Of those 339 who were exited to non-permanent destinations, 275 were removed as inactive.



<sup>4</sup> Leavers are defined as households who exited Coordinated Entry during the report year, 2024.



### Length of Enrollment by Subpopulation

#### Household Composition

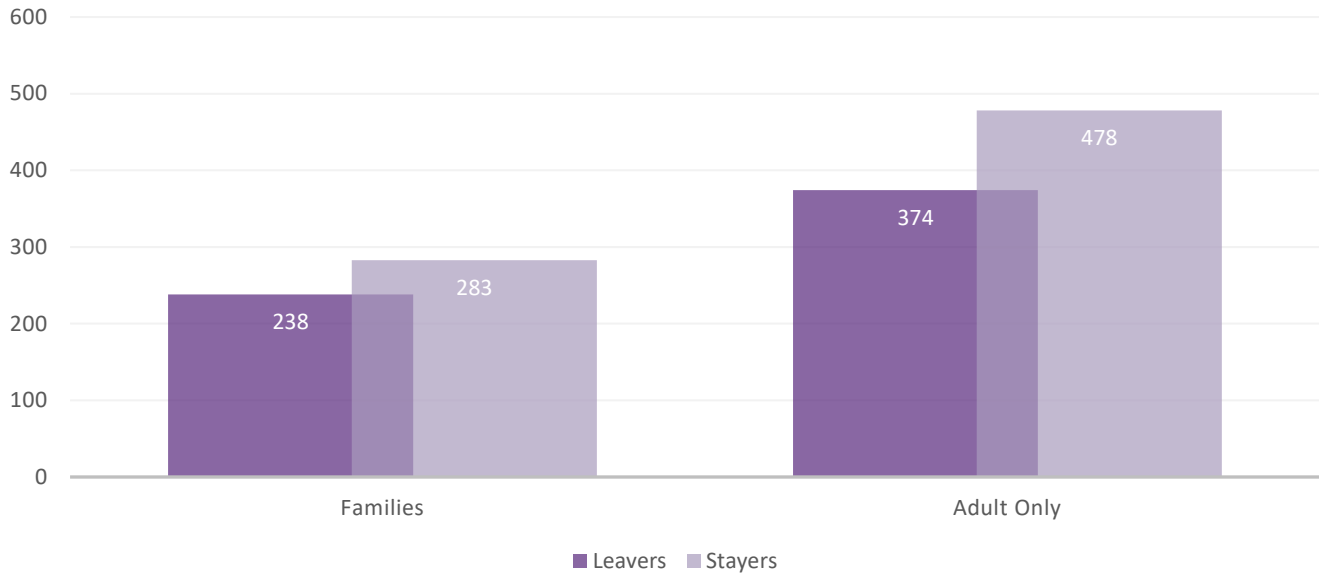
- Families maintain homelessness for significantly shorter lengths of time than adult only households. Leaver families experienced homelessness for 136 days shorter than adult only households. Stayer families had been enrolled in coordinated entry for 230 days fewer than adult only households.
  - Some of this may be due to additional resources being available to families and there being fewer families experiencing homelessness in overall numbers.<sup>5</sup> Additionally, there are more 2-bedroom units available to meet the housing demand for families than there are 1 bedroom or studio units, which are what adult only households are primarily looking for.

Length of Enrollment by Household Composition for both Stayers & Leavers		
	Leavers	Stayers
Family	238	283
Adult Only	374	478
<b>All Households</b>	<b>321</b>	<b>433</b>

<sup>5</sup> See All Leaver Data and All Stayer Data sections above for percentage of families compared to percentage of adult only households.



**Length of Enrollment by Household Composition**



**Racial Group**

- For leavers, the average enrollment stay is 291 days for those who are multiracial, 282 days for those who are black, and 338 days for those who are white. The average for all households is 321 days. Those who are black stayed homeless 39 fewer days than average, white households stayed homeless 17 days longer than the average, and multiracial households stayed homeless 30 days shorter than average.
- For stayers, the average enrollment stay is 533 days for those who are multiracial, 356 days for those who are black, and 448 days for those who are white. The average for all households is 433 days. Those who are black stayed homeless 77 fewer days than average, white households stayed homeless 15 days longer than the average, and multiracial households stayed homeless 100 days longer than average.
  - The Multiracial households stayer data changed significantly from the prior year where it was 50 days below the average for stayers compared to this year where it is 100 days over the average length of enrollment. Compared to last year there are fewer households in this category, with 35 households meeting the criteria vs. 57 last year. With a smaller population, it becomes more likely that outliers pull averages one way or another much easier, which could account for this shift from the prior year. It will be important to follow up on this the following year to see whether this is a trend or a fluctuation due to a small population.

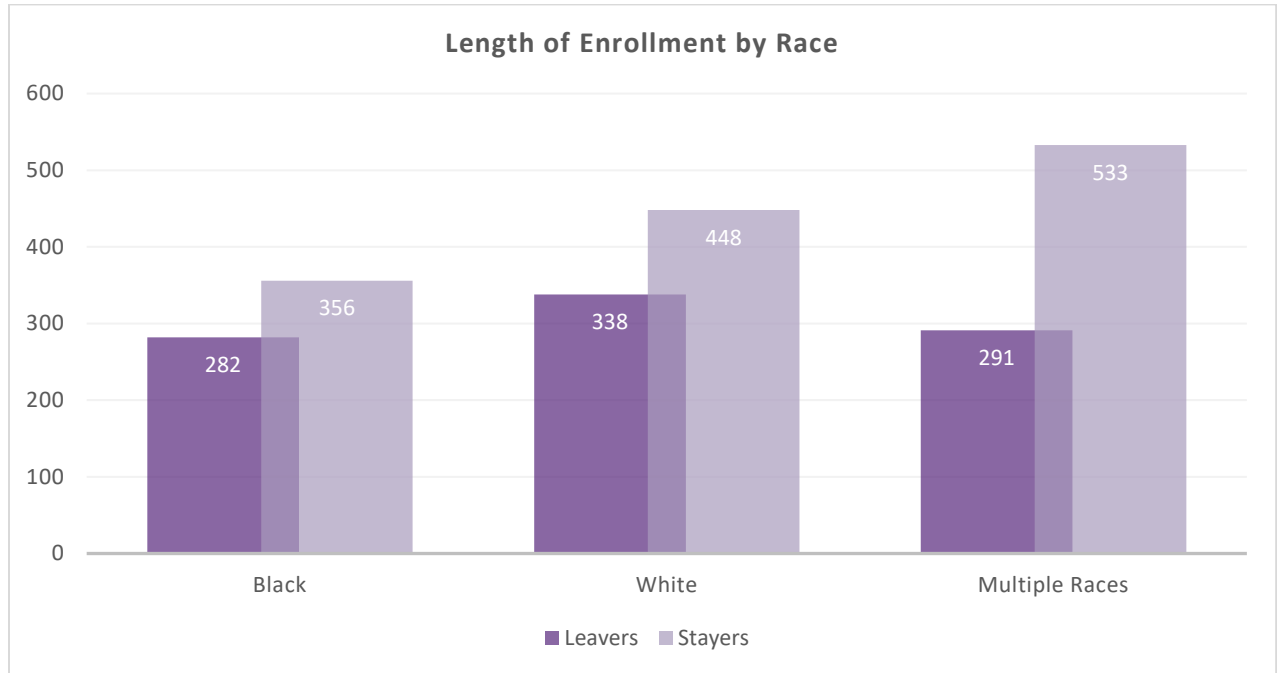
**Length of Enrollment by Race for both Stayers & Leavers**

	Leavers	Stayers
American Indian <sup>6</sup>	N/A	N/A
Asian <sup>7</sup>	N/A	N/A
Black	282	356
Hispanic	N/A	N/A
Middle Eastern/North African <sup>7</sup>	N/A	N/A
Native Hawaiian/Pacific Islander <sup>7</sup>	N/A	N/A

<sup>6</sup> The racial categories marked as N/A do not have enough participants to ensure anonymity for those groups when being reported to the public as in this report.



White	338	448
Multiple Races	291	533
<b>All Races</b>	<b>321</b>	<b>433</b>



**Age Range**

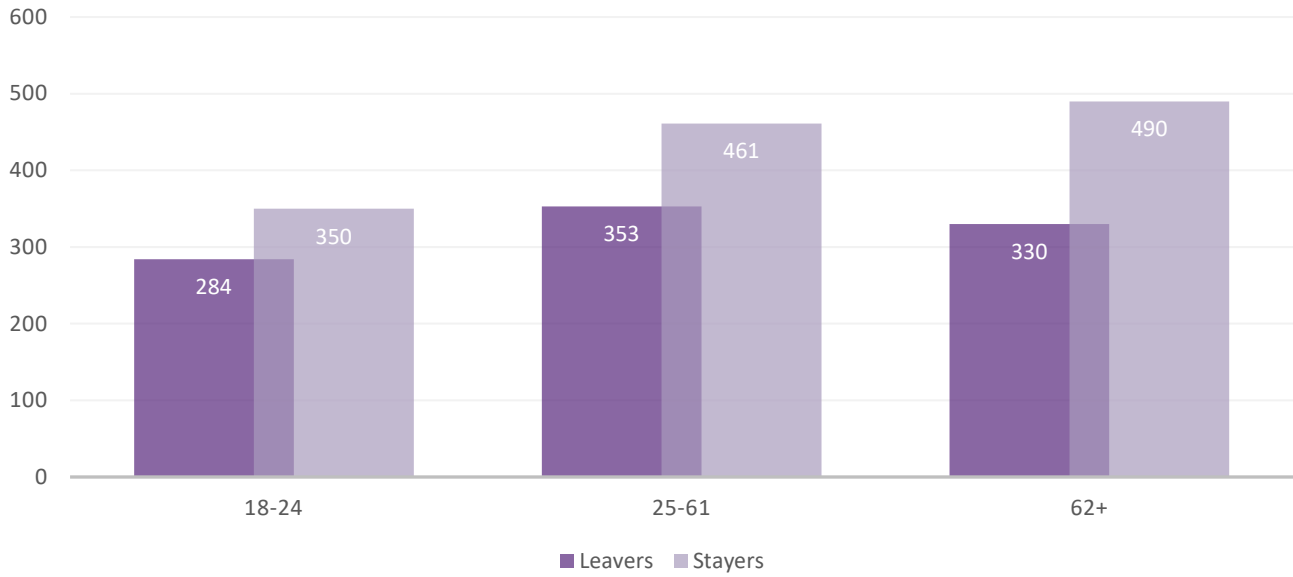
- Youth (18-24) leavers average 284 days length of stay in CE, while Youth stayers average 350 days length of stay in CE. Both of those are below the average for all leavers and stayers respectively.
  - Youth (18-24) seem to leave the system more frequently than the other age groups. Based off anecdotal information and previous exit data review,<sup>7</sup> they seem exiting to permanently living with family more often than other age cohorts. Also, it is possible that they also are more often couch surfing and staying with friends and family temporarily, and are leaving the system as inactive at a higher rate. It is also important to note Youth enrolled in Coordinated Entry are more likely to have households with their own minor children, and families have much shorter coordinated entry enrollment length than adult only households.

Length of Enrollment by Age for both Stayers & Leavers		
	Leavers	Stayers
Youth (18-24)	284	350
25 – 61	353	461
62+	330	490
<b>All Ages</b>	<b>321</b>	<b>433</b>

<sup>7</sup> There was also a review of Youth (18-24) exit destinations for a quarter at the end of 2023 by the Coordinated Entry System Director, and it was found that half of all permanent exit destinations for Youth were *Permanently Living with Friends or Family*. Though this wasn't a direct comparison to the overall exit data, what was found shows a higher percentage of exits to friends and family than typically seen among all age ranges.



Length of Enrollment by Age



Disability Data

- Households with a member with a disabling condition, who exited CE during the calendar year, had enrollments averaging 350 days. Households without a member with a disabling condition, who exited CE during the calendar year, had enrollments that averaged 252 days. This comes out to households without a member with a disabling condition having CE enrollments that were on average 98 days shorter.
  - Households with disabling conditions are often on fixed incomes, resulting in needing a subsidy to exit homelessness, and subsidies are often scarce and can take time to be approved for. This is not true of all households without a disabling condition - many are working and therefore have a path to exiting homelessness that is generally shorter than those who need to wait for an available subsidy.

Length of Enrollment by Disability Status for both Stayers & Leavers

	Leavers	Stayers
Household w/No Disability	252	330
Household w/Disability	350	468
<b>All Enrollees</b>	<b>321</b>	<b>433</b>



**Length of Enrollment for Disabled and Non-Disabled Households**

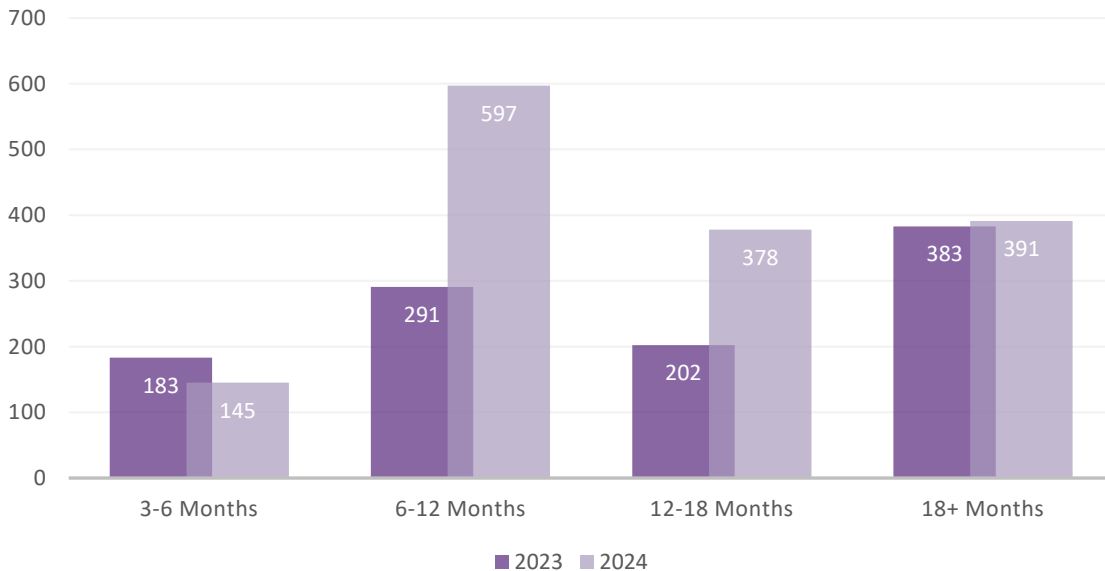


### Year to Year Data Comparison

#### Length of Time in Coordinated Entry for All Enrollees

- Below is a comparison of Length of enrollment by range compared between 2023 and 2024.
  - In 2024, there was a significant increase in the number of households whose enrollment length is in the 6-12 Month category, 597 households vs. 291 the previous year. This could possibly be due to changes in the Economic Services Division Hotel Program. Previously, households could stay enrolled in that program year round and in 2024 that had changed.

**Length of Time Enrolled in CE in 2023 & 2024**

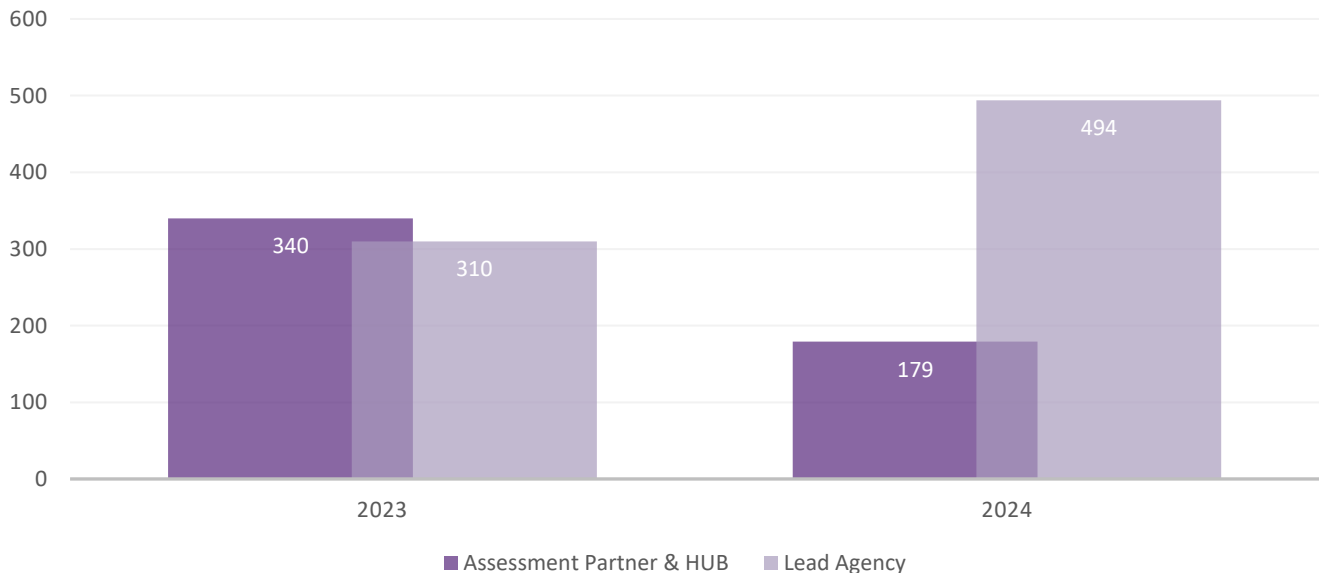




### CCE Enrollments: Where Assessed 2023 vs. 2024

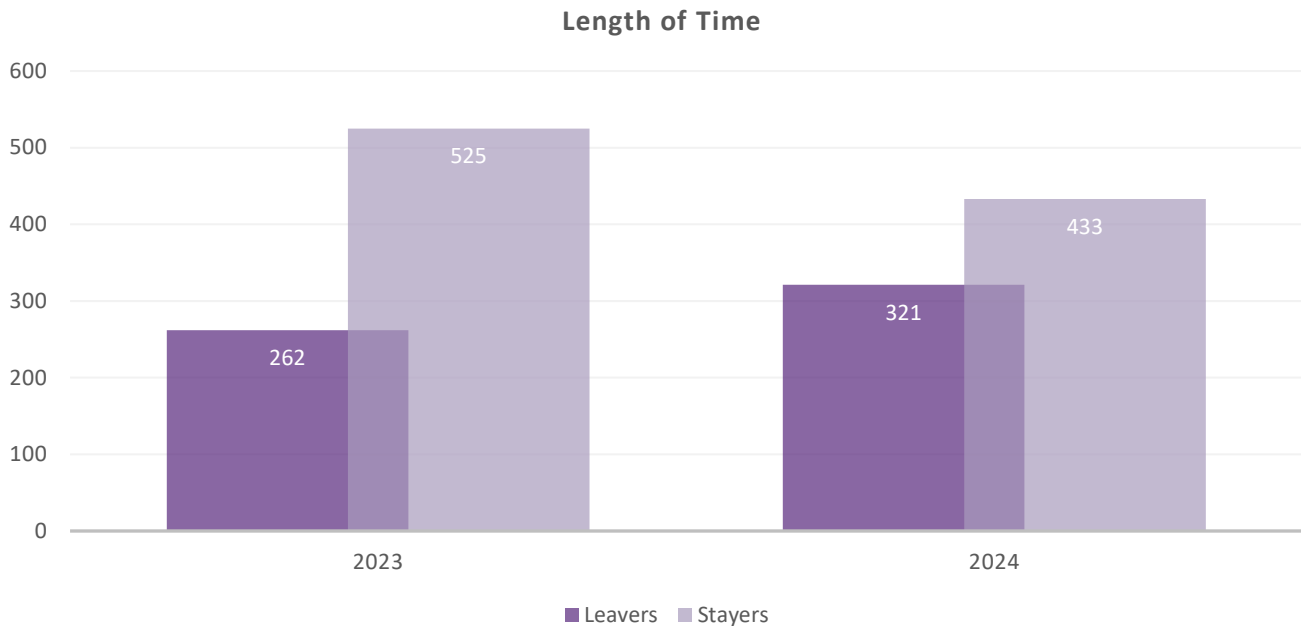
- Below is a graph looking at where households were assessed in 2023 compared to 2024.
  - In 2024 the percentage of households assessed by the lead agency increased drastically. Since 2020, a large portion of assessments were completed by the Committee on Temporary Shelter (COTS) Hotel Outreach Team for households who were enrolled in the ESD Hotel Program. In 2024, this team ended as the funding ended. Most assessments for households in the ESD Hotel Program are now being completed by the Chittenden Coordinated Entry team, which contributed to this increase we see here.

Where Assessed in 2023 & 2024



### Length of Time Stayers vs. Leavers

- The below graph looks at the comparison between 2023 and 2024 in terms of length of time enrolled in Chittenden Coordinated Entry for both Leavers and Stayers.
  - This graph shows an increase in the length of time for leavers during this calendar year of 2024 compared with 2023. This could indicate that more chronically homeless households are moving into permanent housing than the year prior. However, it could also indicate a significant increase in the length of time that households remain homeless before moving into permanent housing. However, paired with the shortened length of time for stayers, it seems to indicate that more households with longer enrollments are either exiting to permanent housing or to inactive in 2024 compared with 2023.



## Next Steps & Appreciation

### Areas for Action

- The high number of households that are returning to homelessness from having been previously permanently housed as a percentage of overall households being enrolled in Chittenden Coordinated Entry (52%).
  - This points to there being a need for different housing options to meet needs, as well as the need for additional supportive services.
    - Coordinated Entry can only provide pathways to mainstream housing opportunities and CoC housing (like Permanent Supportive Housing). Households needing other options are not well served by the homeless systems.
  - Chittenden County Homeless Alliance has a very limited amount of Permanent Supportive Housing (PSH), and this could speak to a need to increase the capacity of that program.
- Long average experiences of homelessness for all enrollees, with 321 days homeless for leavers and 433 days for stayers.
  - This speaks to the low availability of housing in Chittenden County, Vermont.

### Next Steps for the Coordinated Entry Committee:

- Evaluate the data that we are reporting on for this coordinated entry evaluation and consider other data points that would be important to add to future Chittenden Coordinated Entry evaluations.
  - Consider whether or not to add additional data points to Chittenden Coordinated Entry assessments themselves if we are concerned that there are significant gaps in our knowledge beyond the data points which we currently have access.
- Approve a survey for consumers to complete for future Chittenden Coordinated Entry Evaluations.
  - Consider surveys at time of assessment as well as at different times of the process.



- Approve a partner's survey for those engaged in the future Chittenden Coordinated Entry Evaluations for gathering information on ways to improve the system.

### **Appreciation**

Thanks to all those who contributed to this report and worked to put it together.

Additionally, without all of the hard work of frontline staff at the many agencies participating in Chittenden Coordinated Entry, none of the work summarized in this report could occur. We would like to thank all of them for everything that they do for our community.