

# Chittenden County Homeless Alliance Coordinated Entry Committee Meeting

Wednesday, April 8th, 2026  
8:30AM – 9:30AM

Link: [Join Meeting](#)

## ***Coordinated Entry Committee***

This committee is charged with identifying systemic approaches for the CCHA to meet HUD’s requirements related to Coordinated Entry (CE). The committee will make recommendations to the Steering Committee on improvements to coordinated entry through changes to the CE Policies and Procedures and other governing documents. It will offer the Steering Committee recommendations for the implementation of these changes.

The committee will also monitor coordinated entry and assist with the yearly CE evaluation, incorporating feedback from frontline staff and supervisors to better improve the CE process.

The committee will review data on a yearly basis to ensure equity and fairness in the CE process, with an emphasis on examining racial inequities.

## **MINUTES**

1. Announcements & Introductions 5 Minutes
  - a. United Way & HomeShare Vermont Volunteer Strategy

**Volunteer Roles and Structure:** Connor described Home Share Vermont’s three main volunteer categories: staff volunteers (who perform case management tasks with small caseloads), reference checkers (who handle applicant reference calls and data entry), and outreach volunteers (who coordinate events and outreach in specific counties). Staff volunteers are typically retired professionals with human services backgrounds, and all volunteers are integrated closely with paid staff.

**Recruitment and Onboarding:** Connor explained that staff volunteers are not widely recruited but are handpicked based on relevant experience, often transitioning from other volunteer roles within the organization. Training includes a specialized handbook, sessions with the program director, and shadowing, with onboarding tailored to the volunteer’s background and the organization’s needs.

**Volunteer Management and Retention:** Ciara and Kerri inquired about volunteer management, to which Connor responded that the program director manages staff

volunteers, while the office manager oversees reference checkers. Retention is supported through purposeful work, appreciation events, and targeted recruitment, with long-term volunteers being common. The organization emphasizes the importance of matching volunteers to roles that fit their skills and interests.

**Applicability to Coordinated Entry:** Participants discussed the feasibility of adapting this volunteer model to coordinated entry, with William, Travis, and Stephanie noting the need for clear role definitions, training, and vetting, especially for tasks involving sensitive data or direct client interaction. The group agreed that volunteers could be most effective in administrative or assessment support roles.

**HMIS Access and Data Security:** Bryce and Meghan clarified that volunteers interacting with HMIS must be vetted as if they were staff, including background checks, confidentiality agreements, and use of agency equipment. Meghan emphasized that volunteers must be associated with an HMIS partner agency and complete all required training, with additional scrutiny due to data sensitivity.

2. [March Meeting Minutes Review](#) 5 Minutes
3. 2025 CE Evaluation Update 5 Minutes

**Data Cleanup Process:** Stephanie described the process of closing inactive clients as part of regular data maintenance, noting that this is an ongoing responsibility for CE leads. The focus is on ensuring data accuracy and addressing any discrepancies in household exits and other data points.

**Report Generation and Troubleshooting:** Stephanie explained that she will pull the 2025 evaluation report, check for inconsistencies (such as mismatched totals in age ranges or household exits), and determine whether issues are due to data entry errors or report logic. If necessary, she will consult with ICA and potentially submit a ticket for technical support.

**Timeline and Working Group Formation:** Bryce and Stephanie discussed the timeline for completing the evaluation, aiming for a draft by May or June, with July as a fallback. A working group will be convened after initial data review to assist with analysis, chart creation, and finalizing the evaluation.

**Collaboration and Support:** Louise and Meghan offered support for troubleshooting report issues, emphasizing the importance of communication between CE staff and the reporting team. Stephanie agreed to reach out with specific issues and to share findings with the committee for review and input.

#### 4. How to improve HMIS data input accuracy?

15 Minutes

Identified Training Needs: Stephanie highlighted recurring data entry challenges, such as chronic homelessness calculations, coordinated entry events, and the new housing search assessment list. She noted that regular training and review are necessary, especially with many new case managers joining.

Guidance Document Creation: Stephanie is developing explainer documents and cheat sheets for the new housing search assessment list and CE events, aiming to make instructions more accessible and tailored to local processes. Louise and Meghan requested that these materials be reviewed by ICA before distribution to ensure alignment with HMIS protocols.

Training Collaboration and Scheduling: The group agreed to coordinate in-person and virtual training sessions, with ICA leading HMIS-specific components and CE staff focusing on process-specific guidance. Ciara suggested integrating annual training into the work plan, with a dedicated session each fall.

Committee Review and Feedback: Sophia and Ciara requested that new guidance documents be presented to the committee before rollout to ensure all members can support their teams and provide feedback. Stephanie and Louise agreed to share drafts and incorporate committee input.

#### 5. [Annual Committee Workplan](#)

30 Minutes

- a. Resource Development Plan - Assessment Location & Referral Source Analysis

Follow-up tasks:

Volunteer Model Follow-Up: Email Megan and Connor with any additional questions about implementing a volunteer model for Coordinated Entry, and coordinate with Megan for support on job descriptions and recruiting if any organization decides to pursue the idea. (The Committee)

2025 CE Evaluation Data Review: Pull the 2025 CE evaluation report, review and add up all categories, identify any data issues, and reach out to ICA if assistance or a ticket submission is needed. (Stephanie)

2025 CE Evaluation Working Group: Reach out to Ciara for the Steps numbers for 2025 and, after finalizing numbers, contact Bryce, Sophia, and Ciara to organize a working group for reviewing the evaluation results and next steps. (Stephanie)

HMIS/CE Training Coordination: Coordinate with ICA to review and finalize the housing search assessment list and CE events guidance, ensuring ICA is involved before distributing any cheat sheets or training materials to the committee or case managers. (Stephanie, ICA)

Training Materials Committee Review: Present finalized housing search assessment and CE events guidance documents to the committee for review and feedback before rollout to CHRC or case managers. (Stephanie, ICA)

Training Topics for Upcoming Sessions: Include prior living situation questions, housing search assessment, and Coordinated Entry events as key topics in the next HMIS/CE training session. (ICA, Stephanie)

Evaluation Process Flowchart: Write out a flow chart with timelines for the 2025 CE evaluation process to help the committee track expectations and progress. (Stephanie)

## **Coordinated Entry Assessment Hubs & Partners**

### **Hubs:**

1. Champlain Valley Office of Economic Opportunity (CVOEO)
2. Committee on Temporary Shelter (COTS)
3. Spectrum Youth & Family Services
4. Steps to End Domestic Violence

### **Partners:**

1. ANEW Place
2. Community Health Centers/Safe Harbor
3. Howard Center
4. Pathways Vermont
5. Supportive Services for Veteran Families at UVM (SSVF at UVM)
6. Veterans Inc.
7. US Department of Veteran Affairs White River Junction Medical Center
8. Champlain Housing Trust
9. City of Burlington Police
10. City of Burlington Community & Economic Development Office (CEDO)
11. Champlain Valley School District (CVSD)