

Housing Help Checklist for Case Managers Working with Households Experiencing Homelessness

First steps to help people find housing and rental assistance:

1. Get releases of information signed so you can communicate with the relevant housing partners and others involved in the housing search and placement process.
2. Ensure or assist them in acquiring SS card and picture ID.
3. Collect documentation of their household income (latest SSI award letter or last 2 mos of paycheck stubs)
4. Discuss and identify potential steps to help with the application process , for example:
 - a. Have them run a copy of their credit report. Online [Personal Finance Classes — CVOEO](#)
 - b. Begin documenting a timeline of the history of homelessness. [Chronic](#) to accompany their housing applications that explain the history and what steps [Homeless Homelessness History Form \(shalomhouseinc.org\)](#)
 - c. If they have a criminal history or poor credit help them put together a cover letter they have or are taking to resolve those issues.
 - d. Develop a Rental Resume (i.e. list of rental history, list of landlord or other references).
5. Be sure people are participating in Coordinated Entry so they can access housing resources dedicated for those experiencing homelessness. [Vermont Lead Agencies - Vermont Coalition to End Homelessness \(helpingtohousevt.org\)](#)
6. Collect housing applications for project based subsidized housing resources and have them complete and mail those in.
 - a. [Applications for Section 8 Assistance - Vermont State Housing Authority \(vsha.org\)](#) Wait list opens October 1, 2022
 - b. [Vermont Public Housing Agencies \(affordablehousingonline.com\)](#)
7. Connect with your local housing Continuum of Care to collaborate and coordinate on this issue locally, some areas have a list of local resources.
8. Consider becoming a Coordinated Entry Assessment partner, connect with your local Lead Agency [Vermont Lead Agencies - Vermont Coalition to End Homelessness \(helpingtohousevt.org\)](#)

Helpful online trainings for case managers to learn more about helping clients experiencing homelessness:

[VCEH Online Training Modules - Vermont Coalition to End Homelessness \(helpingtohousevt.org\)](#)

We recommend the following modules to start:

Introduction to Coordinated Entry

Homeless Assistance in Vermont

Housing Problem Solving

Connecting Clients to Permanent Rental Assistance

Training resources for clients:

Online [Renter's Workshops — CVOEO](#)

**Also check with your local [Addressing Poverty in Vermont | Vermont Community Action Partnership \(vermontcap.org\)](#) for local classes for Financial Management or Tenant Rights classes. Insert list of CAP agencies*

Statewide Affordable Housing Project Based Search Resource: [Home | HousingData.org - Directory of affordable rental housing](#)

If you are working with participants who are homeless and are experiencing barriers in working with you, we encourage you to attempt to outreach them at their location. Feel free to contact local housing navigators or other care providers of the household served for assistance in setting up a visit onsite and/or set up a co-visit with another provider. Here is a list of providers who are providing housing navigation services at hotels who may be able to assist:

St. Albans – CVOEO – Champlain Valley Office of Economic Opportunity

Burlington – COTS – Committee on Temporary Shelter

Addison – Charter House

Rutland – BROCC – Community Action of Southwestern Vermont

Bennington – Bennington County Coalition for the Homeless, Sunrise Family Resource Center (focused on families)

Brattleboro – Groundworks

Springfield – Springfield Supportive Housing Program

Hartford – Upper Valley Haven

Barre – Capstone Community Action, Good Samaritan Haven, Family Center of Washington County (focused on families)

Morrisville – Capstone Community Action, Lamoille Community House

If you or your team have questions or additional training needs, please contact Renee Weeks at renee.s.weeks@vermont.gov