

# **The Vermont Department for Children and Families**

***Outcomes for Vermonters***  
Budget Testimony Book SFY'15



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This report is also available online at *www.dcf.vermont.gov/reports*.

# Table of Contents

<b>Department for Children and Families (DCF)</b> .....	<b>5</b>
Mission & Vision .....	5
Departmental Structure.....	5
Departmental Priorities .....	5
Departmental Highlights .....	6
<b>Child Development Division (CDD)</b> .....	<b>7</b>
Programs Visited by Licensing Staff.....	8
High-Quality Licensed Child Care Centers .....	9
Family Child Care Homes Participating in STARS .....	10
Financial Assistance Provided to Children in High Quality Care .....	11
<b>Children Receiving Needed Early Childhood Services.....</b>	<b>12</b>
<b>Economic Services Division (ESD)</b> .....	<b>13</b>
General/Emergency Assistance (GA/EA) Cases .....	14
GA/EA Housing Assistance .....	15
GA/EA Housing Expenditures .....	16
Rental Subsidies Through VRSP.....	17
3SquaresVT Benefits .....	18
One-Month Snapshot of 3SquaresVT Participants.....	19
Seasonal Fuel Assistance.....	20
Health Care Recipients.....	21
Reach Up Grants .....	22
<b>Family Services Division (FSD)</b> .....	<b>23</b>
Child Safety Interventions Initiated .....	24
Children & Youth in DCF Custody.....	25
Face-to-Face Contact with Children in DCF Custody .....	26
Children Placed in Licensed Kinship Foster Homes.....	27
Children Who Exited DCF Custody To Permanent Placements .....	28

<b>Office of Child Support (OCS)</b> .....	<b>29</b>
Child Support Cases & Collections .....	30
Key Federal Performance Indicators .....	31
Average Rankings of Federal Performance Measures .....	32
<b>Office of Disability Determination Services (DDS)</b> .....	<b>33</b>
Accuracy Rate on Initial Cases .....	34
Average Processing Time for Initial Cases .....	35
Allowance Rates .....	36
<b>Office of Economic Opportunity (OEO)</b> .....	<b>37</b>
Community Services Block Grant Performance Outcomes .....	38
ESG Emergency Homeless Shelters.....	39
ESG Homelessness Prevention and Rapid Re-Housing .....	40
Low-Income Homes Weatherized .....	41
Micro Business Development Program (MBDP) .....	42
Individual Development Account (IDA) Program.....	42

# Department for Children and Families

## Mission & Vision

The Department for Children and Families fosters the healthy development, safety, well-being, and self-sufficiency of Vermonters.

We envision Vermont as a place where people prosper; children and families are safe and have strong, loving connections; and individuals have the opportunity to fully develop their potential.

## Departmental Structure

DCF is structured around the Commissioner's Office, three divisions that support work across the department (Business Office, Information Services, and Operations), and six program divisions that administer the department's major programs:

1. Child Development Division;
2. Economic Services Division;
3. Family Services Division;
4. Office of Child Support;
5. Office of Disability Determination Services; and
6. Office of Economic Opportunity.

## Departmental Priorities

While each division within the department has its own priorities and areas of focus, we are unified in our passion for:

- Reducing poverty and homelessness;
- Eliminating hunger;
- Improving the safety and well-being of children, youth and families;
- Keeping children safe from sexual abuse;
- Providing timely and accurate financial supports for individuals and families; and
- Supporting Vermont's most vulnerable citizens, including older Vermonters, people with disabilities, and families with children.

## Departmental Highlights:

In 2013, the Department achieved many important goals and made noteworthy program improvements in all six divisions. Here are just a few of the highlights:

- We processed claims for disability benefits more than 20 days faster than the national average and we did it while maintaining very high decision quality—ranking Vermont in the top five states in the nation.
- Vermont's focus on, and investment in, high quality child care is reaping major dividends:
  - More child care providers than ever before are now participating in the *STEP Ahead Recognition System* (STARS)—Vermont's quality recognition system for child care, preschool, and afterschool programs;
  - 55% of all licensed programs are now rated by STARS as being *high quality*, which means that they have attained three to five out of five possible stars; and
  - 45% of all children who receive child care financial assistance are in *high quality* care.
- We have renewed our focus on weatherizing the homes of families who are getting Fuel Assistance to help dwindling LIHEAP funds go further. Eighty percent of the homes weatherized so far this year are getting Fuel Assistance (up from 40% last year).
- The Strengthening Families Demonstration Project initiated in 2013 in Barre, St. Albans, and Rutland has 45 open cases and already shows great promise for keeping children who were assessed as "being at high-risk of maltreatment" from coming into DCF custody.
- Harbour Place in Shelburne was opened with substantial DCF support. It houses up to 50 homeless families each night. With community partner contributions, residents have access to onsite case management services.
- We established a Reliacard Debit Card as an additional option for custodial parents to receive their child support payments, totally eliminating the need for paper checks.
- We began the *Work4Kids* pilot project in partnership with Voc Rehab, the Vermont Judiciary, and Invest EAP to help non-custodial parents work to overcome barriers to employment.

## **Child Development Division (CDD)**

CDD improves the well-being of Vermont children by developing and administering a continuum of high-quality, comprehensive child development and family support services that promote health and well-being, school readiness, and foundations for lifelong success.

### **Populations Served**

The division focuses its efforts on four populations:

1. Pregnant and postpartum women;
2. Children from birth to age six and their families;
3. Children ages five to 12 participating in afterschool programs;  
and
4. Early childhood and afterschool programs and professionals.

# Outcome: Safety & well-being of children

## Indicator: Programs Visited by Licensing Staff

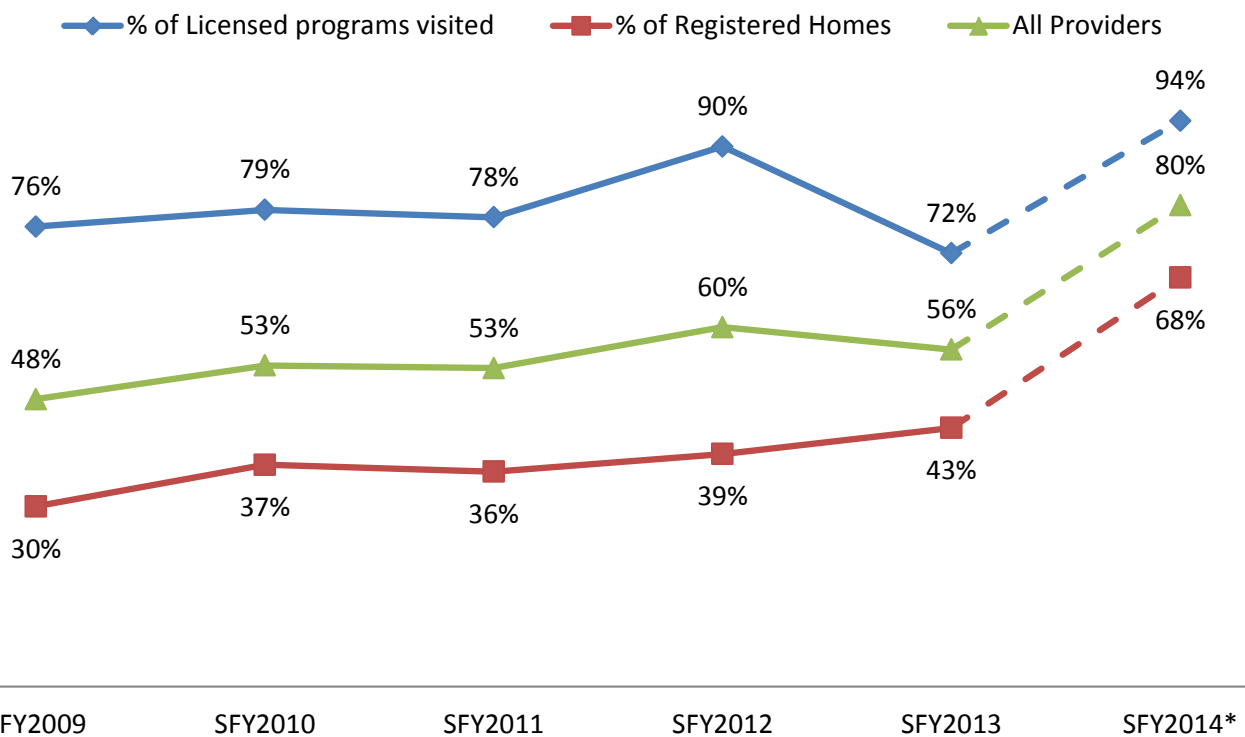
CDD's Licensing Unit is responsible for licensing and monitoring family child care homes and licensed programs to make sure they provide safe and healthy environments for children and contribute to their development.

- ➔ About 72% of Vermont children under age 6 require child care so their parents can work.
- ➔ About 60% of school-aged children spend time in afterschool care/programs.



In early 2013, we filled two new licensing positions and replaced one experienced licenser who left for a new position in CDD. New licensers require 6 months of training and mentoring with experienced licensers. The three new workers did not begin to fully contribute to completing licensing visits until the fall of 2013. During their orientation, three experienced licensers had to devote a portion of their time to mentoring them. We fully expect licensing visits to increase in SFY 2014 as our staffing situation has stabilized. Based on data for the first six months, CDD is on track for visiting more child care programs than in SFY2012.

### Child Care Programs Visited by Licensing



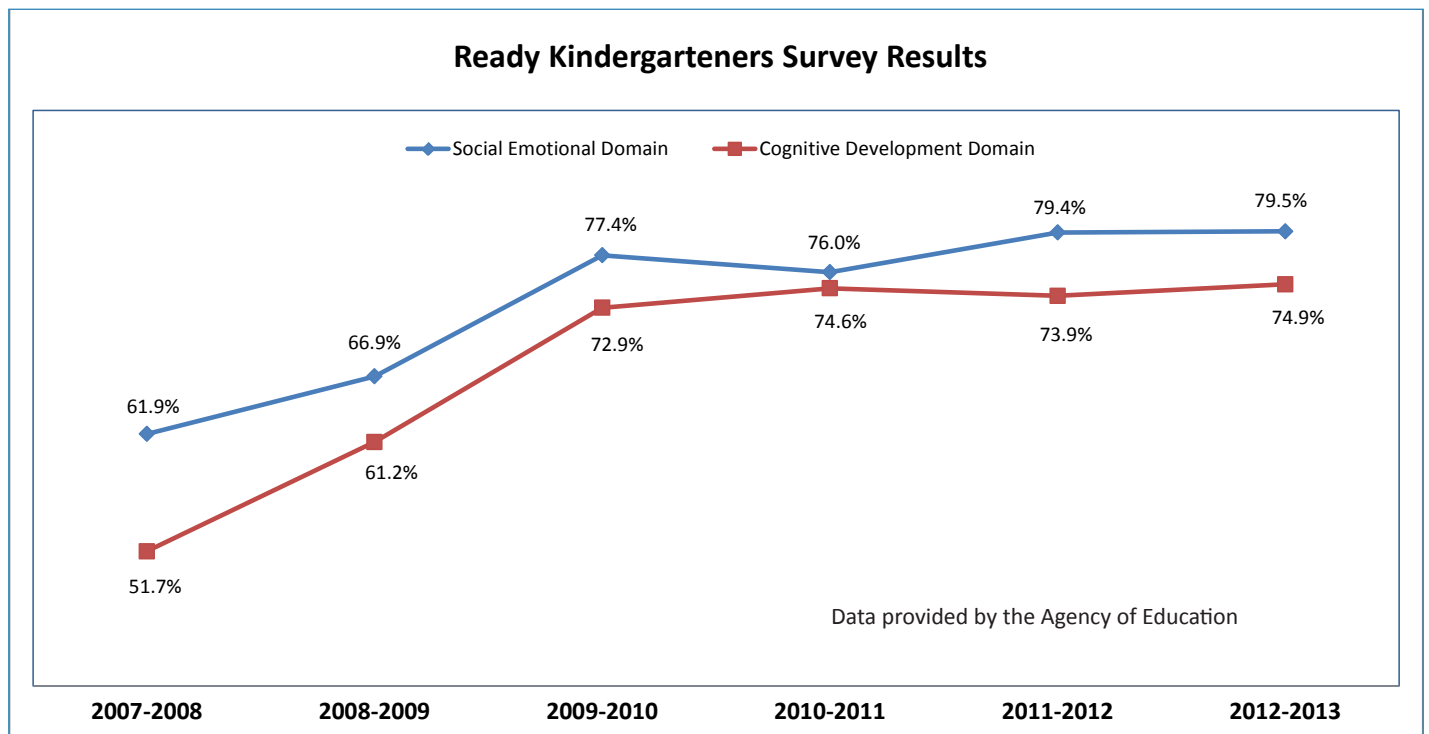
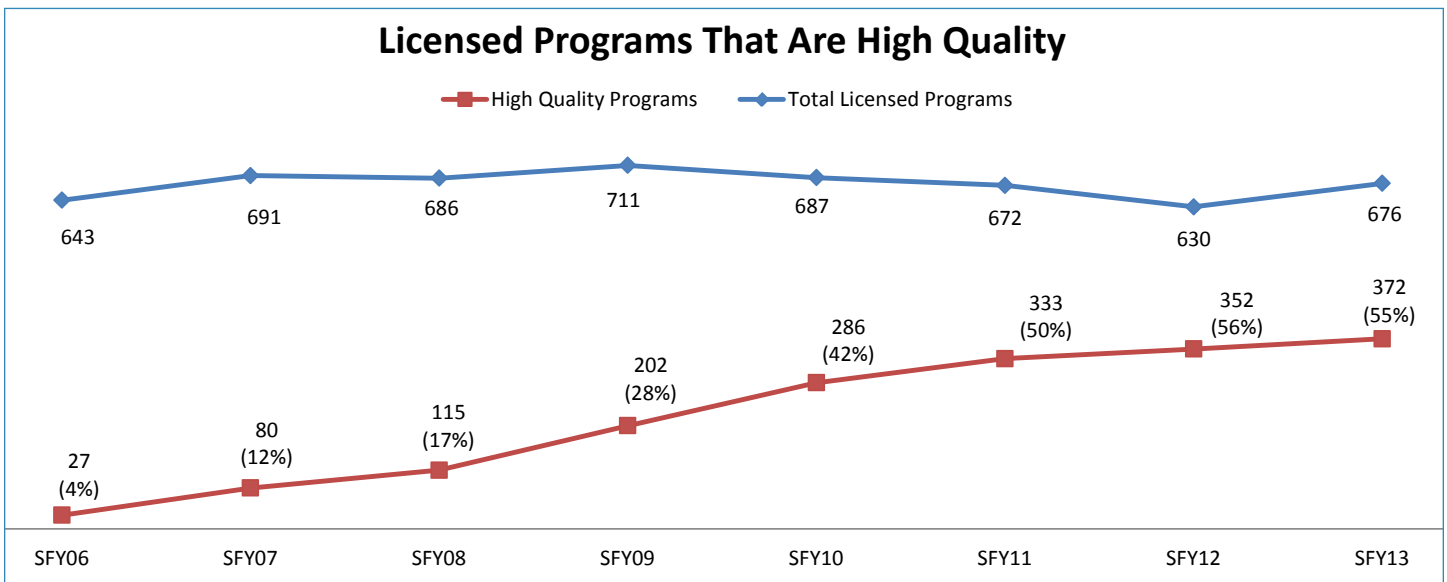
\* projected for 2014 based on results for first six months



# Outcome: Children are ready for school

## Indicator: High-Quality Licensed Child Care Centers

CDD supports the continuous improvement of early childhood and afterschool programs through STARS (*Vermont's quality recognition system*). Research shows that high quality early care & education has a demonstrable impact on children's development, well-being, and school readiness. Since 2006, Vermont has seen a steady increase in the number of high quality licensed programs (*STARS rating of 3-5 out of 5 possible stars*). During this same period, the Kindergarten Readiness Survey has increased in each of the five domains measured as well as across all domains. The two largest increases are in the social emotional and cognitive development domains, the areas most likely to be impacted by STARS.

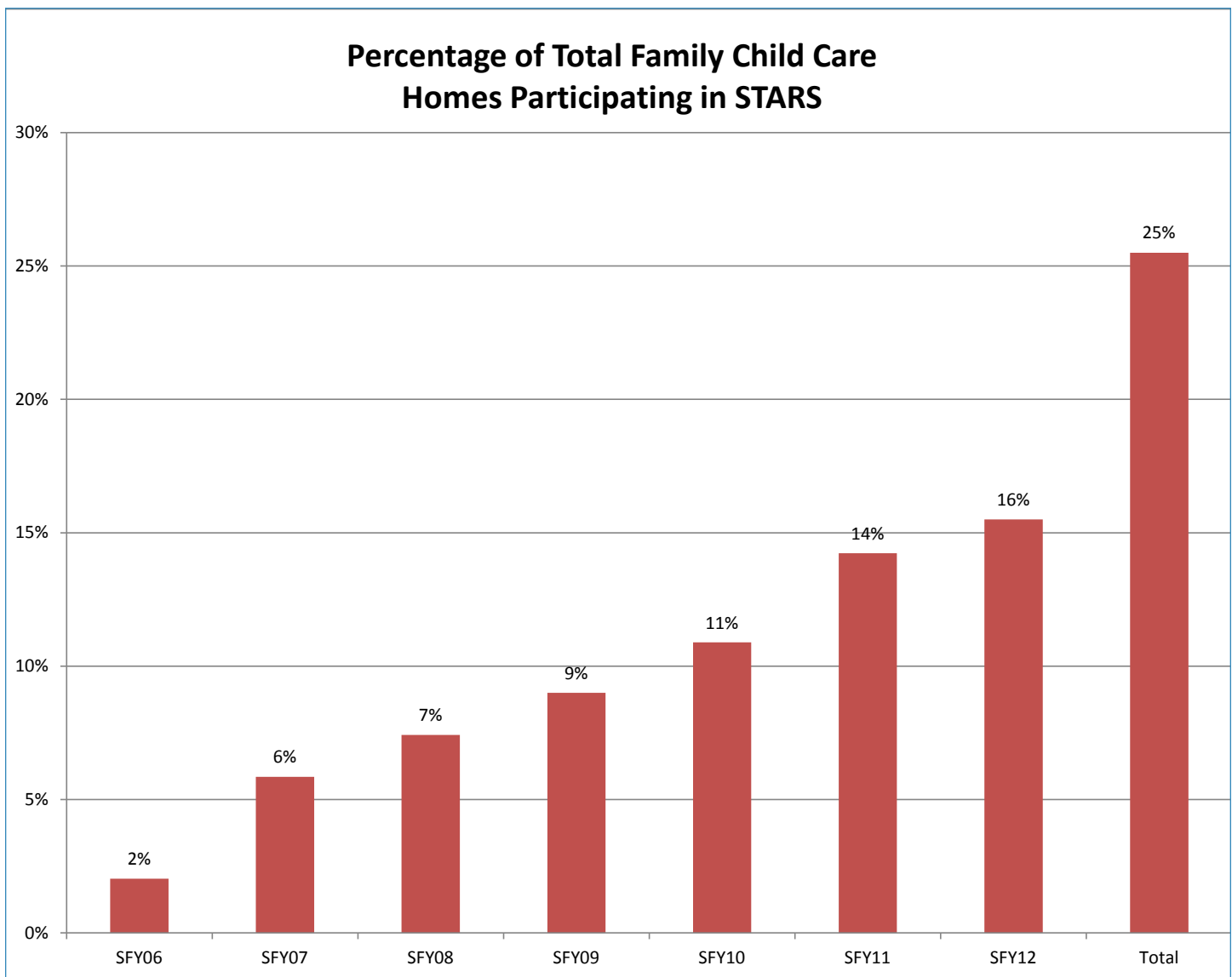


## Outcome: Children are ready for school

### Indicator: Family Child Care Homes Participating in STARS

The percentage of family child care homes participating in STARS has increased steadily over the past seven years. We expect this upward trend to continue as peer mentors are now available to help these providers navigate their way through the STARS process thanks to the *Vermont Birth to 3 Project*.

Family child care providers generally enter STARS at a one- or two-star level and progress over time to higher levels. Their participation at any level is a step in the right direction: towards high quality care for all children in Vermont.



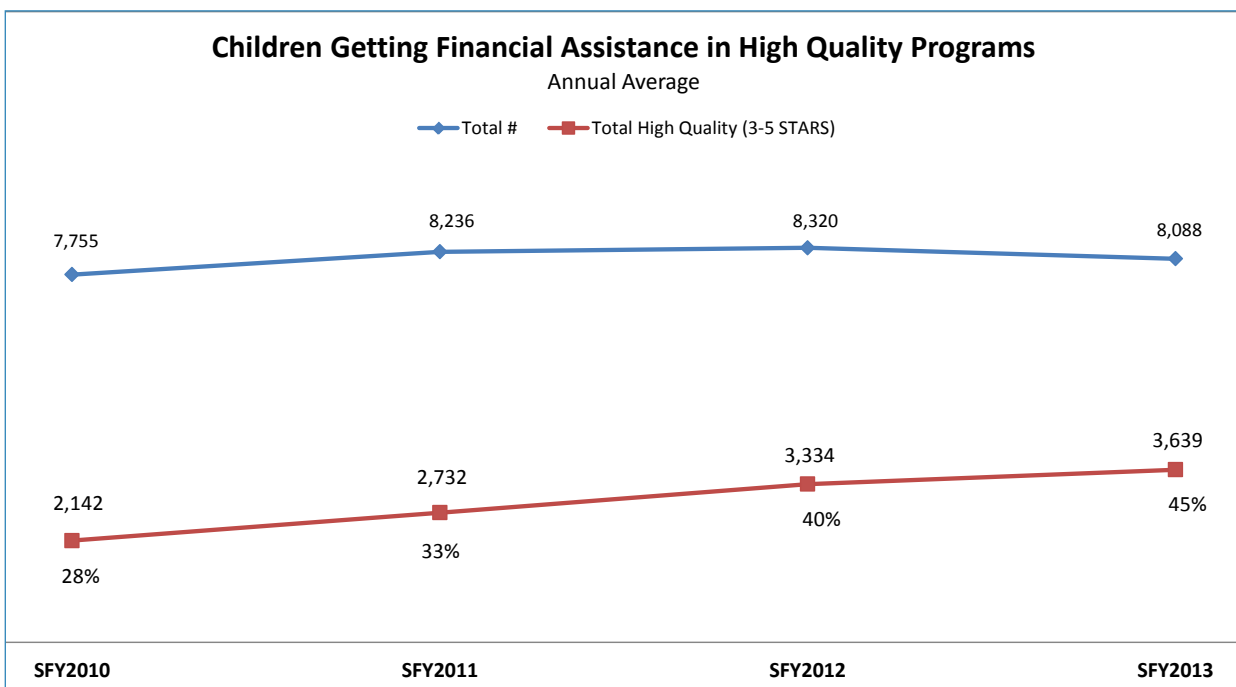
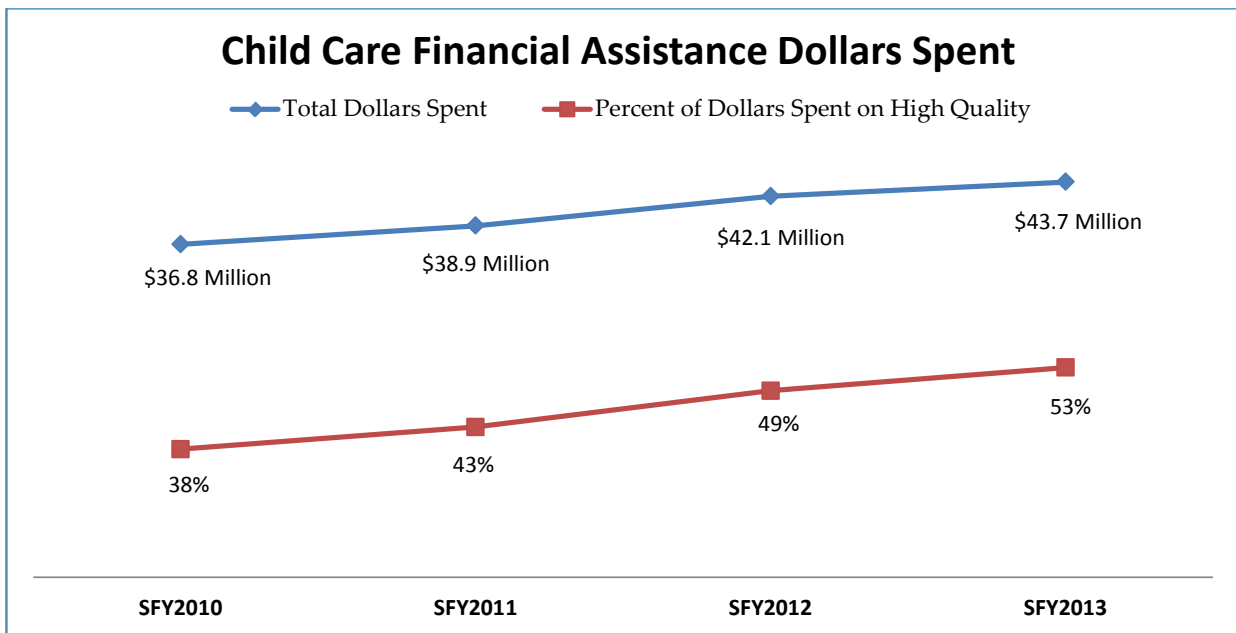
# Outcome: Children are ready for school

## Indicator: Financial Assistance Provided To Children In High Quality Care

In SFY2013, \$43.7 million in child care financial assistance was provided to 8,088 children – helping them access early care & education and afterschool programs.

- 53% of the total budget was spent on high quality care (*three or more stars*); and
- 45% of children were enrolled in high quality programs.

CDD pays a higher rate to providers who participate in STARS. This encourages them to implement continuous quality improvements, expanding access to high-quality child care for all Vermont families.



**Outcome: Children and families are safe, stable & supported**

**Indicator:**

## **Economic Services Division (ESD)**

ESD administers economic benefits that help Vermonters in need. Programs such as 3SquaresVT, Emergency/General Assistance, Fuel Assistance, and Reach Up provide a safety net for individuals and families who may be experiencing unemployment, underemployment, single parenthood, aging, disability, the death of a family member, or other life-changing events.

### **Populations Served**

1. Children & youth;
2. Families with children;
3. Seniors;
4. People with physical disabilities; and
5. Low- and moderate-income families and individuals.

## Outcome: Vermonters can meet their basic needs

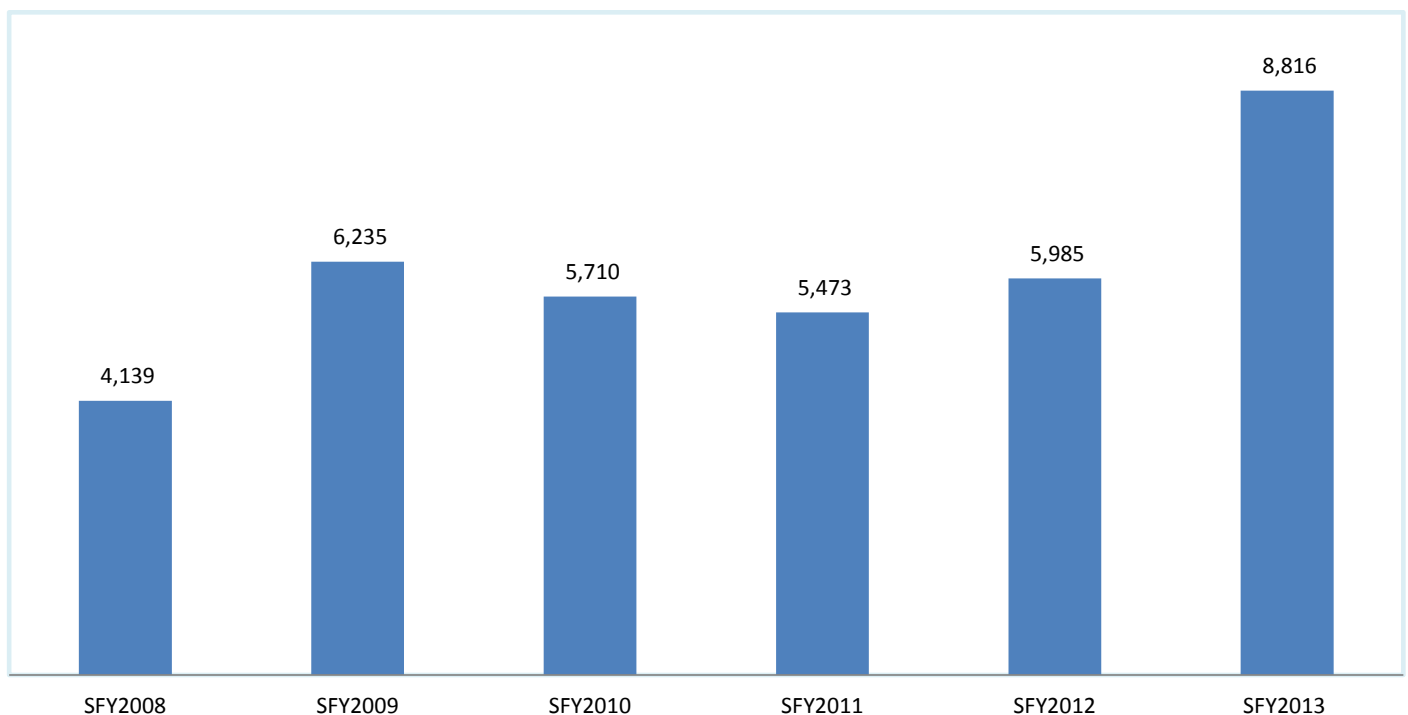
### Indicator: General/Emergency Assistance (GA/EA) Cases

GA and EA help eligible individuals and families meet their emergency basic needs. This may include help paying for:

- ➔ Groceries;
- ➔ Room & board;
- ➔ Rent/security deposit;
- ➔ Fuel, utilities, utility deposit, connect & reconnect fees, special trip charges;
- ➔ Transportation,
- ➔ Medical, dental, prescription, medical supplies/equipment; and
- ➔ Burial costs.

GA is funded from the State's general fund and EA is funded from the federal TANF (*Temporary Assistance for Needy Families*) block grant. Traditionally, a large portion of these funds are used to meet temporary housing needs.

### GA/EA Unduplicated Cases Served



# Outcome: Vermonters can meet their basic needs

## Indicator: GA/EA Housing Assistance

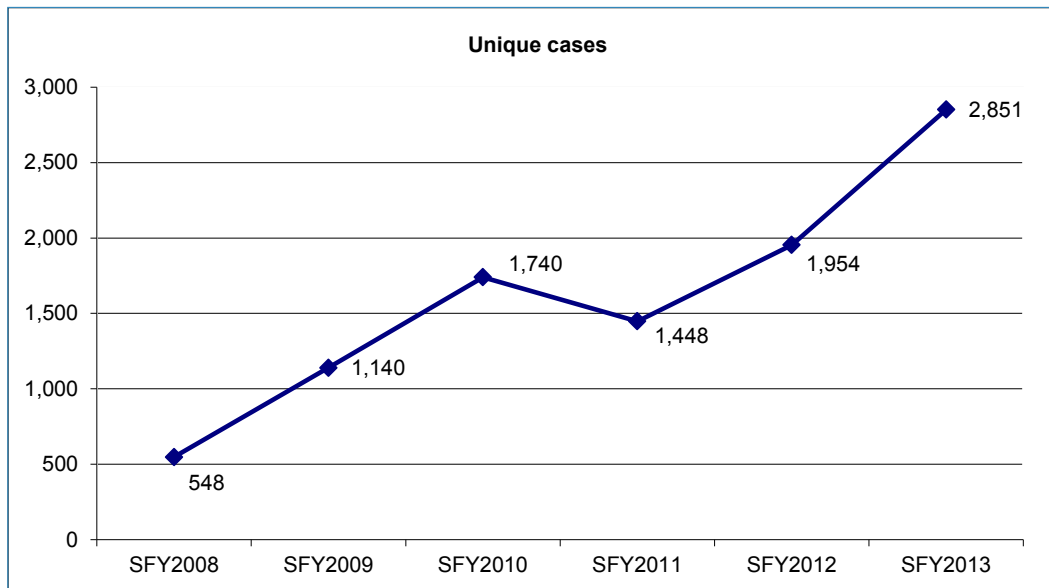
The number of unique households<sup>1</sup> receiving GA/EA Housing Assistance was:

- ➔ 1,448 in SFY 2011;
- ➔ 1,954 in SFY2012; and
- ➔ 2,851 in SFY 2013.

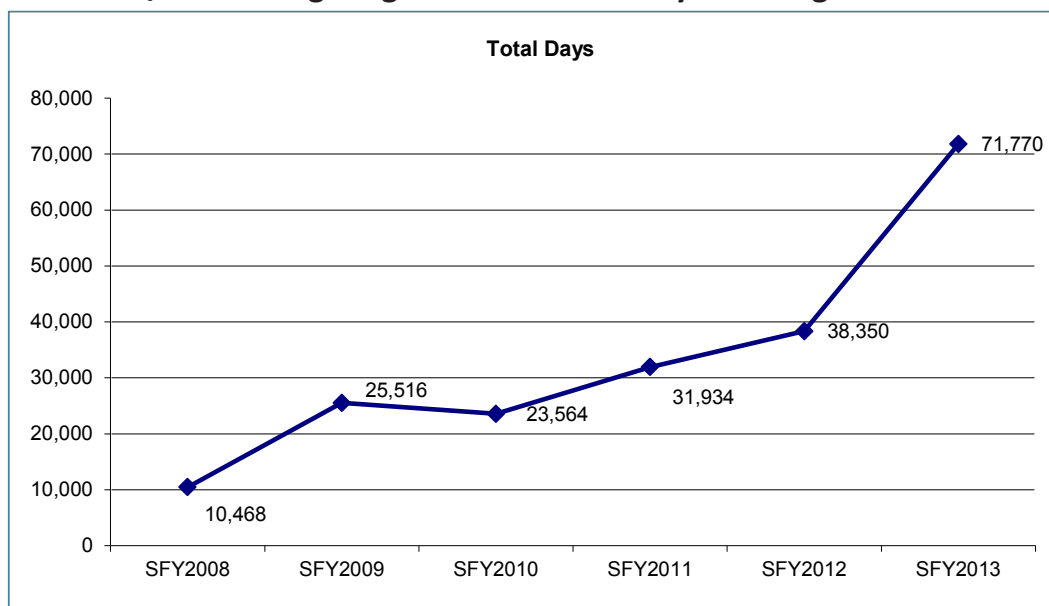
The program is on track to serve 2,897 households in SFY2014.

<sup>1</sup> An unduplicated count – some families and individuals received services more than once during the year

### GA/EA Housing Program: Unduplicated Count of Households Served



### GA/EA Housing Program: Number of Days Housing Provided



## Outcome: Vermonters can meet their basic needs

### Indicator: GA/EA Housing Expenditures

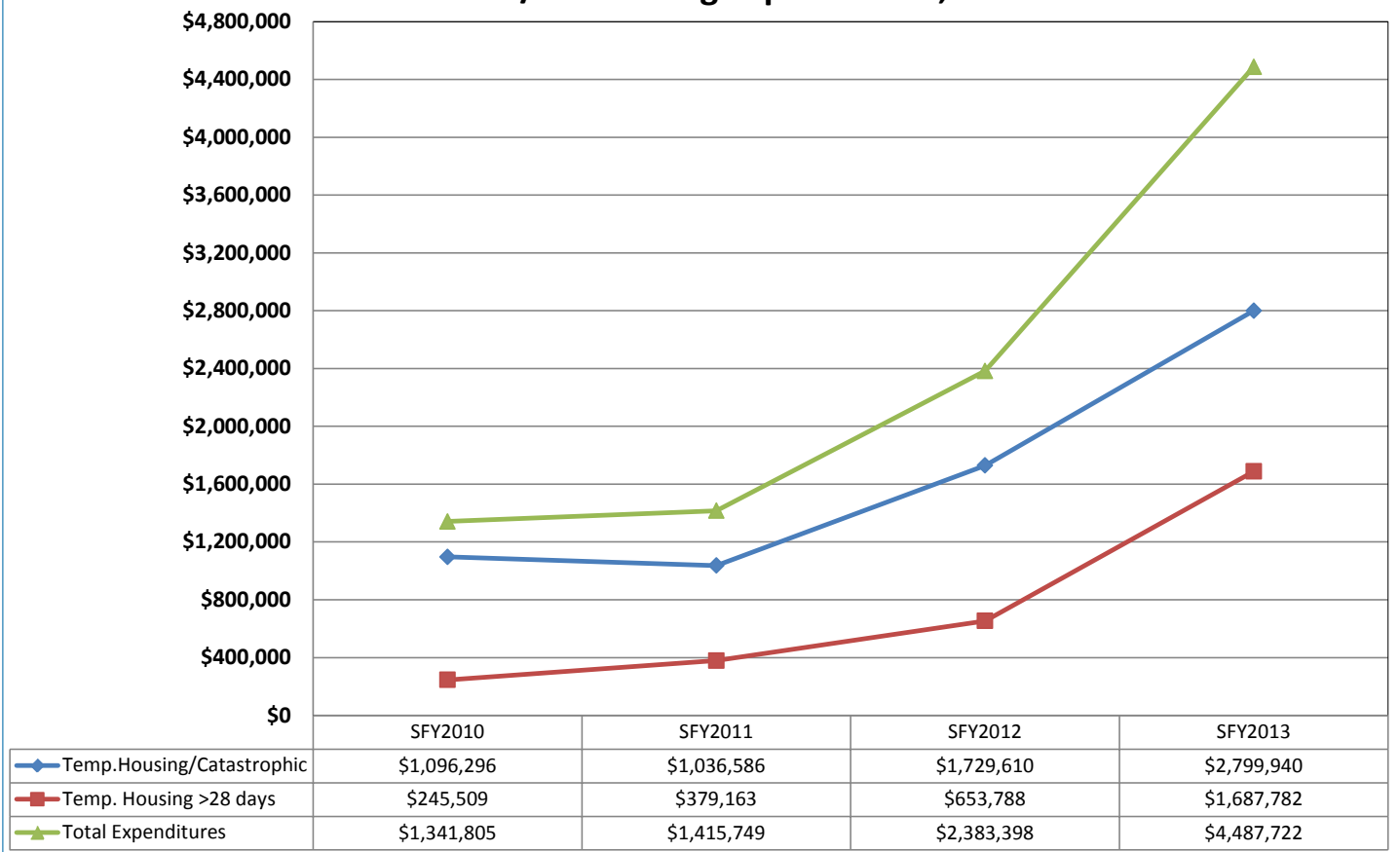
GA/EA housing expenditures increased from just over \$1.3 million in FY 2010 to almost \$4.5 million last year. One of the primary reasons for this increase was a significant rise in the average cost per household served.

- In 2010, the average cost per household was \$617;
- In 2011, it rose by 60% to \$990;
- In 2012, it rose by another 15% to \$1,138; and
- In 2013, it rose by 38% to \$1,574.

The average cost per household was impacted by increases in both:

1. The average number of days assistance was provided:
  - 14 in 2010; 22 in 2011; 20 in 2012; and 25 in 2013.
2. The average cost per night for a motel stay:
  - \$46 in 2010; \$45 in 2011; \$58 in 2012; and \$57 in 2013.

**GA/EA Housing Expenditures, 2010 to 2013**





## Outcome: Vermonters can meet their basic needs

### Indicator: Rental Subsidies Through VRSP

The Vermont Rental Subsidy Program (VRSP) provides state-funded rental assistance to homeless families and individuals who don't earn enough income to afford rent in their communities. Subsidies provide support for up to one year while the household works to increase their income or secure other long-term affordable housing.

Participants pay 30% of their income towards rent, and the State of Vermont pays the difference directly to their landlords.

VRSP began in December of 2011. In its first 24 months, VRSP has transitioned 123 low-income households, consisting of 377 persons, from homelessness to affordable housing. The average cost to the State is \$642 per household, per month.

### VERMONT RENTAL SUBSIDY PROGRAM – Year to Year Comparison

Household Composition of VRSP Recipients	December 2012	December 2013
Single-parent families with children	47	33
Two-parent families with children	20	20
Individuals	6	4
Couples without children	2	0
<b>Total Households</b>	<b>75</b>	<b>57</b>
Households receiving Reach Up	56	46
Households receiving SSI	13	5
Households receiving both Reach Up and SSI	1	2
Other households under 125% of federal poverty guidelines	5	4
Program Performance	December 2012	December 2013
Households Transitioned off VRSP	21	51
- Received Section 8 and/or Family Unification Voucher	- 16	- 0
- Moved into another affordable housing option *	- 3	- 15
- Increased household income enough to pay market rent	- 1	- 12
- Closed for non-compliance	- 1	- 24
Program Cost Analysis	December 2012	December 2013
Average monthly rent paid by tenant	\$260	\$293
Average monthly rent paid by DCF	\$622	\$642
Average cost per household for full year of VRSP subsidy	\$7,464	\$7,704
<b>Average time (in months) housed by VRSP</b>	<b>6</b>	<b>11</b>

## Outcome: Vermonters can meet their basic needs

### Indicator: 3SquaresVT Benefits

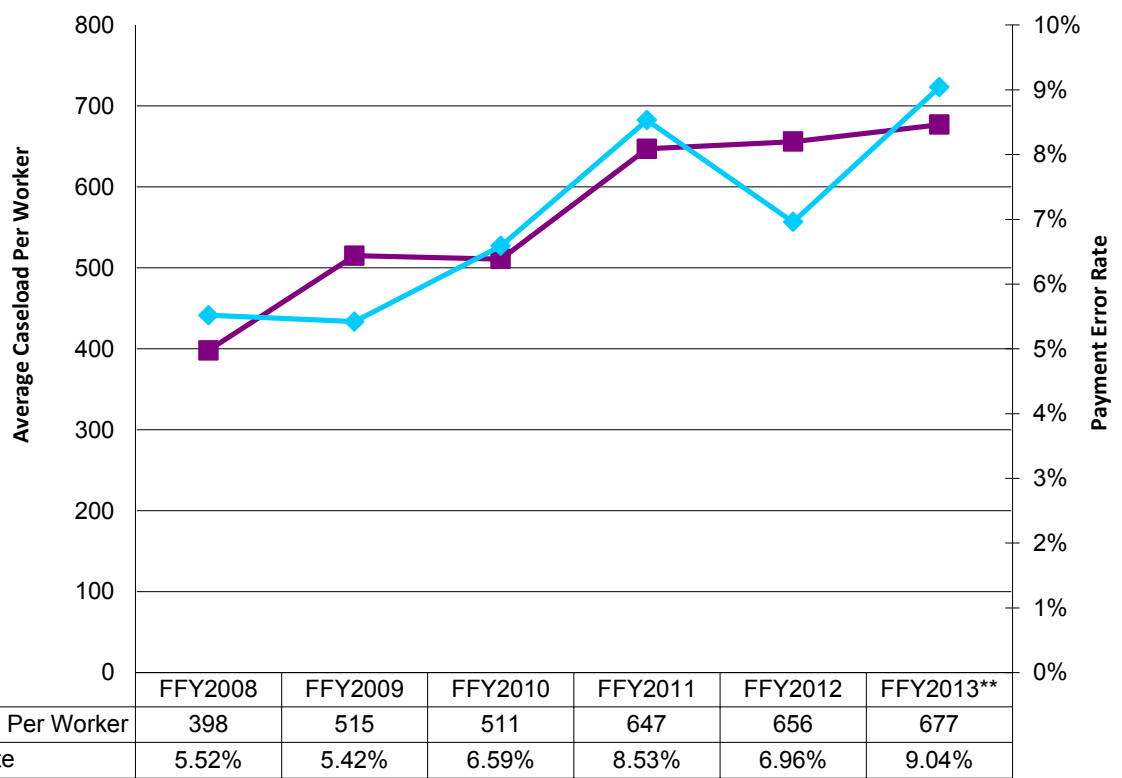
3SquaresVT, which is 100% federally funded, helps reduce hunger in Vermont and stimulates the state's economy (generating \$1.84 in financial benefits for every \$1 spent).

The program provided almost \$149 million in benefits to Vermonters in SFY 2013 and currently provides direct food assistance to about 100,000 Vermonters. While program participation has increased substantially over the past few years, our Payment Error Rate<sup>1</sup> has increased as well.

The USDA's Food & Nutrition Service (FNS) requires states to achieve a payment error rate of no more than 6% when issuing benefits. Vermont's payment error rate rose to 6.59% in FFY 2010 and 8.53% in FFY 2011, mainly due to significant caseload increases and a high ratio of cases to staff. While the error rate went down to 6.96% in FFY 2012, it is currently on track to rise to 9.04% in FFY 2013.

<sup>1</sup> The *Payment Error Rate* indicates the percentage of total households who did not receive the correct amount of benefits.

**3SquaresVT Caseload Per Worker\* & Payment Error Rate**



\* Caseload per worker data is based on SFY, while the Payment Error Rates are based on FFY

\*\* 2013 is based on 8 months of data from Federal Fiscal Year 2013

# One-Month Snapshot of 3SquaresVT Participants

## Data for the Month of September 2013

<b>Total Recipients</b>	<b>100,807</b>
- Recipients aged 0-17	34,441 (34%)
- Recipients with a disability	23,014 (23%)
- Recipients aged 60 or older	13,302 (13%)
<b>Total Participating Households</b>	<b>52,510</b>
- Households with children aged 0-17	18,262 (35%)
- Households with at least one person with a disability	21,268 (40.5%)
- Households with at least one person aged 60+	11,918 (23%)
- Households with a person aged 60+ living alone	- 9,957 (84% of elder HHs)
<b>Average Monthly Benefit Per Household</b>	<b>\$243</b>
- Households with children aged 0-17	\$376
- Households with at least one person with a disability	\$221
- Households with at least one person aged 60+	\$164



## Outcome: Vermonters can meet their basic needs

### Indicator: Seasonal Fuel Assistance

Seasonal Fuel Assistance helps lower-income Vermonters heat their homes by paying part of their home heating bills.

During the 2012-13 heating season:

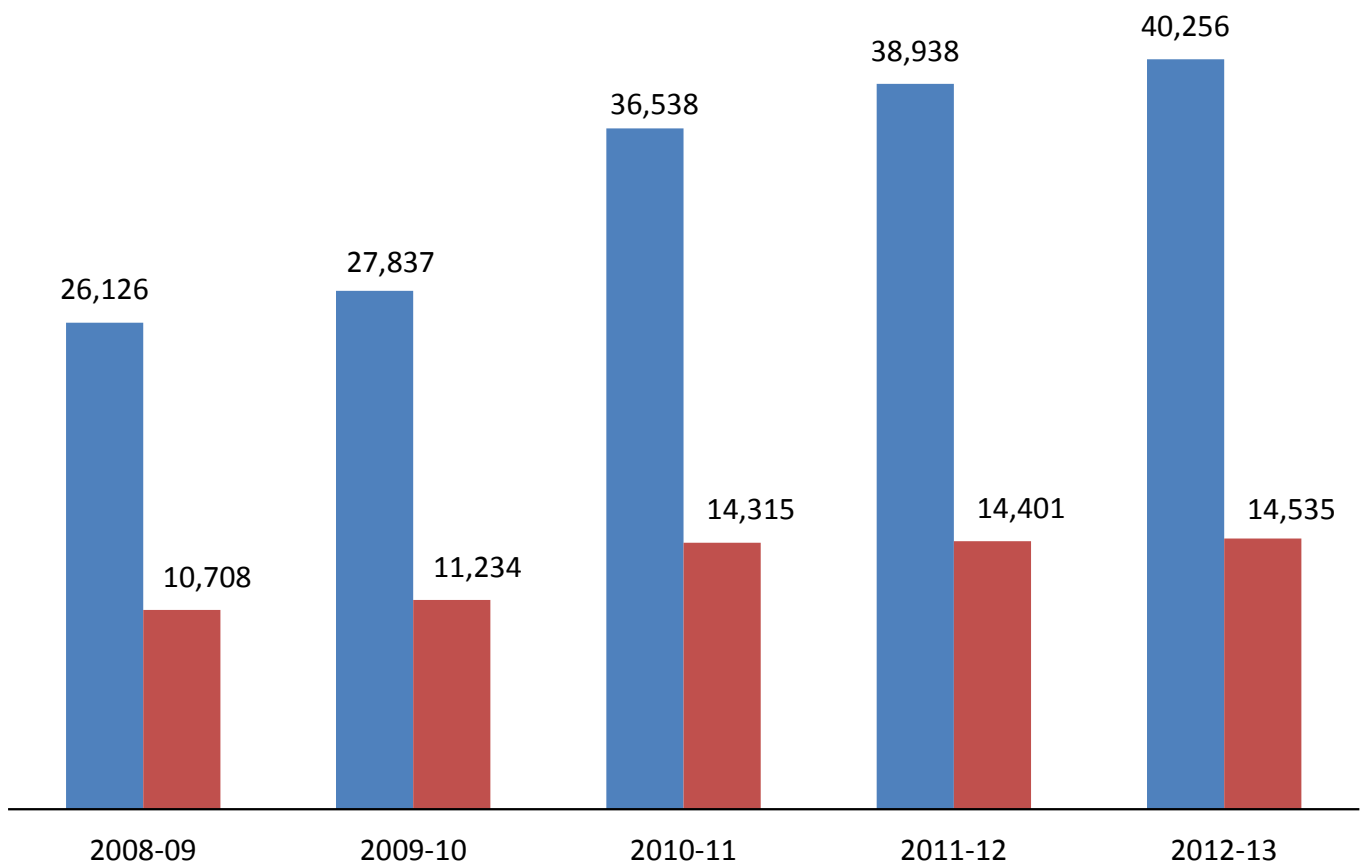
- ➔ 40,256 Vermont households received fuel assistance.

For households that heat with oil, propane, or kerosene (84% of clients):

- ➔ The average benefit was \$953; and
- ➔ Benefits covered 65% of each household's heating costs (on average).

### Households Receiving Fuel Assistance

■ Total Households ■ Households with Children



## Outcome: Vermonters can meet their basic needs

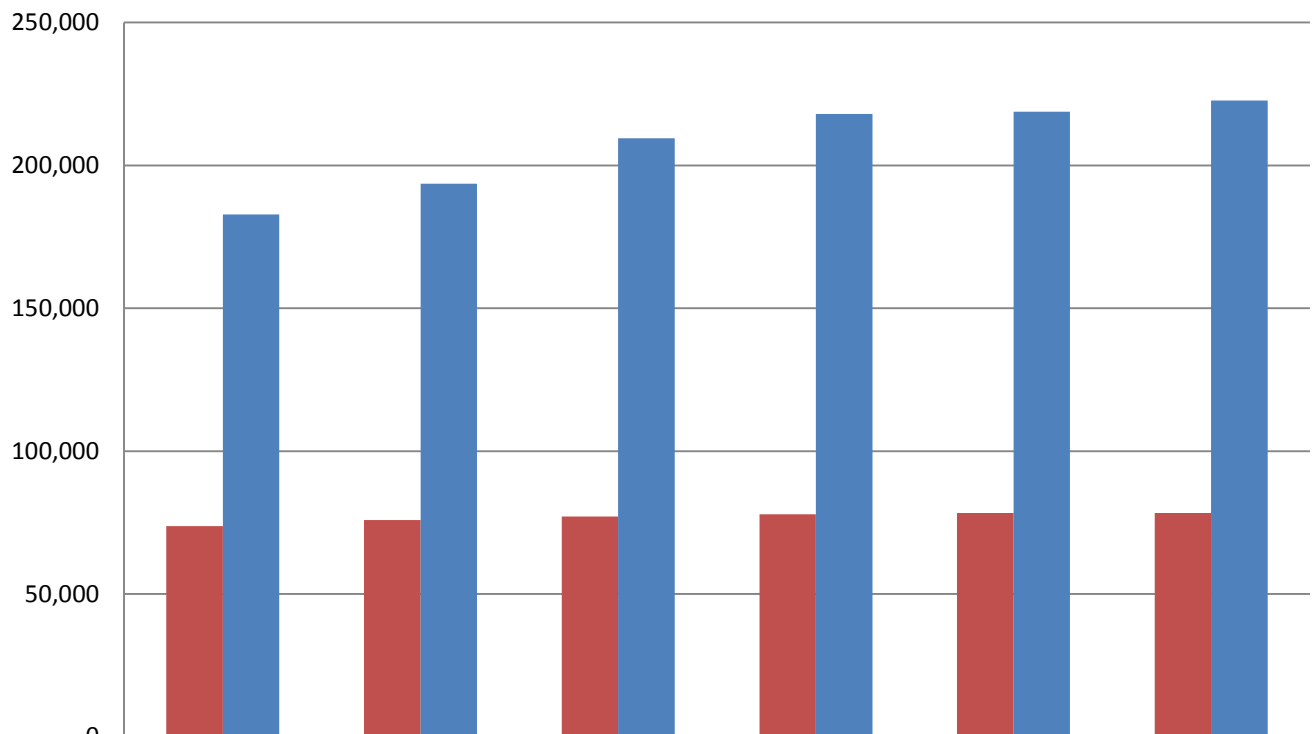
### Indicator: Health Care Recipients

Until Vermont launched its new health exchange, *Vermont Health Connect*, in October of 2013, the State offered health care programs under the umbrella of *Green Mountain Care*. This included programs such as:

- Catamount Health;
- Dr. Dynasaur;
- Medicaid;
- The Vermont Health Access Plan (VHAP); and
- Several pharmacy assistance & premium assistance programs.

In SFY 2013, over 222,000 Vermonters participated in these programs and over 78,000 of them were children.

**Health Care Recipients  
Unduplicated Counts**



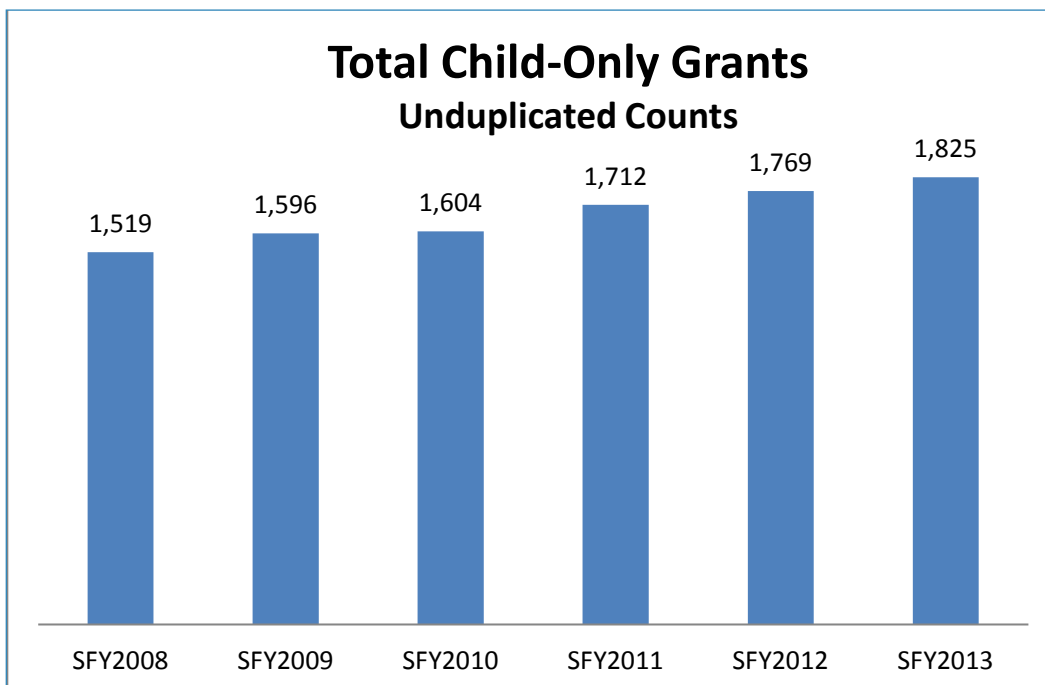
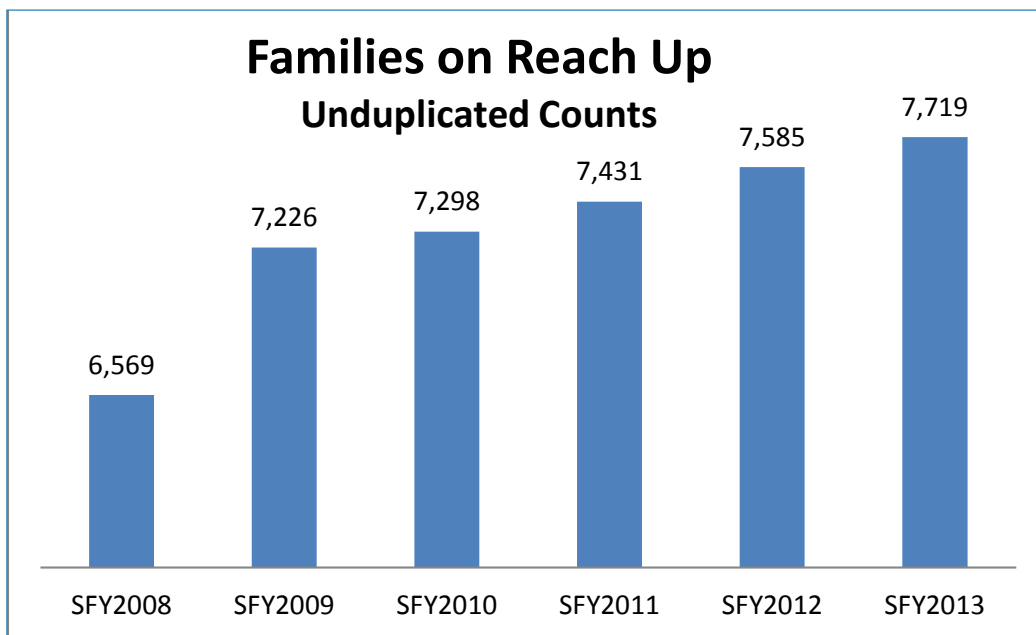
Children	73,783	75,855	77,141	77,843	78,282	78,343
All recipients	182,815	193,538	209,457	217,987	218,717	222,699

## Outcome: Vermonters can meet their basic needs

### Indicator: Reach Up Grants

The goal of Reach Up is to move families into the workforce so they become economically self-sufficient. Child-only grants are provided when children are being cared for by relatives (called *kinship care*) or the parents are receiving SSI. About 1,500 families transition from Reach Up to employment each year, and the average time families spend on Reach Up is 24 months.

In SFY2013, Reach Up helped 7,719 Vermont families meet their basic needs and secure employment.



## **Family Services Division (FSD)**

As Vermont's child welfare and youth justice agency, FSD works in partnership with families, communities, and others to make sure children and youth are safe from abuse; their basic needs for things like food, clothing, shelter and health care are met; youth are free from delinquent behavior; and families are supported to achieve these goals.

### **Populations Served**

1. High-risk children, youth, and families;
2. Children and youth in the care and custody of the state; and
3. Youth on juvenile probation.

# Outcome: Children and youth are safe from abuse

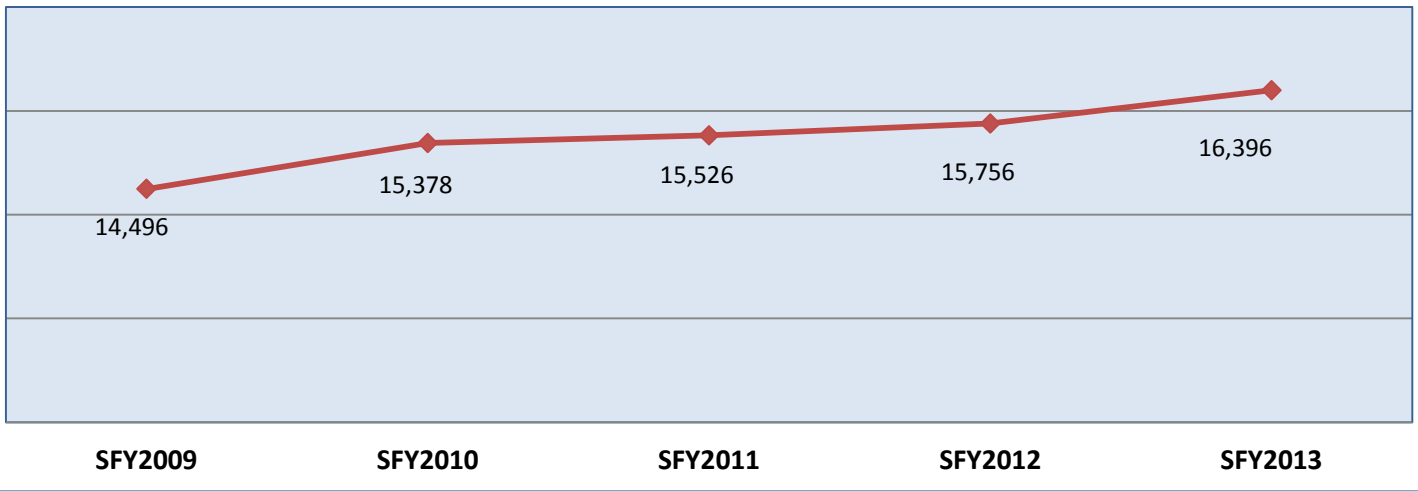
## Indicator: Child Safety Interventions Initiated

In SFY2013, FSD received 16,396 reports (*intakes*) about suspected child abuse or neglect.

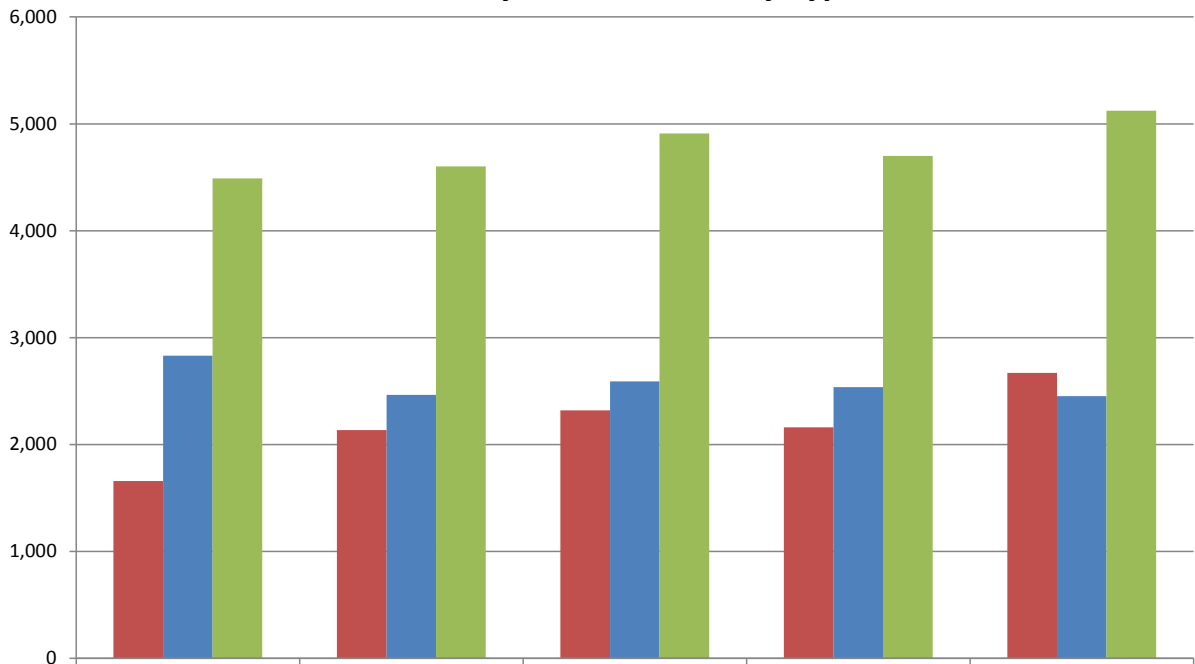
As a result of those calls, FSD initiated 5,122 child safety interventions:

- 2,669 assessments; and
- 2,453 investigations.

### Total Child Abuse/Neglect Intakes Per State Fiscal Year (SFY)



### Child Safety Interventions by Type



	SFY2009	SFY2010	SFY2011	SFY2012	SFY2013
Assessments	1,659	2,136	2,320	2,162	2,669
Investigations	2,831	2,465	2,591	2,537	2,453
Total Interventions	4,490	4,601	4,911	4,699	5,122



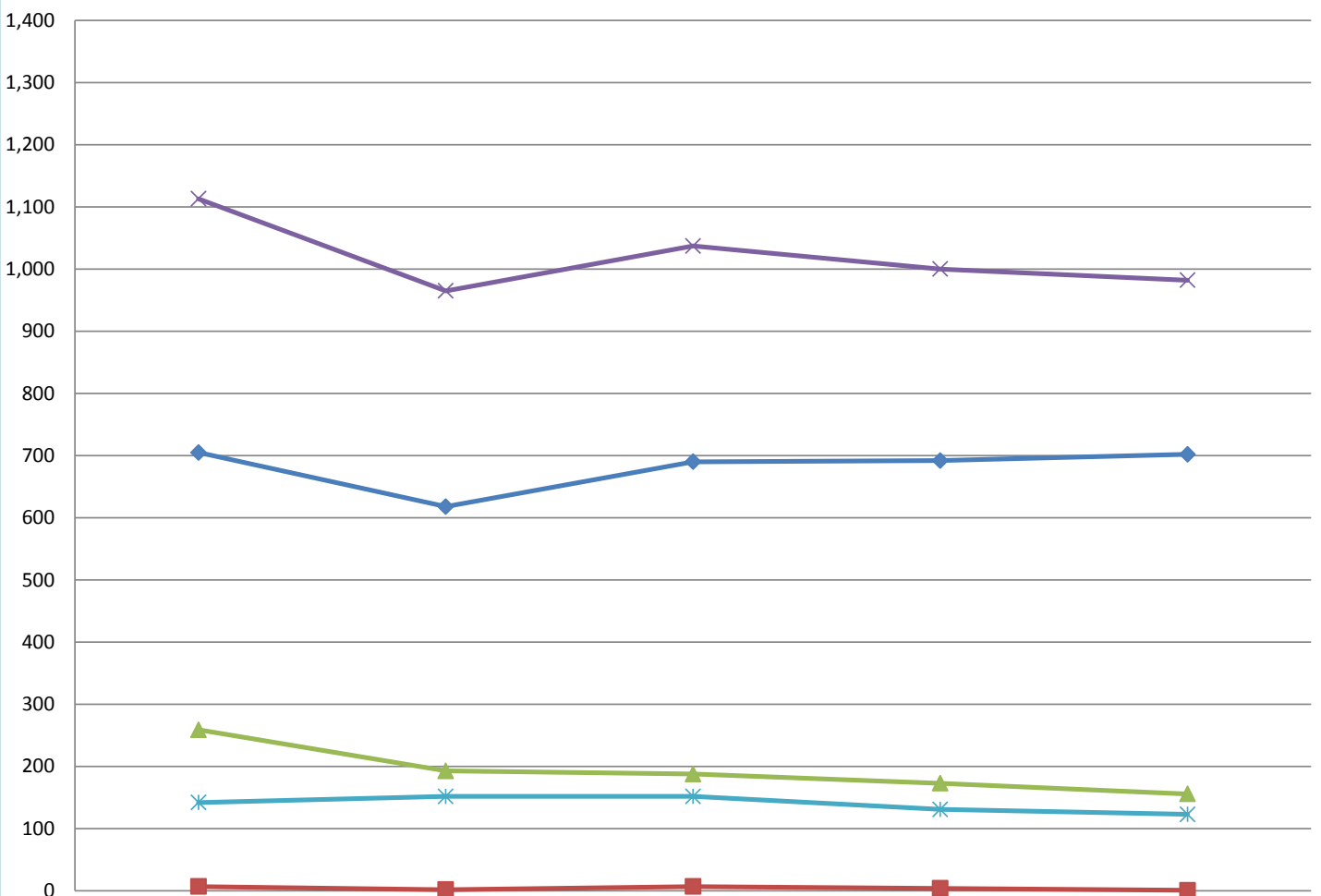
## Outcome: Children, youth, and communities are safe

### Indicator: Children & Youth in DCF Custody

At the end of September 2013, there were 982 children in DCF custody. A court may order that a child be taken into DCF custody for one of the following reasons:

- The child has been abused or neglected;
- The child is beyond or without parental control; or
- The child has been adjudicated delinquent.

### Children in Custody by Case Type



	9/30/2009	9/30/2010	9/30/2011	9/30/2012	9/30/2013
Abuse & Neglect	705	618	690	692	702
Delinquency	259	193	188	173	156
Beyond Parental Control	142	152	152	131	123
Voluntary	7	2	7	4	1
Total Number	1,113	965	1,037	1,000	982

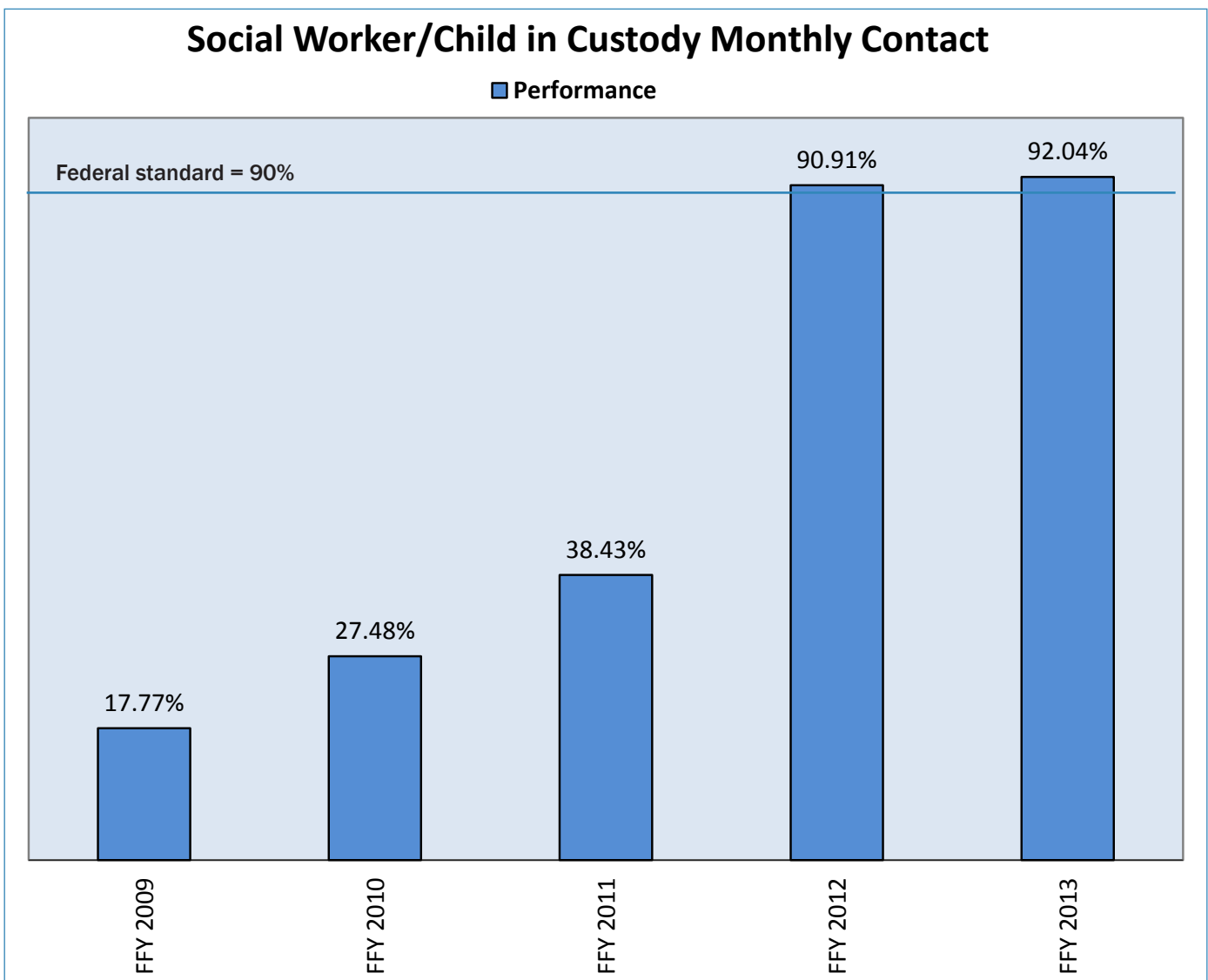
## Outcome: Children and youth are safe

### Indicator: Face-to-Face Contact with Children in DCF Custody

Research shows that regular social worker contact with children and families leads to more positive outcomes for children in state custody.

The federal standard for face-to-face contact between social workers and children and youth in custody is that 90% of children are seen each and every month of the year. States that do not meet this standard face financial sanctions.

Due to the concerted effort of staff and, most importantly, the addition of full-time social worker positions in FFY 2011 & 2012, monthly contact has increased substantially over the past few years. In FFY 2013, FSD achieved rate of monthly face-to-face contact of just over 92% — surpassing the goal of 90% for the second year in a row.



## Outcome: Children and youth are safe, stable & supported

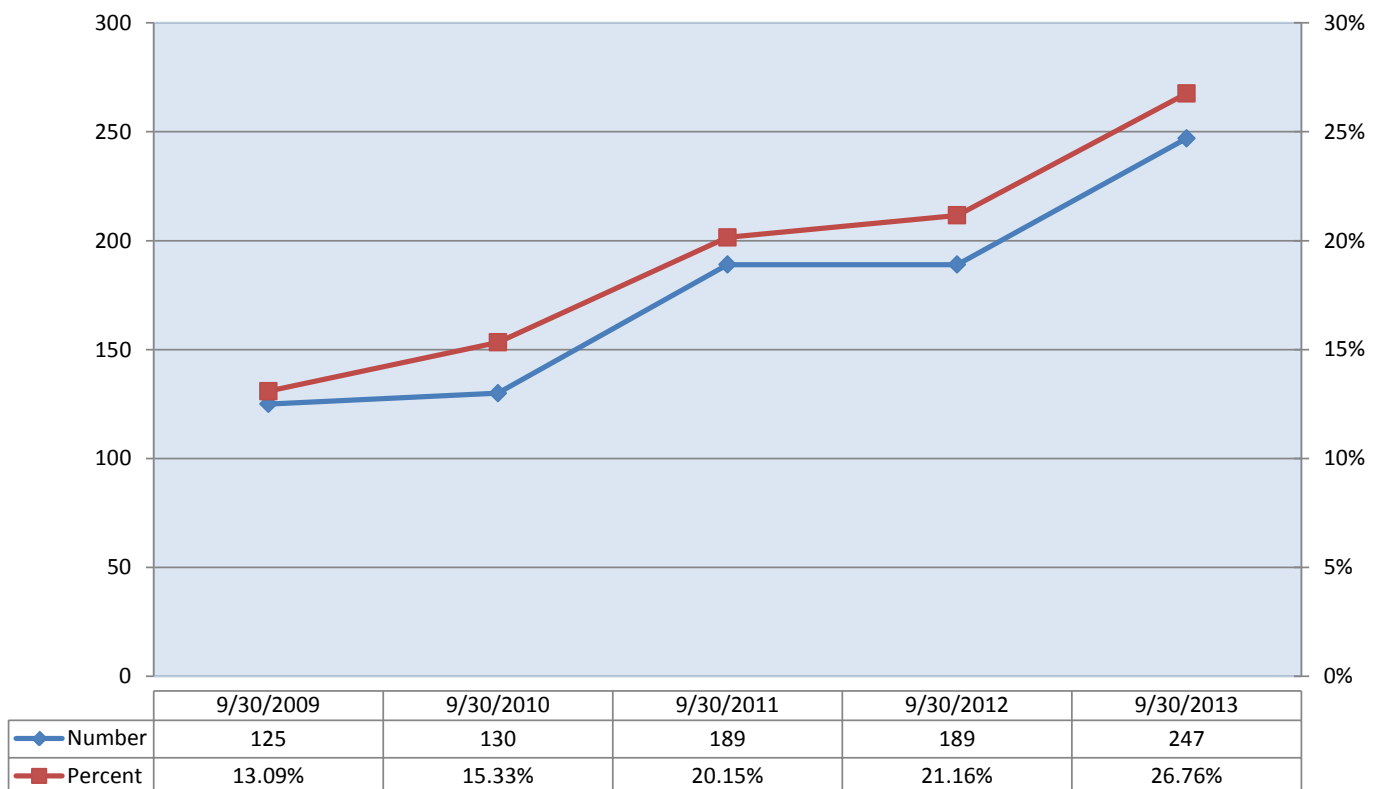
### Indicator: Children Placed in Licensed Kinship Foster Homes

Children in DCF custody are placed with relatives or other known connections (known as *kinship foster homes*) whenever possible. To become licensed, kin must go through the same licensing process as other foster parents, which includes passing background checks and attending specialized training.

Research shows that compared to being placed in non-related foster homes, children placed in kinship foster homes typically experience:

- Better behavioral development;
- Better mental health functioning;
- Better placement stability;
- Closer ties with their birth parents and siblings; and
- Similar reunification rates.

**Children in DCF Custody Living with Relatives or Other Known Connections (*Kinship Foster Care*)**



## Outcome: Children and youth are safe, stable & supported

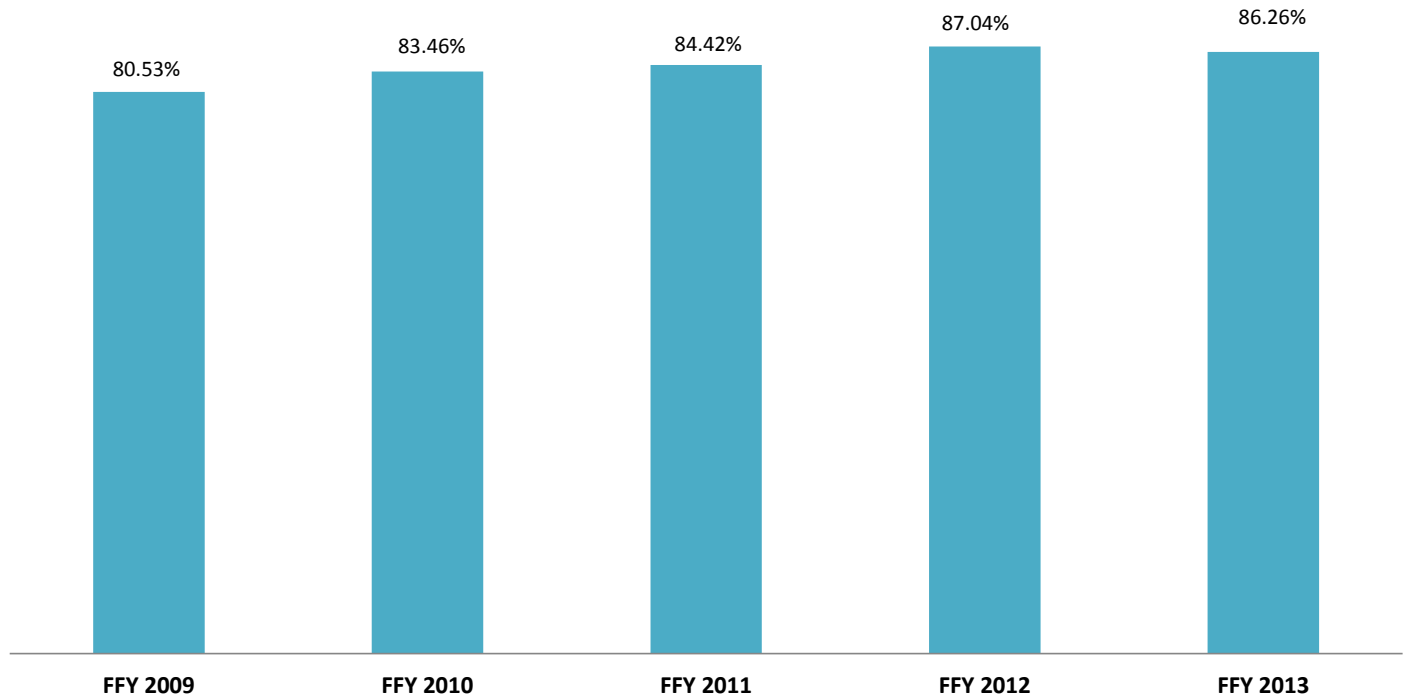
### Indicator: Children Who Exited DCF Custody To Permanent Placements

The ultimate goal of state care is to provide children and youth with safe, permanent homes — ideally with their parents. That’s why, from children’s first day in state care, their social workers typically work towards two goals at the same time (*concurrent planning*):

1. To return children home to their parents; and
2. To help children secure other permanent placements — preferably with extended family members or known connections — if they cannot safely return home.

This helps FSD achieve timely outcomes that respect children’s need for stability. Living in uncertainty and moving between different living situations can be extremely disruptive to children’s development and educational success.

**Children in DCF Custody Who Exited to Permanent Placements  
(e.g., return home, permanent guardianship, adoption)**



## Office of Child Support (OCS)

OCS improves children's economic security by:

1. Establishing, enforcing, and modifying child support orders for children who do not live with both parents;
2. Establishing and enforcing medical insurance provisions in court orders;
3. Collecting, recording, and distributing child support payments through the OCS Registry; and
4. Establishing parentage when children are born outside of marriage.

### Populations Served

- Custodial parents, non-custodial parents, and guardians of children entitled to child and medical support.

*A large percentage of Vermont's child support program caseload is comprised of divorced and never married lower-income working families. About 40% of children are born to non-married partners and about 50% of marriages end in divorce. This means more than half of Vermont children will live in single-parent households at some point — and be much more likely to live in poverty.*

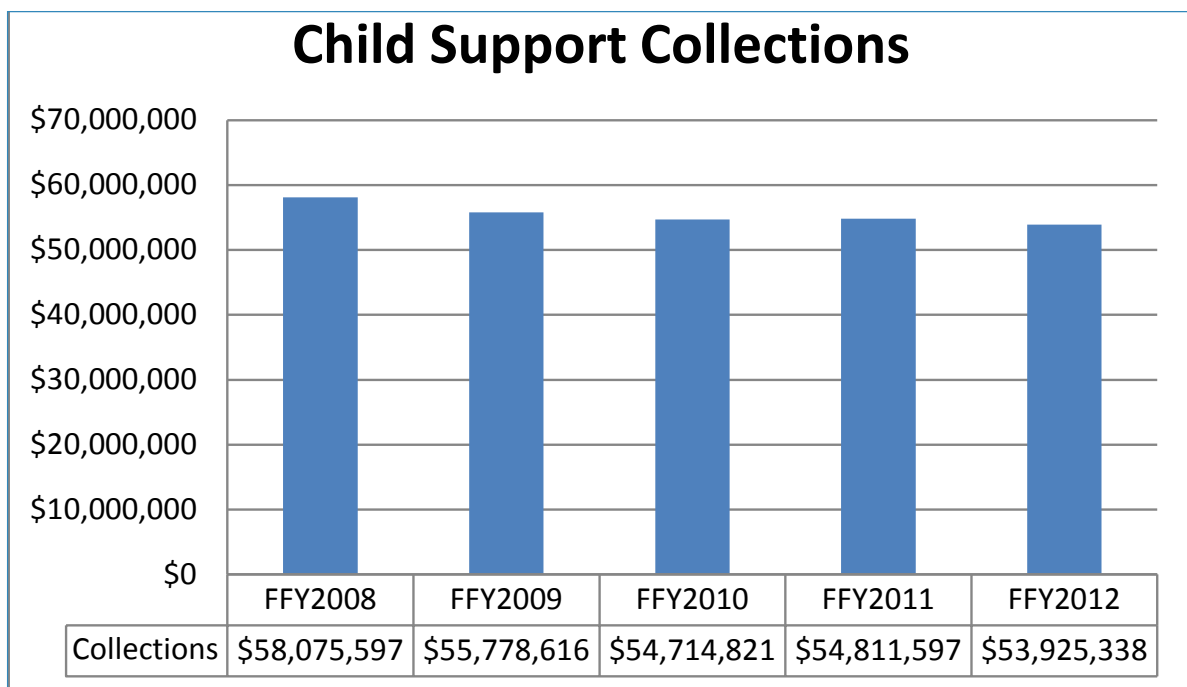
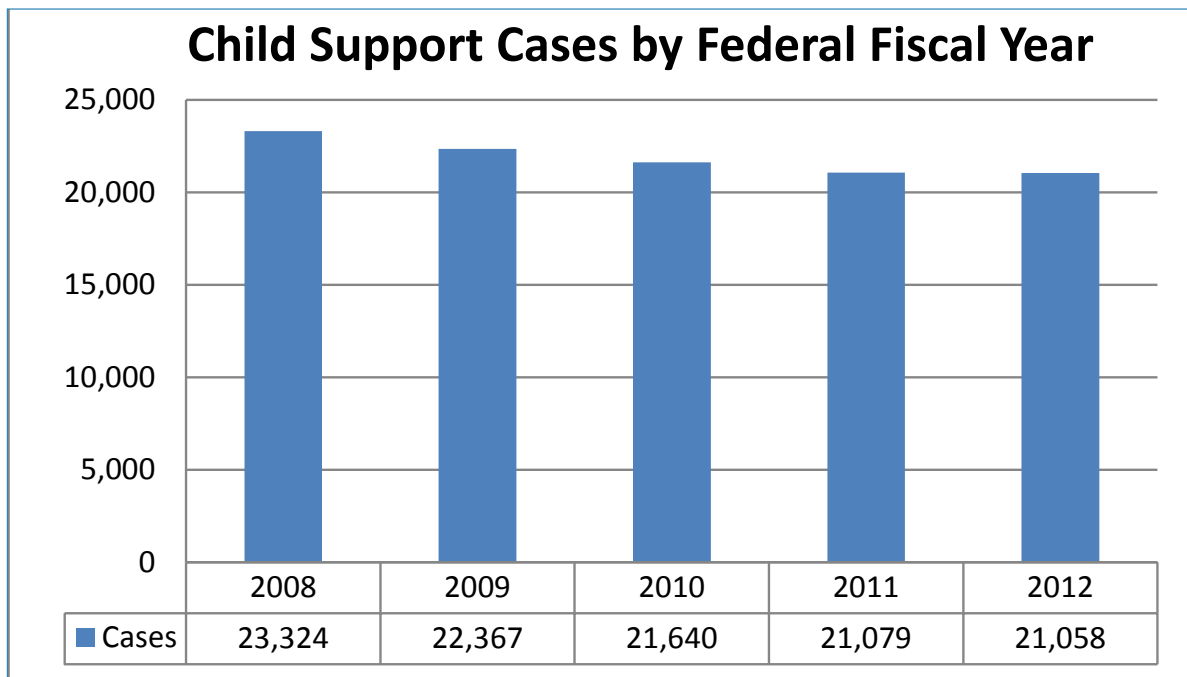
## Outcome: Children and families are stable & supported

### Indicator: Child Support Cases & Collections

In Federal Fiscal Year (FFY) 2012, the Office of Child Support:

- Had 21,058 child support cases; and
- Collected \$53,925,338 in total child support payments.

Child support is a key economic support for children. Parents who support their children financially are more likely to also support them in other ways.



## Outcome: Children and families are stable & supported

### Indicators: Key Federal Performance Indicators

The following indicators enable OCS to track outcomes — over time and in comparison to child support programs across the country.

#### ➤ Indicator: Child Support Orders Established

The Child Support Order is a court document that spells out who must pay support, who receives support for the children covered by the order, the amount to be paid and how often payments are made.

#### ➤ Indicator: Child Support Collected

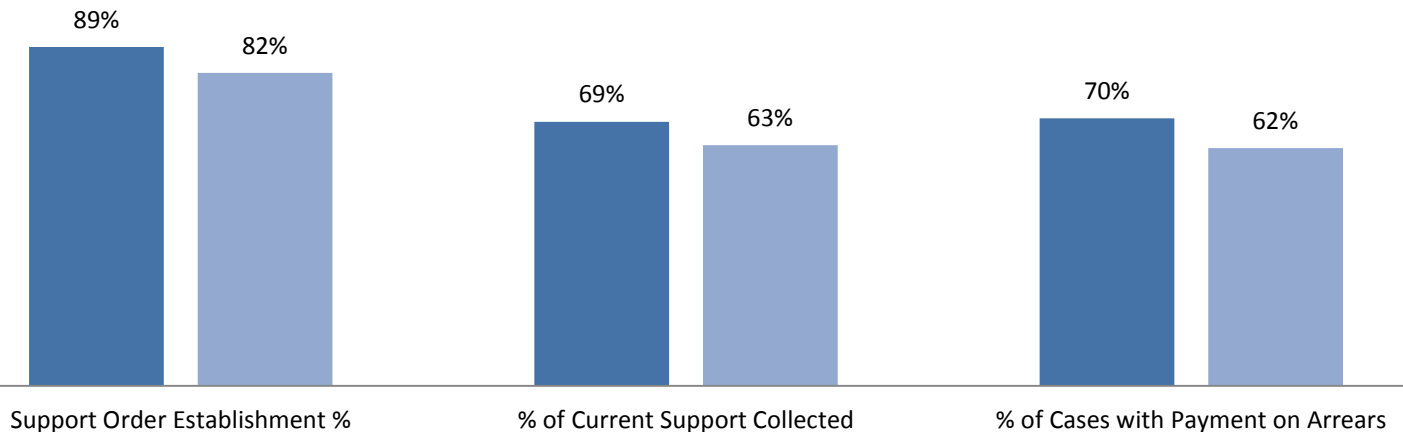
A key indicator of financial security for children entitled to child support is the percent of child support actually paid for children who are minors compared to the aggregate amount that should be paid in a year pursuant to court orders.

#### ➤ Indicator: Cases with Collections on Past Due Support

When current support is not paid on time, the unpaid amounts, plus surcharges and penalties, become arrearages still owed to the children. These unpaid balances may still be recovered for the custodial parent after the children turn 18.

### Vermont and National Child Support Performance Indicators FFY '12

■ Vermont ■ National Average



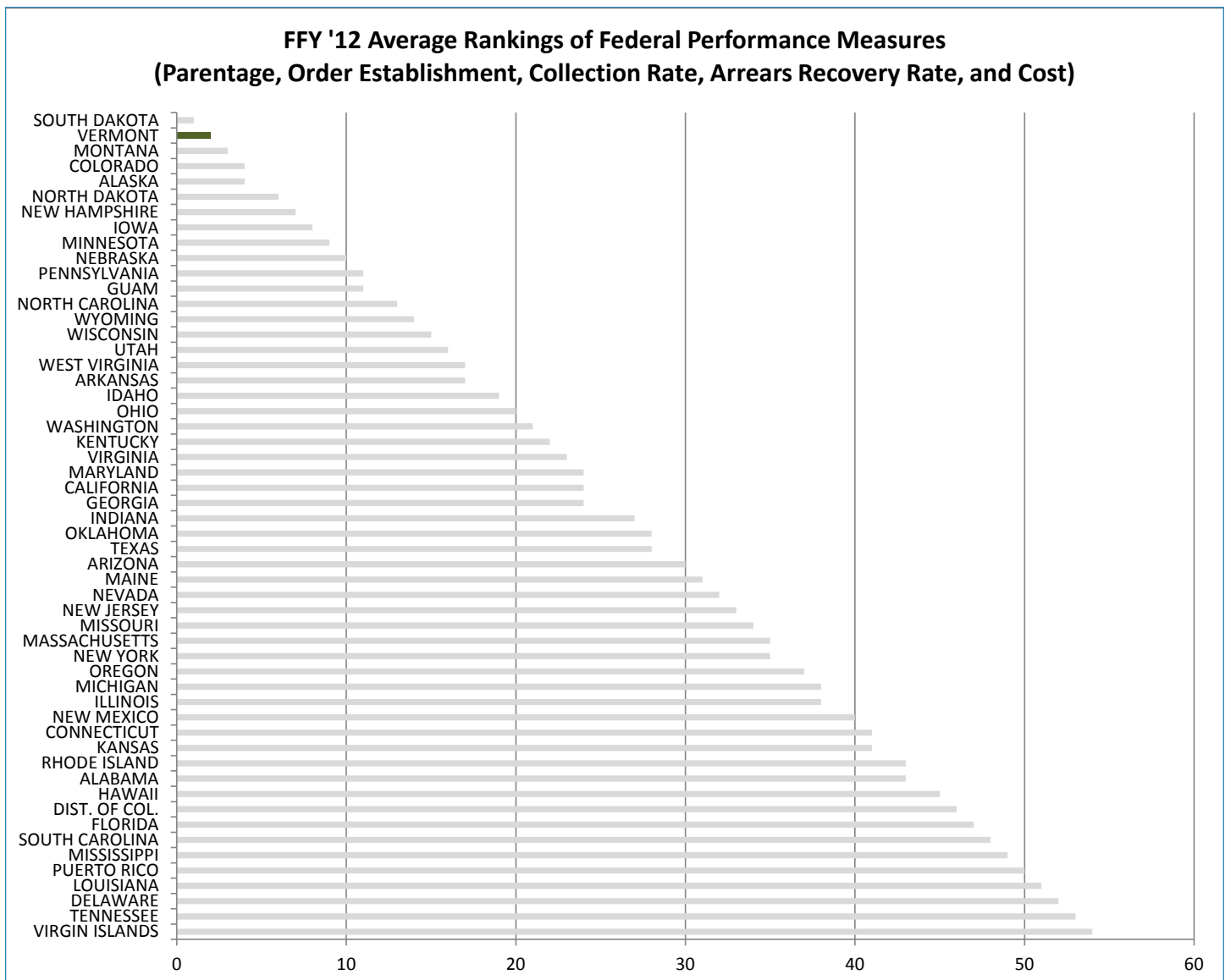
## Outcome: Children and families are stable & supported

### Indicator: Average Rankings of Federal Performance Measures

Overall, child support benefits to children can be measured in terms of the percent of:

- Children with parentage established;
- Cases with court-ordered child support obligations;
- The amount of current support paid vs. ordered; and
- Cases with any repayment toward past due support.

Nationally, Vermont ranks in the top 10 in each of these categories and second overall.





## **Office of Disability Determination Services (DDS)**

DDS provides applicants with accurate medical eligibility decisions as quickly as possible, as governed by Social Security federal statutes, regulations, and policy, with full and fair consideration of each applicant's situation and respect and concern for the individual's well-being and legal rights. DDS is 100% federally funded.

### **Populations Served**

People who have applied for disability benefits under:

1. Social Security Disability Insurance (SSDI); and
2. Supplemental Security Income (SSI).

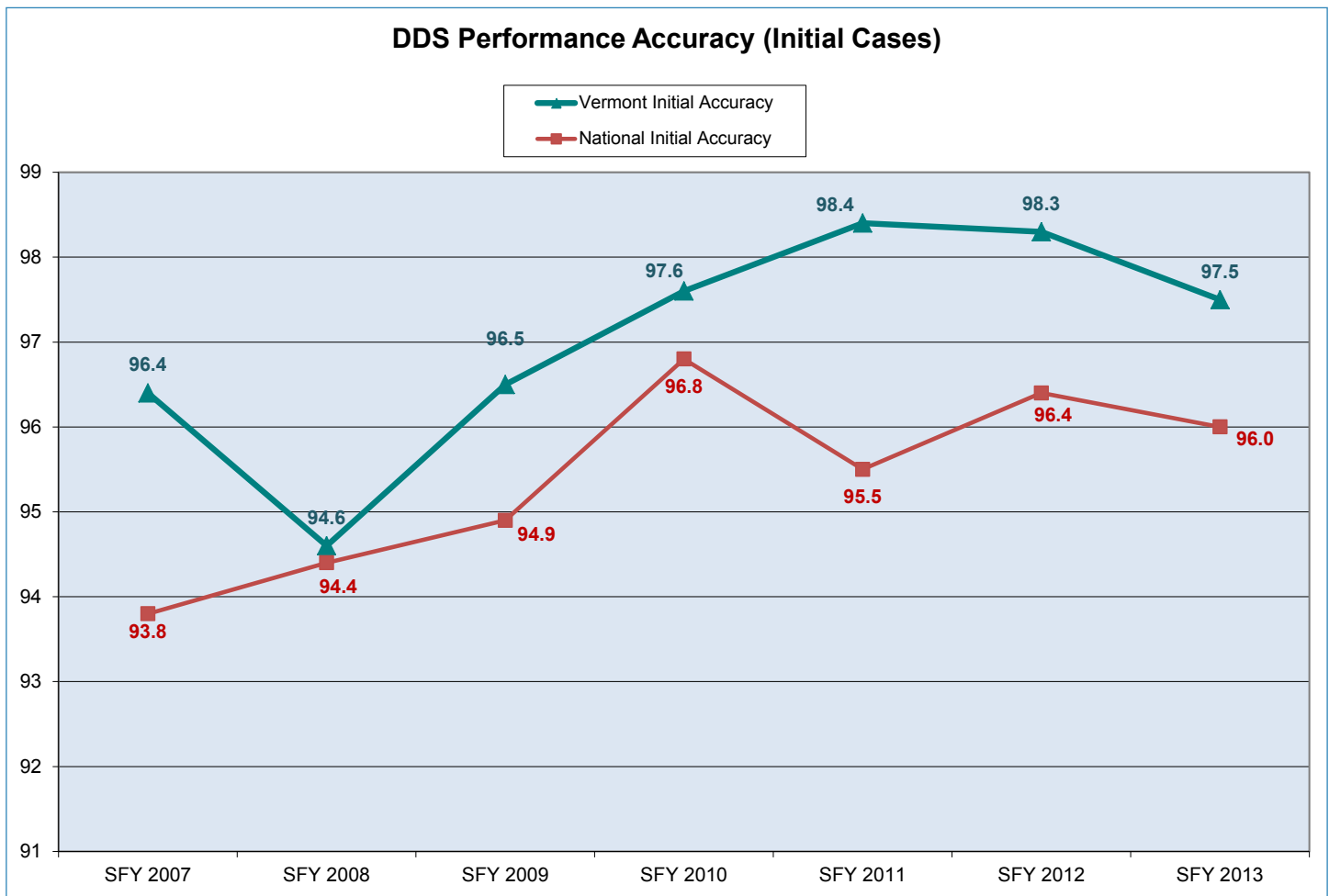
## Outcome: Vermonters can meet their basic needs

### Indicator: Accuracy Rate on Initial Cases

Disability benefits are vital to thousands of Vermonters with severe disabilities and serious illnesses. These benefits are a lifeline for many recipients who would live in poverty without them. DDS makes the initial medical decision on the 5,500 to 5,800 disability applications filed by Vermont residents every year.

One of the most important measures of performance is initial case accuracy. DDS must meet federal regulatory requirements, and mistakes may subject applicants who are eligible to undue hardship. Erroneous determinations may also jeopardize program integrity and proper use of public funds.

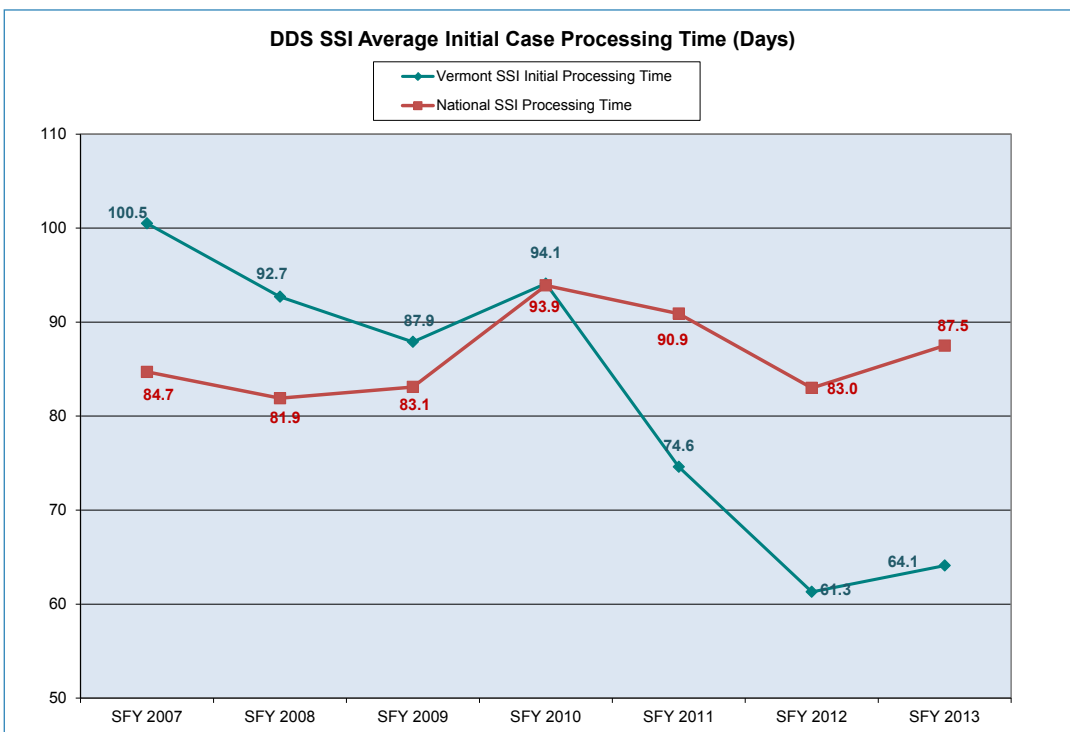
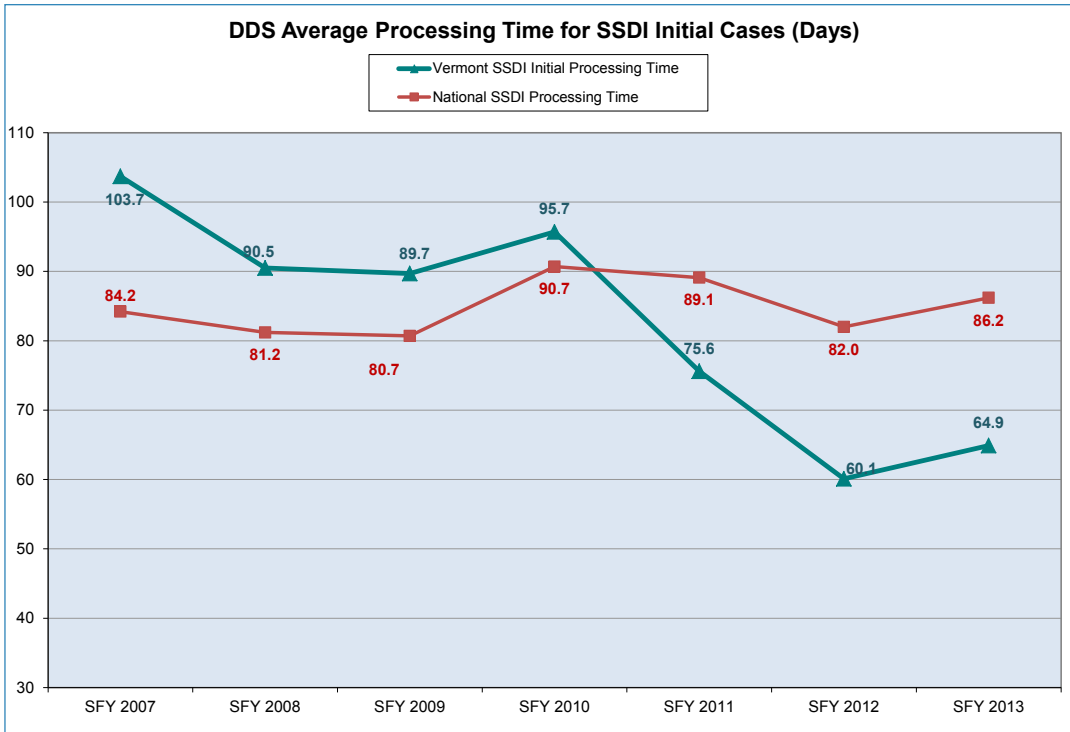
In FFY 2013, Vermont's case accuracy rate was in the top five in the country, with a rate of 97.5% or 1.5 points above the national average. Maintaining high accuracy requires regular training, professional development, and mentoring of adjudicators and medical consultants. It also requires a robust quality assurance program that monitors key decision points in the case process.



# Outcome: Vermonters can meet their basic needs

## Indicator: Average Processing Time for Initial Cases

Another important performance measure is the time it takes DDS to make an initial case decision. A long wait time can be a significant hardship for people with disabilities. In FFY 2013, DDS's case processing speed ranked in the top four in the country for SSDI and the top three for SSI, helping disabled Vermonters get the benefits to which they are entitled – faster.



### Improving DDS Processing Times

Having sufficient, fully-trained staff to handle the workload is critical to improving and maintaining good processing times.

In 2009/2010, Social Security provided DDS stimulus money that allowed DDS to hire additional adjudicative staff. This led to significantly improved processing times in 2011 and 2012. Despite losing some staff in 2013, DDS maintained good timeliness. The continued lack of federal funding to replace staff may negatively affect service levels in FFY 2014 and beyond.

To maintain timeliness, DDS will continue to assess processes & outcomes and implement continuous improvement initiatives.

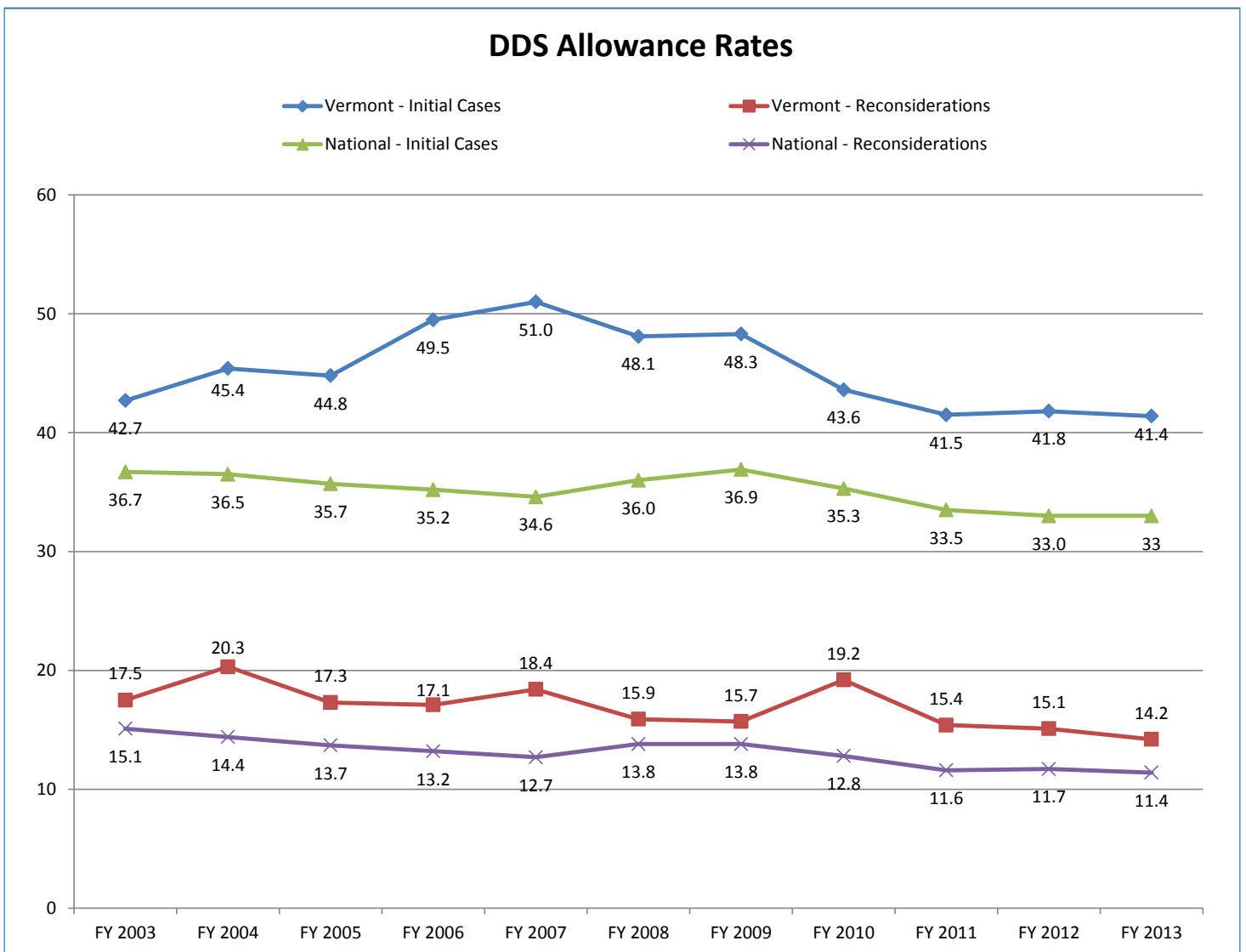
# Outcome: Vermonters can meet their basic needs

## Indicator: Allowance Rates

In FFY 2013, Vermont's initial claim allowance rate was 41.4% — 8.4 percentage points higher than the national average. The allowance rate is simply the percentage of determinations made that have a finding of disabled.

The allowance rate for reconsiderations of unfavorable initial decisions was 14.2% — also above the national average of 11.4%.

When coupled with high accuracy rates, high allowance rates are indicative of the high quality services provided to Vermonters with disabilities — giving full, fair consideration to each applicant and getting benefits to those who are eligible without a lengthy appeals process whenever possible.



## **Office of Economic Opportunity (OEO)**

OEO works in partnership with the private sector, community-based organizations, and other groups to increase the self-sufficiency of Vermonters, strengthen Vermont communities, and eliminate the causes and symptoms of poverty.

OEO manages federal and state funds that support the work of organizations statewide that provide direct services to low-income Vermonters. These services include emergency food shelves, crisis fuel/utility assistance, emergency homeless shelters, job readiness training, micro business development, asset development, weatherization assistance, advocacy, and more.

### **Populations Served**

Most OEO programs target Vermonters with incomes at or below 125% of the federal poverty guidelines, though some programs range up to 200% of poverty.

## Outcome: Vermonters can meet their basic needs

### Indicator: Community Services Block Grant Performance Outcomes

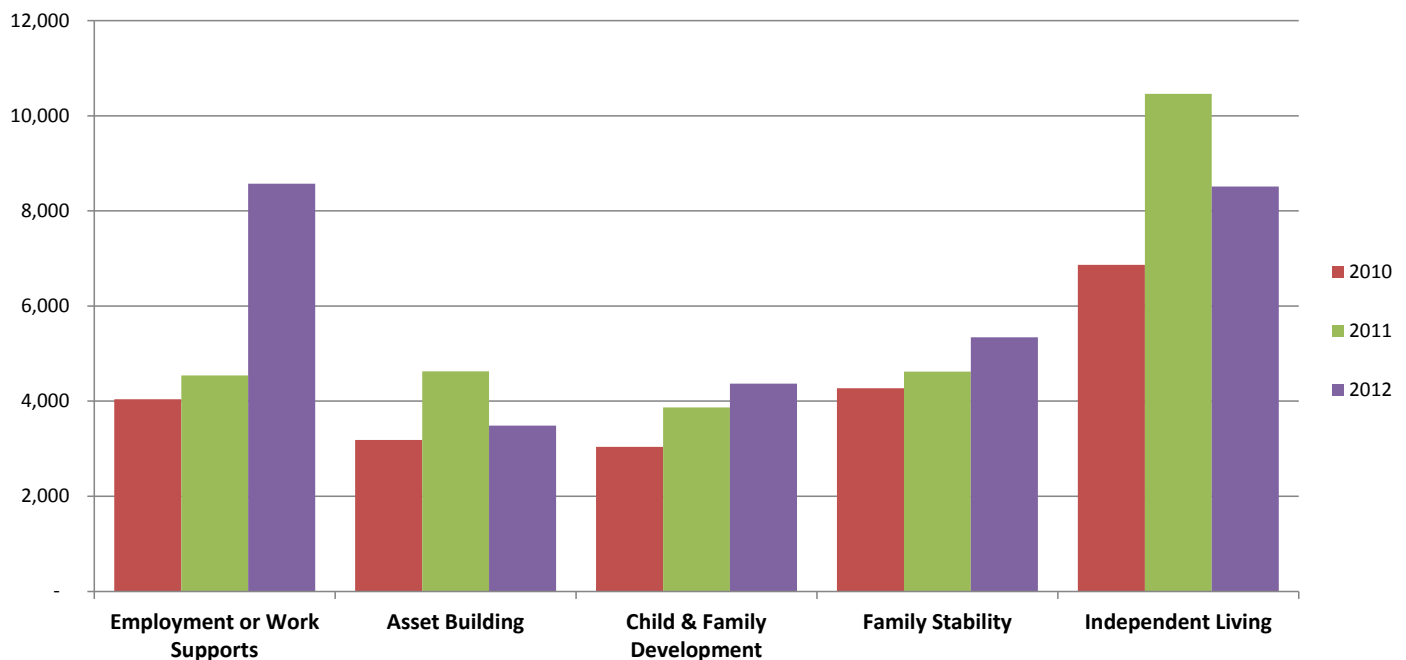
OEO administers the federal Community Services Block Grant through five Community Action Agencies that provide direct services to Vermonters. In FFY 2012, these agencies provided direct services to more than 70,000 low-income Vermonters, including emergency food, fuel/utility assistance, housing assistance, job readiness training, tax preparation, transportation assistance, business development, Head Start early education, financial education, weatherization, advocacy, and more.

CSBG Performance Outcomes	Federal Fiscal Year		
	2010	2011	2012
Employment or Work Supports	4,039	4,538	8,573
- Gained Employment or Income	532	863	735
- Job Skills & Work Supports	3,507	3,823	7,934
Asset Building	3,186	4,626	3,485
Child & Family Development	3,040	3,868	4,367
Family Stability <sup>1</sup>	4,272	4,620	5,344
Independent Living <sup>2</sup>	6,868	10,461	8,513

1. Vermonters unable to work who received supports that promoted family stability (e.g., energy, housing, childcare, food, and transportation assistance).

2. Vermonters who received support that helped them maintain independent living.

Results of Vermont Community Action Agencies, 2010 - 2012

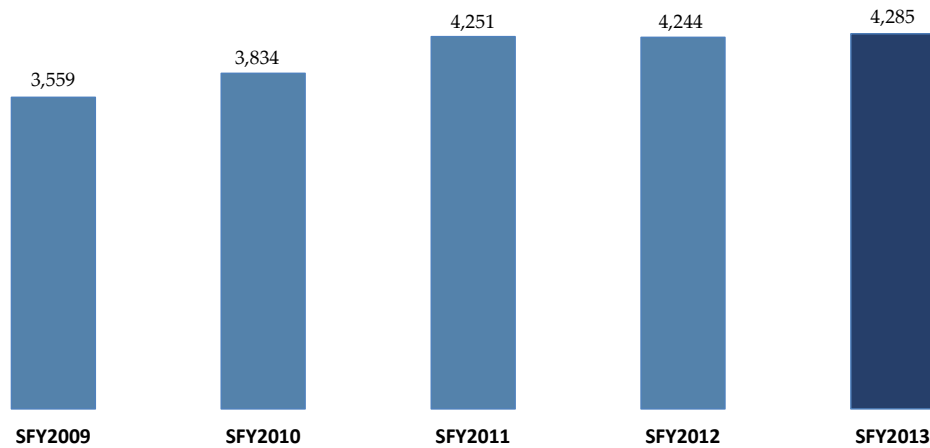


## Outcome: Vermonters can meet their basic needs

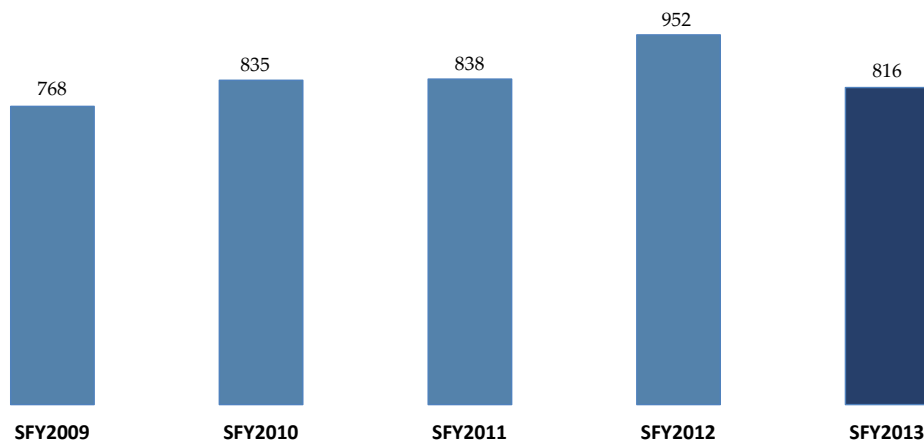
### Indicator: ESG Emergency Homeless Shelters

Through its Emergency Solutions Grants (ESG), OEO supports operations at non-profit emergency homeless shelters across the state. In SFY2013, shelter grants totalled about \$1.7 million; 4,285 persons were sheltered for a total of 131,535 shelter bednights, which included 3,469 adults and 816 children; and the average length of stay was 30.7 days.

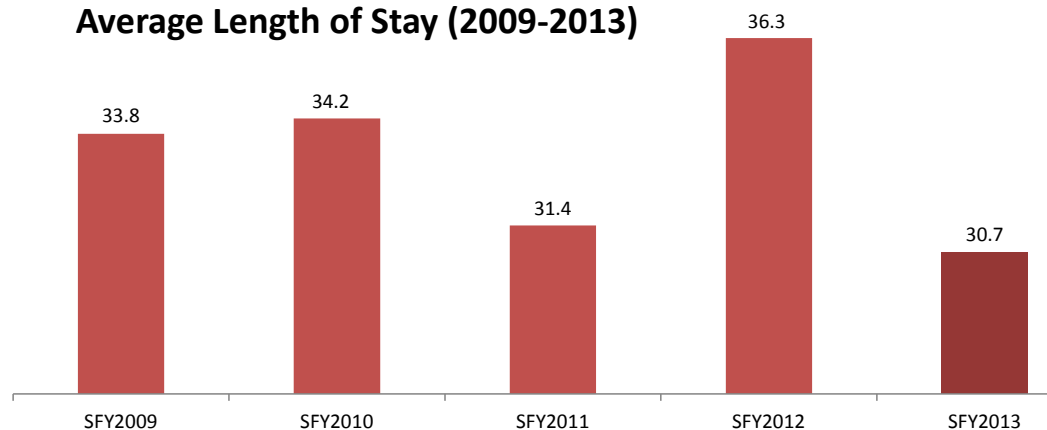
#### Persons in ESG Homeless Shelters (2009-2013)



#### Children in ESG Homeless Shelters (2009-2013)



#### Average Length of Stay (2009-2013)



## Outcome: Vermonters can meet their basic needs

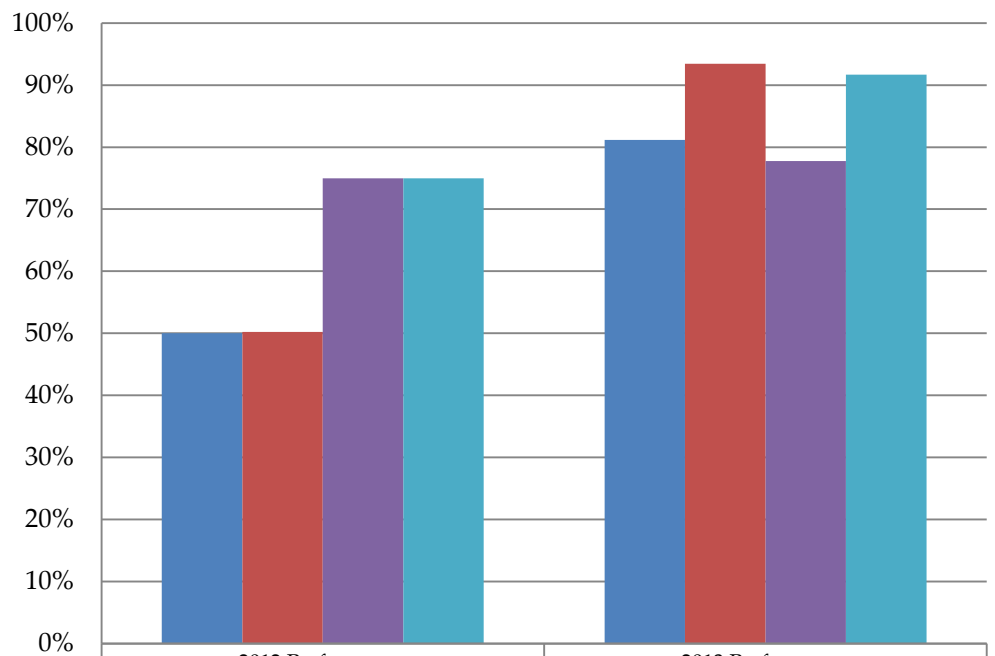
### Indicator: ESG Homelessness Prevention and Rapid Re-Housing

Other programs funded through the Emergency Solutions Grants (ESG) provided homelessness prevention and re-housing assistance, including:

- Rental arrearages;
- Security and utility deposits;
- Short-term rental assistance; and
- Housing search and placement help.

These activities stabilized an additional 1,898 persons in 888 households.

### Emergency Solutions Grant Performance: Homelessness Prevention & Rapid Re-Housing



	2012 Performance	2013 Performance
■ % of homeless households who were re-housed within 28 days (rapid re-housing)	50%	81%
■ % of households at-risk of homelessness who were stabilized or re-housed within 28 days (prevention)	50%	93%
■ % of Rapid Re-Housing Grantees Meeting Target	75%	78%
■ % of Homelessness Prevention Grantees Meeting Target	75%	92%



## Outcome: Vermonters can meet their basic needs

### Indicator: Low-Income Homes Weatherized

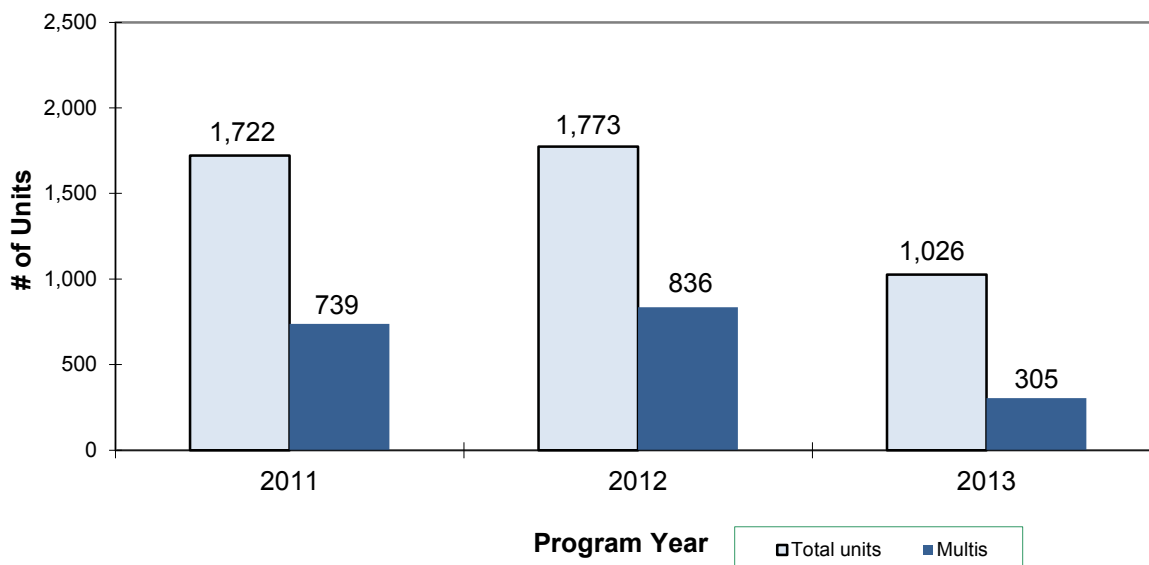
The Weatherization Assistance Program helps lower-income residents (particularly older Vermonters, people with disabilities, and families with children) to improve the energy efficiency of their homes. This saves them both fuel and electricity and leaves them with more money to spend on other necessities such as food and health care. *A weatherized home saves a family, on average, about \$1,000 a year.*

Fewer units were weatherized in SFY 2013 due to two factors:

1. There were less funds available for weatherization (ARRA funds ended and GMP funds were not yet available); and
2. A higher priority was placed on homes that are high-energy consumers, which cost more to weatherize. The average cost per job increased from \$6,900 to \$8,500.

In SFY 2014, OEO is renewing its focus on weatherizing the homes of families getting Fuel Assistance (LIHEAP). So far this year, the percentage of the total homes weatherized who are on Fuel Assistance has increased from 40 to 80 percent. This helps dwindling LIHEAP dollars go further for low-income families.

**Low Income Weatherization Program  
Total Units vs Multi Units**



Beginning in 2013, the Weatherization Program Year runs from July 1 to June 30 (SFY). For years prior, the program year was April 1 to March 31.

## Outcome: Vermonters can meet their basic needs

### Indicator: Micro Business Development Program (MBDP)

MBDP helps low-income Vermonters to successfully start or grow micro businesses, helping them create jobs for themselves and others. Business ownership is a fundamental engine for increasing income, creating wealth, and moving people off public assistance.

Assistance includes one-to-one business counseling, business training, networking opportunities, business plan development, and financial management training.

MBDP Performance Outcomes	State Fiscal Year	
	2012	2013
New Businesses Started	75	56
Businesses Expanded	24	24
New FTE Jobs Created	87.5	67.5
Business Capital Accessed	\$873,353	\$745,938

### Indicator: Individual Development Account (IDA) Program

OEO provides funds to the five Community Action Agencies in Vermont for the Vermont Individual Development Account Program. IDA is a matched savings and financial education program for low-income Vermonters. Participants can save up to \$1,000 of earned income, which is matched by federal and state funds, to help them invest in their first home, a business, or a post-secondary education.

The number of people investing their savings is directly related to the amount of matching funds available through the State of Vermont. On average, it takes three years from the point of enrollment to the point of investment; this means that the number of people who invested in 2011 most likely correlates to funding levels from 2008 when those accounts were first opened.

On average, IDA serves 250 Vermonters a year. In the past 12 years, more than 1,200 low income Vermonters have enrolled in the program, saving more than \$750,000, and investing almost \$2 million. Owning assets helps people plan for the future and weather unexpected storms. It also leads to greater economic stability and mobility.



## **Department for Children and Families**

*Fostering the healthy development,  
safety, well-being, and  
self-sufficiency of Vermonters.*

*<http://dcf.vt.gov>*