

January 12, 2022

# Vermont Emergency Rental Assistance Program



# VERAP Historical Timeline

Consolidated  
Appropriations Act  
signed  
December 27, 2020

VSHA interviews first of  
10 ERA vendors  
January 13, 2021

VSHA signs Contract  
with ReFrame  
Solutions  
March 18, 2021

\$110 million grant  
agreement signed with  
DHCD  
March 18, 2021

Started accepting  
tenant applications  
April 5, 2021 (waitlist)

Landlord portal  
opened on  
April 26, 2021

First benefits paid  
May 6, 2021

Program Improvement  
Plan submitted to  
Treasury Approved  
December 16, 2021

# Program Improvements and Best Practices

## New Call Center/Application Processing Vendor

- Group O has assumed application processing formally conducted by BPO American

## Geographic Proxy

- Allows applicants to determine eligibility based on HUD low-income areas

## Direct Payments into Court

- Allows for quick direct processing of eviction prevention payments

## Additional Staff at VSHA

- New Program Management and Assistant staff

# Program Improvements and Best Practices Continued

## Additional vendor staff for direct Program Support email

- Allows community partners direct email access to application processing staff to expedite payments and information sharing

## Refugee Resettlement solutions

- Advance payment initiative with World Learning, Inc. to provide transitional housing on the School for International Training (SIT) campus in Brattleboro
- Partnership with Champlain Housing Trust and US Committee for Refugees and Immigrants for transitional housing at TownPlace Suites in Williston

## Increased Security

- W-9 validation
- Collection of SSN
- Technology to identify systemic fraud

8,240  
Households  
Served  
\$47 Million in  
Assistance

Total Payments  
\$47,626,900

Total Scheduled  
\$579,790

Total Obligated  
\$46,052,163



# Payments by month

Month	Payments
May	\$ 311,138.58
Jun	\$ 2,456,625.46
Jul	\$ 5,831,270.51
Aug	\$ 5,575,556.75
Sept	\$ 6,819,226.05
Oct	\$ 7,369,367.32
Nov	\$ 6,951,092.50
Dec	\$ 8,199,508.64
Jan	\$ 2,745,122.10
<b>Total</b>	<b>\$ 46,258,907.91</b>

\*January total reflects payments through January 6, 2022

# Benefits paid by County, as of 1/7/22

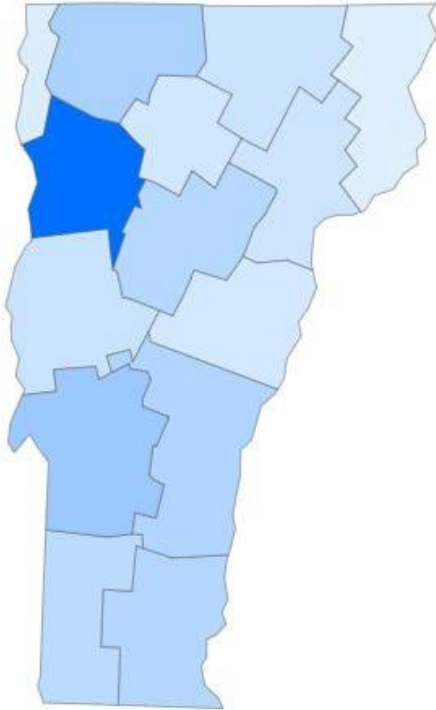
Application Type

BatchType

5/6/2021 1/7/2022



Payments



County	Payments	Participants
Addison	\$1,822,850.76	346
Bennington	\$2,864,020.84	535
Caledonia	\$1,546,053.50	345
Chittenden	\$17,096,848.52	2535
Essex	\$236,827.38	43
Franklin	\$4,105,934.51	700
Grand Isle	\$376,300.18	61
Lamoille	\$1,224,886.60	223
Orange	\$1,131,920.03	198
Orleans	\$1,676,155.24	309
Rutland	\$5,272,449.92	973
Washington	\$3,252,660.90	556
Windham	\$3,393,841.84	667
Windsor	\$3,626,149.93	647
<b>Grand Total</b>	<b>\$47,626,900.15</b>	<b>8138</b>

Up to date VERAP Statistics by County and Town available on our website [www.vsha.org](http://www.vsha.org)

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Rental &  
Utility  
Payments  
Summary

- Rent Arrears  
**\$20,587,898**
- Current & Prospective Rent  
**\$21,719,978**
- Other Expenses  
**\$503,313**
- Utilities
  - **\$4,795,982**



# \$503,313 - Other Expenses Related to Housing



## Health and Safety Repairs

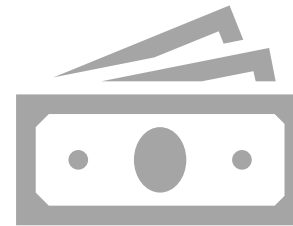
**\$159,360**

Bed bug eradication

Mold Abatement

Water/Sewer/Plumbing

Court Awarded legal Fees



## Money to Move Payments

**\$343,953**

First/Last month Rent

Security Deposit

Pet Deposit

Moving Expenses

# Challenges and Responses

## Challenges

- Technology in a rural state
- Staffing during COVID within VERAP and the greater community
- Program Misinformation
- Fraud – Uptick in apps when UB ended (approx. \$7mil) segregated and referred to the FBI

## Responses

- On going training of 400 individuals in over 40 Organizations
- Paper application available since July and updated November
- Biweekly newsletter
- DHCD partnership to streamline communication with HSS grantees
- Increased security measure and coordination with law enforcement

# Keys to Program Success

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## Communication and Collaboration with DHCD

- Housing Stability Service grants allowing for Community Partners to assist with VERAP applications
- Informing policy

## Administrative Plan Collaboration with VT Legal Aid, VT Landlord Association, DHCD, AOA, Guidehouse

- Planning and developing the Administrative plan with a range of State Agencies and Non-Profit organizations

## Dedicated Community Partners

- Community Action Agencies and Homeownership Centers

## A Hard Working and Flexible Vendor

- Implemented changes on a weekly basis

# Meeting the Need



Averaging  
\$1,275,000/week

Over 80% of  
applicants are  
below 50% AMI

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# Thank You!

- [www.vsha.org](http://www.vsha.org)
- <https://erap.vsha.org/>
- Please contact VERAP's Legislative Liaison, Caprice Hover, with questions regarding VERAP
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