

Impacts of Act 143 Changes & VT 211's Role

211 is the front door to health & human services in Vermont.



211 is the access point for statewide services

Safety Net for Vermonters

- Navigating complex systems & services
- Addressing crises before they turn to emergencies
- Easy-to-remember 3-digit number
- Meeting community need (disasters, Medicaid changes, cold weather, etc.)
- Housing #1 call and referral (community shelters, ECWSP, rental assistance, etc.)

8am-10pm
7 days/week, 365

Expertise & Partnership

- 20+ years
- Nationally accredited
- Certified Resource Specialists
- Asset for the State
- Infrastructure & systems

Clarifying VT 211's Role

Before the Act 143 changes

Since 2010 VT 211 has supported the State's GA Housing Program. We serve as a stopgap and **safety net** for callers experiencing homelessness with urgent safety needs that arise outside of the State's business hours, **without interfering with the State's full process and procedures.**

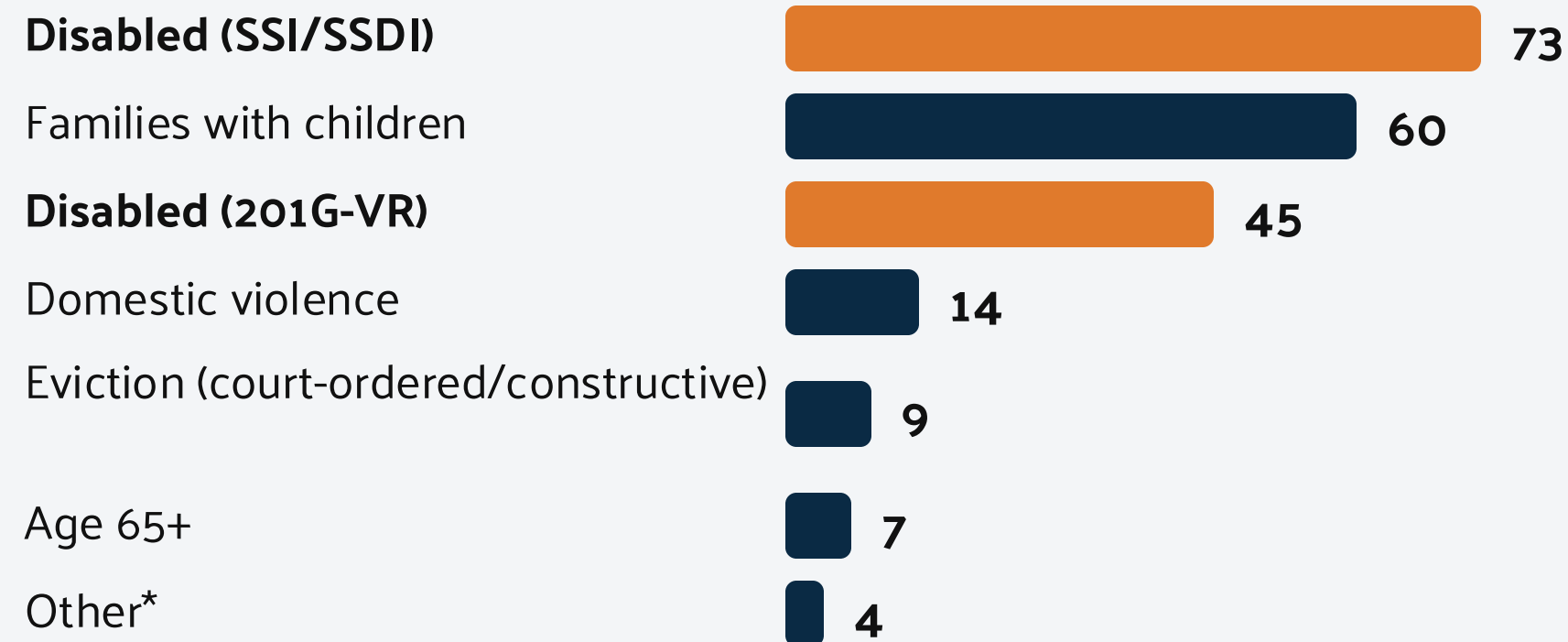
VT 211 followed ESD eligibility rules to provide intake and placement in motels for eligible Vermonters on evenings, weekends and holidays.

- 1 Assess caller needs
- 2 Check State systems
- 3 Complete State intake
- 4 Determine if eligible
- 5 Contact hotels for availability
- 6 Place at available hotel temporarily until next business day
- 7 Document interactions in state systems
- 8 Offer additional referrals and connection to services
- 9 Assist with motel & voucher issues

212 People Placed in July & August 2026

1,065 intakes; 212 vouchers issued by VT 211 staff, July 1 – August 31, 2026

Placements by approval category



118

people qualified through a disability category:
more than half of all placements

18 communities

received placements statewide. Bennington (55)
and Rutland (44) motels took nearly half.

Source: GAAPS. Counts people approved and placed by 211; excludes callers who contacted 211 but were not placed. *Pregnant (2), Executive Order-provisional (1), death of a spouse, partner or minor child (1).

Unexpected Changes 9/1



Access to VHRC services and emergency short-term placement through VT 211 removed

Business hours only - no help evenings/weekends

Providers stretched thin; overburdened

Cold weather approaching

**Dangerous
delays**

One caller was on hold for hours three days in a row, reached a person at 4 pm on Friday, then waited until Tuesday for an assessment: **seven days on the streets.**

Shelter Calls Continue

Since September 1, 2026

378

calls to VT 211 from Vermonters seeking
emergency shelter since 9/1/26



195 evenings & weekends (52%)

183 business hours (48%)



Callers seeking emergency housing vouchers

Became homeless; couldn't get through during the day; calls disconnected; urgent needs have arisen

Callers needing help with a motel placement

Unsanitary or unsafe rooms, abusers or drug dealing on site, not knowing where they were placed, no way to get there.

In Their Words

United Ways community partners on the impact of the changes



“Guests are constantly terrified and anxious about losing housing... Watching seniors, kids, families lose their housing is so brutal. Until you see it, it’s hard to fathom.”

-Deer Run Hotel

“Unable to access services in a timely and responsive manner.”

– Addison Parent Child Center

“They are usually on the phone for hours only to have the call dropped and they have to start over.”

– HOPE

“The delays and gaps in emergency housing can leave [domestic violence] survivors with limited and/or zero options for getting to a safe environment.”

– Atria Collective

“Staff are spending more time responding to immediate housing needs... This leaves less time for the longer-term support that helps families maintain housing stability.”

– United Way of Lamoille County

VT 211 & SPERANZA INN

Creating a safety net as winter approaches

As the danger of being outside rises to a critical level, VT 211 & Speranza Inn are partnering to help address the critical needs of the most vulnerable unhoused individuals in the central VT region.



1

WHO

Prioritizing individuals with critical needs, such as medical conditions, or families with children.

2

ONE NIGHT

Housed for one night at Speranza Inn, with case management and other services.

3

NEXT DAY

Assessed for VHRC, referral to ESD, or other services.

UP TO 10 ROOMS

Extremely limited availability – and many are already full.

REINSTATE VT 211 AS THE AFTER-HOURS STOPGAP

- Reinstatement 211 as an emergency stopgap on evenings and weekends, until the next business day. This measure will not override the new rules, the law, or the Department's decision-making capability.

Let's continue to work together as colleagues and partners to make good policy and help the system work efficiently and effectively, as legislators intended.

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