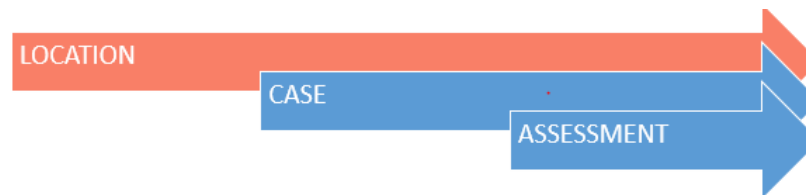Department of Disabilities, Aging, and Independent Living (DAIL)
DAIL Housing Safety and Accessibility Process

Agency Portal User Manual
Locations

November 2024

Creating the **Location** is the first step of the overall process:

First create a **Location**, then add a **Case** to the Location,
lastly add an **Assessment** to the Case.

From the home screen Click on **Locations** tab in the Navigation Menu - A list of the locations will appear.

- **Always** search for the Location before creating one in the Portal. If the Location already exists, do **not** create a new Location.
- If the Participant is living in an [Apartment or Alternative Living Arrangement in the Shared Living Providers Home](#), please submit the required form to DAIL *prior* to entering any information into the Housing Portal. (https://ddsd.vermont.gov/services-providers/services/housing-safety-and-accessibility-process/forms)
- If a Participant moves to a different Location, the Location process is followed for the new Location.
- If you believe an address has been entered incorrectly, please contact DAIL.

Search Location

- Click Locations on the Home page

- Click on the **Search Location** button to the right and the screen below will appear.
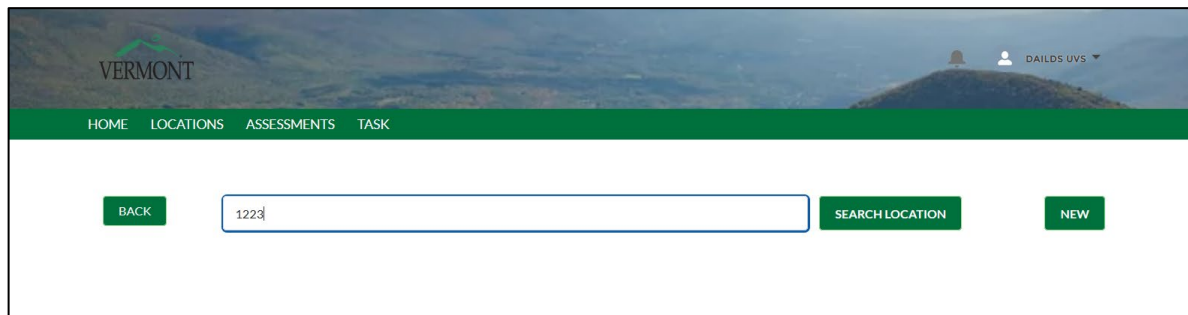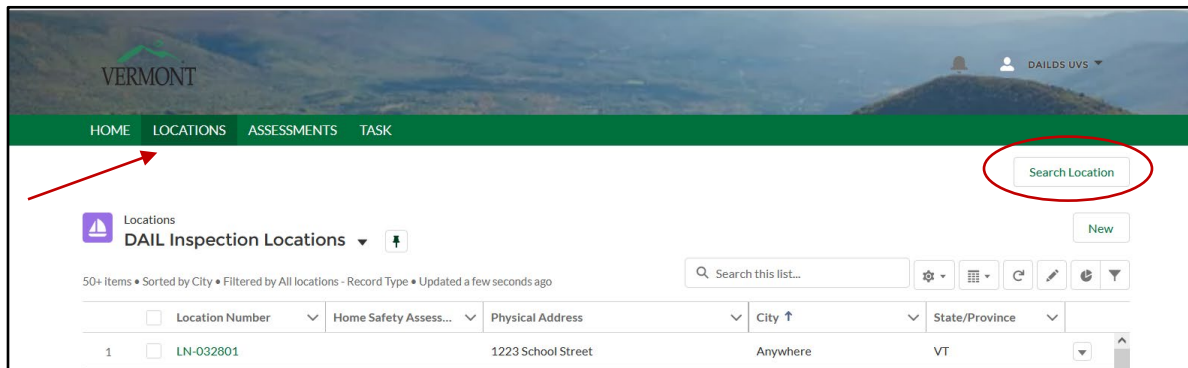
When searching for a Location, *less information provided for the search is bette*r as the Portal looks for 'exactly' what is put in the search field.   Therefore, only enter the street number and name, just the street name, or just the street number. Do <u>not</u> enter the street suffix (Road, Rd, Street, Str., etc.) as different permutations may exist.   (Example: "1223 School" "1223" or "School")

Searching multiple ways may be necessary, especially if the Location is believed to already exist in the Portal.

- Enter the location in the search field and click **SEARCH LOCATION**.

Searching for an address. Less info is better!	
1223 School	Correct!
1223	Correct!
School	Correct!
1223 School Street	Incorrect
1223 School Street, Barre VT	Incorrect

Location IS in the Portal

- The View button is green:
  - Click View to go to the Location;
  - Create a Case (see section on **Creating A Case**.)
- The View button is gray, follow the process for Sharing a Location. (See Shared Location – Housing Portal Process and Shared Location Agreement Form)

Location is not in the Portal

- Click **New** on the right-hand side to create the Location.
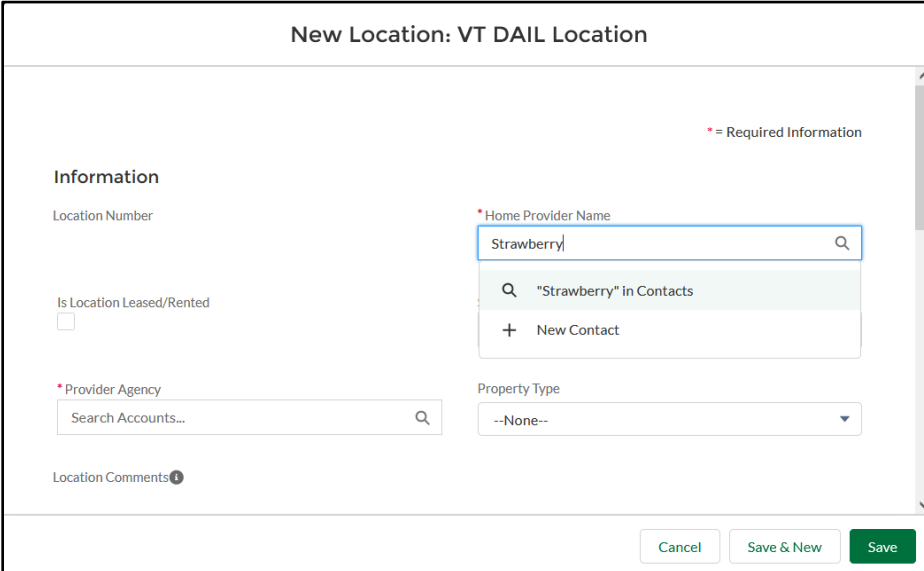
Creating a new Location

Step 1 - Home Provider Name

In the **Home Provider Name** field, start typing the home provider's name. NOTE: You may need to try typing the provider's name a few different ways, example: Robert, Bob, Rob; or Chris, Christopher, etc.

- **Provider Name already exists in the Portal**
    - The name will appear when typing and should state 'Citizen Provider.' (If it states anything other than 'Citizen Provider', contact DAIL)
        - If the home is an agency staffed home, the Home Provider Name is "Staffed Home"
    - **Click** on the name and proceed to the next step.

- **Provider Name does <u>not</u> exist in the Portal**
    - Name will not appear. Be sure to try any variation of the name before proceeding further.
    - Click **New Contact**.

Add a New Home Provider
- Add Home Provider **First Name** and **Last Name**
    - There should only be *one* name in the Home Provider Field. If there are two Home Providers for a Location, the second person is entered into a separate Contact in the **Second Home Provider** field.
- Account Name for a Home Provider is always **Citizen Provider.**

- *No other fields are required to be filled in. A Phone Number may be entered, if available; however, this field is not required.*
- **Save**

Step 2 – Provider Agency

Start typing the name of the Provider Agency and **Click** on the agency name when it appears on the list. *Note: You will never have to type in the agency name.*

Step 3 – Property Type

Using the drop-down list, choose the Property Type.

Property Type Definitions
- Condo or Apartment: A condo or apartment building
- Duplex: A home with two Apartments, two entrances
- Single Family: A privately owned home (either by SLP or homeowner)
- Single Family with Apartment(s): A privately owned home with a separate unit. (Apartment or Alternative Living Form must have been completed and approved by DAIL *before* saving the Location.)

- Special Supportive Unit (SLP not living in unit) Units where participants have a full apartment and the SLP does not live in the unit. (Apartment or Alternative Living Form must have been completed and approved by DAIL _before_ saving the Location.)
- Multi-Use Building: Building that includes a business in the same building as apartments.

Step 4 – Is this Location Rented/Leased
Check this block if the home is rented or leased

Step 5 – Location Address
Using the **Naming Standard** below, type the 911 address of the home. It is imperative that the naming standard is used for all Locations.
- The State/Province should _always_ be the abbreviation, capitalized (i.e. VT, NH, etc.)

Address Naming Standard

Do not use ".” Or "#”.   The only abbreviations that are allowed are VT and Apt.

	USE THIS	**Comments**	**Example**
Apartment	Apt	Do not use "." or "#"	Apt 1
Avenue	Avenue		24 Prospect Avenue
East	East		24 East Prospect Road
Highway	Highway		24 Prospect Highway
Lane	Lane		24 Prospect Lane
Lot	Lot	Do not use "#"	24 Prospect Road, Lot 1
North	North		24 North Prospect Road
Number		Enter number/letter only; do not use any symbol	Apt A, Apt 1, Lot 1, Unit 1
Parkway	Parkway		24 Prospect Parkway
Road	Road		24 Prospect Road
Route	Route	Do not use "VT" or "US" before the Route	Route 14
Saint	Saint		24 South Prospect Road, Saint Johnsbury
South	South		24 South Prospect Road
Street	Street		24 Prospect Street
Unit	Unit	Do not use "#"	24 Prospect Street, Unit 4
Vermont	VT	Both capital; Do not use "." At the end	
West	West		24 West Prospect Road

Step 6 – County

Choose the County on the drop-down list in which the home is located.   If the home is located in a bordering state, choose 'Out of State.'

Step 7 – Click Save to save the Location.

The Location is now created in the Portal and a Case and Assessment can be created.