

Housing Resource Inventory for BACO Complex Care Management Team

Southeastern Region

Prepared by
Technical Assistance Collaborative, Inc.

2020

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Introduction

This housing resource inventory was completed by the Technical Assistance Collaborative, Inc. (TAC) in December 2019 for the Boston Accountable Care Organization (BACO) Southeastern service area covering Attleboro, Brockton, Fall River, Falmouth, New Bedford, Plymouth, Taunton, and Wareham. The guide primarily focuses on permanent, affordable housing programs and homelessness prevention resources that are available in those cities and towns for very low-income households.

The inventory focuses on eligibility and access to a variety of housing programs and supports, and is designed to help BACO Complex Care Management Team members understand the options and how to access or apply for them. Due to the complicated nature of affordable housing programs, this guide is not all-inclusive but rather focuses on the key entry points for very low-income households to access housing programs and resources best positioned to assist them. We have made this guide as accurate as possible, gathering information from various websites, documents and individuals, but housing programs and their funding sources and regulations are subject to change over time.

The inventory is organized into six sections: Homelessness Prevention Resources, Housing Resources Dedicated to Households Experiencing Homelessness, Government Assisted Affordable Housing Options, Affordable Housing for Special Populations, Private Market Housing Search Tools, and a Quick Link List of online tools and websites. To make it simpler for staff to find what they need, a few resources are listed in more than one section.

There are not enough homelessness prevention and affordable housing options for very low-income households relative to the need. Some of the resources listed may close their waitlists or stop accepting referrals at times simply because there is too much demand. Some programs may restrict their services to only those cases where they feel they can make the most difference, or to households that are the most vulnerable and need the most assistance. It is always helpful to call a housing program to find out about current availability and any changes to its eligibility criteria and application process.

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Section 1: Homelessness Prevention Resources

If a household facing housing insecurity can be supported to safely maintain its current housing situation or find a safe alternative housing option, the trauma and health impacts of homelessness can be avoided. The homelessness prevention resources listed in this section provide a variety of housing supports including assistance paying back rent and utilities, help relocating to a new housing option (including rent and utility deposits and housing search assistance), eviction prevention counseling, legal services, and help accessing supportive services that may help stabilize the housing situation.

Prevention services are funded through a variety of federal, state, and local government funds and private sources including but not limited to Residential Assistance to Families in Transition (RAFT), HomeBASE, Emergency Solutions Grant (ESG), Community Development Block Grant (CDBG) funds, HOME funds, the United Way, emergency food and housing funds, and donations from private sources. Organizations that provide prevention services often draw on a variety of funding sources to run their programs, so eligibility requirements may vary over time, and services and funds may not always be available.

Statewide/Regional Resources

RAFT — Residential Assistance for Families in Transition

Description: RAFT, Residential Assistance for Families in Transition, is a state program for all household sizes under the Massachusetts Department of Housing and Community Development (DHCD) that helps prevent homelessness by providing up to \$4,000 per 12-month period to eligible households at risk of homelessness. RAFT can help cover housing costs such as rental or mortgage arrears, security deposits, first and last month's rent, rental stipends, furniture and utility arrears. Recently, DHCD started a new RAFT Upstream Pilot for rent and mortgage arrears in order to provide support before a household has to go to court. RAFT Upstream funds may be used to pay only rent or mortgage arrears. As this is a pilot, funds may not last the whole state fiscal year. More information available here —

<https://www.mass.gov/service-details/learn-about-residential-assistance-for-families-in-transition-raft>

Eligibility: The program is available to all household sizes — families, couples, singles, unaccompanied youth, and households with a pregnant person — with incomes at or below 50% of area median income (AMI). At least 50% of the funds are reserved for households at or below 30% of AMI. See the 2019 AMI Chart from HUD and look at the figures for extremely low income (30% of AMI) and very low income (50% of AMI) to determine income eligibility.

<https://www.huduser.gov/portal/datasets/il/il19/Section8-IncomeLimits-FY19.pdf>

Look here for Area Median Income Information from HUD for all years:

https://www.huduser.gov/portal/datasets/il.html#2019_data

Household must provide documentation/proof that they are currently experiencing a housing crisis:

- **For households facing eviction:** Summary Process Summons and Complaint (tenants who have a housing subsidy and are facing eviction due to non-payment of rent must also provide proof of financial hardship that explains cause for arrears)
- **For households leaving doubled-up housing:** Letter from landlord or primary tenant explaining that the family must leave. This must also include the address, date, and contact name and information of the person writing the letter. A copy of the lease or a letter of intent to rent must also be provided for the new apartment.
- **For households leaving unsafe housing:** Verification of unsafe housing conditions and copy of new lease/letter of intent to rent for new apartment.

- **For households facing foreclosure or mortgage arrears:** Notice of mortgage arrears issued from the mortgage lender and demonstration of a financial hardship (reduction in income and/or increase in expenses) that caused the nonpayment of rent, and demonstration that payment of the arrears will allow the household to retain their housing.
- **For households with rental arrears:** Notice of rental arrears from the rental property owner, demonstration of a financial hardship (reduction in income and/or increase in expenses) that caused the nonpayment of rent, and demonstration that payment of the arrears will allow the household to retain their housing.
- **For households facing utility shutoff:** Utility shutoff notice and current bill

Access: RAFT is administered by a network of 11 regional providers, listed below with their locations. Contact information is included at the links provided. Households should contact the provider that covers their area. Agencies that administer RAFT may also have other sources of homelessness prevention funding with different eligibility criteria, so even if a household at risk of homelessness is not eligible for RAFT, the administering agency may be able to assist with other funds and resources—[so make the call](#). NeighborWorks Housing Solutions administers the program in the Southeastern region. Housing Assistance Corporation (HAC) administers the program on Cape Cod.

NeighborWorks Housing Solutions administers RAFT in the Southeastern part of the state. Service providers can email the [referral form](#) found in the Appendix to Kathy Facchini, Director of Housing Services at kfacchini@nhsmass.org. NeighborWorks Housing Solutions staff will be in touch within a few days with any follow-up eligibility questions. A household found pre-eligible will fill out the full application. The referring agency can also call Kathy Facchini at (781) 585-7483 with questions.

<http://housingsolutionssema.org/assistance/raft/>

Housing Assistance Corporation (HAC) administers RAFT on Cape Cod. To begin the process for RAFT and other temporary financial assistance programs, households should complete the preliminary application and bring it to HAC's offices or email it to Prevention@HAConCapeCod.org. Provide all accompanying documentation when submitting the application to make the eligibility determination easier. Do not fax applications. Do not print applications out in bulk as the application periodically changes—go to the website to get the most up-to-date form. Questions can be directed to Liz Belcher, Intake Manager at (508) 771-5400 ext. 210 or email Lbelcher@HacOnCapeCod.org.

<https://haconcapecod.org/programs/homeless-prevention/>

 <https://secureservercdn.net/104.238.71.250/hzu.dec.myftpupload.com/wp-content/uploads/2019/11/Intake-Packet-Nov-20-2019.pdf>

The 11 agencies administering RAFT are:

- Berkshire Housing Development Corporation <http://www.berkshirehousing.com>
- Central Massachusetts Housing Alliance (Worcester) <http://www.cmhaonline.org>
- Community Teamwork, Inc. (Lowell) <https://www.commteam.org>
- Franklin Regional Housing and Redevelopment Authority (Turners Falls)
- Way Finders (Springfield) <https://www.wayfindersma.org>
- Housing Assistance Corporation (Hyannis) <https://haconcapecod.org>
- Housing Solutions for Southeastern Massachusetts (Kingston) <http://housingsolutionssema.org>
- Lynn Housing Authority and Neighborhood Development (Lynn) <http://www.lhand.org>
- Metro Housing Boston <https://www.metrohousingboston.org>
- RCAP Solutions (Worcester) <http://www.rcapsolutions.org>
- South Middlesex Opportunity Council, Inc. (SMOC/Framingham) <https://www.smoc.org>

NeighborWorks Housing Solutions Housing Consumer Education Center (Southeastern Massachusetts)

Description: NeighborWorks Housing Solutions has many programs, activities, and resources that can help prevent eviction and homelessness and stabilize people in their homes. Households that are at risk of being evicted or are facing a situation that may result in homelessness should contact NeighborWorks Housing Solutions' Housing Consumer Education Center (HCEC). NeighborWorks Housing Solutions administers the RAFT program (see description above). Even a household that is not eligible for RAFT may be eligible for other services and funds offered that could stabilize its housing — [so make the call](#).

NeighborWorks Housing Solutions also administers the Housing Choice Voucher (Section 8) tenant-based and project-based program and the Massachusetts Rental Voucher Program, and develops affordable housing. NeighborWorks Housing Solutions administers the HomeBASE program (see description below in Section 2) as well, but families must first access HomeBASE at a Department of Transitional Assistance office.

Other NeighborWorks Housing Solutions services and programs include:

- Information and referral for households facing housing insecurity or looking for affordable housing
- Homelessness and eviction prevention assistance programs including RAFT

- Workshops on finding housing and tenancy rights and responsibilities
- Financial education
- Home buyer classes/foreclosure assistance
- Lead removal assistance
- Housing Choice Voucher (Section 8) and Massachusetts Rental Voucher Program (MRVP) and other specialized voucher programs
- Home Loan Modification program (provides loans for access and safety modifications for elders and persons with disabilities and families with children with physical or cognitive disabilities)

More information about all services is on the website:

 <http://housingsolutionssema.org>

Eligibility: Any household in the Southeastern region of the state needing housing assistance may call for information and referrals. Eligibility criteria varies by program, but all are geared towards low-income households, with some programs targeted to very low-income, or extremely low-income households, and households at risk of homelessness. For eligibility information for the Housing Choice Voucher Program and the Massachusetts Rental Voucher program, see Section 3.

Access:

Housing information and homelessness and eviction prevention services including RAFT

Call the Housing Consumer Education Center (HCEC) at (781) 422-4200 to talk to a staff member or email Kathy Facchini, Director of Housing Services at kfacchini@nhsmass.org. Service providers working with households in need of assistance should send the referral form available in the Appendix to Kathy Facchini at kfacchini@nhsmass.org.

Tenant-Based (Mobile) Housing Choice Vouchers (Section 8)

Download an application at:

 <https://www.mass.gov/service-details/rental-assistance-applications-documentation>

Applications can be submitted to any of the Administering Agencies (AAs), including NeighborWorks Housing Solutions. The applicant will be put on the waitlist. Applicants need only apply at one location. NeighborWorks Housing Solutions has some Housing Choice Vouchers specifically for people with HIV/AIDS. To apply for these, get on the regular waitlist and then email Angelic Gomez at agomez@nhsmass.org to let her know about the application.

Project-Based Housing Choice Vouchers

Applicants can download an application at:

 <https://www.mass.gov/service-details/rental-assistance-applications-documentation>

Towards the bottom, select the AA in the geographic area where the applicant would like to live such as NeighborWorks Housing Solutions. On the application, only select properties that are of

interest. Submit the application to the AA listed at the top of the application — in this case, NeighborWorks Housing Solutions. Applicants interested in living in several areas of the state must submit separate applications to the AAs that cover the areas of interest.

MRVP: To apply for tenant-based, mobile vouchers, download the application and submit to the local AA, in this case NeighborWorks Housing Solutions.

 <https://www.mass.gov/doc/mrvp-application-form-english/download>

NeighborWorks Housing Solutions Properties

NeighborWorks Housing Solutions owns a variety of affordable developments for singles, families, and older adults in Southeastern Massachusetts. Photos and descriptions of the properties are available on the website. To apply, contact HallKeen Management.

 <http://housingsolutionssema.org/rentals/properties/>

 <http://www.hallkeen.com/properties/residential/massachusetts>

HAC — Housing Assistance Corporation Housing Consumer Education Center (Cape Cod)

Description: HAC has many programs, activities, and resources to help prevent eviction and homelessness. Households that are at risk of being evicted or are facing a situation that may result in homelessness, should contact HAC's Housing Consumer Education Center (HCEC). HAC administers the Residential Assistance for Families in Transition (RAFT) program, Emergency Solutions Grant (ESG) prevention and rapid re-housing funds, and private prevention funds. Even a household that is not eligible for RAFT or ESG may be eligible for other services and funds offered by HAC that could stabilize its housing — [so make the call](#). HAC can help navigate other funds that are available on the Cape from St. Vincent de Paul, the Cape Cod Times Needy Fund, the Mashpee Wampanog Tribe, and other sources. Funds can be limited.

HAC also administers the Housing Choice Voucher (Section 8) program and the Massachusetts Rental Voucher Program, and develops affordable housing. HAC administers the HomeBASE program (see description below in Section 2) as well, but families must first access HomeBASE at a Department of Transitional Assistance office.

Other services and programs offered by HAC include:

- Information and referral for households facing housing insecurity or looking for affordable housing
- Homelessness and eviction prevention assistance programs including RAFT
- Financial education

- Housing Choice Voucher (Section 8), Massachusetts Rental Voucher Program, and other specialized voucher programs
- Workshops on finding housing and tenancy rights and responsibilities
- Street outreach team to help households that are living outside or in places not meant for human habitation to get connected to services and housing. Contact Cindi Maule at cmaule@haconcapecod.org or (508) 771-5400.
- Energy efficiency program
- Home buyer classes/foreclosure assistance
- Lead abatement assistance

More information on all services is on the website:

 <https://haconcapecod.org/programs/>

Eligibility: Any household on Cape Cod needing assistance may call for information and referrals. For specific programs, eligibility criteria will vary but programs are geared towards low-income households with some programs targeted to very low-income and extremely low-income households and households at risk of homelessness. For eligibility information for the Housing Choice Voucher Program and the Massachusetts Rental Voucher program, see Section 3.

Access:

Housing information and homelessness and eviction prevention services including RAFT and ESG:

To begin the process for RAFT and other temporary financial assistance programs, households should complete the preliminary application and bring it to HAC's offices or email it to Prevention@HACOnCapeCod.org. Provide all accompanying documentation when submitting the application to make the eligibility determination easier. Do not fax applications. Do not print applications out in bulk as the application periodically changes—go to the website to get the most up-to-date form. Questions can be directed to Liz Belcher, Intake Manager at 508-771-5400 ext. 210 or email Lbelcher@HacOnCapeCod.org.

 <https://haconcapecod.org/programs/homeless-prevention/>

 <https://secureservercdn.net/104.238.71.250/hzu.dec.myftpupload.com/wp-content/uploads/2019/11/Intake-Packet-Nov-20-2019.pdf>

Tenant-Based (Mobile) Housing Choice Vouchers (Section 8)

Download an application at:

 <https://www.mass.gov/service-details/rental-assistance-applications-documentation>

Applications can be submitted to any of the Administering Agencies (AAs), including HAC, and the applicant will be put on the waitlist. Applicants need only apply at one location.

Project-Based Housing Choice Vouchers

Applicants can download an application at:

 <https://www.mass.gov/service-details/rental-assistance-applications-documentation>

Towards the bottom, select the AA that is in the geographic area where the applicant would like to live such as HAC. On the application, select only properties that are of interest. Submit the application to the AA listed at the top of the application — in this case, HAC. An applicant who is interested in living in several areas of the state must submit separate applications to the AAs that cover the areas of interest.

MRVP

To apply for tenant-based, mobile vouchers, download the application and submit to the local AA, in this case HAC.

 <https://www.mass.gov/doc/mrvp-application-form-english/download>

HAC Rental Listings & Properties

 <https://haconcapecod.org/programs/available-housing/>

 <https://haconcapecod.org/programs/available-housing/housing-development/>

Tenancy Preservation Program (TPP)

Description: A program of MassHousing, the Tenancy Preservation Program (TPP) is a homelessness prevention program. TPP works with tenants, including families with children with disabilities, facing eviction as a result of behavior related to a disability (e.g. mental illness, developmental disability, substance use disorder, aging related impairments). TPP functions as a neutral party to the landlord and tenant. In consultation with the Housing Court Department, TPP works with the property owner and tenant to determine whether the disability can be reasonably accommodated, and the tenancy preserved. More information on the website:

 https://www.masshousing.com/portal/server.pt/community/rental_housing/240/homelessness_prevention_%28tpp%29/420

TPP specialists assess the reasons for the eviction, identify needed services, develop a plan to maintain the tenancy, and monitor the case for as long as necessary. TPP makes regular reports to all parties involved in the case (i.e. the court, property owner, and tenant). Though not a housing search program,

if the tenancy cannot be preserved, TPP coordinates the tenant's transition to a more appropriate placement, preventing homelessness whenever possible.

Eligibility:

Referrals must meet all of the criteria below to be eligible for TPP services.

- 1) Household member with a disability AND disability related to the lease violation.
- 2) Household at risk for eviction, as documented by a Notice to Quit or a Notice of Lease Termination (in public housing).
- 3) Tenancy is able to be preserved.
 - a. Affordability: Tenant must be able to afford the rent by existing or other available means
 - b. Move-out agreements and executions: There cannot be a move-out agreement or execution in place, unless the landlord has expressly agreed not to enforce pending TPP involvement;
 - c. Participation: Both landlord and tenant must be generally willing to participate.

Access: TPP staff operate out of the housing courts across the state to identify households going through the eviction process that might be eligible for TPP services. For more information, contact one of the area program directors. Information about the program including a state map showing the TPP regions and the program director for each region is available here (scroll down to map link and click on “TPP Regions and Contacts”):

 https://www.masshousing.com/portal/server.pt/community/rental_housing/240/homelessness_prevention_%28tpp%29/420

Catholic Social Services (CSS) — Southeastern Region & Cape Cod

Description: CSS provides basic and emergency needs to families and individuals with pressing needs: food, utility and emergency financial assistance. CSS can act as a mediator between clients and their creditors such as local landlords, utility companies, or credit card companies. CSS can help with applying for public benefits and finding a more affordable living situation. CSS also offers immigration services, adoption services, and emergency shelter. CSS operates “THE CALL” — the initial point of entry for homelessness prevention, homeless shelters, and homeless-specific housing programs for the Bristol County, Fall River, and New Bedford areas. Learn more about THE CALL under “The Continuum of Care & Emergency Solutions Grant Programs” in Section 2. More information on all CCS services is available on the website:

 <https://www.cssdioc.org>

Eligibility: Anyone in need can call for assistance. Each program has its own eligibility criteria.

Access: For basic and emergency needs, contact Nancy Lawson, Coordinator of Emergency Solutions at (508) 674-4681. If someone is homeless or at risk of homelessness in Bristol County, New Bedford, or Fall River, call THE CALL at 1-800-HOMELESS.

Legal Services

Description: Free legal services, also called legal aid, for civil (non-criminal) matters can be provided to low-income individuals and families for a variety of issues including housing, government benefits, disability, family law, and domestic violence. Not all legal services organizations cover all topic areas, and the demand for legal services is high, so sometimes there is not capacity to take on more cases. Not all legal services provide assistance related to housing, and those that do typically need to prioritize cases for which their assistance will make the most difference.

Eligibility: To qualify, households typically need to be low-income and facing certain types of housing emergencies such as having arrived at a certain point in the eviction process. Other eligibility factors vary depending on the legal services organization. Check each organization's website or call for information about eligibility.

Access: Households needing assistance should call the legal services organization in their area to discuss their situation to see if they are eligible.

The Mass Legal Services Legal Resource Finder helps households find legal aid in their area and according to the issue facing them. To see what legal services might be available, fill in the online form:

 <https://www.masslegalservices.org/findlegalaid>

Mass Legal Help is an online resource to find practical information about legal rights in Massachusetts on a variety of topics including housing, homelessness, immigration, health and mental health, income and benefits, domestic violence, employment, and unemployment:

 <https://www.masslegalhelp.org>.

South Coastal Counties Legal Services and its subsidiary, **Justice Center of Southeast Massachusetts**, provide housing-related legal aid in the Southeastern and Cape Cod regions: <http://www.sccls.org/>.

Intake hours are Mon-Thurs 9:00am – 1:30pm

Bilingual intake staff available

(Portuguese and Spanish)

Intake Phone Number: (800) 244-9023

Office locations:

460 West Main Street
Hyannis, MA 02601

22 Bedford Street
Fall River, MA 02720

231 Main Street, Suite 201
Brockton, MA 02301

Father Bill's & MainSpring — Quincy, Brockton, Plymouth, & surrounding towns

Description: Father Bill's & MainSpring provides a range of services and programs to help families and individuals at risk of becoming homeless avoid shelter and remain in their homes or find an alternative to entering shelter. Households can call the Housing Information Hotline for assistance. Father Bill's & MainSpring also runs several shelters, housing programs for homeless Veterans and people living with HIV/AIDS, and owns and operates housing targeted to homeless households.

Father Bill's & MainSpring's Strategic Prevention Initiative helps families avoid shelter and has a team based in the Brockton Department of Transitional Assistance (DTA) office where families go to access state Emergency Assistance (EA) shelter and HomeBASE. The program can serve families that are not eligible for EA or HomeBASE.

Father Bill's & MainSpring operates the Tenancy Preservation Program (TPP) for households that have a disabled family member and are in the eviction process in the following housing courts: Plymouth, Canton, Brockton, Fall River, New Bedford, Taunton, and Hyannis. See "Tenancy Preservation Program" in Section 1 for more information about eligibility and access. More information on the website:

 <https://helpfbms.org/services/prevention/>

Eligibility: Households must be at risk of homelessness and live in the South Shore/Brockton area. Income eligibility varies by program. Some programs require households to be at a certain point in the formal eviction process through the courts.

Access: Households can call the Housing Information Hotline at (508) 586-2348 to find out how Father Bill's & MainSpring might be able to assist. Leave a message and someone will return the call within 48 hours. Individuals who are on the verge of homelessness and coming into Father Bill's or MainSpring shelter will be assisted to explore alternatives to shelter. Families looking to access EA shelter or HomeBASE at the Brockton DTA office but are not found eligible, can connect with Father Bill's & MainSpring staff from the Strategic Prevention Initiative in the same office for assistance.

PACE (New Bedford & surrounding towns)

Description: PACE provides emergency financial assistance to households at risk of homelessness and can provide households that are homeless with rapid re-housing assistance to move back into housing. PACE can also help households with information about how to apply for housing. PACE administers the federal fuel assistance program and can help with utility bill advocacy to reduce arrears and prevent shutoffs. PACE also offers other programs including a food pantry, Head Start childcare program, tax preparation, education/career programs for youth, and help with lead paint abatement. More information available on the website:

 <https://paceinfo.org/programs-2/>

Eligibility: For assistance, households must live in New Bedford or nearby towns. For eviction prevention assistance, households must be at or below 50% of area median income—see Appendix for income information. For rapid re-housing assistance, they must be literally homeless. For fuel assistance, they must be at or below 60% of the Massachusetts median income. Fiscal year 2020 fuel assistance income eligibility requirements are available here:

 <https://www.masscap.org/eligibility-requirements-heating-assistance/>

Access: For housing assistance, contact Carmen Mejil at (508) 999-9920 Ext. 326 or cmejil@paceinfo.org or walk in at 308 Cottage Street, New Bedford, MA. For fuel assistance, call (508) 999-9920 for information or to schedule an appointment. See the website for more information about the fuel assistance program including eligibility, forms, and required documents.

 <https://paceinfo.org/programs-2/fuel-assistance-program/>

Citizens for Citizens (Fall River & Taunton areas)

Description: Citizens for Citizens provides emergency aid for rent and utilities when funding is available and based on need. Rental assistance is not available in Taunton. Citizens for Citizens administers the federal fuel assistance program and can help with utility bill advocacy to reduce arrears and prevent shutoffs. Citizens for Citizens also offers other programs including food assistance, older adult programs, childcare programs, family planning and <https://www.gosection8.com/masscw/> tax preparation. More information available on the website:

 <http://cfcinc.org>

Eligibility: For emergency assistance, the household must be in the process of moving into or being evicted and the property must be in the Greater Fall River area. For emergency utility assistance (different from fuel assistance), household must have a termination notice from the utility or already have had its service shut off by the provider. For fuel assistance, the household must be at or below 60%

of the Massachusetts median income. Fiscal year 2020 fuel assistance income eligibility requirements are available here:

<https://www.masscap.org/eligibility-requirements-heating-assistance/>

Access: For emergency assistance, an appointment is required. In the Fall River area, reach out to Chrystal Arpa at (508) 324-0643 or carpa@cfcinc.org. In Taunton, reach out to Debbie Araujo at (508) 823-6348 or daraujo@cfcinc.org. For fuel assistance, an in-person intake is required. Call the Fall River office at (508) 679-0041 or the Taunton office at (508) 823-6346 to make an appointment. More information on the website:

<http://cfcinc.org/programs/fuel-assistance-program/>

Self Help Inc. (Attleboro & Brockton & surrounding towns)

Description: Self Help Inc. administers the federal fuel assistance program and can help with utility bill advocacy to reduce arrears and prevent shutoffs. Self Help Inc. also offers other programs including energy conservation programs, lead paint abatement assistance, family supports, food assistance, childcare programs, and tax preparation, and can connect households to other community resources. More information available on the website:

<https://selfhelpinc.org>

Eligibility: For fuel assistance, the household must be at or below 60% of the Massachusetts median income. Fiscal year 2020 fuel assistance income eligibility requirements are available here:

<https://www.masscap.org/eligibility-requirements-heating-assistance/>

Access: Self Help Inc. has multiple locations available for fuel assistance appointments. Go to the website to find all locations and then call or email to set up an appointment. An online appointment tool is also available.

<https://selfhelpinc.org/program-services/fuel-energy/fuel-assistance/>

<https://selfhelpinc.org/program-services/fuel-energy/fuel-assistance/book-an-appointment/>

South Shore Community Action Council (South Shore & Cape Cod)

Description: South Shore Community Action Council (SSCAC) provides services to towns on the South Shore and Cape Cod and the Islands. See the full list of towns (not every program is available in each town) at http://www.sscac.org/about/services_by_town.html#TZ. SSCAC can provide emergency financial assistance only when funding is available. SSCAC administers the federal fuel assistance program and can help with utility bill advocacy to reduce arrears and prevent shutoffs. SSCAC also offers other programs including energy conservation programs, transportation assistance, family supports,

food assistance, childcare programs, tax preparation, and employment and training programs. More information is available on the website:

http://www.sscac.org/sscac_programs.html

Eligibility: For fuel assistance, the household must be at or below 60% of the Massachusetts median income. Fiscal year 2020 fuel assistance income eligibility requirements are available here:

<https://www.masscap.org/eligibility-requirements-heating-assistance/>

Access: For emergency assistance, call (508) 747-7575 to see if funding is available. For fuel assistance, call (508) 746-6707. There are multiple locations to apply for fuel assistance—a full list is on the website:

http://www.sscac.org/pdf/Fuel_Intake.pdf

Turning Point (Wareham & surrounding towns on mainland)

Description: Turning Point assists households that are homeless or at risk of homelessness. Turning Point provides utility and rental assistance, housing and employment information, emergency food, information and referrals, and baby supplies.

<https://turningpointwareham.org>

Eligibility: Anyone in the covered towns can reach out. Each program has its own eligibility criteria.

Access: Call (508) 291-0535 to make an appointment. Office hours are Monday through Friday, 9:00am to 12:00pm.

Cape Cod Times Needy Fund

Description: The Cape Cod Times Needy Fund provides financial assistance to Cape Cod residents struggling to pay their basic needs—rent, utility/heating bills, food, transportation.

<https://needyfund.org/services/>

Eligibility: Must be a resident of Cape Cod with an emergency need. The fund makes decisions on a case-by-case basis. Income information must be provided.

Access: Call (508) 778-5661

Community Action Committee of Cape Cod & Islands

Description: Community Action Committee of Cape Cod & Islands (CACCI) can provide information and referrals for households on Cape Cod and the Islands facing eviction or foreclosure. CACCI can help with utility bill advocacy to reduce arrears and prevent shutoffs, and can provide referrals for fuel assistance resources. CACCI also offers other programs including help accessing health insurance and care, immigration information, foreclosure assistance, food assistance, childcare programs, and tax preparation. CACCI also runs a family shelter. More information is available on the website:

 <http://www.cacci.cc/index.html>

Eligibility: Varies depending on the program

Access: Call (508) 771-1727

Falmouth Service Center (Falmouth only)

Description: The Falmouth Service Center provides financial assistance to Falmouth residents struggling to pay their basic needs—rent, electric and/or heating bills. Some of the financial assistance offered comes from the Cape Cod Times Needy Fund. Falmouth residents can not apply separately to the Needy Fund. The Falmouth Service Center processes fuel assistance applications for the South Shore Community Action Council (SSCAC) which is the administering agency for the fuel assistance program. See listing for SSCAC above for more information on fuel assistance. The Falmouth Service Center can also help households apply for food assistance. More information is available on the website:

 <https://www.falmouthservicecenter.org/financial-assistance.html>

Eligibility: Must be a resident of Falmouth. Households applying for financial assistance for the first time typically need to attend a Budget Workshop first. Households that have received financial assistance in the past 18 months are not eligible, but the Falmouth Service Center may be able to provide referrals to other organizations for assistance.

Access: Call (508) 548-2794 to determine eligibility and next steps.

Falmouth Homelessness Prevention Program (Falmouth only)

Description: This program is run by the Falmouth Housing Corporation and is funded by donations—funds may be limited. The fund helps keep families housed so that they can avoid homelessness. The Falmouth Housing Corporation also owns and operates several income restricted properties. The application is available on its website. More information about the homelessness prevention program is available on the website at:

 <https://www.falmouthhousingcorp.org/our-prevention-program>

Eligibility: Must be a resident of Falmouth.

Access: Call the Falmouth Housing Corporation at (508) 540-4009.

Mashpee Wampanoag Tribe (MWT) Housing Department

Description: The MWT Housing Department's mission is to provide housing assistance and opportunities specific to the needs of Native Americans living with the Wampanoag community. The MWT Housing Department offers a variety of housing programs including rental subsidy, home rehabilitation, rental assistance, eviction prevention, down payment and closing cost assistance, foreclosure assistance, septic replacement and/or repair, and emergency home repair. The MWT also offers other services including a food pantry and health services. More information on the website:

 <https://mashpeewampanoagtribe-nsn.gov/housing>

Eligibility: Applicants must be low-income, must be members of the Mashpee Wampanoag Tribe or another federally recognized tribe, and must reside in the service area of the Mashpee Wampanoag Tribe which includes the following five counties: Barnstable, Bristol, Plymouth, Norfolk, and Suffolk. Additional eligibility criteria apply depending on the specific housing program.

Access: Applicants can fill out an application online. On the MWT Housing Department page, scroll down to the bottom and select the program of interest and fill out the form. Shellie Tobey, the Housing Director, can be reached at Michelle.Tobey@mwtribe-nsn.gov or (508) 477-0208 ext 107.

ORGANIZATIONS THAT PROVIDE LIMITED OR ONE-TIME FINANCIAL ASSISTANCE

There are a variety of agencies that can provide some eviction prevention and housing stabilization services and funds. The financial assistance they offer is typically in much smaller amounts than assistance provided by RAFT, and is not always available since much of it is dependent on private donations. Many agencies in this category will only help households once in a given period. Some work only with households that are in actual eviction proceedings and that have been referred by an agency working with the household. This list is not exhaustive.

Catholic Charities (Plymouth & Norfolk Counties including Brockton)

Description: Provides assistance with a wide range of basic needs support, including food pantries, rent and mortgage assistance, utility assistance, baby supplies, clothing, and other necessities. Funds may be limited. Catholic Charities offers many other services as well, including family supports, job training, elder services, and adult education. More information is on the website:

 <https://www.ccab.org/basic-needs>

Access: Households with rental arrears can call a nearby center to see if assistance is available. Rental assistance is limited.

Catholic Charities South
169 Court Street, Brockton, MA
(508) 587-0815

Salvation Army

Description: The Salvation Army has multiple locations across the state with many offering some financial assistance for housing emergencies. Funds may be limited. In addition, many locations offer assistance with utilities, furniture, clothing, and holiday meals and gifts. Other services sometimes include food pantries, free meals, recreational programs, childcare, and emergency shelter. Each Salvation Army location typically serves residents in the town where it is located and often the surrounding towns as well.

Eligibility: Screening and eligibility vary depending on the Salvation Army location. Call to make an appointment.

Access: Call the nearest location to inquire what assistance is available and the process for accessing it. Typically, locations will take inquiries via phone at any time and also have certain times each week for appointments to address emergency needs. A complete listing of locations and the services provided is available on the website:

 <https://massachusetts.salvationarmy.org/MA/WorshipServiceCenters>

Attleboro Corps

Monday – Thursday: 9:00am – 3:00pm
(Closed 12 – 1 Daily)
5 Mechanic Street
Attleboro, MA 02703
(508) 226-8624

Hyannis Corps

9:00am – 4:00pm
100 North Street
Hyannis, MA 02601
(508) 775-0364

Brockton Corps

Tuesday – Friday: 9:00am – 4:00pm
216 Centre Street
Brockton, MA 02303
(508) 583-1896

New Bedford Corps

Monday-Friday: 9:00am – 3:00pm
619 Purchase Street
New Bedford, MA 02740
(508) 997-6561

Fall River Corps

Monday – Friday: 9:00am – 3:00pm
290 Bedford Street
Fall River, MA 02722
(508) 697-7900

Plymouth Corps

Tuesday – Friday: 9:00am – 3:00pm
52 Long Pond Road
Plymouth, MA 02360
(862) 301-5298

Society of St. Vincent de Paul

Description: The Society of St. Vincent de Paul is a service program of the Catholic church and operates out of Catholic parish churches. Assistance varies depending on the parish and can include food and help paying for a utility bill or back rent. Funds may be limited.

Eligibility: Typically, a household must live in the area served by the parish church and must be in need of emergency assistance.

Access: Call the Catholic parish church where the household in need lives. Not all parishes have a Society of St. Vincent de Paul.

Section 2: Housing Resources Dedicated to Households Experiencing Homelessness

There are multiple housing resources dedicated specifically to households that are at risk of homelessness or are currently experiencing homelessness. These programs are typically funded by federal, state, or local governments and are sometimes led by local nonprofits. The housing programs serve several homeless subpopulations including families, singles, elders, people with disabilities, and people experiencing chronic homelessness. The resources described in this section are limited, and the great majority of them are prioritized for households that are the most vulnerable, have the most acute needs, and have been homeless the longest.

Two of the most common housing types dedicated to homeless households are permanent supportive housing and rapid re-housing. Permanent supportive housing is deeply subsidized, with residents typically paying 30% of their income for rent. Permanent supportive housing comes with supportive services and can be located in individual apartments (scattered site) or clustered at a single property. Rapid re-housing is short-term rental assistance that is typically in scattered site housing, and can be used both to cover the upfront costs of securing housing and to pay a portion of the rent for a short time until the household can afford the apartment on its own or transition to an affordable housing option. Rapid re-housing usually comes with support to find and maintain housing. Other types of affordable housing may have a set-aside, priority, or preference for homeless households; such resources are covered in other sections.

HomeBASE

Description: A re-housing program for families eligible for state Emergency Assistance (EA) shelter. The program helps families facing homelessness to find alternative solutions to entering shelter or motels. It also assists families already in shelters and motels by providing financial assistance, resources, and services to quickly re-house them. HomeBASE can provide up to \$10,000 per year per household. Funds can be used for first and last month's rent and security deposit in a new housing unit, furniture, a monthly stipend to help pay rent for up to one year, utilities, moving expenses. The amount and type of assistance is based on a family's needs, which are determined through an assessment. Families receive housing search support, case management, and stabilization services. More information at:

 <https://www.mass.gov/service-details/homebase>

Eligibility: To be considered for HomeBASE a family must be determined eligible for EA by a Department of Housing and Community Development (DHCD) Homeless Coordinator. Even if a family is only interested in HomeBASE and not emergency shelter, the family still needs to complete an EA application to access HomeBASE. To be eligible, a household must have an annual household income at or below 115% of the federal poverty level (link to chart below) and must either have a child under 21 or be pregnant. In addition, the family must be homeless or at imminent risk of homelessness and meet criteria regarding the cause of homelessness. Household members must be residents of Massachusetts and at least one member of the household must be a U.S. citizen or have eligible immigration status. The 2019 monthly income limits for HomeBASE can be found here:

 <https://www.mass.gov/files/documents/2019/01/30/HSN2019-1.pdf>

Access: To apply for EA call (866) 584-0653 and speak with a Homeless Coordinator or apply in person at one of ten Department of Transitional Assistance locations around the state 8am to 4pm each weekday. It is a good idea to call the office to confirm the hours for that day. Use the Service Provider Locator to find the nearest office — look for the “Emergency Shelter Assistance (Families)” listing:

 <https://hedfuel.azurewebsites.net>

The Continuum of Care (CoC) & Emergency Solutions Grant (ESG) Programs

Description: The Continuum of Care (CoC) Program is funded by the Federal Department of Housing and Urban Development (HUD) and administered by local collaborative planning bodies also called Continuums of Care. CoCs are designed to address homelessness through a community-based process of identifying needs and building a system of housing and services to address those needs. CoCs operate Coordinated Entry systems that work to ensure that people experiencing a housing crisis are quickly identified, assessed for and connected to housing and assistance based on their strengths and needs. Because resources are limited, CoCs need to prioritize housing resources using agreed-upon community prioritization standards that are specific to each CoC. Resources are typically prioritized for the most vulnerable households with the longest histories of homelessness.

A CoC's network of service providers will operate programs such as permanent supportive housing (PSH), rapid re-housing (RRH), transitional housing and supportive services dedicated to households experiencing homelessness in their region. PSH is permanent housing with a permanent, indefinite rental subsidy paired with supportive services to assist a homeless person with a disability or families with an adult or child member with a disability. RRH emphasizes housing search and relocation services and short-and medium-term rental assistance to move homeless persons and families (with or without a disability) as rapidly as possible to permanent housing. CoCs may also coordinate referrals to other housing resources dedicated or targeted to homeless households in their area that are funded by other federal programs, the state, municipalities, housing authorities and nonprofits.

The HUD-funded Emergency Solutions Grant (ESG) program provides funding to states and certain cities through a formula to support street outreach, shelters, rapid re-housing for homeless households and services and funds to prevent households from becoming homeless. ESG rapid re-housing operates in a similar fashion to CoC rapid re-housing with the goal of helping homeless households move as quickly as possible into permanent housing. ESG prevention aims to prevent a household's homelessness. Both ESG rapid re-housing and prevention can provide housing search and placement, housing stability case management, short and/or medium-term rental assistance, rental arrears, financial assistance for upfront move-in costs, utility payments and moving costs.

The CoC is expected to consult and coordinate with state and local governments in its area that receive ESG funding to best coordinate housing and services for households experiencing homelessness.

Eligibility: For both the CoC and ESG programs, the HUD definition of homelessness is used to help determine eligibility. The definition and its categories can be found in the [Appendix](#) and here:

 https://files.hudexchange.info/resources/documents/HomelessDefinition_RecordkeepingRequirementsandCriteria.pdf

For CoC programs, families or individuals must be homeless or at risk of homelessness according to the HUD definition of homelessness, and for most programs be literally homeless (i.e. living on the streets/shelter — Categories 1 and 4). For some CoC programs, households must meet the HUD definition of chronic homelessness. See the Appendix for the chronic homelessness definition. For PSH, a member of the household must have a disability.

For ESG prevention, families or individuals must be at risk of homelessness according to the HUD definition of homelessness (Categories 2, 3 or 4) and have an annual income below 30% of area median income. For ESG rapid re-housing, families or individuals must be literally homeless (living on the streets/shelter) according to the HUD definition of homelessness (Category 1 or 4).

Access: There are five CoCs that cover the Southeastern area. Each has its own priorities so the process to access housing resources will vary depending on the CoC. In the Southeast region, the New Bedford, Fall River, and Bristol County (Attleboro/Taunton area) CoCs have one access point for their Coordinated Entry systems. Typically, ESG rapid re-housing programs operate within the CoC structure and access to ESG resources is via the CoC Coordinated Entry system. ESG prevention funds are often allocated to

community organizations that are focused on prevention work and ESG funds may be combined with other prevention funding sources.

New Bedford, Fall River, & Bristol County Continuums of Care: Must be homeless in New Bedford, Fall River, or the towns in Bristol county (includes Taunton and Attleboro). These three CoCs operate a single point of entry for all three CoCs, but their housing resources are targeted to households that are homeless from each specific jurisdiction. For example, a homeless person in New Bedford would only be eligible for New Bedford CoC housing resources and not resources from the other two areas. CoC housing resources for all three CoCs are primarily prioritized for households that are chronically homeless and have the highest needs. The single point of entry is a central phone number operated by Catholic Social Services called “THE CALL” at 1-800-HOMELESS. Staff from THE CALL help households in crisis locate shelter if needed, assist with prevention funding if applicable, and assess for CoC housing resources. More information about THE CALL is on the website. Providers can download and fill out the Coordinated Entry assessment forms for a household and submit to THE CALL or get assistance from Catholic Social Services staff. Questions can be directed to Sheila Chasse, Program Coordinator at schasse@cssdioc.org or (508) 997-7337 Ext. 2118.

 <https://www.cssdioc.org/the-call-coordinated-access-to-local-links/>

 <https://www.cssdioc.org/permanent-supportive-housing/>

Cape Cod & Islands Continuum of Care: Must be homeless on Cape Cod or the islands. People who are homeless can access Coordinated Entry and complete an assessment at shelters or through street outreach teams and other community organizations. The CoC’s housing resources are primarily targeted to those that are chronically homeless and have the longest histories of homelessness. For questions about the CoC, contact Dan Gray, Continuum of Care Program Manager at the Barnstable County Department of Human Services at Daniel.gray@barnstablecounty.org or (774) 224-0051. More information on the website about the CoC and access points.

 <https://www.bchumanservices.net/initiatives/continuum-of-care/>

South Shore Continuum of Care: Must be homeless in one of the 29 South Shore Communities covered by the CoC. Coordinated Entry Access Points are at shelters and via street outreach. Households staying in shelter or outside can talk to staff at any of the access points to be connected. Information on access points can be found here on pages 6–7:

 <https://www.quincyma.gov/civicax/filebank/blobdload.aspx?t=41978.56&BlobID=33689>

CSPECH: Community Support Program for People Experiencing Chronic Homelessness

Description: A Medicaid-funded program that provides community-based support services for chronically homeless individuals. CSPECH services are delivered alongside separately financed and administered subsidized permanent supportive housing. Although permanent housing is a critical complement to CSPECH services, housing costs are not reimbursable through Medicaid. Housing costs are typically paid for through separate funding streams, such as the U.S. Department of Housing and Urban Development’s (HUD) Continuum of Care program. CSPECH services are provided by community support workers who work with eligible individuals to help them prepare for and transition to an available housing unit and to coordinate access to needed health and other services. Once participants are housed, they meet with community support workers to access physical health, behavioral health, and other services geared towards helping them sustain housing and meet their health needs.

Eligibility: The program is available to MassHealth members when medically necessary, defined as having a clinical diagnosis with risk for inpatient admission and be reasonably expected to respond to intervention. Individuals must meet HUD’s definition of chronic homelessness. See [Appendix for the chronic homelessness definition](#).

Access: Eligible individuals enrolled in MassHealth are enrolled in CSPECH by CSPECH community service providers across the state. See the [Appendix for a list of MassHealth plans where the CSPECH service is available to enrolled members](#). See [Appendix for a list of CSPECH providers](#).

Home & Healthy for Good (HHG)

Description: A program that provides housing and supportive services to chronically homeless individuals through a low-threshold, housing first model. HHG participants live in leased, independent apartments or shared living arrangements that are integrated into the community. Participants have access to a broad range of community-based services. The program is run by the Massachusetts Housing and Shelter Alliance (MHSA) along with 18 community service provider partners across the state. The program is funded by the state — the funding can be used for housing subsidies, supportive services or both. More information about the program on the website:

 <https://www.mhsa.net/HHG>

Eligibility: Must be an individual who meets HUD’s definition of chronically homeless and is enrolled with one of the 18 HHG community service providers. Participating community service provider partners may have additional eligibility requirements. Often, HHG is paired with other housing and services resources, and participants must meet eligibility requirements of the particular program.

Access: Chronically homeless individuals are enrolled in the program by one of the 18 participating community service provider partners. If HHG is being paired with other housing or services resources, access may be through the system that operates or coordinates those housing and services resources

such as the local Continuum of Care (CoC). A list of HHG community service providers can be found in MHSAs 2019 report on HHG on page 3:

 <https://www.mhsa.net/sites/default/files/June%202019%20HHG%20Report.pdf>

New Lease for Homeless Families

Description: Affordable apartments in private housing developments across the state paired with supportive services for homeless families with children staying in some state-funded Emergency Assistance family shelters and motels. The apartment rents are primarily subsidized through HUD Multifamily subsidy programs along with some tax credit and Massachusetts Rental Voucher Program funding. Apartments become available through a homeless preference on the properties' waitlists. When there is a vacancy through the preference at participating housing developments, New Lease coordinates referrals to the property. More information on the website:

 <http://www.newleasehousing.org>

Eligibility: Families with children must be homeless and found eligible for state Emergency Assistance and staying in one of the Emergency Assistance shelters/motels that makes referrals to the program.

Access: Families staying in participating Emergency shelter/motels are referred by case managers at those shelter/motels. A list of participating family shelter/motel providers can be found here:

 <http://www.newleasehousing.org/leadership/partners/>

PACE (New Bedford & surrounding towns)

Description: PACE provides emergency financial assistance for households at risk of homelessness and can provide households that are homeless with rapid re-housing assistance to move back into housing. Rapid re-housing assists eligible households with housing start-up costs. PACE can also help households with information about how to apply for housing and search for housing. PACE administers the federal fuel assistance program and can help with utility bill advocacy to reduce arrears and avoid shutoffs. PACE also offers other programs including a food pantry, Head Start childcare program, tax preparation, education/career programs for youth, and help with lead paint abatement. More information available on the website:

 <https://paceinfo.org/programs-2/>

Eligibility: For assistance, must live in New Bedford and nearby towns. For rapid re-housing assistance, must be literally homeless. For eviction prevention assistance, must be at or below 50% of area median income—see [Appendix for income information](#). For fuel assistance, must be at or below 60% of MA median income. Fiscal year 2020 fuel assistance income eligibility requirements available here:

 <https://www.masscap.org/eligibility-requirements-heating-assistance/>

Access: For housing assistance, contact Carmen Mejil at (508) 999-9920 Ext. 326 or cmejil@paceinfo.org or walk in at 308 Cottage Street, New Bedford, MA. For fuel assistance, call (508) 999-9920 for information or to schedule an appointment. See the website for more information about the fuel assistance program including eligibility, forms, and required documents.

 <https://paceinfo.org/programs-2/fuel-assistance-program/>

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Section 3: Government-Assisted Affordable Housing Options

This section covers the major federal and state funded affordable housing programs that are available to very low-income households. These programs are targeted to households at certain income levels and provide varying levels of rental assistance. Sometimes, the government entity that administers a program may set certain priorities or preferences for which type of households will receive assistance faster. The programs almost always have a waitlist and these lists are sometimes closed because the demand far exceeds what is available. There are two main forms of housing subsidy. Tenant-based rent subsidies, also referred to as mobile rental assistance, are used in private market rental housing that meets program guidelines and is selected by the household. Project-based assistance is tied to specific, privately owned housing developments — the subsidy stays with apartment even when the household moves.

Tenant-Based (Mobile) Housing Choice Voucher Program (HCVP or Section 8 Vouchers)

Description: Sometimes called “Section 8,” these are tenant-based, mobile rent subsidies administered by Public Housing Agencies (PHAs) for use in private market rental housing that meets program guidelines and is selected by the household and are. Households pay 30-40% of monthly adjusted income towards housing costs, with the subsidy covering the rest. Some HCVPs are targeted to specific populations. Massachusetts has a statewide PHA — the Department of Housing and Community Development (DHCD). DHCD’s HCVP program is operated by Administering Agencies (AAs) located around the state. Local PHAs also administer the HCVP program. Waiting lists are typically very long and sometimes PHAs close their waitlists.

Eligibility: 75% of vouchers are targeted to households whose income does not exceed 30% of the area median income (extremely low-income) with some going to households whose income does not exceed 50% of area median income (very low-income), but limits can also go as high as 80% of area median income. See [Quick Link List for area median income information](#). At least one household member must be a U.S. citizen or have eligible immigration status. Each PHA HCVP program operates under its own local policy and may or may not use preferences to rank applicants on the waitlist.

If preferences are available, applicants can indicate that they meet a preference category on the application. For the DHCD HCVP through the AAs, any applicant with an income higher than 30% of AMI must meet one of the following preferences: involuntarily displaced due to fire, natural disaster, government action, domestic violence, landlord action, having a disability or threats as a result of witnessing a crime; living in substandard housing or being homeless (such as living in a shelter or an apartment with serious code violations); or paying more than 50 percent of income for rent for more than 90 days.

Access: There are three main ways to apply for mobile, tenant-based Housing Choice Vouchers in Massachusetts.

State DHCD Housing Choice Vouchers: Applications can be submitted to any of the Administering Agencies (AAs) and the applicant will be put on the waitlist. Applicants need only apply at one location. The Southeastern area AAs are NeighborWorks Housing Solutions in the Southcoast area and the Housing Assistance Corporation (HAC) on Cape Cod. Applicants can download an application at:

<https://www.mass.gov/service-details/rental-assistance-applications-documentation>

A list of AAs is available at:

<https://www.mass.gov/service-details/regional-administering-agencies-contact-listing>

Local Housing Authority Housing Choice Vouchers through the Section 8 Centralized Waitlist:

The Massachusetts Section 8 Centralized Waiting List is a partnership of 101 Public Housing Authorities (PHAs) within the state which streamlines their application process for a HCVP (Section 8) Voucher. Applicants submit one application to the centralized waitlist system, operated by GoSection8.com, and their application is automatically added to the waitlist for all 101 participating PHAs. Each participating PHA selects participants for their HCVP from the centralized waitlist in accordance with its local policy. Applicants may apply online and find the list of participating PHAs here:

 <https://www.gosection8.com/masscwl>

Applicants can also submit an application in person at any of the participating PHAs. Instructions for submitting a paper application are here:

 http://www.section8listmass.org/How_to_Apply.php

Local Housing Authority Housing Choice Vouchers: For housing authorities not participating in the Section 8 Centralized Waiting list, apply directly to the housing authority. Go to their website or contact their office to apply. A list of all the housing authorities in the state can be found here:

 <https://www.mass.gov/service-details/local-housing-authority-contact-listing>

Most housing authorities in the Southeastern area use the centralized list; however, some housing authorities that manage their own waitlists are the New Bedford Housing Authority and the Sandwich Housing Authority. Find information about applying for the New Bedford HCVP: <http://newbedfordhousingauthority.org/resources/>. Call the Sandwich Housing Authority for an application at (508) 833-4979.

Additional Information:**Non-Elderly Disabled (NED) Vouchers: Mainstream Housing Program and Designated Housing Program**

Special purpose HCVPs targeted to non-elderly, disabled (NED) households include the Mainstream Housing Program and Designated Housing Program. The Section 8 Five Year Mainstream Housing Program is funded through the Section 811 tenant-based program instead of the Section 8 program but is a similar subsidy targeted to people with disabilities. All of these special voucher programs are typically accessed through the regular HCVP application process — households that apply for an HCVP and indicate that they are disabled will be considered for these special vouchers if available. For a list of local housing authorities and eligible nonprofit disability organizations that administer these voucher types for people with disabilities, go to the Technical Assistance Collaborative's Database of Vouchers for People with Disabilities:

 <http://www.tacinc.org/knowledge-resources/vouchers-database/>

Some regular and special purpose HCVs targeted to special populations can only be accessed through a referral from a state, federal or nonprofit services agency that is providing services to that individual. Examples of agencies that make referrals for targeted HCVs include the Federal Department of Veterans Affairs (VA), the Massachusetts Department of Mental Health (DMH), the Massachusetts Department of Children and Families (DCF), and JRI Health (vouchers for persons living with HIV/AIDS).

Falmouth and Barnstable Housing Authorities Disabled Independent Adult Living (DIAL) Program

This federal program provides housing assistance for disabled adults. Eligible applicants receive a voucher and may locate their own rental for an allotted sum in Barnstable County only. Participants pay between 30% and 40% of their gross income toward rent and utilities. This program is limited to one person or a disabled couple (receiving SSI, SSDI, or submitting a completed “Medical Certification Form”) only. Call FHA for an application at (508) 548-1977 or call the Barnstable Housing Authority for an application at (508) 771-7222.

Project-Based Housing Choice Voucher, Section 8 Mod Rehab & Section 8 Mod Rehab SRO Programs

Description: Housing Choice Voucher project-based vouchers, Mod Rehab, and Mod Rehab single room occupancy (SRO) are all forms of project-based rental assistance tied to specific, privately owned housing developments — the subsidy stays with the apartment even when the household moves. Households pay 30-40% of adjusted income towards housing costs. Some units are targeted to specific populations. The Mod Rehab SRO program is only for homeless individuals and often has supportive services paired with the housing. The Department of Housing and Community Development’s (DHCD) PBV programs are operated by Administering Agencies (AAs) located around the state and some local housing authorities (LHAs) also administer these programs. While the AAs and LHAs manage the waitlists for some properties under these programs, property owners sometimes manage the waitlist onsite.

Eligibility:

Project-based HCVP: 75% of vouchers are targeted to households whose income does not exceed 30% of the area median income (extremely low income) with some going to households whose income does not exceed 50% of area median income (very low income). [See Quick Link List for area median income information](#). At least one household member must be a U.S. citizen or have eligible immigration status. For DHCD PBVs, single-person households must either be elderly or a person with disabilities to receive assistance. However, single-person households that are not elderly or disabled are eligible for project-based single room occupancy units (SRO) and Enhanced Single Room Occupancy units (ESRO) under the PBV program. The DHCD PVB program and each LHA PBV program operates under their own local policies and may or may not use preferences to rank applicants on the waitlist.

Mod Rehab: Families or individuals with incomes below either 50% or 80% of area median income (very low-income and low-income respectively). See Quick Link List for area median income information. There may be additional eligibility requirements depending on the property (for example a property may only house elderly and people with disabilities).

Mod Rehab SRO: Individuals who meet HUD homelessness definition and are eligible for the Housing Choice Voucher/Section 8 program. [See Appendix for HUD definition of homelessness.](#)

Access: Some property waitlists are managed by the AA or LHA and other property waitlists are managed directly by the property.

State DHCD Project-Based Housing Choice Vouchers: Applicants can download applications online and submit to the AA that is in the geographic area where the applicant would like to live. On the application, select only properties that are of interest. Submit the application to the AA listed at the top of the application. If an applicant is interested in living in several areas of the state, they need to submit separate applications to the AAs that cover the areas of interest. The two Southeast area AAs are NeighborWorks Housing Solutions and the Housing Assistance Corporation (HAC). Applicants can download an application online (scroll down to get to the PBV applications and select the correct AA):

<https://www.mass.gov/service-details/rental-assistance-applications-documentation>

A list of properties with DHCD project-based vouchers is available online (Click on “DHCD Project-based Vouchers” to download the list):

<https://www.mass.gov/service-details/affordable-units-for-rent>

Project-Based Housing Choice Voucher waitlists managed by property owners: Some project-based HCVP waitlists are managed directly by the property owner or their property management company. Applicants apply directly with each property. The MassAccess site provides listings and links to individual developments. This list is not exhaustive — some properties with project-based vouchers may not be listed.

MassAccess Housing Registry (statewide): <https://www.massaccesshousingregistry.org>

Local Housing Authority Project-Based Housing Choice Vouchers: Some local housing authorities (LHAs) administer the project-based HCVP waitlist for properties in their geographic coverage

area. Go to their website or contact their office to apply. Look for the project-based application — it is often a separate application from the other types of housing a housing authority offers. Select only properties that are of interest. Here are some of the housing authorities in the region that have project-based programs—this list is not exhaustive.

Barnstable Housing Authority (MHA) project-based programs including SROs and studios: BHA administers project-based subsidy programs for individuals at several properties including SRO units specifically for homeless individuals. More information about all the BHA programs and properties and how to apply on their website. Call the BHA for the most up-to-date information at (508) 771-7222.

 <http://www.barnstablehousing.org/Programs.aspx>

 <http://www.barnstablehousing.org/Properties.aspx>

 <http://www.barnstablehousing.org/Documents.aspx>

Brockton Housing Authority project-based program: Interested applicants should apply using the Centralized Section 8 waitlist application. The BHA pulls applicants off of that list for both mobile, tenant-based vouchers and project-based voucher units when they become available.

 <https://www.gosection8.com/masscw/> (*online application*)

 http://www.section8listmass.org/How_to_Apply.php (*paper application*)

Brockton also has one MRVP project-based property at 88 North Main Street, with a separate application available on the website—click on the Application link under 88 North Main St.

 https://www.brocktonhousingauthority.com/staff_directory/admissions/

Falmouth Housing Authority (FHA): The housing choice voucher project-based list is currently closed. However, FHA also manages the waitlist for some subsidized units owned by the Falmouth Housing Trust including the Gerald Flynn House SRO, a sober living environment with services available onsite. Call FHA for an application at (508) 548-1977. More information on the Falmouth Housing Trust website:

 <http://www.falmouthhousingtrust.org/current-initiatives/gerald-flynn-house-project/>

New Bedford Housing Authority has some project-based voucher units available including some studio apartments. To apply, download and submit the preliminary application and check off “Project-Based Rental Voucher” and check off any of their other housing options if interested. Make sure to submit all the required documentation in order to be placed on the waitlist.

 <http://newbedfordhousingauthority.org/resources/>

Taunton Housing Authority (THA) project-based program: THA administers project-based subsidy programs for individuals and families at several properties owned by private property owners. Photos of the properties are available on the website. To apply, fill out the centralized Section 8 application—THA pulls applicants for project-based units off of this list. If a unit becomes available, THA will notify the applicant at the top of the list. If the applicant is not interested in the property location, they remain on the list for the mobile Section 8 voucher.

 <https://www.tauntonhousing.com/partnership-properties>

 <https://www.gosection8.com/masscwl> (*online application*)

 [http://www.section8listmass.org/How to Apply.php](http://www.section8listmass.org/How_to_Apply.php) (*paper application*)

State & Federal Public Housing

Description: Public housing comes in all sizes and types, from large apartment complexes to single and multifamily homes. Over 240 Local Housing Authorities (LHAs) are responsible for the management and operation of public housing assistance programs throughout the state. There are two types of public housing in Massachusetts: state-aided public housing and federal public housing. Both kinds of public housing are owned by LHAs; however, some LHAs own only state-aided public housing, others own only federal public housing, and still others own both types of public housing. Public housing provides housing for families (this includes single persons), elderly and disabled persons. Households in state public housing pay 25-30% of their income for rent depending on whether utilities are included or not. Households in federal public housing will pay whichever is more: 30% of the adjusted income or 10% of the annual income. A list of housing authorities and the public housing programs they operate is at: <https://www.mass.gov/doc/local-housing-authority-unit-counts-by-program-listing/download>.

Eligibility:

State public housing: Low-income households that earn no more than 80% of the area median income. See [Quick Link List for area median income information](#). Must be 60 years of age or older or disabled to qualify for the elderly/disabled public housing program. No immigration status restrictions. Priority is given to those who become homeless as a result of a natural disaster or fire; those who become homeless because of public improvement initiatives; those who are homeless due to safety code enforcement; those having a housing emergency, including domestic violence, medical emergencies, and no-fault evictions; and transfers for people already in public housing. Within each of these categories, preference is given to Veterans, local residents, and priority emergency cases. Information on the state public housing situation priority policy is here:

<https://www.mass.gov/doc/housing-situation-priority-policy-for-lhas/download>

Federal Public housing: Low-income households that earn no more than 80% of the area median income. See [Quick Link List for area median income information](#). At least one person in the household must be a U.S. citizen or have eligible immigration status. Must be 62 years of age or older or disabled to qualify for the elderly/disabled public housing program. LHAs must set aside 40% of their units for households at or below 30% of area median income. Federal preferences may vary among LHAs but are typically given to applicants experiencing homelessness, working families, local residents, people with disabilities, people facing domestic violence, Veterans, and the elderly.

Access:

State Public Housing: To apply for state-aided public housing, use the Common Housing Application for Massachusetts Public Housing (CHAMP). Apply online at the CHAMP website:

<https://publichousingapplication.ocd.state.ma.us>

Alternatively, applicants can complete a paper application and send it to one LHA that will enter the information into the CHAMP database. More information about the CHAMP system and printable paper applications in multiple languages can be found here:

<https://www.mass.gov/doc/champ-application-form-english/download>

Households that believe they qualify for priority status should submit verifying documentation with their application. A checklist of required verification documents can be found here:

 <https://www.mass.gov/doc/checklist-of-required-verification-documents-for-housing-situation-status/download>

Federal Public Housing: Apply separately with each LHA that operates federal public housing. Some housing authorities have a combined application for state and federal public housing (and sometimes voucher programs as well) while others have separate applications for each. Some offer the ability to apply online while others may provide a downloadable copy of their application on their website — fill this out and send it in.

Additional information: Public housing has several programs for targeted populations. Only some LHAs operate these programs.

Congregate housing for elderly or non-elderly disabled persons. Congregate housing is a shared living arrangement that combines housing and services. When applying for public housing through the CHAMP application, check off the state public housing funded congregate housing sites of interest. A list of some, but not all public housing congregate sites is available here:

 <https://www.mass.gov/doc/congregate-housing-contractors-and-sites-april-2018/download>

If a congregate housing site is subsidized by federal public housing, the subsidy application is through the local housing authority.

Special Needs Housing is designed to provide housing with specialized services for persons with mental illness, developmental disabilities, or physical disabilities. Typically, local housing authorities lease buildings to a service provider that manages the facility and support services. To be considered for this housing program, a person is referred by the state agency providing the services: either the Department of Mental Health (DMH) or the Department of Developmental Services (DDS).

Supportive Senior Housing Initiative seeks to help seniors maintain their independence in their public housing unit to "age in place" by providing better access to supportive services such as case management, 24-hour on-site personal care staff, housekeeping, a daily meals program, medication reminders, transportation, shopping and laundry services within the housing complexes. This program is available in elderly public housing developments in specific towns. A list of towns can be found here (scroll down): <https://www.mass.gov/service-details/state-public-housing-programs>.

Massachusetts Rental Voucher Program (MRVP)/ Alternative Housing Voucher Program (AHVP)

Description: The Massachusetts Rental Voucher Program (MRVP) and the Alternative Housing Voucher Program (AHVP) are state-funded rental assistance programs administered by the Department of Housing and Community Development (DHCD) and operated for DHCD by Administering Agencies (AAs). There are no immigration restrictions on the programs. Waiting lists are typically very long and often Administering Agencies close their waitlists.

MRVP: State funded rental assistance for any household type. Tenant-based, mobile MRVP vouchers can be used anywhere in the state for use in private market rental housing that meets program guidelines and is selected by the household. The voucher is valid only in Massachusetts. Project-based MRVP vouchers are available only in specific privately owned apartments, and stay with the unit even when the household moves. Some tenant-based and project-based MRVPs are set aside for special populations such as homeless families and typically have defined referral partnerships between DCHD and service providers. For tenant-based vouchers, the voucher value is a set amount based on the tenant's income, household size, and geographic location. The participant pays the difference between the value of the voucher and what the landlord charges for rent. For project-based vouchers, households pay 30-40% of income towards rent depending on whether or not heat is included in the utilities.

AHVP: State funded rental assistance for people with disabilities under the age of 60 who either live in or are eligible to live in elderly/disabled state public housing. Tenant-based AHVP vouchers can be used anywhere in the state in private market rental housing that meets program guidelines and is selected by the household. Vouchers are valid only in Massachusetts. Households pay 25-30% of income towards rent with the voucher making up the difference between what the landlord charges and what the tenant can pay.

Eligibility:

MRVP: Low-income households that earn no more than 80% of the area median income (AMI). [See Quick Link List for area median income information](#). No immigration status restrictions. Priority is given to those who become homeless as a result of a natural disaster or fire; those who become homeless because of public improvement initiatives; those who are homeless due to safety code enforcement; and those having a housing emergency, including domestic violence, medical emergencies, and no-fault evictions. Information on the priority policy is here:

<https://www.mass.gov/doc/housing-situation-priority-policy-for-lhas/download>

AHVP: Must be under age 60 and eligible for the elderly/disabled state funded public housing program. For low-income households that typically earn no more than 80% of the area median income. AHVP income limits can be found here:

 <https://www.mass.gov/doc/ahvp-income-limits/download>

Access:

MRVP: To apply for tenant-based, mobile vouchers, download the application and submit to the local Administering Agency (AA). Not every AA operates the MRVP program and the program can also be operated by Local Housing Authorities (LHA) and Regional Administering Agencies (RAAs). Application available here:

 <https://www.mass.gov/doc/mrvp-application-form-english/download>

A list of LHAs and AAs by town can be found here: <https://hedfuel.azurewebsites.net>

For project-based vouchers where the waitlist is not managed by the AA, applicants apply directly with each property. This site provides listings and links to individual developments. This list is not exhaustive — some properties with project-based vouchers may not be listed.

 Mass Access Housing Registry (statewide): <https://www.massaccesshousingregistry.org>

AHVP: Applicants should apply to the AA in each place where they wish to live. There are not many AHVPs available and AAs often have closed waitlists. To apply, download the application in multiple languages and submit to the LHA or AA or apply in person:

 <https://www.mass.gov/service-details/alternative-housing-voucher-program-ahvp>

An AHVP fact sheet with a list of the LHAs that administer AHVP can be found here:

 <https://www.mass.gov/doc/local-housing-authorities-that-administer-ahvp/download>

Multifamily Affordable Housing

Description: Multifamily affordable housing comes in all shapes and sizes from large multi-story buildings to townhomes, in locations all over the state. The properties are privately owned by for-profit companies and nonprofit organizations and sometimes by housing authorities. They have varying levels of housing subsidy or may be income restricted to make the rent affordable for households at different

income levels. The subsidy or income restriction stays with the apartment when a household moves out. Typically, applicants must apply to each property separately although sometimes the initial application might be through an Administering Agency that controls the subsidy.

Some properties serve only households at one income level such as 30% of area median income or below (extremely low-income) with deep subsidies to help cover the rent, while others serve households at a higher income level such as 80% of median income or below (low-income) with a shallower subsidy. [See Quick Link List for area median income information](#). Some properties serve a variety of income levels and may have market rate housing in addition to affordable apartments. Many funding streams are used to build, preserve, and subsidize affordable multifamily housing, and properties often have multiple funding sources. Federal, state, and local housing development funds, subsidies, and tax credits may all be part of the mix that makes the housing affordable.

Eligibility: Varies depending on the subsidies at the property and on which affordable housing development funds were used to build or preserve the housing. Depending on the funding sources, households will typically need to have income that is less than 30%, 50%, 60% or 80% of area median income, but the limit may also be higher. [See Quick Link List for area median income information](#). Some properties are for elderly and people with disabilities, while other properties or some apartments in a property may be targeted to other special populations. Some properties have priorities and preferences — these are different at each property, and information about them can typically be found on the application and/or in the property’s tenant selection plan.

Access: Typically, applicants must apply to each property separately with the exception of sometimes being able to apply for project-based Housing Choice Vouchers for multiple properties through an Administering Agency. (See “Project-Based Housing Choice Voucher Program, Section 8 Mod Rehab Program, and Section 8 Mod rehab SRO Program” above). For properties that receive local funding or are part of a local Inclusionary Zoning program — check for openings and lotteries on town and city websites — typically on their housing and planning department page. The following sites provide listings and links to individual developments. Note that some properties may not be listed, information might be out-of-date, and some properties may show up on multiple lists. Applicants should contact each property to get the application and to make sure the waitlist is open and taking applications.

MassHousing financed affordable housing list: If a very low-income household is looking for deeply subsidized apartments where rent is calculated at around 30% of household income, only inquire at properties that have a check mark in the “PB Subsidy” column. Go to the bottom of page to see the print-friendly lists. This page also has the Common Pre-Application and instructions for filling it out and sending to properties. Applicants must send a separate pre-application to each property they are interested in and make sure to receive a confirmation notice from the property manager. Not all properties accept the Common Pre-Application.

https://www.masshousing.com/portal/server.pt/community/rental_housing/240/looking_for_an_affordable_apartment

HUD Resource Locator: Helps locate HUD-funded affordable housing and other resources by geographic area. It provides listings of HUD Multifamily housing including elderly and special needs housing. Affordable developments will be shown on a map at:

 <https://resources.hud.gov/#search-dialog>

Click on the map pins to see the details of each property. To see the properties in list format and to export a list to print, click on the search icon on the bottom right of the map.

MassAccess Housing Registry: Helps people find affordable rental and homeownership opportunities in Massachusetts. A key feature of the Registry is to highlight homes for people with disabilities who need accessible or barrier-free housing.

 <https://www.massaccesshousingregistry.org>

AIDS Action Housing Search Advocacy Blog: A frequently updated list of affordable housing opportunities and lotteries is available at:

 <https://aac.org/housing-search-advocacy-blog/>

Massachusetts Association of Community Development Corporations (CDCs) Member List.

Many CDCs, but not all, develop affordable housing in the neighborhoods they serve and often list their properties on their websites. Applicants may need to call for information or may be re-directed to the CDC's property management company to apply. Waitlists may be closed. Select the CDC in the area of interest and then go to that CDC's website to see if they develop affordable housing and how to apply:

 <https://macdc.org/members>

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Section 4: Housing for Special Populations

This section provides information on affordable housing programs and services that support housing stability and are targeted to special populations such as Veterans, older adults, people with disabilities, and people living with HIV/AIDS. Sometimes, the government housing programs highlighted in earlier sections specifically target a portion of the housing resource to these special populations. Sometimes these targeted housing resources are accessed through the standard application process available to any household. In other instances, these resources can only be accessed through a state, federal, or nonprofit agency that refers households that are receiving services from that agency and that meet eligibility requirements for the housing program.

HOUSING & SERVICES FOR VETERANS

The federal and state government provide multiple services and housing opportunities for Veterans including some programs targeted to Veterans at risk of homelessness or currently homeless. There are several entry points for all Veterans to receive assistance. Veterans who are homeless or at risk of homelessness can use any entry point but may want to start by calling the Supportive Services for Veteran Families (SSVF) program or the Health Care for Homeless Veterans program.

General Veteran Resources

Mass VetsAdvisor provides online access to information about many Veteran benefits and services.

 <https://massvetsadvisor.org>

The **Massachusetts Secretary of State's Office** produces a guide to Veteran benefits and services:

 [https://www.sec.state.ma.us/cis/cispdf/Veterans Laws and Benefits.pdf](https://www.sec.state.ma.us/cis/cispdf/Veterans%20Laws%20and%20Benefits.pdf)

Veteran Service Officers (VSOs): VSOs provide assistance in local communities to referrals and assistance to Veterans and their dependents regarding available benefits and services, including G.I. Bill benefits; educational assistance; home purchases; tax exemptions; pensions; reemployment rights; civil service; burials and hospitalizations; and adjudication of claims against the government. VSOs are often located at local city and town halls and are a good first stop for Veterans that need assistance. Find a local VSO on the Mass VetsAdvisor website:

 <https://massvetsadvisor.org>

Massachusetts Department of Veteran Services (DVS): The state department responsible for advocating on behalf of all the Commonwealth's Veterans and provide them with quality support services and a direct emergency financial assistance program for those Veterans and their dependents who are in need. If a Veteran has not been able to access what they need through Mass VetsAdvisor or the local VSO they can call DVS at (617) 210-5480.

Supportive Services for Veteran Families (SSVF)

Description: A program of the U.S. Department of Veterans Affairs (VA), the SSVF program is for Veterans who are at risk of homelessness or are currently homeless. The program can service individual Veterans and Veteran families. The program helps Veterans at risk of homelessness to stabilize their housing. For Veterans experiencing homelessness, SSVF offers a rapid re-housing program that provides assistance to locate housing, financial assistance to help pay a portion of the rent for a limited time if needed, and case management services.

Eligibility: Single Veterans or Veteran families who are low-income and homeless or at risk of homelessness. Must have served at least one day of active duty and must not have received a dishonorable discharge. If there is confusion around Veteran status, call the SSVF program as they are typically able to look up an individual's Veteran status and discharge/active duty history.

Access: Contact one of the local SSVF programs. The programs sometimes have overlapping coverage areas and these may change over time.

New England Center and Home for Veterans

(Suffolk, Essex, Middlesex, Norfolk, Bristol, Plymouth Counties)

Marta Budu-Arthur, Program Manager
(617) 371-1706

Marta.buduarthur@nechv.org

Veterans, Inc.

(Most counties)

Katherine Person, Client Services Manager
(508) 340-8189

Katherin.person@Veteransinc.org

Operation Stand Down Rhode Island

(Bristol County in MA)

(401) 383-4730

www.osdri.org

Volunteers of America

(Suffolk, Middlesex, Plymouth and Norfolk))

JD Morales, Outreach Specialist

(617) 360-1798

jmorales@voamass.org

Veteran Northeast Outreach Center (VNEOC)

(Essex, Middlesex, Barnstable Counties)

Maria Pierce, Program Coordinator

(978) 914-5030

mpierce@vneoc.org

Jossara Rodrigues, Outreach Specialist

(617)285-3270

jrodrigues@voamass.org

Health Care for Homeless Veterans (HCHV) — Health Care, Shelter, Permanent Housing

Description: A U.S Department of Veteran Affairs (VA) funded program, HCHV serves as a hub in communities across the country for a myriad of housing and other services for homeless Veterans. HCHV programs coordinate access and referral to VA resources for homeless Veterans such as VA medical care, VA-funded shelter beds and transitional programs, work programs, help accessing Veteran benefits, and access to the HUD-VASH Section 8 permanent housing program specifically for homeless

Veterans along with access/information to other permanent housing programs specifically for homeless Veterans. More information here:

 <https://www.newengland.va.gov/services/homeless/https://www.newengland.va.gov/services/homeless/index.asp>

Eligibility: Veteran must meet the HUD definition of homelessness and be enrolled in the VA health care system. Veterans and service providers working with them are encouraged to call the VA for assistance with determining eligibility as there is often confusion about this. Generally, in order to receive VA benefits and services, the Veteran's service discharge must have been under conditions other than dishonorable (honorable, under honorable conditions, general). However, individuals receiving undesirable, bad conduct, and other types of dishonorable discharges may qualify for VA benefits depending on a determination made by VA.

Access: Call or email the local HCHV Coordinator:

 <https://www.va.gov/HOMELESS/docs/HCHV-Sites-508.pdf>

South of Boston

Chris Dollard, HCHV Coordinator
Boston VA Medical Center
(857) 364-5454
Christopher.dollard@va.gov

Southcoast

Armin Azar, HCHV Coordinator
Providence VA Medical Center
(401) 373-7100 ext. 1674
armin.azar@va.gov

HOUSING & SERVICES FOR PEOPLE WITH DISABILITIES & OLDER ADULTS

There are a variety of housing and service options for people with disabilities and older adults. Some programs provide subsidized housing programs and others provide services to support independent living. Some programs serve both populations and others are targeted either to people with disabilities or to older adults. For housing and services targeted to older adults, the age requirement varies but is often either 55+, 60+ or 62+. Almost all major state and federal subsidized housing programs listed in earlier sections are open both to people with disabilities and to older adults; some of them are targeted specifically to these two groups. Additional targeted programs are highlighted in this section as well.

General Information on Services & Housing Options

Aging and Disability Resource Consortia (ADRCs): ADRCs are the main points of access for long-term supports and services for older adults and people with disabilities, including home health care, assistive technology, and often assistance accessing housing. ADRCs include Aging Services Access Points (ASAPs), Area Agencies on Aging (AAAs) and Independent Living Centers (ILCs). The ILCs serve people with disabilities. Many organizations that provide services to older adults also serve individuals with disabilities. A list of agencies across the state is at:

 <https://www.massoptions.org/massoptions/Determining-Your-Needs/how-can-i-contact-MassOptions-partners/>

The ILC for the Southern region is Independence Associates: <http://www.iacil.org>

The ILC for the Southcoast region is the Southeast Center for Independent Living: <https://www.secil.org>

The ILC for Cape Cod and the Islands is Cape Organization for the Rights of the Disabled: <https://www.cilcapecod.org>

Aging resource organizations for the Southeastern and Cape Cod regions

 Bristol Elder Services: <http://www.bristolelder.org>

 Coastline Elderly Services: <http://www.coastlinen.org>

 Old Colony Elder Services: <http://www.oldcolonyelderservices.org>

 Elder Services of Cape Cod & The Islands: <http://www.escci.org>

MassOptions: MassOptions is a free service. It can help an older person, an adult of any age with a disability, their family members or caregivers make decisions on supportive services if they don't know where to turn. Call MassOptions toll free at 1 (844) 422-6277 or go to:

 <https://www.massoptions.org/massoptions/>

State Agencies Housing Programs for People with Disabilities

Description: The Department of Developmental Services (DDS), the Department of Mental Health (DMH) and the Massachusetts Rehabilitation Commission (MRC) all provide housing and housing support services for people with disabilities who are eligible for their services. The programs range from scattered site private apartments to congregate residential options and specific supports for independent living such as in-home care supports, mental health services, and transportation. Some of the housing programs are partnerships with the Department of Housing and Community Development (DHCD). DDS provides services to individuals with intellectual disabilities and developmental disabilities including some people on the autism spectrum. DMH services are provided to individuals with mental illness with the most serious needs who require additional mental health services beyond what is covered through health insurance. MRC provides services to people living with disabilities that maximize their quality of life and economic self-sufficiency. MRC also has programs for people with brain injuries.

Some examples of housing programs for clients of DMH, DDS, and/or MRC include: the Section 8 Housing Options Program (HOP), the MassHousing DMH/DDS Set-Aside Program, the DMH Rental Subsidy Program, and the DHCD Section 811 Project Based Rental Assistance (PRA) program, and the Special Needs Housing state public housing program. Community Support Program for Persons Experiencing Chronic Homelessness Service (CSPECH) providers can also refer to the 811 PRA program.

Eligibility & Access: Individuals must be eligible for the services from the particular state agency—individuals and organizations cannot refer directly to the housing programs.

MRC Eligibility: All MRC programs have their own intake criteria including financial, medical, and other requirements. Contact the Independent Living Centers for help accessing MRC services. For the Brockton area contact Independence Associates (www.iacil.org). For the Southcoast area, contact the Southeast Center for Independent Living (www.secil.org). For the Cape, contact Cape Organization for the Rights of the Disabled (www.cilcapecod.org).

DMH Eligibility: Information about requesting DMH services and required forms and submissions is available here:

 <https://www.mass.gov/service-details/am-i-eligible-for-dmh-services>

DDS Eligibility: Information about requesting DDS services and required forms and submissions is available here:

 <https://www.mass.gov/dds-eligibility-services>

Congregate Housing

Description: For elderly or non-elderly disabled persons. Congregate housing is a shared living arrangement that combines housing and services. Resident Coordinators work to ensure a stable environment and to foster a sense of community. Congregate Housing does not offer 24-hour care or supervision. Each resident has their own bedroom. Residents may share kitchen, dining, and bathroom facilities. Congregate housing sites across the state are privately owned and the subsidies typically come from an Administering Agency. Find a list of some congregate sites across the state here:

 <https://www.mass.gov/doc/congregate-housing-contractors-and-sites-april-2018/download>

Eligibility: Must be elderly as defined by the housing agency or non-elderly and disabled with a documented disability. Applicants must meet the financial eligibility guidelines for the housing.

Access: To apply, call the Congregate Housing sites of interest to learn more about the site and how to apply. Applicants will typically need to provide application information both to the housing owner and to the local housing authority that provides the subsidy for the housing. Some congregate housing is first accessed through applying with the local housing authority.

The application for many congregate housing developments is through the CHAMP centralized application system for state public housing. When filling out the state public housing application, check off the congregate sites of interest. Apply online at the CHAMP website:

 <https://publichousingapplication.oed.state.ma.us>

Alternatively, applicants can complete a paper application and send it to one Administering Agency which will enter the information into the CHAMP database. More information about the CHAMP system and printable paper applications in multiple languages can be found here:

 <https://www.mass.gov/doc/champ-application-form-english/download>

Community Based Housing (CBH)

Description: Community Based Housing is a housing development program which provides capital funds to housing developers who set aside units for persons with disabilities currently residing in institutions or at risk of institutionalization to transition to the community. All units have project-based vouchers for households that are at 30% or below of area median income (extremely low-income). One-, two-, and three-bedroom wheelchair accessible units, and one-bedroom adaptable units, are available.

Eligibility: Must be a household with an individual with a disability who is not eligible for housing developed with state Facilities Consolidation Funds (FCF) — the individual can't be a current client of DMH or DDS (this exception is required by the legislation enabling CBH). CBH may house individuals with mental health or developmental disabilities who are not clients of these agencies, including those who received services from these agencies in the past but are no longer eligible. The individual must be either institutionalized or at risk of institutionalization in a nursing facility, long-term rehabilitation center, or hospital. The CBH-eligible person may be a child. The applicant must also be eligible for project-based vouchers and be at or below 30% of below area median income (extremely low income). See [Quick Link List for area median income information](#).

Access: Agencies working with individuals who meet the eligibility criteria should email Maggie Dionne (Margaret.dionne@state.ma.us) at the Massachusetts Rehabilitation Commission (MRC) to be added to the list of referring service providers. Once the agency is on the list, MRC will notify the agency when a housing opening is available and open for client referrals. Note that these are project-based units — applicants must be willing to live in the specific location where there is an opening.

Applicants cannot be current clients of DMH or DDS; must be certified as having a disability; and must be considered institutionalized or at risk of institutionalization by a medical, psychological, or allied mental health and human services professional with knowledge of the individual for some duration or by a person designated by MRC as a certifier. The certifier fills out MRC's Certificate of Application for Community Based Housing and sends the form plus other documents required by the property owner to Maggie Dionne at MRC or other designated MRC staff. See [Appendix for Certifier form](#). MRC then sends the applications to the property owner. The applicant must also be found eligible for the project-based voucher, which is a separate process completed by the housing provider and/or the regional administering agency.

Non-Elderly Disabled (NED) Vouchers: Mainstream Housing & Designated Housing Programs

Description: Special purpose tenant-based Housing Choice Vouchers (Section 8) and Section 811 tenant-based rental assistance targeted to non-elderly, disabled households. This includes the Mainstream Housing Programs and the Designated Housing Program. These are tenant-based, mobile rent subsidies for use in private market rental housing that meets program guidelines and is selected by the household. Households pay 30-40% of monthly adjusted income towards housing costs, with the subsidy covering the rest.

Eligibility: Households must have at least one disabled member who is the head of household, co-head, or spouse. Households must meet the same eligibility standards of the Housing Choice Voucher Program — with an income at or below 50% of area median income. In some cases, income limits may be further restricted to households at or below 30% of area median income.

Access: These special purpose voucher programs are typically accessed through the regular Housing Choice Voucher (HCV) application process — households that apply for an HCV and indicate that they are disabled will be considered for these special vouchers if available. For a list of local housing authorities and eligible nonprofit disability organizations that administer these voucher types, go to the Technical Assistance Collaborative’s Database of Vouchers for People with Disabilities:

 <http://www.tacinc.org/knowledge-resources/vouchers-database/>

See earlier section on [Tenant-Based Housing Choice Vouchers \(Section 8\)](#) about how to apply through the Regional Administering Agencies which administer the vouchers for the Department of Housing and Community Development (DHCD) or through Local Housing Authorities.

Supportive Senior Housing Initiative

Description: The Supportive Senior Housing Initiative seeks to help older adults and people with disabilities living in public housing to maintain their independence by providing better access to supportive services such as case management, 24-hour on-site personal care staff, housekeeping, daily meals, medication reminders, transportation, shopping and laundry services within elderly-disabled public housing complexes. The waitlists are typically long. This program is available in elderly/disabled public housing developments in specific towns. A list of towns can be found here (scroll down):

 <https://www.mass.gov/service-details/state-public-housing-programs>

Eligibility: Must be elderly as defined by the housing agency (60+ or 62+, depending on the type of housing) or non-elderly and disabled with a documented disability. Applicants must meet financial eligibility guidelines for the housing.

Access: If interested, view the list of Supportive Housing Sites and apply for public housing through the housing authority in the town where the site is located. Apply online at the CHAMP website:

 <https://publichousingapplication.ocd.state.ma.us>

Alternatively, applicants can complete a paper application and send it to one Administering Agency, which will enter the information into the CHAMP database. More information about the CHAMP system and printable paper applications in multiple languages can be found here:

 <https://www.mass.gov/doc/champ-application-form-english/download>

HOUSING & SERVICES FOR PEOPLE LIVING WITH HIV/AIDS

There are a variety of programs that provide housing and services to people living with HIV/AIDS, such as Housing Opportunities for Persons with AIDS (HOPWA) and the Ryan White Program Part A, that are delivered via local service providers. Services include homeless prevention including help with back rent and utilities, help accessing affordable housing, and case management. Some organizations operate housing specifically targeted to people living with HIV/AIDS.

AIDS Support Group Cape Cod

Description: The AIDS Support Group of Cape Cod provides short-term housing and utility emergency assistance for people on the Cape who have HIV/AIDS and are homeless or at risk of homelessness.

 <http://asgcc.org/housing/>

Eligibility: Must be at risk of homelessness or homeless and have HIV/AIDS.

Access: Call (508)778-1954 in the Hyannis area or (508) 487-9445 in the Provincetown area.

BAMSI (Brockton area)

Description: BAMSI provides medical case management and housing search and advocacy assistance for people living with HIV/AIDS in the Brockton area. More information on the website:

 <https://www.bamsi.org/program/hiv-case-management/>

Eligibility: Must have HIV/AIDS.

Access: Contact Jessie Pack at (508) 580-0219.

Community Counseling of Bristol County (CCBC)

Description: CCBC provides medical case management and housing search and advocacy assistance for people living with HIV/AIDS in Bristol County. CCBC provides referrals for financial assistance and fuel/utility assistance. More information on the website:

 <http://www.comcounseling.org/services/adult-hiv-services.php>

Eligibility: Must have HIV/AIDS.

Access: Contact Jessica Rebello, Program Director, Client Health Services at (508) 884-8752 or jrebello@comcounseling.org

Father Bill's & MainSpring (Plymouth & Norfolk Counties)

Description: Father Bill's & MainSpring provides housing search and stabilization services for people in Plymouth and Norfolk counties who are currently homeless and have HIV/AIDS. The program helps households find affordable housing and provides housing stabilization services after housing is secured.

Eligibility: Must be homeless, low-income, have HIV/AIDS and live in Plymouth or Norfolk Counties.

Access: Households can also access assistance by walking in or calling either Father Bill's Place or MainSpring Housing. Households can call the Housing Hotline at (508) 586-2348 for assistance — staff return calls within 48 hours.

Father Bill's Place

38 Broad St., Quincy, MA
(617) 770-3314

MainSpring House

54 North Main St., Brockton, MA
(508) 587-5441

Fenway Community Health/AIDS Action Committee (AAC)

Description: AAC's housing programs help connect people living with HIV/AIDS to a range of housing services and options, including transitional and permanent affordable housing, supportive congregate and scattered site housing, and rental and utility assistance. AAC operates three main housing programs. To access AACs housing programs, call (617) 450-1550.

Rental and Utility Assistance: The Rental Assistance Programs deliver short-term emergency assistance to the households of HIV-positive people who face eviction or unaffordable housing, need assistance with move-in costs (security deposit, first or last month's rent), and high utility bills or shutoff. The Rental Assistance Programs are available to low-income applicants who either are HIV-positive or live in a household with an HIV-positive member; live in Massachusetts; and complete applications with a case manager at a collaborating agency.

Housing Search Services: The Housing Search program assists clients with obtaining safe, affordable housing. Advocates assist clients with applying to a wide variety of affordable housing options, accompany clients to housing appointments, and assist with denials and appeals. The Housing Search team compiles the most up-to-date information about open waitlists, affordable housing lottery deadlines, and other affordable housing opportunities:

 <https://aac.org/housing-search-advocacy-blog/>

Residential/Supportive Housing: The Residential Programs offer an array of permanent supportive housing programs, providing subsidies and supportive services to families and individuals living with HIV who are exiting homelessness. Programs include project-based rental assistance and tenant-based rental assistance. All households are offered intensive case management services and housing stabilization support. Clients are referred through different sources, depending on the program, including the Continuum of Care (CoC) Coordinated Entry systems in Cambridge and Boston, and by applying directly to AAC. A list of permanent housing programs and eligibility criteria for each program along with the Universal Application is available on the website:

 <https://aac.org/wp-content/uploads/FINAL-Residential-Cover-Sheet.pdf>

 <https://aac.org/wp-content/uploads/Universal-HIV-Application-with-Chronic-Homeless-form.pdf>.

Legal Services: Help with civil matters including assistance with a variety of housing issues such as eviction, conditions issues, security deposits, public/subsidized housing denials/termination, reasonable accommodations, and discrimination. Legal assistance is also available for matters such as public benefits, unemployment, health insurance, health privacy, debt, family law (child support, divorce, etc.), and domestic violence, sexual violence, and stalking.

Eligibility: For people with HIV/AIDS and their families facing a housing challenge. Must be low income. For some programs, must be homeless. Eligibility criteria vary depending on the funding source.

Access: Call AAC's housing programs, at their main number at (617) 450-1550. To access legal services, call the legal intake line at (617) 450-1317 or email legalservices@fenwayhealth.org.

Harbor Health Services Housing Assistance Program & Intervention (HAPI)

Description: The program assists low income people living with HIV/AIDS who are homeless or at risk of homelessness or in need of affordable housing with housing search and advocacy, short-term rental assistance, and housing stabilization services. Short-term rental assistance is available for rent for up to three months depending on need. For households facing eviction, the program may be able to help pay rental arrears. The program cannot pay for security deposits.

Eligibility: The household must be low-income and one person in household must have HIV/AIDS. The program serves residents from most of Eastern Massachusetts. For households in the eviction process that need help with rental arrears, a 14-day notice to quit or eviction notice is typically needed.

Access: Call Rachael Simms-Rudolph at (617) 533-2379 or Brittney Brady at (617) 533-2396 to learn more about the program and review eligibility.

Justice Resource Institute — JRI Housing Search & Advocacy Rental Assistance Program

Description: The program assists low income people living with HIV/AIDS who are homeless or at risk of homelessness or in need of affordable housing with housing search and advocacy, short-term rental assistance, and housing stabilization services. Short-term rental assistance is available for rent for up to three months depending on need. The program cannot pay rental arrears or security deposits.

Eligibility: The household must be low-income and one person in the household must have HIV/AIDS. The program serves residents from most of Eastern Massachusetts.

Access: Call Heidi Sutherland at (857) 399-1905 ext. 2510 or email hsutherland@jri.org for an application and assistance accessing services.

Justice Resource Institute — JRI Permanent Housing Programs

Description: JRI operates several housing programs for people with HIV/AIDS in partnership with housing authorities. Residents pay approximately 30-40% of their income for rent depending on the subsidy program. The Section 8 program is available statewide and the other two programs are located in Boston. A list of programs can be found on the website:

<https://jri.org/services/health-and-housing/housing>

The Assisted Living Program (Section 8 tenant-based vouchers for persons living with HIV/AIDS): This program provides both affordable housing opportunities and supportive services for persons living with HIV/AIDS, throughout Massachusetts. JRI partners with regional housing authorities that administer specially set-aside Housing Choice Voucher (Section 8) housing subsidies for people living with HIV/AIDS. In addition, program participants are provided with supportive services that ensure health and housing stability.

Eligibility: For people with HIV/AIDS and their families. Must be low income. Eligibility criteria may vary depending on the housing funding source.

Access: Applicants that have questions can call or email Sue Buoncuore at (857) 399-1915 x 2424 or sbuoncuore@jri.org. For the supportive housing programs, fill out the Pre-Screening Cover Letter and Universal Application and send to JRI.

https://jri.org/sites/default/files/2017-08/ALP_Prescreening_Cover_letter.pdf

https://jri.org/sites/default/files/2017-08/Universal_Application.pdf

Seven Hills (New Bedford & Fall River areas)

Description: Seven Hills provides medical case management and housing search and advocacy assistance for people living with HIV/AIDS in the New Bedford area. More information on the website:

 <https://www.sstar.org/hivaids-medical-case-management/>

Eligibility: Must have HIV/AIDS.

Access: Contact Connie Rocha-Mimoso, Director of Community Health Services, at (508) 996-0546 or cmimoso@sevenhills.org

SSTAR (Fall River area)

Description: SSTAR provides medical case management and housing search and advocacy assistance for people living with HIV/AIDS in the Fall River area. More information on the website:

 <https://www.sstar.org/hivaids-medical-case-management/>

Eligibility: Must have HIV/AIDS.

Access: Contact Robin Nau, Program Director, at (508) 324-3546 or rnau@sstar.org

HOUSING & SERVICES FOR PEOPLE WITH SUBSTANCE USE DISORDERS

There are a variety of permanent housing programs for people with substance use disorders. These are different from residential treatment and transitional recovery programs, which are short-term and focused on treatment. Permanent housing options for people with substance use disorders range from private market, congregate-style sober homes to subsidized housing options funded by the state or federal government and run by local service providers.

The state's Bureau of Substance Abuse Services has a resource website and phone line called the Massachusetts Substance Use HELPLINE available at 1 (800) 327-5050 or online at:

 <https://helplinema.org>

Households can search for treatment services, residential recovery programs, and permanent housing options on the website or call the helpline for assistance.

An important resource for people with substance use disorders who are also experiencing homelessness is the Continuum of Care (CoC) permanent supportive housing (PSH) program, which requires a disability to be eligible. Unlike some other government programs like Supplemental Security Income (SSI), under the CoC PSH program, substance use disorder is considered a disability if it can be properly documented. Access to CoC PSH programs is through the local CoC Coordinated Entry system according to the priorities set by that system — typically homeless households that are the most vulnerable and have been homeless the longest. See the earlier section about Continuums of Care.

State Bureau of Substance Abuse Services (BSAS) Funded Supportive Case Management (SCM) + Housing

Description: Provides homeless adults and families in recovery with case management to help them achieve self-sufficiency through establishing community-based supports to maintain ongoing goals in the recovery process. The BSAS funded services are paired with housing units that are either affordable market rate units or units subsidized by a variety of housing subsidy programs including Continuum of Care programs. Units range in size from SROs to units for families.

Eligibility: Must have a substance use disorder and be homeless. No income limits for private market units. Programs typically require approximately three months of sobriety but some low threshold programs require less, and relapse is not a reason for dismissal. Depending on the subsidized housing program paired with the services, there may be other income and eligibility criteria. For CoC programs, participants must meet the HUD definition of homelessness and often the units are further targeted to individuals experiencing chronic homelessness.

Access: Many of the housing units and services are accessed through the local CoC Coordinated Entry system according to the priorities set by that system — typically homeless households that are the most vulnerable and have been homeless the longest. See the earlier section about CoCs. Other programs are accessed by calling the program directly. [See the list of programs in the Appendix](#) — note that this list includes permanent and transitional programs and also includes programs that must be accessed through a CoC.

Sober Homes

Description: Sober homes are privately operated and provide sober living for people in substance use recovery. Sober living homes often operate as a bridge between treatment facilities and other types of housing. Sober homes use a peer-to-peer recovery model. Sober homes support various abstinence-based pathways to recovery. Residents of sober homes are expected to abstain from alcohol and drug use, other than prescribed medications, and to refrain from prescription misuse. Payment terms/rent for sober homes vary, and residents are typically given written house agreements. Sober homes do not offer treatment but rather provide peer support and emphasize independent living. They are not licensed or funded by the state.

Access: The Massachusetts Alliance for Sober Housing (MASH) is a state-funded certifying body that certifies sober homes (not the same as licensed). More information on the website: <https://mashsoberhousing.org>. State agencies may not refer clients to uncertified sober homes. Not all sober homes are certified. MASH provides a searchable online directory of MASH-certified sober homes:

<https://mashsoberhousing.org/certified-residences/>

HOUSING FOR INDIVIDUALS

Description: There are several different types of housing units designed specifically for individuals. SROs provide individuals with their own room and shared kitchen and bath facilities; studios, sometimes also called “efficiencies,” provide individuals with their own room with a private bath and kitchen or partial cooking facilities. Congregate housing is typically designated for older adults and people with disabilities; some sites provide rooms with shared facilities, while others offer studio and one-bedroom apartments. Congregate living typically offers on-site supportive services and some shared community spaces. SROs, efficiencies, and congregate housing can be in large or small buildings or single or multi-family homes that have been converted. One advantage of these housing types is that they are typically more available and affordable to very low-income individuals compared to other types of affordable and market rate housing. These housing types can be owned by nonprofits or private owners. Some are subsidized and some are market rate.

Eligibility: If a property is subsidized, the resident will typically pay about 30% of their income for rent (extremely low income). Eligibility requirements for subsidized properties vary depending on the funding

source but many properties are designated for individuals whose income is 50% or less of area median income (very low income). [See Quick Link List for area median income information.](#) Some subsidized SRO properties may have some or all units set-aside for certain populations such as people who are homeless, older adults, people with disabilities, people living with HIV/AIDS, or Veterans, and will typically have some supportive services available on-site.

Access: Private market SROs and efficiencies can be found in typical market rate housing listings. Some subsidized properties can be accessed through an Administering Agency and local housing authorities; other subsidized SROs can be accessed by applying directly at the property. Some subsidized properties designated for homeless individuals can only be accessed through the local homeless Continuum of Care (CoC) Coordinated Entry System according to the priorities established by the CoC.

SROS & CONGREGATE HOUSING SUBSIDIZED & ACCESSED THROUGH LOCAL HOUSING AUTHORITIES

The following list has some of the subsidized SROs available in the Southeastern region that have subsidies administered through local housing authorities, but the list is not exhaustive. Some SROs with subsidies provided by the local housing authority are accessed through the local homeless Coordinated Entry system or through referrals from state or nonprofit agencies.

Congregate housing across the state through public housing: for elderly or non-elderly disabled persons. A list of congregate sites and their locations is available here:

<https://www.mass.gov/doc/congregate-housing-contractors-and-sites-april-2018/download>

When applying for state public housing through the CHAMP application, check off the congregate housing sites of interest. Apply online at the CHAMP website:

<https://publichousingapplication.ocd.state.ma.us>

Alternatively, applicants can complete a paper application and send it to one local housing authority which will enter the information into the CHAMP database.

Barnstable Housing Authority (BHA) project-based programs including SROs and one-bedrooms: BHA administers project-based subsidy programs for individuals at several properties including SRO units specifically for homeless individuals. More information about all the BHA programs and properties and how to apply on their website. Call the BHA for the most up-to-date information at (508) 771-7222.

<http://www.barnstablehousing.org/Programs.aspx>

<http://www.barnstablehousing.org/Properties.aspx>
<http://www.barnstablehousing.org/Documents.aspx>

Falmouth Housing Authority (FHA) project-based SRO: FHA administers a project-based subsidy program for individuals at the Gerald Flynn House SRO property owned by the Falmouth Housing Trust. The SRO is a sober living environment and services are available onsite. Call FHA for an application at (508) 548-1977. More information on the Falmouth Housing Trust website:

<http://www.falmouthhousingtrust.org/current-initiatives/gerald-flynn-house-project/>

SROs & CONGREGATE HOUSING ACCESSED THROUGH PRIVATE NONPROFIT PROPERTY OWNERS

At some subsidized SROs that are the properties of private, nonprofit owners in the Southeastern region, individuals apply directly with the property. The following list of such owners is not exhaustive. Some owners also offer unsubsidized units at or somewhat below market rent. This list includes only owners of properties where applicants apply directly at the site. The same owners might also have units that are filled via a local housing authority project-based voucher list or the local CoC Coordinated Entry System. For the most part, owners are not included on this list if they operate only properties that must be accessed through the local housing authority or the CoC Coordinated Entry system.

Attleboro YMCA

Description: The Attleboro YMCA, located in downtown Attleboro, owns and manages 10 market rate rooms for men. Kitchen and bathroom facilities are shared. Rent is approximately \$425 a month. A social worker is available to provide connection to services.

Eligibility: Must be able to afford market rate rent.

Access: To apply call Paul Fournier for an application at (508) 222-7422 or email pfournier@attleboroymca.org or pick one up onsite at 63 North Main Street, Attleboro, MA.

Brockton YMCA (Old Colony)

Description: The Old Colony YMCA located in Brockton owns and manages 20 private rooms for men. Kitchen and bathroom facilities are shared. Rent is \$125/week. There is typically a waitlist.

Eligibility: Must be able to afford market rate rent.

Access: Contact Vivian Rene at (508) 897-1200 Ext. 297 or vrene@oldcolonyymca.org or walk in to pick up an application at 320 Main Street, Brockton, MA.

Caritas Communities (multiple locations—most in Boston area but one in Braintree & one in New Bedford for Veterans)

Description: Caritas owns and manages over 1,000 SRO housing units in 30 buildings in 14 communities including one in Braintree and one in New Bedford — all with live-in resident managers. Some units are offered at market rate and others have subsidized rents. Caritas operates one property in New Bedford for Veterans (one-bedrooms). Some units are targeted to specific groups such as people who are homeless or Veterans. Residents in market rate rooms typically pay \$500-\$900 a month in rent. Tenant-based vouchers are accepted for market rate units. For subsidized units, residents typically pay around 30% of their income for rent. A list of properties is available on the website:

<https://caritascommunities.org/our-properties/>

Eligibility: For most market rate units, residents must have a minimum income between \$18,000 and \$66,400 annually to qualify (this will change over time). Caritas has subsidized units funded with a variety of funding streams so eligibility will vary depending on the subsidy. Some units are set aside for homeless individuals referred by the Boston Continuum of Care and service providers.

Access: To apply for market rate units, fill out the pre-application and waiver which can be downloaded from the website and then email, mail, or fax it to Caritas or call the Vacancy hotline at (781) 843-1606. For assistance, email Frank Connell at fconnell@caritascommunities.org. Complete information on how to apply is on the website:

<https://caritascommunities.org/our-properties/apply/#application>

For the Sean Brooke House for Veterans located in New Bedford, more information and the application is available on the website:

<https://caritascommunities.org/our-properties/apply/#application>

For project-based subsidized units, fill out the Metro Housing Boston project-based application, check off the Caritas properties of interest, and submit to Metro Housing Boston to get on the waitlist.

The list moves fairly quickly. These properties are in the Greater Boston area and may not be of interest to households in the Southeastern part of the state.

<https://www.mass.gov/doc/metro-housing-boston-0/download>

Homeless Not Hopeless (Cape Cod)

Description: Homeless Not Hopeless owns and manages four sober living SRO properties for single men and women in Hyannis. Rooms are fully furnished.

<https://homelessnothopeless.org/homes/>

Eligibility: Ability to afford the rent and agree to house rules including no drug/alcohol use and limitations on visitors. More information on the website.

Access: Applicants can call (508) 508-957-2334 for more information. Apply using the online application form on the website.

<https://homelessnothopeless.org/preliminary-application/>

New Bedford YWCA

Description: The New Bedford YWCA owns and operates 16 SRO housing units for women in two properties in downtown New Bedford. Some of the rooms are subsidized and some are market rate rent. For the subsidized rooms, the rent is 30% of income. Rooms come fully furnished. Residents have use of a shared fully equipped kitchen and shared bath. Common areas include television and cable and local telephone service. Photos available on the website. One of the properties was renovated in 2019.

<https://ywcasema.org/what-we-do/residential-services/>

Eligibility: For the subsidized units, must be very low-income and meet income guidelines. For the market rate units, must be able to afford the rent.

Access: The application can be downloaded from the website and then emailed to Tanisha Ferrer at tferrer@ywcasema.org, faxed to (508) 999-2802, or dropped off at 20 South Sixth Street, New Bedford, MA. For more information contact Tanisha Ferrer at (508) 999-3255 or tferrer@ywcasema.org.

<https://ywcasema.org/what-we-do/residential-services/>

Section 5: Private Market Housing Search Tools

For very low-income households there is not much naturally affordable housing available in Massachusetts. Some households live in or seek out shared housing situations either with family and friends or roommates to help make the rent affordable. Households that have received a tenant-based housing subsidy such as a Housing Choice Voucher (Section 8) or a Massachusetts Rental Voucher (MRVP) will then need to conduct a private market housing search to find an apartment that fits the requirements of the program in terms of rent and condition of the apartment. Below, we offer a list of online resources that can help with a private market search. Other ways to locate available market rate units include word of mouth, Apartment for Rent signs on buildings, and local listings in newspapers or on bulletin boards.

Many housing authorities have chosen to partner with GoSection8 to help their voucher holders find housing, and some have their own listings, often hosted on their website, of property owner partners interested in renting to voucher households. Voucher holders may also be able to use their vouchers at moderately affordable housing developments that have funding from tax credits or other sources. Many of those properties can be found on some of the affordable housing sites below and in directories listed in the [earlier section](#) on Multifamily housing.

Apartments.com

<https://www.apartments.com>

Craigslist — Cape Cod

<https://capecod.craigslist.org>

Craigslist — South Coast

<https://southcoast.craigslist.org>

ForRent.com

<https://www.forrent.com>

GoSection8

<https://www.gosection8.com>

HAC Private Market Listings

<https://haconcapdcod.org/programs>

(Scroll down to Current Rentals)

Realtor.com

<https://www.realtor.com/apartments/>

Zillow

<https://www.zillow.com>

Quick Links

Income Limits for Affordable Housing

2019 Area Median Income/Income Limit Chart

<https://www.mhp.net/writable/resources/documents/2019-Income-Limits.pdf>

HUD Area Median Income/Income Limit Information *(all years, all states)*

https://www.huduser.gov/portal/datasets/il.html#2019_data

Click on “Tables for Section 8 Income Limits in pdf and Word” *(scroll down to MA then specific county)*

Federal Poverty Guidelines Chart

<https://aspe.hhs.gov/poverty-guidelines>

Click on “A chart with percentages (e.g., 125 percent) of the guidelines (PDF)” to see a percentage breakdown of the poverty levels.

Key Contacts

Community Action Agency Contacts

(Fuel Assistance, sometimes Rental Assistance/ Arrears, etc.)

<https://www.masscap.org/agencies/>

Local Housing Authorities Contacts

(Public Housing, Section 8, MRVP, AHVP, Project-Based Assistance)

<https://www.mass.gov/service-details/local-housing-authority-contact-listing>

Regional Administering Agencies Contacts *(RAFT, Section 8, MRVP, Project-Based Assistance)*

<https://www.mass.gov/service-details/regional-administering-agencies-contact-listing>

Resource Locator *(Regional Administering Agencies, Housing Authorities, Emergency Shelter, Fuel Assistance)*

<https://hedfuel.azurewebsites.net>

Homelessness Prevention Resources (A–K)

Cape Cod Times Needy Fund

<https://needyfund.org>

Catholic Charities

<https://www.ccab.org/basic-needs>

Catholic Social Services

<https://www.cssdioc.org>

Citizens for Citizens

- <http://cfcinc.org>
- <http://cfcinc.org/programs/fuel-assistance-program/>

Community Action Committee of Cape Cod & Islands

<http://www.cacci.cc/index.html>

Falmouth Service Center

<https://www.falmouthservicecenter.org/financial-assistance.html>

Falmouth Homelessness Prevention Program

<https://www.falmouthhousingcorp.org/our-prevention-program>

Father Bill's & MainSpring (Quincy, Brockton, Plymouth & surrounding towns on South Shore)

<https://helpfbms.org/services/prevention/>

Fenway Community Health/AIDS Action Committee Prevention & Housing Programs & Universal Application

- <https://aac.org/about-us/housing/>
- <https://aac.org/wp-content/uploads/FINAL-Residential-Cover-Sheet.pdf>
- <https://aac.org/wp-content/uploads/Universal-HIV-Application-with-Chronic-Homeless-form.pdf>

HAC (Housing Assistance Corporation) (Cape Cod)

- <https://haconcapecod.org/programs/>
- <https://haconcapecod.org/programs/homeless-prevention/>
- HAC Referral Form
<https://secureservercdn.net/104.238.71.250/hzu.dec.myftpupload.com/wp-content/uploads/2019/11/Intake-Packet-Nov-20-2019.pdf>

HomeBASE Information & Access

- <https://www.mass.gov/service-details/homebase>
- <https://hedfuel.azurewebsites.net>

(look for “Emergency Shelter Assistance (Families)” for access point)

Homelessness Prevention Resources (L–Z)

Mashpee Wampanoag Tribe Housing Dept.

<https://mashpeewampanoagtribe-nsn.gov/housing>

Mass Legal Services Guide

<https://www.masslegalservices.org/content/2019-emergency-assistance-advocacy-guide>

Mass Legal Services Legal Resource Finder

<https://www.masslegalservices.org/findlegalaid>

NeighborWorks Housing Solutions

<http://housingsolutionssema.org>

PACE (New Bedford area)

<https://paceinfo.org/programs-2/>

RAFT General Information

<https://www.mass.gov/service-details/learn-about-residential-assistance-for-families-in-transition-raft>

Salvation Army

<https://massachusetts.salvationarmy.org/MA/WorshipServiceCenters>

Self Help Inc.

- <https://selfhelpinc.org>
- <https://selfhelpinc.org/program-services/fuelenergy/fuel-assistance/>

Self Help Inc. Fuel Assistance Appointments

<https://selfhelpinc.org/program-services/fuel-energy/fuel-assistance/book-an-appointment/>

South Coastal Counties Legal Services

<http://www.sccls.org/>

South Shore Community Action Council

http://www.sscac.org/sscac_programs.html

South Shore Community Action Council Fuel Assistance Intake

http://www.sscac.org/pdf/Fuel_Intake.pdf

Tenancy Preservation Program Information, Map & Director Contacts

https://www.masshousing.com/portal/server.pt/community/rental_housing/240/homelessness_prevention_%28tpp%29/420

Click on “TPP Program Director” at bottom to download map and director contacts.

Turning Point (Wareham area)

<https://turningpointwareham.org>

Homeless Specific Housing Resources

Cape Cod & Islands Continuum of Care

<https://www.bchumanservices.net/initiatives/continuum-of-care/>

Home & Healthy for Good Providers

<https://www.mhsa.net/sites/default/files/June%20202019%20HHG%20Report.pdf>

New Lease for Homeless Families Provider Partners

<http://www.newleasehousing.org/leadership/partners/>

South Shore Continuum of Care Access Points

(see pages 6-7)

<https://www.quincyma.gov/civicax/filebank/blobdload.aspx?t=41978.56&BlobID=33689>

THE CALL

(Coordinated Entry for New Bedford, Fall River and towns in Bristol County)

- <https://www.cssdioc.org/the-call-coordinated-access-to-local-links/>
- <https://www.cssdioc.org/permanent-supportive-housing/>

Assisted Housing Applications & Tools

Tenant-Based (Mobile) Vouchers

AHVP Mobile Voucher Application

<https://www.mass.gov/doc/ahvp-income-limits/download>

Centralized Section 8 List

- <https://www.gosection8.com/masscw/> (*online application*)
- [http://www.section8listmass.org/How to Apply.php](http://www.section8listmass.org/How_to_Apply.php) (*paper application*)

DHCD Mobile Housing Choice Voucher Application (*Section 8 mobile vouchers*)

<https://www.mass.gov/service-details/rental-assistance-applications-documentation>

MRVP Mobile Voucher Application

<https://www.mass.gov/doc/mrvp-application-form-english/download>

State Public Housing

State Public Housing Online Application

- <https://publichousingapplication.ocd.state.ma.us> (*online application*)
- <https://www.mass.gov/doc/champ-application-form-english/download> (*paper application*)

State Public Housing – Housing Situation Priority Policy (Emergency Status) & Checklist of Required Documents

- <https://www.mass.gov/doc/housing-situation-priority-policy-for-lhas/download>
- <https://www.mass.gov/doc/checklist-of-required-verification-documents-for-housing-situation-status/download>

Project-Based Housing Options

Barnstable Housing Authority

<http://www.barnstablehousing.org/Properties.aspx>

Brockton Housing Authority

https://www.brocktonhousingauthority.com/staff_directory/admissions/

DHCD Project-Based Housing Choice Voucher Statewide Property List & Application

- <https://www.mass.gov/service-details/affordable-units-for-rent>
- <https://www.mass.gov/service-details/rental-assistance-applications-documentation>

MassHousing Multifamily Housing Common Pre-Application

(Not all properties accept it — call the property)

https://www.masshousing.com/portal/server.pt/community/rental_housing/240/looking_for_an_affordable_apartment

New Bedford Housing Authority

<http://newbedfordhousingauthority.org/resources>

Taunton Housing Authority

<https://www.tauntonhousing.com/partnership-properties>

Special Population Housing Options & Resources

Aging & Disability Resource Consortia (ADRCs)

<https://www.massoptions.org/massoptions/Determining-Your-Needs/how-can-i-contact-MassOptions-partners/>

AIDS Action Housing Programs List & Universal Application *(for people with HIV/AIDS)*

- <https://aac.org/wp-content/uploads/FINAL-Residential-Cover-Sheet.pdf>
- <https://aac.org/wp-content/uploads/Universal-HIV-Application-with-Chronic-Homeless-form.pdf>

BAMSI *(Brockton area, for people with HIV/AIDS)*

<https://www.bamsi.org/program/hiv-case-management/>

Community Counseling of Bristol County (CCBC) *(Bristol County, for people with HIV/AIDS)*

<http://www.comcounseling.org/services/adult-hiv-services.php>

JRI Housing Programs List, Universal Application & Prescreening Cover Letter *(for people with HIV/AIDS)*

- <https://jri.org/services/health-and-housing/housing>
- https://jri.org/sites/default/files/2017-08/ALP_Prescreening_Cover_letter.pdf

Massachusetts Association of Sober Homes Online Directory of Certified Sober Homes

<https://mashsoberhousing.org/certified-residences/>

Massachusetts Substance Use HELPLINE

<https://helplinema.org>

Mass Options Search Tool — Connections to services for elders & people with disabilities

<https://www.massoptions.org/massoptions/>

Mass Vets Advisor *(find Veteran Service Officers and Veteran programs)*

<https://massvetsadvisor.org>

Seven Hills *(New Bedford/Fall River, for people with HIV/AIDS)*

<https://www.sstar.org/hivaids-medical-case-management/>

SSTAR *(Fall River, for people with HIV/AIDS)*

<https://www.sstar.org/hivaids-medical-case-management/>

VA Healthcare for Homeless Veterans *(includes housing programs)*

- <https://www.newengland.va.gov/services/homeless/index.asp>
- <https://www.va.gov/HOMELESS/docs/HCHV-Sites-508.pdf>

Single Person Housing Options (SROs, Studios, Congregates)

Caritas Communities (SROs) Property List and Application

- <https://caritascommunities.org/our-properties/>
- <https://caritascommunities.org/our-properties/apply/#application>

Congregate Housing Sites in State Public Housing – Site List & Application (*apply via CHAMP*)

- <https://www.mass.gov/doc/congregate-housing-contractors-and-sites-april-2018/download>
- <https://publichousingapplication.ocd.state.ma.us> (*online application*)
<https://www.mass.gov/doc/champ-application-form-english/download> (*paper application*)

Gerald Flynn Housing (*Falmouth, apply via Falmouth Housing Authority*)

<http://www.falmouthhousingtrust.org/current-initiatives/gerald-flynn-house-project/>

Homeless Not Hopeless (*Hyannis*)

- <https://homelesnothopeless.org/homes/>
- <https://homelesnothopeless.org/preliminary-application/>

New Bedford YWCA

<https://ywcasema.org/what-we-do/residential-services/>

Affordable Housing Search Tools

Affordable Housing Online

<https://affordablehousingonline.com>

AIDS Action Housing Search Advocacy Blog

<https://aac.org/housing-search-advocacy-blog/>

GoSection8

<https://www.gosection8.com>

HAC Properties (*Cape Cod*)

<https://haconcapecod.org/programs/available-housing/housing-development/>

HousingWorks

<https://www.housingworks.net>

HUD Resource Locator (*HUD Multifamily subsidized housing*)

<https://resources.hud.gov/#search-dialog>

MassAccess Housing Registry

<https://www.massaccesshousingregistry.org>

MassHousing List

https://www.masshousing.com/portal/server.pt/community/rental_housing/240/looking_for_an_affordable_apartment

NeighborWorks Housing Solutions Affordable Rentals (*apply through Hallkeen Management*)

- <http://housingsolutionssema.org/rentals/properties/>
- <http://www.hallkeen.com/properties/residential/massachusetts>

Private Market Search Tools Apartments.com

Apartments.com

<https://www.apartments.com>

GoSection8

<https://www.gosection8.com>

Craigslist — Cape Cod

<https://capecod.craigslist.org>

Realtor.com

<https://www.realtor.com/rentals>

Craigslist — South Coast

<https://southcoast.craigslist.org>

Zillow

<https://www.zillow.com>

ForRent.com

<https://www.forrent.com>

Guides & Tools

Boston Eviction Guide (*provides helpful overview of the eviction process and how to respond— contact local legal services and prevention providers for eviction prevention*)

https://www.boston.gov/sites/default/files/document-file-09-2017/eviction_guide_2017.pdf

Mass Legal Services Guide

<https://www.masslegalservices.org/content/2019-emergency-assistance-advocacy-guide>

BAMSI Helpline (*referrals to basic needs services in Plymouth County*)

<https://www.bamsi.org/program/helpline/>

Cape Cod Affordable Housing List

<https://haconcapcod.org/programs>

(Click on “list of the different subsidized housing voucher and place-based programs”)

MassHousingInfo

<https://www.masshousinginfo.org>

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Appendix — Additional Information

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Appendix A: Income Limits for Affordable Housing

Income Limits Based on Area Median Income

Income eligibility for most affordable housing programs follow HUD's Area Median Income (AMI) guidelines. AMI is based on geography and household size.

- **Extremely Low-Income (ELI):** a household whose income does not exceed 80% AMI
- **Very Low-Income:** a household whose income does not exceed 50% AMI
- **Low Income:** a household whose income does not exceed 80% of the AMI
- **Moderate Income:** a household whose income is between 81% and 95% of the AMI

The Massachusetts Housing Partnership (MHP) 2019 Income Limits for Affordable Units Chart

 <https://www.mhp.net/writable/resources/documents/2019-Income-Limits.pdf>

This MHP chart is effective until HUD's 2020 limits are published by HUD. Disregard the long paragraph at the top which is directed to the owners of MHP properties. This chart is easier to read than the HUD published charts because it only lists the income limits for Massachusetts. However, MHP may not create this every year. See links below to the HUD charts published annually.

HUD Area Median Income/Income Limit Information (all years, all states)

 https://www.huduser.gov/portal/datasets/il.html#2019_data

Click on "Tables for Section 8 Income Limits in pdf and Word" (scroll down to MA then specific county)

Income Limits Based on Federal Poverty Guidelines

The U.S. Federal Poverty Guidelines are used to determine financial eligibility for certain federal and state programs including the Massachusetts' Department of Housing and Community Development's (DHCD) HomeBASE re-housing program for families who are homeless or at immediate risk of homelessness and eligible for the state's Emergency Assistance (EA) program).

Federal Poverty Guidelines Chart

 <https://aspe.hhs.gov/poverty-guidelines>

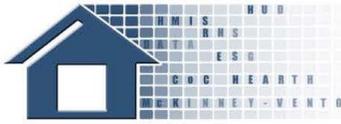
Click on "A chart with percentages (e.g., 125 percent) of the guidelines (PDF)" to see a percentage breakdown of the poverty levels.

Appendix B: HUD Definition of Homelessness



Homeless Definition

CRITERIA FOR DEFINING HOMELESS	Category 1	Literally Homeless	(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: <ul style="list-style-type: none"> (i) Has a primary nighttime residence that is a public or private place not meant for human habitation; (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); <u>or</u> (iii) Is exiting an institution where (s)he has resided for 90 days or less <u>and</u> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
	Category 2	Imminent Risk of Homelessness	(2) Individual or family who will imminently lose their primary nighttime residence, provided that: <ul style="list-style-type: none"> (i) Residence will be lost within 14 days of the date of application for homeless assistance; (ii) No subsequent residence has been identified; <u>and</u> (iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing
	Category 3	Homeless under other Federal statutes	(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who: <ul style="list-style-type: none"> (i) Are defined as homeless under the other listed federal statutes; (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; (iii) Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; <u>and</u> (iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers
	Category 4	Fleeing/ Attempting to Flee DV	(4) Any individual or family who: <ul style="list-style-type: none"> (i) Is fleeing, or is attempting to flee, domestic violence; (ii) Has no other residence; <u>and</u> (iii) Lacks the resources or support networks to obtain other permanent housing



Homeless Definition

RECORDKEEPING REQUIREMENTS 	Category 1	Literally Homeless	<ul style="list-style-type: none"> • Written observation by the outreach worker; <u>or</u> • Written referral by another housing or service provider; <u>or</u> • Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter; • For individuals exiting an institution—one of the forms of evidence above <u>and</u>: <ul style="list-style-type: none"> ○ discharge paperwork <u>or</u> written/oral referral, <u>or</u> ○ written record of intake worker's due diligence to obtain above evidence <u>and</u> certification by individual that they exited institution
	Category 2	Imminent Risk of Homelessness	<ul style="list-style-type: none"> • A court order resulting from an eviction action notifying the individual or family that they must leave; <u>or</u> • For individual and families leaving a hotel or motel—evidence that they lack the financial resources to stay; <u>or</u> • A documented and verified oral statement; <u>and</u> • Certification that no subsequent residence has been identified; <u>and</u> • Self-certification or other written documentation that the individual lack the financial resources and support necessary to obtain permanent housing
	Category 3	Homeless under other Federal statutes	<ul style="list-style-type: none"> • Certification by the nonprofit or state or local government that the individual or head of household seeking assistance met the criteria of homelessness under another federal statute; <u>and</u> • Certification of no PH in last 60 days; <u>and</u> • Certification by the individual or head of household, and any available supporting documentation, that (s)he has moved two or more times in the past 60 days; <u>and</u> • Documentation of special needs <u>or</u> 2 or more barriers
	Category 4	Fleeing/ Attempting to Flee DV	<ul style="list-style-type: none"> • <i>For victim service providers:</i> <ul style="list-style-type: none"> ○ An oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources. Statement must be documented by a self-certification or a certification by the intake worker. • <i>For non-victim service providers:</i> <ul style="list-style-type: none"> ○ Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; <u>and</u> ○ Certification by the individual or head of household that no subsequent residence has been identified; <u>and</u> ○ Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

Appendix C: HUD Definition of Chronic Homelessness

An individual is defined by HUD as “Chronically Homeless” if they have a disability and have lived in a shelter, safe haven, or place not meant for human habitation for 12 continuous months or for 4 separate occasions in the last three years (must total 12 months). Breaks in homelessness, while the individual is residing in an institutional care facility will not count as a break in homelessness. Additionally, an individual who is currently residing in an institutional care facility for less than 90 days and meets the above criteria for chronic homelessness may also be considered chronically homeless. Lastly, a family with an adult/minor head of household who meets the above-mentioned criteria may also be considered chronically homeless, despite changes in family composition (unless the chronically homeless head of household leaves the family).

Appendix D: CSPECH Benefit Availability Chart

Availability of Mass Health Community Support Program for Persons Experiencing Chronic Homelessness Service.

Community Support Program for Persons Experiencing Chronic Homelessness (CSP for CH) is available to MassHealth members¹ when medically necessary. For more information about MassHealth enrollment and eligibility, call MassHealth Customer Service at (800) 841-2900.

CSP for CH Service Available	Type of Health Plan	Age	MassHealth Coverage	Health Plan Options
<input checked="" type="checkbox"/>	Accountable Care Organization	Under 65	Care Plus CommonHealth Family Assistance Standard	<ul style="list-style-type: none"> • Be Healthy Partnership • Berkshire Fallon Health Collaborative • BMC HealthNet Plan Community Alliance • BMC HealthNet Plan Mercy Alliance • BMC HealthNet Plan Signature Alliance • BMC HealthNet Plan Southcoast Alliance • Community Care Cooperative (C3) • Fallon 365 Care • My Care Family • Partners HealthCare Choice • Steward Health Choice • Tufts Health Together with Atrius Health • Tufts Health Together with BIDCO • Tufts Health Together with Boston Children's ACO • Tufts Health Together with Cambridge Health Alliance • Wellforce Care Plan
<input checked="" type="checkbox"/>	Managed Care Organization	Under 65	Care Plus CommonHealth Family Assistance Standard	<ul style="list-style-type: none"> • BMC HealthNet Plan • Tufts Health Together
<input checked="" type="checkbox"/>	One Care	21-64	CommonHealth Standard	<ul style="list-style-type: none"> • Commonwealth Care Alliance One Care • Tufts Health Unify
<input checked="" type="checkbox"/>	Primary Care Clinician Plan	Under 65	Care Plus CommonHealth Family Assistance Standard	<ul style="list-style-type: none"> • Primary Care Clinician Plan with Massachusetts Behavioral Health Partnership
<input checked="" type="checkbox"/>	Senior Care Options	65 and Older	Standard	<ul style="list-style-type: none"> • BMC HealthNet Plan Senior Care Options • Commonwealth Care Alliance Senior Care Options • NaviCare • Senior Whole Health Senior Care Options • Tufts Health Plan Senior Care Options • UnitedHealthcare Senior Care Options

¹ Members also must meet the HUD definition of chronically homeless 10-16-19

Appendix E: CSPECH Provider List

Agency/Provider	Contact Person	Alternative Contact Person
Advocates, Inc. <i>Central, Greater Boston</i>	Marcy Morgenbesser, Director of Integrated Care Management (508) 628-6751 MMorgenbesser@Advocates.org	Brenda Miele Soares, VP of Behavioral Health Services (508) 628-6642 Bmiele@Advocates.org
Bay Cove <i>Central, Greater Boston</i>	Theresa DiPietro, Director of Housing Services (617) 619 6964 tdipietro@baycove.org	Brenda Cassidy, Director of Homeless Services (617) 391 9014 bcassidy@baycove.org
Behavioral Health Network <i>Springfield Area</i>	Monique Gondek-Ashe, Program Director (413) 304-2944 Monique.Gondek-Ashe@bhninc.org	Sue West (413) 301-9375 Susan.West@bhninc.org
Boston Healthcare for the Homeless <i>Greater Boston</i>	Beckie Tachick rtachick@bhchp.org	
Boston Public Health Commission <i>Greater Boston</i>	Dave Thomas, Director of Permanent Housing and Clinical Services (617) 534-6171 DThomas@bphc.org	
Bridgewell <i>Northeast</i>	Elaine White, Director of Housing (339) 883-2107 ewhite@bridgewell.org	Bonnie Hungler, Director of Program Support Services (339) 883-2121 bhungler@bridgewell.org
Clinical and Support Options, Inc. <i>Western and Springfield</i>	Bill Miller, VP of Housing and Homeless Services (413) 734-9946 (413) 732-3069	
Community Counseling of Bristol County <i>Southeast</i>	Ellen Bruder-Moore, VP of Housing and Community Initiatives (508) 977-8123 ebruder-moore@comcounseling.org	
Community HealthLink <i>Central</i>	Karen T. Duby, VP (508) 860-1057 kduby@communityhealthlink.org	Michael Rezkalla, VP Operations & Compliance Officer (508) 860-1163 mrezkalla@communityhealthlink.org
Duffy Health Center / Housing Assistance Corporation <i>Southeast</i>	Heidi Nelson, CEO (508) 771-5599 hnelson@duffyhealthcenter.org	

Agency/Provider	Contact Person	Alternative Contact Person
Eliot Community Human Services <i>Northeast, Central, & statewide</i>	Keith Wales (781) 734-2071 kwales@eliotchs.org	Mary Shannon Thomas (781) 307-3937 mthomas@eliotchs.org
Pine Street Inn <i>Boston area</i>	April Stevens, Chief Operating Officer (617) 892-9100 April.Stevens@pinestreetinn.org	
ServiceNet <i>Western</i>	Jay Sacchetti, Senior VP of Shelter/Housing, Addiction and Vocational Services (413) 448-5353 x11 Jsacchetti@servicenet.org	
South Middlesex Opportunity Council <i>Central</i>	Joe Fletcher, Housing Director (508) 879-2250 JFletcher@smoc.org	Susan Gentili SGentili@smoc.org
Steppingstone <i>Southeast</i>	Jeffrey Codella (774) 294-4684 (508) 679-0033 jcodella@steppingstoneinc.org	Kathleen Schedler-Clark, Executive Director (508) 674-2788 ext. 110 kclark@steppingstoneinc.org

Agencies Providing Services as a Subcontractor to Eliot Community Human Services

Agency providing services as a subcontractor to Eliot	Contact Person	Alternative Contact Person
Action, Inc. <i>Gloucester</i>	Jennifer Beloff, Housing Director (978) 282-1000 jbeloff@actioninc.org	
Commonwealth Land Trust <i>Lynn/Boston</i>	Stephen Wilkins, Director of Marketing & Outreach (617) 669-1185 swilkins@commonwealthlandtrust.org	
Emmaus <i>Haverhill</i>	Leslie Lawrence, Associate Director (978) 241-3400 leslie@emmausinc.org	
Father Bill's & Mainspring <i>Quincy, Brockton, Plymouth</i>	April Connolly, Director of Operations (508) 427-6943 aconnolly@helpfbms.org	

Agency providing services as a subcontractor to Eliot	Contact Person	Alternative Contact Person
Heading Home <i>Malden, Chelsea, Revere</i>	Danielle Ferrier, Housing Director (617) 864-8140 dferrier@headinghomeinc.org	Lisa Schorr Kaplan lkaplan@headinghomeinc.org
Hearth Region: Boston	Latanya Wright, Outreach Director (617) 369-1550 lwright@hearth-home.org	
Healthcare Without Walls <i>Boston</i>	Linda Cundiff, Chief Operating Officer (781) 239-0290 lcundiff@healthcarewithoutwalls.org	
HomeStart <i>Boston, Cambridge</i>	Lori Cain, Chief Operating Officer (617) 542-0338 cain@homestart.org	
Lawrence Housing	Keith Wales (781) 734-2071 kwales@eliotchs.org	
Lifebridge <i>Salem</i>	Valerie Sweeney, Director of Programs & Compliance (978) 744-0500 vsweeney@lifebridgesalem.org	
Lynn Shelter Association	Mark Evans, CEO (781) 581-0739 mark.evans@lsahome.org	Tom Lorello tom.lorello@lsahome.org Michael Hiland michael.hiland@lsahome.org
Mental Health Association <i>Springfield</i>	David Havens, Homeless Housing Services (413) 734-5376 dhavens@mhainc.org	
New England Center and Home for Veterans	Kevin Ward, Chief Financial Officer (617) 371-1717 kevin.ward@nechv.org	
North Shore Community Action Program (NSCAP)	Laura MacNeil, Executive Director (978) 531-0767 lmacneil@nscap.org	
Somerville Homeless Coalition	Michael Libby (617) 623-6111 milibby@shcinc.org	

Appendix F: Community Based Housing Certifier Form

Mass Rehabilitation Commission Certificate On Application for Community-Based Housing

Dear Certifier:

The Community Based Housing Program (CBH) provides affordable housing for individuals with disabilities who are living in institutions and seek an alternative in the community or those who are at risk of institutionalization. The CBH Program seeks to ensure that, through the availability of CBH, individuals with disabilities will be able to live as independently as they are able, in their own homes.

You have been asked to complete this certification for the individual named below who is applying to reside in a CBH-funded unit. An appropriate signatory is a licensed medical, psychological or allied mental health and human services professional who has knowledge of the individual for some duration or a person designated by MRC as a certifier.

Applicant's Name: _____

Yes No Applicant has a disability defined as: An individual who has a physical or mental impairment that is of a permanent or long and continued duration and that substantially limits one or more major life activities is considered a person with a disability, excepting individuals who are persons with disabilities who are eligible for housing developed with Facility Consolidation Funds (FCF) funds; this exception is required by the legislation. Major life activities include: self care, learning, receptive and expressive language, mobility, cognitive functioning, emotional adjustment and economic self-sufficiency.

Yes No Applicant is not eligible for housing developed with FCF funds, i.e. a current client of The Department of Mental Health or Department of Developmental Services (A "yes" answer confirms the applicant is NOT eligible for FCF)

Yes No Applicant is institutionalized or at risk of institutionalization in a nursing facility, long term rehabilitation center or hospital

Explanation (please state if the individual is currently institutionalized)

I certify that the foregoing information is true and accurate to the best of my knowledge.

(Signature)

(Date)

Name: _____

Address: _____

Phone: _____

Appendix G: Bureau of Substance Abuse Services Funded Housing List

Supportive Housing Programs for those in Recovery from Substance Use Disorders Funded by the Bureau of Substance Addiction Services of the Massachusetts Department of Public Health Corrections and/or Updates should be brought to the attention of Stephen O’Keefe at DHP/BSAS: Stephen.Keefe@State.MA.US or 1 (617) 624-5125.

Use the links below to jump to the appropriate table:

- [Greater Boston Area](#)
- [Metro-West of Boston](#)
- [North of Boston / Merrimack Valley](#)
- [South of Boston / Southeastern Massachusetts](#)
- [Central Massachusetts / Worcester County](#)
- [Western Massachusetts](#)
- [Contact Information for the Coordinated Entry System](#)

Greater Boston Area

Program Name Location	Provider	Perm/ Trans	Population	Program Contact	If HUD-funded through a Continuum of Care (CoC), then: (1) HUD-defined Homeless/Chronically Homeless is a necessary criterion for entry, and (2) referral must be through that CoC’s Coordinated Entry System. (As below.)
SCM Services Boston	Boston Public Health Commission	P	12 Single Adults	Jovanica Champagne 1 (617) 534-6184	Yes. Referrals are only through the Boston CoC’s Coordinated Entry System. The phone number is: 1 (617) 635-0253.
Trinity House Boston	Bridge Over Troubled Water	T	19 Single Adults	Peter Ducharme 1 (617) 432-9575 x-210	Yes. Referrals are only through the Boston CoC’s Coordinated Entry System. The phone number is: 1 (617) 635-0253.
SCM Program Lynn	Bridgewell	P	10 Families	Elaine White 1-339-883-2017	Yes. Referrals are only through the Boston CoC’s Coordinated Entry System. The phone number is: 1 (617) 635-0253.

Program Name Location	Provider	Perm/ Trans	Population	Program Contact	If HUD-funded through a Continuum of Care (CoC), then: (1) HUD-defined Homeless/Chronically Homeless is a necessary criterion for entry, and (2) referral must be through that CoC's Coordinated Entry System. (As below.)
Casa Esperanza SH Roxbury	Casa Esperanza	P	8 Families 25 Single Adults	Anna Rodriguez 1 (617) 445-1123 x-101	Yes. Referrals are only through the Boston CoC's Coordinated Entry System. The phone number is: 1 (617) 635-0253.
Hagan Manor Somerville	CASPAR	P	6 Single Adults	Elaine Blake 1 (617) 623-5277	N/A
SCM Program Boston Area	Heading Home	P	32 Single Adults	Kerrin Bowers 1 (617) 785-8784	Yes. Referrals are only through the Balance of State CoC's Coordinated Entry System. The phone number is: 1 (617) 573-1390.
Journey to Success Chelsea/Revere <i>Low Threshold</i>	MHSA and Bay Cove	P	18 Single Adults	Theresa DiPietro (Bay Cove) 1 (617) 619-6964	Yes. Referrals are only through the Balance of State CoC's Coordinated Entry System. The phone number is: 1 (617) 573-1390.
Scattered-Site Supportive Housing Greater Boston	Pine Street Inn	P	99 Single Adults	Meghan Goughan 1 (617) 892-9468	Yes. For some units through The Boston CoC's Coordinated Entry System: 1 (617) 635-0253. For other units through the Balance of State CoC's Coordinated Entry System: 1 (617) 573-1390.
Sobriety & Stability Arlington	Somerville Homeless Coalition	P	22 Young Adults	Michael Libby 1 (617) 623-6111 x-232	Yes. Referrals are only through the Balance of State CoC's Coordinated Entry System. The phone number is: 1 (617) 573-1390.
Family Services of Roxbury Roxbury	Victory Programs	P	1 Family	Ed Hines 1 (617) 541-0222	Yes. Referrals are only through the Boston CoC's Coordinated Entry System. The phone number is: 1 (617) 635-0253.
Victory Housing on Warren St. Roxbury	Victory Programs	P	20 Single Adults	Ed Hines 1 (617) 541-0222	Yes. Referrals are only through the Boston CoC's Coordinated Entry System. The phone number is: 1 (617) 635-0253.

Program Name Location	Provider	Perm/ Trans	Population	Program Contact	If HUD-funded through a Continuum of Care (CoC), then: (1) HUD-defined Homeless/Chronically Homeless is a necessary criterion for entry, and (2) referral must be through that CoC's Coordinated Entry System. (As below.)
Dennis McLaughlin House Charlestown	YMCA of Greater Boston	T	10 Families	David Tavares 1 (617) 692-0742	Yes. Referrals are only through the Boston CoC's Coordinated Entry System. The phone number is: 1 (617) 635-0253.

Metro-West of Boston

Program Name Location	Provider	Perm/ Trans	Population	Program Contact	If HUD-funded through a Continuum of Care (CoC), then: (1) HUD-defined Homeless/Chronically Homeless is a necessary criterion for entry, and (2) referral must be through that CoC's Coordinated Entry System. (As below.)
Crossroads I Framingham <i>Low Threshold/PDPR</i>	South Middlesex Opportunity Council (SMOC)	P	10 Single Adults (men only)	Tim Driscoll 1 (781) 910-9961	Yes. Referrals are only through the Balance of State CoC's Coordinated Entry System. The phone number is: 1 (617) 573-1390.
YARCM Framingham	South Middlesex Opportunity Council (SMOC)	T	20 Young Adults	Tim Driscoll 1 (781) 910-9961 Beth Connolly 1 (508) 620-2607	N/A However, some of the units may be subsidized by CoC funds
SMOC Transitional Housing Framingham	South Middlesex Opportunity Council (SMOC)	T	20 Single Adults	Beth Connolly 1 (508) 620-2607	N/A However, some of the units may be subsidized by CoC funds
SMOC Permanent Housing Metro-West (Worcester & Lowell too)	South Middlesex Opportunity Council (SMOC)	P	140 Single Adults Some in Metro-West, Worcester, Lowell	Susan Gentili 1 (508) 620-2419	N/A However, some of the units may be subsidized by CoC funds

North of Boston / Merrimack Valley

Program Name Location	Provider	Perm/ Trans	Population	Program Contact	If HUD-funded through a Continuum of Care (CoC), then: (1) HUD-defined Homeless/Chronically Homeless is a necessary criterion for entry, and (2) referral must be through that CoC's Coordinated Entry System. (As below.)
Julie House Lowell <i>Low Threshold</i>	Institute for Health and Recovery (IHR)	P	9 Single Adults (also with HIV)	Troix Bettencourt 1 (978) 460-5532	Yes. Referrals are only through the Balance of State CoC's Coordinated Entry System. The phone number is: 1 (617) 573-1390.
Maris House Salisbury	John Ashford Link House	T	25 Single Adults (women only)	Christine Ogilvie 1 (978) 462-2595	N/A
Progress House Amesbury	John Ashford Link House	T	25 Single Adults (men only)	Mark Shearing 1 (978) 834-0099	N/A
The Elms Amesbury	John Ashford Link House	T	25 Single Adults (men only)	Tom Whalen 1 (978) 388-3373	N/A
SMOC Permanent Housing Lowell (Metro-West & Worcester too)	South Middlesex Opportunity Council (SMOC)	P	140 Single Adults Some in: Metro-West Worcester Lowell	Susan Gentili 1 (508) 620-2419	N/A However, some of the units may be subsidized by CoC funds

South of Boston / Southeastern Massachusetts

Program Name Location	Provider	Perm/ Trans	Population	Program Contact	If HUD-funded through a Continuum of Care (CoC), then: (1) HUD-defined Homeless/Chronically Homeless is a necessary criterion for entry, and (2) referral must be through that CoC's Coordinated Entry System. (As below.)
Dr. Robert Smith House Taunton	Community Council of Bristol County (CCBC)	T	12 Single Adults	Ellen Bruder-Moore 1 (508) 977-8123	N/A
WRAP House New Bedford	SEMCOA	T	10 Single Adults (women only)	Carmen Viruet	N/A
Unity House New Bedford <i>Low Threshold/ PDPR</i>	SEMCOA	P	11 Single Adults (men only)	Ricardo Franks 1 (508) 993-3600	Yes. Referrals are only through the New Bedford CoC's Coordinated Entry System. The phone number is: The CALL: 1 (800) 466-3537 (from a 508 or 774 area code) [Catholic Social Services is the provider: 1 (508) 674-4681]
Next Step Fall River	Steppingstone	P	10 Families 6 Single Adults	Rosa Medeiros 1 (508) 679-8001	Yes. Referrals are only through the Fall River CoC's Coordinated Entry System. The phone number is: The CALL: 1 (800) 466-3537 (from a 508 or 774 area code) [Catholic Social Services is the provider: 1 (508) 674-4681]
Stone Residence Fall River	Steppingstone	P	7 Single Adults	Rosa Medeiros 1 (508) 679-8001	N/A However, some of the units may be subsidized by CoC funds
Scattered Site SCM Fall River	Steppingstone	T	9 Single Adults	Rosa Medeiros 1 (508) 679-8001	N/A However, some of the units may be subsidized by CoC funds
Supportive Housing Program Brockton	Fr. Bill's / Mainstream	P	20 Single Adults	Jenna Nutting 1 (508) 427-6448 x-2246	N/A However, some of the units may be subsidized by CoC funds

Central Massachusetts / Worcester County

Program Name Location	Provider	Perm/ Trans	Population	Program Contact	If HUD-funded through a Continuum of Care (CoC), then: (1) HUD-defined Homeless/Chronically Homeless is a necessary criterion for entry, and (2) referral must be through that CoC's Coordinated Entry System. (As below.)
Brookside Terrace Worcester	Community Healthlink (CHL)	P	18 Families	Chester Randolph 1 (508) 796-5896	Yes. Referrals are only through the Worcester CoC's Coordinated Entry System. The phone number is: 1 (508) 752-5519 x-110
Worcester Community Housing Program (WCHP) Worcester	Community Healthlink (CHL)	P	20 Families	Chester Randolph 1 (508) 796-5896	Worcester CoC NOTE: this program will migrate to the BoS CoC as of 04-01-2020; it is no longer taking referrals. As of 04-01-20, it will have a new name and a new provider. Referrals will be through the BoS CoC.
North Village Webster	Community Healthlink (CHL)	P	24 Families	Tammie Lizotte 1 (508) 949-8729	N/A
Pathway House Gardner	GAAMHA	T	29 Single Adults	Shawn Hayden 1 (978) 632-0934	N/A
Supportive Housing Program Gardner	GAAMHA	P	12 Single Adults	Shawn Hayden 1 (978) 632-0934	N/A
TIDES Worcester <i>Low Threshold/PDPR</i>	South Middlesex Opportunity Council (SMOC)	P	10 Single Adults (men only)	Chris Orcutt 1 (508) 757-0103 x-6126	Yes. Referrals are only through the Worcester CoC's Coordinated Entry System. The phone number is: 1 (508) 752-5519 x-110
SMOC Permanent Housing Worcester (Metro-West & Lowell too)	South Middlesex Opportunity Council (SMOC)	P	140 Single Adults Some in: Metro-West Worcester Lowell	Susan Gentili 1 (508) 620-2419	N/A However, some of the units may be subsidized by CoC funds

Western Massachusetts

Program Name Location	Provider	Perm/ Trans	Population	Program Contact	If HUD-funded through a Continuum of Care (CoC), then: (1) HUD-defined Homeless/Chronically Homeless is a necessary criterion for entry, and (2) referral must be through that CoC's Coordinated Entry System. (As below.)
Community Housing Program (CHP) Holyoke/Leeds	Gandara Center	P	25 Families	Emily English 1 (413) 372-8973	Yes. Referrals are only through the Springfield CoC's Coordinated Entry System. The phone number is: 1 (413) 787-6500.
Serenity House Chicopee	Gandara Center	P	14 Single Adults	Emily English 1 (413) 372-8973	N/A
Shine-TAY Springfield Area	Gandara Center	P	2 Young Adults	Emily English 1 (413) 372-8973	N/A However, some of the units may be subsidized by CoC funds
Gandara Supportive Housing Springfield Area	Gandara Center	P	4 Families	Emily English 1 (413) 372-8973	N/A
Miracle House Springfield	Gandara Center	T	8 Single Adults	Emily English 1 (413) 372-8973	N/A
Safe Harbor Pittsfield	The Brien Center	P	5 Families 3 Single Adults	Sallie Doerle 1 (413) 499-1456	Yes. Referrals are only through the Pittsfield CoC's Coordinated Entry System. The phone number is: 1 (413) 376-1129
Supported Housing Program Pittsfield	The Brien Center	T	20 Single Adults	Tabitha Berset 1 (413) 344-1637	N/A
Crossroads II Palmer <i>Low Threshold/PDPR</i>	South Middlesex Opportunity Council (SMOC)	P	10 Single Adults	Lynn Conway 1 (413) 289-9249	Yes. Referrals are only through the Springfield CoC's Coordinated Entry System. The phone number is: 1 (413) 787-6500

Contact Information for the Coordinated Entry Systems of the 13 Continuums of Care in Massachusetts

Continuum of Care (CoC)		Lead Agency of the CoC	Contact Person	Coordinated Entry System Contact Information
1	Attleboro/Taunton/Bristol County CoC	Community Counseling of Bristol County (CCBC)	(Only from a 508 or 774 area code)* Ellen Bruder-Moore-Abramowitz: 1 (508) 977-8123 Ebruder-moore@comcounseling.org	1 (800) 466-3537
2	Balance of State CoC	Dept. of Housing and Community Development (DHCD)	Charles Bokor 1 (617) 573-1390 Charles.Bokor@mass.gov	1 (617) 573-1390
3	Boston CoC	City of Boston	Katie Cahill-Holloway 1 (617) 635-0253 Katie.cahill-holloway@boston.gov	1 (617) 635-0253
4	Cambridge CoC	City of Cambridge	Rachel Smith: 1 (617) 349-7715 rsmith@cambridgema.gov	1 (617) 349-7715
5	Cape Cod/Islands CoC	County	Martha Taylor 1 (508) 375-6625 Martha.taylor@barnstablecounty.org	1 (508) 375-6626
6	Fall River CoC	City of Fall River	(Only from a 508 or 774 area code)* Mary Camara 1 (508) 679-0131 mdcamara@fallriverma.org	1 (800) 466-3537
7	Gloucester/Haverhill/Salem/Essex (North Shore) CoC	City of Peabody / North Shore HOME Consortium	Kevin Hurley 1 (978) 538-5774 Kevin.hurley@peabody-ma.gov	1 (978) 538-5774

Continuum of Care (CoC)		Lead Agency of the CoC	Contact Person	Coordinated Entry System Contact Information
8	Lynn CoC	Lynn Housing Authority & Neighborhood Development	Harry MacCabe 1 (781) 581-8605 hmaccabe@lhand.org	1-781-581-8605
9	New Bedford CoC	City of New Bedford	(Only from a 508 or 774 area code)* Patrick Sullivan 1 (508) 979-1500 patrick.sullivan@newbedford-ma.gov	1 (800) 466-3537
10	Pittsfield/Northampton/Berkshire/Franklin/Hampshire Counties CoC	Community Action Pioneer Valley	Sara Cummings 1 (413) 376-1129 scummings@cummunityaction.us	1 (413) 376-1129
11	Quincy/Brockton/Weymouth /Plymouth City and County CoC	City of Quincy	Sean Glennon: 1 (617) 376-1167 sglennon@quincyma.gov	1 (617) 376-1167
12	Springfield/Holyoke/Chicopee/Westfield/Hampden County CoC	City of Springfield	Jesus Arce 1 (413) 787-6500 jarce@springfieldcityhall.org	1 (413) 787-6500
13	Worcester City and County CoC	Central Massachusetts Housing Alliance	Danielle LaRiviere 1 (508) 752-5519 x-110 dlariviere@cmhaonline.org	1 (508) 752-5519 x-110

* The Coordinated Entry Systems of Attleboro/Taunton/Bristol County, Fall River, and New Bedford are all accessed through **THE CALL: 1-800-466-3537** (only from Area Codes 508 & 774). [Catholic Social Services is the provider: 1-508-674-4681]

NOTE: Two CoCs, Lowell and Arlington/Somerville, recently (Fall 2019) merged into the Balance of State CoC.

Appendix H: NeighborWorks Housing Solutions Housing Consumer Education Center (HCEC) Intake Form

Please complete the following preliminary information.

Date: _____ Time: _____

Phone _____ Email _____ In Person _____

Who referred you/ how did you hear about us? _____

First Name: _____ Last Name: _____

Address: _____

City: _____ State: MA Zip Code: _____

_____ Home Phone: _____

_____ Work Phone: _____

_____ Cell Phone: _____ (Please place a check beside your preferred number.)

Email: _____

Would you like to be added to the (Insert Agency) tenant list serve? Yes No

(You would receive regular emails regarding workshops, upcoming events, and special programs.)

Alternate Contact Name: _____

Alternate Contact Phone Number: _____

Gender: Male Female Transgender Date of Birth: _____ Age: _____

What brings you here today? (please check all that apply)

At Risk of Homelessness

I have been denied emergency assistance (EA/shelter)

I have a **notice to quit**. What is your **court date**? _____

I am living **doubled-up** and have to **move out**.

I owe \$ _____ **rent** and am **being evicted**. How much is **your rent**? _____

My **landlord is being foreclosed** upon and I am going to **need to move out**.

My apartment is in **poor condition** and I am going to have to **move out**.

I am behind on my **mortgage**. I am _____ months behind and I owe \$ _____

Housing Search

I need help finding a **permanent place to live**.

- I stay in a **shelter at night**.
- I live on the **street** and I need **help finding housing**.
- I want to talk about **how to get a subsidy**.

Fair Housing

- I feel that I have been **discriminated against for housing**.
- I have been **denied housing**.

Other

- I pay **50%** or more of **my income** to **my housing costs**.
- I need help making **my apartment/ home accesible for a disabled family member**.
- I want to **buy a house** and would like to learn more about how to do that.
- I need some **help** to deal with my **landlord** to get **repairs made to my apartment**.
- I am behind on **utility bills** and I have **shut off notices**.
- I am having **issues** with my **landlord/property management issues**.
- I am a **landlord** having **issues with a tenant**.
- I'm a victim of **domestic violence**.
- Do you have a **subsidy or live in public housing?**

Are you working with any other agencies? (please list): _____

What is your goal? _____

The following questions will help us determine which service(s) will best help you.

What is your preferred language? _____

Other languages spoken at home: _____

Are you:

- Tenant
- Homeowner
- Homeless
- Other (please list): _____
- Homebuyer
- Advocate/ Agency
- Rental Property Owner

Household composition: Single Married Divorced Widowed Primary caregiver

Number of Adults: _____ **Number of children:** _____ **Ages** _____

Number of household members _____

Do you have at least one child under 21 living with you? Yes No

Are you pregnant? Yes No

Does anyone in your household have a disability? Yes No Self Family member

Source(s) of income & benefits:

- Wages
- TAFDC/EADC
- Food Stamps/ WIC
- SSI/SSDI
- TANF: Trans/ Childcare
- Other (please list): _____
- Alimony
- Unemployment
- Child Support
- CHIP
- Retirement/ Pension
- Refugee Stipend
- Veterans Benefits
- Medicare/Medicaid
- No income
- Fuel Assistance

Monthly Income (gross-before taxes): \$ _____

Monthly Rent/Mortgage Payment: \$ _____

Education Level:

- None
- Elementary School
- High School Diploma/GED
- Vocational School
- College
- Post Graduate

Have you ever served on active duty in the military? Yes No Not sure

If yes, which branch? Coast Guard Army Air Force Navy Marines

National Guard Other (please list): _____

Ethnicity: Hispanic Not Hispanic

Race (check all that apply):

- American Indian/ Alaskan
- Asian
- Black/ African American
- Other (please list): _____
- Native American/ Alaskan Native
- White
- Chose not to respond

Have you ever received or are you currently receiving any of the following?

RAFT _____ **HomeBase** _____ **Subsidized Housing** _____

Social Security Number: _____

Do you pay any of the following?

Daycare _____ **Part-time Tuition** _____ **Child Support** _____

Income calculations:

Weekly _____ **Monthly** _____ **Yearly** _____ **Income % category** _____
