



Commonwealth of Massachusetts  
**DEPARTMENT OF HOUSING &  
COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn E. Polito, Lt. Governor ♦ Janelle L. Chan, Undersecretary

June 14, 2018

**PUBLIC NOTICE**

The Department of Housing and Community Development (DHCD) has published the FY 2017 Consolidated Annual Performance Evaluation Report (CAPER). The CAPER represents accomplishments for the time period of April 1, 2017 to March 31, 2018 for five formula grant programs supported by the U.S. Department of Housing and Urban Development: Community Development Block Grant (CDBG); HOME Investments Partnerships Program (HOME); Emergency Solutions Grants (ESG); Housing Opportunities for Persons with AIDS (HOPWA); and Housing Trust Fund (HTF).

The CAPER can be viewed at DHCD's webpage: <https://www.mass.gov/orgs/housing-and-community-development> under Recent News and announcements AND at <https://www.mass.gov/service-details/dhcd-consolidated-action-plans> under Consolidated Annual Performance Evaluation Report (CAPER).

DHCD expects to submit the final CAPER to HUD on June 29, 2018. Comments may be submitted in writing until the close of business on Thursday, June 28, 2018. Comments received after June 28th will not be responded to.

Please direct comments to:

Mark Southard  
Department of Housing and Community Development  
100 Cambridge Street, Third Floor  
Boston, MA 02114

Or by email to: [Mark.Southard@mass.gov](mailto:Mark.Southard@mass.gov)

## CR-05 - Goals and Outcomes

### Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

The CDBG program continues to operate as it has in years past, attempting to guide its funds to the neediest communities and persons. The Program has found that allowing local governments, with the input of residents, to determine what the communities most urgent needs are is the best way to accomplish this. For FY 2017, CDBG staff implemented a modified application process that was the result of an extensive public participation process that spanned several months. DHCD CDBG staff had two goals in undertaking this process. The first was to simplify the application process making it easier for communities to apply to the program. The second was to make the application and program more accessible to communities. Both goals were met as we saw an increase in the number of communities applying and also we received applications from communities that had not applied in a while or at all.

DHCD's HOME program has achieved continued success in meeting Action Plan goals of preserving and creating affordable rental housing, including units for extremely low income households at risk of homelessness. We came within one unit of meeting our anticipated unit goals. The HOME-assisted units included below reflect approximately 24% of total units within HOME-supported projects.

### Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee's program year goals.

| Goal                                          | Category           | Source / Amount | Indicator                | Unit of Measure        | Expected – Strategic Plan | Actual – Strategic Plan | Percent Complete | Expected – Program Year | Actual – Program Year | Percent Complete |
|-----------------------------------------------|--------------------|-----------------|--------------------------|------------------------|---------------------------|-------------------------|------------------|-------------------------|-----------------------|------------------|
| Preserve and create affordable rental housing | Affordable Housing |                 | Rental units constructed | Household Housing Unit | 150                       | 592                     | 88.67%           | 150                     | 133                   | 88.67%           |

|                                               |                                                                                                                           |  |                                                                                             |                        |       |        |         |    |       |         |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------|------------------------|-------|--------|---------|----|-------|---------|
| Preserve and create affordable rental housing | Affordable Housing                                                                                                        |  | Rental units rehabilitated                                                                  | Household Housing Unit | 30    | 160    | 286.67% | 30 | 86    | 286.67% |
| Promote Strong Sustainable Communities        | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community Development |  | Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit | Persons Assisted       | 40000 | 112110 | 97.66%  |    | 39605 |         |
| Promote Strong Sustainable Communities        | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community Development |  | Public service activities other than Low/Moderate Income Housing Benefit                    | Persons Assisted       | 10000 | 49750  | 158.91% |    | 15891 |         |

|                                        |                                                                                                                              |  |                                                   |                        |     |     |        |  |    |  |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------|------------------------|-----|-----|--------|--|----|--|
| Promote Strong Sustainable Communities | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community<br>Development |  | Facade treatment/business building rehabilitation | Business               | 20  | 11  | %      |  | 0  |  |
| Promote Strong Sustainable Communities | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community<br>Development |  | Rental units rehabilitated                        | Household Housing Unit | 100 | 327 | 25.00% |  | 25 |  |

|                                        |                                                                                                                              |  |                                                 |                              |     |     |         |  |     |  |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------|------------------------------|-----|-----|---------|--|-----|--|
| Promote Strong Sustainable Communities | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community<br>Development |  | Homeowner Housing<br>Rehabilitated              | Household<br>Housing<br>Unit | 300 | 999 | 108.33% |  | 325 |  |
| Promote Strong Sustainable Communities | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community<br>Development |  | Direct Financial<br>Assistance to<br>Homebuyers | Households<br>Assisted       | 10  | 0   | 0.00%   |  | 0   |  |

|                                        |                                                                                                                           |  |                         |                  |    |      |           |  |     |  |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--|-------------------------|------------------|----|------|-----------|--|-----|--|
| Promote Strong Sustainable Communities | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community Development |  | Homelessness Prevention | Persons Assisted | 25 | 7794 | 1,276.00% |  | 804 |  |
| Promote Strong Sustainable Communities | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community Development |  | Jobs created/retained   | Jobs             | 10 | 0    | 0.00%     |  | 0   |  |

|                                        |                                                                                                                           |  |                                                   |                        |      |       |         |  |       |  |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------|------------------------|------|-------|---------|--|-------|--|
| Promote Strong Sustainable Communities | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community Development |  | Businesses assisted                               | Businesses Assisted    | 20   | 32    | 45.00%  |  | 9     |  |
| Promote Strong Sustainable Communities | Affordable Housing<br>Public Housing<br>Homeless<br>Non-Homeless<br>Special Needs<br>Non-Housing<br>Community Development |  | Housing Code Enforcement/Foreclosed Property Care | Household Housing Unit | 200  | 3430  | 423.00% |  | 846   |  |
| Reduce homelessness                    | Homeless                                                                                                                  |  | Tenant-based rental assistance / Rapid Rehousing  | Households Assisted    | 500  | 1669  | 88.00%  |  | 440   |  |
| Reduce homelessness                    | Homeless                                                                                                                  |  | Homeless Person Overnight Shelter                 | Persons Assisted       | 4700 | 48405 | 385.94% |  | 18139 |  |
| Reduce homelessness                    | Homeless                                                                                                                  |  | Homelessness Prevention                           | Persons Assisted       | 500  | 7219  | 97.00%  |  | 485   |  |

**Table 1 - Accomplishments – Program Year & Strategic Plan to Date**

**Assess how the jurisdiction's use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.**

### **CDBG Accomplishments Narrative**

The Massachusetts CDBG program has long prioritized directing resources primarily to communities with higher levels of need. In FY 2017, DHCD modified its CDBG program eliminating a few smaller funds and directing all resources to just two funds. The Mini Entitlement Fund is for larger communities that have been determined to have greater levels of need. There are 11 communities in this fund. The Community Development Fund is for all other communities which compete on the merits of their projects though communities with higher percentages of low and moderate income persons receive more points in the application. Further, DHCD relies on applicant communities to identify their most pressing needs. Applicants are required, on an annual basis, to identify these needs through an open community process resulting in a strategy for community development that involves significant public input and establishes a priority list of projects to be addressed. Toward this end, DHCD makes the majority of CDBG eligible activities available for funding so that communities may pursue projects that they have first determined to be priorities. During FY 2017, as with previous years, communities have chosen to direct a significant portion of requests to address two primary activities, housing rehabilitation and infrastructure repairs. In addition, Massachusetts CDBG supports a significant amount of public social services designed to assist in stabilizing families and individuals.

### **HOME Accomplishments Narrative**

The Massachusetts subordinate debt programs, along with federal and state low income housing tax credits, promote strong sustainable communities throughout the Commonwealth and address local priorities. HOME funds have been committed to rental projects with local zoning and (often) local funding support. The Commonwealth's principals of sustainable development, as well as the Massachusetts mission statement and fair housing principles, are referenced in the 2017 and 2018 Qualified Allocation Plan. HOME projects that have been completed during this program year have created or preserved 179 HOME-assisted units within 738 total housing units. All HOME projects completed this year include a band of units targeted to individuals and families with income at/or below 30% of the area median, who are with homeless or at risk of homelessness. One of the HOME projects completed this year is targeted toward homeless or at risk individuals. All HOME project have recorded affordability restrictions referencing necessary low and very-low income HOME requirements.



**Tenant based rental assistance/rapid re-housing**

DHCD ESG funded RRH programs offer rental assistance as well as non-rent financial assistance. The actual outcomes presented in this table include households that may have received move in assistance only (first, last, security) as well as households who may have received ongoing rental assistance through an ESG funded RRH project.

ESG is used to address and end homelessness for all households, including chronically homeless and families. Per HUD regulations, ESG programs are incorporated into each CoC's coordinated entry system; each CoC determines housing priorities, usually based on vulnerability.

## **CR-10 - Racial and Ethnic composition of families assisted**

**Describe the families assisted (including the racial and ethnic status of families assisted).**

**91.520(a)**

**Table 2 – Table of assistance to racial and ethnic populations by source of funds**

### **Narrative**

Of the HOME-assisted households, one also reported as Black/African American & White, with 33 additional households reporting as Other multi-racial.

## CR-15 - Resources and Investments 91.520(a)

### Identify the resources made available

| Source of Funds    | Source             | Resources Made Available | Amount Expended During Program Year |
|--------------------|--------------------|--------------------------|-------------------------------------|
| CDBG               | CDBG               | 31,544,058               | 27,747,192                          |
| HOME               | HOME               | 7,559,618                | 8,143,796                           |
| HOPWA              | HOPWA              | 242,707                  | 256,744                             |
| ESG                | ESG                | 5,374,318                | 3,547,256                           |
| Housing Trust Fund | Housing Trust Fund | 4,604,660                | 100,224                             |
| HUD-VASH           | HUD-VASH           | 3,307,000                | 4,301,815                           |
| LIHTC              | LIHTC              | 16,679,884               | 16,679,884                          |
| Section 811        | Section 811        | 12,100,000               | 63,840                              |
| Other              | Other              | 919,672,272              |                                     |

**Table 3 - Resources Made Available**

### Narrative

The HOME amount expended reflects draws during this program year, which includes some amounts from prior program years.

The HOPWA amount expended includes some carryover funds.

### Identify the geographic distribution and location of investments

| Target Area | Planned Percentage of Allocation | Actual Percentage of Allocation | Narrative Description |
|-------------|----------------------------------|---------------------------------|-----------------------|
|             |                                  |                                 |                       |

**Table 4 – Identify the geographic distribution and location of investments**

### Narrative

The Massachusetts CDBG program distributes its funds through a competitive process that is not based on geographic priorities. However, applications and subsequent grants have demonstrated that the majority of CDBG funds are going to three distinct areas: the western third of the State; south central Massachusetts; and the Cape and Islands. These areas are comprised of a number of rural communities which demonstrate a high level of need. DHCD going forward will be looking for ways to attract communities with need to the program from other geographical areas. In 2017, there was an increase in applicants from the Metro West area between Boston and Worcester.

DHCD's HOME program supported both the production and preservation of rental housing. Our pipeline of project remains steady, with contingently awarded projects successfully moving to completion and occupancy. Despite some market uncertainties during this program year, as tax reform was finalized, the

project pipeline remained robust and covers all regions of the state, with strong metro Boston area representation. Nearly all HOME projects include units for households at/or below 30% of the area median income, who are either (formerly) homeless or at/risk of homelessness.

## Leveraging

**Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.**

The CDBG program does not require a match through its application. However, communities typically utilize local or state resources in developing their projects. Many infrastructure projects will also included state highway funds. Housing rehabilitation projects may employ state lead paint funds and when able require contributions from project recipients.

Federal funds are typically a small component of housing development project sources. We have structured DHCD's HOME program to ensure that we allocate per unit HOME dollar limits that are much lower than the federal limits, so nearly all HOME projects lever about six or seven hundred percent in other funding, often tax credit equity and private loan funds. The Massachusetts Rental Voucher Program has been the HOME MATCH source utilized in annual program reports, since we launched our HOME program. We have adjusted the Excess MATCH number below to reflect the recommendation in the 2015 OIG HOME Matching Requirements audit.

The Emergency Solutions Grant was matched with funding from our Individual Shelter Program. Individual shelter programs provide nightly shelter to individuals in need of a safe and habitable place to sleep on a nightly basis across the Commonwealth. DHCD utilizes this particular funding source as a match as the requirements for services match ESG emergency shelter requirements. Per ESG regulations, we have included outcomes from our Emergency Shelters in our ESG specific report.

| <b>Fiscal Year Summary – HOME Match</b>                                       |             |
|-------------------------------------------------------------------------------|-------------|
| 1. Excess match from prior Federal fiscal year                                | 784,978,375 |
| 2. Match contributed during current Federal fiscal year                       | 80,837,001  |
| 3. Total match available for current Federal fiscal year (Line 1 plus Line 2) | 865,815,376 |
| 4. Match liability for current Federal fiscal year                            | 1,367,780   |

| <b>Fiscal Year Summary – HOME Match</b>                                        |             |
|--------------------------------------------------------------------------------|-------------|
| 5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4) | 864,447,596 |

**Table 5 – Fiscal Year Summary - HOME Match Report**

| Match Contribution for the Federal Fiscal Year              |                      |                            |                               |                              |                         |                                                         |                |             |
|-------------------------------------------------------------|----------------------|----------------------------|-------------------------------|------------------------------|-------------------------|---------------------------------------------------------|----------------|-------------|
| Project No. or Other ID                                     | Date of Contribution | Cash (non-Federal sources) | Foregone Taxes, Fees, Charges | Appraised Land/Real Property | Required Infrastructure | Site Preparation, Construction Materials, Donated labor | Bond Financing | Total Match |
| Mass Rental Voucher Program (12 months subsidy expenditure) | 03/31/2018           | 80,837,001                 | 0                             | 0                            | 0                       | 0                                                       | 0              | 80,837,001  |

Table 6 – Match Contribution for the Federal Fiscal Year

**HOME MBE/WBE report**

| Program Income – Enter the program amounts for the reporting period |                                               |                                                     |                                |                                                  |
|---------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------|--------------------------------|--------------------------------------------------|
| Balance on hand at begin-ning of reporting period<br>\$             | Amount received during reporting period<br>\$ | Total amount expended during reporting period<br>\$ | Amount expended for TBRA<br>\$ | Balance on hand at end of reporting period<br>\$ |
| 627,136                                                             | 2,088,129                                     | 572,136                                             | 0                              | 2,143,129                                        |

Table 7 – Program Income

| <b>Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period</b> |             |                                   |                           |                    |            |                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------|---------------------------|--------------------|------------|--------------------|
|                                                                                                                                                                                 | Total       | Minority Business Enterprises     |                           |                    |            | White Non-Hispanic |
|                                                                                                                                                                                 |             | Alaskan Native or American Indian | Asian or Pacific Islander | Black Non-Hispanic | Hispanic   |                    |
| <b>Contracts</b>                                                                                                                                                                |             |                                   |                           |                    |            |                    |
| Dollar Amount                                                                                                                                                                   | 237,669,354 | 0                                 | 0                         | 0                  | 11,432,474 | 226,236,880        |
| Number                                                                                                                                                                          | 0           | 0                                 | 0                         | 0                  | 0          | 0                  |
| <b>Sub-Contracts</b>                                                                                                                                                            |             |                                   |                           |                    |            |                    |
| Number                                                                                                                                                                          | 398         | 0                                 | 1                         | 15                 | 33         | 349                |
| Dollar Amount                                                                                                                                                                   | 191,826,352 | 0                                 | 207,224                   | 5,702,960          | 12,526,296 | 173,389,872        |
|                                                                                                                                                                                 | Total       | Women Business Enterprises        | Male                      |                    |            |                    |
| <b>Contracts</b>                                                                                                                                                                |             |                                   |                           |                    |            |                    |
| Dollar Amount                                                                                                                                                                   | 237,669,352 | 0                                 | 237,669,352               |                    |            |                    |
| Number                                                                                                                                                                          | 12          | 0                                 | 12                        |                    |            |                    |
| <b>Sub-Contracts</b>                                                                                                                                                            |             |                                   |                           |                    |            |                    |
| Number                                                                                                                                                                          | 398         | 30                                | 368                       |                    |            |                    |
| Dollar Amount                                                                                                                                                                   | 191,826,352 | 12,059,207                        | 179,767,145               |                    |            |                    |

**Table 8 - Minority Business and Women Business Enterprises**

| <b>Minority Owners of Rental Property – Indicate the number of HOME assisted rental property owners and the total amount of HOME funds in these rental properties assisted</b> |           |                                   |                           |                    |          |                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------------------|---------------------------|--------------------|----------|--------------------|
|                                                                                                                                                                                | Total     | Minority Property Owners          |                           |                    |          | White Non-Hispanic |
|                                                                                                                                                                                |           | Alaskan Native or American Indian | Asian or Pacific Islander | Black Non-Hispanic | Hispanic |                    |
| Number                                                                                                                                                                         | 12        | 0                                 | 1                         | 1                  | 0        | 10                 |
| Dollar Amount                                                                                                                                                                  | 7,408,565 | 0                                 | 1,000,000                 | 750,000            | 0        | 5,658,565          |

**Table 9 – Minority Owners of Rental Property**



| <b>Relocation and Real Property Acquisition</b> – Indicate the number of persons displaced, the cost of relocation payments, the number of parcels acquired, and the cost of acquisition |         |                                   |                           |                    |          |                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------------------------|---------------------------|--------------------|----------|--------------------|
| Parcels Acquired                                                                                                                                                                         |         | 0                                 | 0                         |                    |          |                    |
| Businesses Displaced                                                                                                                                                                     |         | 0                                 | 0                         |                    |          |                    |
| Nonprofit Organizations Displaced                                                                                                                                                        |         | 0                                 | 0                         |                    |          |                    |
| Households Temporarily Relocated, not Displaced                                                                                                                                          |         | 73                                | 2,567,446                 |                    |          |                    |
| Households Displaced                                                                                                                                                                     | Total   | Minority Property Enterprises     |                           |                    |          | White Non-Hispanic |
|                                                                                                                                                                                          |         | Alaskan Native or American Indian | Asian or Pacific Islander | Black Non-Hispanic | Hispanic |                    |
| Number                                                                                                                                                                                   | 7       | 0                                 | 1                         | 1                  | 2        | 3                  |
| Cost                                                                                                                                                                                     | 154,860 | 0                                 | 6,677                     | 18,672             | 45,991   | 83,520             |

**Table 10 – Relocation and Real Property Acquisition**

## CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

|                                                                            | One-Year Goal | Actual     |
|----------------------------------------------------------------------------|---------------|------------|
| Number of Homeless households to be provided affordable housing units      | 50            | 61         |
| Number of Non-Homeless households to be provided affordable housing units  | 630           | 118        |
| Number of Special-Needs households to be provided affordable housing units | 27            | 0          |
| <b>Total</b>                                                               | <b>707</b>    | <b>179</b> |

Table 11 – Number of Households

|                                                                      | One-Year Goal | Actual     |
|----------------------------------------------------------------------|---------------|------------|
| Number of households supported through Rental Assistance             | 0             | 0          |
| Number of households supported through The Production of New Units   | 530           | 133        |
| Number of households supported through Rehab of Existing Units       | 110           | 86         |
| Number of households supported through Acquisition of Existing Units | 0             | 0          |
| <b>Total</b>                                                         | <b>640</b>    | <b>219</b> |

Table 12 – Number of Households Supported

**Discuss the difference between goals and outcomes and problems encountered in meeting these goals.**

The above 'Actual' numbers reflect HOME-assisted project units completed during this program year. If we count total HOME project units, we added 624 newly constructed units (including adaptive reuse) by leveraging HOME dollars. Further, we preserved and rehabbed an additional 114 units by leveraging HOME dollars.

Many of the HOME-assisted unit households also are supported by either federal or state rental assistance. We do not use DHCD HOME funds for TBRA, however.

**Discuss how these outcomes will impact future annual action plans.**

We remain attentive to compelling needs for both production and preservation. The Commonwealth often uses non-HOME resources for preservation.

**Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.**

| <b>Number of Households Served</b> | <b>CDBG Actual</b> | <b>HOME Actual</b> |
|------------------------------------|--------------------|--------------------|
| Extremely Low-income               | 98                 | 140                |
| Low-income                         | 165                | 39                 |
| Moderate-income                    | 435                | 0                  |
| <b>Total</b>                       | <b>698</b>         | <b>179</b>         |

**Table 13 – Number of Households Served**

**Narrative Information**

In the HOME numbers above, 15 of the LI households were VLI households. The majority of the HOME-assisted units completed this program year were occupied by households at/ore below 30% of the area median income.

## **CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)**

**Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:**

### **Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs**

DHCD's Housing Development programs encourage housing with available supportive services and the Commonwealth's Emergency Assistance program (providing emergency shelter and rapid rehousing resources for eligible families, including pregnant women) continues to conduct extensive intake assessments and develop individualized service and rehousing plans for each household that enters the EA shelter program. Additionally, DHCD's Division of Housing Stabilization operates with a full time Constituent Services Coordinator who works to connect households in need of services with appropriate resources across the Commonwealth. DHCD, as the Balance of State CoC lead, has launched a Coordinated Entry system and continues to provide support to other CoCs and their Coordinated Entry systems. DHCD also works closely with a variety of homeless service providers across the Commonwealth to coordinate and promote access to homeless services through a variety of funding sources, including Emergency Solutions Grant (ESG) funding, Residential Assistance for Families in Transition (RAFT), and state funding for individual and family shelters.

Over the last year, DHCD worked closely with the Massachusetts Commission on Unaccompanied Homeless Youth on the development of the newly released Massachusetts State Plan to End Youth Homelessness. The plan calls for early identification, connection, and outreach systems; each CoC is working in conjunction with homeless service providers, shelters, and State Departments to strengthen current systems and improve outreach and connection systems for youth experiencing homelessness. Additionally, the Balance of State CoC has connected with organizations that provide education services to providers around sexual exploitation. The Balance of State is working closely with these organizations to identify ways to improve our systems to provide welcoming and safe services for victims of sexual exploitation and trafficking. DHCD's Division of Housing Stabilization, the division which oversees homeless services, is in the process of identifying further training for our staff members as well.

### **Addressing the emergency shelter and transitional housing needs of homeless persons**

The Commonwealth continues to be the primary funder for the Emergency Assistance (EA) shelter system in Massachusetts which provides emergency shelter to eligible homeless families. ESG funding helps to support shelter services for non-EA families and individuals and the Commonwealth provides extensive funding for individual shelters to ensure that the emergency shelter needs of homeless persons are met on a nightly basis. DHCD also administers several programs (HomeBase, RAFT, ESG) that help to meet the needs of those who are in transition but who do not reside in emergency shelter. Additionally, ESG funding was used this past year to support families in transition who were in need of emergency shelter, but did have housing opportunities available within a short time frame. ESG provided emergency shelter, while state funding provided rapid re-housing and case management

services thereby leveraging state and federal resource. Additionally, DHCD's Emergency Assistance shelter program for families has increased in shelter capacity in order to meet the high number of families experiencing homelessness across the Commonwealth. DHCD also provide funding to individual shelters annually, with an increase in funding during winter months to help support the increase in shelter beds provided by shelters during the cold weather months. Winter overflow support is a joint effort; funding is identified from state and federal resources (including ESG) and DHCD partners with municipalities who also identify funding to meet the need for emergency shelter.

**Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs**

The Commonwealth continues to successfully provide a variety of homelessness prevention services through a combination of state and federal funding, including funding from the Emergency Solutions Grant and Residential Assistance for Families in Transition (RAFT). Additionally, DHCD has leveraged ESG funding and state funding for emergency shelter diversion. Families who are eligible for our family shelter system, but have a housing opportunity may utilize ESG assistance to receive short-term hotel/motel shelter assistance until their housing option is available. While many families and individuals continue to be in immediate need of emergency shelter, many are able to access prevention services and prevent homelessness from occurring. A combination of programs and service providers create an interconnected system of prevention services; regional Housing Consumer Education Centers and Community Action Programs successfully provide additional support to low income households struggling to maintain stability. The Administration further bolsters the efficiency of this interconnected system by employing the ICHH as a singular monitor of communication across agencies dealing with homelessness (such as DCF, EOHHS, EEC, etc.). In addition, the CDBG program provides public services funds to communities that wish to provide homelessness services including emergency assistance and support for food pantries.

In conjunction with other state partners, DHCD is an active member of the Massachusetts Commission on Unaccompanied Homeless Youth; statewide efforts to better understand and provide youth specific services for homelessness prevention are occurring. Many CoCs are in the process of implementing an organized community wide plan to end youth homelessness in partnership with DCF, EOHHS, DMH, municipalities, and service providers. To support this process, many CoCs applied to HUD for Youth Homelessness Demonstration Project funding. Together, the Commonwealth is actively learning how to better prevent homelessness for youth.

**Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that**

**individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again**

DHCD continues to operate in conjunction with State agency partners (including the Department of Children and Families, Department of Mental Health, the Office of HIV and AIDS, the Bureau of Substance Abuse Services and the Department of Veterans Services) to provide appropriate, individualized services designed to end each household's homelessness and provide stabilization services and resources to assure their ongoing stability as tenants. CoC across the Commonwealth are working to prioritize services to those most vulnerable through various coordinated entry systems. DHCD staff work closely with fellow CoC lead agencies and sit on various CoC committees focused on strategically reducing the number of homeless persons by focusing on specific sub-populations. DHCD is also highly involved in ongoing work with the MA Interagency Council on Housing and Homelessness focused on identifying and improving services available to homeless youth and families.

## **CR-30 - Public Housing 91.220(h); 91.320(j)**

### **Actions taken to address the needs of public housing**

By the end of FFY17, DHCD is projected to have spent approximately \$90M in its bond cap for the modernization of state-aided public housing units throughout the Commonwealth. In FFY17, DHCD also allowed LHAs to increase their operating expense levels by 10 percent.

Within the last few years, DHCD has implemented major administrative reforms to enhance the transparency and accountability of state-aided public housing.

For instance, the Performance Management Review (PMR) was launched late in FFY16. The PMR is a comprehensive on-site review of local housing authorities' operations, facilities and finances, as required under Chapter 235 "An Act Relative to Local Housing Authorities." In FFY17 DHCD conducted a second "Planning Year" of the PMR for all local housing authorities. The Chapter 235 legislation also requires that each LHA contract with an independent certified public accounting firm to perform an Agreed Upon Procedures (AUP) review of the LHA's financial records. In FFY17, DHCD implemented important changes to the AUP process and published each LHA's AUP on the DHCD website, as required by the legislation.

Also in FFY17, DHCD established new executive director salary schedule and guidelines based on a salary comparability study of public housing and affordable housing executives. This new schedule brings Massachusetts public housing executive director salaries in-line with salaries of executive directors of federally-funded public housing with comparable portfolios in other states. The goal is to maintain both market competitiveness and the equity of executive director pay for the future. Additionally, the Department published Management Service Agreement Guidelines. Under a Management Services Agreement one LHA manages the day-to-day operations of other LHAs. These Guidelines help increase transparency, hold LHAs accountable, and increase efficiencies and economies of scale for delivery of services to tenants.

### **Actions taken to encourage public housing residents to become more involved in management and participate in homeownership**

In the fall of 2017, DHCD awarded grants to four housing authorities to spend a one year to research, design, and prepare to launch the A Better Life (ABL) program in their state-aided public housing family portfolios. This program strives to improve outcomes for state-aided public housing residents in the areas of employment, financial literacy, and education and focuses on economic advancement based on the potential of each individual family. ABL was originally designed by the Worcester Housing Authority to help public housing residents achieve economic self-sufficiency and has four components: 1) An individualized plan for each participant and coaches to support their journey; 2) partnerships with local service providers; 3) a work, school training or volunteer requirement for LHA residents; and 4) an escrow account for participants.

Also in FFY17, DHCD, in conjunction with the Center for Survey Research at the University of Massachusetts Boston, continued to conduct tenant satisfaction surveys for residents of state-aided public housing. In the fall of 2017, surveys were sent to 6,024 state-aided elderly/disabled public housing units and 3,391 surveys were filled out and returned. Since the tenant satisfaction survey was launched in FFY16, the Department has sent out 25,370 surveys, with a 48% response rate. DHCD also continued to conduct mandatory, ongoing training for all LHA board members. Statewide survey results are posted on DHCD's website.

DHCD also rolled out a series of public housing trainings specifically for residents of public housing. A requirement of the Chapter 235 public housing reform, the Public Housing Training Program was established with the goal of "enabling tenant members and members of local tenant organizations to participate fully in the oversight of the housing authority's operation and capital planning." Two types of trainings are offered: one for resident board members, which focuses on the role of the board member, and an in-depth review of budgets and capital improvement plans. The second type is for any resident, with a focus on new state regulations about tenant participation, essential leadership skills and running good meetings. The Mel King Institute has been tasked with developing and implementing this training.

### **Actions taken to provide assistance to troubled PHAs**

The Performance Management Review comprehensively compares local housing authorities' operations, facilities and finances to a list of benchmarks. Local housing authorities that do not meet benchmarks are provided technical assistance by DHCD staff.



## **CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)**

**Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)**

DHCD and the quasi-public Massachusetts state housing agencies function as subsidizing agencies under the state's Chapter 40B affordable housing zoning law. The Commonwealth has a statewide building and access code.

### **Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)**

The Commonwealth's Interagency Council on Housing and Homelessness (ICHH) continues to facilitate communication between state departments in order to identify and breakdown barriers to serving households facing a housing crisis while focusing additional efforts on coordinating access to services for specific sub-populations including homeless youth, families, and veterans. Through ongoing coordination with Continua of Care regarding the use of ESG funding, DHCD continues to improve the administration of ESG funding while working closely with other state funded programs to identify gaps in services and better serve households in need who do not qualify for state funded programs. Through coordinated entry systems, continua statewide are making significant improvements in removing barriers and obstacles to their permanent supportive housing units. DHCD, through its programs and partnerships, has continued to aim to be a leader in creating housing choice and providing opportunities for inclusive patterns of housing occupancy to all residents of the Commonwealth, regardless of income, race, religious creed, color, national origin, sex, sexual orientation, gender identity, age, ancestry, familial status, veteran status, or physical or mental impairment. Fair housing is embedded in all the state's housing programs and activities. Massachusetts' fair housing policy is expressed through its Fair Housing Mission Statement and Principles which are included in the Commonwealth's Analysis of Impediments to Fair Housing Choice.

### **Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)**

The above-response speaks to meeting underserved needs. In terms of actions to reduce lead-based paint hazards, our programs follow both applicable federal and state lead laws and requirements. Funds also are available at one of the quasi-public agencies for deleading of single-family homes, occupied by low income families.

### **Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)**

Providing affordable housing opportunities to a range of low income households, as well as housing with available supportive services is intended to encourage household income growth and self-sufficiency.

**Actions taken to develop institutional structure. 91.220(k); 91.320(j)**

DHCD has implemented an Economic Prosperity Agenda with the goal of creating housing policy and practice that catalyzes economic mobility for 1,000 working families who are securely housed. Our vision is to ensure subsidized housing serves as a platform for economic prosperity. To achieve our stated goal, DHCD is utilizing our Moving to Work status to create programming intended to reduce the number of poverty-level families. Among the programs in the Economic Prosperity Agenda are initiatives to help residents of state-aided public housing achieve economic prosperity through employment training and education programs, a time-limited voucher for youth 18-24 exiting foster care that includes supportive service funds for education, training and employment related expenses, an escrow account and case management and expanding funding of the Residential Assistance for Families in Transition (RAFT) program to help families with children under the age of 21 who are homeless or at risk of becoming homeless.

**Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)**

DHCD works closely with other state departments and social service agencies, including the Department of Transitional Assistance, the Department of Child Welfare, and more recently the Massachusetts Emergency Management Agency. DHCD works closely with state agencies and service providers to enhance coordination in order to more effectively reduce and end homelessness across Massachusetts. Specifically, DHCCD requires ESG subrecipients to take concrete steps to enhance coordination and access to services within their Continuum and DHCD continues to work closely with the MA ICHH to support enhanced coordination between state departments and social service agencies.

**Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)**

## **CR-40 - Monitoring 91.220 and 91.230**

**Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements**

The Massachusetts CDBG program monitors grantee activities on an on-going basis. Annually, program staff conducts a risk assessment of all grantee's to prioritize communities to be monitored. Grantees that have had previous findings, are new grantees, or grantees that have not received a recent award are monitored first. CDBG staff use a comprehensive checklist for monitoring that addresses all program requirements. In addition, DHCD has an on-line grant management system that allows staff to monitor grantees to some extent, on a day-to-day basis.

DHCD's Housing Development division has administered federal and state resources with attention to providing both permanent and transitional housing for the homeless or those at risk of homelessness. We partner with the quasi-public state agency, CEDAC, to perform administrative and project management functions for several state bond programs structured to support housing development and preservation for persons who may benefit from available supportive services. DHCD's HOME program reviews applicable project supportive services plans and ensures that each development has an M/WBE and Section 3 plan. We track the results of these plans throughout the construction/rehab process. We engage a lender advisor to monitor project construction and have a contract with an outside firm to perform ongoing HOME and other subsidy compliance monitoring. Another firm is engaged to perform additional monitoring of LIHTC projects and many of our HOME projects also are supported with tax credits.

### **ESG monitoring process**

DHCD has developed a system for conducting ongoing monitoring of ESG funded projects ensuring effectiveness and compliance with HUD ESG requirements. In addition to monthly review of projects through cost-reimbursement, DHCD requires subrecipients to report on outcomes quarterly. Also, on-site monitoring visits are conducted regularly and each ESG funded project receives an onsite review during their contract period. The Federal Grants Unit, which operates ESG funding, hired an additional staff person who works on HMIS and data quality concerns with our ESG sub-recipients. Programs which are underperforming are provided with technical assistance as needed. Ongoing coordination, both internally and with CoC across the Commonwealth, has helped to ensure that ESG funding is being used in accordance with our Consolidated Plan and ESG rules and regulations established by HUD. Finally, DHCD has re-structured our ESG contracts to allow sub-recipients two years to spend down each year's allocation. We expect this change to have a significant impact on our RRH and prevention programs which struggled each year as projects were placed on hold while waiting to receive HUD funding, yet were expected to utilize their full award by the end of the grant year.

**Citizen Participation Plan 91.105(d); 91.115(d)**

**Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.**

This performance report is being posted to DHCD's public website and we will issue broad listserv notice regarding the posting and process for public comment.

## **CR-45 - CDBG 91.520(c)**

**Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.**

During the FY 2017 Program Year, DHCD implemented changes that were the result of a broad and intensive public effort going into the 2017 year, to define new ways/approaches to administer the CDBG Program. Some modest changes were made to the program structure which included reducing the number of funds that CDBG dollars are administered through from four to two. The Mini Entitlement program which awards funds on an annual basis to certain communities that have been identified through a formula as having a greater level of need, was continued. The Economic Development Fund (EDF) and the Community Development Fund II were eliminated and all non Mini Entitlement applicants would submit to the Community Development Fund (CDF). In addition, the community wide needs (CWN) score which was a relative assessment of need used to rank communities based on level of need was discontinued. The CWN was replaced in application scoring with a ranking of communities by low and moderate income percentage. Structural changes were also made to the application, eliminating some required information and modifying and reducing questions that were scored and ultimately determined funding. The primary intent of these changes was to make the program more accessible and easier to apply to. It was hoped that the program would see a broader range of applicants. The changes to the application were well received and there was an increase in the number of applicants and a modest increase in new applicants.

**Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?**

No

**[BEDI grantees] Describe accomplishments and program outcomes during the last year.**

## **CR-50 - HOME 91.520(d)**

### **Include the results of on-site inspections of affordable rental housing assisted under the program to determine compliance with housing codes and other applicable regulations**

Please list those projects that should have been inspected on-site this program year based upon the schedule in §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

Please see the attached list of DHCD HOME projects monitored for program compliance, including a summary of observations. We work closely with a third party contractor and provide information as new developments are completed. We also engage a lender advisor during the construction of new HOME projects to ensure ongoing construction inspections. We continue to approach compliance monitoring as an opportunity to provide HOME technical assistance to support HOME project developers and property managers. DHCD HOME staff and DHCD's HOME compliance monitoring agent are accessible. Our goal always is to bring project to sustained program compliance. We also respond to occasional HOME resident calls and provide information and coordination, as needed.

### **Provide an assessment of the jurisdiction's affirmative marketing actions for HOME units. 92.351(b)**

In addition to requiring adherence to the Commonwealth's fair housing mission statement and principles, program guidelines and procedures ensure that projects have approved written affirmative fair marketing and tenant selection plans. All HOME projects are required to submit an affirmative fair housing marketing plan and tenant selections plan that meets DHCD's posted fair housing guidelines. Projects identify those populations least likely to apply and target outreach accordingly. Through compliance monitoring, we continue to review the resident composition and ensure ongoing affirmative fair marketing. The MassAccess public website is a resource for all Massachusetts affordable projects to list vacancies. All HOME projects completed this year also were supported with Low Income Housing Tax Credits. The state's Qualified Allocation Plan offers points to projects located in 'Areas of Opportunity.'

### **Refer to IDIS reports to describe the amount and use of program income for projects, including the number of projects and owner and tenant characteristics**

Please refer to Section CR-15 (Resources and Investments) in this report for the summary of HOME Program Income (PI) dollars receipted and subsequently committed and expended by other HOME projects. As of the HOME Interim Final Rule effective January 31, 2017, HOME PI is receipted and accumulated to be referenced in the next Action Plan. Upon approval of the plan, the HOME PI is committed to the next available HOME activity (i.e.: housing development project) and then expended by that particular activity for eligible costs. We have not taken administrative funds from receipted HOME PI. During this program year, we receipted PI from twenty HOME rental projects and these

payments were from either project cost savings, available proceeds from the refinancing of first mortgage loans or cash flow payments. One old ownership project made a recapture payment. We committed PI funds from the approval of last year's Action Plan to two new HOME rental activities. (Knitting Mill and Noquochoke Village) We are awaiting approval of this year's Action Plan, which references funds collected during this reporting period.

**Describe other actions taken to foster and maintain affordable housing. 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 91.320(j)**

DHCD's Housing Development Division utilizes many additional resources to support the production and preservation of affordable housing units. HOME pairs well with LIHTC and most of our HOME projects also have tax credits, which remain greatly oversubscribed. We have continued to have constructive debrief calls shortly after issuing contingent housing development awards (including contingent HOME awards) to work with borrowers, lenders and other municipalities to streamline the loan closing process and to help coordinate efficient and timely delivery of affordable housing units. These calls also are a tool to ensure that HOME-specific requirements are known and clear early in the process.

## CR-55 - HOPWA 91.520(e)

### Identify the number of individuals assisted and the types of assistance provided

Table for report on the one-year goals for the number of households provided housing through the use of HOPWA activities for: short-term rent, mortgage, and utility assistance payments to prevent homelessness of the individual or family; tenant-based rental assistance; and units provided in housing facilities developed, leased, or operated with HOPWA funds.

| <b>Number of Households Served Through:</b>                                                                  | <b>One-year Goal</b> | <b>Actual</b> |
|--------------------------------------------------------------------------------------------------------------|----------------------|---------------|
| Short-term rent, mortgage, and utility assistance to prevent homelessness of the individual or family        | 0                    | 0             |
| Tenant-based rental assistance                                                                               | 0                    | 0             |
| Units provided in permanent housing facilities developed, leased, or operated with HOPWA funds               | 0                    | 0             |
| Units provided in transitional short-term housing facilities developed, leased, or operated with HOPWA funds | 0                    | 0             |
|                                                                                                              |                      |               |

**Table 14 – HOPWA Number of Households Served**

### Narrative

HOPWA funds for the ‘balance of state’ are administered by the Massachusetts Department of Public Health (MDPH), Bureau of Infectious Disease and Laboratory Sciences (BIDLS), Office of HIV/AIDS (OHA). MDPH uses its formula HOPWA allocation to fund Support Services provided by AIDS Project Worcester, Commonwealth Land Trust, Community Counseling of Bristol County, and Victory Programs. All of these services incorporate assessments of client needs; facilitate access to permanent and affordable housing; and promote housing stability, both to address homelessness and to support engagement in HIV medical care and treatment.

AIDS Project Worcester, Inc. is an AIDS Service Organization (ASO) in Central Massachusetts that provides a comprehensive range of services for persons living with HIV/AIDS and those at greatest risk for the disease. Community Counseling of Bristol County, Inc. is a behavioral health provider located in Taunton, Massachusetts that offers HIV/AIDS support services to individuals in the Southeastern region of Massachusetts. Both AIDS Project Worcester and Community Counseling of Bristol County use HOPWA resources to support the provision of HIV Housing Search and Advocacy Services. These services include individual comprehensive assessments of housing-related needs of each low-income client living with HIV and specialized planning efforts to help these individuals access and maintain the safe, stable, and affordable housing and associated social services that will support their ongoing retention in HIV



medical care.

Commonwealth Land Trust is a non-profit organization based in Boston that owns and manages affordable housing in the Greater Boston area and the city of Lawrence, Massachusetts. The agency provides on-site case management services to many of Massachusetts' most vulnerable residents, including individuals living with HIV/AIDS. Victory Programs is a multi-service organization that provides housing and services to homeless individuals and families who may have substance use disorders and/or chronic health issues such as HIV/AIDS, hepatitis C and mental illness. Both of these agencies use HOPWA resources to provide Medical Case Management services to individuals with HIV/AIDS who live in their wide networks of housing programs throughout Greater Boston and the Northeast region of Massachusetts. HIV/AIDS MCM services include medical care coordination, social service coordination, adherence support, substance use risk reduction, sexual health promotion, benefits counseling, and housing services that are intended to promote housing stabilization and prevent homelessness. Agencies conduct comprehensive needs assessments with every client at program entry, and at subsequent six month intervals, so that service planning is individualized to meet needs as they evolve. These agencies' HOPWA-funded services help individuals living with HIV access and maintain engagement in ongoing HIV medical care and treatment in order to maximize health outcomes, prevent acquisition of other commonly co-occurring infectious diseases, and reduce potential transmission of HIV to others. MCM is provided in a home-based setting when it is determined that issues including, but not limited to, substance use, mental health, and medical care needs could make it more likely for clients to fully benefit from these services in their residences.

## **CR-60 - ESG 91.520(g) (ESG Recipients only)**

### **ESG Supplement to the CAPER in *e-snaps***

#### **For Paperwork Reduction Act**

#### **1. Recipient Information—All Recipients Complete**

##### **Basic Grant Information**

|                                                                                              |               |
|----------------------------------------------------------------------------------------------|---------------|
| <b>Recipient Name</b>                                                                        | MASSACHUSETTS |
| <b>Organizational DUNS Number</b>                                                            | 824848162     |
| <b>EIN/TIN Number</b>                                                                        | 046002284     |
| <b>Identify the Field Office</b>                                                             | BOSTON        |
| <b>Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance</b> | Boston CoC    |

CAPER

32

**ESG Contact Name**

|                    |                        |
|--------------------|------------------------|
| <b>Prefix</b>      | Mr                     |
| <b>First Name</b>  | Gordon                 |
| <b>Middle Name</b> | M                      |
| <b>Last Name</b>   | Calkins                |
| <b>Suffix</b>      | 0                      |
| <b>Title</b>       | Federal Grants Manager |

**ESG Contact Address**

|                         |                            |
|-------------------------|----------------------------|
| <b>Street Address 1</b> | 100 Cambridge Street       |
| <b>Street Address 2</b> | Suite 300                  |
| <b>City</b>             | Boston                     |
| <b>State</b>            | MA                         |
| <b>ZIP Code</b>         | -                          |
| <b>Phone Number</b>     | 6175731384                 |
| <b>Extension</b>        | 0                          |
| <b>Fax Number</b>       | 0                          |
| <b>Email Address</b>    | gordon.calkins@state.ma.us |

**ESG Secondary Contact**

|                      |
|----------------------|
| <b>Prefix</b>        |
| <b>First Name</b>    |
| <b>Last Name</b>     |
| <b>Suffix</b>        |
| <b>Title</b>         |
| <b>Phone Number</b>  |
| <b>Extension</b>     |
| <b>Email Address</b> |

**2. Reporting Period—All Recipients Complete**

|                                |            |
|--------------------------------|------------|
| <b>Program Year Start Date</b> | 04/01/2017 |
| <b>Program Year End Date</b>   | 03/31/2018 |

### 3a. Subrecipient Form – Complete one form for each subrecipient

**Subrecipient or Contractor Name:** SOUTH MIDDLESEX OPPORTUNITY COUNCIL

**City:** Framingham

**State:** MA

**Zip Code:** 01702, 8313

**DUNS Number:**

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 352731

**Subrecipient or Contractor Name:** HOUSING ASSISTANCE CORP

**City:** Hyannis

**State:** MA

**Zip Code:** 02601, 3653

**DUNS Number:** 088976378

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 44903

**Subrecipient or Contractor Name:** COMM TEAMWORK, INC

**City:** Lowell

**State:** MA

**Zip Code:** 01852, 1803

**DUNS Number:**

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 166568

**Subrecipient or Contractor Name:** SERVICE NET, INC.

**City:** SERVICE NET, INC.

**State:** MA

**Zip Code:** 99999,

**DUNS Number:**

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 62100

**Subrecipient or Contractor Name:** YWCA OF WESTERN MASSACHUSETTS

**City:** Springfield

**State:** MA

**Zip Code:** 01118, 2213

**DUNS Number:** 066994534

**Is subrecipient a victim services provider:** Y

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 71665

**Subrecipient or Contractor Name:** CATHOLIC SOCIAL SERVICES

**City:** New Bedford

**State:** MA

**Zip Code:** 02744, 1002

**DUNS Number:** 144117389

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Faith-Based Organization

**ESG Subgrant or Contract Award Amount:** 169158

**Subrecipient or Contractor Name:** STEPPINGSTONE

**City:** New Bedford

**State:** MA

**Zip Code:** 02740, 6625

**DUNS Number:** 147819460

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 106894

**Subrecipient or Contractor Name:** FATHER BILLS & MAINSPRING

**City:** Quincy

**State:** MA

**Zip Code:** 02169, 5715

**DUNS Number:** 802347864

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 311507

**Subrecipient or Contractor Name:** BOSTON PUBLIC HEALTH COMMISSION

**City:** Boston

**State:** MA

**Zip Code:** 02118, 2600

**DUNS Number:** 949627343

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Unit of Government

**ESG Subgrant or Contract Award Amount:** 161066

**Subrecipient or Contractor Name:** HARBORCOV INC

**City:** Chelsea

**State:** MA

**Zip Code:** ,

**DUNS Number:** 161816991

**Is subrecipient a victim services provider:** Y

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 26371

**Subrecipient or Contractor Name:** MASSACHUSETTS HOUSING & SHELTER ALLIANCE INC

**City:** Boston

**State:** MA

**Zip Code:** 02112,

**DUNS Number:** 849318514

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 1163426

**Subrecipient or Contractor Name:** MONTACHUSETT INTERFAITH HOSPITALITY NETWORK

**City:** Leominster

**State:** MA

**Zip Code:** 01453, 5727

**DUNS Number:** 184502909

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 69698

**Subrecipient or Contractor Name:** PINE STREET INN INC  
**City:** Boston  
**State:** MA  
**Zip Code:** 02118, 2404  
**DUNS Number:** 079506366  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 215541

**Subrecipient or Contractor Name:** CATHOLIC CHARITIES OF SPRINGFIELD, MASS  
**City:** Springfield  
**State:** MA  
**Zip Code:** 01105, 1713  
**DUNS Number:** 605761795  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Faith-Based Organization  
**ESG Subgrant or Contract Award Amount:** 130803

**Subrecipient or Contractor Name:** CITY OF CAMBRIDGE  
**City:** Cambridge  
**State:** MA  
**Zip Code:** 02139, 3201  
**DUNS Number:** 076584341  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Unit of Government  
**ESG Subgrant or Contract Award Amount:** 116748

**Subrecipient or Contractor Name:** CENTRAL MASSACHUSETTS HOUSING ALLIANCE INC  
**City:** Worcester  
**State:** MA  
**Zip Code:** 01609, 2706  
**DUNS Number:** 152234865  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 101357

**Subrecipient or Contractor Name:** EMMAUS INC  
**City:** Haverhill  
**State:** MA  
**Zip Code:** 01830, 5615  
**DUNS Number:** 845099829  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 118675

**Subrecipient or Contractor Name:** BAY COVE HUMAN SERVICES INC  
**City:** Boston  
**State:** MA  
**Zip Code:** 02114, 2002  
**DUNS Number:** 049444565  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 90653

**Subrecipient or Contractor Name:** BROOKLINE COMMUNITY MENTAL HEALTH CENTER  
**City:** Brookline  
**State:** MA  
**Zip Code:** 02445, 4445  
**DUNS Number:** 097444186  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 76584

**Subrecipient or Contractor Name:** COMMUNITY ACTION FRAN HAM N QUAB RE INC  
**City:** Greenfield  
**State:** MA  
**Zip Code:** 01301, 3320  
**DUNS Number:** 066986928  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 126439

**Subrecipient or Contractor Name:** SOMERVILLE HOMELESS COALITION

**City:** Somerville

**State:** MA

**Zip Code:** 02144, 0006

**DUNS Number:** 847408804

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 44903

**Subrecipient or Contractor Name:** Community Teamwork

**City:** Lowell

**State:** MA

**Zip Code:** ,

**DUNS Number:** 079518932

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 166568

**Subrecipient or Contractor Name:** Lynn Housing Authority Dev Group

**City:** Lynn

**State:** MA

**Zip Code:** ,

**DUNS Number:** 085615557

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 189411

**Subrecipient or Contractor Name:** Friendly House

**City:** Worcester

**State:** MA

**Zip Code:** ,

**DUNS Number:** 137273165

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 50030



**Subrecipient or Contractor Name:** Asian Task Force  
**City:** Boston  
**State:** MA  
**Zip Code:** ,  
**DUNS Number:** 825995939  
**Is subrecipient a victim services provider:** Y  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 51379

**Subrecipient or Contractor Name:** Elizabeth Stone House  
**City:** Boston  
**State:** MA  
**Zip Code:** ,  
**DUNS Number:** 062331207  
**Is subrecipient a victim services provider:** Y  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 52743

**Subrecipient or Contractor Name:** Craig's Doors  
**City:** Amherst  
**State:** MA  
**Zip Code:** ,  
**DUNS Number:** 036957429  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 24322

**Subrecipient or Contractor Name:** Veteran's Inc  
**City:** Worcester  
**State:** MA  
**Zip Code:** 01605, 2600  
**DUNS Number:** 941967796  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 51336

**Subrecipient or Contractor Name:** Action Inc., MA  
**City:** Gloucester  
**State:** MA  
**Zip Code:** 01930, 6002  
**DUNS Number:**  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 33416

**Subrecipient or Contractor Name:** Center for Human Development  
**City:** Springfield  
**State:** MA  
**Zip Code:** 01105, 1114  
**DUNS Number:** 099195695  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 400760

**Subrecipient or Contractor Name:** FAMILYAID BOSTON INC  
**City:** Boston  
**State:** MA  
**Zip Code:** 02111, 2810  
**DUNS Number:** 051069904  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 422.16

**Subrecipient or Contractor Name:** HOUSE OF HOPE INC  
**City:** Lowell  
**State:** MA  
**Zip Code:** 01854, 3532  
**DUNS Number:** 780116356  
**Is subrecipient a victim services provider:** N  
**Subrecipient Organization Type:** Other Non-Profit Organization  
**ESG Subgrant or Contract Award Amount:** 255449

**Subrecipient or Contractor Name:** THE SALEM MISSION INC

**City:** Salem

**State:** MA

**Zip Code:** 01970, 3341

**DUNS Number:** 780040028

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 218313

**Subrecipient or Contractor Name:** CYBERSENSE TRAINING

**City:** Salem

**State:** NH

**Zip Code:** 03079, 1862

**DUNS Number:** 931560846

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 33600

**Subrecipient or Contractor Name:** CLINICAL & SUPPORT OPTIONS INC

**City:** Greenfield

**State:** MA

**Zip Code:** 01301, 2457

**DUNS Number:** 185070612

**Is subrecipient a victim services provider:** N

**Subrecipient Organization Type:** Other Non-Profit Organization

**ESG Subgrant or Contract Award Amount:** 130330

## CR-65 - Persons Assisted

### 4. Persons Served

#### 4a. Complete for Homelessness Prevention Activities

| Number of Persons in Households | Total |
|---------------------------------|-------|
| Adults                          |       |
| Children                        |       |
| Don't Know/Refused/Other        |       |
| Missing Information             |       |
| <b>Total</b>                    |       |

Table 16 – Household Information for Homeless Prevention Activities

#### 4b. Complete for Rapid Re-Housing Activities

| Number of Persons in Households | Total |
|---------------------------------|-------|
| Adults                          |       |
| Children                        |       |
| Don't Know/Refused/Other        |       |
| Missing Information             |       |
| <b>Total</b>                    |       |

Table 17 – Household Information for Rapid Re-Housing Activities

#### 4c. Complete for Shelter

| Number of Persons in Households | Total |
|---------------------------------|-------|
| Adults                          |       |
| Children                        |       |
| Don't Know/Refused/Other        |       |
| Missing Information             |       |
| <b>Total</b>                    |       |

Table 18 – Shelter Information



**4d. Street Outreach**

| <b>Number of Persons in Households</b> | <b>Total</b> |
|----------------------------------------|--------------|
| Adults                                 |              |
| Children                               |              |
| Don't Know/Refused/Other               |              |
| Missing Information                    |              |
| <b>Total</b>                           |              |

**Table 19 – Household Information for Street Outreach**

**4e. Totals for all Persons Served with ESG**

| <b>Number of Persons in Households</b> | <b>Total</b> |
|----------------------------------------|--------------|
| Adults                                 |              |
| Children                               |              |
| Don't Know/Refused/Other               |              |
| Missing Information                    |              |
| <b>Total</b>                           |              |

**Table 20 – Household Information for Persons Served with ESG**

**5. Gender—Complete for All Activities**

|                          | <b>Total</b> |
|--------------------------|--------------|
| Male                     |              |
| Female                   |              |
| Transgender              |              |
| Don't Know/Refused/Other |              |
| Missing Information      |              |
| <b>Total</b>             |              |

**Table 21 – Gender Information**

**6. Age—Complete for All Activities**

|                          | <b>Total</b> |
|--------------------------|--------------|
| Under 18                 |              |
| 18-24                    |              |
| 25 and over              |              |
| Don't Know/Refused/Other |              |
| Missing Information      |              |
| <b>Total</b>             |              |

**Table 22 – Age Information**

**7. Special Populations Served—Complete for All Activities**

**Number of Persons in Households**

| <b>Subpopulation</b>              | <b>Total</b> | <b>Total Persons Served – Prevention</b> | <b>Total Persons Served – RRH</b> | <b>Total Persons Served in Emergency Shelters</b> |
|-----------------------------------|--------------|------------------------------------------|-----------------------------------|---------------------------------------------------|
| Veterans                          |              |                                          |                                   |                                                   |
| Victims of Domestic Violence      |              |                                          |                                   |                                                   |
| Elderly                           |              |                                          |                                   |                                                   |
| HIV/AIDS                          |              |                                          |                                   |                                                   |
| Chronically Homeless              |              |                                          |                                   |                                                   |
| <b>Persons with Disabilities:</b> |              |                                          |                                   |                                                   |
| Severely Mentally Ill             |              |                                          |                                   |                                                   |
| Chronic Substance Abuse           |              |                                          |                                   |                                                   |
| Other Disability                  |              |                                          |                                   |                                                   |
| Total (unduplicated if possible)  |              |                                          |                                   |                                                   |

**Table 23 – Special Population Served**

## CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes

### 10. Shelter Utilization

|                                      |         |
|--------------------------------------|---------|
| Number of New Units - Rehabbed       | 0       |
| Number of New Units - Conversion     | 0       |
| Total Number of bed-nights available | 668,539 |
| Total Number of bed-nights provided  | 818,991 |
| Capacity Utilization                 | 122.50% |

Table 24 – Shelter Capacity

### 11. Project Outcomes Data measured under the performance standards developed in consultation with the CoC(s)

DHCD’s federal award period for Massachusetts non-entitlement ESG funding was 4/1/2017-3/31/2018. In addition to advancing the Housing First philosophy and Rapid Re-Housing model, the Commonwealth, through consultation with our CoC partners, identified the following goals in our Consolidated Plan and 2017 Annual Action Plan:

- Reduce the number of households becoming homeless and needing to be sheltered;
- Reduce the number of homeless households in shelters;
- Increase the number of very short term emergency shelter beds available to families fleeing domestic violence;
- Reduce the average length of stay at shelters receiving ESG funding; and
- Strengthen existing Continuum of Care (CoC) activities while increasing ESG coordination between the CoCs, the Commonwealth and state federal and local resources to reduce and homelessness.

DHCD identified the following performance indicators for sub-recipients funded under ESG.

- Number of households prevented from becoming homeless.
- Number of households rapidly re-housed into permanent housing.
- Number of emergency shelter bed nights made available to individuals and families with DHCD ESG funding.

During the FFY17 Program Year:

1. 239 households / 485 persons received homelessness prevention services. 151 households successfully exited the program to a permanent destination by the end of the project year. (We have noticed several data quality concerns within this reporting category. The final number was reported by our sub-recipients through a separate (non-CAPER) report. In FFY18, we will work with our sub-recipients to ensure that households who exit prevention programs are receiving a full exit interview and that exit destination is captured.)

2. 440 persons / 321 households received RRH assistance. Of those households, 232 households were re-housed into a permanent housing situation during the grant year. (We have noticed several data



quality concerns within this reporting category. The final number was reported by our sub-recipients through a separate (non-CAPER) report. In FFY18, we will work with our sub-recipients to ensure that households who exit RRH programs are receiving a full exit interview and that exit destination is captured.)

3. 818,991 emergency shelter bed nights were provided to 18,139 persons.

The above outcomes were achieved through partnerships with 32 subrecipients and additional sub-subrecipients, DHCD administered ESG services to 17,410 participants through 64 ESG funded projects across Massachusetts.

Please note: additional outcome detail by program is unavailable due to issues with SAGE. SAGE would not produce aggregate reports by project type (RRH, emergency shelter, Prevention). A request was submitted to the HUD Help Desk, but the issue was not resolved in time for submission of the report.

## CR-75 – Expenditures

### 11. Expenditures

#### 11a. ESG Expenditures for Homelessness Prevention

|                                                                                       | Dollar Amount of Expenditures in Program Year |          |                |
|---------------------------------------------------------------------------------------|-----------------------------------------------|----------|----------------|
|                                                                                       | 2015                                          | 2016     | 2017           |
| Expenditures for Rental Assistance                                                    | 0                                             | 0        | 487,036        |
| Expenditures for Housing Relocation and Stabilization Services - Financial Assistance | 0                                             | 0        | 0              |
| Expenditures for Housing Relocation & Stabilization Services - Services               | 0                                             | 0        | 0              |
| Expenditures for Homeless Prevention under Emergency Shelter Grants Program           | 0                                             | 0        | 0              |
| <b>Subtotal Homelessness Prevention</b>                                               | <b>0</b>                                      | <b>0</b> | <b>487,036</b> |

Table 25 – ESG Expenditures for Homelessness Prevention

#### 11b. ESG Expenditures for Rapid Re-Housing

|                                                                                       | Dollar Amount of Expenditures in Program Year |          |                |
|---------------------------------------------------------------------------------------|-----------------------------------------------|----------|----------------|
|                                                                                       | 2015                                          | 2016     | 2017           |
| Expenditures for Rental Assistance                                                    | 0                                             | 0        | 529,020        |
| Expenditures for Housing Relocation and Stabilization Services - Financial Assistance | 0                                             | 0        | 0              |
| Expenditures for Housing Relocation & Stabilization Services - Services               | 0                                             | 0        | 0              |
| Expenditures for Homeless Assistance under Emergency Shelter Grants Program           | 0                                             | 0        | 0              |
| <b>Subtotal Rapid Re-Housing</b>                                                      | <b>0</b>                                      | <b>0</b> | <b>529,020</b> |

Table 26 – ESG Expenditures for Rapid Re-Housing

#### 11c. ESG Expenditures for Emergency Shelter

|                    | Dollar Amount of Expenditures in Program Year |      |           |
|--------------------|-----------------------------------------------|------|-----------|
|                    | 2015                                          | 2016 | 2017      |
| Essential Services | 0                                             | 0    | 0         |
| Operations         | 0                                             | 0    | 2,339,746 |
| Renovation         | 0                                             | 0    | 0         |

|                 |          |          |                  |
|-----------------|----------|----------|------------------|
| Major Rehab     | 0        | 0        | 0                |
| Conversion      | 0        | 0        | 0                |
| <b>Subtotal</b> | <b>0</b> | <b>0</b> | <b>2,339,746</b> |

**Table 27 – ESG Expenditures for Emergency Shelter**

**11d. Other Grant Expenditures**

|                 | Dollar Amount of Expenditures in Program Year |      |         |
|-----------------|-----------------------------------------------|------|---------|
|                 | 2015                                          | 2016 | 2017    |
| Street Outreach | 0                                             | 0    | 0       |
| HMIS            | 0                                             | 0    | 3,430   |
| Administration  | 0                                             | 0    | 188,024 |

**Table 28 - Other Grant Expenditures**

**11e. Total ESG Grant Funds**

| Total ESG Funds Expended | 2015 | 2016 | 2017      |
|--------------------------|------|------|-----------|
|                          | 0    | 0    | 3,547,256 |

**Table 29 - Total ESG Funds Expended**

**11f. Match Source**

|                         | 2015 | 2016 | 2017      |
|-------------------------|------|------|-----------|
| Other Non-ESG HUD Funds | 0    | 0    | 0         |
| Other Federal Funds     | 0    | 0    | 0         |
| State Government        | 0    | 0    | 3,547,256 |
| Local Government        | 0    | 0    | 0         |

|                           |          |          |                  |
|---------------------------|----------|----------|------------------|
| Private Funds             | 0        | 0        | 0                |
| Other                     | 0        | 0        | 0                |
| Fees                      | 0        | 0        | 0                |
| Program Income            | 0        | 0        | 0                |
| <b>Total Match Amount</b> | <b>0</b> | <b>0</b> | <b>3,547,256</b> |

**Table 30 - Other Funds Expended on Eligible ESG Activities**

**11g. Total**

| <b>Total Amount of Funds Expended on ESG Activities</b> | <b>2015</b> | <b>2016</b> | <b>2017</b> |
|---------------------------------------------------------|-------------|-------------|-------------|
|                                                         | 0           | 0           | 7,094,512   |

**Table 31 - Total Amount of Funds Expended on ESG Activities**