



00

6-MONTH LOS IMPLEMENTATION

04.09.25

Please be advised that recording meetings, by any means, including the use of any A.I. applications, without prior permission is strictly prohibited.

Welcome!



Thank you for joining today's session for EA Provider Staff on the 6-Month Length of Stay Policy – we really appreciate your time during this busy period.



Please stay muted during presentation period of the session to avoid disruption.



We encourage folks to ask questions in the chat while the presentation is running. We have a team ready to respond to your questions.



We welcome your feedback! There will be time to ask questions or contribute your thoughts at the end of the session. Anything we don't have time for will be collected via a Mentimeter survey for follow-up.



Please try to give us your full attention and don't worry about taking notes. The slides will be posted on the Provider Portal for you to review or share with your teams.

Agenda

1 EA Policy Change Overview

2 6 Month Length of Stay

- Policy Overview
- Rehousing Roadmap
- Notification & Expectation Setting
- Addressing Housing Barriers & Housing Search
- Hardship Waiver Applications
- Exit Planning & Lease Bridges
- Terminations & Removals

3 Communicating the Change to Families

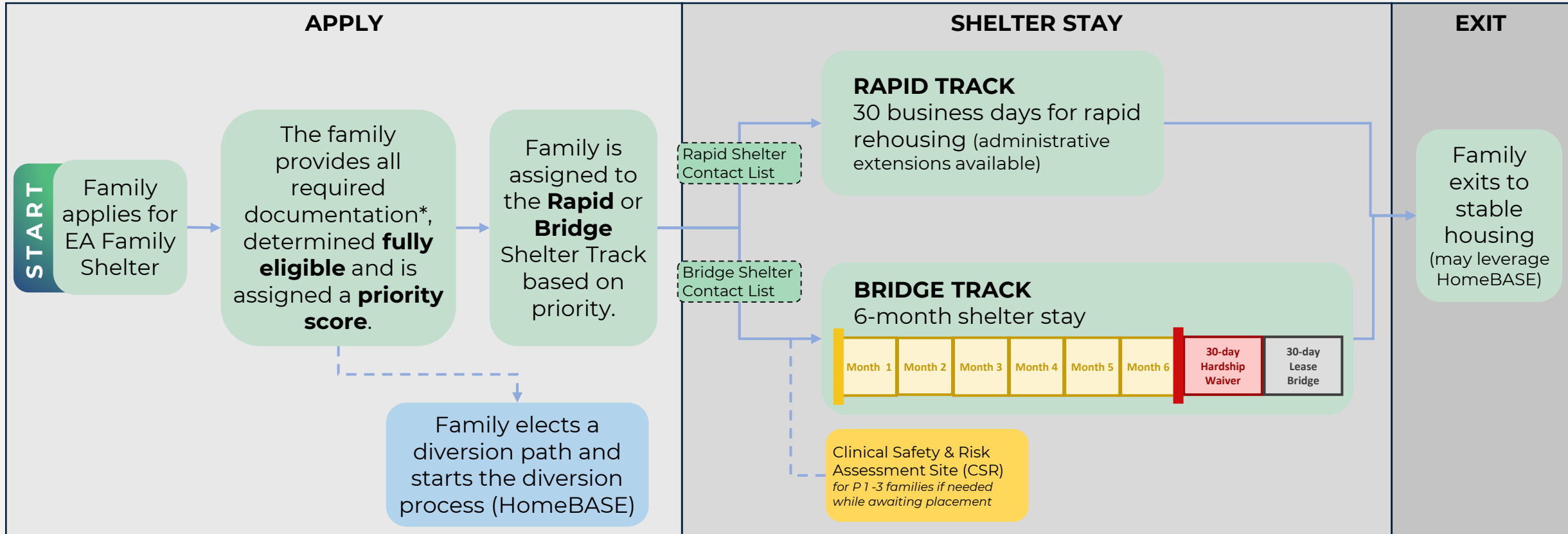


01

EA POLICY CHANGE OVERVIEW

New Emergency Assistance (EA) Family Shelter Journey

Starting on April 11th this is what the family journey will generally look like across the EA System.



Emergency Assistance (EA) Family Shelter Eligibility Changes

EOHLC will issue regulation and guidance updates that take effect on April 11th.

Changes to EA eligibility

- Families must be fully eligible to be placed in shelter (e.g., eliminate presumptive eligibility). Case-specific waivers may be provided for certain high risk/need families.
- Families must provide proof of MA residency and intent to remain in the state *(implementation began in March 2025 through attestation form)*
- Families must prove that they have lawful immigration status *(implementation began in March 2025 through attestation form)*
- Families entering shelter must be fully eligible to receive HomeBASE.
- Families cannot have income exceeding 200% FPL for more than 4 months in shelter *(reduced from 6 months to align with new 6-month LOS period)*
- EOHLC will make best efforts to place families within 20-miles of their home community, but it is not required or appealable
- Families will be prioritized based on updated criteria reflected in the Emergency Guidance issued on 4/11/2025

Full Eligibility Required for EA Family Shelter

Starting April 11, families will need to be **fully eligible** to be placed into Emergency Assistance (EA) Family Shelter (Rapid or Bridge Track) with temporary (up to 30 days) case-specific waivers. This means families will need to verify (e.g., provide documents):



Proof of ID for all family members



Proof of Familial Relationship to all children in the household



Proof of MA Residency for all family members over 18 years of age



Lawful Status for all family members, or at least one child under 18 in household with lawful status



Qualifying reason for homelessness



Lack of feasible alternative housing



Income and assets



Consent to a criminal background check (CORI) with no convictions or pending charges for serious crimes leading to ineligibility



All families on the EA Contact List as of April 11 must be fully eligible to be placed into shelter



Temporary case-specific waivers may be available for families meeting certain criteria

Documentation to Verify Massachusetts Residency



These document types
will be added to the EA
Apply page on Mass.gov



EOHLC may rely on **one** document/method or **multiple** documents/methods to verify that the family consists of residents of MA who intend to remain in MA permanently or indefinitely. EOHLC must verify at least 1 of these documents for each adult aged 18+ in the family.

- Documentation, incl. screenshots, demonstrating **receipt of public benefits** in MA
- **MA driver's permit, driver's license, or ID card***
- **MA Firearms Card License** with photo, signature, residential address, and DOB*
- MA-issued **professional license***
- **Property or excise tax bill** for the current or immediate previous year with Applicant's name and address in MA
- **W-2 forms** or other documents bearing individual's name and address in MA submitted by employer to a gov't agency as consequence of employment
- **Tuition or student loan bill** containing individual's name and address in MA**
- **Jury duty summons** containing individual's name and address in MA**
- **School transcript** for individual containing address in MA**
- **Email, original letter or written statement**, or photograph/photocopy/ scanned copy of printed and signed letter or written statement, issued by licensed health care worker, on office letterhead or from an office email, stating that individual resides in MA**
- **Credit report** issued by recognized credit reporting agency**, reflecting a MA address
- **Pension or retirement statement** from a prior employer or pension fund stating the individual's name and address in MA**
- Current MA **voter's registration** form, certified by municipal clerk
- **Installment sales contract** (incl. auto loan) with pre-printed address in MA**
- **Lease** or home mortgage document** identifying individual and address in MA
- Valid **homeowner's, renter's, life, auto, or health insurance policy** with pre-printed address in MA** or a bill for such insurance with pre-printed address*** or other documentation of health insurance with pre-printed address***
- **Cancelled personal check** (incl. a voided check) with pre-printed address in MA ***
- **Utility bill, cell phone bill, credit card bill, doctor's bill, or hospital bill** containing individual's name and address in MA***
- **Pay stub** from current employer with name and address in MA pre-printed***
- **Census verification** containing individual's name and address in MA**
- **State or federal income tax returns** for one of past 2 calendar years showing address in MA
- **Notice to quit, summons and complaint, or other eviction case court doc** showing a MA address from which the individual is being or has been evicted (where the move-out date on an agreement for judgment or a notice of levy, whichever is later, is within 12 mos. of application)
- **MassHealth documents** (including screen shots) showing receipt of MassHealth by individual

***Current** or **expired** up to **12 mos.** before date of application)

****Dated** not more than **12 mos.** before date of application

*****Dated** not more than **60 days** before date of application



Citizenship and Immigration Status Document Examples

To prove a family (individual members or at least one child) has eligible Immigration status, HLC will accept the following documents. *This is not a complete list of documents. Families should work with their Homeless Coordinator for a complete list if more options are needed.*

Families must prove the following:

- Family members are US citizens; OR
- Family members are permanent residents (has a green card); OR
- Family members have eligible immigration status; OR
- Meet PRUCOL. You meet PRUCOL when:
 - The U.S. government knows you are in the United States; AND
 - The U.S. government is not trying to make you leave right away.
- If at least one child under 18 in the household has an eligible immigration status, that satisfies the requirement for the family.

Example Documents...

to verify family members are a U.S. Citizen, a family can provide:

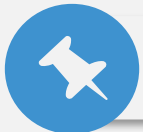
- A United States Birth Certificate
- A United States Passport or Passport Card
- U.S. Certificate of Naturalization (N-550)

to verify permanent resident status, a family can provide:

- Green Card/Permanent Resident Card

to verify other immigration statuses, a family can provide:

- Documents verifying refugee status
- Documents verifying asylee status
- Documents verifying pending immigration status
- Documents verifying proof of parole and continuance of lawful status
- Documents issued by U.S. Immigration and Customs Enforcement
- Documents verifying Deferred Action
- Certain Notices to Appear



More details about the document types for lawful status will be coming.

Shelter Safety and Security Changes for Bridge Shelter

The following changes are being implemented in April as a result of the Shelter Safety and Security Report from the Ed Davis Company (EDC) that was released in March. We will continue to work with the EDC team and EA Providers to develop and implement new and more uniform guidance for onsite shelter security measures over the coming months.



Uniform Shelter Rule Updates

- Possession or storage of weapons of any kind is prohibited on shelter property (as it has always been) and will result in termination.
- This will no longer be a non-compliance offense.



Warrants Process Update

- EOHLC will continue to run a warrant check on participants in EA shelter and on the contact list.
- Participants will have 5 business days, instead of 30 days, to clear their outstanding warrant.

- The Uniform Shelter Rules will be updated on mass.gov and the Provider Portal
- The ETO Noncompliance Touchpoint will be updated to include possession of a dangerous weapon (first choice). Providers should complete the TP and select this box to request termination for weapons.

Please check the grounds for termination you think may apply. Select all that apply.

- ☐ A member of the recipient household engaging in a criminal activity that threatens the health, safety and/or security of him/herself, other members of the recipient household, other shelter guests, and/or the staff of the temporary emergency shelter. 760 CMR 67.06(6)(a)1.
- ☐ Did not complete the Rehousing Assessment for any 60-day period (Per St. 2024, c. 88)
- ☐ Rejecting one opportunity for safe, permanent housing without good cause. 760 CMR 67.06(6)(a).
- ☐ Engaging in behavior warranting a third noncompliance notice 760 CMR 67.06(6)(a)(3).
- ☐ None of the above - I am not seeking termination.



02

6 MONTH LENGTH OF STAY

Our Guiding Principles

What did we learn from LOS 1.0?

- 1 Clarity and Simplicity Are Important**
Families, providers, advocates, and HLC benefit from a clear and simple policy that we can easily understand and communicate.
- 2 Avoid Bunching Exits**
Concentrations of exits are hard to manage for both providers and HLC staff, due to the workload associated with each exit.
- 3 Exit Timelines Vary**
We begin to see some families exit very soon after notice, but others will need the full 6 months to plan for exit. Providers have told us that the notice creates urgency for families.
- 4 Processes Take Time to Embed**
We have all learned a 180-day notice to exit cadence, but it took time to get there.



How does this inform LOS 2.0?

- Set clear timelines and avoid complex processes
- Avoid inconsistent or overlapping policies

- Distribute exit dates over time to avoid large peaks


- Give notices earlier, with a longer period for families to plan for exit

- Stick to routines once they are set and make big changes at the same time

Current State vs. Future State for Bridge Shelter Length of Stay

Following the passage of the supplemental budget, a 6-month length of stay in shelter is now law. We are beginning implementation of the law in April.

	Current State		Future State
Notification Timeline	Families receive a LOS notice at 9 months, or later.	→	Families receive their LOS Exit Date as part of their Placement Letter.
Days to Exit after Notice	Every family who receives a LOS notice has 6 months (180 days) to exit (+ hardship waiver and lease bridge)	=	Every family who receives a LOS notice will still have 6 months (180 days) to exit (+ hardship waiver and lease bridge)
Hardship Waiver	120 days for eligible families who apply with narrow criteria, families can be granted multiple hardship waivers (Hardship waivers are rare, less than 5% of families)	→	30 days for eligible families who apply, with broad criteria, families only get one (1) hardship waiver (New law specifies hardship waiver criteria that applies to ~80% of families)
Lease Bridge	Lease Bridge – 14 business days for eligible families	→	Lease Bridge – 30 calendar days for eligible families

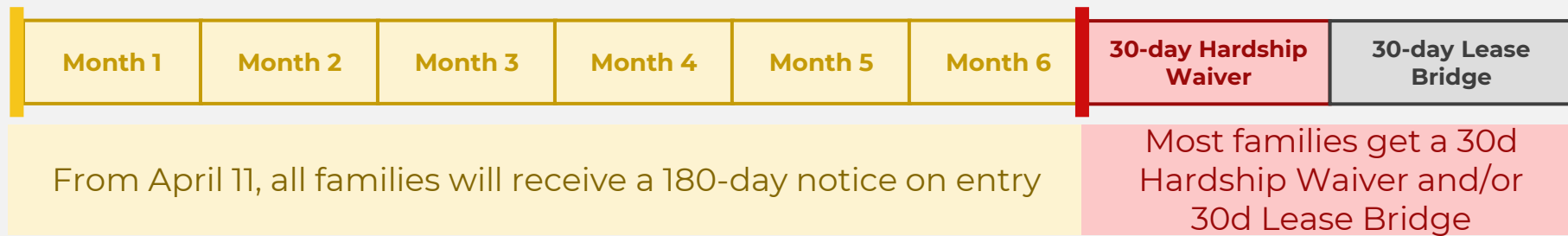


What does this mean for rehousing? We expect higher exit numbers and more HomeBASE applications. There will be a continued focus on rehousing in shelter from entry.

Updates to the Hardship Waiver Criteria

EOHLC is changing the Hardship Waiver process. The supplemental budget requires Hardship Waiver criteria include families with:

- Children under 6
- Imminent risk of DV*
- High risk pregnancy*
- Documented disability*
- Veterans not accessing veterans' services*
- Imminent placement in housing (Lease Bridge)
- Families may receive **one 30-day Hardship Waiver** that they must apply for in month 5 of their shelter stay
- Families with a signed lease, or promissory note if moving to a PBV unit or public housing, may **also** qualify for **one 30-day Lease Bridge** on top of the Hardship Waiver
- Families denied a hardship waiver or lease bridge will have an opportunity to **request reconsideration** if they provide additional information to HLC within 7 calendar days of denial.
- If families need to **re-apply for shelter** after reaching their LoS, providers should fill out [this form](#) and send to the emails on the form to expedite the process.



*aligned with p1 criteria at intake

How the 6-Month Length of Stay Will Apply

All families in Bridge shelter will be subject to 6-month LOS starting in April.

Families in Shelter on or before April 10th



Families in shelter **who already have a length of stay notice** will retain their existing exit date. Current length of stay notices provide 6 months (180 days) to exit.



Families in shelter **without an exit date** will receive a LOS notice over the next few months (before 9 months). They will have 6 months (180 days) from their notice to exit.



Families will be subject to the **new hardship waiver process**

Families Entering Shelter After April 10th (April 11th on)



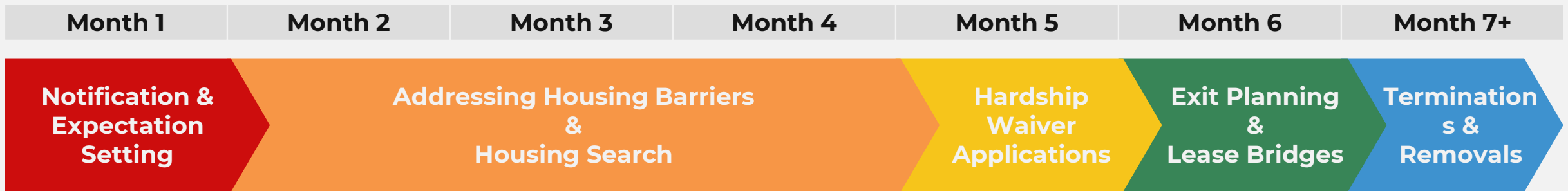
Families will **receive their LOS Exit Date in their placement letter**. Families will be provided 6 months (180 days) to exit.



Families will be subject to the **new hardship waiver process**

Supporting Families on a 6-Month Timeline

Rehousing Roadmap



With a compressed rehousing timeline, we have taken steps to streamline our operations.

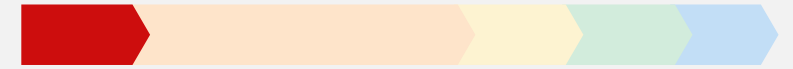
- Reducing Admin Burden
- Simplifying Our Policies and Processes
- Communicating with Families Upfront

In turn, we are asking you to focus on core functions as we begin to roll out the new policy.

- Setting Expectations Upfront
- Identifying and Addressing Housing Barriers
- Keeping Track of Milestones
- Flagging Concerns Early

Supporting Families on a 6-Month Timeline

Notification & Expectation Setting



Provider responsibilities around notice delivery and tracking look different for families entering shelter before and after April 11, 2025

Families entering EA shelter before April 11

- Families will be selected into “batches”.
- In general, we will select families in order from longest to shortest stayers. This is not an ironclad rule, as there may be operational reasons to select out of order.
- Providers **will be responsible** for tracking delivery of selection notices for these families.
- The **selection and notification process for these families will be the same** as it has been to date. The only difference is that families will receive their notices earlier than 9 months.

Families entering EA shelter on or after April 11

- Families will receive their individualized LOS exit date on their placement letter.
- Providers will be cc'd on the placement letter and any subsequent communication that changes a family's exit date. Families' exit dates will also be available in ETO.
- Providers **will not be responsible** for tracking delivery of any notices for these families.
- Providers **will be responsible** for talking to families about their length of stay and ensuring they understand the expectation to exit in 180 days.







A Note About Email Addresses

As we move to reduce admin burden on providers by sending communications directly to families by email, it is essential that providers work with families to ensure they:

- A. Have an accurate email address recorded in ETO
- B. Regularly check that email account for updates from EOHLC regarding their EA Shelter Benefit

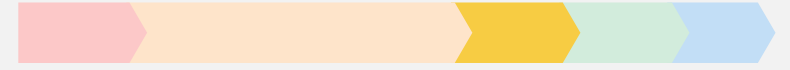
Supporting Families on a 6-Month Timeline



Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7+	
 Placement Letter with LOS Date	 End of Month 2 Reminder	 End of Month 3 Reminder	 Hardship Window Open Reminder	 Hardship Window Closed Reminder		 Termination Notice	
Notices	Months 1 to 6: Expectation Setting and Reminders Families get their shelter end date on their placement letter and will receive reminders by email. Providers should have regular conversations with families about their timeline and rehousing plans.					Month 7+: Termination Families will receive a shelter benefit expired notice, not an NFL-9T.	
Plan A: Housing Search	Months 1 and 2 Identify Viable Options <ul style="list-style-type: none">Assess and begin to address housing barriers, e.g. credit repair.Encourage the family to look at a variety of units, exploring all their options.Flag emerging engagement issues for your Housing Search Specialist early so they can support you.		Months 3 and 4 Apply for Units <ul style="list-style-type: none">Continue working through housing barriers.Assist the family to apply for promising units.Gather HomeBASE paperwork.Consult with your Housing Search Specialist to work through barriers that arise.		Months 5 and 6 Submit HomeBASE Packet <ul style="list-style-type: none">Obtain a signed lease.Submit the HomeBASE packet in plenty of time to avoid a last-minute rush.Apply for a lease bridge early, if required.Support the family to plan for furniture and moving.		Variable Move-In <ul style="list-style-type: none">Support the family with their move.Dismiss the family from the program as soon as they leave shelter.
Plan B: Other Options	Months 1 to 4: Plan and Assess <ul style="list-style-type: none">Talk to the family about alternatives if they cannot secure a unit, such as staying with friends and family.Identify families who are struggling with housing search and may need a hardship waiver or to reapply for EA.				Month 5: Hardship Deadline Hardship Waiver applications must be submitted during Month 5 of the family's shelter stay.		Month 6: Reapply Families who cannot secure housing may reapply for shelter if they exit on time.

Supporting Families on a 6-Month Timeline

Hardship Waiver Applications



Hardship Waiver Definition and Duration

Families can apply for a hardship waiver if they meet the criteria set out in law (see below). A hardship waiver lasts for a **maximum of 30 calendar days** and each family may only receive one hardship waiver.

Hardship Waiver Applications

- Hardship waiver applications must be submitted in **Month 5** (day 120 to 150) of a family's shelter stay. Families will receive reminders when this window opens and closes.
- Late applications will only be accepted with good cause, as defined on the hardship application.
- Applications must be submitted using the appropriate application form and submitted in Housing Help Hub. Application instructions can be found at mass.gov/EAShelterLOS.

Hardship Waiver Criteria

The hardship waiver criteria are specified in law and defined further in the program guidance on Length of Stay. Families may be required to submit documents or undergo a specialist assessment to determine their eligibility.

- A family member will be **5 years old or younger** on the family's original exit date (day 180).
- A family member is a **qualified veteran**, who is not enrolled in veteran-specific support services.
- A family member has a **high-risk pregnancy**.
- A family member has an **Intellectual or Developmental Disability (IDD) or is a recipient of disability benefits (SSI/SSDI), or has a disability verified by DTA**.
- The family is at risk of **imminent harm due to domestic violence**.

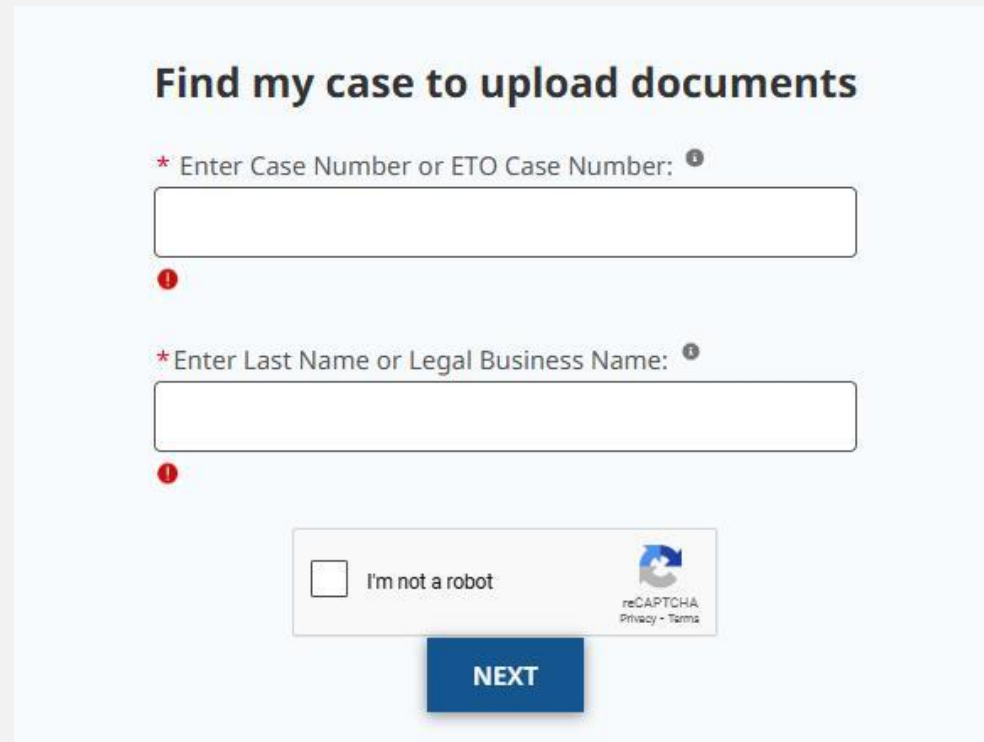


If denied a hardship waiver, families may submit a request for reconsideration. Reconsideration requests must be received **within 7 days of the denial** and **at least 1 business day before the family's exit date**. Instructions are on the denial notice.

How Families Submit Hardship Waivers

Families will be responsible for submitting their Hardship Waiver request during the 5th month of their stay in shelter.

Families can submit their Hardship Waiver requests here:
<https://applyhousinghelp.mass.gov/s/hardshipcasesearch>



The screenshot shows a web form titled "Find my case to upload documents". It contains two required input fields, each with a red asterisk and a red information icon. The first field is labeled "Enter Case Number or ETO Case Number:" and the second is labeled "Enter Last Name or Legal Business Name:". Both fields have a red information icon below them. Below the second field is a reCAPTCHA widget with the text "I'm not a robot" and a checkbox. To the right of the checkbox is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". Below the reCAPTCHA widget is a blue button labeled "NEXT".

Find my case to upload documents

* Enter Case Number or ETO Case Number: ⓘ

ⓘ

* Enter Last Name or Legal Business Name: ⓘ

ⓘ

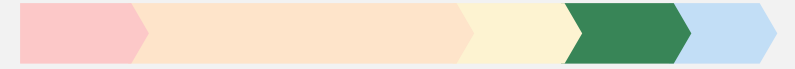
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Privacy - Terms

NEXT

Supporting Families on a 6-Month Timeline

Exit Planning



Rehousing Resources

As a family approaches their exit date, it is important to consider **all the options** available to them. We encourage you to use HomeBASE and SRI to their fullest extent to support families with their exit planning.

Uses of HomeBASE

In addition to rental stipends, HomeBASE can be used to pay for:

- Out-of-state moving costs, including first/last month rent and security deposit,
- Co-shares to allow multiple EA families to move into the same unit,
- Incentives for renters or owners who want to use HomeBASE to help pay their rent or mortgage by hosting a family.

Strategic Rehousing Initiative (SRI)

SRI can and should be used with HomeBASE to support rehousing and stretch the HomeBASE benefit.

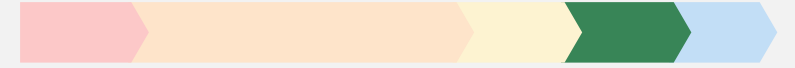
- Typical moving costs can be covered without prior HLC approval if under \$9,000. Examples include:
 - Renting a moving truck
 - First/last month rent and security deposit
 - Buying basic furniture
 - Transportation costs
- Any other expenses that support rehousing can be requested through the HSS team.



Housing Search Specialists are your partners in overcoming barriers to housing and maximizing the resources available to support families' rehousing goals. You can contact them for case consults or for help accessing the resources available to support EA Families.

Supporting Families on a 6-Month Timeline

Lease Bridge



Lease Bridge Definition and Duration

A lease bridge is an extension to a family's LOS Exit Date that is available in cases where the family has a signed lease and needs additional days to move into their unit. A lease bridge lasts for a **maximum of 30 calendar days**.

Lease Bridge Applications

A signed lease is required for a lease bridge and should be emailed to EOHLCLOS@mass.gov for consideration.

A promissory note from the landlord may be accepted in place of a signed lease in cases where the unit is assigned to the family under a binding legal contract. For example, project-based voucher units or public housing.

Lease Bridge Expectations

Lease bridges are time-limited, so it is **essential** that everyone works with the utmost urgency to get the family moved in.

- **Communication:** Providers must communicate frequently with the Housing Search Specialist with updates on the family's expected move-out date and any barriers to exiting on time.
- **Prioritization:** Providers must prioritize the work required to ensure the family exits, including coordination with the landlord.
- **Contingency Planning:** Providers should work with the family on a contingency plan in case the lease falls through. This may mean re-applying for shelter or staying with family and friends.



Important: We frequently experience a rush for lease bridges in the few days prior to exit. Please submit your lease bridge applications **as soon as possible** to avoid delays.



If denied a lease bridge, families may submit a request for reconsideration. Reconsideration requests must be received **within 7 days of the denial** and **at least 1 business day before the family's exit date**. Instructions are on the denial notice.

Supporting Families on a 6-Month Timeline

Reapplication

Reapplication

Some families may not be able to find housing on a 6-month timeline. These families may choose to exit and reapply for shelter. Families leaving shelter on or before their exit date can re-apply for shelter immediately, subject to standard eligibility and contact list procedures. **Families will lose this option if they stay past their exit date.**

Contingency Planning

For families planning to reapply, we ask that you encourage them to continue searching for housing or temporary shelter, as they may have to wait for placement.

Reapplication Process

If a family plans to reapply, please support them with the following steps.

1. Plan for when they will exit and reapply. It is best for this to be a weekday morning, to allow maximum time for their paperwork to be processed.
2. Record their exit in ETO promptly and accurately.
3. Complete the “Length of Stay Departure Notice” form and send it to the email addresses listed on the form. This is important to ensure their application can be processed on the same-day. You can find this on the Provider Portal.
4. Initiate a new EA application, either in person at a field office or online via Housing Help Hub.



Commonwealth of Massachusetts
EXECUTIVE OFFICE OF HOUSING &
LIVABLE COMMUNITIES
Maura T. Healey, Governor ♦ Elizabeth Driscoll, Lieutenant Governor ♦ Edward M. Auguin, Jr., Secretary

Guest Activity Notice Length of Stay Departure

Shelter Site Name:	<input type="text"/>
Head of Household Name:	<input type="text"/>
Date Guest Arrived:	<input type="text"/>
Date Guest Departed:	<input type="text"/>
Reason Guest Left:	Length of Stay Notice
Staff Signature:	<input type="text"/> Date: <input type="text"/>

Please email this form to: Amy.Greenwood@mass.gov; Barbara.J.Duffy@mass.gov; Jeffrey.Munoz@mass.gov

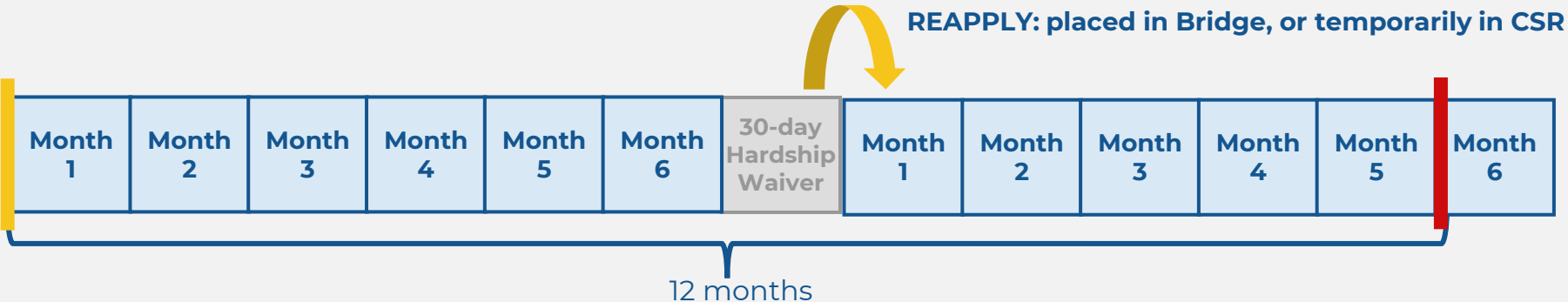


Important: Families cannot reapply while still in shelter, as their application **will be rejected** if an active shelter enrollment is found for them. They must exit first, then reapply.

Exit and Reapply: Three Different Scenarios

What does the process look like in practice?

Example 1: P1 family
(likely PSH family)



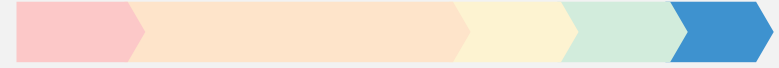
Example 2: P2 family with child under 6
(unlikely PSH family)



Example 3: P4 family with child under 6
(not qualified for PSH)



Supporting Families on a 6-Month Timeline Terminations & Removals



What does it mean when a family overstays their LOS exit date?



Notice of Termination

- EOHLC will notify the family and provider of the termination by email. The notice will not be an NFL-9T.
- Providers should deliver and track these notices via EA Shelter Case Notes.



Loss of EA and HomeBASE Eligibility

- Families are no longer eligible for EA after their exit date has passed.
- This means they cannot access HomeBASE or SRI funds. They will also be barred from reapplying for EA for 12 months.



Communication with Families About Termination

- It can be helpful to explain the adverse consequences of overstaying to families ahead of time, to encourage a timely exit.
- On the Provider Portal, you will find a family-facing document explaining what an LOS termination means.

How should we remove a family who refuses to leave?



Removal Proceedings

- LOS terminations follow the same removal procedures as all other terminations.
- Removals from EA are not evictions, because families in EA are not tenants.
- You can find more guidance on this topic from HLC Legal on the Provider Portal.



03

FAMILY COMMUNICATION

Communicating the Change to Families

How will families learn about the new policy?

General Communication Sent via Email

On 3/27 and 3/28, families received an email from EOHLC about the new 6-month shelter time limit. The email was sent in English, Spanish, Haitian Creole, Portuguese, and Cape Verdean Creole.

You can find copies of this communication on the Provider Portal. Please ensure all families receive this communication, particularly if they do not have an email address in ETO.

Family-Facing Flyer

We have also produced a 2-sided flyer (see right) with key information, which we encourage providers to post on notice boards and distribute to families. You can find this on the Provider Portal. This includes LOS and Other Changes to EA.

Mass.Gov Website

We will regularly update the [mass.gov/EAShelterLOS](https://www.mass.gov/EAShelterLOS) site with the latest information about the new policy. We will post information, FAQs, and rehousing resources there for families to access.

COMMONWEALTH OF MASSACHUSETTS
Executive Office of Housing & Livable Communities
Division of Housing Stabilization

CHANGE TO SHELTER TIME LIMIT

Emergency Assistance Family Shelter now has a **6-month** time limit

How does this impact my family?

If you entered shelter on or before April 10, 2025

Did you get a notice that told you when to leave shelter?

- **If you did**, you should continue to work on leaving shelter by then.
- **If you didn't**, you will receive one soon. You will have 180 days, approximately 6 months, to leave shelter after you get the notice.

If you entered shelter after April 10, 2025

Your placement letter will tell you when you need to

You might be able to stay in shelter for an extended period if you prove you have a hardship. Please visit [www.mass.gov/EAShelterLOS](#) below to learn more about the criteria and process.

To learn about how HomeBASE could help you leave shelter, visit the link below. You can also ask your provider support staff about HomeBASE.

Visit www.mass.gov/EAShelterLOS or scan the QR code to learn more about the 6-month time limit. Here you will find information about job training programs, food assistance, housing programs, immigration legal support, and more.

Other Changes to EA

Uniform Shelter Rule Updates

Scan the QR code to learn more about the Uniform Shelter Rules.

- Having weapons in shelter has never been and is still not allowed. Guns are never allowed even if lawfully registered.
- If you have a weapon in shelter, your stay will be terminated and your family must immediately leave shelter. This will no longer be a non-compliance.

Warrants Process Update

Scan the QR code to learn more about the warrants process.

- HLC checks for people who have warrants out for their arrest on a regular basis.
- If HLC finds that there is a warrant(s) out for your arrest, you will have 5 weekdays, instead of 30 days, to clear the warrant with the courts.

Shelter Transfers

- Families can continue to request to transfer near their home community, and HLC will continue to review these requests.
- However, due to limited shelter capacity, we may not be able to approve all of these requests.
- You will not be able to appeal this decision.

HomeBASE Program

- If you enter shelter after April 11, you must be fully eligible to receive HomeBASE.

Last Updated April 2, 2025 | English

Communicating the Change to Families

FAQs: Notification

Q: How will I know when I need to leave shelter?

A: If you entered shelter on or before April 10, you will receive a notice in the coming months with a shelter stay end date on it.
If you entered shelter after April 10, you will receive your shelter stay end date on your placement letter.

Q: What if I already have a notice telling me when to leave shelter?

A: If you already have a notice that tells you when to leave shelter, you should continue to work towards leaving shelter by the date on your notice.

Q: How will I receive notices about my shelter time limit?

A: Notices about your shelter time limit will be sent by email. It is important that you give your EA Shelter Provider your most up to date email address and ensure you check your account regularly for updates from EOHLC. If you can't access email, your shelter provider can support you to get updates about your shelter stay.

Communicating the Change to Families

FAQs: Hardship Waivers and Lease Bridge

Q: Is there any way to get more time?

A: Families who meet certain criteria written in the law may be eligible for an additional 30 days in shelter, called a hardship waiver.

You can find more information about the criteria and application process at mass.gov/EAShelterLOS.

Q: What if I have found a unit and need a few more weeks to move in?

A: If you have found housing and have a signed lease (or equivalent document), you may be able to stay in shelter for 30 days while you prepare to move in. This type of extension is called a lease bridge. You can only get one lease bridge.

Q: What can I do if I am denied a hardship waiver or lease bridge?

A: If you are denied a hardship waiver or lease bridge and you disagree with the decision, you can file a request for reconsideration. EOHLC must receive your reconsideration request within 7 days of the denial, so make you submit in plenty of time.

Communicating the Change to Families

FAQs: Rehousing

Q: What if I can't find housing by the time I have to leave shelter?

A: If you leave shelter on time, you may reapply for EA Family Shelter. You must leave your current unit before you reapply. You will need to go through eligibility checks again.

Q: What should I do to find housing?

A: We understand that moving from shelter to housing takes a lot of work. We are here to support you. You should talk to your case manager about how they can help you with housing search. You can also visit mass.gov/info-details/resources-for-ea-eligible-families to learn more about the resources available to help you pay for housing.

Q: Where should families go if they have questions?

A: Families can find the latest information about the Length of Stay Policy at mass.gov/EAShelterLOS.

Communicating the Change to Families

Where can I find more information?

Providers



Attend post-launch office hours with Heather and the LOS Team over the coming weeks – we will provide more information about this soon.



Review training materials and other Length of Stay resources on the Provider Portal at mass.gov/info-details/emergency-assistance-provider-portal



Check Catching Up With the Commonwealth for important news and updates from EOHLC



Have additional Length of Stay questions? Send us your questions at EOHLCLOS@mass.gov. Please note: This inbox is only for Provider questions.

Families



Visit www.mass.gov/EAShelterLOS to find family-facing resources about Length of Stay and Rehousing Resources

What is next?

- ✓ **April 9th @ 1:00:** EA Provider All Staff: Deep Dive on Length of Stay and Policy Changes
- **April 14th @ 3:30:** EA Provider Executive Leads Monthly Meeting
- **Week of April 14 (and beyond):** Additional office hours and briefings as needed (to be scheduled)
- **Open Office Hours:**
 - April 10th @ 10:30: Inspections
 - April 17th @ 2:00: HomeBASE
 - April 24th @ 10:00: ADA
 - April 30th @ 10:00: Noncompliance



05

APPENDIX

Criminal Background Check Adverse Actions

Some crimes will make a person ineligible for the EA program, and they may be denied shelter. In some situations, the person may be allowed in shelter but restricted in where they are placed.

What crimes* make someone ineligible for shelter?

An adult (18+) is not eligible for EA if they have been convicted or charged with certain crimes in any jurisdiction (including outside of MA). These crimes include:

- First or second degree murder;
- Voluntary manslaughter;
- Felonies involving child pornography, sex offenses, human trafficking, or failure to register by a sex offender;
- Felonies involving rape or sexual assault;
- Arson;
- Kidnapping;
- Felonies or misdemeanors involving firearms within the previous six years; and
- Felony drug trafficking within the previous 3 years.

What crimes* MAY make someone ineligible for shelter?

Certain crimes will make an adult (18+) ineligible for EA, but they have the chance to show mitigating circumstances. If EOHLC determines there were mitigating circumstances or if the conviction or charge is older than 3 years, the crimes listed below will not make them ineligible for shelter:

- Involuntary manslaughter;
- Felonies involving spousal or elder abuse;
- Felony assault and battery with a dangerous weapon causing serious bodily injury;
- Felonies involving violence against children;
- Armed or unarmed robbery; and
- Felony burglary or breaking and entering.



“Mitigating circumstances” explain to EOHLC that there are reasons why the conviction or pending charge should not make a family ineligible for EA shelter. Next slide for details.



Before EOHLC takes action because of a criminal conviction or pending criminal charge, we will provide: A Notice of Adverse Action; A copy of the CORI record; and Information Concerning the Process in Correcting a Criminal Record from the DCJIS.

**Crimes that are similar to the ones listed also make someone ineligible. This includes attempts or conspiracies to commit those crimes.*

Mitigating Circumstances

“Mitigating circumstances” explain to EOHLC that there are reasons why the conviction or pending charge should not make a family ineligible for EA shelter.

What are mitigating circumstances?

EOHLC will only consider whether there are mitigating circumstances if the individual submits documents for EOHLC to review. The following types of documents can be submitted for review:

1. a document from a qualified mental health professional saying that the person does not pose an unacceptable risk of harm to others in the EA Family Shelter Program;
2. a document from a criminal justice official, including a probation or parole officer, saying that the person does not pose an unacceptable risk of harm to others in the EA Family Shelter Program;
3. a document from another qualified individual saying that the person does not pose an unacceptable risk of harm to others in the EA Family Shelter Program; or
4. a document showing the charge was continued without a finding.



EOHLC will determine if the adult may be placed into shelter once this information is received.