

Commonwealth of Massachusetts



**Emergency Assistance, HomeBASE,  
and RAFT Programs**

Fiscal Year 2019, Fourth Quarterly Report

Department of Housing and Community Development  
August 9, 2019



**Department of Housing and Community Development**  
**EA, HomeBASE and RAFT Legislative Report**  
**Quarter 4, SFY 2019**

In FY19 Quarter 4, 1,703 families applied for EA, three percent more than the previous quarter (1,647 families) and 20 percent fewer than FY18 Quarter 4. 814 families were placed in EA shelters or hotels/motels during Quarter 4, nine percent more than the previous quarter (750 families) and 30 percent fewer families than FY18 Quarter 4. During FY19 Quarter 4, 210 EA eligible families (21%) were diverted from shelter with HomeBASE Household Assistance, a flexible benefit to help them retain their current housing or support them in seeking alternative housing. Another, 1,629 families were approved for the Residential Assistance for Families in Transition (RAFT) program, which provides a benefit of up to \$4,000 to families at risk of homelessness to assist them in maintaining or securing housing.

The Boston regional eligibility office continued to serve as the entry point for the greatest number of families placed in shelters or hotels/motels, 304 families in Quarter 4, accounting for 37 percent of all placements, followed by the Springfield office at 16 percent and the Brockton office at 8 percent.

Sixty-one percent of families entering EA shelters and hotels/motels were eligible due to a health and safety risk, while domestic violence was the reason for homelessness for 18 percent of families, eviction for 11 percent, threatened eviction for two percent, and fire, flood and natural disaster accounted for one percent of entries. Of those families experiencing a health and safety risk, 64 percent qualified for EA because they were in irregular housing situations. Twenty-eight percent reported living in situations not meant for human habitation. Six percent of families who entered due to a health and safety reason were experiencing problems related to their hosts' behavior (violent conduct, substance abuse, or mental illness), while the remaining two percent were homeless due to conditions in their housing units.

During Quarter 4, 733 families exited the EA system. 428 (58 percent) of the families exiting left an EA shelter or hotel/motel with HomeBASE Household Assistance.

The quarter ended with a total EA caseload of 3,584 families with one percent of these families placed in overflow hotels/motels.

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**EA Applications and Entries**

All Applications	SFY 2019 Quarter 4	Previous Quarter	SFY 2019 Quarter 4			FY19
			Apr	May	Jun	
Families Applying to EA	1,703	1,647	554	672	536	6,699
Families Entering Shelter and Hotel/Motels or Diverted with HomeBASE Household Assistance	1,024	1,050	346	355	323	4,297
Families Entering Shelter & Hotels	814	750	276	285	253	3,293
% Entering Shelter or Hotels/Motels	79%	71%	80%	80%	78%	77%
Families Diverted with HomeBASE HA	210	300	70	70	70	1,004
% Entering HomeBASE	21%	29%	20%	20%	22%	23%

**Note:** Families applying for EA are an unduplicated count. Since families may apply multiple times, the sum of monthly data do not equal the quarterly total.

**Sources:** DHCD Placement Unit Daily Entry Data and HomeBASE data.

**EA Health & Safety Assessments**

	SFY 2019 Quarter 4	Previous Quarter	SFY 2019 Quarter 4			FY19
			Apr	May	Jun	
H&S Assessments Conducted by DCF	626	578	182	231	213	2,560
Families Determined at Risk	533	504	159	195	179	2,203
% Referrals at Risk	85%	87%	87%	84%	84%	86%
Shelter Diversions	93	74	23	36	34	357
% Referrals Diverted	15%	13%	13%	16%	16%	14%

**Source:** DCF Monthly Homeless H&S Assessment Reports.

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**EA Shelter Entries by Region**

Regional Office	SFY 2019 Quarter 4		Previous Quarter	SFY 2019 Quarter 4			SFY 2019	
	# Families	% of Total		Apr	May	Jun	# Families	% of Total
<b>All Offices</b>	<b>814</b>	<b>100%</b>	<b>750</b>	<b>276</b>	<b>285</b>	<b>253</b>	<b>3,293</b>	<b>100%</b>
Boston	304	37%	251	114	102	88	1,179	36%
Brockton	65	8%	71	17	29	19	305	9%
Fall River	1	<1%	3	1	0	0	14	<1%
Fitchburg	13	2%	9	2	7	4	38	1%
Framingham	11	1%	8	5	5	1	45	1%
Greenfield	4	<1%	6	1	2	1	22	1%
Holyoke	2	<1%	0	1	1	0	2	<1%
Hyannis	7	1%	11	0	4	3	40	1%
Lawrence	52	6%	50	19	19	14	214	6%
Lowell	13	2%	14	5	3	5	33	1%
Malden	0	0%	0	0	0	0	3	<1%
Milford	0	0%	0	0	0	0	1	<1%
New Bedford	51	6%	29	16	18	17	163	5%
North Shore/Salem	47	6%	44	15	17	15	183	6%
Pittsfield/North Adams	3	<1%	1	1	1	1	6	<1%
Plymouth	3	<1%	1	0	2	1	5	<1%
Revere/Chelsea	49	6%	47	11	16	22	211	6%
Southbridge	0	0%	7	0	0	0	15	<1%
Springfield	128	16%	149	45	39	44	588	18%
Taunton	2	<1%	0	2	0	0	7	<1%
Worcester	59	7%	49	21	20	18	219	7%

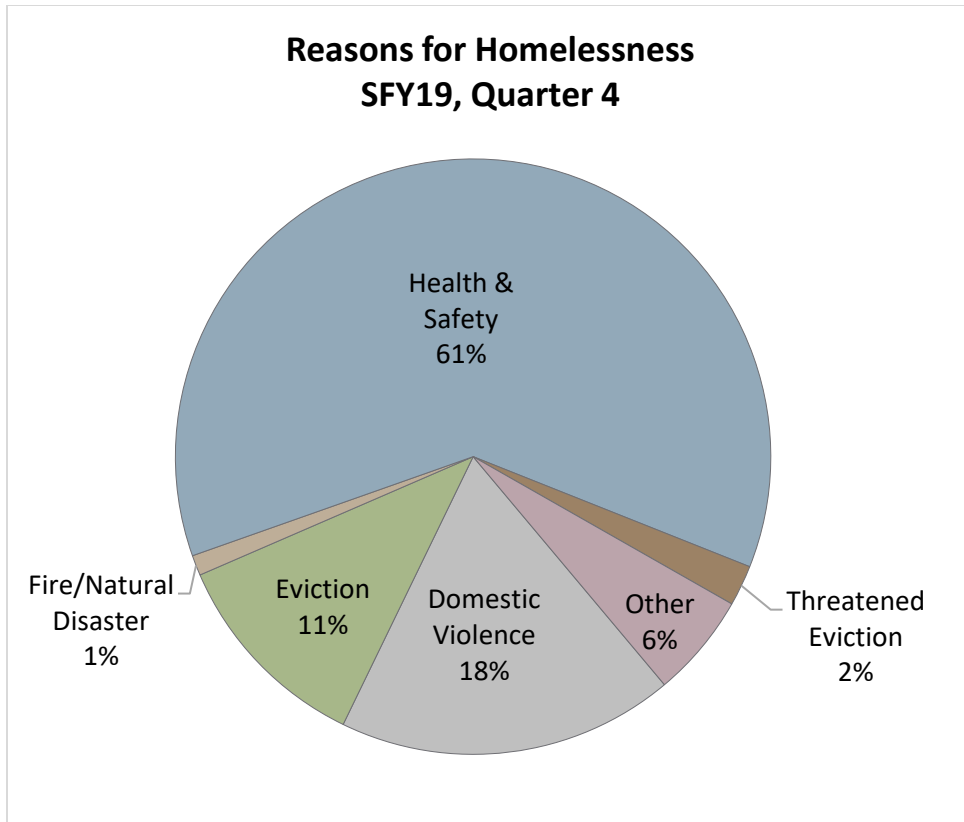
**Source:** DHCD Placement Unit Daily Entry Data.

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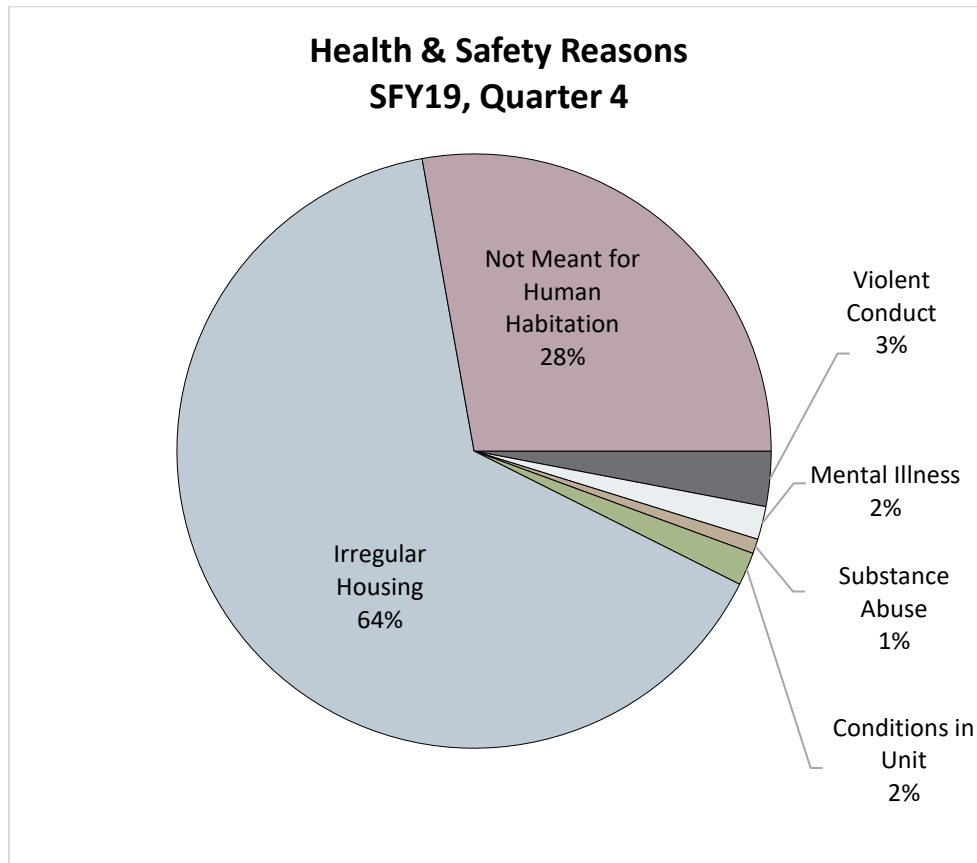
**Reason for Homelessness,  
Families Entering Shelter and Hotels/Motels**

Reason for Homelessness	SFY 2019 Quarter 4		Previous Quarter	SFY 2019 Quarter 4			SFY 2019	
	# Families	% of Total		Apr	May	Jun	# Families	% of Total
Total	814	100%	750	276	285	253	3,293	100%
Domestic Violence	149	18%	111	48	63	38	538	16%
Eviction	92	11%	99	36	31	25	399	12%
Fire/Natural Disaster	9	1%	10	4	5	0	33	1%
Health & Safety	500	61%	475	171	164	165	2,059	63%
Threatened Eviction	18	2%	18	1	7	10	72	2%
Other	46	6%	37	16	15	15	192	6%

**Note:** Data includes families placed in an EA shelters or hotels/motels who declined their placements.  
**Source:** DHCD Placement Unit data.



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**Shelter and Hotel/Motel Exits**

Shelter and Hotel/Motel Exits	SFY 2019 Quarter 4	Previous Quarter	SFY 2019 Quarter 4			SFY 2019	
			Apr	May	Jun	# Families	% Exits
<b>Total</b>	<b>733</b>	<b>760</b>	<b>238</b>	<b>243</b>	<b>252</b>	<b>3,090</b>	<b>100%</b>
Abandoned	104	73	32	38	34	445	14%
Criminal Activity	2	2	2	0	0	7	<1%
Feasible Alternative Housing with HB	428	448	142	123	163	1719	56%
Feasible Alternative Housing without HB	76	101	34	24	18	364	12%
Ineligible	15	15	4	6	5	68	2%
No Show/Rejected Placement	2	6	0	2	0	19	1%
Non-compliance	19	20	5	12	2	72	2%
Temporary Shelter Interruption	64	58	19	24	21	290	9%
Other/Unknown	23	37	0	14	9	106	3%

**Notes:**

Families receiving a Temporary Shelter Interruption may return to the system within 30 days.

Families terminated from shelter for abandoning their placements or non-compliance may return to the system pending an appeal.

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Types of Subsidies at Exit	SFY 2019 Quarter 4	Previous Quarter	SFY 2019 Quarter 4			SFY 2019	
			Apr	May	Jun	# Families	% Exits
<b>Total Families Receiving Subsidies</b>	<b>469</b>	<b>547</b>	<b>161</b>	<b>133</b>	<b>175</b>	<b>2,036</b>	<b>100%</b>
ESG	4	7	1	0	3	19	1%
HomeBASE	428	430	142	123	163	1,714	84%
HUD Continuum of Care	14	18	5	3	6	64	3%
MRVP	24	21	8	9	7	76	4%
Private Subsidized Housing	33	44	20	6	7	152	7%
Section 8 Mobile Voucher	80	31	14	29	37	178	9%
Section 8 Project-Based Voucher	21	34	6	7	8	102	5%
Other Public Housing	49	50	22	14	13	163	8%
Transportation	7	9	1	1	5	28	1%

**Notes:**

Families may receive multiple subsidy types. Therefore, the sum of the subsidy types does not equal the number of families. Data based on subsidies identified at time of shelter/hotel exit and may vary from HomeBASE data, which is based on the date that checks are issued.

**Source:** DHCD, ASIST EA State Exit Assessments.

**Assistance Provided to Families  
with Previous Episodes of Homelessness**

Type of Assistance	SFY 2019 Quarter 4	Previous Quarter	SFY 2019 Quarter 4			SFY 19
			Apr	May	Jun	
<b>Total Families</b>	<b>210</b>	<b>178</b>	<b>72</b>	<b>71</b>	<b>67</b>	<b>698</b>
Strategic Prevention Support	52	12	20	19	13	83
HomeBASE Diversion	104	106	35	33	36	387
EA Shelter/Hotel	54	60	17	19	18	228

**Note:** Data includes returns of families active in EA from FY2014 through the present.

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**EA Shelter and Hotel/Motel Caseload**

Daily Utilization by Shelter Type	Quarter 4, SFY 2019	
	# of Families	% of Total Daily Caseload
Shelter	3,563	99%
Hotels/Motels	21	1%
<b>All Families</b>	<b>3,584</b>	<b>100%</b>
Caseload Difference from Previous Quarter	9	
% Change from Previous Quarter	0.25%	

**Note:** Data indicate the number of families in EA shelter or hotels/motels at the end of the quarter.

**Length of Stay and Cost of Families Exiting EA  
During SFY 2019, Quarter 4**

	Min.	Max.	Average
Days in EA Shelter or Hotels/Motels	1	2,447	409
Cost Per Episode	\$150	\$367,050	\$61,350

**Note:** Cost per episode assumes an average daily rate of \$150.

**HomeBASE Caseload and Payments**

	SFY 2019 Quarter 4
<b>HomeBASE Household Assistance</b>	
Families Receiving HB Housing Assistance	3,311
Families Beginning HB during Quarter	674
Families Continuing HB during Quarter	2,637
Families Entering Shelters/Hotels within 4 years of Receiving HB	52
Average HomeBASE Payment	\$2,355
Minimum HomeBASE Payment	\$101
Maximum HomeBASE Payment	\$10,000

**Note:** Data reflect the average benefit amount per household during the quarter. Actual payments per participant will be higher since households can use HomeBASE for up to 12 months.



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## Residential Assistance for Families in Transition (RAFT)

### RAFT Applications and Approvals

	SFY 2019 Quarter 4		Previous Quarter	SFY 2019 Quarter 4			SFY 2019	
	# Families	% of Total		Apr	May	Jun	# Families	% of Total
<b>Families Applying</b>	<b>1,901</b>		<b>2,455</b>	<b>722</b>	<b>767</b>	<b>412</b>	<b>8,687</b>	
Families Approved	1,629	100%	1,950	673	634	322	7,227	100%
Asked to Leave	466	29%	655	220	173	73	2,328	32%
Domestic Violence	48	3%	42	17	20	11	198	3%
Eviction (Private)	319	20%	570	138	124	57	1,828	25%
Eviction (Public/Subsidized Housing)	281	17%	335	132	89	60	1,195	17%
Fire/Flood/Natural Disaster	27	2%	37	21	3	3	110	2%
Foreclosure	23	1%	22	10	6	7	92	1%
Health and Safety	75	5%	94	35	26	14	270	4%
Severe Overcrowding	35	2%	35	16	9	10	124	2%
Utility Shut-Off	240	15%	32	40	145	55	661	9%
Other Crisis	115	7%	128	44	39	32	421	6%

### RAFT Assistance Spending Quarter 4, SFY 2019

RAFT Payments	
Total Families	1,999
Average	\$2,458
Minimum	\$118
Maximum	\$4,000

Income level	Total Assistance	# Families	Average Per Family
0-15% AMI	\$1,320,108	614	\$2,150
15-30% AMI	\$1,709,835	695	\$2,460
30-50% AMI	\$1,687,709	613	\$2,753

**Note:** Income level was unknown for 77 recipients due to a change in data collection processes.