

Gold Standard Housing Search Part 2

Resource Bank

October 2024

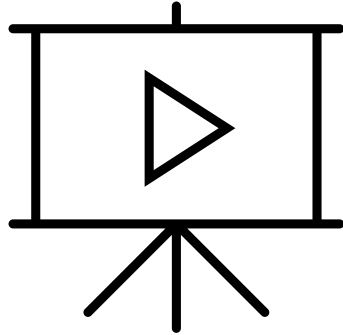
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Training



- Thank you for coming
- Today's session will be recorded, and it will be posted along with this presentation in the [Rapid Re-housing Resource Portal!](#)

For All Re-Housing Tools and Resources:
www.mass.gov/ReHousingPortal

1. Reviewing the Gold Standard of Housing Search Part 1



Gold Standard Review



Last training we covered the gold standard of housing search.

- ⊛ Know your family's unique needs
- ⊛ Know your family's goals and your shelter's placement goals
- ⊛ Know your landlords and the housing market
- ⊛ Know your resources and community supports
- ⊛ Know that EOHLC is here to support you!

If you need a refresher on the Gold Standard Housing Search Part 1, you can find it in the:

[Rapid Re-Housing Resource Portal](#)

Gold Standard Housing Search Part 2

Resource Bank

- 01** **Reviewing the Gold Standard Housing Search Part 1**
- 02** **Creating Your Resource Bank**
- 03** **Housing Resources**
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2. Creating Your Resource Bank



Creating Your Resource Bank



The appendix of this presentation contains a substantial amount of housing, employment, immigration and other resources that can help families.

Becoming acquainted with these resources will prepare you to respond to a family's needs in a wide variety of situations.

It is **equally important** that you build your own network and understanding of **local resources**.

[EOHLC Resource Locator](#)

[Massachusetts Community Directory](#)

3. Housing Resources



3a. Housing Search Mindset



Housing Search Mindset



Public Housing, Vouchers, and Subsidies are crucial resources.

You should educate your family on all available resources and assist them in applying.

HOWEVER, THESE SOLUTIONS DO NOT FIT OUR TIMELINE

Given the more immediate length-of-stay timeline, center housing search on

- 1. Affordable Housing**
- 2. Market-Rate Housing**
- 3. HomeBASE**

Be creative with resources to ensure a successful exit.
Consider leveraging housing websites, and landlord relationships.

Housing Search Mindset



Important detail regarding HomeBASE:

Do I maintain my homeless priority for subsidized housing while using HomeBASE?

- For state public housing and vouchers (MRVP), you maintain your homeless status when you accept HomeBASE. You do not for federally funded units and vouchers.

3b. Affordable & Market-rate Housing



Finding Affordable & Market-Rate Housing



Methods to use for affordable housing search:

- Take advantage of EOHLC leads
- Build landlord relationships and stay in touch
- Use housing search websites, especially those that center affordable housing
- Always follow up on housing leads and opportunities

[Resources](#)

3c. Public Housing, Subsidies, and Vouchers



Public Housing, Subsidies, and Vouchers



- **CHAMP (Common Housing Application for Massachusetts Programs)** will be your main resources for applying to public housing programs. state programs – state-aided public housing, MRVP, and AHVP. You'll select programs based on where you want to live. Housing authorities have units dedicated to different types of public housing such as **Elderly/Handicapped Low-Income Housing** and **Family Low-Income Housing**.
- There are also 30,000 federally funded housing units in Massachusetts which can be applied to through the respective housing authority
- The appendix covers many of the available programs in much greater detail

Resources

Immigration Status & Eligibility for Public Housing



- You can be eligible for public and subsidized housing in Massachusetts **even if you are not a U.S. citizen.**
- State housing programs in Massachusetts are generally open to applications from all immigrants.
- To get into restricted federal housing, at least 1 person in your household must be a citizen or an “eligible noncitizen.”
- **Mixed status households**, households with one citizen or eligible noncitizen **and** at least one household member who is not a citizen or eligible noncitizen are eligible for the restricted federal housing programs, but they will pay a higher rent called a prorated rent. The unit may not be affordable.

Resources



Understanding Barriers to Housing

- In the competitive housing market, certain situations can make finding housing even more difficult. Being aware of the context of your families' search is beneficial to ensure you have all the resources at your disposal to
 - A. Sell to the landlord and;
 - B. Protect the legal rights of your families
- Examples of situations that can complicate the search include:
 - Presence of a CORI
 - Presence of a SORI
 - Disability/accessibility needs
 - Eviction
 - Poor credit

[Resources](#)

4. Resources for New Arrivals





Immigration Resources Overview

Key pillars of support for family's immigration needs will include: ORI, ORR, resettlement agencies, and local immigration clinics.

Federal: Office of Refugee Resettlement (ORR): The mission of the Office of Refugee Resettlement (ORR) is to promote the health, well-being, and stability of refugees, unaccompanied children, and other eligible individuals and families, through culturally responsive, trauma-informed, and strengths-based services. Our vision is for all new arrivals to be welcomed with equitable, high-quality services and resources so they can maximize their potential.

State: Office for Refugees and Immigrants (ORI): ORI's mission is to promote the full participation of refugees and immigrants as self-sufficient individuals and families in the economic, social, and civic life of Massachusetts. Eligible groups include: Afghan and Iraqi Special Immigrant Visa Holders, Amerasians, Asylees, Cuban/Haitian Entrants, Human Trafficking Victims, Legal Permanent Residents, and Refugees. **EOHLC can help families with referrals to ORI programs based on need.**

Non-profit & Government: Immigration Clinics & Resettlement Agencies: Immigration clinics provide help with navigating the legal system with regards to immigration. Resettlement agencies assist refugees in integrating into a new community.

[Resources](#)

5. Employment Resources



MassHire Overview



- **MassHire Career Centers** serve as a vital link between workers and employers to bring about economic opportunity. Career Centers are helping put Massachusetts' citizens back on the payroll, one person and one job at a time.
- MassHire offers:
 - In person career centers
 - Seminars
 - An online job bank
 - Veteran employment services
 - Assistive technology
 - Vocational Rehabilitation
 - Information and sponsors for apprenticeships



[Resources](#)



Employment Services and Support for EA Residents

EMPLOYMENT TEAM: SUPPORTING EMPLOYMENT + CAREER DEVELOPMENT PATHWAYS

Focused on connecting individuals with work authorization to tailored trainings and job opportunities, the Employment team is comprised of partners at the Executive Office of Labor & Workforce Development (EOLWD) and the Office of Refugees and Immigrants (ORI) including:

- ❑ The Department of Career Services (DCS) overseeing the 25 MassHire Career Centers and 16 Workforce Board regions throughout the Commonwealth;
- ❑ An Employer Engagement and Community Liaison team dedicated to building the pipeline of opportunities for EA residents;
- ❑ Commonwealth Corporation, a quasi-public agency dedicated to workforce development, developing training opportunities for EA residents; and
- ❑ A variety of ESOL services focused on preparing EA residents for the workplace.

The goal of this team is:

- (1) to connect EA residents with training and job opportunities to advance their career development and**
- (2) to afford to exit EA shelters sustainably.**

Services offered by the team include:

CAREER SERVICES:

- Employment based counseling
- Access to digital literacy program
- Career Planning
- Referrals to employers

[Resources](#)

Adult and Community Learning Services



Adult and Community Learning Services (ACLS), funded by the Massachusetts Department of Elementary and Secondary Education: Working with providers and partners, ACLS stewards a public adult education system that puts no-cost quality instruction, advising, job training, and career pathways within reach of all adult students in Massachusetts.

[Resources](#)

6. Healthcare Resources





Not only is healthcare crucial for family's wellbeing, but **lack of adequate care or coverage is likely to inhibit a family's ability to focus on the housing search**

- It is essential to familiarize yourself with the state's health resources:
 - **MassHealth** is the state's one-stop-shop for health insurance coverage.
 - The **Department of Public Health (DPH)** has a wide array of resources that for victims of domestic and sexual violence, a home visitation and case management program (F.O.R families), and educational programs.
 - The **Department of Mental Health (DMH)** has resources to assist individuals struggling with mental health.
 - The **Department of Developmental Services (DDS)** has resources to assist individuals with intellectual and developmental disabilities including those on the Autism spectrum.

[Resources](#)

6. DTA Resources



DTA Overview



The Department of Transitional Assistance (DTA) assists and empowers low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long term economic self-sufficiency. DTA serves one in six residents of the Commonwealth with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.

DTA Provides:

- SNAP Benefits
- Cash assistance
- Childcare resources
- Transportation resources



[Resources](#)

7. Other Resources



Other Useful Resources



- While we covered 6 areas of key resources, those areas are not comprehensive
- Other resources you could share with your families include:
 - **Furniture banks/or cheap furniture stores:** While we have a list of furniture banks in the appendix, this is one place where knowledge of local resource would be highly beneficial
 - **Special needs & accessible living:** Some of your families may require additional resources to enable accessibility in their living situation. Knowledge of legal rights is also beneficial in this area.
 - **ESOL:** Many free ESOL courses are offered in-person and online.
 - **Financial Literacy:** Financial literacy courses are also offered low cost or for free in person or online.

Resources

[Click here to submit
your questions!](#)



Thank you!



Resource Bank Table of Contents





Resource	Content
<u>Affordable Housing Listings</u>	<ul style="list-style-type: none"> • Links to: websites
<u>Market Rate Units</u>	<ul style="list-style-type: none"> • EOHLC Apartment leads • New Lease Project Based units • Link to Market Rate Websites
<u>Public Housing Programs</u>	<ul style="list-style-type: none"> • Overview of CHAMP • Link to CHAMP website
<u>Voucher Programs</u>	<ul style="list-style-type: none"> • Details & links for state rental vouchers • Details & links for federal rental vouchers
<u>Other Subsidized Housing</u>	<ul style="list-style-type: none"> • Overview and links: <ul style="list-style-type: none"> ○ EA Exit Vouchers ○ Housing Now Program (THP) ○ Continuum of Care Programs (COC) ○ Leading the Way Home ○ Community Based Housing ○ City of Boston Homeless Set Aside Program ○ BPS Voucher Program
<u>Housing Programs Through Other Agencies</u>	<ul style="list-style-type: none"> • List of state programs through other agencies • List of federal programs through other agencies



Resource	Contents
<u>Immigration Status and Affordable Housing</u>	<ul style="list-style-type: none">• Immigrant family eligibility for state and federal housing programs.• Mixed status family eligibility for state and federal programs.
<u>Priorities and Preferences in Public Housing</u>	<ul style="list-style-type: none">• Overview of priorities and preferences
<u>Addressing Barriers to Housing</u>	<ul style="list-style-type: none">• Helpful material on addressing common barriers to finding housing<ul style="list-style-type: none">• Presence of a CORI/SORI• Eviction• Credit• Disability

Employment Resources

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Resource	Contents
<u>MassHire Career Centers</u>	<ul style="list-style-type: none">• MassHire Career Center overview• Links to Career Center resources
<u>MassHire Accessibility Resources</u>	<ul style="list-style-type: none">• Overview of partnerships available• Assistive Technology available at career centers• Overview of vocational rehabilitation
Apprenticeships	<ul style="list-style-type: none">• Overview of apprenticeships• Benefits of apprenticeships• Links to help with finding apprenticeships and sponsors\
<u>Snap Path to Work Program</u>	<ul style="list-style-type: none">• Link to SNAP Path to Work Program, which provides paths to employment and economic self-sufficiency for SNAP clients
<u>Adult Community and Learning Services</u>	<ul style="list-style-type: none">• List of no cost resources including job training, professional development, program directory.

Resources for New Arrivals

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Resource	Contents
<u>Immigration tools through EOHL</u>	<ul style="list-style-type: none">• Immigration services referral form and step-by-step instructions on filling it out• Short immigration services referral list• HLC training and FAQs for immigration services and referrals
<u>Resettlement Agencies Contact Information</u>	<ul style="list-style-type: none">• Full list of contact info for resettlement
<u>Free Immigration Clinics</u>	<ul style="list-style-type: none">• List of free immigration clinics (town-specific and state wide)

Resources for New Arrivals Continued

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Resource	Contents
<u>Office for Refugees and Immigrants (ORI) programs and services (State)</u>	<ul style="list-style-type: none">• Links and descriptions for programs that assist with:<ul style="list-style-type: none">• Citizenship• Financial literacy• Elder refugees• Refugee health• Refugee case management• Refugee Cast assistance• Refugee employment• Community Partner Directory• Targeted Assistance Grant/Formula Program (TAG/F)<ul style="list-style-type: none">• For refugees residing in Middlesex, Worcester and Hampden Counties• Refugee Health Assessment Program - initial health assessment & referral to primary care• Refugee Medical Assistance
<u>Office of Refugee Resettlement (ORR) Programs and Services (Federal)</u>	<ul style="list-style-type: none">• Overview of ORR mission<ul style="list-style-type: none">○ Link to eligibility criteria for services○ Link to application for services

Healthcare Resources

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Resource	Contents
<u>MassHealth</u>	<ul style="list-style-type: none">• Links to MassHealth Resources
<u>Department of Public Health (DPH)</u>	<ul style="list-style-type: none">• Overview of DPH resources including:<ul style="list-style-type: none">○ Resources for victims of sexual and domestic violence (both adults and children)○ Rape crisis centers
<u>Department of Mental Health (DMH)</u>	<ul style="list-style-type: none">• Overview of DMH mission<ul style="list-style-type: none">○ Link to eligibility criteria for services○ Link to application for services
<u>Department of Developmental Services (DDS)</u>	<ul style="list-style-type: none">• Overview of DDS mission<ul style="list-style-type: none">○ Link to eligibility criteria for services

DTA Resources

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Resource	Content
<u>SNAP</u>	<ul style="list-style-type: none">• Overview of SNAP benefits and eligibility• Links to applications for SNAP
<u>Economic Assistance (Cash Benefits)</u>	<ul style="list-style-type: none">• Overview of cash assistance and eligibility (TAFDC and EAFDC)• Links to applications for cash assistance
<u>Childcare</u>	<ul style="list-style-type: none">• Information on how to obtain childcare for TAFDC and SNAP clients
Transportation	<ul style="list-style-type: none">• Links to:<ul style="list-style-type: none">• financial support for transportation• MBTA youthpass• MBTA accessible station

Other Resources

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Resource		Contents
<u>Furniture</u>	Furniture Banks	<ul style="list-style-type: none">• Furniture banks in Walpole, Hudson, Acton, Cambridge
<u>Special Needs & Accessible Living</u>	Accessibility Resources	<ul style="list-style-type: none">• Links to benefits and services• Disability rights information• Disability plates and placards
	Disability Rights and Housing	<ul style="list-style-type: none">• Outline of some key rights under ADA and FHA• Overview of reasonable accommodation and reasonable modification
<u>ESOL</u>	ESOL Courses	<ul style="list-style-type: none">• Free ESOL courses available online and in person around the state
<u>Financial Education Resources</u>	Financial Literacy Courses	<ul style="list-style-type: none">• Free financial literacy courses available online and in person around the state

Appendix: Affordable Housing Listings





Affordable Housing listings

1. [Housing Navigator](#)
2. [Real Estate - The Bay State Banner](#)
3. [Metro List](#)
4. [Affordablehousing.com](#)
5. [Housing Works](#)
6. [SEB Housing](#) Apartments are available either by lottery or on a first-come, first-served (FCFS) basis
7. [MCO Housing Services](#)
8. [Maloney Properties](#) Apartments are available either by lottery or on a first-come, first-served (FCFS) basis.
9. [local non-profit housing developer](#) You can also contact your about the affordable housing units that they own and operate
10. [MassHousing](#):
 - [Housing List](#) :Search all MassHousing affordable rental communities
 - [Workforce Housing List](#): Affordable apartments for middle-income renters
 - [Common Pre-Application](#): Ease your housing search and application process
 - [Partnership programs](#) that address disparities in housing:
 - The MassHousing DMH/DDS Set-Aside Program is a closed referral program.
 - [3% Priority Program](#): The 3% Priority Program is a closed referral program. [DMH/DDS/EOEA/MRC staff](#) identify eligible applicants and send completed applications to the management company.
11. [L.A. Associates](#)
12. [Sudbury Housing Trust](#)

Appendix: Market Rate Units



Apartment Leads Through EOHL



EOHL Efforts to Increase Landlord Outreach: EOHL is actively working on increasing landlord engagement to address the current housing crisis and reduce the stigma surrounding homeless families, HomeBASE and vouchers.

Actions: Nassima Mouhoubi will forward suitable leads to EA providers. If you are not on my distribution list for housing opportunities, please make sure to email me at nassima.mouhoubi3@mass.gov so I can add you.

Provider Responsibilities

- **Timely Response:** Providers should act promptly on leads received from Nassima Mouhoubi.
- **Communication:** Keep EOHL (Nassima Mouhoubi) informed of lead outcomes, I rely on you to keep me informed about the outcomes. Please report on successful lease-ups or reasons for unsuccessful attempts, such as a family's lack of interest or unresponsive landlords...

Special Thanks

A heartfelt thank you to those who took the time to report back on the apartment leads. Your efforts in identifying scams, issues encountered, and unresponsive landlords have been incredibly helpful in refining our landlord outreach efforts. Your assistance in reporting outcomes is invaluable, and we greatly appreciate your commitment and help to this initiative.

Best Practices for Connecting with a Landlord

- **Introduction:** When reaching out over the phone, clearly introduce yourself and the agency you represent. This helps establish credibility and builds rapport.
- **Email Signature:** Always include a professional email signature in your communications. This should contain your name, title, agency, email address, and phone number, making it easy for landlords to contact you.
- **Persistence:** If a landlord does not respond, don't hesitate to follow up multiple times. Persistence is key; continue reaching out until you receive an answer.

New Lease / Project-Based Voucher (PBV) Opportunity



- EOHLC has partnered with [New Lease](#) to identify committed property owners willing to provide suitable and ready-to-move-in housing units for families in EA shelters.
- These units will have **project-based** subsidies. This means that:
 - The rental subsidy is tied to the **unit**, not the family.
 - As long as the family lives in that particular unit and remain in good standing, they will continue to receive rental assistance.
 - However, if the family moves out, they won't be able to take the subsidy with them.
- **Eligibility for these units:**
 - Families who have been issued an EA Shelter Exit Voucher (either HCV or MRVP) through one of the RAAs but have not yet leased up in a unit.
- **Why this could be a good option for families:**
 - It can be very difficult to find housing in today's competitive rental market with a mobile voucher. The PBV units are available now.
 - The owners of the PBV units have committed to serving families exiting EA shelter and understand the housing barriers (e.g., poor credit, poor housing history, eviction, CORI ...) that some families may have.
 - The PBV units are professionally managed.
 - New Lease will help facilitate the lease-up process.
- **Reminder for families:**
 - If a family decides to take a project-based unit, they will no longer have a tenant-based (mobile) voucher.
 - Families with an EA Exit Voucher HCV who switch to a PBV unit may request a mobile voucher after living in the PBV unit in good standing for two years. This request will provide a priority position on the tenant-based waitlist.
 - Families switching their EA Exit MRVP voucher to a PBV unit should note that the subsidy will remain attached to the unit, and they will not be able to join the waitlist for another mobile voucher.
- **Support for families:**
 - EA contract service providers will support households throughout the lease-up process and provide housing stabilization services after lease-up.



Searching for Market Rate Unit

Facebook: Market Place, Landlords, and apartments listings group and pages

Craigslist

Zillow

AAA Apartment Rentals

Apartments.com

Affordablehousing.com

Metro List

HomeFinder

Homes.com

Rentals.com

RentHop

Trulia

Coldwell Banker Homes Massachusetts Rentals

Realtors & Brokers agencies.

Warning: Fraudulent advertisements has been increasing in numbers. Learn more on how to avoid Rental scams by clicking:

[Boston.gov Apartment Scams](#)

[How to Recognize and Avoid Rental Fraud](#)

[Learn where to report a scam](#)

Appendix: Public Housing





Public Housing Programs



[1. CHAMP \(Common Housing Application for Massachusetts Programs\) website.](#) You'll select programs based on where you want to live. Housing authorities have units dedicated to different types of public housing such as **Elderly/Handicapped Low-Income Housing** and **Family Low-Income Housing**. Pick locations based on the type of housing you need and where you want to live. For example, choose a community that's near your work or where your children go to school. Your finished application goes to the [Local Housing Authority \(LHA\)](#) that oversees the housing you selected.



[2. There are also 30,000 federally-funded public housing units in Massachusetts. To apply for those, you'll contact a housing authority that offers them.](#)

Appendix: Vouchers



Voucher programs (State and Federal)



State rental voucher programs

State rental voucher programs, which pay a part of your rent in the private market. You can apply for these in [CHAMP](#), **State rental vouchers (MRVP, AHVP)** | MRVP offers tenant and project-based assistance for low-income families and individuals. AHVP is for low-income people under 60 with a disability. Apply for both through CHAMP.

- [Use CHAMP to apply for state vouchers or check your application status](#)
- [Apply for the Massachusetts Rental Voucher Program \(MRVP\)](#) : MRVP is a state program offering rental assistance in the form of vouchers to low-income families (similar to Section 8). The vouchers take 2 forms: tenant-based (mobile) or project-based. You can apply for MRVP and check the status of your application through [CHAMP](#) or in person by filling out a [paper application](#) (for both MRVP and AHVP) and submit it to [your local housing agency](#).
- [Apply for the Alternative Housing Voucher Program \(AHVP\)](#)

Voucher programs (State and Federal)



Federal rental vouchers (Section 8):

Section 8 is a federal program where you can apply for help with your rent. Find information here about various Section 8 programs for families dealing with domestic violence, veterans, people living with HIV, and more.

- [Apply for the Section 8 Housing Choice Vouchers Program \(HCVP\)](#) : The Section 8 Housing choice Voucher Program (HCVP) helps families with low income by paying part of their rent. To apply for **tenant-based** or **mobile vouchers**: [Download this application form](#) and fill it out.
- Email, mail, or take it to one of the 8 Regional Administering Agencies (RAAs) in Massachusetts. [Find addresses and directions to the RAA closest to you.](#)
- Or you can submit an application online through the [Massachusetts Section 8 Centralized Waiting List](#) that has 102 participating LHAs.
- To increase your chances of getting a voucher, you should also contact a Local Housing Authority (LHA), which have their own allocation of vouchers from the federal government.

Project-based vouchers are administered by RAAs. [Contact an RAA to learn how to apply for these.](#)

Appendix: Priorities and Preferences



Priorities/Preferences in Housing

Due to a shortage of affordable housing in Massachusetts and nationwide, government entities have implemented preferences and priorities to determine which individuals receive housing sooner on waiting lists. Preferences do not establish eligibility but allow prioritized access. The terms "preferences" and "priorities" are often used interchangeably, with "preferences" typically referring to federal housing and "priorities" to state-funded housing.

There are four main types of preferences:

- **Statutory Preferences:** Linked to specific housing programs.
- **Regulatory Preferences:** Governed by regulations applicable to housing programs.
- **State and Local Preferences:** Based on the housing site's location.
- **Owner-Adopted Preferences:** Focused on specific populations that property owners choose to prioritize.

Best Practices:

- Request a written list of preferences from each housing entity your clients apply to.
- Review the applicable preferences and required documentation.
- Respond promptly to any Notices of Required Verification.
- If a client's priority status is denied, appeal the decision and request clarification.

Prioritization in CHAMP (state public Housing, MRVP, & AHVP)

If you answer “yes” to the questions below you may be eligible for a preference or priority for some housing programs that can help move you up a waiting list more quickly

- Has your apartment been condemned?
- Are you living in a shelter or on the streets?
- Do you have a severe medical emergency affected by your housing??
- Are you facing domestic violence?
- Are you a local resident?
- Are you a Veteran?
- Are you/have you been evicted not for fault?

What is homeless priority?

You may claim “homeless priority” in [CHAMP](#) when you apply for a state voucher (MRVP, AHVP) or for public housing. Households that are eligible for homeless priority may get housing faster. Priority is a way to elevate an application on waitlists,, not a guarantee of housing, which is managed by [housing agencies](#). A verified priority will get you housing faster—but not immediately.

What situations are eligible for homeless priority

Displacement by Fire or Disaster

Displacement by Urban renewal/government action

Displacement by Substandard Housing including Homelessness

Displacement because of Domestic Violence

Displacement by medical emergency or Inaccessibility of Unit

For more information about priorities and preferences check the following links:

[Read the full list of eligible situations and required documents.](#)

[More information about homeless priority eligibility](#)

Appendix: Other Subsidized Housing



1. EA Exit Vouchers



EA Exit Vouchers:

On August 8, 2023, the Healey/Driscoll Administration declared a state of emergency due to a severe lack of shelter in Massachusetts. In response, the Executive Office of Housing and Livable Communities (EOHLC) set aside 1,200 Housing Choice Voucher Program (HCVP) and Massachusetts Rental Voucher Program (MRVP) vouchers specifically designated for families exiting EOHLC’s Emergency Assistance (EA) shelters (“exit vouchers”). These vouchers, both HCVP and MRVP, will be administered as regular vouchers and subject to Moving to Work (MTW) and MRVP policies. However, EOHLC is implementing a number of flexibilities in the eligibility, issuance, and leasing processes in order to facilitate lease-ups and thus expedite exits from the EA shelter system.

Closed referrals process. EOHLC make the selection of families in EA shelters. So far there was 3 selection made:

- **1st selection:** Families who have been in the shelter for at least 18 months as of August 8, 2023.
- **2nd Selection:** any family has documented RHP in ETO in the past 6 months (Aug – Jan) and has been in the shelter at least for a year as of 2/16/24.
- **3rd selection:** A) compliant with RHP in last 90 days B) not on prior voucher list and C) length of stay > 2 years as of 6/11/24

Is EOHLC doing any other selection?? EOHLC is not planning any additional selections at this time. However, the goal is to issue and use 1,200 vouchers. If this target is not met, there may be a consideration for another selection in the future.



2. Housing Now Program (Formerly known as THP)

The Housing Now Program, is a transitional housing model that EOHLIC has developed and operated by seven Local Housing Authorities. Homeless families occupy these units for at least 9 months and receive extensive case management services to help develop self-sufficiency skills.

There are 2 models in this program:

- **Transitional Housing Model:** This model acts as an extension of shelter. Selected families will comply with the Universal Shelter Rules (USR) and will not pay rent until they graduate from the program and are offered a unit by the sponsoring Local Housing Authority (LHA).
- **Housing First Model:** In this model, selected families will sign a lease and pay 30% of their income toward rent.

The seven housing authorities that are participating in program are:

- Brookline Housing Authority
- Fall River Housing Authority
- Fitchburg Housing Authority
- Gloucester Housing Authority
- Springfield Housing Authority
- Taunton Housing Authority
- Salem Housing Authority

Target Population:

- Homeless families in DHS EA funded shelters, hotels, and motels
- Families must be in good standing comply with USR and don't have any NC on their record.

Program Duration: Minimum of 9 months

Primary Objectives: The program provides support in maintaining employment and focuses on developing daily living skills, such as money management, alongside tenancy-related skill development. It also addresses barriers to self-sufficiency, including issues like domestic violence, health challenges, academic deficiencies, and personal debt.

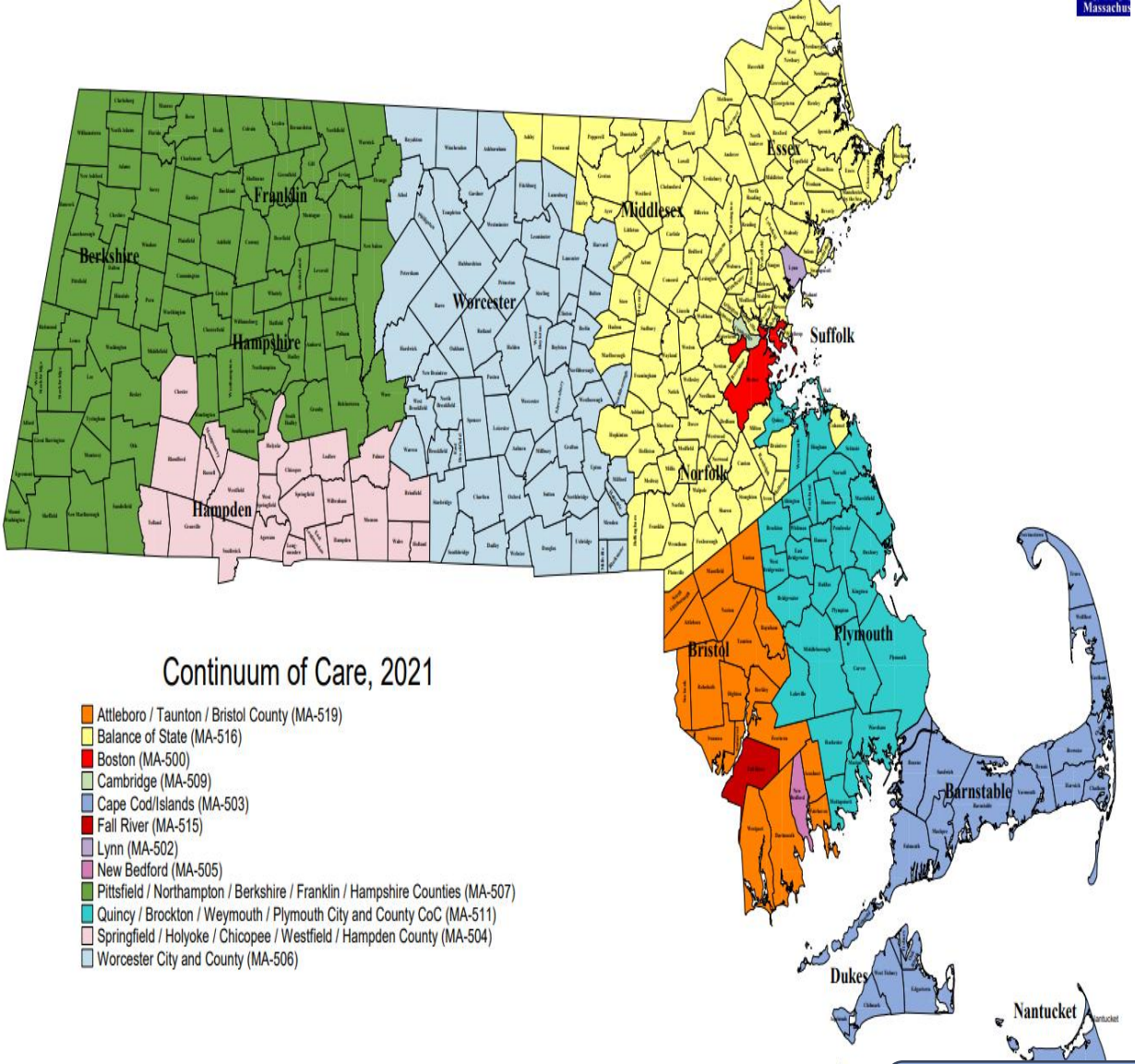
Graduation from Program:

- Families will be offered to stay permanently in the same unit or offered a different unit from the sponsoring LHA.
- Six months of stabilization services for successful transition to permanent housing in Transitional Housing Model.

3. Continuum of Care Programs (COC)

Continuum of Care Programs (COC) A Continuum of Care (CoC) is a regional or local planning body that coordinates housing and services funding for homeless families and individuals. Across the Commonwealth there are 12 CoCs eligible to apply for money from HUD to help homeless people. Each of the 12 CoCs serves a unique geographic area with HUD asking the state (EOHLC) to be responsible for addressing homelessness in their area.

Eligibility: Homeless individuals and families without a permanent residence, currently residing in shelters, or living in places not intended for human habitation are eligible. Applicants must be chronically homeless, meaning they have been homeless for at least a year, and the head of household or any household member over 18 years old must have a disabling condition. Additionally, families should apply to the appropriate CoC in their area.





3. Continuum of Care Programs (COC) Continue

A complete list of CoC's by region can be found here: [CoC List by Region](#)

- [Attleboro / Taunton / Bristol County \(MA-519\)](#)
- [Balance of State \(MA-516\)](#)
 - Identify 1-2 staff to receive training
 - Reach out to Christopher Moskal, (EOHLC) Chris.Moskal@mass.gov to set up training
 - Connect with a CoC navigator point of contact for support/questions
- [Boston \(MA-500\)](#)
- [Cambridge \(MA-509\)](#)
- [Cape Cod/Islands \(MA-503\)](#)
- [Fall River \(MA-515\)](#)
- [Lynn \(MA-502\)](#)
- [New Bedford \(MA-505\)](#)
- [Pittsfield / Northampton / Berkshire / Franklin / Hampshire Counties \(MA-507\)](#)
- [Quincy / Brockton / Weymouth / Plymouth City and County CoC \(MA-511\)](#)
- [Springfield / Holyoke / Chicopee / Westfield / Hampden County \(MA-504\)](#) : contact **Gerry McCafferty**
gmccafferty@springfieldcityhall.com
- [Worcester City and County \(MA-506\)](#)



4. Leading the Way Home (“LTWH”)

Leading the Way Home (“LTWH”) The BHA shall issue tenant-based vouchers to at least 300 families from EOHLC shelter system.

EOHLC select families that meet the following criteria:

- families whose last permanent residence prior to entering shelter was in the City of Boston and who are then receiving emergency shelter under the EA program ("Boston EA Families").
- Families who are in shelters outside of Boston but their residency prior to entering shelter was in Boston.
- Families with children enrolled in Boston Public Schools ("BPS") shall not be referred to this list, as those families are subject to referral under a separate partnership between BHA and BPS.
- While families currently enrolled in BPS should not be referred, families enrolled in charter schools or other non-BPS schools in Boston shall also be referred under this agreement.

In consideration for the vouchers issued to EOHLC shelter families, EOHLC will fund a program to provide stabilization services to LTWH Participants through its network of Providers Stabilization services will be available to all LTWH for a minimum of twelve (12) months. Each provider will develop a Stabilization Plan and will coordinate and incorporate deemed appropriate for an LTWH participant.

Important Notice:

BHA federal programs are currently in a state of financial shortfall and therefore have been unable to issue new vouchers until further notice.



5. Community Based Housing (CBH)

The Community Based Housing program provides funding for the development of integrated housing for people with disabilities, including elders, with priority for individuals who are in institutions, nursing facilities or at risk of institutionalization.

CBH program eligibility criteria below; applicants must be all three components to be considered:

1. Applicant has a disability defined as: An individual who has a physical or mental impairment that is of a permanent or long and continued duration and that substantially limits one or more major life activities is considered a person with a disability, excepting individuals who are persons with disabilities who are eligible for housing developed with Facility Consolidation Funds (FCF) funds; this exception is required by the legislation. Major life activities include: self care, learning, receptive and expressive language, mobility, cognitive functioning, emotional adjustment and economic self-sufficiency.
2. Applicant is not eligible for housing developed with FCF funds, i.e. a current client of
The Department of Mental Health or Department of Developmental Services (A “yes” answer confirms the applicant is NOT eligible for FCF)
3. Applicant is institutionalized or at risk of institutionalization in a nursing facility, long term rehabilitation center or hospital

How you will know about CBH opportunities: Nassima Mouhoubi will send any CBH housing opportunities when they become available.



6. City Of Boston Homeless Set Aside Program

City of Boston Homeless Set Aside Program Interest Form

To be eligible for the Boston Homeless Set Aside Preference Program the applicant must be homeless and/or fleeing or attempting to flee domestic violence. Households will receive a preference if they are homeless in Boston (this applies to individuals and families) or displaced from Boston (this applies only to families). In other words, households must meet definition **(A.1)** or definition **(A.2)**. Households who meet definition **(A.3)** will be ranked higher on the interest list. The definitions are as follows. Please select all that apply

A.1 Literally Homeless: Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning - (a) Has a primary residence that is a public or private place not meant for human habitation; (b) Is living in a publicly or privately operated shelter designed to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or (c) Is exiting an institution where they have resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

A.2 Fleeing / Attempting to flee DV: Any individual or family who: (a) Is fleeing, or is attempting to flee, domestic violence; (b) Has no other residence; and (c) Lacks the resources or support networks to obtain other permanent housing

A.3 Residing in Boston, as defined by any individual or family who: (a) Is Currently Literally Homeless (defined in section A.1) in Boston, OR (b) displaced from Boston due to lack of emergency shelter capacity or fleeing domestic violence (the displaced preference is only available to families)



7. BPS Voucher Program

The BPS Voucher Program is a partnership between the Boston Housing Authority (BHA) and Boston Public Schools (BPS) to provide housing support for up to 1,000 families with students in Boston schools who are at risk of displacement or homelessness. The support will come in the form of vouchers that will provide significant subsidies for families seeking housing options in the private market.

Eligibility:

- Must have an active student enrolled in Boston Public Schools

To apply:

- Reach out to the Homeless Coordinator at the school where your child is enrolled

Important Notice:

BHA federal programs are currently in a state of financial shortfall and therefore have been unable to issue new vouchers until further notice.

Appendix: Housing Programs Through Other Agencies





STATE PROGRAMS through other agencies

Program	Population Served	General Eligibility Criteria	Payment Standard
<u>Department of Mental Health Rental Subsidy Program</u> (DMHRSP/DMHRTB)	Clients of the Department of Mental Health (DMH)	<ul style="list-style-type: none">• 80% AMI• Immigration status not considered• Direct Referral from DMH	110% of applicable FMR
Stable Start Voucher Program (SSVP)	55+ adults, recently released from incarceration	Regular MRVP eligibility without CORI requirements <ul style="list-style-type: none">• Direct referral from correctional facilities.	110% of applicable FMR

FEDERAL PROGRAMS through other agencies



Program	Population Served	General Eligibility Criteria	Payment Standard
<u>Veterans Affairs Supportive Housing (VASH)</u>	Homeless veterans	<ul style="list-style-type: none"> 80% AMI Not a lifetime sex offender registrant Directly referred by VA Medical Centers (VAMC) 	120% of applicable FMR
<u>Family Unification Program (FUP)</u>	Families seeking reunification with children Open case with DCF	Regular HCV eligibility <ul style="list-style-type: none"> Directly referred by the Department of Children and Families (DCF) 	120% of applicable FMR
FUP Adolescent Outreach Program (AOP)	Youth (18-24) coming out of foster care and homeless or at risk of homelessness	Regular HCV eligibility <ul style="list-style-type: none"> Directly referred by DCF Time-limited program 	120% of applicable FMR
<u>Section 8 Tenant Based Rental Assistance for Persons with HIV</u>	Very low-income persons living with HIV/AIDS who are also Section 8/HCV eligible.	<ul style="list-style-type: none"> Direct referral from the JRI Health staff. 	
<u>Emergency Housing Vouchers (EHV)</u>	Homeless, at risk of homelessness, fleeing DV or sexual assault, recently homeless with high risk of housing instability	Regular HCV eligibility, with flexibilities where possible (e.g. CORI) <ul style="list-style-type: none"> Direct referral from CoC 	120% of applicable FMR
<u>Stability Vouchers (SV)</u>	Homeless, at risk of homelessness, fleeing DV or sexual assault, recently homeless with high risk of housing instability	Regular HCV eligibility, with flexibilities where possible (e.g. CORI) <ul style="list-style-type: none"> Direct referral from Boston CoC 	120% of applicable FMR
Section 811 Project Rental Assistance (PRA)	Adults with disabilities under the age of 62 who are transitioning from long-term care facilities to the community or are at risk of re-entering these facilities	<ul style="list-style-type: none"> 30% AMI At least one adult member of the household must be under 62 and have a disability (and must be eligible for MassHealth/Medicare) Direct referral MRC, DMH, DDS, or CSPECH 	n/a (project-based)

Appendix: Immigration Status and Affordable Housing



Immigration status and affordable housing

You can be eligible for public and subsidized housing in Massachusetts even if you are not a U.S. citizen. Public and subsidized housing programs are different from other benefits like SNAP and cash assistance.

1. [Does my immigration status matter for state housing programs?](#) State housing programs in Massachusetts are generally open to applications from all immigrants. **Your immigration status does not matter.** The major state housing programs include:

- State public housing,
- The Massachusetts Rental Voucher Program (MRVP),
- The Alternative Housing Voucher Program (AHVP), and
- State-funded multifamily (privately-owned subsidized) housing.

[Learn more about eligibility rules for different programs.](#)

2. [What are the immigration restrictions for federal housing programs?](#)

- The major federal housing programs include: Federal public housing, Section 8 Vouchers, and Subsidized multifamily housing.

These 3 federal housing programs are “**restricted**.” This means your household must include at least one citizen or “**[eligible noncitizen](#)**” to be admitted to the 3 major federal housing programs.

- If your household also includes people who are not eligible for the restricted program (a “**[mixed status household](#)**”), your household can still be admitted to these programs. But, your household will pay a **[higher rent](#)**.

Immigration status and affordable housing continued



3. Which noncitizens are eligible for “restricted” federal housing programs?

To get into restricted federal housing, at least 1 person in your household must be a citizen or an “eligible noncitizen.” An eligible noncitizen is one of these statuses:

- A lawful permanent resident,
- A registry immigrant (admitted for permanent residency by U.S. Attorney General and eligible for citizenship)
- A refugee or asylee,
- A conditional entrant,
- A parolee,
- A withholding grantee,
- A person granted 1986 amnesty status,
- A resident of Marshall Islands, Micronesia, Palau or Guam,
- A victim of trafficking or their relatives,
- VAWA self-identified.

4. What are "mixed status" households?

In the restricted federal programs, “mixed status” households are those with at least one citizen or eligible noncitizen, **and** at least one noncitizen who is not eligible.

Mixed status households are eligible for the restricted federal housing programs, but they will pay a higher rent called a prorated rent. The unit may not be affordable.

Mixed status households **may** include statuses not eligible for a federal subsidy such as:

- Temporary Protected Status (TPS),
- “DACA” youth,
- pending applications for another status, or
- undocumented (no status).



Immigration status and affordable housing continued

5. How much “prorated rent” will mixed status households in federal restricted housing pay?

Prorated rent in federal restricted housing means that the housing authority or multifamily owner will base your rent assistance or subsidy on the number of eligible people in your household, not on the total number of people.

You can move into a unit in one of these programs, but your subsidy will be lower than if all household members were citizens or eligible noncitizens. That means your share of the rent will be higher.

	Non-Mixed Status Family (“regular” calculation)	HUD Proration Policy (two members with eligible status and two without)
Eligible Household Members	4	2
Ineligible Household Members	0	2
Contract Rent	\$2,000	\$2,000
Tenant Household income	\$1,666	\$1,666
TTP (30% of income)	\$500	\$500
Tenant Rent to Owner	\$500	\$1,250
Housing Assistance Payment	\$1,500	\$750 (50% of HAP)

More Resources:

[Do I have to prove my household's immigration status in federal restricted housing programs?](#)

[Do I need a social security number for housing programs?](#)

[Does “Public Charge” apply to any housing programs?](#)



Immigration status and affordable housing continued

New Policy for HCVP Families with Mixed Immigration Status:

This policy applies to HCVP overseen by EOHLC (DRA) or administered by our RAAs, excluding CoC vouchers.

Effective Date: September 1, 2024

Families will pay an additional 10% of Total Tenant Payment (TTP), regardless of ineligible members.

	Non-Mixed Status Family (“regular” calculation)	HUD Proration Policy (two members with eligible status and two without)	EOHLC’s MTW-Approved Calculation Policy
Eligible Household Members	4	2	2
Ineligible Household Members	0	2	2
Contract Rent	\$2,000	\$2,000	\$2,000
Tenant Household income	\$1,666	\$1,666	\$1,666
TTP (30% of income)	\$500	\$500	\$500
Tenant Rent to Owner	\$500	\$1,250	\$550 (TTP + 10%)
Housing Assistance Payment	\$1,500	\$750 (50% of HAP)	\$1,450

Appendix: Housing Barriers





Responding to Refusal of Rental Assistance

If a landlord refuses rental assistance, using this language can help the landlord to understand their legal responsibility vis-à-vis rental assistance

“You should be aware that refusal of emergency rental assistance (including by refusing to provide required program documentation) may, under some circumstances, violate Chapter 151B of the Mass. General Laws, which prohibits discrimination against a tenant receiving housing subsidies. A civil rights enforcement agency, such as the Massachusetts Commission Against Discrimination (MCAD), the Massachusetts Attorney General’s Office, the Boston Office of Fair Housing and Equity, or a local fair housing agency, may bring or investigate a complaint against landlords who refuse funds or who refuse to provide documentation in violation of c. 151B or similar local codes.”



Housing Barriers: CORI

CORI stands for **Criminal Offender Record Information**. The Presence of a CORI when finding housing may add additional challenges. There is CORI on you if you have ever been charged with a crime in a Massachusetts court. A CORI report is a list of criminal charges. It includes **all** cases even if you were found not guilty or the case was dismissed.

One issue that could arise when finding housing is the presence of a CORI. A CORI may make the housing search more difficult, but understanding the legal context can help.



Housing Barriers: CORI Continued

CORI stands for **Criminal Offender Record Information**. Massachusetts residents with CORI's often face additional challenges in finding housing and employment. **There is CORI on you if you have ever been charged with a crime in a Massachusetts court.** A CORI report is a list of criminal charges. It includes **all** cases even if you were found not guilty or the case was dismissed.

The programs listed below give free legal information, advice and/or representation to low-income people who live in Massachusetts. [Use the Legal Resource Finder search](#) to see which of these programs might be able to help your families based on geography, income, and need.

- [Your CORI rights](#)
- [How to get a copy of your CORI](#): Learn the steps you need to take to get a copy of your CORI by mail or online.
- [Sealing my CORI](#): There are two ways to seal criminal records—by mail or in court. Most criminal records can be sealed by mail after a waiting period. Some cases can be sealed by in court, without a waiting period or by mail. Some cases can never be sealed.
- [CORI and housing](#): Learn when and how a landlord or housing authority can get your CORI or criminal record when you apply for rental housing.
- [Jobs and CORI](#): Learn what employers are and aren't allowed to ask about your criminal history when you are applying for a job.
- [Juvenile court records](#): Learn how to get a copy of your juvenile record and how to get it sealed.
- [Never sealable crimes](#): Learn which criminal convictions can never be sealed from your record.
- [Sealing or expunging marijuana cases](#): The law has changed and you may be able to seal or expunge your criminal cases for possession of marijuana. In 2016 voters approved a ballot question that made possession of small amounts of marijuana legal. The law went into effect...



Housing Barriers: Eviction

How to Find Out If You Have an Eviction on Your Record:

- Landlords use credit reports to predict if you can and will pay the rent. Credit reports show how you borrow and repay money. They also show how much debt you have.
- Before you look for a place, get a copy of your credit report. You can get 1 free copy once a year by filling out the Annual Credit Report Request Form. To get this form: Call 877-322-8228 or Go to www.AnnualCreditReport.com
- Landlords can buy [tenant screening reports](#) from private companies. These reports can include eviction history, court cases, former addresses, social security number verification, and criminal record searches. ask the landlord whether she used a tenant screening agency and, if so, what the name of the company is. There are many tenant screening agencies and this may be your only real way of finding out what company is distributing information about you so that you can either get wrong information corrected or try to change information that is misleading. See [Your Right to Challenge the Accuracy of a Consumer Report](#).



Housing Barriers: Eviction Continued

Improve Your Chances of Getting Housing with Eviction History

- **Supply Positive Payment History:** Provide documentation of bills paid on time, such as medical copays, car insurance, child support, phone bills, rent, utilities, and other accounts in good standing.
- **Explain Damaging Information:** Include a letter explaining any negative credit history due to illness, unemployment, public benefits interruption, or divorce when applying for housing.
- **Demonstrate Positive Income Changes:** Highlight any income increases, stabilized income (like SSI approval), or improved earning power from education or job training. Explain if rent will be subsidized or if previous financial issues have been resolved.
- **Seek a Reasonable Accommodation:** If poor credit is due to a disability, request the landlord or housing authority to make accommodations, such as ignoring untreated periods of disability or approving your application with a representative payee managing your rent payments.
- **Offer Alternative Payment Arrangements:** Propose using a representative payee, protective payments, or a co-signer for the lease. Be aware that a representative payee will control how your money is spent.
- **Apply to Different Types of Landlords:** Consider applying to various landlords and housing programs. Some may not check credit reports as thoroughly, especially larger housing authorities that might focus more on CORI reports and prior housing history.
- If you have been involved in a housing case and you plan to move, you should look your case up on the [court's website](#). If you find inaccurate information, contact the court to get the information corrected. See [Error Correction Form \(Booklet 11\)](#). For example, if the case was because the landlord wanted to move her son into the apartment, but the online information says it was for non-payment of rent, contact the court and ask them to change this.

[Massachusetts law about eviction: Laws, regulations, cases, and web sources on eviction law \(summary process\).](#)

Legal help is available: If you are unable to find the information you are looking for, or if you have a specific question, please [contact our law librarians](#) for assistance.

[Massachusetts Trial Court Case Access](#)

[Chat or text with a law librarian](#)

[Glossary of Court Terms](#)

Housing Barriers: Credit

Request your Credit report:

You can request one free credit report every 12 months from each of the three national consumer reporting companies—Experian, Equifax, and TransUnion. It is important to check your credit report regularly for accuracy and signs of fraudulent activity—especially with the increase in identity theft. There is only one official free credit report website, www.annualcreditreport.com.

Importance of Credit History:

- Essential for loans, avoiding large security deposits, and obtaining services. Responsible credit building is key for a solid financial foundation.

Ways to Establish Credit:

- Get a Store Card: Reported to credit bureaus; use responsibly.
- Apply for a Secured Credit Card: Requires a deposit; good for starting credit history.
- Start a Digital Checking Account: Use Experian's Smart Money and Boost programs.
- Credit-Builder Loan: Make payments to build credit.
- Find a Co-Signer: Shared liability can build credit if managed well.
- Authorized User: Use someone else's card with good history.
- Report Rent and Utility Payments: Use services to add these to your credit history.
- Consider a Student Credit Card: Low limits and higher interest, but good for beginners.
- Make On-Time Payments: Crucial for building a positive credit history.
- Don't Use Too Much Credit: Keep utilization below 30%.
- Go Easy on the Number of Cards: Start slow to avoid appearing financially desperate.
- Be Aware of Identity Theft: Monitor accounts and reports.
- Credit History Matters: Keep accounts open to improve utilization rate.



Housing Barriers: Credit

Improving Poor Credit:

- Automatic Payments: Ensure timely bill payment.
- Credit Limit Increase: Improves utilization ratio.
- Pay Down Cards: Use the debt avalanche method.
- Credit Counseling: Get help from nonprofit agencies.

Rebuilding Credit After Bankruptcy:

- Similar strategies to those establishing initial credit.

Monitoring Credit Score:

- Regular checks from banks or online services.
- Annual free credit report from major bureaus via AnnualCreditReport.com.
- Professional Help:

[Boston Builds Credit](#)

[Mass.gov/Managing Credit and Debt](#)

[National Foundation for Credit Counseling](#)

[American Consumer Credit Counseling \(ACCC\)](#)

4. Language Barriers: use **Transperfect** Use the Client ID Number **7788291** (applies to all EOHLC and EA shelter provider staff).



Managing Credit and Debt

If families have low credit score or little credit history, there are ways to build better credit

Make payments on time.

Payment history is the number one factor in your credit score.

Review your credit reports for accuracy. You can get negative items removed from your credit report if they are inaccurate or incomplete.

To avoid temptation, **limit credit card usage.** Keep one card available for emergencies.

Keep **low balances** on your credit cards.

Think before closing accounts. Closing one to two accounts in a six-month period will negatively affect your credit score.

Contact your Creditors if you are having difficulty making payments. Most creditors will work with you to develop a payment plan that fits your budget. If you negotiate improved payment terms, get it in writing.

Consider a **debt consolidation loan.** This allows you to pay off your outstanding balance with one, lower-interest monthly payment.

Avoid credit repair scams. These scams target people with bad credit or no credit with the promise of a quick fix. Only time and effort will repair your credit report.

Know where your money goes. Poor money management and high debt often contribute to a bad credit rating.

Appendix: MassHire



MassHire Resources



MassHire Career Centers: MassHire Career Centers serve as a vital link between workers and employers to bring about economic opportunity. Career Centers are helping put Massachusetts' citizens back on the payroll, one person and one job at a time.

- **Find a MassHire Career Center Near You**
- **Register for a Career Center Seminar (CCS):** Customers can [schedule a Career Center Seminar](#) through [MassHire JobQuest](#), or by calling 1 (800) 653-5586 or by contacting one of the MassHire Career Centers.
- **Reemployment Services and Eligibility Assessment (RESEA):** Once you have received your first unemployment check, you will receive notification to participate in the RESEA program. You will be required to [register and attend a Career Center Seminar \(CCS\)](#) and meet other program requirements, which include completing a Career Action Plan (CAP), conducting labor market research, tracking your [work search activities](#), providing a resume, and participating in ongoing reemployment services.
- **Find a job with MassHire JobQuest:** Use the Massachusetts online job bank to find your next job.
- **Veterans Job Programs and Services:** The MassHire Department of Career Services provides employment and training services to Veterans and their families. Dedicated staff is available throughout the state to help veterans transition to civilian employment. Veterans and their eligible spouses receive Priority of Service throughout the full array of services provided through the Career Center system.
- **Explore Careers and Training:** Looking for a job isn't easy. Whether you are new to the labor market or a veteran job seeker, you need guidance to determine what route you must take to reach your employment objective.
- **MassHire Career Information System 360 (MassHire CIS 360):** MassHire CIS 360 is an online tool to help you explore careers and find the right education or training program once you have made your career decisions
- **Tools to Enhance Your Job Search:** Labor Market Information (LMI) and related tools form the foundation of an effective job search. They support all aspects of your job search by providing a wealth of information to help you formulate an actionable plan.
- **Vocational Rehabilitation:** The Vocational Rehabilitation Program helps job seekers with disabilities obtain and maintain a job. Vocational rehabilitation helps people with physical, cognitive, intellectual or mental health conditions [succeed in](#) the modern workplace.



MassHire Resources

Creating an Accessible and Welcoming Workforce with MassHire: Workers and jobseekers with disabilities are encouraged to access state and federal career resources with confidence at MassHire Career Centers

MassHire Career Centers provide employment services to all jobseekers, including individuals with disabilities. Some of these services include career counseling, resume development, career workshops, computer workshops, job search resources, and placement assistance.

For individuals with disabilities specifically, the Career Centers provide physical and programmatic accessibility, and can also provide connections to partner agencies such as the [Massachusetts Rehabilitation Commission \(MRC\)](#), [Massachusetts Commission for the Blind \(MCB\)](#), and [Massachusetts Commission for the Deaf and Hard of Hearing \(MCDHH\)](#). Additional services and supports such as reasonable accommodations and assistive technology are also available and provided free of charge (but may need to be requested before a scheduled visit) Some of the assistive technology provided in the Career Centers for customers with disabilities is listed below.

What is Vocational Rehabilitation?

Vocational Rehabilitation (VR) helps eligible people with physical, psychiatric, and learning disabilities find and keep a job. VR helps individuals identify job goals based on interests and skills and explore additional education, workplace training, or applicable vocational training. It also helps to reduce or remove barriers to employment. The VR Program is funded by the federal government and administered through the [Massachusetts Rehabilitation Commission \(MRC\)](#). Click the button below to learn more about VR.



MassHire Resources

Assistive Technology at the Career Centers (not a complete list)

Please note that not all the MassHire Career Centers have the same equipment available. [Contact your local career center](#) if you have any questions about reasonable accommodations and assistive technology.

- JAWS - Screen reading software for individuals who are blind or low vision
- ZoomText - Magnification software for individuals who are blind or low vision
- Dragon Naturally Speaking - Hands-free voice-activated software
- Pocket Talker - Assistive Listening Device for individuals who are hard-of-hearing
- TTY - Telecommunications device for individuals who are deaf or hard-of-hearing
- Braille Labeler - Labels keyboards, discs, computer stations, in Braille
- Expert Mouse Trackball - Alternative mouse at computer stations
- Kurweil Products - Text-to-speech software products that are designed to enhance accessibility for individuals who are blind or low vision and also for individuals with reading disabilities
- FM Hearing Device - Assists individuals who are deaf and hard-of-hearing
- CCTV - A Closed-Circuit Television for individuals who are blind or low vision
- Height Adjustable Tables - Accessible workstations



MassHire: Apprenticeships

Apprenticeships: Apprenticeships are work-based training programs that give you hands-on experience in a structured environment. Apprenticeships run the gamut from traditional building and construction trades jobs such as carpenters, electricians and bricklayers to new technology-focused occupations including those in cloud computing, advanced manufacturing, and healthcare:

Find an apprenticeship: Apprenticeship is an earn-to-learn model, meaning you collect a paycheck while learning from the pros, and you will walk away with the skills and credentials that employers value. Think of apprenticeships as an alternative to a traditional four-year degree without the student loan debt. Nationally, 93% of apprentices who complete an apprenticeship retain employment, with an average annual salary of \$77,000.

- **Paid Job:** Earn as you learn with a guaranteed wage increase as you develop new skills
- **Credentials:** Receive an industry-recognized and nationally-portable credential
- **Jumpstart Your Career** Ease the transition from school to career by working and learning at the same time
- **Education:** Gain workplace-relevant skills in the field of your choice through on-the-job learning
- **Degree Potential:** Get academic credit towards a college degree for the skills you learn while avoiding student debt
- **Mentorship:** Connect with mentors in your chosen industry who can help you advance your career
- [Types of Apprenticeship Occupations](#)
- [View our list of employers and sponsors](#)
- [Find a MassHire Career Center Near You](#)

3. SNAP Path to Work: Paths to employment and economic self-sufficiency for SNAP clients

Appendix: Adult Community and Learning Services



Adult Community and Learning Services

Adult and Community Learning Services (ACLS)

Working with providers and partners, ACLS stewards a public adult education system that puts no-cost quality instruction, advising, job training, and career pathways within reach of all adult students in Massachusetts.

- [Accountability System](#)
- [ACLS Services](#)
- [Adult Education Policies](#)
- [Adult Education Program Directory](#)
- [Assessment](#)
- [Curriculum and Instruction](#)
- [Educator Effectiveness](#)
- [Current Funding Opportunities](#)
- [High School Equivalency \(HSE\)](#)
- [LACES Student Data Management System Information](#)
- [Mailings](#)
- [MassLINKS](#)
- [MassSTEP](#)
- [Professional Development](#)
- [Related Links/Resources](#)
- [Workforce Innovation and Opportunity Act \(WIOA\)](#)
- [ACLS Staff](#)

Appendix: SNAP Path to Work





SNAP Path to Work

SNAP Path to Work: Paths to employment and economic self-sufficiency for SNAP clients

Training Components:

- **Education Programs** that prepare you for the job market by providing the educational foundation that employers are looking for. Improve your English, math and reading skills, get your High School Equivalency Credential (HiSET), and more!
- **Job Search Programs** that create connections in the right places to promote job search success.
- **Job Search Training** that enhances job readiness by increasing motivation and self-confidence and providing instruction in job search techniques, including resume help, interview skills, career exploration, and more.
- **Work Readiness Training** that improves basic skills and employability through general skills building, the development of good work habits, and the building of a work history.
- **Vocational Skills Training** that helps you develop job-related skills to enhance your resume and qualifications.
- **Work Based Learning Programs**, including internships, pre-apprenticeships, apprenticeships, transitional jobs, and other structured learning experiences that takes place in a real or simulated workplace for a limited period of time.
- **Job Retention Services** that provide support services for up to 90 days to help you succeed in your new job.

Participant Supports:

- **Transportation Support:** If it costs you money to get to and from your SNAP Path to Work activity (class, job search, internship, etc.) talk to your training provider. Either the provider or DTA will be able to help.
- **SNAP Child Care Referrals:** Let DTA know if you need help with childcare while participating in the program. Once enrolled, you may qualify for childcare with no parent fee for one year while you train and transition to work.

Appendix: Immigration Tools Through EOHLC



Immigration Tools Through EOHLC:

- [Immigration Services Referral Form](#)
In the 60-day Re-Housing Assessment, you will be directed to complete this form for families experiencing an immigration emergency
- [Step-by-Step Instructions for Completing the Immigration Referral Form](#)
- [Short Immigration Services Referral List](#) - This list may be useful for families who are not facing an immigration emergency to locate help.
- Immigration Training [FAQ](#) + [Slides](#)



Appendix: Resettlement Agencies





Resettlement Agencies Contact Information

To receive any services from these agencies, you must be enrolled, and there is currently a waiting list for enrollment. Contact the agencies below directly or get answers from the State Refugee and Health Coordinators, listed under [Key Contacts](#).

City	Name	Phone
Boston	International Institute of New England	(617) 695-9990
Boston	Catholic Charities of Boston	(617) 464-8500
Boston	RIAC Refugee and Immigrant Assistance Center (RIAC)	(617) 238-2430
Framingham	Jewish and Family Services of MetroWest	(508) 875-3100
Lowell	International Institute of New England	(978) 459-9031
Springfield	Catholic Charities of Springfield	(413) 452-0606
Springfield	Jewish and Family Services of Western Massachusetts	(413) 737-2602
West Springfield	Ascentria	(413) 562-6015
Worcester	Ascentria	(774) 243-3100
Worcester	Organization for Immigrant and Refugee Success (ORIS)	(508) 595-8695
Worcester	RIAC Refugee and Immigrant Assistance Center (RIAC)	(508) 756-7557

Appendix: Immigration Clinics



Immigration (Free Clinics)



• **Mayor's Office for Immigrant Advancement** (Boston) 1 City Hall Sq, Boston, MA02110 // 617-635-2980

first and third Wednesday of every month from 12:00 - 3:00 p.m

• **Rian Immigrant Center** (serves all of MA) 1 State. St, Ste. 800 Boston, MA 02109 // 617-542-7654 ext. 82 Pre-scheduled clinic

• **New England Justice for Our Neighbors** : Offer remote and in-person appointments and Clinics are by appointment Only

Lowell/ Lawrence/ NorthShore: 617-794-7024 - Springfield & Western MA: 413-386-9951 - Worcester: 978-400-2126

• **De Novo: Center for Justice and Healing** (Cambridge) 47 Thorndike St, Suite. SB-LL-1, Cambridge, MA 02141 // 617-661-1010, To request legal assistance, contact our Intake and Referral Line at (617) 661-1010 from 9:00 am to 5:00 pm, Monday through Friday.

• **Greater Boston Legal Services (GBLS)**: GBLS provides free civil legal assistance, including help with immigration cases such as TPS.

• **Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA)**: MIRA is the largest immigrant advocacy organization in New England. They offer legal services and support, including TPS application assistance, and provide up-to-date information on immigration policies.

Immigration (Free Clinics)



- **Political Asylum/Immigration Representation (PAIR) Project**: The PAIR Project provides free legal services to asylum seekers and immigrants, including TPS application assistance. They also offer legal consultation and representation for individuals facing deportation.
- **Irish International Immigrant Center (IIIC)**: The IIIC provides immigration legal services, including help with TPS, for immigrants from all backgrounds. They offer low-cost legal assistance and can provide help with TPS-related issues.
- **Justice Center of Southeast Massachusetts**: This legal aid organization offers immigration legal services and can help with TPS applications, serving individuals in the southeastern region of Massachusetts.
- **Law School Immigration Clinics**: Several Massachusetts law schools, such as Harvard Law School and Boston University School of Law, have immigration law clinics where law students assist under the supervision of licensed attorneys. These clinics often provide free legal aid, including help with TPS.
- **MassBar Association** family law, criminal law, immigration law. These bar associations are on state/county/city levels.
- **Brazilian Worker Center Inc.**

TPS Clinics for Haitian Families



ORI work directly with the HLC providers by region for the TPS clinics. You can contact Irma Flores at Irma.Flores@mass.gov to see if any pre-registration is happening at your shelter. If more families are interested in registering for the clinics, they can send a legal provider to the shelter. If it's only one person, Irma can request a walk-in appointment for this person.

Here are the specific eligibility criteria for the TPS Clinic:

- **Haitian families at the EA hotel have yet to apply for TPS.**
- **Haitian citizens have been in the United States since June 3, 2024.**

The clinic would be a three-step process for the families:

- Staff from the Legal Services Provider and volunteers would meet the family on-site to pre-register them for the clinic. This would entail collecting some basic biographic and travel history information. For the pre-registration, we require the following logistics:
 - A designated area where the legal provider can meet with families, 3-4 tables and chairs, Access to a printer and WIFI access
 - Letter from the shelter as proof of residency
 - Please stress the importance of informing the families ahead of time so that they can gather all their documentation. This will help streamline the process and ensure the families are well-prepared for the clinic.
 - The pre-registration is individual, so all adult family members need to attend
- After the pre-registration, the family will attend a large clinic organized by MIRA. At this clinic, an attorney will review their TPS application with them, providing them with the necessary support and guidance.
- As part of the clinics, the family could submit their completed TPS application and have their “biometrics” (fingerprints) taken by U.S. Citizenship and Immigration Services staff, who will accept applications in person. (This would be convenient for families who would otherwise have to submit their applications by mail and travel to biometrics appointments.)

Volunteer signup

MIRA and the MA Office for Refugee and Immigrants (ORI) are partnering with local community-based organizations to host 35 Temporary Protective Status application clinics across the state in October and November. These clinics are aimed at helping residents of EA shelters apply for TPS.

- Here are the links to volunteer with the TPS Clinics.

General Interest: <https://forms.gle/yCPyFWTJmW3aWGF98>

South shore (Randolph): <https://forms.gle/BEgPTsopr2AeceEB7>

Burlington: <https://www.signupgenius.com/go/10C0A4EAFAD23ABF9C52-51919792-tpsclinic>

Milford: <https://www.signupgenius.com/go/10C0A4EAFAD23ABF9C52-51999366-tpsvolunteer>

Springfield: <https://www.signupgenius.com/go/10C0A4EAFAD23ABF9C52-51954260-tpsclinic>

Appendix: Office for Refugees and Immigrants (ORI)





Office for Refugees and Immigrants

Office for Refugees and Immigrants (ORI): ORI's mission is to promote the full participation of refugees and immigrants as self-sufficient individuals and families in the economic, social, and civic life of Massachusetts. Eligible groups include: Afghan and Iraqi Special Immigrant Visa Holders, Amerasians, Asylees, Cuban/Haitian Entrants, Human Trafficking Victims, Legal Permanent Residents, and Refugees.

List of ORI Programs and Services: Programs offered by the Office for Refugees and Immigrants

- **Citizenship for New Americans Program (CNAP)** Assists legal permanent residents of the Commonwealth to become U.S. citizens. **Contact a CNAP service provider near you**
- **Financial Literacy for Newcomers Program (FLNP)** Provides culturally and linguistically appropriate financial literacy content to refugees and immigrants.
- **Program to Enhance Elder Refugee Services (PEERS)** Strengthens relationships between elder and refugee organizations to link refugees to elder services in their communities.
- **Refugee Health Promotion Program (RHPP)** Provides on-going individual health care access assistance to the newest refugee arrivals, preventive health information to refugee communities, and cultural information to mainstream agencies.
- **Refugee Case Management (RCM)** Provides access to Massachusetts Refugee Resettlement Program (MRRP) benefits and services through MRRP application intake, orientation, employability assessment, basic social services and referrals for eligible populations.
- **Refugee Cash Assistance (RCA)** Provides up to 8 months of cash assistance for income-eligible refugees without dependent children, who reside in Massachusetts.
- **Refugee Employment Services (RES)** Provides targeted services for both early employment and long-term self-sufficiency through an integrated model including English and Literacy instruction; employment-related case management; employment readiness; access to vocational skill trainings; and job placement, retention and upgrade services.
- **Community Partners Directory**



Office for Refugees and Immigrants continued

ORI Employment Services:

Comprehensive Refugee Employment Services (CRES): CRES encompasses a wide range of job services to refugees, along with supportive English language training. Services include:

- Orientation to the American Workplace
- English Literacy instruction for non-literate or low literacy level refugees
- Teaching soft and hard skills with the goal of helping refugees obtain and retain a job;
- Job development;
- Employment readiness, search and job placement;
- 90-day post-employment follow-up;
- Career laddering opportunities and job upgrades; and
- Assistance accessing higher education.



Office for Refugees and Immigrants continued

Targeted Assistance Grant (TAG/F)

The Targeted Assistance Grant/Formula (TAG/F) program offers employment services to refugees residing in Suffolk, Middlesex, Worcester and Hampden Counties. The purpose of the Targeted Assistance Program is to provide, through a process of local planning and implementation, direct services intended to result in the economic self-sufficiency and reduced welfare dependency through the attainment of employment in less than one year of TAG/F services.

- [Refugee Health Assessment Program \(RHAP\)](#) In collaboration with MA Department of Public Health, ensures newly-arriving refugees receive an initial health assessment and linked to primary care.
- [Refugee Medical Assistance \(RMA\)](#) Provides up to 8 months of medical coverage for refugees ineligible for the Medicaid/MassHealth program.



Office for Refugees and Immigrants continued

- [Refugee School Impact Program \(RSI\)](#) Supports local public school districts in fostering high academic and social success among refugee youth. [/info-details/ori-eligible-populations](#)
- [Refugee Social Services \(RSS\)](#) Ensures wraparound service availability to refugees including case management, referral, translation and interpretation, and adjustment support for refugee youth.
- [Unaccompanied Refugee Minors Program \(URMP\)](#) Collaboratively administered between ORI and the MA Department of Children and Families, provides residential and foster care services to refugee minors arriving in the U.S. without parents or guardians.
- [Other Benefits Available to Refugees:](#) Additional services available to refugees resettled in Massachusetts Reception and Placement Services (funded through the United States Department of State directly with resettlement agencies (a.k.a. voluntary agencies (volags)) facilitates the placement of refugees in the United States for resettlement.

ORI Resources

[English Language Resource Directory](#)

[ORI Community Providers Directory](#)

[Emergency Preparation with Newcomer Populations](#)

[121 CMR 1.000: Fair Hearings](#)

[121 CMR 2.000: Refugee Resettlement Program](#)

[121 CMR 3.000: Auxiliary Activities](#)

[Glossary](#)

[ORI 2021 Financial Literacy Report](#)

[DFS Fire Education Handouts and Flyers](#)

[Fire Safety for Newcomers](#)

4/18/2025

Executive Office of Housing and Livable Communities



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Appendix: Office for Refugees Resettlement (ORR)





Office of Refugee Resettlement

OFFICE OF REFUGEE RESETTLEMENT

The mission of the Office of Refugee Resettlement (ORR) is to promote the health, well-being, and stability of refugees, unaccompanied children, and other eligible individuals and families, through culturally responsive, trauma-informed, and strengths-based services. Our vision is for all new arrivals to be welcomed with equitable, high-quality services and resources so they can maximize their potential.

ORR benefits and services are available to eligible persons from the following groups:

- Refugees
- Asylees
- Cuban/Haitian entrants
- Special Immigrant Visa (SIV) holders
- Amerasians
- Victims of Trafficking

ORR's Survivors of Torture program provides rehabilitative, social, and legal services to individuals — regardless of immigration status - who have experienced torture which occurred outside the U.S.

ORR also provides care and placement for unaccompanied children who enter the United States from other countries without an adult guardian.

The office is structurally divided into two programs: the Unaccompanied Children Program (UCP) serving unaccompanied children, and the Refugee Program (RP) serving all populations eligible for resettlement services.

Healthcare



MassHealth



MassHealth provides health benefits and help paying for them to qualifying children, families, seniors, and people with disabilities living in Massachusetts. We may offer benefits directly or help pay for all or part of your health insurance premiums. If you are a member, you may have access to doctor visits, dental, prescription drugs, behavioral health services, and other important health care services.

- [Shop for health coverage on the Health Connector](#)
- [Program of All-inclusive Care for the Elderly \(PACE\)](#)
- [Senior Care Options \(SCO\)](#)

Department of Public Health



[Department of Public Health](#) (DPH) promotes and protects health and wellness and prevents injury and illness for all people.

Learn more and share a one-pager on DPH and what we do: [DPH at a Glance PDF](#), DPH has a wide range of bureaus and offices:

- [Division of Sexual and Domestic Violence](#)
- [Tools and Information for Sexual and Domestic Violence Service Providers](#)
 - The nine service models are:
 - 3 Residential Models**
 - [Emergency Shelter \(ES\)](#)
 - [Domestic Violence, Substance Misuse and Trauma Shelter \(DVSMT\)](#)
 - [Housing Stabilization \(HS\)](#)
 - 6 Community Based Service Models**
 - [General Community Based Domestic Violence Services \(GCBDVS\)](#)
 - [Comprehensive Rape Crisis Centers \(RCC\)](#)
 - [Sexual/Domestic Violence Victim Services for Communities Experiencing Inequities \(SDVEI\)](#) (also known as the “Equities” contracts)
 - [Children Exposed to Domestic Violence Services \(CEDV\)](#)
 - [Supervised Visitation Services \(SVS\)](#)
 - [Certified Intimate Partner Abuse Education Services \(IPAE\)](#)
 - [Talking with teenagers about healthy relationships](#)

Department of Public Health Continued



F.O.R. Families Program [follow-up, outreach, and referral] is a home visiting program that assists families transition from homelessness to stable permanent housing by addressing their needs through case management and support services. It is a joint program of the Massachusetts Executive Office of Housing and Livable Communities and the Massachusetts Department of Public Health. Funding is provided by HLC to serve a subset of families in Emergency Assistance shelters who may require intensive support.

F.O.R. Families staff conduct assessments and make referrals to community resources based upon the family's assessment.

- Home visitors coordinate services with an array of community-based programs.
- Service coordination and referrals to mainstream services include WIC, Early Intervention, primary health care, domestic violence services, school enrollment, mental health services, and substance use treatment.
- Home visitors work closely with families to help prioritize their needs and offer case management support.
- F.O.R. Families collaborates with EA shelter providers and sister state agencies such as DTA, DCF, DESE, and DMH to coordinate care.
- Workers also provide information about food, clothing, activities for children, transportation resources and other necessities.

Referrals-from HLC Specialized Family & Supportive Services Manager, Housing Search Specialists, and Affordable Housing and Subsidy Resource Manager.

Department of Mental Health



The Department of Mental Health (DMH), as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages; enabling them to live, work and participate in their communities.

DMH services are available to anyone meets the Clinical Criteria for DMH Services [outlined under 104 CMR 29](#).

DMH provides mental health services to individuals with severe and persistent mental illness. [Applications for services are available online](#). Beside services, DMH offers multiple housing options to its clients.

Department of Developmental Services



[The Department of Developmental Services \(DDS\)](#) provides supports for individuals with intellectual and developmental disabilities including Autism Spectrum Disorder to enhance opportunities to become fully engaged members of their community.

[Eligibility Criteria](#)

Appendix: DTA



DTA

The Department of Transitional Assistance (DTA) assists and empowers low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long term economic self-sufficiency. DTA serves one in six residents of the Commonwealth with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.



How to Contact DTA

DTA - Food and Cash Assistance

SNAP

- [See if you are eligible in 10 seconds via our SNAP screener](#)
- [Apply for SNAP](#)
- [Shop for food online with SNAP](#)
- [Find help in the community via a SNAP outreach partner](#)
- [SNAP Path to Work \(education & training\)](#)
- [SNAP Outreach Materials](#)
- [Report SNAP Household Misfortune](#)
- [EBT Card to Culture](#) (discounted admissions to museums & cultural institutions)
- [Healthy Incentives Program \(HIP\)](#): HIP puts money back on your EBT card* when you use SNAP to buy healthy, local fruits and vegetables from HIP farm vendors. *up to a monthly cap of \$40, \$60, or \$80
- [Nutrition Education](#)
- [Massachusetts SNAP Restaurant Meals Program \(RMP\)](#): The RMP allows older adults (60+), homeless individuals, and people with disabilities to buy food at authorized restaurants/food trucks using their SNAP EBT card. The program is open now to eligible clients. [List of restaurants/food trucks](#) approved by the Commonwealth of Massachusetts for the SNAP Restaurant Meals Program (RMP)

Economic assistance (cash benefits)

[Economic assistance \(cash benefits\)](#) : TAFDC and EAEDC are economic assistance (cash benefit) programs that help individuals and families explore opportunities, improve their finances, and reach their goals.

Approved for cash benefits? You automatically get MassHealth, too! [Click here to learn more.](#)

- [Apply for TAFDC](#)
- [Apply for EAEDC](#)

Economic Assistance

Economic assistance (cash benefits) : TAFDC and EAEDC are economic assistance (cash benefit) programs that help individuals and families explore opportunities, improve their finances, and reach their goals.

Approved for cash benefits? You automatically get MassHealth, too! [Click here to learn more.](#)

- **Transitional Aid to Families with Dependent Children (TAFDC)** is an economic assistance (cash benefit) program that helps pregnant individuals, families and caregivers explore opportunities, improve their finances, and reach their goals. [Apply for TAFDC](#)
- **Emergency Aid to the Elderly, Disabled and Children (EAEDC)**. Provide emergency aid to the elderly, disabled, and children. [Apply for EAEDC](#)

Child Care

The Department of Transitional Assistance (DTA) helps to meet the childcare and transportation needs of low-income families so that children can get a safe start and parents can get where they need to go.

Childcare

TAFDC Clients: DTA provides childcare to parents and caregivers who work or participate in education, training or employment-related activities. Talk to your case manager or a [local Full Engagement Worker](#) to find out more.

SNAP Clients: DTA provides childcare to parents and caregivers who receive SNAP and participate in a SNAP Path to Work program. Interested? Visit www.snappathtowork.org to find a program. Already enrolled? Contact a DTA employment and training specialist at 888-483-0255.

How it works:

- DTA will give you a childcare referral for any eligible child under age 13 and send it to the [Child Care Resource and Referral \(CCRR\)](#) agency that serves your city/town
- You will contact the CCRR agency to make an appointment
- The agency will explain the types of available childcare and give you a list of childcare providers with openings, or arrange for childcare at home or with a relative
- After the childcare provider has been contacted and childcare arrangements are finalized, the agency will give you a voucher for the childcare

You can learn more about childcare from DTA staff and the Child Care Fact Sheet.

Important: You may qualify for childcare assistance even if you are not eligible from DTA. Click here to learn more: [Early Education and Care Financial Assistance for Families | Mass.gov](#).

Additional Resources [Child Care Fact Sheet \(English and Spanish, PDF\)](#)

Appendix: Furniture Banks



Furniture Banks

- [Fresh Start Furniture Bank](#): 16 Brent Drive, Hudson, MA 01749, 508-485-2080
- [Household Goods](#): 530 Main St, Acton, MA 01720
- [Furnishing Hope](#): 131 Mount Auburn Street, Level B, Cambridge, MA 02138, (857) 229-7528. Furnishing Hope works closely with more than 28 Boston area agencies to find families that are moving into stable housing without any of the furniture and home goods needed to create a home.
- [New Life Furniture Bank of MA](#) : 102 Elm St, Walpole, MA 02081

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Appendix: Special Needs and Accessible Living



Special Needs & Accessible Living

- [Vocational Rehabilitation](#)
- [Disability Rights and Access](#)
- [Disability Plates & Placards](#)
- [MRC Transition Services For Students and Youth](#)
- [Disability Benefits](#)

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Appendix: Financial Education Resources





Massachusetts Free Financial Education Resources

MA families can use the below links to access free financial resources and prioritize their financial well-being.

- [Massachusetts Free Financial Education Resources](#)
- **Money Talk:** Video series to connect financial experts to MA families
 - [Money Talk Tuesday Reels](#) (Instagram)
 - [Previous Money Talk Tuesday webinars](#) (Youtube)
- [Consumer Financial Protection Bureau](#): MA families are encouraged to use these financial education tools and resources to create a plan to pay bills, access state resources, and protect your finances.
- [Office of Economic Empowerment – Webinars and Videos](#): Additional resources covering financial education

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Financial Literacy for Newcomers (FLN)

The Office for Refugees and Immigrants (ORI) offer courses that teach important, complex concepts behind the American financial system.

The courses are offered at **no cost to participants**, and a \$50 stipend is awarded upon graduation from the program. Participants need to complete **3 core classes + 1 supplemental class.**

Classes Offered:

- Basic Personal Finance (Core Classes)
 - Basics of Banking
 - Credit Score and Credit Report
 - Budgeting
- Supplemental Training
 - Buying a Home
 - Borrowing Basics
 - Supplemental Training: Starting a Business

Languages: Arabic, Haitian Creole, Nepali, Russian, Spanish, Somali, and Swahili. Possibility of more languages in the future.

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Credit and Financial Literacy

A key factor in the continued success of a family exiting from shelter is their financial wellbeing and knowledge. Good credit and limited debt make finding and sustaining housing easier:

- [Managing Credit and Debt via Mass.gov](#)
- [Boston Public Library Money Management Guide](#)
- [Consumer.gov Money Guide](#)
- [OEI Financial Literacy for Newcomers](#)
- [Community Teamwork Financial Literacy Academy](#)

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Appendix: ESOL Courses





ESOL Courses

There are several free ESOL classes throughout the state both in person and online. See a few below:

- [Boston Public Library ESOL classes](#)
- [Framingham ESOL classes](#)
- [Massaoit Community College ESOL](#)
- [ILC Woburn –YMCA of Greater Boston ESOL classes](#)
- [El Centro ESL courses](#)
- [Community Action Inc.](#)

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Thank you

