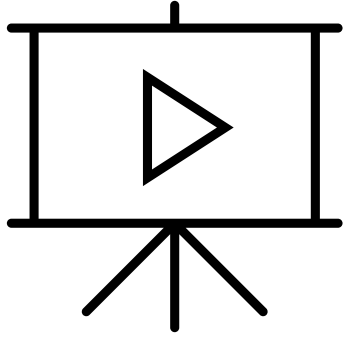


Stabilization Training FY25

Update: 1/29/25



Trainings



- Thank you for coming
- We will be recording today's session!

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

Agenda

- 1 Guiding Vision
- 2 Stabilization Services
- 3 Plan Engagement
- 4 Program Participation
- 5 Terminating Stabilization Services

Stabilization Services Guiding Vision





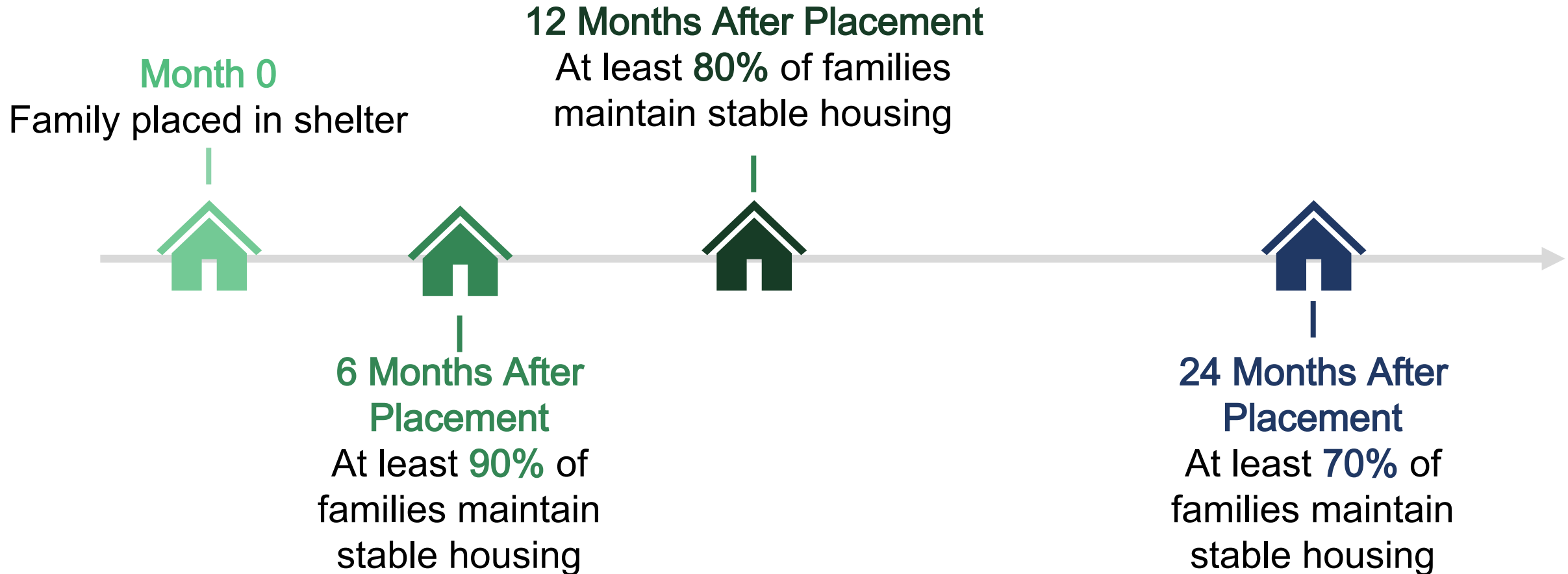
Guiding Vision

EOHLC aims to empower families to remain stably housed through **improved coordination, flexibility, and tracking**. As a result, the system should see more tenancies preserved, decreased reentry rates, and improved connections to **long-term community supports**.



Stabilization Contractor Responsibilities

Stabilization contractors must meet the following metrics for their caseloads:



Stabilization Contractor Responsibilities

If the **Contractor cannot provide stabilization services** because of a family's geographic location, they must ensure the family's stabilization services are transferred to the correct HomeBASE Regional Administering Agency (RAA)

[HomeBASE RAA Transfer Contacts FY'25](#)

[Rapid Re-Housing Resource Portal](#)



Stabilization Services





What are Stabilization Services?

EOHLC offers various stabilization services to families exiting shelter that are designed to help families transition into stable housing situations. Ultimately, **the goal of stabilization is to prevent families returning to shelter** and experiencing homelessness again.



Stabilization Services

Stabilization services must be tailored to the individualized needs of the family while meeting program requirements.

Services that comply with lease program requirements:

1. Reduce debt
2. Create a plan for long-term housing stability
3. Increase employment and/or income
4. Pursue education and training opportunities
5. Secure primary health providers
6. Work towards educational stability for children

NOTE: Families receiving assistance for out-of-state relocation will not receive ongoing stabilization services.



What support do families receive post-shelter exit?

For families that are 24 months post-shelter exit, specific stabilization services include but are not limited to:

- A discussion between shelter staff and the family to **identify supports necessary** to help them stay housed after they leave shelter, as well as the **frequency of post-shelter communication**.
- Entering a family's initial **stabilization plan and progress into ETO/ASIST** and update every 30 days until the stabilization services have ended.
- Complete a U.S. Department of Housing and Urban Development (HUD) intake assessment in ETO/ASIST on **every member of the family** at program entry (this must also be completed annually, at program exit, and when updating as necessary).
- A minimum of **monthly communication** with the landlord to confirm that the family is paying rent and to identify any issues that have arisen.
- **Document stabilization efforts** and meetings utilizing the EA Case Notes and Stabilization Touchpoint in ETO/ASIST



What support do families receive post-shelter exit?

For families that are 24 months post-shelter exit, specific stabilization services include but are not limited to:

- Help the family to access and utilize all available public and private resources to **support housing retention** as well as **medical services**. (E.g., MassHIRE, DTA, MassHealth, Utility assistance such as fuel assistance.)
- **Intervene** if the tenancy is endangered for any reason.
- Cultivate successful landlord-tenant relationships, including **monthly communication**, and provide mediation if necessary.
- Monitor the **school attendance and educational progress** for each school-aged child in the family.
- Advocate for each family in any **housing court appearances**.



What do stabilization services look like in 24 months?

Once families receive their stabilization services, providers must complete the following activities when checking in with the family.

The initial 12-months

Monthly check-ins (at a minimum)
with families and landlords

**In-person meetings once every 2-
months** to confirm continued
housing stability

After 12 months

After month 12, the family and
stabilization staff can **adjust the
frequency of stabilization contacts**
as needed

At minimum, the families must
maintain quarterly check-ins,
including income recertifications

Resources

The Gold Standard of Housing Search Part 2 Resource Bank:

This is a recorded training and slides providing information on housing resources for affordable and market rate units, as well as public housing, subsidies, and vouchers; information on resources for new arrivals, employment, healthcare, DTA, and other resources as well.

- [Rapid Re-Housing Resource Portal](#)
- **Gold Standard Housing Search Part 2 - Resource Bank Training - 10.24.24: [Recording](#) + [Slides](#)**





Tenant Rights

- [Tenant rights | Mass.gov](#)
- It is important for families to know their rights. When case conferencing or addressing any housing concerns such as conditions issues or safety concerns it is important for families to know their rights as tenants.
- [Apartment Habitability Checklist](#): When visiting a potential home, it's important to ensure that the unit is safe, clean, and in good condition. This checklist, while not a required document for HomeBASE, is a recommended tool that families can use to identify key habitability concerns and help make an informed decision toward securing a safe housing opportunity. It ensures that the housing units meet basic habitability standards.

Apartment Habitability Checklist

Introduction: When visiting a potential home, it's important to ensure that the unit is safe, clean, and in good condition. This checklist will help you identify key habitability concerns and [assist](#) to provide informed decision toward your safe housing opportunity.

Disclaimer: This review does not replace a thorough inspection conducted by a municipality's building inspector. This form is not a "statement of condition" of the apartment.

Address of the unit: _____

Category	Question	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Note
General Condition	No major cracks, holes, or water damage on walls, floors, or ceilings	<input type="checkbox"/>	<input type="checkbox"/>	
	No mold, mildew, or strong odors (sewer, gas, smoke)	<input type="checkbox"/>	<input type="checkbox"/>	
	Floors are even and safe (no tripping hazards)	<input type="checkbox"/>	<input type="checkbox"/>	
	Windows and doors open, close, and lock properly	<input type="checkbox"/>	<input type="checkbox"/>	
	is the unit free of evidence of rodent/bugs	<input type="checkbox"/>	<input type="checkbox"/>	
Safety Features	Working smoke detectors on each floor	<input type="checkbox"/>	<input type="checkbox"/>	
	Working carbon monoxide detectors on each floor	<input type="checkbox"/>	<input type="checkbox"/>	
	At least two exit routes in case of emergency	<input type="checkbox"/>	<input type="checkbox"/>	
	Handrails on stairs are sturdy (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
Kitchen & Bathroom	Stove and oven work properly	<input type="checkbox"/>	<input type="checkbox"/>	
	Refrigerator is present and working (or tenant will provide)	<input type="checkbox"/>	<input type="checkbox"/>	
	Sinks, tubs, and toilets have running hot & cold water	<input type="checkbox"/>	<input type="checkbox"/>	
	No leaks in plumbing or clogged drains	<input type="checkbox"/>	<input type="checkbox"/>	
	Bathroom has a working vent or a window that opens	<input type="checkbox"/>	<input type="checkbox"/>	
Heating & Electrical	Heating system works (check thermostat)	<input type="checkbox"/>	<input type="checkbox"/>	Type:
	No exposed wiring ; all outlets and switches have covers	<input type="checkbox"/>	<input type="checkbox"/>	
	Each room has at least one working outlet and light fixture	<input type="checkbox"/>	<input type="checkbox"/>	
Lead Paint (If child under 6 and unit is built before 1978)	Landlord provided Lead Compliance Letter	<input type="checkbox"/>	<input type="checkbox"/>	
Outside & Common Areas	No broken steps, loose railings, or unsafe balconies	<input type="checkbox"/>	<input type="checkbox"/>	
	Outside lights work (front & back)	<input type="checkbox"/>	<input type="checkbox"/>	
	Trash disposal area is clean and accessible	<input type="checkbox"/>	<input type="checkbox"/>	

Participant Signature: _____ Date: _____

Stabilization Services Plan Engagement





Stabilization Services: Creating a Plan with Families

All families will have a **Stabilization Plan** which identifies **goals** and outlines how financial assistance is contingent on a family's compliance with the agreement/plan. The head of household will work with staff to create one Stabilization Plan for the entire family.

The family's Stabilization Plan includes short- and long-range planning in five key areas:



**Housing &
lease
compliance**



Finances



**Employment
and training**



Education



**Children's
wellbeing**



Stabilization Services: Making Changes to the Plan

Changes requested to the Stabilization Plan are to be made in consultation with the stabilization staff and **must be made in writing and documented in ETO.**



As families may be involved with other agencies and services, stabilization staff should **align and integrate these plans** with the family's Stabilization Plan for consistency and accuracy.



The Stabilization Plan can be revised or updated at any time but **should include universal elements and standard lease compliance expectations.**



Stabilization Plan: Benchmarks

Families must contribute to and follow a **written Stabilization Plan**. To continue in the program, families must engage in the below activities and meet the stated benchmarks:

Lease Compliance and Communication

Demonstrate ongoing lease compliance; work on housing search activities to ensure stability

Meet with stabilization staff in person every 2 months and check-in monthly by phone, text

Employment and Education

Engage in job training activities if an adult family member is unemployed or under-employed

Education steps, working towards obtaining a GED or HiSET

Family Health and Financial Responsibility

Establish and/or maintain primary healthcare contacts for every member of the family

Create and maintain a school attendance and achievement plan for each child in the family

Complete a family budgeting training program, open and maintain a bank account

File federal and state income tax returns on time each year

Case conferencing: Engagement



It is important that families are engaging in their plans for stabilization to be successful. Proactive and early communication with the family to emphasize the importance is key. Review the expectations with the family by reviewing the HomeBASE Stabilization and Participant Agreement at the start of Stabilization services and review at check ins with the family as appropriate.



EOHLC is here to support with case conferencing to discuss challenging cases and barrier bust.

Stabilization Plan Touchpoint

Progress on Stabilization Plans are tracked monthly in ETO.



Section A: Program and Lease Compliance

Was the rent paid in the last 30 days?

- ☐ Does not pay rent; lives with family and/or friends
- ☐ N/A - Initial Assessment
- ☐ Paid rent in full and on time
- ☐ Partial, late, no payment

If you are not required to pay rent, how else did you contribute to the household in the last 30 days?

- ☐ Did not contribute
- ☐ Other
- ☐ Paying a Utility Bill
- ☐ Providing In-Kind Services (ex: Babysitting, landscaping, etc.)
- ☐ Purchasing household goods

If you are providing to the household in an other way, please describe:

Are you living in subsidized housing (ex: Public Housing, Section 8, MRVP)?

- ☐ No
- ☐ Yes

If you are living in non-subsidized housing, how much of your income is going towards rent?

- ☐ Between 31% - 50%
- ☐ Greater than 50%
- ☐ Less than 30%

Are you receiving HomeBASE?

- ☐ No
- ☐ Yes

Have you attempted to search for subsidized housing in the last 30 days?

- ☐ Applied to new subsidized housing
- ☐ Changed / Updated address with subsidized housing waitlist
- ☐ In screening process for subsidized housing
- ☐ N/A: Not interested
- ☐ Received updates on waiting list
- ☐ Will be moving to subsidized housing within 30 days

Have you attempted to search for private housing in the last 30 days?

- ☐ Application submitted to landlord(s) for housing in preferred location
- ☐ Explored private market housing options, including co-housing
- ☐ Followed up with landlord / submitted documents for background check
- ☐ Identified preferred communities in which to live
- ☐ N/A
- ☐ No housing search activity



Stabilization Plan: Amending the Terms of the Plan

Amending the terms of the plan can include:

1. Adjusting plan due to job loss/adding referral to MASSHIRE
2. Removing an adult member of the household for safety concerns.
3. Moving due to safety/conditions, family must follow appropriate steps of communication with stabilization case manager and landlord.
4. Adding housing search to plan to identify new unit prior to lease ending.

Note: Families must agree to reasonable modifications to the plan based on changed circumstances, review of compliance, and changed program requirements

Stabilization Services Program Participation





Program Participation

At the initial intake meeting for stabilization services, the family will review the “**HomeBASE Stabilization and Participant Agreement.**” During this meeting, families may complete a **Stabilization Service Plan**, indicating their agreement to participate in stabilization services following HomeBASE program rules.

Families must follow the requirements below to participate:



Families are required to have a **signed plan** on or before the date on which benefits are paid on their behalf.



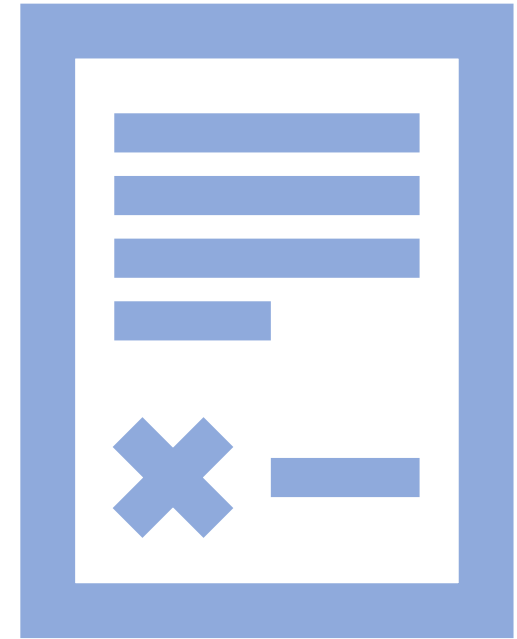
Stabilization Plans can be updated to reflect evolving needs of the family but must be **renewed by month 13.**



Families are required to **report an increase in income within 10 days of the increase** to make appropriate changes to their Stabilization Plans.

HomeBASE Stabilization and Participant Agreement

- **HomeBASE Stabilization and Participant Agreement - 08/08/2024:** This document outlines the HomeBASE participation expectations, as well as language pertaining to appeal or grievance rights, and other necessary disclosures. It also includes the HomeBASE Host/Family/Guest Household Assistance Agreement to be used when HomeBASE participant will be co-sharing a unit with another family. Here are the links to this document in different languages:
[English](#) | [Spanish](#) | [Portuguese](#) | [Haitian Creole](#) | [Cape Verdean Creole](#)





What Happens When Household Income Decreases?

In the event of a decrease or change in household income, a family may request an interim reallocation of available funds.

- [HomeBASE Reallocation of Funds Request Form](#) : completed by the Stabilization Case Manager and submitted to the Regional Administering Agency (RAA) for review along with invoices if applicable. Use the original HomeBASE tenant application submitted at the start of the HomeBASE benefit. Do not start a new application in E2E. If there is a new owner/landlord, the new owner/landlord will need to create/submit a new landlord application in E2E after the HomeBASE Reallocation of Funds Form has been approved by the RAA.

These requests will need to be submitted to the appropriate RAA including documentation of reason for request, with budget and stabilization plan as well as back up documentation per allowable HomeBASE request.

HomeBASE Required Documentation



Stabilization and Participant Agreement

HomeBASE Checklist (The highlighted documents below are documents that may be submitted for reallocation of funds depending on the request)

- Signed Lease
- Breakdown of Funds (*see the Rental Stipend Calculator tool for guidance*)
- Proof of EA Eligibility
 - EA Provider Shelter Letter (*for families entering HomeBASE from EA shelter; must include the date the family entered shelter, and family members on the grant*)
 - NFL-9A (*for families entering HomeBASE from Diversions*)
 - Shelter letter (*letter confirming family was residing in shelter and is now leaving—DV/BSAS referrals only*)

Case-dependent required documents. The following documents are only required in specific cases where HomeBASE is being used for the noted expenses. These documents need to be uploaded into E2E if applicable.

- Rent share letter from a housing subsidy provider (*if applicable*)
- Proof of arrears from a landlord or utility provider (*if applicable*)
- Furniture invoice (*if applicable*)
- HomeBASE Host Family/Guest Household Agreement (*if co-sharing, scanned from the Stabilization and Participant Agreement*)
- Letter of Compliance (LOC) with Massachusetts Lead Law, or Letter of Interim Control, which addresses urgent lead hazards and is valid for up to two years (valid for one year with an option to renew), is also acceptable. LOCs do not expire and are considered valid so long as the conditions of the home remain the same. (*these must be provided only if a building pre-dates 1978 and the family has a child under six years old.*)

HomeBASE Reallocation of Funds Form Example 1

HomeBASE REALLOCATION OF FUNDS REQUEST FORM

Clients Name: Jane Smith Date: 12/10/2024

E2E Case Number: 0000001 Transperfect Code:

HomeBASE Reallocation of Funds Form completed by the Stabilization Case Manager and submitted to the Regional Administering Agency (RAA) for review along with invoices if applicable. Use the original HomeBASE tenant application submitted at the start of the HomeBASE benefit. Do not start a new application in E2E. If there is a new owner/landlord, the new owner/landlord will need to create/submit a new landlord application in E2E after the HomeBASE Reallocation of Funds Form has been approved by the RAA.

☒ Year 1 or 2 Reallocation Request

☒ Request for reallocation of HomeBASE funds (amount must be available from remaining HomeBASE balance): \$25000

☐ Year 3

☐ Request for year 3 HomeBASE funds amount, up to \$15,000. (Please see the HomeBASE Administrative Plan for additional year 3 guidance): \$

☒ Remain in current unit

☐ Moving to a new unit

☐ New owner/landlord (if box is checked landlord application will need to be submitted in E2E once RAA approves the HomeBASE reallocation of Funds request)

Please provide a short narrative explaining the need for reallocation request and the breakdown of the amount requested. If requesting a change in stipends, first, last, or security, be sure to check the box above in page 1 indicating if the payments is to a new owner.

The family lost hours at work and their income decreased. The families 30% contribution towards rent will need to be reduced, please see updated rental stipend calculations based on the families new monthly income of \$1700.

If requesting reallocation of HomeBASE stipends, please complete below:

Month Feb.	Month March	Month April	Month May	Month June	Month July	Month Aug.	Month Sept.	Month Oct.	Month Nov.	Month Dec.	Month Jan.
HBHA \$2000	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 2000
Client \$ 0	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 0

HomeBASE Head of Household Signature: Date: 12/13/2024

Stabilization Case Manager Signature: Date: 12/13/2024

Approved: Yes ☒ No ☐

RAA Signature: Date: 12/17/2024

Reallocation of funds request Form is required to be uploaded to E2E for the Regional Administering Agency to begin reviewing and processing the HomeBASE request.

HomeBASE Reallocation of Funds Form Example 2

HomeBASE REALLOCATION OF FUNDS REQUEST FORM

Clients Name: **John Smith**

Date: 12/10/2024

E2E Case Number: 0000000 Transperfect Code: Enter Transperfect Code

HomeBASE Reallocation of Funds Form completed by the Stabilization Case Manager and submitted to the Regional Administering Agency (RAA) for review along with invoices if applicable. Use the original HomeBASE tenant application submitted at the start of the HomeBASE benefit. Do not start a new application in E2E. If there is a new owner/landlord, the new owner/landlord will need to create/submit a new landlord application in E2E after the HomeBASE Reallocation of Funds Form has been approved by the RAA.

☒ Year 1 or 2 Reallocation Request

☒ Request for reallocation of HomeBASE funds (amount must be available from remaining HomeBASE balance): \$ 14,800

☐ Year 3

☐ Request for year 3 HomeBASE funds amount, up to \$15,000. (Please see the HomeBASE Administrative Plan for additional year 3 guidance) : \$ Enter amount

☐ Remain in current unit

☒ Moving to a new unit

☒ New owner/landlord (if box is checked landlord application will need to be submitted in E2E once RAA approves the HomeBASE reallocation of Funds request)

Please provide a short narrative explaining the need for reallocation request and the breakdown of the amount requested. If requesting a change in stipends, first, last, or security, be sure to check the box above in page 1 indicating if the payments is to a new owner.

Family's lease ended and new unit was located for family to move. Family would like to use remaining HomeBASE funds to relocate to new unit. Family will need First and last as well as stipends. First and Last are in the amount of \$2000.

If requesting reallocation of HomeBASE stipends, please complete below:

Month Feb.	Month March	Month April	Month May	Month June	Month July	Month Aug.	Month Sept.	Month Oct.	Month Nov.	Month Dec.	Month Jan.
HBHA \$2000	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 1080	HBHA \$ 2000
Client \$ 0	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 920	Client \$ 0

HomeBASE Head of Household Signature: 

Date: 12/13/2024

Stabilization Case Manager Signature: 

Date: 12/13/2024

Approved: Yes ☒ No ☐

RAA Signature: 

Date: 12/17/2024

Reallocation of funds request form is required to be uploaded to E2E for the Regional Administering Agency to begin reviewing and processing the HomeBASE request.



HomeBASE Rental Stipend Calculator

HLC has created a Rental Stipend Calculator Excel tool to help providers calculate families' HomeBASE rental stipends and develop a benefits distribution plan ([HomeBASE Rental Stipend Calculator](#))

- Providers will input the amount of rent due, the family's income, the % of income the family will contribute, the amount of SRI/ED funds, and other HomeBASE Allowable expenses (other than rental stipends) for each month.
- The tool will calculate the amount the family will contribute each month and the monthly HomeBASE payments. The tool will track yearly totals and provide color coded alerts if the distribution plan is at risk or out of compliance with admin plan requirements.

Year 1													Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Rent Due													\$ -
Family Income													\$ -
% of Income Family Will Contribute													
SRI/ED Funds													\$ -
Other HomeBASE Allowable Expenses (Security deposit, furniture, arrears, etc.)													\$ -
Family Contribution	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
HomeBASE Monthly Rental Payments	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total HomeBASE Payments (Other Allowable Expenses + Monthly Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Terminating Stabilization Services





Types of Terminations

A family's stabilization services can be terminated for **two reasons**:

Single Incident Termination

- When a family or family member engages in an **activity serious enough** to result in termination
- This could include violation of lease rules, illegal activity, or threatening safety

Categorically Ineligible

- When a family becomes categorically ineligible for the program
- This means the family no longer meets the basic eligibility criteria to receive stabilization services



Types of Terminations: Single Incident

A single incident termination occurs when any member of the family engages in any of the following activities:

Criminal Activity	Lease Violations	Stabilization Requirements
<ul style="list-style-type: none">Engages in drug or criminal activityThreatens the health and/or safety of provider staff and/or landlordCommits fraudDestroys property	<ul style="list-style-type: none">Allows unauthorized residents to remain in the rental unit beyond the period permitted by the lease terms, or for longer than 12 days (<i>consecutively or accumulated</i>)Illegally sublets their rental unitIs evicted from a unit for nonpayment of rent or “other cause”*Possesses firearms in the unit*	<ul style="list-style-type: none">Vacates a unit without proper proceduresRejects an offer of safe, permanent housing without good cause.*

HomeBASE participants terminated for a Single Incident must wait 24 months from last date of receipt of HomeBASE before reapplying for the program.

*Relevant Policy: 760 CMR 65.05(p); 760 CMR 65.05.(1)(h) and 760 CMR 65.05(1)(f)-(r); FY23 HomeBASE Attachment D 20



Types of Terminations: Categorically Ineligible

A categorically ineligible termination means a family no longer meets the basic policy criteria to qualify for stabilization. Each come with different timelines.

Immediately Ineligible

Family no longer has a child under 21

- Categorically Ineligible terminations due to the family no longer having a child under 21 may be immediate if family reunification plan is not established with DCF or Probate within 60 days.

Relevant Policy: 760 CMR 65.03.(4)(a); 760 C.M.R. 65.05(1)(r.5)



Stabilization Termination Procedures: How it Works

Stabilization staff submit requests for termination to the RAA. The RAA will ultimately approve or deny the termination request.

Step 1 Request Termination	Step 2 RAA Review	Step 3 Notify Family	Step 4* Appeal
Stabilization staff completes the Notice of Termination and sends to the RAA with supporting documentation	RAA reviews request – they may approve, reject, or request further documentation from stabilization staff	If RAA finds reasonable cause for termination, send Notice of Termination to family, along with supporting documentation <ul style="list-style-type: none">• This must be sent via mail or hand delivered• The family must receive written notice informing them of the conduct that led to recommended termination	Families may appeal within 7 business days after receipt by family *If family is appealing

RAAs must send a report of terminated families to EOHLC by the 10th of each month.



Stabilization Termination: Example Documentation

When Stabilization Staff requests termination, **they must provide documentation that verifies why the family is being terminated.** Exact documents will depend on the family; however, these may include:

- Notice from a landlord regarding late or nonpayment of rent
- Notice from a landlord regarding violation of lease
- Note: Compliance with lease obligation must be written into the Stabilization Plan for this to be a termination reason.
- HomeBASE incident report.
- Note: Used in situations when the participant might not otherwise receive written notice of a violation of the lease and/or Stabilization Plan

Updated HomeBASE Termination Doc



[Notice of Termination of HomeBASE Benefits](#) - 01.27.2025: The stabilization staff submits a request for termination by completing the Notice of Termination and emailing the completed form, along with supporting documentation, to the RAA. Please view the HomeBASE Admin plan for the process of HomeBASE termination. Here are the links to this document in different languages:
[English](#) | [Spanish](#) | [Portuguese](#) | [Haitian Creole](#) | [Cape Verdean Creole](#)



[Rapid Re-Housing Resource Portal](#) | [Mass.gov](#)



Roles in the Termination & Appeals Process

Responsibility for termination and appeals process spans stabilization staff, the RAAs, and EOHLC.

RAA Hearing Officer

- Holds appeals hearing
- Issues a decision (with justification) within 14 calendar days

EOHLC

- Reviews appeals made against the RAA Hearing Officer's decisions

Stabilization Staff

- Follows up with family to confirm they received notice of their conduct
- Submits Termination Request to RAA
- Attends any appeals hearing
- Provide witnesses or verbal testimony from those who observed termination reason
- Continue stabilization services until appeals process is complete

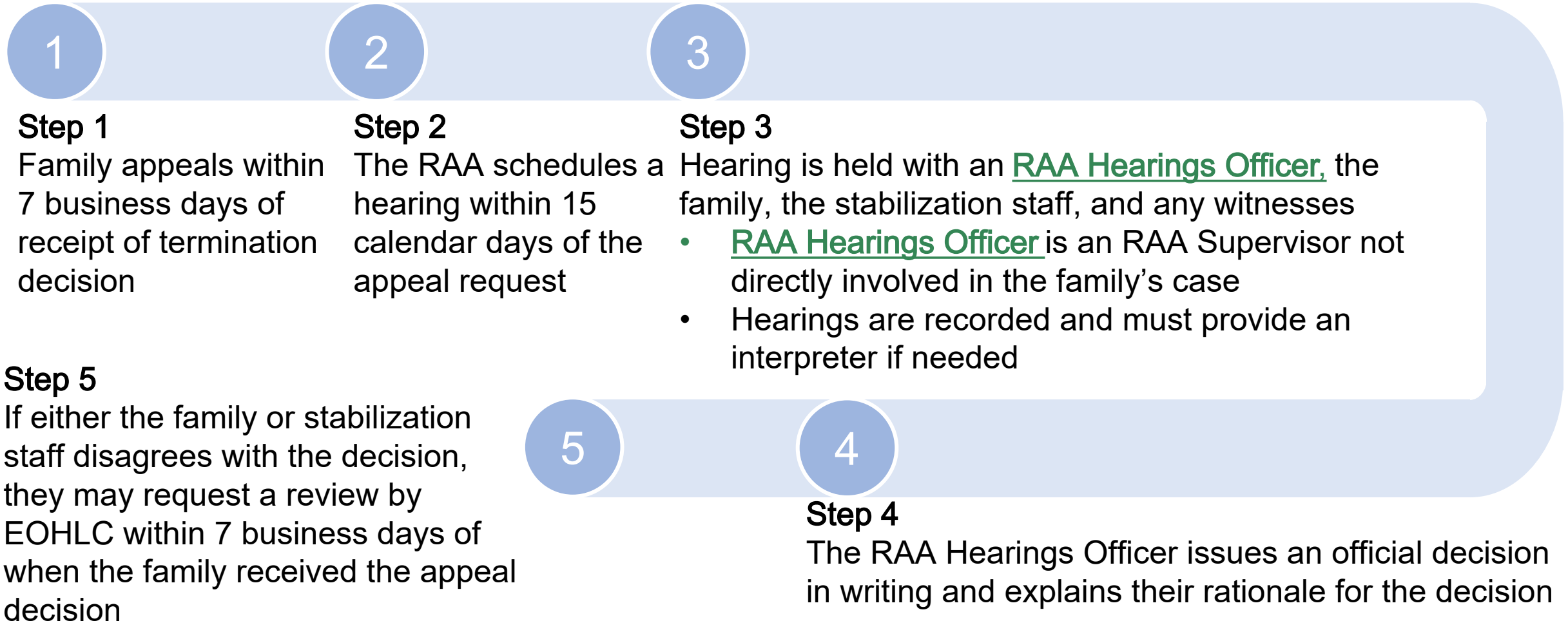
RAA

- Overall termination process
- Determinates if request for termination is adequate – may reject or request additional documentation
- Issues Notice of Termination to family, including the supporting documentation used to justify decision
- Reports terminated families to EOHLC
- Schedules appeals hearings and notifies families



How Can Families Appeal a Termination?

Families have **7 business days** to appeal a termination decision. Appeal decisions are made by the RAA.





EOHLC is Here to Support You!

- Engagement with rehousing, case management, and stabilization **may be difficult** for some families
- EOHLC is **available for case consultations and support** with inter-agency collaboration and navigation
- **HomeBASE Open Office Hours** - 3rd Thursday, 2-3pm - [Link to Join](#)
- **Rapid Re-housing [Portal](#)**

Helpful Points of Contact
Reach out for assistance + with questions!

- EOHLC HomeBASE Specialist
- Your Contract Manager
- EOHLC Central ADA Coordinator (if challenge involves a disability)