



6-MONTH LOS

HARDSHIP WAIVERS & REQUESTS FOR RECONSIDERATION

05.13.25

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

AGENDA



- 1 Hardship Waiver Purpose & Eligibility Overview**
- 2 Submitting a Hardship Waiver**
- 3 Processing & Communication**
- 4 Requests for Reconsideration**
- 5 Frequently Asked Questions**
- 6 Open for Questions**



We welcome your questions and feedback!

Please enter **Hardship Waiver & Request for Reconsideration** related questions into the chat!

Our team is monitoring the chat and will answer questions in real time.

Please direct any non-Hardship Waiver & Request for Reconsideration related questions to EOHLCLOS@mass.gov to ensure we cover the topics in our upcoming sessions.

Purpose of Hardship Waiver



The Hardship Waiver aims to:

Ensure that families facing **exceptional circumstances** receive the **necessary support** and **additional time** for transition to stable housing.

Provide a **structured process** to **assess and verify the needs of families** applying for the hardship waiver.

Maintain **fairness and consistency** in the decision-making process for extending shelter stays.

The Hardship Waiver is not a permanent solution:

Families should **continue to plan for exit** while on a hardship waiver.

The hardship waiver is designed to **give vulnerable families more time** to plan for exit.

Families are only eligible for **one** Hardship Waiver.



Hardship Waiver Eligibility

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

| Children Under 6 | Documented Disability |
|----------------------|--|
| Imminent risk of DV* | Veterans not accessing veterans' services* |
| High Risk Pregnancy* | Imminent placement in housing (Lease Bridge) |

Hardship Waiver Criteria

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

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



Important: For families to receive a Hardship for having a Child Under 6, the child **MUST** be added to the household prior to submission of application. Work with your Regional Team members if you need support with adding additional members.



Submitting a Hardship Waiver Application

Hardship Waiver Definition and Duration

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

Hardship Waiver Applications

- Hardship waiver applications must be submitted in **Month 5** (day 120 to 150) of a family’s shelter stay. Families will receive reminders when this window opens and closes.
 - Late applications will only be accepted with good cause, as defined on the hardship application. **(Supporting docs required!)**
 - Applications must be submitted using the appropriate application form and submitted in Housing Help Hub. Application instructions can be found at mass.gov/EAShelterLOS.
-
- Families may receive **one 30-day Hardship Waiver** that they must apply for in month 5 of their shelter stay
 - Families with a signed lease, or promissory note if moving to a PBV unit or public housing, may **also** qualify for **one 30-day Lease Bridge** on top of the Hardship Waiver
 - Families denied a hardship waiver or lease bridge will have an opportunity to **request reconsideration** if they provide additional information to HLC within 7 calendar days of denial.
 - If families need to **re-apply for shelter** after reaching their LoS, providers should fill out [this form](#) and send to the emails on the form to expedite the process.





How to Submit Hardship Waivers

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

Families can submit their Hardship Waiver requests here:

<https://applyhousinghelp.mass.gov/s/hardshipcasesearch>

Find my case to upload documents

* Enter Case Number or ETO Case Number: ⓘ

ⓘ

* Enter Last Name or Legal Business Name: ⓘ

ⓘ

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

NEXT

Use correct upload link for Hardship waiver s and requests for reconsideration. If application is submitted through incorrect upload link, it will NOT be reviewed for eligibility by the LOS team.



Important: Hardship Waiver requests must be submitted in Housing Help Hub via doc upload to ensure families' sensitive information is secure. You must use the Hardship Application form, which is at mass.gov/EAShelterLOS.



Hardship Waiver Processing Time & Communication

LOS Team Communication

- Please allow **7** business days for all Hardship Waiver updates.
- Check ETO for updated status and exit date in ETO LOS Touchpoint before contacting EOHLC for update
- Tech build **(5/29)**
 - Providers will be included in Hardship Waiver determinations
 - Until then, updates will be shown in ETO once determined






















DPH Communication

If a family needs a CSR assessment, a DPH nurse will be reaching out to them to complete. Please inform families that this communication is required. If DPH is unable to communicate with the family, the Hardship Waiver request will be denied.



Hardship Waiver- Request for Reconsideration

- If a family receives a denial for a Hardship Waiver, they can submit a Request for Reconsideration within **7** day of receiving the denial notice. This is **NOT** an appeal. The Length of Stay policy is not appealable.
- Request for Reconsideration documents can be found on the provider portal: [Emergency Assistance Provider Portal | Mass.gov](#) and on the Mass.gov website: [Bridge Shelter Track Emergency Assistance \(EA\) Family Shelter Length of Stay Policy | Mass.gov](#).
 - All requests MUST be submitted through the proper upload tool: <https://applyhousinghelp.mass.gov/s/hardshipcasesearch>
 - This upload link is located on both the Hardship Waiver Application and the Request for Reconsideration document. LOS documents uploaded to the incorrect link by not be reviewed for eligibility.

| LOS | | | | | |
|---|---------------|-------------------|------------------------|-------------|------------------------|
|  LOS | | | | | |
| Take Action | Program | Date Last Updated | Date of Shelter Entry: | LOS Cohort: | Current LOS Exit Date: |
|     | Boston Office | 5/5/2025 | 7/7/2022 | 12/1/2024 | 6/29/2025 |
|     | Boston Office | 4/3/2025 | 7/7/2022 | 12/1/2024 | 5/30/2025 |
|     | Boston Office | 1/14/2025 | 7/7/2022 | 12/1/2024 | 3/1/2025 |
|     | Boston Office | 11/26/2024 | 7/7/2022 | 12/1/2024 | 3/1/2025 |
|     | Boston Office | 11/22/2024 | 7/7/2022 | 12/1/2024 | |

Date of Shelter Entry:

7/7/2022



LOS Cohort:

12/1/2024



LOS Extension Status:

Hardship Waiver Approved



Hardship Waiver/Request for Reconsideration Denials



- If a family receives a denial for a Hardship Waiver and does not submit a Request for Reconsideration or receives a denied Request for Reconsideration, the families exit date does **NOT** change. This determination is not appealable.
- The family will be required to exit EA on the date listed on their LOS notice. This exit date is also located in the ETO touchpoint in ETO.
- Please continue to work with families to create plans to exit shelter.

This notice is for: {!Case.First_Name__c} {!Case.Last_Name__c}
This notice was issued on: {!Today}
Notice code: 102

**Emergency Assistance (EA) Family Shelter – Bridge Track
Shelter Time Limit: Hardship Waiver Denied**

Dear {!Case.First_Name__c} {!Case.Last_Name__c},
We received your application for a hardship waiver. Unfortunately, your application was **denied** because you do not meet the criteria. Your EA Family Shelter stay will end on {!Case.Extended_LOS_Date_to_Exit__c}.

Your Next Steps:
You should plan to leave your shelter unit and remove all your belongings by the above date. If you leave on or before this date, you may reapply for EA Family Shelter at any time. If you do not leave by this date, you will be barred from EA Family Shelter for 12 months.

PLEASE NOTE:
You may be asked to leave shelter sooner than {!Case.Extended_LOS_Date_to_Exit__c} if you receive a notice of termination for another reason. If your shelter stay is terminated before this date, you will get a notice with a new shelter end date. You can learn more about the shelter rules at mass.gov/EABridgeShelterRules. For more information about the Length of Stay law, visit: mass.gov/EAShelterLOS. You can translate this page into many languages. To do this, click on the globe icon that says "Select Language" in the blue "Menu" banner at the top of the page.

Reminders of Support Available:

- We understand that moving from shelter to housing takes a lot of work. You should keep working with your case manager to prepare to leave shelter and to move into stable housing.
- If you have found housing – by yourself or with others - and need help to pay expenses, the HomeBASE program could help. If you would like to learn more, speak to your Case Manager or Housing Search Specialist. Or you may visit: mass.gov/homebase.

Sincerely,
Massachusetts Executive Office of Housing & Livable Communities
Please note that the mailbox you are receiving this automatic notice from is not monitored, and replies will not be processed.

Reconsideration Request

If you are denied a hardship waiver or lease bridge and you disagree with the decision, you can file a request for reconsideration. EOHL must receive your reconsideration request within 7 days of the denial. Please make sure you submit the request within this timeframe.

Reconsideration requests should be submitted using the reconsideration request form. Find the document by visiting [Bridge Shelter Track Emergency Assistance \(EA\) Family Shelter Length of Stay Policy](https://mass.gov/EABridgeShelterEmergencyAssistance(EA)FamilyShelterLengthofStayPolicy) ([Mass.gov](https://mass.gov)). Upload your request at <https://applyhousinghelp.mass.gov/s/hardshipcasesearch>.

If you need help, your shelter provider can support you with uploading your request.

SAMPLE: LOS 102 Hardship Waiver Denied

This notice is for: {!Case.First_Name__c} {!Case.Last_Name__c}
This notice was issued on: {!Today}
Notice code: 108

**EMERGENCY ASSISTANCE (EA) FAMILY SHELTER
Notice of 6-Month Limit - Ineligible for Hardship Waiver after Reconsideration**

Dear {!Case.First_Name__c} {!Case.Last_Name__c},

We reviewed the new information that you gave us. You are **DENIED** for a 30-day hardship waiver because your family does not meet the extension criteria.

Your termination date remains {!Case.Extended_LOS_Date_to_Exit__c}. You will need to leave by this date, unless you provide a signed lease and are granted a lease bridge.

PLEASE NOTE: If your family has already received a termination letter for a different reason, you must still follow the instructions on the termination letter. This notice does not remove your existing termination.

Your Next Steps:
You must remove all your belongings from your shelter by the date above.

If you leave by your termination date, you may reapply for shelter at any time. If you are eligible again for shelter, you may be placed on a waitlist. If you do not exit shelter by your termination date, you could be barred from EA shelter for 12 months.

Reminders of Support Available:

- We understand that moving from shelter to housing takes a lot of work. You should keep working with your case manager to prepare to leave shelter and move into stable housing.
- If you have found housing – by yourself or with others - and need help to pay expenses, the HomeBASE program could help. If you would like to learn more, speak to your Case Manager or Housing Search Specialist or visit: mass.gov/homebase.

Sincerely,
Massachusetts Executive Office of Housing & Livable Communities

Please note that the mailbox you are receiving this automatic notice from is not monitored. Replies will not be processed.

SAMPLE: LOS 108 Ineligible for Hardship Waiver after Reconsideration



Frequently Asked Questions

Q: Can a family receive multiple Hardship waivers if they meet multiple criteria?

A: No. Every family is eligible for ONE hardship waiver

Q: Can families apply for a Hardship Waiver at any point of their LOS selection?

A: No. Families must apply during 'Month 5' of their LOS selections. Families and providers will receive emails when the application window opens for the family.

Q: Can I appeal the Hardship Waiver denial?

A: No. Hardship Waiver denials are not appealable. If you feel you received the incorrect determination, you can complete a 'Request for Reconsideration' within 7 days of denial notice. Any request received outside of the 7-day window will not be considered.

Q. How long does it take to receive a Hardship Waiver eligibility decision?

A. Please allow 7 calendar days before requesting an update on Hardship Waiver status



Frequently Asked Questions (cont'd)

Q. If a family already has an exit plan in flight, should the family be encouraged to request a Hardship Waiver?

A. Hardship Waivers are intended to give extra time for families to complete their exit work. If a family does not need the additional time to plan for exit, the family does not need to apply. If the family needs the additional time to finalize their exit, please encourage them to apply. Email reminders are sent to both families and providers.

Q. Can I submit a Hardship Waiver application because my housing opportunity fell through?

A. No. Hardship waivers are not granted based on housing navigation challenges.

Q. Can providers submit Hardship Applications for EA Households?

A. No. Providers can support families with the submission of the Hardship waiver request, but the HoH must be the responsible party in signing the documents.



What's Next?

| MAY 2025 | | | | | | |
|----------|--------|---------|-----------|----------|--------|----------|
| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
| 27 | 28 | 29 | 30 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

5/20/2025 @1PM
*LOS- 6 Month Policy -Lease
Bridges & Request for
Reconsiderations*

5/27/2025 @1PM
*LOS- 6 Month Policy -Exits,
Terminations & Removals*

@ 1 PM

@ 1 PM

Q&A

For additional questions about the LOS policy, providers can email
EOHLCLOS@mass.gov

Please remember, this email is only for providers. Do not share with families.

