



**Commonwealth of Massachusetts**  
Executive Office of Housing and  
Economic Development

# EOHLC Updates

NAHRO Fall 2024 Conference





# 2024 & 2025: Big Years for Public Housing!

FY24: Centralized Screening Launches

- Major improvements to tenant selection

FY24: Vacancies down by over 10% since September

- Operational Vacancies down even more
- LHAs leasing up more units per month than any previous year

FY24 :Cap Spending Highest since 1991!

- \$128.5M Cap and \$42.5M ARPA

FY25: 30% capital funding increase

- \$155.05M cap and ~\$100M of ARPA left to spend

FY25 Operating Funding

- \$113M – highest ever
- 12% increase to per-unit budget caps (ANUEL)

FY25: CHAMP Improvements

- Improving the applicant experience
- Digital-only screening

Affordable Homes Act

- Record Authorizations
- Important new flexibilities



# New Division of Public Housing Staff!



Elisangela Benchimol, Program Coordinator



Kevin Philemond, Project Manager



Greg Croft, Capital Data Analyst



Gemma Wilkens, Sustainability Program Coordinator



Howard Gerber, Electrical Engineer



Jason Wright,  
Director of Policy, Operations, and Performance



Ashley O'Sullivan,  
Supervising Project Manager



# EOHLC at the Conference!

- **CAPITAL UPDATES: AHA IMPLEMENTATION, NEW CAPITAL PROGRAMS, SUSTAINABILITY UPDATES**
  - Ben Stone, Fatima Razzaq, Greg Abbe
  - 9:30 am, Ballroom 2
- **DEVELOPING SURPLUS LAND OR SMALL SITES**
  - Margarat Moran (CHA), Carsten Snow-Eikelberg (MHP)
  - 11:30 am, Ballroom 2
  - (Not EOHLC, but we support MHP's TA program)
- **WHAT'S NEXT IN EOHLC OVERSIGHT: PMR AND AUP**
  - Courtney Curran, Rob Garrett, Carrie Sousa
  - 2:15 pm, Ballroom 2
- **Resource Room!**
  - All your favorite EOHLC colleagues
  - 10am-3pm, Ocean Room

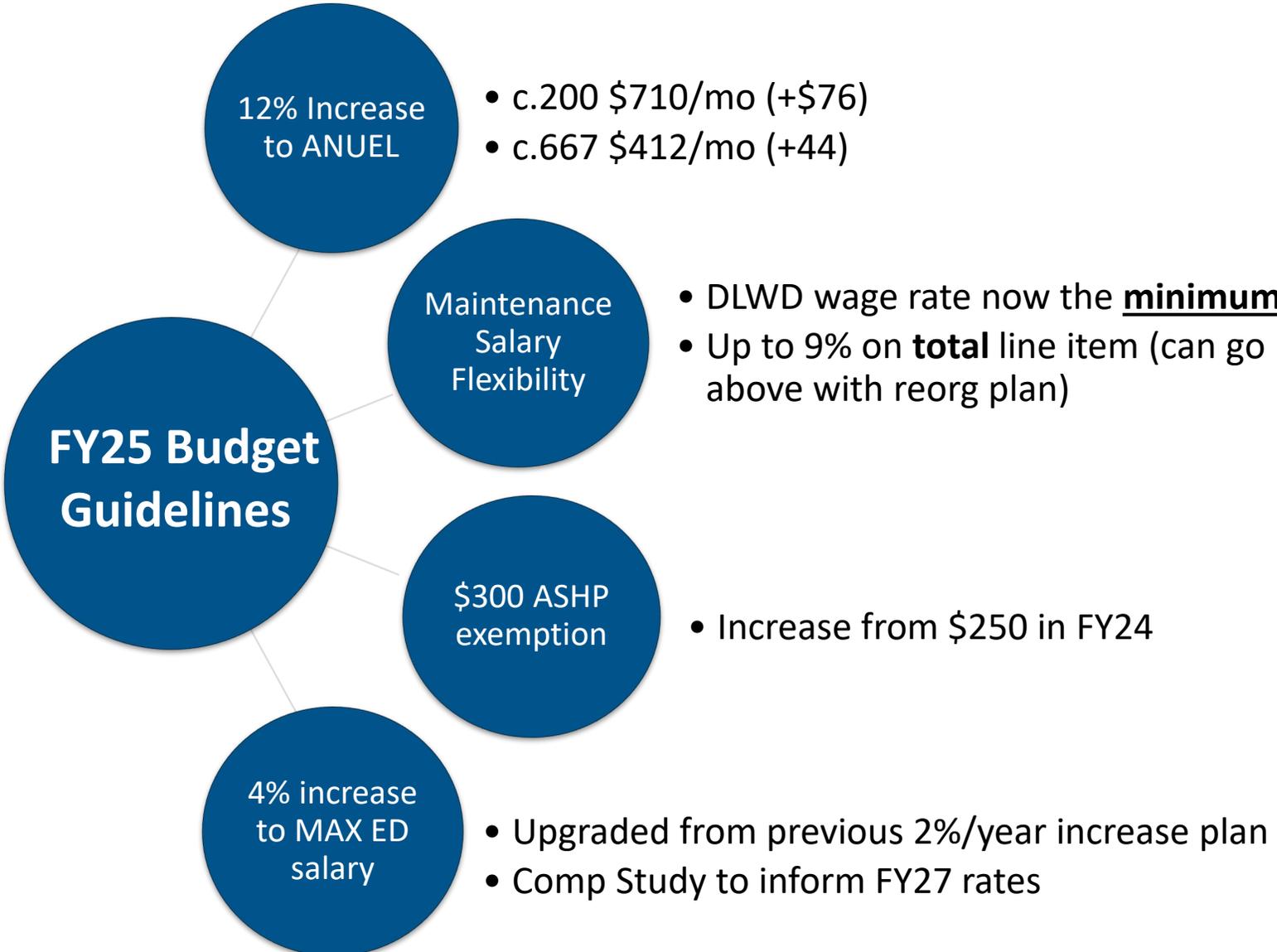


# FY25 Funding Levels

Funding Source	FY24	FY25	Increase
Public Housing Operating Subsidy	\$107M	\$113M	5.6%
Public Housing Capital	\$120.45M	\$155.05M	30%
ARPA Expenditures (total \$150M)	\$49.9M	\$100.1M	200% (remaining funds)



# FY25 Budget Guidelines



# Affordable Homes Act

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- **\$5.16 B in authorizations to borrow for housing – highest ever**
- **Accessory Dwelling Units by right – state-wide**
- **Higher threshold for abutters to challenge housing**
- **Wide-ranging authority to dispose state land for housing**
- **Authorizations and flexibility for public housing – more at 9:30!!**

**AFFORDABLE  
HOMES ACT**

SMALLER, MORE AFFORDABLE, LIVABLE COMMUNITIES

**HONOR  
VETERANS**

AFFORDABLE  
HOMES



# Secretary on the Road: 69 visited, 160 to go!





# Centralized Screening Progress

## History

- July 13, 2023 (Phase I) - Began Centralized Screening for AHVP
- Sept. 27, 2023 (Phase II) - Began Centralized Screening for PH & MRVP
- FY25: Moving toward steady state, with focus on customer service as well as efficiency

### Over 57,000 applicants served!

2,065 priorities granted

30% approval rate for responsive applicants

Response rate of 26%

### Before vs. After Centralized Screening

Offers to Locals: 56% vs. 71%

Offers per month: 332 vs. 406

Letters sent per housed: 40.9 vs. 26.7



# CHAMP: Improvements to the Applicant Experience

- Major improvements released on August 22!
- **Enhanced Applicant Dashboard** - More transparency into the tenant selection process
  - "Transit map" style navigation
  - Action center to alert to urgent action items
  - Prompt to verify contact info every 3 months
- **Improved Screening Letters Features**— Easier management of screening letters
  - # of unread letters displayed on navigation bar
  - Direct link to letters page on navigation bar
  - Alerts for new letters
- **Priority/Preference Screening Status Displayed** - Simpler to see your status
  - Digestible view of all priority/preference claims and review states
  - Improved document management and notification of documentation needs

(attend an upcoming “What’s New” training with CyberSense!)



# CHAMP: Improvements to the Applicant Experience

SETTINGS HELP LOGOUT  

SIGNED IN AS: test\_user

SCREENING HISTORY

**APPLICATION PROGRESS**

- Step 1: Apply
- Step 2: Choose Waitlists
- Step 3: List Priority Verification  
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- Step 4: Wait for Vacancy
- Step 5: Eligibility Screening
- Step 6: Housing Offer

**COMPLETE SCREENING**

<<<<<<< New Alerts

New Screening Letter "Inbox" >>>>>

<<< Navigation Map

Priority Status >>>>>

## Screening Letters

The table below includes screening letters that have been sent to you by housing agencies in CHAMP. You will receive an email when new letters are sent.

Read	Sent By	Letter Name	Letter Contents	Sent On	View Letter	Actions
Read	Abington Housing Authority	Notice of Screening for State-Aided Housing	Eligibility and Qualification Documents (open letter for more details)	November 21, 2019	<b>OPEN</b>	<b>PINNED</b> ⌵
Unread	Abington Housing Authority	Notice of Screening for State-Aided Housing	Eligibility and Qualification Documents (open letter for more details)	November 6, 2019	<b>OPEN</b>	<b>PIN</b> ⌵
Read	Abington Housing Authority	Notice of Screening for State-Aided Housing	Eligibility and Qualification Documents (open letter for more details)	November 21, 2019	<b>OPEN</b>	<b>PIN</b> ⌵

## Screening and Verification

### My Screening Summary

You are in Eligibility Screening

**RESPOND NOW**

**Homeless Priority**  
Medical Emergency **DENIED**

**Public Housing Transfer**  
Transfer to Hinsdale **WAITING**

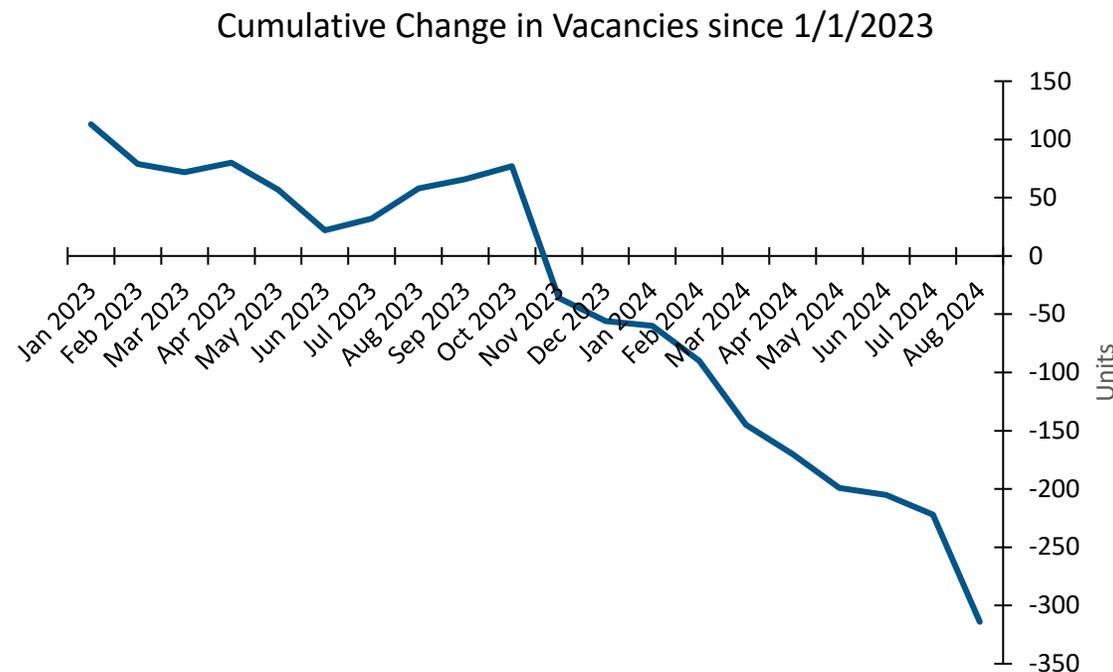
**Veteran Preference**  
Veteran in Household **WAITING**  
Service-Connected Disability **NEEDS RESPONSE**

**Local Preference**  
Resident: Abington, MA **GRANTED**  
Employment: Abington, MA **GRANTED**  
School: Abington, MA **WAITING**



# Vacancy Progress

- Vacancy Initiative and Centralized Screening started end of September 2023
- **RESULTS**
  - More units leased in 2023 than in any previous year
  - **2023 - 2024:** Time to turn over operational vacancy\* dropped from 149 to 126 days



- 2024 on track for more leased units than in 2023

Vacancy Definition	7/31/23	8/31/24	Change
Total Vacancies	2,297	2,033	-264
Operational Vacancies*	1,537	1,009	-528

\*Excludes funded mod rehab, insurance loss, repurposed



# Upcoming Initiatives – More to Come

- Vacancy Taskforce Pilot
- Expansion of regional ASHP maintenance contract pilot
- \*HAFIS MODERNIZATION\* - bringing HAFIS into CapHUB (and the 21st century)
- CIMS replacement – also brought into CapHUB
- Annual Plan system replacement – simpler for LHAs!
- Partnership with Mass Cultural Council
- New targeted and competitive capital award opportunities in FY25
- Expanded RCAT offerings
- Expansion of Self-Sufficiency Program (SSP)



**Thank you!**