



Executive Office of
Housing & Livable Communities

Stabilization Touchpoint Process

Review and roll out of new ETO TP

October 3rd and October 6th

This session will be recorded.



Today's Agenda



New Stabilization Touchpoint Process

Tools

HMIS-HUD

Stabilization Assessment

Stabilization Plan

Dismissal Reasons

Case example

ETO Walk Through- Fake test site



New Stabilization Touchpoint Process

New Stabilization Touchpoint Process



Why is this change important:

- To target services that best help families achieve stable housing.
- To support better data quality which will support future program/policy development/improvement
- Streamlining service planning and referral process/case management



Tools



Apartment Habitability Checklist (NEW!)

Apartment Habitability Checklist

Helps ensure a potential home is:



Safe



Clean



In good condition.

This checklist, while not required 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 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	Yes	No	Note
General Condition	No major cracks, holes, or water damage on walls, floors, or ceilings	<input checked="" 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"/>	
Safety Features	Is the unit free of evidence of rodent/bugs	<input type="checkbox"/>	<input type="checkbox"/>	
	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"/>	
Kitchen & Bathroom	Handrails on stairs are sturdy (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
	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"/>	
Heating & Electrical	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 system works (check thermostat)	<input type="checkbox"/>	<input type="checkbox"/>	
Lead Paint (if child under 6 and unit is built before 1978)	No exposed wiring; all outlets and switches have covers	<input type="checkbox"/>	<input type="checkbox"/>	Type: _____
	Each room has at least one working outlet and light fixture	<input type="checkbox"/>	<input type="checkbox"/>	
Outside & Common Areas	Landlord provided Lead Compliance Letter	<input type="checkbox"/>	<input type="checkbox"/>	
	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: _____



The **Gold Standard of Housing Search** (Part 2) Resource Bank: recorded training and slide deck provide housing resources for:

- ★ **affordable and market rate units;**
 - ★ **public housing, subsidies, and vouchers;**
 - ★ **supporting for new arrivals;**
 - ★ **employment, healthcare, DTA, and more.**
- Click a link to get started: [Recording](#) | [Slides](#)

For even more great resources to support our families' re-housing efforts, visit the [Rapid Re-Housing Resource Portal!](#)



HMIS-HUD Assessment

HMIS-HUD Assessment



Initial Assessment

- Complete within 5 business days of program enrollment.
- Documents initial eligibility.

Reassessment

- Required when there is a major changes, examples include but are not limited to a family composition or income.

Annual Assessment

- Required for families enrolled in a program for over a year to update key information such as income, non-cash benefits, and health insurance.

Exit Assessment

- Completed when the family exits the program.
- Measures housing stability, the reason for exits, and system evaluation.



New Stabilization Assessment

Stabilization Assessment Purpose



• Why is the Stabilization Assessment (SA) important?

- ① The SA is an important data gathering tool.
- ① It helps us understand a family's strengths, history, and needs.
- ① Without this, it is difficult to develop an effective Stabilization Plan.
- ① With HomeBASE providing a temporary financial benefit, every family needs a targeted, effective Stabilization plan.



Stabilization
Assessment



Stabilization Plan:
Referrals





Visualizing the Stabilization Assessment and Plan

First year of HomeBASE (example)

Start First 90 days



Assessment:

Identify strengths and supports needed & set goals.

Start Second 90 days



Assessment:

Review strengths and supports needed & update goal setting.

Start Third 90 days



Assessment:

Review strengths and supports needed & update goal setting.

Start Fourth 90 days



Assessment:

Review strengths and supports needed & update goal setting.

Month 1



Plan:
Identify family action steps

Month 2



Plan:
Identify family action steps

Month 3



Plan:
Identify family action steps

Month 4



Plan:
Identify family action steps

Month 5



Plan:
Identify family action steps

Month 6



Plan:
Identify family action steps

Month 7



Plan:
Identify family action steps

Month 8



Plan:
Identify family action steps

Month 9



Plan:
Identify family action steps

Month 10



Plan:
Identify family action steps

Month 11



Plan:
Identify family action steps

Month 12



Plan:
Identify family action steps

Stabilization Assessment: Support



- **Identify the Support**

- Question: *What support do you need in reaching self-sufficiency to maintain stable housing?*

- This question is key to supporting the family in identifying:

- ✓ what their referral needs may be and/or
- ✓ next steps may be in goal setting.

What support do you need in reaching self sufficiency to maintain stable housing? Check all that apply.

Citizenship documentation

Credit Issues

Criminal Record (CORI)

Education

English language classes needed

Eviction history

I have a disability

Income

My child has a disability

None

Other

Past due rent

Transportation

Work Authorization

If there is another support you need to reach self sufficiently to maintain stable housing, please explain.

Stabilization Assessment: Goal Setting



Identify Goals: Use these key questions in the stabilization assessment to identify the family's planned stabilization efforts for the next 90 days.

Goal Setting

What did you do to work towards your Stabilization goals over the last quarter?

<input type="checkbox"/> Applied for childcare
<input type="checkbox"/> Applied for subsidized or public housing opportunities
<input type="checkbox"/> Attended adult education classes, such as GED / HiSET classes
<input type="checkbox"/> Attended budget class/money management program
<input type="checkbox"/> Attended English classes
<input type="checkbox"/> Attended job training, volunteer work, an apprenticeship, or an internship
<input type="checkbox"/> Complied with the terms of my lease
<input type="checkbox"/> Filed taxes
<input type="checkbox"/> Other
<input type="checkbox"/> Paid rent on time monthly
<input type="checkbox"/> Participated in health / well being activities
<input type="checkbox"/> Visited rental units or otherwise engaged in housing search to identify a new unit
<input type="checkbox"/> Worked a paid job

If there is another Stabilization goal not listed, what is it?

Which goals do you plan to work on in the next Stabilization Plan? Please select four (4) options.

<input type="checkbox"/> Applied for childcare
<input type="checkbox"/> Applied for fuel assistance
<input type="checkbox"/> Applied for subsidized or public housing opportunities
<input type="checkbox"/> Attended adult education classes, such as GED/HiSET classes
<input type="checkbox"/> Attended budget class/money management program
<input type="checkbox"/> Attended English classes
<input type="checkbox"/> Attended job training, volunteer work, an apprenticeship, or an internship
<input type="checkbox"/> Complied with the terms of my lease
<input type="checkbox"/> Filed taxes
<input type="checkbox"/> Other
<input type="checkbox"/> Paid rent on time monthly
<input type="checkbox"/> Participated in health / well being activities
<input type="checkbox"/> Visited rental units, engaged in housing search to identify a new unit
<input type="checkbox"/> Worked a paid job

If there is another Stabilization goal you plan to work on that not listed, what is it?

Stabilization Assessment: Goal Setting



1

Review the previous Stabilization Assessment (SA) prior to meeting with the family to identify goals and know how to move forward.

Be sure to review supports needed and goal setting from previous SA to support steps towards progress.

2

This will guide your conversation with the family and assist with Stabilization goal planning.

3

This can also support with knowing what referrals may be needed in advance of the meeting, to help you come prepared for your meeting with the family.

Please reference the [Gold Standard of Housing Search Part 2 Resource Bank](#) for tips and tricks, and [Housing Search Tools](#) for other resources.

Stabilization Assessment: Monthly Progress



Monthly Check ins with Stabilization Case Manager are required in the 1st year of Stabilization and check ins are crucial to supporting families in referrals and progress in the stabilization plan.

During the last quarter, have you met with your Stabilization Case Manager to check in on progress (monthly) and update your Stabilizations plan (monthly)?

No

Yes

If you have not met with your Stabilization Case Manager to check in progress (monthly) and updated your Stabilization Plan (monthly), please explain why:



Stabilization Assessment: Referrals

- When identifying supports for the family be sure to prepare appropriate referrals to support the family in their stabilization plan.
- This is critical to support the family towards their progress towards self-sufficiency.

Since the last Stabilization Assessment, what referrals have you received from your Stabilization Case Manager? (Check all that apply)

<input type="checkbox"/> Childcare / Child Well Being
<input type="checkbox"/> Crisis Disaster Assistance
<input type="checkbox"/> Education
<input type="checkbox"/> Elder Services
<input type="checkbox"/> Employment / Training
<input type="checkbox"/> Financial Literacy / Budgeting Support
<input type="checkbox"/> Food Assistance
<input type="checkbox"/> Healthcare / Mental Health Services
<input type="checkbox"/> Housing Resources
<input type="checkbox"/> Immigration Services
<input type="checkbox"/> Legal Services
<input type="checkbox"/> Other
<input type="checkbox"/> Reentry and Justice Involved Family Support
<input type="checkbox"/> Transportation Assistance
<input type="checkbox"/> Utility / Fuel Assistance

If there is different type Stabilization referral not listed, please explain.

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Stabilization Assessment :Becoming Stable



This section asks key question on income, budgeting, and housing stability to support in identifying the family's plan. For example: determining family's rental contribution, asking questions to ensure the family does not have utility or rental arrears, etc. It is critical that you are using these questions to support in goal setting to develop the Stabilization plan.

What is your family's gross (before taxes) monthly income from all sources?

\$

Provide verification for all sources of income for all household members. This includes earned income and unearned income. Verification for a full month is required. The documents must also be dated within the last 60 days.

An example of earned income is wages from a job.

Examples of unearned income can include, but is not limited to:

- gifts (money from friend or family regularly)
- alimony
- child support
- unemployment benefits
- worker's compensation
- veteran benefits
- pension payments
- government payments such as Social Security, TAFDS, EAEDC, RSDI, SSI or SSDI

If you are unemployed, you may show proof of this by (not limited to these documents):

- Layoff notice or letter of dismissal
- Unemployment registration (must be current)
- proof of unemployment claim status or
- a screenshot of DUA's online account showing payments

If your income changes, submit a reallocation of funds request with your Stabilization Case Manager.

When utilizing HomeBASE, you are required to pay a minimum of 30% of your gross household income as a rent share contribution. How much are you currently contributing towards rents?

\$

What are your current sources of income? Check all that apply.

<input type="checkbox"/> Employment Income
<input type="checkbox"/> None
<input type="checkbox"/> Other
<input type="checkbox"/> Pension / Retirement
<input type="checkbox"/> Railroad Retirement Benefits
<input type="checkbox"/> Relatives and/or Friends
<input type="checkbox"/> Retirement, Survivor, and Disability Insurance (RSDI)
<input type="checkbox"/> Supplement Security Income (SSI)
<input type="checkbox"/> Support / Alimony Payments
<input type="checkbox"/> TANF / TAFDC
<input type="checkbox"/> Unemployment Benefits
<input type="checkbox"/> Veterans Benefits
<input type="checkbox"/> Workers Compensation

If you have another source of income, please explain.

Did you create or review your budget with your case manager?

No

Yes

Did you pay your rent on time since the last Stabilization Assessment?

No

Yes

If not, what is the rental arrearage balance owed?

Report Prompts:

TouchPoint Name: Stabilization Assessment

Report Generated: 9/19/25

CI

TouchPoint Name: Stabilization Assessment

Name:

Completed by:

Completed on behalf of:

Identifier:

\$

Date: ___/___/___

What was the reason you did not pay your rent contribution?

Developing the Stabilization Plan



It is important for the family to understand **that HomeBASE is temporary.**

Proactive goal setting needs to begin in Month 1 and throughout the Stabilization process to **emphasize self-sufficiency as the key goal** in the families plan to stable housing.



Making **appropriate referrals** and including the referrals in the family's Stabilization Plan based on the family's responses to the Stabilization Assessment is key.



Encourage the family to **build on their strengths** and **add appropriate goals** to the Stabilization Plan to support in **monthly progress towards self-sufficiency.**



New Stabilization Plan

Stabilization Plan-Family Facing



Name _____ Do you need help because you do not read or speak English well? Yes No TransPerfect Code: _____

Month/Year _____

Stabilization Plan Through this Monthly form, you and your Stabilization case manager will create a personal, step by step plan for you to maintain stable housing.

How do you feel about your progress in **maintaining your new home?**

☹️ — ○ — ○ — ○ — ☺️
1 — 2 — 3 — 4 — 5

To support your success, each adult in your family is encouraged to spend **30 hours/week** on the activities in this plan.

Look at last month's plan. What did you accomplish? (*List any incomplete actions with a new completion date*).	What actions will I take this month? (For next meeting, how will you report back on each action? What documents will you bring?)	What resources or referrals do I need? (Include specific referral contacts)
<ul style="list-style-type: none"> Maintain stable Housing: 		
<ul style="list-style-type: none"> Long Term Success: increase income 		

Name: _____ **Month/Year:** _____

Stabilization Plan Other Key Areas: In this section you will choose other areas to work on that are important to your success in maintaining stable housing. Examples: Credit Repair, ESOL or other classes, Career Center, Childcare vouchers, CORI sealing/legal services.

Look at last month's plan. What did you accomplish? (*List any incomplete actions with a new completion date*).	What actions will I take this month? (For next meeting how will you report back on each action? What documents will you bring?)	What resources and referrals do I need? (Include specific referral contacts)
<ul style="list-style-type: none"> Check in monthly with my Stabilization Case Worker 		(Include name/contact if case is reassigned to a new Stabilization Case Worker)
Other Goals		

I will complete the actions I agreed to in this plan. I will complete additional tasks that I agree to in Weekly Meeting Task Sheets this month. I understand each person 18 and older is encouraged to spend 30 hours per week on the activities in this plan. This is to help maintain stable housing. (unless I have another amount of time approved by staff for reasonable accommodation of a disability or good cause) I understand that the Stabilization Plan is a work in progress. I also understand that I must work with staff to update it monthly. I understand that this work on my Stabilization Plan is required to remain in the program.

Date and time of next Stabilization Plan meeting: _____

Participant Name: _____ **Signature:** _____ **Date:** _____

CM Name: _____ **Signature:** _____ **Date:** _____



Stabilization Plan-Family Examples

Name:

Month/Year:

Stabilization Plan (Monthly)

Examples: Use the examples below to help brainstorm ideas with your Case Manager of how to meet your goals. These are only examples. Your plan will be unique to you.

Look at last month's plan. What did you accomplish? (*List any incomplete actions with a new completion date*).	What actions will I take this month? (For next meeting how will you report back on each action? What documents will you bring?)	What resources or referrals do I need? (Include specific referral contacts)
<p>Completed: Paid Rent on time Attended monthly check-ins with case manager</p> <p>Did not complete:</p> <ul style="list-style-type: none"> - Did not pay utilities on time - Did not attend job training - Did not attend ESOL classes 	<ul style="list-style-type: none"> • Pay rent on time and provide copy of rent receipt at next monthly check-in with case manager. (Date and time of next check-in) • Apply for utility assistance • Attend job training at (Name, date) • Attend ESOL classes (Name, address) 	<ul style="list-style-type: none"> • Date and time of next check-in with case manager • Utility Assistance Referral Contact • Job Training Name, Date, and Address • Contact for ESOL, Name Phone number, and address, date/schedule of classes
<p>Long Term Success:</p> <ul style="list-style-type: none"> • Completed: <ul style="list-style-type: none"> • Brainstorming budget items • Opened bank account • Did not Complete: Creating budget <ul style="list-style-type: none"> • This month: Will send budget by Friday (3/7)– will email for help if needed 	<ul style="list-style-type: none"> • Create budget using template <i>Follow-up: Bring completed template</i> • Reduce food/clothing expenses <i>Follow-up: Share results from pantry visit</i> • Open passbook savings account and begin weekly deposits in the amount of X\$ starting every Friday this week. <i>Follow-up: Bring account info</i> 	<ul style="list-style-type: none"> • Budget template provided • List of Food Pantries + clothing resources provided • Bank name and address
<p>Example Other Goal: Get CORI sealed/Work with legal services</p>	<ul style="list-style-type: none"> • Contact legal services to complete an intake for CORI sealing services. <i>Follow-up: Share progress</i> 	<ul style="list-style-type: none"> • Legal Services- name/phone #
<p>Example Other Goal: Find a Job to Increase Income</p>	<ul style="list-style-type: none"> • Meet with employment specialist to complete intake <i>Follow-up: Bring any documents given</i> • Appointment with MassHIRE 	<ul style="list-style-type: none"> • Employment Services- name/ phone # to follow up. • MassHIRE- address and phone number
<p>Example Other Goal: Get Childcare</p>	<ul style="list-style-type: none"> • Call DTA to follow up with childcare voucher eligibility. <i>Follow-up: Share about outcomes, bring any emails provided.</i> 	<ul style="list-style-type: none"> • DTA worker – name/phone # to follow up on childcare voucher.
<p>Example Other Goal: Counseling, School, Parenting Education, Health Care Program Meetings Housekeeping Financial coaching/Counseling</p>		

These are only examples. Your plan will be unique to you.



Stabilization Plan

- **Stabilization Plan - 10.03.2025:** [English](#) | Spanish | Portuguese | Haitian Creole | Cape Verdean Creole|

Stabilization Services: Plan and Tools

- **Stabilization Plan - 10.03.2025:** [English](#) | Spanish | Portuguese | Haitian Creole | Cape Verdean Creole|

Trainings

Training Name	Material, Link and Details
10/3/2025 - Stabilization Process Training ETO Session	Recording + Slides
6/11/2025 - Stabilization RAA vs EA how to choose and how to complete the referral in ETO	Recording + Slides updated 7.1.2025



Dismissal Reasons

Dismissal Reason: Examples of when to use each



Dismissal Reason

1. Closed for Administrator Purposes
2. Death
3. Reached maximum time allowed by program
4. Termination for cause (Single Incident)
5. Termination for no fault (categorically ineligible)
6. Transferred out of area
7. Closed for health and safety

Example of appropriate use

1. EOHLC use only
2. HOH or participants(Death)
3. Family completed 24 months of Stabilization services. (3 years for families who were approved prior to the 3rd year pause)
4. Dismiss family once termination process is complete this includes appeal process if the family chooses to appeal- must wait until appeal decision is issued.
5. Dismiss family once termination process is complete this includes appeal process if the family chooses to appeal- must wait until appeal decision is issued.
6. Dismiss family once Reallocation of funds has been approved and family has received approval in HHH for new HomeBASE and transfer for HomeBASE is confirmed.
7. DV, fire, or unit condemnation. (EOHLC must be notified, appropriate steps prior to case closure)



Please review the Training:

6/11/2025 - **Stabilization RAA vs EA how to choose and how to complete the referral in ETO**

[Recording](#) + [Slides](#) updated
7.1.2025



Case Study: The Johnson Family(fake)

The Johnson Family's Stabilization Plan



★ **Strengths:** Mom works part-time housekeeping job, earning \$1,200 per month.

ⓘ **Other Information Shared:** Mom is a single parent with two children housed in a 2-bedroom apartment with HomeBASE

* * Family receives SNAP has stopped for some reason



💰 **30% Rental contribution:** Family monthly rental contribution \$360

💰 Family will need to provide rent receipt for \$360

💰 Family will need to follow up with DTA on SNAP and needs referrals to food pantry to supplement.

💰 They have utility arrears of \$1,000 & a monthly payment of \$50 towards the utility arrears

💰 Family will need referral to MassHire to increase work hours.

Goal: Increase income and work toward long-term stability while maintaining housing

Start the Meeting: Checking In



Name
Month/Year

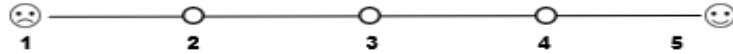
Do you need help because you do not read or speak English well?

Yes No TransPerfect Code:

Stabilization Plan

Through this Monthly form, you and your Stabilization case manager will create a personal, step by step plan for you to maintain stable housing.

How do you feel about your progress in **maintaining your new home?**



To support your success, each adult in your family is encouraged to spend 30 hours/week on the activities in this plan.

You begin by asking the Johnson Family their feelings about their progress on **maintaining their new home**. Their responses will help **lead conversation** into what their needs may be for next steps.

You:
“How do you feel about your progress in **maintaining your new home?**”

Johnson Family: “Right now, I feel like a 2, because this area is new to me and I don’t know how to get to the DTA office / how to get my work, grocery stores. Pick up diapers for the baby / Wic Office

You:
“Tell me more about that. What goals or supports could we add to the plan that may help get you to a 3 or a 4?”

Setting Expectations & Goals



Name
Month/Year

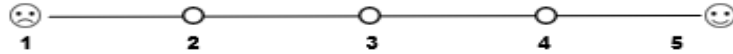
Do you need help because you do not read or speak English well?

Yes No TransPerfect Code:

Stabilization Plan

Through this Monthly form, you and your Stabilization case manager will create a personal, step by step plan for you to maintain stable housing.

How do you feel about your progress in **maintaining your new home**?



To support your success, each adult in your family is encouraged to spend **30 hours/week** on the activities in this plan.

Then, you **set expectations** for the **Johnson Family**, so they know **what role they'll play**. This helps you **move forward with action items** without confusion about who needs to do what.

You:

"To support your success, each adult in your family is encouraged to spend 30 hours a week on the activities in the plan."

Johnson Family:

"Okay. I just started a part-time job as a house-keeper, I am interested in looking for more work hours and looking into applying for childcare."

You: "That's great! Let's explore next steps you can take to increase your work hours in the "Maintain Stable Housing" section"

Section 1 Example: Maintain Stable Housing



1	2	3
Look at last month's plan. What did you accomplish? (*List any incomplete actions with a new completion date*).	What actions will I take this month? (For next meeting, how will you report back on each action, what documents will you bring?)	What resources or referrals do I need? (Include specific referral contacts)
<p> 🏠 Maintain stable Housing: <i>This is the family first Plan</i> </p>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Make monthly rental payments of \$360, provide rental receipt at next check with stabilization case manager.</i> <input type="checkbox"/> <i>Making monthly utility payment. Eversource \$50</i> <input type="checkbox"/> <i>Bring copy of utility receipt to next check in</i> <input type="checkbox"/> <i>Apply for fuel assistance</i> <input type="checkbox"/> <i>Referral to career center (MasHire)</i> 	<ul style="list-style-type: none"> • <i>Utility company contact info</i> • <i>Fuel Assistance contact info</i> • <i>Masshire career center address and contact info</i>

Section 2 Example: Long Term Success



1

2

3

<p>Look at last month's plan. What did you accomplish? (*List any incomplete actions with a new completion date*).</p>	<p>What actions will I take this month? (For next meeting, how will you report back on each action, what documents will you bring?)</p>	<p>What resources or referrals do I need? (Include specific referral contacts)</p>
<p>Long Term Success: Increase Income</p> <ul style="list-style-type: none"> <i>This is the family first Plan</i> 	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Referral to career center (MasSHire)</i> <input type="checkbox"/> <i>Referral for Childcare voucher</i> <input type="checkbox"/> <i>Contact DTA to follow up on SNAP benefits</i> <input type="checkbox"/> <i>Food Pantries to supplement food needs</i> <input type="checkbox"/> <i>Apply for WIC</i> <input type="checkbox"/> <i>Connect with local Diaper Banks</i> 	<ul style="list-style-type: none"> <i>DTA address and phone #</i> <i>Masshire career center address and contact info</i> <i>Food Pantries address and Phone</i> <i>WIC Office phone and address</i> <i>Diaper Bank address & Phone #</i>



1

2

3

<p>Look at last month's plan. What did you accomplish? (*List any incomplete actions with a new completion date*).</p>	<p>What actions will I take this month? (For next meeting, how will you report back on each action, what documents will you bring?)</p>	<p>What resources or referrals do I need? (Include specific referral contacts)</p>
<p>Check in monthly with my Stabilization Case Manager:</p> <ul style="list-style-type: none"> <i>This is the family first Plan</i> 	<ul style="list-style-type: none"> <i>Meet with Stabilization Case manager monthly on the third Thursday of each month at 2PM. Next meeting, 10/16/25 at 2PM.</i> 	<ul style="list-style-type: none"> <i>Case manager's contact-</i> <i>Date of next stabilization check in</i> <i>Location of next check in</i> <i>Bring copy of rent receipt to stabilization check in.</i> <i>Bring copy of utility payment to next check in.</i>

Section 2 Example: Other Goals



1

2

3

Look at last month's plan. What did you accomplish? (*List any incomplete actions with a new completion date*).

What actions will I take this month? (For next meeting, how will you report back on each action, what documents will you bring?)

What resources or referrals do I need? (Include specific referral contacts)

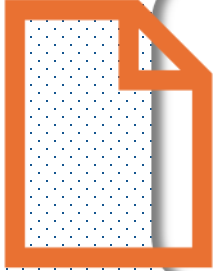
Other Goals:

- *This is the family first Plan*

- *Open a bank account*
- *Apply for childcare voucher*

- *Bank address and phone #*
- *DTA Address and phone #*

The Stabilization Plan Process Reminder



At the beginning of the meeting, the **family must receive a BLANK copy of the Stabilization Plan in their preferred language** of the 5 languages available.



At the end of the meeting, the **family must leave with a copy (electronic or paper) of the COMPLETED plan** to reference.



However you approach completing the Stabilization Plan, everything must be **entered into the ETO fields within 48 hours**. Remember to hit SAVE and not leave it in draft!





ETO Walk Through: New Touchpoints



Stabilization ETO Questions ?