A Generous Gift Creates Inspiring Results

At the beginning of Fiscal Year 2012, Oak Foundation, a global philanthropy group with offices around the world, provided MBHP—a partnership with Bay Cove Human Services—with a one-time $400,000 grant to support its Housing Intervention and Tenancy Preservation Project. This generous gift allowed MBHP to build capacity for the project and to significantly reduce the number of evictions caused by housing behaviors in our region.

What qualities drew Oak Foundation to support the Housing Intervention and Tenancy Preservation Project?

Oak Foundation was impressed by the results and impact of MBHP’s work. Oak Foundation particularly values MBHP’s commitment to supporting individuals with the skills and support that will lead to their long-term housing and economic stability.

New one year into the five-year grant, how do you feel about your partnership with MBHP?

The success of the partnership has been evident in the result and impact of the project. Oak Foundation is proud to play a small but vital role.

MBHP 2012 ANNUAL REPORT
DEAR FRIENDS,

As we look back on another productive and successful year at MBHP, we need to note the deep loss we all experienced in February with the untimely passing of our longtime Board Chair, Dr. William Lowell. Lowell was tremendously committed to MBHP and to making housing more affordable for everyone. He was passionate about talent, and he was laser-focused looking through three pages, which represents a snapshot of MBHP’s activities in Fiscal Year 2012, we will see our commitment to MBHP’s many thriving programs, both in our work administering rental assistance and in providing housing supports. Much of this continued success is due to the organization’s dedicated board, volunteer, and staff, and the many more efficient ways to continue our mission of helping families and individuals find and afford affordable housing. Some examples of this include:

- HouseHold—building on our achievements of last year, federally funded. HouseHold’s creation and Rapid Assessment Program (RAP), our five-person team is dedicated to matching the state’s new Homeless Strategic Plan.

To combat the rising number of families homeless in Massachusetts, our innovative strategicdigilalfinance other temporary subsidy or household assistance funds along with stabilization services in place of emergency shelter. Through Homelessness in Fiscal Year 2012, MBHP provided critical housing and stabilization services to more than 2,000 families (see page 7 for more).

- Housing Work—our expertise and innovation has also shaped our rental service programs, including working in multiple communities to help stabilize families and prevent evictions—this program demonstrates which designs and turn innovative housing and self-sufficiency initiatives in the locker room program. We are proud to be continuing our Department of Housing and Community Development (DHCD), MBHP increased efficiencies such as recertifying families every other year, allowing us to annually and significantly reduce our program costs.

- Technical Assistance—our Property Center and Individual Services Department, MBHP is the team behind MBHP’s new digital tablet in which a form is being developed to reduce inefficiencies and costs and to streamline the current process. For more than a decade, we have been building a comprehensive suite of tools to assist our clients in effectively navigating the rental assistance process. MBHP is one of the largest providers of rental assistance.

Under Lowell’s stewardship, MBHP has evolved into the state’s largest and most successful provider of rental housing assistance. We have expanded our rental assistance programs, and we have been recognized for our accomplishments in increasing our board members’ dedication and commitment to excellence and partnership. MBHP is dedicated to honoring Lowell’s legacy of leadership.

MBHP’S MISSION STATEMENT

Our mission is to ensure that the region’s low and moderate-income individuals and families have access to quality and affordable housing and to remove barriers to housing affordability.
OUR CO-LOCATION PARTNERS
MBHP has been partnering with the following agencies by co-locating services, providing housing supports and/or Family Self-Sufficiency outreach.

- CONNECT
- Family Nurturing Center
- Dorchester Bay EDC
- Codman Square NDC
- Urban Edge
- Dudley Village
- Bunker Hill Community College
- New Vision
- Family Resource Center
- Greenwood Memorial Church
- Talbot Bernard Senior Home
- Quincy Geneva CDC

MBHP has always maintained strong working relationships with partner agencies and community development organizations in our region. In fact, collaboration is part of the framework of our mission. This year, we have begun co-locating at various partner agencies throughout our region, offering a range of services outside of our downtown office in an effort to be more visible in the communities we serve and to be more responsive to our program participants and their housing needs.

MBHP’s focus on partnerships encourages a free-flowing exchange of ideas and strategies between agencies. By leaning on each other for support, we avoid replicating services, share best practices, and leverage the special knowledge and competencies of local providers. Just as important, however, these partnerships with neighborhood-based organizations provide families and individuals greater access to MBHP’s programs and services and help introduce our participants to the resources provided by local service agencies.

The support we offer at our co-locations includes information and referral services for housing concerns, housing search and case management, reexaminations for rental voucher clients (in Dorchester and Chelsea), and outreach for inclusion into the Family Self-Sufficiency program.

MBHP staff Malcolm Lucas is frequently working at one of the co-locations and he can attest to the efficiency of the strategy. “People seem to be very grateful to be able to get what they need close by,” says Malcolm. “Just the other day, I had a woman come see me on her break at her nearby job. She was able to come in and get the information and resources she needed without having to worry about bus fare or parking or missing work. It’s funny, I joke that I’m like a one-man mobile Housing Consumer Education Center.”

We look forward to continuing our partnership development in the coming years, as there remain many local agencies and organizations in our region ripe for collaboration.

“Partnerships are such an integral part of what we do here at MBHP,” says Executive Director Chris Norris. “While we obviously benefit greatly from these collaborations, it’s the people in need of services who benefit the most.”

CO-LOCATIONS:
A LOOK AT THE NUMBERS

- Co-locate services in **12** locations around our region
- Attended **108** outreach events and partner workshops at partner agencies
- Provided Family Self-Sufficiency outreach and housing services to more than **500** individuals at various co-locations

MBHP’s partnership with CONNECT has generated national attention as a model for the bundling of human services. Here, U.S. Secretary of Labor Hilda L. Solis (center) attends a CONNECT event along with MBHP’s Chris Norris (2nd from right), CONNECT’s Director Marissa Guananja (3rd from left), and other representatives from CONNECT's partner organizations.
RENTAL ASSISTANCE

FOR THE LAST 21 YEARS, Rental Assistance has been the bedrock upon which MBHP stands. Under contract from the Massachusetts Department of Housing and Community Development, we have been administering the federal Housing Choice Voucher Program (Section 8), the Massachusetts Rental Voucher Program, the Shelter Plus Care program, and several more specialized programs which provide support with educational and employment goals, deliver services for families with disabilities and encourage choice and mobility in finding affordable housing.

Section 8—A Stepping Stone to Success
Tyeneen Lee always viewed her housing subsidy as a tool, a stepping stone toward achieving her dreams. Ultimately, that tool proved an effective one. So effective, in fact, that she no longer needs the subsidy and is now a proud homeowner.

Thanks in large part to her participation in MBHP’s Section 8 voucher program, Tyeneen was able to further her education and job training, land a well-paying, high-skilled job and buy her own multi-family home.

For Tyeneen, the most important aspect of the Section 8 voucher program was the flexibility it provided. “The voucher gave me freedom,” says Tyeneen. “It gave me the opportunity to get more education and training and not be so worried always about being able to pay the full market rent. It also gave me the chance to have more time with my kids.”

After training in medical billing and coding, Tyeneen began working full time as an instructor at Kaplan Career Institute and gradually increased her salary. Never one to sit still, she began saving money and looking toward her next step. Since her salary increased to the point that her rent was nearly market rate, Tyeneen considered replacing her rent payment with a mortgage payment. To help achieve her new goal, she enrolled in first-time homebuyer classes and Massachusetts Affordable Housing Alliance’s SoftSecond program— an affordable mortgage program for low- and moderate-income homebuyers. Her determination paid off. She now owns a multi-family house, renting out two apartments, and living in one. Her housing voucher is now a grateful memory.

Becoming a homeowner hasn’t dulled Tyeneen’s ambition. She is currently making plans to start up her own medical billing training company. “My goal is to focus on those people who can’t afford to pay for pricey training schools. We’d love it if people who were in the voucher program like I was could afford the training and move up.”

MOVING TO WORK
Working with the Department of Housing and Community Development (DHCD), MBHP is participating in this U.S. Department of Housing and Urban Development demonstration program which designs and tests innovative housing and self-sufficiency initiatives in the Section 8 Housing Choice Voucher and federal public housing programs. The objectives are to reduce costs and increase efficiencies, increase economic self-sufficiency and increase housing choice. Some examples MBHP has implemented include making reexaminations biennial, modifying requirements to report income changes, and the elimination of assets that are less than $50,000 in rent calculation.

RENTAL ASSISTANCE: A LOOK AT THE NUMBERS
• Administered rental vouchers to more than 7,600 households in Fiscal Year 2012
• 14% went to elderly individuals
• 55% assisted people with disabilities
• 42% assisted families with children
• Average annual income for all voucher holders was $14,681
**FAMILY SELF-SUFFICIENCY PROGRAM (FSS)**

The Family Self-Sufficiency program empowers Section 8 voucher program participants to work toward financial independence and housing stability. A five-year program, it links participants with an advisor who provides tools, resources and advice for achieving personal, educational and career goals including job training, GED programs and classes for credit repair. As participants’ earnings increase, a portion of their rental payment is put into an escrow account that can be accessed upon graduation. Savings can be used toward home ownership, college tuition, debt reduction or other possibilities. Thanks to a grant from the Boston Foundation, we have recently increased FSS participation with greater outreach into the Fairmount Corridor which includes parts of Roxbury, Dorchester, Mattapan and Hyde Park.

**FSS—Offering Resources and Support**

As a single parent with three kids, Robin never had any qualms about advocating for her children. Advocating for herself was a different matter. Intrigued by our FSS program, but afraid her participation would somehow threaten her Section 8 status (a common misconception of FSS), she finally joined last year, and almost instantly things started to get a little easier. Before joining FSS, Robin had been facing an uphill battle. A divorce had left her saddled with a large debt, and despite a rewarding full-time position in UMass–Boston’s Career Services department, she was having difficulty staying on top of everything. “There’s a lot of pride involved,” says Robin. “When you need help, you have to ask. No harm in asking. One of the things I like about FSS is that they guide you, but they don’t hold your hand. It’s up to you to take advantage of what’s being offered.” With assistance from her advisor, she recently paid off her car and her student loans. Her credit has improved dramatically. She took a first-time homebuyer class, and is getting closer to her dream of owning a home. She still has her children to put through school (her eldest will be taking classes at UMass–Boston), but she has faith that by the time she has graduated from the FSS program, she will be in a much more promising situation than when she entered.

While the balance in her FSS escrow account continues to rise, Robin insists that it’s the resources and support for which she is most grateful. “FSS helped me so I don’t have to feel like I’m alone,” says Robin. “I have resources now. If I need something, advice, whatever, FSS will be there. Now I’m starting to see light at the end of the tunnel, MBHP and the FSS program are absolutely a part of that. The sunshine is starting to come in, you know?”

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**FAMILY SELF-SUFFICIENCY PROGRAM: A LOOK AT THE NUMBERS**

- **13** graduates in Fiscal Year 2012
- **$14,117** average increase in earned income
- **$7,596** average escrow savings account disbursed
- **100** new participants enrolled (37 live in the Fairmount Corridor)
- **306** participants were enrolled by the end of Fiscal Year 2012, a 23% increase from last year (199 live in the Fairmount Corridor)
MBHP’s Housing Supports programs exemplify our “housing first, not housing only” approach. We provide comprehensive and innovative solutions for individuals and families who are homeless or in danger of homelessness so that they find and sustain safe, stable housing.

Our Housing Consumer Education Center (HCEC) provides a wealth of integrated services and resources including information, referrals, brief counseling, education and workshops.

Our Specialized Intensive Programs and Services (SIPS) offer individualized case management to residents with complex service needs including intensive case management, housing search and hoarding counseling.

The Foreclosure Prevention and Tenancy Preservation Initiative provides education, mediation and counseling for both tenants and property owners who are faced with foreclosure.

Our Fair Housing Program offers training and assistance to tenants, property owners and partnering agencies on their rights and responsibilities under state and federal fair housing laws.

HCEC—A Path to Independence

Sometimes, all it takes to get on the path to independence is a little bump, a one-time heave to help lift someone over a seemingly insurmountable obstacle. Deshia’s problem was that she and her daughter Amirah were caught in the middle. As a successful phlebotomist, she made too much money to be eligible for most housing services or subsidies, but not enough to save for a place of her own. Paying market rent wasn’t the problem. It was an issue of saving enough to pay for first/last month rent and security deposit.

They had been staying with her sister, but when her sister’s housing situation changed, Deshia was forced to scramble to find another arrangement for her and her daughter. Thankfully, she was connected with our Housing Consumer Education Center (HCEC), and an MBHP housing representative soon found a solution for her. Deshia was eligible for an emergency assistance grant from the United Way of Massachusetts Bay and Merrimack Valley. The United Way funds could be used for first/last month and a security deposit—a hefty sum that would have taken Deshia years to save on her own. Deshia’s application was accepted, and she and her daughter have recently moved into their new Dorchester home.

Deshia doesn’t know where they would be without the help of MBHP and the HCEC. “It really helped me in the sense that I was able to move forward with my life,” says Deshia. “I was stuck. I couldn’t afford first/last and security. By getting this bump, this head start, it just makes me want to continue with all that I’m doing, because I don’t want to lose it.” Deshia is now self-sufficient and remains highly motivated to keep moving forward. She is frequently asking for overtime at work, taking every opportunity provided to further her career and avoid ever being in a vulnerable situation again. “I want to keep saving for my daughter. I don’t want to be always worried. I make it work, every day. I have to. Amirah only has me.”
HOUSING SUPPORTS: A LOOK AT THE NUMBERS

- Handled 11,220 housing inquiry calls and 1,701 walk-ins
- 674 people received in-person brief counseling services
- 345 received intensive case management
- 164 received foreclosure counseling
- 72 received hoarding assistance
- Assisted approximately 250 clients or their service provider/advocates with allegations of housing discrimination
- Conducted 101 workshops with a total of 2,010 participants, including tenants, property owners and providers

HomeBASE

Growing out of the success of the federally-funded Homelessness Prevention and Rapid Re-housing Program, the state-funded HomeBASE program began in August 2011 as a short-term housing assistance program for families who are homeless or at-risk of homelessness. HomeBASE seeks to reduce the need for scattered site, congregate and motel shelters by providing alternative options including rental and household assistance. MBHP is one of 11 statewide agencies contracted by the state to administer this homelessness prevention strategy. As part of our Housing Supports department, MBHP’s HomeBASE team worked with more than 2,000 families in our region, providing re-housing, stabilization and diversion (from shelter) services.

HomeBASE—Helping Families Avoid Homelessness

Like many people, Trent Woodard was severely affected by the economic recession of the last few years. After being laid off from his customer service job at a local law firm, he was no longer being able to afford rent and had to seek shelter for himself and his nine-year-old son. He applied to the state for shelter and he and his son (also named Trent) were quickly placed in a motel in Brighton to avoid homelessness.

While he was thankful for the shelter and the security of knowing they would have a roof over their heads, motel shelter wasn’t ideal. Home cooked meals are hard to come by without a kitchen, and getting Trent Jr. to and from school every day in Dorchester was extremely difficult.

When the HomeBASE program got off the ground, Trent jumped at the opportunity to receive a rental subsidy. With the help of HomeBASE, he quickly found an apartment near their old neighborhood using MBHP’s online apartment listings service. “For me, it’s great to have our own space, to have some peace of mind, and to look out a window and not see a busy highway,” says Trent. “Now we’ve got a backyard where we can chill out.”

After getting re-housed, Trent gladly took advantage of the opportunities presented by MBHP and the HomeBASE program. He took a leadership role in the R.O.O.T.s. (Realizing Our Opportunities Together) workshop series, an eight-week family-centered series for HomeBASE families which uses a peer-support model. “It was all about empowerment,” says Trent. “All the different seminars and speakers that we had helped answer concerns on housing, parenting, employment or anything else that might come up on a daily basis. It gave us options to handle those concerns.”

One of the best developments to come out of the R.O.O.T.s. series was the friendships made with other HomeBASE participants. “We know each other pretty well now,” says Trent. “We support each other, give ideas and information on different problems that come up.”

Trent continues to look for work in this tough job market. In the meantime, he spends as much time with Trent Jr. as possible, including volunteering at his son’s taekwondo after-school program. Trent hopes to get fully back on his feet soon, but for now he’s grateful to have gotten his son in a more stable living situation.

HomeBASE: A LOOK AT THE NUMBERS

- Kept 567 families in housing without a stay in shelter
- Moved 434 families from a motel to a home
- Moved 417 families from shelter to a home
- Provided 756 families continued rental assistance
- Worked with 10 motels and partnered with 22 shelters in our region

Above: Trent Woodard (far right) with fellow R.O.O.T.s graduate Erika Martinez (far left) proudly displaying their certificates of excellence with MBHP staffers Theresa DiPietro and Matthew Gibson.
WORKING WITH MORE THAN 4,300 property owners and managers across Greater Boston, MBHP has become a regional leader in inspectional services, creating an innovative and efficient system for ensuring that apartments meet government safety and health guidelines. Our Property Owner and Inspectional Services Department provides a wealth of resources, information and tools including workshops on a variety of common landlord/tenant issues, up-to-date accurate reasonable rent ranges, and free online apartment listings.

A Rich and Rewarding Community
The majority of property owners and managers working with MBHP treat their tenants with professionalism and respect, but there are some who go above and beyond for their tenants. The property managers of Amy Lowell Apartments in Boston’s West End are a great example.

A good portion of the residents at Amy Lowell are elderly or disabled and the property management team makes sure to be cognizant of this fact. It is not uncommon to find Amy Lowell staff cooking homemade meals for sick residents or personally escorting them to appointments at one of the nearby hospitals. This isn’t part of the lease agreement. It’s just part of building a rich and rewarding community.

Although roughly 80% of residents are on a housing subsidy of some kind (Section 8, MRVP, etc.), no distinctions are made between market-rate and subsidized residents. “We want everyone to enjoy their housing experience equally, no matter their situation,” says Amy Lowell property manager Jannel Satterwhite-Williamson.

Communication is a big reason for their success—both with tenants and with housing agencies like MBHP. Jannel is in regular contact with various MBHP case managers and staff in order to help mediate or relay important information on residents who are MBHP program participants.

Some of the residents take part in MBHP’s Specialized Intensive Programs and Services (SIPS), and their medical and mental health needs can often be challenging. The managers at Amy Lowell Apartments always look for solutions and mediation when a conflict arises. “We try to meet them where they are, to remember that it’s their home, that it’s a partnership, not a dictatorship. We need to work together,” says Jannel. “The most important thing to remember as a property manager is that it’s a collaborative effort to create a community.”

As helpful and accommodating as Amy Lowell Apartments have been, we are proud to note that the feeling is mutual. MBHP’s SIPS Coordinator Sylvia Kelly is in regular contact with Amy Lowell Apartments. “As far as I’m concerned, Sylvia walks on water,” says Jannel. “She is by far the best, most effective housing advocate I have ever come across.

INNOVATIONS
This past year, MBHP has implemented several new features to assist property owners and to create efficiencies.

• Our inspectors began employing a handheld digital tablet in place of paper forms, maximizing consistency and reducing ambiguity and errors.

• To better ensure fair rent determinations are being offered, we have started utilizing GoSection8.com, a web-based tool that maintains an extensive up-to-date database of private market units in all of the communities we serve.

• As a new customer service feature, we have instituted a call service that provides property owners and tenants with timely reminders of upcoming inspections.

PROPERTY OWNER & INSPECTIONAL SERVICES: A LOOK AT THE NUMBERS

• Worked with more than 4,300 property owners and managers

• Ran 23 workshops and events with 516 total attendees

• Conducted 19,977 inspections

Above (l–r): Maggie McDonough, Beverley Ferdinand, and Jannel Satterwhite-Williamson—the team at Amy Lowell Apartments
### Consolidated Statements of Activities

#### Revenue and Support

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<thead>
<tr>
<th>Description</th>
<th>FY 2012</th>
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<tbody>
<tr>
<td>Foundation grants</td>
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<td>Corporate grants</td>
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<td>Individual donations</td>
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<td>Program service fees and reimbursements</td>
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<td>Investment income</td>
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<td><strong>Total Revenue and Support</strong></td>
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#### Expenses

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<tbody>
<tr>
<td>Program services</td>
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<td>General administrative</td>
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<td>Fund-raising</td>
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<td><strong>Total Expenses</strong></td>
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#### Excess/(deficit) of revenue over expenses

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<th>FY 2011</th>
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<tr>
<td>Excess/(deficit) of revenue over expenses</td>
<td>$1,666,154</td>
<td>$409,006</td>
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<tr>
<td><strong>Net assets, beginning of year</strong></td>
<td><strong>$5,565,453</strong></td>
<td><strong>$5,156,447</strong></td>
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#### Net assets, end of year

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<th>FY 2011</th>
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<tr>
<td>Excess/(deficit) of revenue over expenses</td>
<td>$1,666,154</td>
<td>$409,006</td>
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<tr>
<td><strong>Net assets, end of year</strong></td>
<td><strong>$7,231,607</strong></td>
<td><strong>$5,565,453</strong></td>
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### Board of Directors

- **Lowell Richards**, Co-Chairman*
  - Chief Development Officer,
    Massachusetts Port Authority
- **Steven Rioff**, Co-Chairman
  - Partner, MB Management Company
- **Cynthia Lacasse**, Vice-Chair†
  - President, John Hancock Realty Advisors, Inc.; Vice President, John Hancock Financial Services, Inc.
- **Elizabeth Gruber**, Treasurer
  - Senior Vice President, Community Development, Bank of America Merrill Lynch
- **Mark Nuccio**, Clerk
  - Partner, Ropes & Gray LLP
- **Nader Acevedo**
  - President, Hispanic American Chamber of Commerce of Greater Boston
- **Kevin Boyle**
  - Senior Vice President, Commercial Real Estate Division, Citizens Bank
- **Susanne Marzi Cameron**
  - Senior Vice President and Director, Massachusetts Community Development, Citi
- **Donald Conover**
  - Executive Vice President, Global Realty & Procurement Services, State Street Corporation
- **Lyndia Downie**
  - President and Executive Director, Pine Street Inn
- **Christopher Harris**
  - Philanthropic Services Officer, The Boston Foundation
- **Langley Keyes**
  - Professor Emeritus, Massachusetts Institute of Technology

* deceased February 5, 2012
† Co-Chair as of June 2012

### Senior Staff

- **Christopher T. Norris**
  - Executive Director
- **Howard Clayman**
  - Director of Information Technology
- **Kevin Donaher**
  - Director of Property Owner and Inspectional Services
- **Mary Doyle**
  - Director of Policy, Development and External Relations
- **Mike Jackson**
  - Director of Human Resources
- **Susan Nohl**
  - Director of Leased Housing
- **Maura Pensak**
  - Director of Client Services
- **Rev. Anne M. Rousseau**
  - Chief Financial Officer

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Graduates of the FSS program gather at a special dinner celebration along with the night’s keynote speaker, State Representative Gloria Fox (4th from left).

In December, MBHP staff and Board members met with Congressman Michael Capuano (4th from right) to discuss the Section 8 Housing Choice Voucher Program and other relevant housing issues.

MBHP’s annual Property Owner Appreciation Event honored the property managers at Amy Lowell Apartments, along with special guest honoree Representative Jeffrey Sanchez (2nd from left). Also pictured are MBHP Executive Director Chris Norris (far left) and MBHP Board Co-Chair Steven Rioff (far right).
Housing stability is central to the overall health and welfare of individuals, families, and especially children. Children with stable homes do better in school, eat more nutritious foods and have better overall health. Yet for many Massachusetts residents, the high cost of housing in our region combined with a stagnant economy and tight rental market, make it challenging for them to sustain their housing. Many have become homeless.

To put this in perspective, in order to afford a modestly priced two-bedroom apartment, a family from Massachusetts must earn a staggering $47,499 annually or $22.84 per hour (according to data from The National Low Income Housing Coalition’s 2012 Out of Reach report). Low-income earners working a minimum wage job would need to work 116 hours a week to earn this much. This is the equivalent of three earners working 40-hour weeks year-round to make ends meet.

This is why the support we receive from individuals and organizations is so important. In addition to the support MBHP receives from donors for a designated program or area, 31% of donations in 2012 supported our general operations. Funding for general operations allows us the flexibility to fill in gaps in funding for critical programs during difficult times.

Because of you, short-term fixes become permanent solutions and parents can focus on watching their children thrive instead of worrying about where they will sleep at night.

**FISCAL YEAR 2012 FUNDRAISING REVENUES FROM PRIVATE SOURCES**

- Specialized Intensive Programs and Services: $142,000
- Hoarding and Sanitation Initiative: $196,755
- Emergency Assistance: $23,600
- Family Self-Sufficiency Program: $100,100
- Foreclosure: $82,500

31% Funds Used for General Operating
- Founders Event: $140,193
- Marathon: $22,612
- Foundations and Fundraising Campaigns: $76,774

TOTAL CONTRIBUTIONS FROM PRIVATE SOURCES: $784,534
More than half of the private donations we received in Fiscal Year 2012 were targeted to support Specialized Interventions Programs and Services, including case management, housing search, and advocacy for residents who need more in-depth services to remain stably housed. Targeted private donations also enabled us to build a solid foundation of knowledge about fair housing and antisubordination laws, and offer services to residents who need assistance with fair housing issues.

Mixed-income Housing. Funds raised to support the development and management of a challenging project stand out to the people who live in and work with the skills and support that will lead to their long-term housing and economic stability is central to the Housing and Homelessness Program’s mission. Equipping people who are homeless and those who are at risk of homelessness with MBHP’s expertise ensures that even more people like Bob, who was at risk for homelessness, and children like Hans, can lead more comfortable lives.

A Generous Gift Creates Inspiring Results

At the beginning of Fiscal Year 2012, Oak Foundation, a global philanthropy group with offices around the world, provided MBHP with a generous gift to support our Housing Intervention and Tenancy Preservation Project, which has been critical in helping people with hoarding behaviors stay in their home. Oak’s generous gift allowed us to expand our programs’ capacity to reach as many people as possible. The $0 million grant funds helped to add innovative features to enable Hans to be more self-sufficient.

What qualities drew Oak Foundation to support the Housing Intervention and Tenancy Preservation Project?

This project protects some of the most excluded and vulnerable people at risk of homelessness, and it will fulfill the Foundation’s principles of supporting socially and economically disadvantaged individuals. Also, the project was developed in partnership with another key Boston organization, Bay Cove Human Services. Three types of partnerships offer significant value to projects, allowing organizations to tailor services in a holistic way. The replication of the model across a wider geographical area also made this project stand out to Oak’s trustees.

New one year into the face your grant, how do you feel about your partnership with MBHP?

Equipping people who are homeless and those who are at risk of homelessness with the skills and support that will lead to their long-term housing and economic stability is central to the Housing and Homelessness Programs Mission. The progress of this grant and the work of MBHP is inspiring.

PROJECT STANDOUTS

What qualities drew Oak Foundation to support the Hoarding Intervention and Tenancy Preservation Project?

As of fiscal year 2012, a developmental congenital disorder of the spinal cord that causes complications with mobility and incontinence, 6 year old Hans Boericke made it spend at least 45 minutes each night in the bathroom to prepare for bed. To his family’s surprise, getting ready for bed was quite a challenge. “It was a little like a circus, like a clown car,” says Will, Hans’s father. “It would be Hans and one of us [parents] on the bathroom and add innovative features to enable Hans to be more self-sufficient. The bathroom now has a fold-down desk for Hans to do his homework during his lengthy bathroom routine, and has a specialized suffi

HMLP—Leading a More Comfortable Life

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Donor Profile

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As one of the first initiatives of MBHP’s second phase of mission, the Home Modification Loan Program (HMLP) was a groundbreaking effort to provide low-income homeowners with disabilities, the Home Modification Loan Program (HMLP), but we also oversee monitoring in our region, making sure tenants, municipalities and housing developments offer enough affordable housing.

Expanding Opportunities for affordable home-ownership is an ongoing issue in Massachusetts, and one in which MBHP is proud to play a small but vital role. The bulk of MBHP’s Real Estate Services work revolves around administrating the state’s Home Modification Loan Program (HMLP), but we also oversee monitoring in our region, making sure tenants, municipalities and housing developments offer enough affordable housing.

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Making homes safe and secure is the first step to homes that are attractive to homeowners with disabilities. The Home Modification Loan Program (HMLP) has been instrumental in providing families and individuals with the means to make their home more safe and accessible. From the initial outreach to administration of the loan to monitoring the construction, MBHP backs the borrower through the entire process.

Developed in partnership with Bay Cove Human Services and funded by a grant from the Oak Foundation, MBHP’s Housing Intervention and Tenancy Preservation Project protects some of the most excluded and vulnerable people like the Boericke family. The project is designed to provide long-term housing and economic stability to clients with housing and homelessness.

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DEAR FRIENDS,

As we look back on another productive and successful year at MBH, we need to note the deep loss we all experienced in February with the untimely passing of our longtime Board Chair, Bill Lattie. Bill was tremendously committed to MBH and to making housing more affordable for everyone. His passionate spirit, talent, and kindness are greatly missed.

Looking through these pages, which represent a snapshot of MBH’s activities in Fiscal Year 2012, you will see many highlights of MBH’s many thriving programs, both in our work administering rental assistance and in providing housing support. Much of this continued success is due to the organizational’s steadfast belief in innovation, in constantly looking for more efficient ways to continue our mission of helping families and individuals find and afford affordable housing. Some examples of this include:

- **HomeBASE**—Building on our achievements of last year’s federally funded Housing Assistance and Rapid Re-Housing Program (HRP), we were selected to coordinate the state’s new HomeBASE strategy in our region. To combat the rising number of families in Boston, this innovative strategy offers durable housing solutions to temporary housing subsidies or household assistance finds along with stabilization services in place of emergency shelter. Through HomeBASE in Fiscal Year 2012, MBH provided critical housing and stabilization services to more than 3,000 families (see page 7 for more).

- **Hiring to Work**—Our expertise and innovation has also blossomed in our rental assistance programs, including our partnership in AmericaWorks—a HUD demonstration program which designs and tests innovative housing and self-sufficiency initiatives in the Section 8 voucher program. We have requested to offer similar rental assistance support services, and have become recognized for the philanthropic funds inherited from our founders—a dedication and commitment to expertise, partnership, and innovation. MBH is fortunate to inherit Lowell Richards’ legacy of leadership.

MBH’s MISSION

Our mission is to ensure that the region’s low and moderate income individuals and families have decent and affordable housing, and to retain existing affordable housing. Affordable housing is a tool we use to achieve housing affordability, economic growth, social sustainability, and the ability to live in high-quality neighborhoods. To achieve our mission and to promote affordable service delivery, we work collaboratively with a broad array of service providers and neighborhood-based organizations. We believe that everyone deserves a place to call home.

Sincerely,

Christopher T. Norris
Steve Braff
Global Head of Human Resources

Cynthia Lazure
Co-Chair of the Board

10 MBHP 2012 ANNUAL REPORT
DEAR FRIENDS,

As we look back on another productive and successful year at MBH, we need to thank all of you who have, again, supported us with your time, expertise, and financial contributions. Your generosity is what makes it possible for us to continue our mission of providing affordable housing, community development, and social services to those in need.

Looking back over the past year, we are proud of the progress we have made toward our goal of ending homelessness in the city of Boston. We have worked tirelessly to ensure that our programs and initiatives are designed to promote efficient service delivery, encourage housing stability, and make use of the latest technological advances.

In addition to our ongoing work in providing housing and support services, we have also expanded our programs to address the needs of homeless families in Massachusetts. Our efforts in this area have been driven by the passing of technologies and the recognition that fewer families are leaving homeless shelters. Some examples of our work include:

- In September 2012, we started using an innovative web-based tool which maintains an extensive database of homeless families in Massachusetts. This tool allows us to track the status of each family and provide them with the resources they need to find stable housing. Since its launch, the tool has been used by over 50 agencies across the state.

- In October 2012, we launched a new website that provides information on housing and support services for homeless families. The website is designed to be user-friendly and easy to navigate, with information on emergency shelter, transitional housing, and permanent housing options.

- In November 2012, we began a pilot program to provide legal services to homeless families. The program, which is funded by the Legal Services Corp., provides pro bono legal assistance to families who are facing eviction or other legal challenges.

- In December 2012, we started a new program to provide mental health and substance abuse treatment to homeless families. The program is designed to help families address their health needs and prevent homelessness.

We are deeply grateful to all of our donors, partners, and volunteers who have supported us throughout the year. We could not have achieved our goals without your unwavering support.

Sincerely,

Christopher T. Morris
Steve Ballif
Clytie Lassce
Co-Chair of the Board of Directors

FISCAL YEAR 2012 CONTRIBUTORS

MBH's Mission Statement: MBH is committed to producing excellent housing, social services, and community development programs and initiatives. We believe that everyone deserves a place to call home.

IN MEMORIAM - LOWELL L. RICHARDS, III

In February, MBH was deeply saddened by the passing of Lowell L. Richards, III, one of the Co-Chairs of our Board of Directors. A founding board member in 1980, Lowell served as Co-Chair with Steve Ballif beginning in 2000.

Under Lowell’s stewardship, MBH has evolved into the state’s largest and most recognized provider of rental assistance and permanent housing. We have responded to the needs of homeless and low-income individuals and families by expanding our programming and services, and have become recognized for the quality of services delivered to our beneficiaries. - a dedication and commitment to expertise, partnership, and innovation. MBH is fortunate to inherit Lowell Richards’ legacy of leadership.

Technical Advances - In our Property Management Department, MBH staff began using hundreds of digital tablets in place of paper forms during inspections to increase efficiency and accuracy while decreasing human error. To train new account representatives, we started using an innovative web-based tool which maintains an extensive database of emergency shelters, which can be accessed by a computer or mobile device.

In memory of Merit Porter’s father, we end this note with deep sorrow and appreciation for your understanding and for your generous support of MBH’s mission.

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DONOR PROFILE

OAK FOUNDATION

A Generous Gift Creates Inspiring Results

At the beginning of Fiscal Year 2012, Oak Foundation, a global philanthropy group with offices around the world, provided MBHP (in partnership with Bay Cove Human Services) with a four-year $685,666 grant to support its Housing Intervention and Tenancy Preservation Project. This generous gift allowed us to build capacity for the project and to significantly reduce the number of evictions caused by housing behaviors in our region. MBHP spoke with Oak Foundation about its donation and how MBHP is using their giving profile.

What qualities drew Oak Foundation to support the Housing Intervention and Tenancy Preservation Project?

This project protects some of the most excluded and vulnerable people at risk of homelessness, and fits well with the Foundation’s principles of supporting social and economically disadvantaged individuals. Also, the project was developed in partnership with another key Boston organization, Bay Cove’s Tenancy Preservation Project. These types of partnerships offer significant value to projects, allowing organizations to tackle issues in a holistic way. The replication of the model across a wide geographical area also made this project stand out to Oak’s trustees.

One year into the four year grant, how do you feel about your partnership?

Developing partnerships with key local organizations is central to MBHP’s mission, and our expanding partnerships are the result of our efforts over the last ten years to build and expand collaborative relationships.

Last November, Oak Foundation chose to grant us a four-year $685,666 grant to support MBHP’s Housing Intervention and Tenancy Preservation Project. This generous gift allowed us to build capacity for the project and to significantly reduce the number of evictions caused by housing behaviors in our region. MBHP spoke with Oak Foundation about its donation and how MBHP is using their giving profile.

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