

People First. Housing Always.

**2018
IMPACT
REPORT**



Metro HousingTM
B O S T O N





Metro HousingTM B O S T O N

People First. Housing Always.



Homelessness Prevention



Housing Stability



Economic Security

Metro Housing|Boston helps families and individuals address their housing needs across the continuum toward economic security.

OUR MISSION

Metro Housing|Boston mobilizes wide-ranging resources to provide innovative and personalized services that lead families and individuals to housing stability, economic security, and an improved quality of life.



METRO HOUSING|BOSTON BOARD OF DIRECTORS / As of June 30, 2018

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EXECUTIVE DIRECTOR

Christopher T. Norris

Dear Friends,

Welcome to Metro Housing|Boston's FY18 Impact Report.

We have been in our new office at Roxbury Crossing for one year. Our move to the neighborhood has resulted in Metro Housing's increased visibility among our participants in the surrounding neighborhoods. Metro Housing has also increased our visibility in all communities throughout our service area with 14 colocation sites resulting in personalized services to more individuals and families across the region.

True to our mission, these services help our participants navigate the continuum from homelessness prevention to housing stability to economic security. In the following pages you will read about some of the people we have helped at various stages of that continuum, including:

KATTY, a single mother of three who spent many years living in a shelter until she was referred to our HomeBASE and Stabilization program. Katty's case manager worked tirelessly to help her find housing and was a strong advocate for the family.

MICHAEL, a social service worker who suffered a stroke that left him disabled and unable to return to work. He lived in a second floor walkup apartment and with the help of our Specialized Intensive Programs and Services (SIPS) moved into an accessible apartment that provided him with greater independence.

LORI, a Section 8 participant who ran into financial problems due to disabilities. She regained her financial independence with our Family Self-Sufficiency (FSS) program, enabling her to repair her credit and is now expanding her home health care business.

MERCEDES, whose contract as a meal coordinator at a Boston charter school did not include employment during the summer. Unable to secure summer work while six months pregnant, she fell behind in her rent and faced eviction until she received RAFT assistance.

In fact, because of our outreach efforts last year, Metro Housing provided RAFT assistance to families from every one of the communities in our region.

The move to our new office coincided with new opportunities for partnerships. We are proud to be partnering with Boston Medical Center, Children's Hospital, CONNECT in Chelsea, Interfaith Social Services in Quincy, Georgetowne Homes and many others to provide services to residents close to where they live and work. In the pages that follow you will also read about other Metro Housing program successes in FY18, such as the Fair Housing Project, the new Green Space program, as well as our policy work at both the state and federal levels.

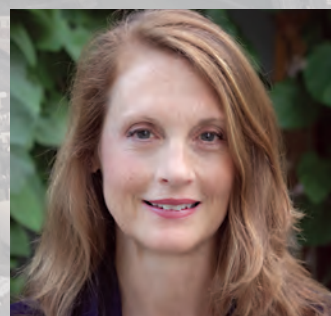
In closing, we wish to thank all of our generous donors who continue to support our work in ensuring that everyone in Greater Boston has a place to call home. Whether it is through a one-time gift, a recurring monthly gift, a sponsorship of a special program or through our Cornerstone Society, your generosity is appreciated by all we serve.



CHRISTOPHER T. NORRIS
Executive Director



ELIZABETH GRUBER
Board Co-Chair



CYNTHIA LACASSE
Board Co-Chair

Christopher T. Norris

Elizabeth Gruber

Cynthia LaCasse

**RESIDENTIAL ASSISTANCE FOR FAMILIES IN TRANSITION (RAFT)**

The state-funded RAFT program is a tool used by the HCEC team to provide eligible households up to \$4,000 per 12-month period. RAFT lets families stay in their homes, helps them move out of homelessness into new apartments, keeps utilities on, and stabilizes families.

IN FY18, RESIDENTIAL ASSISTANCE FOR FAMILIES IN TRANSITION (RAFT):

DISTRIBUTED
\$3.74M
in total funds

1,424

Families received RAFT assistance

\$2,690

Average benefit received

METRO HOUSING ALSO PROVIDED ASSISTANCE TO:

109 through the
FAMILIES EMERGENCY SOLUTIONS GRANT PROGRAM

The Emergency Solutions Grant Program assists homeless households and households at risk of homelessness in the City of Boston.

21 through the
FAMILIES EMERGENCY ASSISTANCE FUND

Supported primarily by private contributions, the EAF grants small payments to help those at imminent risk of homelessness to remain housed or those that are homeless to obtain housing.

**A LIFE RAFT PREVENTS AN EVICTION****MERCEDES' STORY**

(L-R) State Representative Paul Donato (Medford), State Representative RoseLee Vincent (Revere), King, Mercedes, Christopher Norris.

As a meal coordinator at a Boston charter school - ordering food and distributing breakfast and lunch to more than 300 students every day - **MERCEDES'** contract did not include the summer months. Being six-months pregnant in June 2017, Mercedes struggled to find extra employment that would help her cover her expenses until school started up again in the fall.

As she fell behind in her rent over the summer, Mercedes became anxious about her housing situation and possibly being evicted.

Mercedes was referred to the Residential Assistance for Families in Transition program, commonly known as RAFT, through Mass 2-1-1, a confidential phone service that connects callers to information about critical health and human services. The state-funded RAFT program is a tool used by the Housing Consumer Education Center (HCEC)

at Metro Housing to provide eligible households up to \$4,000 to help retain their housing, obtain new housing, or otherwise avoid becoming homeless.

Metro Housing's Jamila Aden, a RAFT case worker, met with Mercedes and explained how RAFT works and the documents she would need. Jamila also helped her mediate a plan with the property owner to pay the back rent.

Just two weeks after Mercedes gave birth to her son King, Jamila notified her that her RAFT assistance was approved and that her back rent would be paid in full.

"I am so grateful for Jamila of Metro Housing and the funding that RAFT provided," says Mercedes. "It allowed me to stay in my apartment and provide a place for my children and myself. I am also appreciative to our legislators at the State House for continuing to fund RAFT and help families like mine."

“It allowed me to stay in my apartment and provide a place for my children and myself. - **MERCEDES**”



LIFE FROM BOTH SIDES

MICHAEL'S STORY



There is a line from an old song by Joni Mitchell – “I’ve looked at life from both sides now” – that can be applied to **MICHAEL**’s life.

Michael worked as a residential counselor at VinFen, a provider of services to people with intellectual and developmental disabilities, when he suffered a stroke in early 2017. The stroke left Michael’s left side severely impaired, made worse by the fact that he was left handed. As someone who was dedicated to helping others, Michael was now the one who needed assistance.

After spending months in hospitals and rehab facilities, Michael returned to his second floor walkup apartment in Cambridge confined to a wheelchair. Unable to freely move about or leave his apartment, it was clear that he was going to have to find an accessible apartment.

Simone, a worker at Volunteer Nurses Association referred Michael to Metro Housing’s Sylvia Kelly, Manager of the SIPS program. Sylvia met with Michael and began immediately searching for a suitable place for him to live. The search was more difficult than anticipated, and Michael remained in his Cambridge apartment, only leaving for doctor’s appointments via ambulance.

Sylvia’s network of property owners was beneficial in her search. “While visiting another client of mine in Medford, I learned of a one bedroom handicap accessible apartment from the property manager,” said Sylvia.

Sylvia and her team went to work and within one week Michael was in a new apartment in Medford.

“Working with Simone and Sylvia supported my faith in God,” said Michael. “They advocated for me at every turn, something I’ll never be able to repay them for.”

Michael recently received a motorized wheelchair that will make his recovery easier. His goal is to return to normalcy, whether it is returning to work or continuing his education.

“This whole experience has taught me that sometimes you have to go look for positivity when you think it doesn’t exist,” said Michael. “Yes, I’m going through a tough time, but when I think about the support I have received from Metro Housing, there just isn’t room in my life for negativity. You have to find the positives in your life to keep you moving forward.”

IN FY18, METRO HOUSING’S SIPS TEAM:

PROVIDED SERVICE TO:

204 individuals and families



58

of these were assisted with housing search

SPECIALIZED INTENSIVE PROGRAMS & SERVICES

relies heavily on private contributions. It continues to operate thanks to the generous support of corporations and individuals committed to preserving tenancy by providing services to those who need it the most.

“They advocated for me at every turn, something I’ll never be able to repay them for. – **MICHAEL**”

SPECIALIZED INTENSIVE PROGRAMS & SERVICES (SIPS)

Specialized Intensive Programs & Services start with a comprehensive assessment of need and continue with supports that range from assistance with navigating service systems to gaining access to mental health, medical and/or substance use resources. It also incorporates practical hands-on help with daily living, as well as financial and legal advocacy. The intensive, personalized and at-home focus is pivotal in engaging clients and stabilizing them in their homes and communities.



A HOME WITHIN A HOME

TARA & STEPHEN'S STORY



When **STEPHEN** suffered a severe stroke in January of 2017, his family did not think he was going to make it. In fact Stephen was pronounced dead at the hospital.

But the Dorchester native was not ready to quit and he soon began the fight of his life.

Stephen's wife **TARA** knew that when and if he was able to come home, the family home needed to be ready for him. Tara had to move quickly to make the house accessible, and she faced significant costs.

Family and friends offered financial support, but the work was extensive, and additional assistance was necessary. Stephen needed a deck removed and a room built in its place, an access ramp to accommodate a wheelchair, an accessible bathroom, and a walk-in closet. Tara was referred to Metro Housing and the Home Modification Loan Program (HMLP).

"Without HMLP, I'd be in big trouble. Metro Housing's Sue Shea made it

so easy for our contractor and made our lives so much easier at a time when we needed it," said Tara.

The HMLP provides loans for access and safety modifications for elders and persons with disabilities and families with children with physical or cognitive disabilities. Equally important, one Metro Housing staff person, Jennifer Shaw, guides the family through the process, while another, Sue Shea, works with contractors to stay on budget. These modifications allow people to remain in their homes and live independently in their communities.

Construction began in the summer of 2017 and after spending more than a year in hospitals and rehabilitation centers, Stephen returned home in February of 2018.

Stephen's recovery will be a long one, but Tara is forever grateful. "The Home Modification Loan gave me the ability to give my husband a place to call home, within our home."

“ The Home Mod loan gave me the ability to give my husband a place to call home, within our home. - **TARA** ”

IN FY18, METRO HOUSING MADE HOMES SAFER BY:

closing
28 home
modification
loans

Valued at
\$778,421

To help elders
and people with
disabilities stay in
their homes

HOME MODIFICATION LOAN PROGRAM

The Home Modification Loan Program (HMLP) is an innovative state lending program that helps qualifying participants finance home modifications.

It assists seniors, individuals, and families with children with disabilities to finance the cost of renovations to their primary residence, allowing individuals to remain at home. Typical modifications include installation of ramps and lifts, widening of doorways, and alteration of kitchens and bathrooms.



HomeBASE & STABILIZATION

HomeBASE is a program of the Massachusetts Department of Housing and Community Development (DHCD) designed to reduce the need for motels and shelters. The goal is to assist families who are facing homelessness to find alternative solutions to entering shelter and/or motels.

IN FY18, METRO HOUSING:
PROVIDED

379 FAMILIES
with

12 months

of stabilization services
to ease their transition
into permanent
housing

AND HELPED

265
homeless families

move out of shelters and
into new homes.



“I wanted for Katty what she deserved – a safe place for her family and for her kids to receive the proper education they needed.”

– LUZDARY SARRIA



Katty (left) with her three children.

‘PEOPLE FIRST’ RINGS TRUE FOR HOMELESS FAMILY



KATTY’S STORY

Luzdary Sarria, HomeBASE Stabilization Case Manager, takes the Metro Housing tag line –“People First. Housing Always.”– to heart every single day. She treats all of her HomeBASE participants the way she would expect to be treated, including **KATTY**, a single mother of three.

A native of the Dominican Republic who came to Massachusetts at the age of 20, Katty was unable to work due to multiple disabilities. She always did what she had to do to protect her children, even if it meant living in a shelter. While living with her family in a shelter in Norwell, she was referred to Metro Housing by Quincy Community Action Programs.

Katty knew very little English so it was beneficial to her when she was assigned to Luzdary, a native Spanish speaker. HomeBASE is a program that seeks to reduce the number of families in shelters and motels by providing financial assistance, resources, and services to quickly house families in homes where they can connect their families with education, health services, and basic family needs.

Luzdary quickly helped Katty through the process of applying for assistance from HomeBASE, allowing her to purchase furniture, pay first month’s rent, and move her family into a public housing apartment in Boston. The joys of being out of shelter and in her own place soon turned to sadness as the living conditions at her new complex were not safe for her children. Luzdary advocated for better conditions on behalf of Katty after the apartment failed inspection three times.

Luzdary also worked as an advocate for the children, ensuring that Katty’s son received the proper considerations with his Individualized Education Program and that he received the transportation services he was entitled to.

“I had to fight for Katty because she didn’t know how to navigate through all of the processes,” said Luzdary. “I wanted for Katty what she deserved – a safe place for her family and for her kids to receive the proper education they needed. It is what every mother wants for their children.”



HELPING TO RAISE THE NEXT GENERATION

LOYDA'S STORY

The hurt that **LOYDA** felt was immeasurable. She was living with her husband and granddaughter in an apartment in Mattapan when she received an eviction notice. The property owner, one of Loyda's relatives, raised the rent to an amount that Loyda could not afford.

The anxiety Loyda experienced landed her in the hospital while she was also dealing with a workplace injury to her hand suffered in her job as a nurse's assistant. It was the lowest of times for the native of Costa Rica.

Loyda eventually did leave her apartment but because she was unable to find an affordable replacement, she moved in with a friend where her family stayed in one room. Loyda continued searching for a home that would be safe for her granddaughter, but she was having limited success.

When Loyda visited Metro Housing in mid-2017, she was hoping to receive help with financial assistance and housing search. Despite their

best efforts, Metro Housing staff were not able to find a solution to the multiple barriers she faced. Things looked bleak.

Just weeks later, Loyda's case manager at Metro Housing, Nora Pile, learned of a new Section 8 voucher called RNG, or "Raising the Next Generation." RNG provides housing assistance to very low-income elderly persons who are responsible for raising young children.

Nora called Loyda immediately. Loyda came to our office, filled out the application, and five weeks later was the recipient of a voucher. She now lives in a two bedroom apartment with her husband and granddaughter in Randolph.

"When I told my granddaughter that we were going to be moving into our own apartment, I cried tears of joy," said Loyda. "I am so grateful to everyone that helped me. Nora didn't even know me but she made me feel like I was a member of her own family. She was so supportive."



“When I told my granddaughter that we were going to be moving into our own apartment, I cried tears of joy. - **LOYDA**”

HOUSING VOUCHERS

The Housing Choice Voucher Program, commonly known as Section 8, is a federally funded program for assisting very low-income families, elders, and people with disabilities to afford decent and safe housing. The Massachusetts Rental Voucher Program (MRVP) is a similar program funded by the Commonwealth of Massachusetts.

IN FY18, METRO HOUSING:

ADMINISTERED RENTAL
ASSISTANCE FOR
10,000
HOUSEHOLDS

7,800

via federally-funded
Section 8

2,241

via state-funded
MRVP

58%

had a family member
with disabilities

22%

had an elderly
family member

43%

had children



“ I learned how to set goals and become independent. My Metro Housing advisors were so supportive. – LORI ”



A PATH TO SELF-SUFFICIENCY

LORI'S STORY

LORI's long journey toward economic security began after marrying at a young age. After enduring years of verbal and physical abuse she summoned the courage to take her two children and move into a family shelter in Waltham.

Through a special program for victims of domestic violence, Lori obtained a Section 8 voucher and moved into a two-bedroom apartment in Lexington. Even though she was employed, her ex-husband made things difficult by not keeping up with child support payments. She almost lost her apartment and had her car repossessed.

As a Section 8 participant, Lori learned about Metro Housing's Family Self-Sufficiency (FSS), a voluntary program designed to help families improve their economic standing over a five-year period, and allow the family to increase their assets by keeping rent payments stable as their income increases.

"My goal was to always regain my independence and become self-sufficient," says Lori. "FSS was instrumental in helping me accomplish that."

Lori first completed FSS in the early 2000's to help her erase debt. Then, a decade later, while still in a low wage job and dealing with ongoing health issues,

she returned to FSS to repair her credit, and help her buy a car to expand her home care-giver business.

Lori graduated from FSS last year and has begun to expand her health care client base. She is now considering becoming a Certified Nursing Assistant.

"I'm not sure where I would be without FSS," said Lori. "I learned how to set goals and budgets, and more importantly, become independent. My advisors at Metro Housing were so supportive and understanding."

FAMILY SELF-SUFFICIENCY

Family Self-Sufficiency (FSS) is a voluntary program designed to help families achieve increased economic self-sufficiency over a five-year period. In partnership with Compass Working Capital, FSS participants are matched with an FSS advisor to provide one-on-one coaching and assistance with reaching their goals.

IN FY18, FAMILY SELF-SUFFICIENCY:

DISTRIBUTED
\$287,250
IN ESCROW SAVINGS



39

PARTICIPANTS
completed the program
and graduated in
FY18

and gained an
average

\$20,372

increase in yearly
earnings



STUDENT TURNS TRIPLE PLAY AT METRO HOUSING

GARLAND'S STORY



14

COLOCATION
SITES

SERVED
641
FAMILIES

Soon after he enrolled at Roxbury Community College (RCC), **GARLAND** was notified that he had to leave his apartment building, along with all of the other residents, because the new owner was planning to do major renovations. He searched for a new home but was unsuccessful, and his housing voucher was set to expire. After experiencing homelessness earlier in his life, that was not a prospect he wanted to face.

Garland saw a flyer at RCC about Metro Housing's colocation program and set up an appointment to meet with a representative on campus. He was referred to Matt Gibson, Case Management Specialist, who, according to Garland, "was a blessing."

Matt obtained an extension on Garland's voucher and assisted with the search for a new apartment. "After meeting Matt, I just felt some good was finally going to happen," said Garland.

And Garland went all in with Metro Housing. He participated in Metro Housing's Green Space financial coaching program, raising his credit score which ultimately led to him finding an apartment in Hyde Park. Garland was also eligible for RAFT assistance, helping him with his first and last month's rent, furniture, and moving costs.

But Garland wasn't done yet. Having established housing stability, Garland still needed to find a job to increase his economic security. At Matt's urging, Garland applied, and received, the Metro Housing Lowell L. Richards, III Fellowship for Leadership and Public Service. Lowell Richards was a board member and long-time board co-chair of Metro Housing.

As a Fellow, Garland received a \$5,000 grant and spent the summer working at Metro Housing for Green Space, the very program that enabled him to get back on his feet financially.

“To see where I am today because of Metro Housing is hard for me to fathom. – **GARLAND**”



EXCEPTIONAL CARE. WITHOUT EXCEPTION.

METRO HOUSING AT BMC HELPS PREVENT HOMELESSNESS FOR BOSTON FAMILIES

Metro Housing partners with local agencies and uses their expertise to supply vital housing support services to residents who have low and moderate incomes. Through these collaborations with community organizations, residents access multiple services convenient to where they live, in familiar locations that are physically and culturally accessible. The colocation sites are possible in part through the generous support of the Bank of America Foundation.

ADULTS who are unable to afford rent are more likely to report being in fair or poor health, having mental distress - including depression, delaying doctor visits, and lacking enough sleep compared to those who never or rarely worry about affording housing expenses. That is why Metro Housing launched a partnership in 2018 to connect families who visit the Pediatric Department of Boston Medical Center with resources to help prevent homelessness. This is Metro Housing's first partnership with a medical institution that incorporates homelessness prevention.

With funding from Massachusetts' Department of Housing and Community Development, Metro Housing has staff at BMC up to three days per week so that families at risk of homelessness can have access to homelessness prevention resources, crisis intervention, and long-term stabilization without leaving the hospital.

Children's HealthWatch data from BMC's Pediatric Department shows that one in three families are housing insecure, meaning they have unsafe housing or are in jeopardy of eviction. "With the critical resource that Metro Housing will provide, we are confident we can show how integrating housing services into healthcare can improve housing stability and health together," says Dr. Megan Sandel, Associate Director of the Grow clinic at Boston Medical Center.



Representatives from Boston Medical Center and Metro Housing meeting to plan the launch of the partnership.

IN FY18, METRO HOUSING PROVIDED SERVICES AT THE FOLLOWING LOCATIONS:

Boston Medical Center, **Boston**

Children's Hospital, **Boston**

Cambridge Multi-Service Center, **Cambridge**

Bunker Hill Community College, **Charlestown**

CONNECT, **Chelsea**

Health Starts at Home, **Chelsea**

Georgetowne Homes, **Hyde Park**

Interfaith Social Services, **Quincy**

Family Resource Center, **Roslindale**

Madison Park High School, **Roxbury**

POAH's Salem Heights Apartments, **Salem**

Somerville Homeless Coalition, **Somerville**

WATCH CDC, **Waltham**

Council of Social Concern, **Woburn**



PROPERTY OWNERS: VALUED PARTNERS MAKING A DIFFERENCE

“Working with Metro Housing and tenants that are in need of a little help has been a great experience for me.”

– **GEORGE GREGORIADES**



Honoree George Gregoriades (center), is flanked by Metro Housing's Susan Nohl (L) and Sylvia Kelly (R) at the Property Owner Appreciation Night in April 2018

In April, Metro Housing celebrated property owners and management companies for their continued commitment to providing quality affordable housing to our leased housing tenants. George Gregoriades was one of three property owners that were honored for going above and beyond in their tenant relationships.

Two years ago, George worked quickly with members of the Metro Housing staff to rent an apartment to Jerry, a victim of domestic violence who had recently recovered from a stroke. Because of Jerry's health issues, George helped him out in multiple ways, big and small. For example, he helped Jerry get a lock box outside of his apartment for easy access for his family and caseworkers.

“George Gregoriades exemplifies the type of property owner that everyone wishes they could rent from,” says Sylvia Kelly, Jerry's case worker at Metro Housing.

He also helped Jerry get a disability parking placard to make it easier for him to get to medical appointments. As Jerry's birthday is July 4, George included him in a large gathering for the holiday last year, and then made sure to make the event about Jerry's birthday.

“Jerry had been through some rough times and I wanted to do what I could to help,” says George. “Working with Metro Housing and tenants that are in need of a little help has been a great experience for me.”

Throughout it all, George made Jerry feel welcome and safe from day one.

conducted
18,562
home inspections
.....
partnered with
4,300+
property owners



Metro Housing
BOSTON

PROPERTY OWNER SERVICES

In FY18, Metro Housing|Boston conducted 18,562 inspections, ensuring that renters in subsidized apartments live in safe, decent homes.

We also partnered with more than 4,300 property owners to offer a variety of programs and services. Workshops are offered in areas such as Property Owner/Tenant Law, Fair Housing, Section 8 Orientation, and Housing Quality Standard Inspections.

MORE IMPACT BY THE NUMBERS



Housing Consumer Education Center (HCEC)



Metro Housing serves as the HCEC for Greater Boston. Funded by the Massachusetts Department of Housing and Community Development, it is one of nine HCECs located throughout the state. Free and open to the public, HCECs educate and assist tenants and property owners and respond to constituent issues reported by elected officials. HCEC provides workshops and trainings for tenants and service providers on topics such as affordable housing basics, landlord relationships, and housing search strategies.

In FY18, Metro Housing's HCEC responded to:

9,582 housing inquiries

which included:

6,769 counseling sessions

3,083 information & referral sessions



Fair Housing Project

Metro Housing has committed to equal opportunity and access to housing for all by incorporating fair housing principles into its services. We provide trainings to tenants, service providers, and property owners regarding their rights and responsibilities under the federal Fair Housing Act of 1988 and the state fair housing law, Chapter 151B. Staff members also provide technical assistance on fair housing and refer clients to other related services in Greater Boston.

In FY18, Metro Housing's Fair Housing project responded to:

301 fair housing inquiries

of these households:

77 tenants with disabilities

69 receiving rental assistance

28 at least one child under 18



Center for Hoarding Intervention



The Center for Hoarding Intervention (CHI) provides intensive, hands-on case management support for low-income residents struggling with hoarding disorder and at risk of eviction. CHI also provides training in hoarding intervention for service providers, hoarding professionals, and first responders, and technical assistance to communities to improve hoarding intervention policies and procedures.

In FY18, the CHI provided services to:

75 households

and made:

476 home visits

The Hoarding Training Institute conducted:

32 workshops

which trained

1,625 professionals



Green Space Financial Counseling

Launched in FY18, Green Space is a financial literacy and housing stabilization program for low- and moderate-income families and individuals in Greater Boston. Green Space provides workshops and one-on-one financial coaching with no time limits, focusing on each participant's financial priorities. Green Space also provides housing stabilization case management services as needed.

In FY18, Metro Housing's Green Space Financial Counseling assisted:

81 families
In setting goals to increase their economic security

through:

11 workshops **8** community partners



3. ECONOMIC SECURITY



2. HOUSING STABILITY



1. HOMELESSNESS PREVENTION

METRO HOUSING|BOSTON

Helps families and individuals address their housing needs across the continuum toward economic security.



Mass LEAP

The Massachusetts Learning Employment and Asset Program (Mass LEAP) connects MRVP voucher holders to career, education and finance coaches from Jewish Vocational Service (JVS) and Economic Mobility Pathways (EmPath) to attain their goals toward personal and professional development.

In FY18, MassLEAP enrolled:

85 participants

43 from JVS

42 from EmPath

METRO HOUSING FY 2018 HIGHLIGHTS

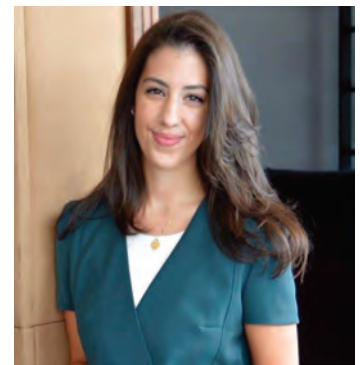


▲ Mayor Marty Walsh (center) is joined by representatives of Eastern Bank, Metro Housing, and the City of Boston at the dedication of Eastern Bank's new Roxbury Crossing branch.

► The Housing Matters Forum on May 1 featured (L-R): Cynthia Lacasse of MassHousing, Diane Yentel of National Low Income Housing Coalition, Congresswoman Katherine Clark, Christopher Norris of Metro Housing, Rachel Heller of CHAPA, Clark Ziegler of Massachusetts Housing Partnership, and Janelle Chan of DHCD.



▲ Joining in the dedication of Metro Housing's new office are (standing, L-R) Board member Esther Schlorholtz, Boston City Councilor Josh Zakim, MassHousing's Chrystal Kornegay, State Senator Sonia Chang-Díaz, City of Boston's Sheila Dillon, Executive Director Chris Norris, Board member Janet Frazier. (Sitting, L-R) CFO Anne Rousseau, Board Co-chair Cynthia Lacasse, and Board member Cassandra Clay.



▲ Nour Ghadanfar, one of two 2018 recipients of the Lowell L. Richards, III Fellowship for Leadership and Public Service.



◀ Far Left: Five of the members of Team Metro Housing that participated in the 2018 Boston Marathon: (L-R) AJ Burckhardt, Michael Lara, Dan Rosen, Dana LeWinter, Mia Friedman. (Missing: Diana Lane Jensen).

◀ Near Left: Team Metro Housing member Diana Lane Jensen is a confident runner, despite awful conditions at this year's Boston Marathon.



▲ Metro Housing staff showed support for affordable housing at *Our Voices, Our Homes* rally at Faneuil Hall.



▲ Executive Director Christopher Norris unveils the sign outside of Metro Housing's new building with assistance from (L-R) Board Co-chairs Liz Gruber and Cynthia Lacasse, and CFO Anne Rousseau.



▲ Metro Housing employees Monique Powe-Durant (rear) and Taychalind Arrieta get settled on the first day at our new offices.

2018 FINANCIALS

FOR THE YEAR ENDED JUNE 30, 2018

Revenue:

Program Services & Reimbursements	\$12,486,016
Foundations	1,006,243
Corporations	324,169
Individuals	202,078
Contribution revenue	25,000
Unrealized Gains	355,336
Investment Income	304,489
Interest on loans receivable	33,960
Miscellaneous income	56,161

Total Revenue & Support	\$14,793,452
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Expense:

Program Services	12,199,763
General Administrative	910,345
Fundraising	559,937

Total Expense	\$13,670,045
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Net Assets, beginning of year	\$11,933,223
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Excess/ (Deficit) of Revenue Over Expenses	1,123,407
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Net assets, end of year	\$13,056,630
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