

## 2019 METRO HOUSING IMPACT

### RESOLVED PEOPLE'S HOUSING CHALLENGES



- Responded to **14,546** housing inquiries including **9,771** sessions for counseling and **4,250** for information and referral.
- Assisted **1,710** households facing eviction to retain their housing, for a total of **\$4.4 million** to support housing stability through the state-funded Residential Assistance for Families in Transition.
- An additional **468** Boston families received assistance through various flexible homelessness prevention programs - Moving to Work, Emergency Solutions Grant, Flex Funds - using a variety of city, state, and federal funding.
- Led **65 workshops**, training more than **2,000** tenants, property owners, and service providers.
- The Fair Housing Project responded to **142** inquiries, including **99 referrals** from participants, service providers & professionals.
- Served **1,977** families at **14** colocation sites, representing a **68% increase** in families over FY18.

### MOVED FAMILIES FROM HOMELESSNESS TO HOUSING



- Helped **45** families who were homeless move out of shelter and into new homes.
- Provided up to **12** months of stabilization services for **345** families to ease their transition into permanent housing.

### HELPED PEOPLE GROW THEIR ASSETS



- Graduated **29** participants from the Family Self-Sufficiency (FSS) financial mentoring program.
- Distributed **\$333,691** in escrow savings to FSS participants, who increased their earnings by an average of **\$30,362**.
- Held **\$146,030** in escrow for **50** families participating in the Family Economic Stability (FES) program.
- Helped **79** families improve their financial standing through the Green Space Financial Coaching program. **60%** were more confident in managing their finances. **68%** improved their housing stability.



### MADE HOMES SAFER



- Conducted **19,000** healthy and safety inspections.
- Closed **34** loans, valued at **\$1,000,000**, to help elders and people with disabilities stay in their homes.



### MADE RENT MORE AFFORDABLE



- Administered rental assistance vouchers to more than **10,000** households.
- **58%** of households had a member with a disability.
- **42%** were families with children.
- **24%** were elders.

