



HELPING A REGION IN NEED

2020 IMPACT REPORT



Metro Housing
BOSTON

People First. Housing Always.

METRO HOUSING| BOSTON HELPING A REGION IN NEED

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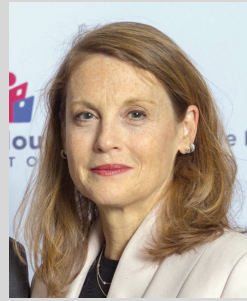
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Dear Friends,

Welcome to Metro Housing|Boston's FY20 Impact Report.

History will remember 2020 as one of the most tumultuous year's in American history. The pandemic, political divisiveness, and increased calls for racial equality from across the political spectrum have made this year like none other.

In March, Governor Baker declared a state of emergency because of COVID-19. The team at Metro Housing has remained committed to helping those in need. We know that even during a pandemic homelessness and housing instability do not take a break.

With businesses closed and thousands of people laid off from their jobs, the need for emergency cash assistance to maintain housing stability has reached record levels. As of the publication of this Impact Report, since March 2020 the Residential Assistance for Families in Transition (RAFT) program at Metro Housing has served 2,512 households and distributed \$6.8 million. We also have nearly 3,000 additional households who have requested assistance, and we expect that number to continue to increase as the number of COVID-19 cases climbs during the colder fall and winter months.

In the following pages, you will learn about the housing challenges faced by some of the families served by Metro Housing during the pandemic. Though these families and others survived their immediate housing emergencies with assistance from rental relief programs such as RAFT, ERMA,

and the partner programs with Boston, Braintree, Milton, and Revere, many continue to struggle.

Thousands of renters in the metro Boston region with extremely low incomes were struggling prior to the pandemic. Although these households were somehow able to avoid homelessness before, their incomes have continued to fall dramatically, and they are at greater risk of losing their homes the longer the pandemic continues.

While the family stories included in this year's report are naturally focused on families in need of rent relief, Metro Housing's staff has continued to provide services to the thousands of families and individuals who have housing vouchers through Section 8 and MRVP, receive guidance from our Fair Housing and Civil Rights Project, and get connected to services through our multitude of colocations. Metro Housing also deepened its relationships with health care partners such as Boston Medical Center, Children's Hospital, Winchester Hospital, Mass General Brigham and Community Care Cooperative to support the region's most vulnerable populations.

If not for the partnership and collaboration with the Commonwealth of Massachusetts, our housing partners across the state, and the valuable contributions from private donors like yourselves, many more families might have suffered much worse fates. While our work remains ongoing, please read on to see what a difference we have all made together.

Thank you.

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.

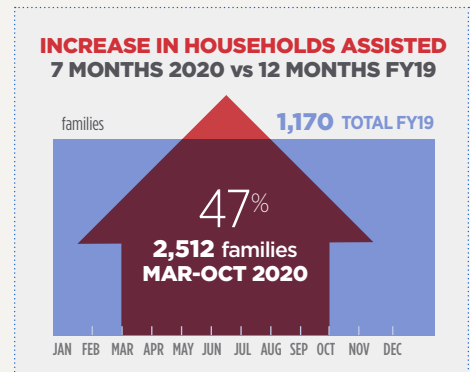
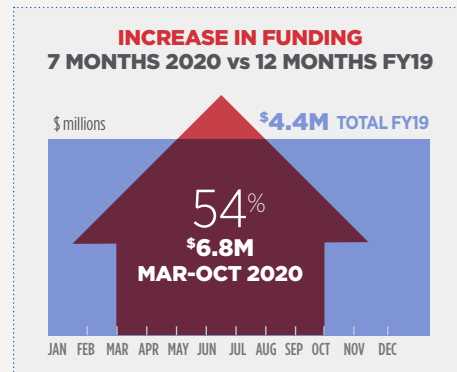


Metro Housing
B O S T O N

People First. Housing Always.

COVID-19 AND ITS IMPACT ON THE REGION

DEMAND FOR RAFT SURGES DURING MARCH TO OCTOBER 2020



IN THE SEVEN MONTHS since the pandemic began, Metro Housing has helped 2,512 families and individuals with \$6.8 million in RAFT support, 47% more households (1,170) and 54% more funding (\$4.4 million) than in all of FY19.

RAFT DURING THE PANDEMIC: PIPELINES TO RENTAL RELIEF

Since 2005, Residential Assistance for Families in Transition (RAFT) has been a steadfast pipeline for families in housing crisis across the state. In a typical year, Metro Housing assists more than 1,500 families with critical resources to help them stay in their home communities.



THIS HAS NOT BEEN A TYPICAL YEAR.

RAFT and ERMA (Emergency Rental and Mortgage Assistance) are homelessness prevention programs for households with very low incomes. Metro Housing administers RAFT and ERMA in Boston and 28 surrounding communities.

This past year, Massachusetts has dedicated more resources and updated some of the primary components of RAFT in response to COVID. For example, for COVID-related housing crises the maximum RAFT benefit was increased from \$4,000 to \$10,000.

Since the beginning of the COVID-19 pandemic in March, demand for housing assistance through RAFT has increased significantly in the region. The number of households that received RAFT increased by 62 percent between March and August 2020 compared to the same period in 2019. Average RAFT payments increased by 19 percent, and total payments increased by 94 percent.

Further, in the seven months (between March and October 2020) since the pandemic started, Metro Housing has helped 2,512 households with \$6.8 million in RAFT support, significantly

more than the 1,710 households and \$4.4 million in all of FY19. Metro Housing believes that the changes in the number and type of households that have received RAFT during the first six months of the pandemic are a leading indicator of an impending housing crisis in the region. The pandemic has further highlighted the plight of tens of thousands of renters with extremely low incomes that have limited housing options.

To read more details about the impact of the pandemic on the need for rental relief in Greater Boston, see our special report: [**RAFT DURING THE PANDEMIC.**](#)

MEETING FAMILIES IN NEED, WHERE THEY ARE

A PANDEMIC DOESN'T DISCRIMINATE.

Every city, town, and neighborhood face similar risks. In an effort to bring its expertise across the region, Metro Housing has partnered with cities and nonprofit partners to help with local rental relief.

In Boston, The *Rental Relief Fund* is managed by the Office of Housing Stability with Metro Housing and other local nonprofits. Recognizing the great need in the city, Boston committed a total of \$8 million to help residents at risk of losing their rental housing due to the COVID-19 pandemic.

Similarly, the cities of Braintree and Milton allocated \$100,000, and Revere dedicated \$1 million for their respective residents not able to pay rent because of the pandemic. Metro Housing is proud to work with these cities in the administration of their rental relief programs, as well as with new local community partners.

Lawyers for Civil Rights is an organization that engages in legal action, education, and advocacy on behalf of people of color and immigrants. With support from Metro Housing, Lawyers for Civil Rights has launched a new pro bono initiative to connect those who need help paying rent or other housing expenses with volunteers who can help complete an application for RAFT, or the City of Boston's *Rental Relief Fund*.

East Boston Neighborhood Health Center (EBNHC) is helping families impacted by the COVID-19 health crisis by working with Metro Housing to assist their patients who are experiencing housing instability in completing and submitting applications for RAFT. EBNHC is one of the largest community health centers in the country, treating patients in East Boston and its surrounding communities.

The Caribbean Integration Community Development (CICD), in partnership with Metro Housing, is assisting the Caribbean community, including Haitian Creole speakers in Mattapan, Hyde Park and Dorchester, with RAFT applications. CICD helps applicants navigate language barriers and enhances their computer literacy to submit applications for RAFT.



Metro Housing™
B O S T O N

Our new
local community
partners:



**East Boston Neighborhood
Health Center**

Assists patients with
completing and submitting
RAFT applications



**Caribbean Integration
Community Development**

Helps applicants navigate
language and technology
barriers to submit RAFT
applications



Lawyers for Civil Rights

Connects volunteers with
immigrants and persons of color
to help complete applications
for RAFT and Boston's
*Rental Relief
Fund.*

Ardelia



NEVER TOO LATE TO SEEK HELP

Ardelia is a 70-year-old grandmother from Dorchester. Her life has been filled with many challenges, yet she has survived it all with her independence and determination.

Ardelia was a special education instructor for the Boston Public Schools for 14 years until she was compelled to retire in 2009 because of Meniere's Disease, which causes hearing loss and vertigo.

Having raised her children to be independent, she did her best to stay in her home but her financial struggles took their toll. Only earning \$400 a week at a part-time job, she was unable to pay her mortgage and utilities. As Ardelia put it, "I gave up. I didn't know what else to do. It was either pay the mortgage or not eat."

Ardelia continued to live in the home without heat or running water, using space heaters to keep warm in the winter. "I would go to McDonald's every morning and get a cup of coffee. Afterwards, I would use the bathroom to wash up and brush my teeth. I did what I needed to do to survive."

She kept her situation a secret from the people that were closest to her. "I am a very independent person and was afraid to ask for help," says Ardelia, "I just didn't think people would understand why I needed help."

In spring of 2018, she opened up to her insurance agent about her conditions and changes started immediately. The agent helped her find an apartment she could better afford and assisted her with the first month of rent. By this time, Ardelia was working as a family

advocate which she prepped for by returning to college to get a degree in Human Services.

Just prior to the start of the pandemic, Ardelia took a second job at Walmart to help pay expenses. "I was unable to continue to work at the store with business basically coming to a standstill. They said, 'last hired, first fired.'"

Ardelia learned about the Rental Relief Fund that the City of Boston was running for Boston residents in partnership with Metro Housing. She applied and received assistance so she could pay her rent.

Though things are not perfect, Ardelia is getting by and is very grateful for the help she received. "I had the best case managers at Metro Housing in Debra and

Joanna. They took care of me, even sending me a gift card to help me get by. They listened to me and gave me lots of advice. They were so helpful."



"I am a very independent person and was afraid to ask for help," says Ardelia, "I just didn't think people would understand why I needed help."

Alex



A LOAN PROVIDES PATH TO INDEPENDENCE

It started out as a day of fun for Alex and his two young sons at a trampoline park in September 2017. The day was supposed to be filled with laughs, a day that memories are made of. Instead, Alex fell awkwardly off one of his flips, breaking his neck, and losing the use of most of his limbs.

During Alex's three-month stay at Spaulding Rehabilitation Hospital, he learned about the Home Modification Loan Program (HMLP), a statewide program funded by the Massachusetts Rehabilitation Commission to help people with disabilities stay in their homes with the benefit of home renovations.

Alex's family was moving quickly to prepare for his discharge from the hospital. They had already begun work on a first-floor bedroom and accessible bathroom

at his parent's home in Newton before he learned of the HMLP.

"The Home Mod program requires you to get contractor bids as part of the application process so I thought we would not be able to utilize the program," says Alex. "But Metro Housing understood our extenuating circumstances and allowed us to move forward with the renovation that we had already started."

Alex and his wife, Veronique, had made plans to move to her native Canada just two weeks after Alex's accident so they could educate their sons in French. With those plans obviously diverted, and after living in Newton for a few months, they learned about a French Immersion program in Milton.

With ongoing assistance from both of their families, Alex and his wife paid off the initial HMLP loan,

bought a new home on their own, and applied for Home Mod again so that they could build a lift and accessible bathroom in their new home.

"After a tragic accident like I had, there are myriad applications and new things you need to know," says Alex. "When we learned about the Home Modification Loan Program, we were hopeful that it would be an easy process, and it truly was."

"Jennifer Shaw was my case manager and she helped me navigate all of the difficulties that we ran into so seamlessly. Without Metro Housing, I would not have been able to afford a house with the renovations that I needed to live. I truly thank Metro Housing for everything they did for me and my family."

HOME MODIFICATION LOAN PROGRAM

The Home Modification Loan Program 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.

In FY20, Metro Housing made homes safer by closing **27 home modification loans valued at \$1.06M** to help elders and people with disabilities stay in their homes.



Mackeba



ILLNESS NEARLY CAUSES EVICTION FOR TENANT HELPED BY RAFT



"I am grateful beyond words for the assistance I received from Metro Housing. If I had been evicted – with my illness- it would have been the worst thing that could have happened. I don't know what would have happened to me. Thank goodness for Metro Housing."

Mackeba got sick in November 2019 and needed to be hospitalized. She was back in the hospital again in January with flu-like symptoms.

In hindsight, Mackeba thinks her second trip to the hospital was a result of COVID-19. Living with an autoimmune disease that impacts her daily life, Mackeba is extremely careful because any illness can be very dangerous.

"It was prior to the period when testing was prevalent, but I showed all of the known symptoms – trouble breathing, loss of taste and smell, and fever."

She had immediately fallen behind on her rent during her two hospital stays. Because she could not fully regain her strength to return to her job as an adult learning instructor, she lost her job in February. Unable to catch up on her bills, she fell further behind on rent and utility payments.

"The back rent almost got me evicted," says Mackeba. "I went to housing court and was given two weeks to get the funds. Due to the pandemic, the courts closed. That was the only reason that I was not evicted."

Mackeba was familiar with RAFT but thought that she would not be eligible because she did not have children. "I learned that it was not the case, so I applied immediately."

Fortunately, Mackeba was approved for RAFT in May and paid off her back rent. She was recently hired for part time contract work as an instructor and is hopeful it may turn into full time.

"I am grateful beyond words for the assistance I received from Metro Housing. If I had been evicted – with my illness- it would have been the worst thing that could have happened. I don't know what would have happened to me. Thank goodness for Metro Housing."

Andrew & Orlando



TEAMWORK OFFERS HOPE TO COVID-19 SURVIVOR

Andrew has seen a lot of hardship in his work as a clinical social worker – both in his private practice and at Spaulding Rehabilitation Hospital. But nothing compares to his work this year at the Boston Hope field hospital, a temporary medical facility established by the Commonwealth of Massachusetts in response to the pandemic inside the Boston Convention and Exhibition Center. Boston Hope was designed to relieve the burden of hospitals treating acute care patients suffering from COVID-19. Half of the 1,000 beds were reserved for people experiencing homelessness who had tested positive for the virus and needed care.

“At Boston Hope, I worked with patients that were most at risk, including those that were homeless, or suffering from

mental illness or substance abuse,” says Andrew. “One patient I worked with was Orlando, who was newly homeless and had been at Boston Hope for about a month.”

Orlando eventually recovered enough to be discharged from Boston Hope, but he had no place to go. Andrew helped Orlando get a job at Boston Hope, which allowed Orlando to stay at the hotel where hospital workers lived and quarantined between shifts.

“Getting Orlando a job at Boston Hope was key, as it bought us more time to find him permanent housing. After making numerous contacts, I was introduced to Elsa at Metro Housing,” says Andrew. “Because Orlando does not speak English and Elsa speaks Spanish, she helped us with the RAFT application which helped us find

Orlando housing just days after he was discharged from the hospital.”

Andrew continued to help Orlando even after Boston Hope closed. Through his connections at Spaulding, he was able to get Orlando a job at their Cambridge location. Orlando recently relocated to Brighton, where he is closer to Andrew’s home. The two remain close and often get together for lunch. Orlando is doing well medically and is very grateful for the help he received.

“I found Elsa to be more responsive than anyone that I had reached out to in all my journeys trying to find resources for newly homeless people,” says Andrew. “I consider Orlando’s case my biggest success story of my time working at Boston Hope, but it would not have been possible without Metro Housing.”



“I found Elsa from Metro Housing to be more responsive than anyone that I had reached out to in all my journeys trying to find resources for newly homeless people,” says Andrew. “I consider Orlando’s case my biggest success story of my time working at Boston Hope, but it would not have been possible without Metro Housing.”

Anthony



A BREATH OF FRESH AIR PROVIDES RELIEF



"My case worker, Sarah, was unbelievable. She worked so hard on my behalf. I have been in business for a long time and I had never met someone who cared so much about another person. I felt like she was almost a member of my own family."

If you ever attended a Celtics or Bruins game in the 70's or 80's, chances are you saw Anthony the pizza guy. The self-proclaimed "Best Pizza Maker in Boston" started making pizza at the Garden at age 14 and as he puts it, "I grew up in the Boston Garden."

Anthony went on to a management career in the vending industry but was laid off from his job in 2019. He found work with another vending company earlier this year, but when the pandemic hit in March, he again found himself out of work. With little savings, Anthony fell behind in rent for his apartment in Everett.

"Luckily for me, I have a very understanding landlord," says Anthony. "It took me awhile to approach her to explain my situation because I was somewhat embarrassed. But she has been very patient with me."

While Anthony was searching for financial assistance options online, he came across the website for Metro Housing. He filled out an application for RAFT and was notified in June that he had been approved.

"My case worker, Sarah, was unbelievable. She worked so hard on my behalf. I have been in business for a long time and I had never met someone who cared so much about another person. I felt like she was almost a member of my own family."

RAFT helped Anthony pay \$4,000 in rental arrears. "RAFT gave me some air to breathe for a while and took some of the pressure off me. I am so grateful to Sarah and to Metro Housing for helping me through this process. I am deeply grateful."

Magalie



RENTAL RELIEF FUND HELPS KEEP THE FAITH

Faith has always played a big part in Magalie's life. Born and raised in Miami, she was ready to put that faith to the test when she accepted a promotion at the food and beverage company she worked for and moved to Boston in January.

New to the city and living in Brighton, Magalie liked her job and the people she worked for at the Boston Convention & Exhibition Center. Things were looking bright for her future in Boston. In mid-March, though, everything changed. The city of Boston, like most U.S. cities, closed down due to the pandemic.

Magalie began working remotely from home, but by the end of March, she was furloughed and left wondering if she made a mistake coming to Boston.

"Every day after I was furloughed from my job, I thought about not being able to live here and what the next steps would be."

She immediately informed her landlord of her situation and he referred her to the City of Boston's Rental Relief Fund, of which Metro Housing was a partner. Magalie applied for assistance and was notified in May that she had been selected. She used the funds to pay her rent in June and July.

"Nothing can express the absolute joy I felt when I was notified that I would be receiving housing assistance."

Magalie was officially laid off from her job on July 31. With slim job prospects during the pandemic, Magalie made the difficult decision to move back to her family home in Miami in September.

"The desire for personal growth was the reason I left Miami in the first place and I will continue to pursue that," says Magalie. "I will forever appreciate the support that Metro Housing gave me and continues to give to the larger community."



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Hennisse



PANDEMIC HELPS BUILD COMMUNITY

Hennisse Gomez (2nd from right) approaches her job as a property manager at Winn Residential with a passion needed today more than ever. To Hennisse, each of the 92 households living in Broadway Tower in Revere is as important to her as her own family.

It is that same approach that has helped her provide her residents with the resources they need to cope with the challenges of COVID-19.

"It is very important that my residents – not only during the pandemic – know that I am present, that I am here for them," says Hennisse. "Many lost their jobs due to COVID-19 but were not aware of the resources that were available to them."

Each week since the pandemic began, Winn Residential holds a town hall for their property managers to discuss the issues facing each property around COVID-19. Following these meetings, Hennisse sends letters to all residents who are experiencing rental arrears or other financial issues.

"I wanted my residents to know that I was there to help them navigate options for rental

relief, if they needed it," says Hennisse. "Some residents were afraid or embarrassed to admit they needed help. Others just were not aware they had options."

As of October 1, Hennisse had helped 22 households apply for \$58,567 in RAFT rent assistance.

Hennisse has created a sense of community among the tenants at Broadway Tower and can easily sense when they have issues. Knowing that many of them may also be struggling with food insecurity, she arranged for a food bank each week in partnership with Food Link of Arlington. Food is delivered weekly and Hennisse and her mother put together bags of groceries for residents in need.

"We are all neighbors here. And I was raised to always help thy neighbor. So, whatever it takes to make sure people remain safe, we will do what we can."

Hennisse adds, "Metro Housing has been so helpful to us during this tough time. The due diligence and the attention to detail of people like Molly Butman, Michele Alexander,

and Bryant Ruiz has been amazing. I cried each time I heard one of my residents was approved for assistance. I can't thank Metro Housing enough."



"Metro Housing has been so helpful to us during this tough time. I cried each time I heard one of my residents was approved for assistance. I can't thank Metro Housing enough."

Mossab



BETWEEN TENANTS AND MANAGEMENT



"There is no doubt that I would not have been able to get through the summer without the support of Metro Housing. It is hard to put into words how much their help has meant to me and my family."

When Mossab came to the Boston area from his native Sudan in 2015, he never thought he would face the hardship he did in 2020. He had come to Boston for a position as a Research Fellow in Surgery at Boston's Children's Hospital and settled in Revere with his wife and two small children.

With his wife working in retail, they were able to afford their rent, living expenses, and childcare. But as the pandemic spread and businesses closed, Mossab's wife lost her job. The loss of her salary had a huge impact. "My salary alone was not enough to afford the rent and our other expenses. The fear was great about what we were going to do to get by."

The federal stimulus check helped the family meet necessary expenses through June, but they were uncertain about their future. "It was an extremely stressful time for all of us," says Mossab. "When I met with our property manager of our building to explain our problem, she told me about RAFT and Metro Housing."

Hennisse Gomez, the manager of the WinnResidential building where Mossab lives (See story, opposite page), helped him with the application process. He received RAFT assistance that covered his rent for July and August. Though they were grateful for the support they received, Mossab and his wife continued to worry about how they would pay in the future, especially knowing that their young children would soon be at home for remote learning. With the children at home, Mossab's wife would likely not find work with a compatible schedule.

"As luck would have it, I learned in late July that I received a promotion at work. The promotion and the increase in salary will allow us to meet our living expenses while my wife remains home with the children."

"There is no doubt that I would not have been able to get through the summer without the support of Metro Housing. It is hard to put into words how much their help has meant to me and my family."

FY20 BY THE NUMBERS

July 1, 2019 - June 30, 2020

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.

IN FY20:



212
FAMILIES & INDIVIDUALS
received services
2,792
CONTACTS conducted



COLOCATIONS

Metro Housing partners with local organizations 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 Bank of America.

IN FY20:

16
COLOCATION
SITES

611
FAMILIES
SERVED

FAMILY ECONOMIC STABILITY



Family Economic Stability (FES) is a five-year, flat-subsidy rental assistance program designed to help families reach economic stability through intensive case-management and support.

IN FY20

55 families

participated in the program

\$183,413

was held in escrow savings

FAIR HOUSING



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. Staff members also provide technical assistance on fair housing and refer clients to other related services in Greater Boston.

IN FY20 METRO HOUSING RESPONDED TO:

109 fair housing cases

75 of which were referrals from participants, service providers, & professionals

GREEN SPACE



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 services as needed. Green Space is possible in part through the generous support of Santander.

IN FY 20, GREENSPACE ASSISTED



88 families

56% were more confident managing their finances

34% improved their credit scores

RAFT



The state-funded RAFT program is a tool used by the Housing Consumer Education Center (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. For COVID-related housing crises, the maximum RAFT benefit has increased from \$4,000 to \$10,000 per households that meet certain criteria.

IN FY20:

\$5.1M

in total funds distributed

\$2,832

avg benefit received

1,802

families & individuals supported

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. It is jointly managed by Metro Housing and Compass Working Capital.

IN FY20, FSS DISTRIBUTED

\$940K

in escrow savings

50

participants

\$12,948

average increase in income

HomeBASE & STABILIZATION



HomeBASE is a program of the Massachusetts Department of Housing and Community Development 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 FY20 METRO HOUSING PROVIDED:



426
FAMILIES

12 months

OF STABILIZATION SERVICES to ease their transition to permanent housing

And helped **47** families move out of shelters

LEASED HOUSING



Rental assistance programs help make rent affordable by subsidizing a portion of a household's rent with the household paying the remainder, called their "rent share." Metro Housing administers a number of rental assistance programs under contract with various government agencies.

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** is a similar program funded by the Commonwealth of Massachusetts.

IN FY20, METRO HOUSING PROVIDED RENTAL ASSISTANCE TO

10,437 households

7,003 via federally funded rental assistance such as Housing Choice Voucher Program (Section 8) and Continuum of Care

3,434 via the Massachusetts Rental Voucher Program

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 and landlord relationships, and housing search strategies.

IN FY20, METRO HOUSING'S HCEC RESPONDED TO:

10,320
housing inquiries

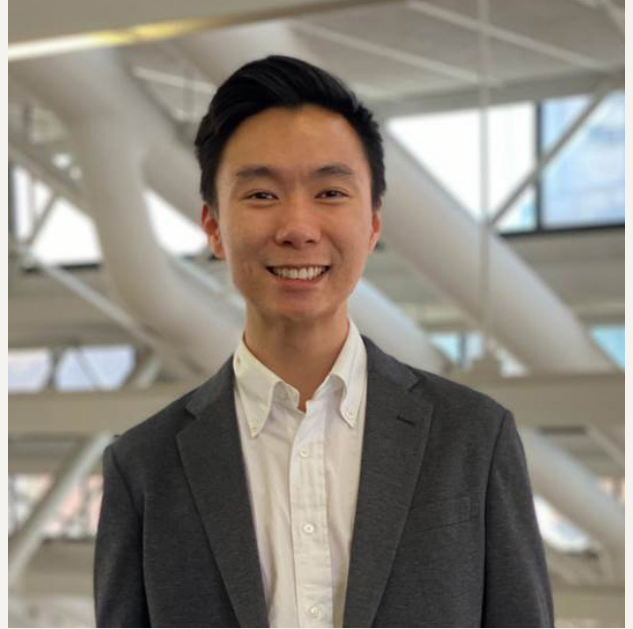
which included

3,396 Counseling Sessions

5,269 Information & Referral Sessions

FY 20 HIGHLIGHTS

Steven Gu of Harvard was selected as the 2020 recipient of the **Lowell L. Richards, III Fellowship for Leadership and Public Service**. Lowell L. Richards, III served on Metro Housing's Board of Directors for nearly 30 years and as co-chair for twelve years.



Champions of Housing honorees (L-R): Robert Torres of Beth Israel Deaconess Medical Center, Pamela Feingold of Eastern Bank, Shelley Hoon Keith and John Keith of the Keith Companies, and Jesse Kanson-Benanav of B'nai Brith Housing.



Metro Housing hosted a **training on the RAFT program for service providers**, covering the process of referrals, eligibility, and the completion of a RAFT application. RAFT Manager Darnell Wallace, pictured here, led the training.



Team Metro Housing has had runners compete and raise funds through the Boston Marathon since 2006 thanks to the John Hancock Nonprofit Program, raising more than \$515,000. The 2020 Team was in full training mode when the Boston Marathon was postponed due to the pandemic. Clockwise from top left: Cate Henning; Raymond Garcia; Rachel Lodi; Ruben Garcia; Hector Cruz; and Kate Keaney.

A team of staff from Metro Housing joined the United Way of Massachusetts Bay and Merrimack Valley to help **distribute Thanksgiving meals in South Boston.**



As part of its **Housing Matters Forum**, Metro Housing presented the findings of the 2019 RAFT Program. The panelists were (L-R): Dr. Thea James, Vice President at Boston Medical Center, Chris Norris, Executive Director of Metro Housing, Eileen, a recipient of RAFT, Jillian Pinola of Beacon Communities, Molly Butman of Metro Housing, Amy Mullen of DHCD, and Sheila Dillon, Housing Chief of the the City of Boston.



Among the **many visits from elected officials on the federal, state and local level**, Boston City Councilors Liz Breadon (center) and Kenzie Bok visited Metro Housing to learn more about our programs and services. Here they are pictured with Executive Director Chris Norris.

Metro Housing has an annual presence at the United Way's **Greater Boston Project Connect**, a one-day, full-service event that invites the entire community to come together in support of families in transition, who are experiencing homelessness, or are in need of other services.



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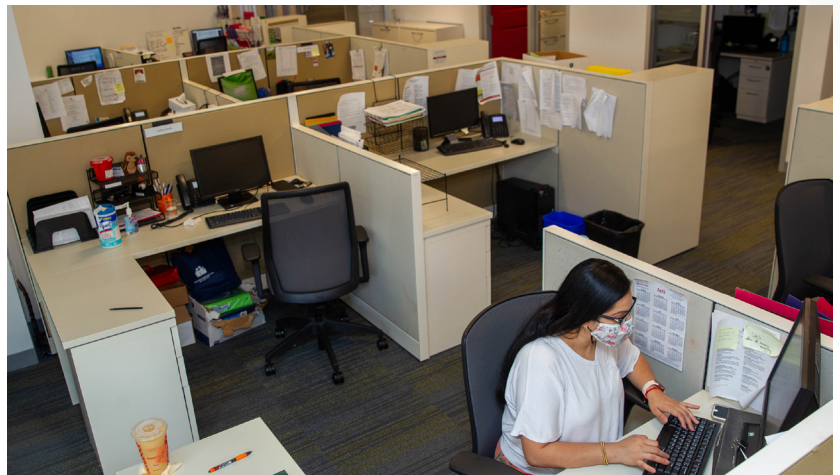
July 1, 2019 - June 30, 2020

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 In honor of Ruben Garcia
 In honor of Catherine Henning
 In honor of Kate Keaney
 In honor of Becca Kirlew
 In honor of Rachel Lodi
 In honor of Metro Housing|Boston
 In honor of Karen Richards
 In honor of Rev. Anne Rousseau
 In memory of Steven Rioff
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 Boston Bruins
 Boston by Foot
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 Foxwoods
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 Lucky Strike
 Lyric Stage Company of Boston
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 Ostra
 Peabody Properties
 Red Sox Foundation
 Joseph Rettman
 Roche Bros
 Stop & Shop
 Troquet on South
 United Way of Massachusetts Bay and
 Merrimack Valley
 Javon Williams

For the Year Ended June 30, 2020

REVENUE:

Program Services &	
Reimbursements	\$ 13,803,286
Foundations	596,806
Corporations	536,158
Individuals	116,612
Investment Income	94,615
Unrealized (loss)/gain	(507,596)
Miscellaneous income	101,744
Total Revenue & Support	14,741,625

EXPENSES:

Program Services	14,413,004
General Administrative	799,608
Fundraising	516,347
Total Expenses	\$ 15,728,959

Net Assets, beginning of year	\$ 12,725,608
Excess/(Deficit) of	
Revenue over Expenses	(987,334)

Net Assets, End of year **\$ 11,738,274**

METRO HOUSING|BOSTON
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Susan Nohl
Deputy Director

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Steven Farrell
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METRO HOUSING|BOSTON
2020 IMPACT REPORT

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Writer/Editor: Jeff Landis




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