



Metro HousingTM
B O S T O N
People First. Housing Always.



**UNPRECEDENTED NEED.
EXTRAORDINARY IMPACT.**



People First. Housing Always.

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.



**HOMELESSNESS
PREVENTION**



**HOUSING
STABILITY**



**ECONOMIC
SECURITY**

Welcome to Metro Housing|Boston's FY21 Impact Report


In many ways, this annual report feels much like last year's. Because of impact of the ongoing pandemic, we remain as focused as ever on getting emergency housing assistance in the hands of the renters and property owners who need it. Yet this past year also had other important lessons for us all.

The need for emergency financial assistance to maintain housing stability as we go to print continues at record levels. COVID-19 has impacted all of us in so many ways, but none as severe as not being able to pay your rent or mortgage while facing eviction or foreclosure.

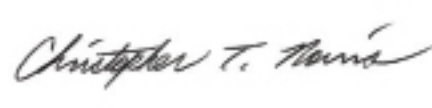
This year, Metro Housing distributed \$63 million in total funds in support of 10,251 families, a significant increase from 1,805 families and \$5.1 million last year. What was previously known as RAFT now encompasses multiple federal, state, and local funding sources to address the demand. To help meet this increased need, the number of our staff increased more than 50%.

What you are reading is an abridged version of the FY21 Impact Report. We urge you to visit www.MetroHousingImpact.org to learn more about the work Metro Housing is doing to help families and individuals move from homelessness, housing stability, and economic security.

In closing, we wish to thank all of our generous donors and community partners who continue to support our work in ensuring that everyone in Greater Boston has a place to call home. Metro Housing raised more private dollars last year than ever before in our history. Your ongoing – and increasing – dedication is yet another hallmark of this past year.



Elizabeth Gruber



Christopher T. Norris



Cynthia LaCasse



To read our full 2021 Annual Report,
visit www.metrohousingimpact.org
or use the QR code

IN FY21, METRO HOUSING:

- **Administered rental assistance vouchers for 10,991 households**
- **Distributed \$63 million in emergency housing payment assistance**
- **Served 1,091 families through Colocation sites**
- **Served 429 families and individuals through ACO (Accountable Care Organization) Flex Services**
- **Conducted more than 20,000 counseling sessions via the Housing Consumer Education Center (HCEC)**
- **Closed 22 Home Modification Loans valued at \$853,000**



“For a while, things were very scary. **Metro Housing has been a godsend for me and my daughters.**”

- **ANGELA** | Residential Assistance for Families in Transition (RAFT) Program

“I thank God for Metro Housing, Felisha and my case worker Angel because they gave me that extra push to do what I had to do. **They have been my biggest supporters.**”

- **TAWANDA** | Specialized Intensive Programs & Services (SIPS)



“When FES entered my life, it was like a breath of fresh air. I didn’t realize at the time how much change I needed in my life. **They put me in a position to feel like everything was going to be okay...** when I graduated from the program in 2021, I felt such a huge sense of accomplishment.”

- **DENISSE** | Family Economic Stability (FES) Program



SOME OF OUR FY21 HIGHLIGHTS:



Metro Housing launched a **staff-led initiative called Metro Housing United and Standing Together (MUST)**, with the goal of implementing anti-racism conversation-based events for staff across all departments.

Beth Israel Lahey Health 
Beth Israel Deaconess
Medical Center

Metro Housing will receive a **\$1 million grant** over three years from **Beth Israel Deaconess Medical Center (BIDMC)** to explore the inequality of calculating rent shares for working families with rental vouchers.



Supporting Neighborhood Opportunity in Massachusetts (SNO Mass) helps families find homes in neighborhoods with high-performing schools, low poverty rates, and healthy environments.

THANK YOU TO OUR DONORS



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Medical Center



CAMBRIDGE
Community Foundation



United Way
of Massachusetts Bay
and Merrimack Valley



See the complete list of donors at
www.metrohousingimpact.org

GET INVOLVED

You can help families and individuals in Greater Boston achieve housing stability and a brighter future. Now more than ever, your support is critical to help prevent and alleviate the impact of homelessness in Boston.

HOW YOU CAN HELP:

MAKE a Gift

MATCH Your Gift Through Your Employer

ADVOCATE for Our Participants

FOLLOW Us on Social Media and Share Our Stories

ATTEND One of Our Special Events

COORDINATE a Donation Drive

VOLUNTEER With One of Our Programs

For more information about how to become involved with Metro Housing, contact us at development@metrohousingboston.org or at 617.425.6679.



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To read our 2021 Annual
Report, including full
family profiles, visit
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