



# PEOPLE FIRST. HOUSING ALWAYS.



## WELCOME TO METRO HOUSING|BOSTON'S FY22 IMPACT REPORT

### 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.



Dear Friends,

Over the past two years, the pandemic added exceptional challenges for us, specifically the need to accommodate the significant changes to the workflow brought on by the shift from in-person to a hybrid staffing model, and from paper-based to electronic-based applications and other processes.

With the influx of millions of dollars to support housing stability for millions of families with lower income, Metro Housing made a significant impact on the lives of thousands of families across the region. Along the way, we also made significant strides in both accomplishing our programmatic goals and sustaining our organization.

Metro Housing reopened our newly designed office lobby to the public in 2022. We now have staff dedicated solely to direct walk-ins to the best available resources and connect them with the desired staff. Technology upgrades include, thanks to the generosity of the Patrick J. McGovern Foundation, the addition of two Service Kiosks in our lobby that offer a one-stop resource for many needs, including submitting documents, making appointments, applying for housing vouchers, and checking waitlist status.

What you are reading is an abridged version of the FY22 Impact Report. We urge you to visit [www.MetroHousingImpact22.org](http://www.MetroHousingImpact22.org) is doing to help families move from homelessness to housing stability to 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.

*Elizabeth Gruber*  
Elizabeth Gruber

*Christopher T. Norris*  
Christopher T. Norris

*Cynthia LaCasse*  
Cynthia LaCasse



To read our full 2022 Annual Report, scan the code or visit [www.metrohousingimpact22.org](http://www.metrohousingimpact22.org).

#### In FY22, Metro Housing:

- Administered rental assistance vouchers for 11,703 households
- Distributed \$163 million in emergency housing payment assistance
- Served 975 households through Colocation sites
- Served 886 families and individuals through ACO (Accountable Care Organization) Flex Services
- Conducted more than 42,000 counseling sessions via the Housing Hub (Housing Consumer Education Center/HCEC)
- Closed 20 Home Modification Loans valued at \$631,532



*"It was an empowering feeling when I got the phone call from Metro Housing that the years of diligence and hope had actually worked out. Without that help, I honestly do not know where we would be today."*

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



*"Things would have been so different without the help of Metro Housing. I am hopeful that my story will help educate other property owners about the programs available through Metro Housing and that they will use that information to help their tenants."*

- GINA | Property Owner



*"I have been able to save and pull myself out of total debt. I believe Metro Housing is essential in trying to find safe and secure housing for exonerates coming out of prison. I definitely would not be in the place I am now if not for Green Space."*

- SEAN | Green Space Program



### Among Metro Housing's FY22 Highlights:

#### CUSTOMER SERVICE UPGRADES

Visitor & Safety Navigators are now available to direct walk-ins to the correct resources. Technology upgrades include the addition of two Service Kiosks in our lobby that offer a one-stop resource for many needs, including submitting documents, making appointments, applying for housing vouchers, and checking waitlist status.



### THANK YOU TO OUR DONORS



See the complete list of donors at [www.metrohousingimpact22.org](http://www.metrohousingimpact22.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

For more information about how to become involved with Metro Housing, contact us at [development@metrohousingboston.org](mailto:development@metrohousingboston.org) or at 617.425.6679.

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To read our 2022 Annual Report, including full family profiles, scan the code or visit [metrohousingimpact22.org](http://metrohousingimpact22.org)

