



# PEOPLE FIRST. HOUSING ALWAYS.



## 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 FY23 IMPACT REPORT

Dear Friends,

Metro Housing has much to share. Not only have we reached nearly 12,000 families served through our federal and state voucher programs, but we distributed more than \$44 million through the state-funded RAFT (Residential Assistance for Families in Transition) program to more than 8,300 families.

As the number of families in Massachusetts who are homeless continues to increase to its highest level in history, so does the continued high demand for our services along the continuum from homelessness prevention to economic self-sufficiency. Our dedicated team of Housing Specialists, Case Managers, Inspectors, and administrative staff will continue to work hard every day to meet the needs of our participants and property owners.

Metro Housing recognizes that to make inroads into the Commonwealth's affordable housing crisis, Massachusetts residents deserve significant policy changes on Beacon Hill. We will continue to advocate for changes that will benefit the housing stability for low and very low-income families.

What you are reading is an abridged version of the FY23 Impact Report. We urge you to visit [www.MetroHousingImpact.org](http://www.MetroHousingImpact.org) to learn more about what Metro Housing 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 2023 Annual Report, scan the code or visit [www.metrohousingimpact.org](http://www.metrohousingimpact.org).

### In FY23, Metro Housing:

- Administered rental assistance vouchers for 11,890 households
- Distributed \$44.3 million in emergency housing payment assistance
- Matched with 68 participants in long-term financial coaching mentorships via Green Space Financial Coaching program
- Served 838 families and individuals through ACO (Accountable Care Organization) Flex Services
- Conducted more than 50,000 counseling sessions via the Housing Hub (Housing Consumer Education Center/HCEC)
- Closed 20 Home Modification Loans valued at \$700,000



*"With CONNECT and Metro Housing, it was like God sent me angels. I couldn't rely on family and friends, so God sent me complete strangers, but I got all of the help that I needed for me and my children to be safe."*

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



*"The changes to our home have allowed me to remain independent. Now I can take the lift down to the sidewalk so I can get into the car or get to my garden. I don't have to ask Larry every time I want to do something like that. That is a huge change for me."*

- KATHRYN | Home Modification Loan Program



*"Our partnership with Metro Housing has been incredibly valuable to all of our work. The fact that we can expedite and make sure that applications are approved has avoided probably thousands of evictions throughout the last two or three years."*

- KAVISH | CONNECT/TND



## Among Metro Housing's FY23 Highlights:

### HOUSING CLINICS

Metro Housing's Housing Hub introduced monthly Housing Clinics during FY23. These clinics are staffed by the Housing Consumer Education Center and assist in housing search (process, research, etc.), affordable housing application assistance and tenant and landlord rights and responsibilities.



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United Way of Massachusetts Bay  
and Merrimack Valley



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

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.



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

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To read our 2023 Annual Report, including full family profiles, scan the code or visit [metrohousingimpact.org](http://metrohousingimpact.org)

