



Commonwealth of Massachusetts  
**DEPARTMENT OF HOUSING &  
COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn E. Polito, Lt. Governor ♦ Chrystal Kornegay, Undersecretary

August 12, 2015

The Honorable Karen E. Spilka  
Chair, Senate Committee on Ways and Means  
Massachusetts State House  
Room 212  
Boston, Massachusetts 02113

The Honorable Brian S. Dempsey  
Chair, House Committee on Ways and Means  
Massachusetts State House  
Room 243  
Boston, Massachusetts 02113

Dear Senator Spilka and Representative Dempsey:

In accordance with FY 2015 Final Budget Line Item 7004-0101 Emergency Assistance (EA), attached is the fourth quarterly report. It provides detailed information about the EA system including the number of families placed in shelter and hotels/motels and related costs. It also provides data on the number exiting EA as well as those diverted from shelter with HomeBASE assistance.

During Quarter 4, DHCD administered EA applications for 2,850 families. 1,212 families were placed in shelters or overflow hotels/motels, while 263 families were diverted from shelter with HomeBASE Household Assistance. Thirty-two percent fewer families stayed in EA hotels/motels during Quarter 4 compared to the same time last year, reflecting the Department's efforts to reduce its reliance on these overflow rooms.

Sincerely,

A handwritten signature in blue ink that reads "Rose Evans".

Rose Evans  
Deputy Undersecretary

Commonwealth of Massachusetts



## **Emergency Assistance Program**

Fiscal Year 2015, Fourth Quarterly Report

Department of Housing and Community Development

August 10, 2015



**Department of Housing and Community Development**  
**EA Legislative Report**  
**Quarter 4, SFY 2015**

During Quarter 4, 2,850 families applied for EA, a 14 percent increase from the previous quarter but five percent fewer families compared to FY14 Quarter 4. Consistent with demand for EA as reflected in the number of families applying, 1,212 families were placed in EA shelters or hotels/motels during Quarter 4, 10 percent more than the than the previous quarter (1,103 families) but 23 percent fewer families were placed in FY15 Quarter 4 compared to FY14 Quarter 4. Also in FY15 Quarter 4, 263 EA eligible families were diverted from shelter with HomeBASE Household Assistance, a flexible benefit to help them retain their current housing or support them in seeking alternative housing. This represented 18 percent of families entering the system. Twenty percent chose a HomeBASE diversion the previous quarter, while only five percent took a HomeBASE diversion in FY14 Quarter 4.

The Boston regional office continued to serve as the entry point for the greatest number of families placed in shelters or hotels/motels, 403 families in Quarter 4, one-third of all placements, followed by the Springfield and Brockton offices, respectively, accounting for 11 percent and 9 percent of placements.

Fifty-one percent of families entering EA shelters and hotels/motels were eligible due to a health and safety risk, while domestic violence was the reason for homelessness for 15 percent of families and eviction for another 14 percent. Of those families experiencing a health and safety risk, 58% qualified for EA because they were in irregular housing situations. Twenty-one percent reported living in situations not meant for human habitation, and another 21 percent were experiencing health and safety problems related to their hosts' behavior (violent conduct, substance abuse, or mental illness).

To accommodate demand for EA beyond DHCD's contracted shelter units, the Department continued to rely on hotels/motels. During Quarter 4, there was an average daily caseload of 1,312 families in hotels/motels compared to 1,438 in the previous quarter (a 9 percent decrease) and 1,934 in FY14 Quarter 4 (a 32 percent decrease). The fourth quarter of FY15 began with 1,356 families in hotels/motels and decreased seven percent to 1,261 families by the end quarter.

During Quarter 4, 1,312 families exited the EA system. 667 (51%) of these families left an EA shelter or hotel/motel with HomeBASE Household Assistance.

**Department of Housing and Community Development  
EA Legislative Report  
Quarter 4, SFY 2015**

**EA Applications and Entries**

All Applications	SFY 2015 Quarter 4	Previous Quarter	SFY 2015			SFY 2015
			Apr	May	Jun	
Families Applying to EA	2,850	2,507	884	974	1,106	10,591
Families Entering Shelter and Hotel/Motels or Diverted with HomeBASE Household Assistance	1,475	1,381	514	480	481	6,192
Families Entering Shelter & Hotels	1,212	1,103	406	390	416	5,146
% Entering Shelter or Hotels/Motels	82%	80%	79%	81%	86%	84%
Families Diverted with HomeBASE HA	263	278	108	90	65	1,046
% Entering HomeBASE	18%	20%	21%	19%	14%	16%

**Note:** Families applying for EA are an unduplicated count. Since families may apply multiple times, the sum of monthly data do not equal the quarterly total.

**Sources:** DHCD Placement Unit Daily Entry Data and Tracker.

	SFY 2015 Quarter 4	Previous Quarter	Apr	May	Jun	SFY 2015
H&S Assessments Conducted by DCF	676	605	202	225	249	2,887
Families Determined at Risk	536	495	166	180	190	2,215
% Referrals at Risk	79%	82%	82%	80%	76%	77%
Shelter Diversions	140	110	36	45	59	672
% Referrals Diverted	21%	18%	18%	20%	24%	23%

**Source:** DCF Monthly Homeless H&S Assessment Reports.

**Department of Housing and Community Development  
EA Legislative Report  
Quarter 4, SFY 2015**

**EA Shelter Entries by Region**

Regional Office	SFY 2015 Quarter 4		Previous Quarter	SFY 2015			SFY 2015	
	# Families	% of Total		Apr	May	Jun	# Families	% of Total
<b>All Offices</b>	<b>1,212</b>	<b>100%</b>	<b>1,103</b>	<b>406</b>	<b>390</b>	<b>416</b>	<b>5,146</b>	<b>100%</b>
Boston	403	33%	356	126	130	147	1,664	32%
Brockton	114	9%	122	42	30	42	513	10%
Fall River	35	3%	26	13	7	15	138	3%
Fitchburg	12	1%	5	4	2	6	40	1%
Framingham	11	1%	19	5	1	5	94	2%
Greenfield	22	2%	7	9	7	6	65	1%
Holyoke	52	4%	44	18	17	17	236	5%
Hyannis	14	1%	17	3	6	5	65	1%
Lawrence	53	4%	52	14	20	19	220	4%
Lowell	38	3%	24	15	14	9	171	3%
Malden	65	5%	63	23	25	17	282	5%
New Bedford	26	2%	33	11	10	5	123	2%
North Shore/Salem	67	6%	61	24	20	23	282	5%
Pittsfield/North Adams	6	<1%	4	1	2	3	13	<1%
Plymouth	12	1%	10	5	3	4	46	1%
Revere/Chelsea	75	6%	61	30	25	20	297	6%
Southbridge	2	<1%	1	0	1	1	7	<1%
Springfield	138	11%	114	40	51	47	565	11%
Taunton	12	1%	27	5	4	3	111	2%
Worcester	55	5%	57	18	15	22	214	4%

Source: DHCD Placement Unit Daily Entry Data.

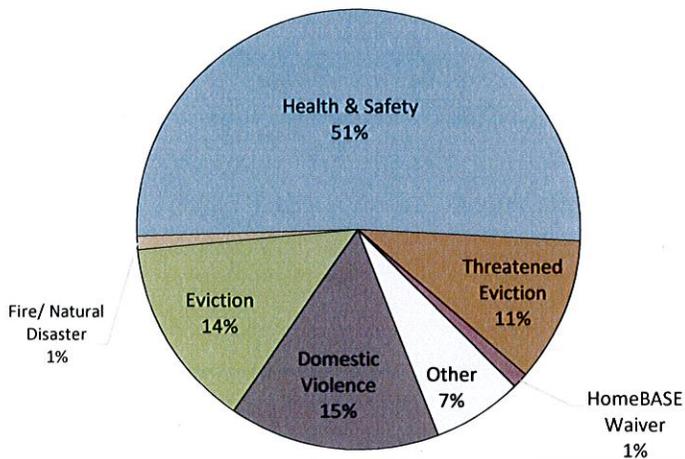
**Department of Housing and Community Development  
EA Legislative Report  
Quarter 4, SFY 2015**

**Reason for Homelessness,  
Families Entering Shelter/Motels**

Reason for Homelessness	SFY 2015 Quarter 4		Previous Quarter	SFY 2015			SFY 2015	
	# Families	% of Total		Apr	May	Jun	# Families	% of Total
<b>Total</b>	<b>1,212</b>	<b>100%</b>	<b>1,103</b>	<b>406</b>	<b>390</b>	<b>416</b>	<b>5,146</b>	<b>100%</b>
Domestic Violence	186	15%	140	70	60	56	688	13%
Eviction	169	14%	167	58	50	61	749	15%
Fire/Natural Disaster	12	1%	27	6	2	4	59	1%
Health & Safety	622	51%	588	205	194	223	2,607	51%
Threatened Eviction	129	11%	71	39	46	44	376	7%
HomeBASE Waiver	14	1%	30	5	8	1	275	5%
Other	80	7%	80	23	30	27	392	8%

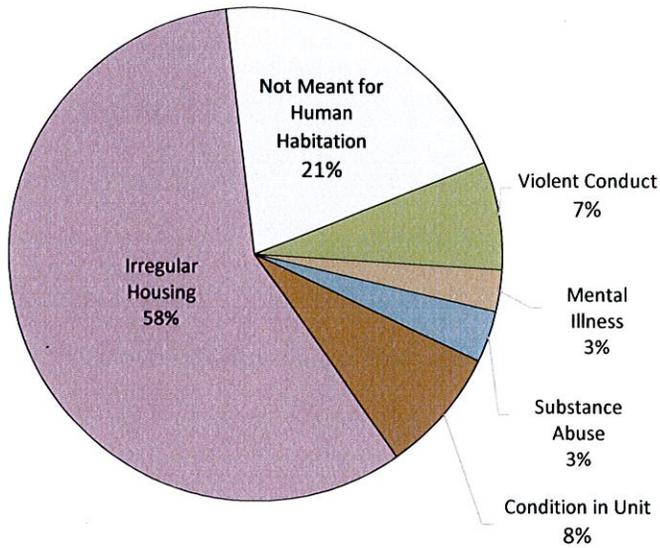
**Note:** Data includes families placed in an EA shelters or hotels/motels who declined their placements.  
**Source:** DHCD Placement Unit data.

**Reasons for Homelessness  
Quarter 4, SFY2015**



**Department of Housing and Community Development  
EA Legislative Report  
Quarter 4, SFY 2015**

**Health & Safety Reasons  
Quarter 4, SFY 2015**



**Shelter and Hotel/Motel Exits**

	SFY 2015 Quarter 4		Previous Quarter	SFY 2015			SFY 2015	
	# Families	% of Total		Apr	May	Jun	# Families	% of Total
<b>Total Shelter &amp; Hotel/Motel Exits</b>	<b>1,312</b>	<b>100%</b>	<b>1,300</b>	<b>450</b>	<b>397</b>	<b>465</b>	<b>5,857</b>	<b>100%</b>
Exiting with HomeBASE HA	667	51%	672	225	208	234	2,683	46%

**Department of Housing and Community Development  
EA Legislative Report  
Quarter 4, SFY 2015**

**EA Shelter and Hotel/Motel Caseload**

<b>Daily Utilization by Shelter Type</b>	<b>Quarter 4, SFY 2015</b>	
	<b># of Families</b>	<b>% of Total Daily Caseload</b>
Shelter	3,264	72%
Hotels/Motels	1,261	28%
<b>All Families</b>	<b>4,525</b>	<b>100%</b>
Caseload Difference from Previous Quarter	5	
% Change from Previous Quarter	0.1%	

**Note:** Data indicate the number of families in EA shelter or hotels/motels at the end of the quarter.

**Length of Stay and Cost of Families Exiting EA  
During Quarter 4**

	<b>Min.</b>	<b>Max.</b>	<b>Average</b>
Days in EA Shelter or Hotels/Motels	0	1,246	324
Cost Per Episode	\$106	\$132,076	\$34,344

**Notes:**

Cost per episode assumes an average daily rate of \$106 (the weighted average of the shelter and hotel/motel rates). The average daily rate includes additional costs incurred through housing stabilization and services coordination provided to families in EA. It is possible to have a length of stay of zero days with associated costs if a family is approved for EA and placed in a shelter or hotel/motel but abandons their placement.

**HomeBASE Caseload**

<b>Type of Assistance</b>	<b>Number of Families</b>
Household Assistance	2,374

**Note:** Data indicate families active in the HomeBASE program during June 2015.