



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston, MA 02111

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Commissioner

Field Operations Memo 2007-46
September 12, 2007

To: Transitional Assistance Office Staff

From:  John Augeri, Assistant Commissioner for Field Operations

Re: EA: Prevention Services through the Housing Assistance Program

Overview:

**Prevention
Services
Suspended**

Effective October 1, 2007, the focus of the housing services available through the Housing Assistance Program (HAP) will be changed. EA prevention services, through the Housing Assistance Program (HAP), are being suspended to an EA-eligible family who is at risk of losing their current living arrangement. AU Managers or Homeless Coordinators should not refer any EA family to HAP for prevention services.

Effective September 30, 2007, HAP providers will stop providing prevention services to any family who is currently receiving these services.

As of October 1, 2007, when any family (either a family whose prevention services through HAP have stopped or a family with a new request for prevention services) comes to the TAO seeking prevention services, the AU Managers or Homeless Coordinators should tell the family about the services available through the *Housing Consumer Education Centers* (HCEC). These centers are staffed with experienced workers who are able to respond to all types of housing problems, including prevention services. Refer to *Housing Consumer Education Centers* (HCEC) later in this memo for additional information.

For an EA-eligible family placed into shelter, the current process of completing and faxing the Self-Sufficiency Plan to the HAP provider will continue. Refer to Field Operations Memo 2001-28 or the *EA User's Guide, Chapter V, HAP Provider Responsibilities in Completing the Self-Sufficiency Plan*.

HAP Provider Services

HAP providers will concentrate their efforts on the rapid re-housing of the EA homeless family by:

- working to rapidly re-house the family into sustainable housing. Sustainable housing is housing that complies with the State Sanitary Code. It takes into consideration any critical disability, medical or domestic violence needs of the family as well as the ability of the family to maintain the housing indefinitely, based upon the family's circumstances: i.e., income, shelter expenses and nonshelter expenses;
- providing stabilization services to the family for 12 months after the family is re-housed to ensure that the family maintains sustainable housing. Stabilization services include but are not limited to:
 - connecting the family to resources;
 - encouraging the family to continue to develop economically to sustain housing;
 - cultivating successful landlord-tenant relationships;
 - advocating for the family in any housing court appearances;
 - if the tenancy is endangered, for any reason, ensuring that the family resolves the issue and retains the tenancy or finds a sustainable housing alternative, instead of returning to shelter;
 - if a family continues to receive DTA benefits, communicating with the TAO on housing-related problems; and
- developing housing resources and broad-based community linkages to improve the family's economic self-sufficiency.

See *Housing Assistance Program Providers Contact Information*, Attachment A, for a current listing of HAP providers.

Housing Consumer Education Centers (HCEC)

HCEC information is available at www.masshousinginfo.org. There are nine regional agencies throughout the state where a family can request housing assistance. See *Regional HCEC Agencies*, Attachment B, for a listing of the nine agencies. This list may also be accessed at www.masshousinginfo.org/resources. These agencies offer resources of potential landlords, housing assistance services, mediation services for tenancy preservation and provide general housing-related information to low- and moderate-income residents of Massachusetts. They can advise the family on topics ranging from tenant's rights and responsibilities, services for the homeless, legal information, money management, utility assistance, housing search, LHAs, etc.

Obsolete

Field Operations Memo 2000-30 is obsolete.

The instructions found in the *EA User's Guide, Chapter VII, Housing Assistance Program Services* that address HAP's procedures for maintaining the current housing for a family are suspended.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.

September 2007

Housing Assistance Program (HAP) Providers Contact Information

Attachment A

TAO	HAP Agency	Contact Person	Email	Phone
Boston Family Housing Dudley Square Newmarket Square	ABCD - ABCD Housing Services 105 Chauncy St., Boston 02111	Tabitha Gaston Jeanette Francis	gaston@bostonabcd.org jfrancis@bostonabcd.org	(617) 357-6000 x 6449 (617) 357-6000 x 6334
North Adams Pittsfield	BCRHA - Berkshire County Regional Housing Authority 150 North St., Pittsfield 01201	Brad Gordon Kim Borden	bcrha@berkshire.net kimbo01201@yahoo.com	(413) 443-7138 x16 (413) 443-7138 x14
Malden North Shore Revere	CAPIC - Comm Action Programs Inter-City 100 Everett Ave., Chelsea 02150	Ruth McNeil	rmcneil@capicinc.org	(617) 884-6130 x130
Fall River New Bedford Taunton	CCS - Community Care Services 70 Main St., Taunton MA 02780	Kelly Cabral-Mosher Jessica Vazquez	hap.ccs@com-care.org hap.ccs@com-care.org	(508) 821-1538 x24 (508) 821-1538 x13 (508) 822-7728 x13
Fitchburg Southbridge Worcester	CMHA - Central Mass Housing Alliance 7-11 Bellevue St., Worcester 01609	Kelly Filock Grace Carmark	kfilock@cmhaonline.org gcarmark@cmhaonline.org	(508) 791-7265 x 30
Lawrence Lowell Lowell	CTI - Community Teamwork Inc. 167 Dutton St., Lowell 01852 EMMAUS	Sandra Pereira Eileen Healey Al Hanscom	spereira@comteam.org ehealey@comteam.org al@emmausinc.org	(978) 446-2446 (978) 459-0551 (978) 241-3541
Falmouth Hyannis	HAC - Housing Assistance Corp. 460 West Main St., Hyannis 02601 CACCI - Comm.Action Cape Cod & Islands	Allison Rice Delores B. Poore Melissa Carnie-Getzie	arice@HACconcapecod.org dbpoore@HACconcapecod.org	(508) 771-5400 X 226 (508) 771-5400 X 253 (508) 771-1727 X146
North Shore	NSCAP - North Shore Community Action Program, Inc. 98 Main St., Peabody 01960	Isaida Flores Sylvia Hosman Lee Hartman	iflores@nscap.org shosman@nscap.org lhartmann@nscap.org	(978) 531-0767 x 113 (978) 531-5220 x304 (978) 531-0767 x 121
Greenfield Holyoke Springfield/Liberty Springfield/State	NEFWC - New England Farmworkers Council 1628-1640 Main St., Springfield 01103	Luz DeJesus Tom Salter	ldejesus@partnersforcommunity.org tsalter@partnersforcommunity.org	(413) 536-5403 x201 (413) 536-5403 x202
Brockton	QCAP - Quincy Community Action Program 1509 Hancock St. Quincy 02169	Nancy Sullivan	nsullivan@qcap.org	(617) 479-8181 x 144
Plymouth	BAMSI - Brockton Area Multi Service	Faith Frazier	ffrazier@bamsi.org	(508) 584-4357 X12
Framingham Milford	SMOC - South Middlesex Opportunity Council 300 Howard St., Framingham 01702	Ozzy Diagne Danielle Prince	ozzyd@smoc.org dprince@smoc.org	(508) 620-2630 (508) 620-2630

Regional HCEC Agencies

<p>Berkshire Housing Development Corporation (BHCD) 74 North St. Pittsfield, MA 01201 (413) 499-1630 Fax: (413) 445-7633 Email: lwright@berkshirehousing.com Visit their web site</p>	<p>Community Teamwork, Inc. (CTI) 167 Dutton St. Lowell, MA 01852 (978) 459-0551 (800) 698-0551 Fax: (978) 453-9128 Email: jtavano@comteam.org Visit their web site</p>
<p>Franklin County Housing & Redevelopment Authority (HRA) 42 Canal Rd. Turners Falls, MA 01376 (413) 863-9781 Email: jglier@fchra.org Visit their web site</p>	<p>HAP, Inc. (HAP,Inc) 322 Main St. Springfield, MA 01105 (413) 233-1600 (800) 332-9667 Fax: (413) 731-8723 Email: hap@haphousing.org Visit their web site</p>
<p>Housing Assistance Corporation (HAC) 460 West Main St. Hyannis, MA 02601 (508) 771-5400 Fax: (508) 775-7434 Email: ndavison@haconcapecod.org Visit their web site</p>	<p>Metropolitan Boston Housing Partnership, Inc. (MBHP) 125 Lincoln Street Boston, MA 02111-2503 (617) 425-6700 (800) 272-0990 Fax: (617) 437-9311 Email: edcenter@mbhp.org Visit their web site</p>
<p>RCAP Solutions, Inc. (RCAP) 205 School Street, PO Box 159 Gardner, MA 01440-0159 (978) 630-6600 Fax: (978) 630-2751 Email: hcec@rcapsolutions.org Visit their web site</p>	<p>South Middlesex Opportunity Council, Inc. (SMOC) 300 Howard St. Framingham, MA 01701 (508) 620-2675 (800) 286-6776 Fax: (508) 620-2612 Email: sarahc@smoc.org Visit their web site</p>
<p>South Shore Housing Development Corporation (SSH) 169 Summer St. Kingston, MA 02364 (781) 422-4200 (800) 242-0957 Fax: (781) 585-7483 Email: bthompson@southshorehousing.org Visit their web site</p>	