

LEADING THE WAY

HOME

2016 Annual Report



cmha
Central Massachusetts
Housing Alliance, Inc.

cmhaonline.org

Photo by Joe Santa Maria - Kill the Ball Media

A Message from the Executive Director



Congratulations to our many community partners and to the incredible Staff and Board of the Central Massachusetts Housing Alliance. I am honored to have been a part of all that we have accomplished this year and all that we have built over the past 32 years.

In 2016, we made great strides in a focus on increased collaboration and coordination in targeting available housing and support service resources in the most cost effective, efficient and beneficial way to assist individuals and families to access the tools to move beyond homelessness to a stable and healthy life of promise.

CMHA provides valuable services to prevent homelessness, assist those who are homeless and to provide vital supports to house and keep those assisted on a path to self-sufficiency. We do not do this work in a vacuum and this defines the critical role that CMHA plays in the community.

We do this work as a team with partner agencies across the community, local foundations and supporters from the community, the engagement of youth and faith-based congregations and those impacted by housing and income insecurity. The true definition of community is each of us bringing our own resources and creativity together to improve the lives of all in our community; the results of those collective measures continue to be nothing short of amazing. Thank you to the incredible team at CMHA and to our valued community partners for another year of great purpose and success. Looking forward,

Grace K. Carmark—Executive Director

In Remembrance of Matt Ryan



The extended family of the Central Massachusetts Housing Alliance and the Hope For Housing partners are mourning the loss of CMHA Board member and founder of the Hope For Housing Coalition with the passing of Matt Ryan (pictured center). A lifelong educator and advocate for children; Matt dedicated his retirement years to assisting homeless families in the community. As a member of the CMHA Board and founder of Hope for Housing, he built a coalition of more than 30 area parishes, retailers and community partners to develop a program to prevent homelessness which assisted hundreds of families in our local community to avoid homelessness. His goodness, thoughtfulness and boundless energy will be deeply missed and we are forever grateful for his enormous contributions in making our corner of the world a much better place. Thank you Matt.

Congratulations to the 2016 Award Recipients



We recognize the following people for their commitment to our community and who share the spirit of CMHA:

David Palmgren Memorial Award

Dean Messier, Director of Human Resources, Imperial Distributors

Janice Nadeau Award for Housing and Community Service

Libby Hayes, Executive Director, Homes for Families

Judy Brown Cahill Award

Joanne Alley, Executive Director, Interfaith Hospitality Network



Photo by Joe Santa Maria - Kill the Ball Media



Serving as the Board President for CMHA continues to be an honor and privilege. It allows me to see first-hand how our programs and advocacy have made a positive impact on the lives of those served. I continue to be inspired by the dedication and tireless energy of the CMHA

staff and Board in fulfilling our mission. I first became involved through the Annual WALK for the Homeless. I am so proud to be a part of the successes of the 31st Annual WALK, including the community awareness the event raised and the additional resources it provided to our partner agencies. I am proud to be a part of CMHA and the determined work of our staff to raise awareness of the issues surrounding homelessness and to provide services, advocacy, and prevention to end the cycle of homelessness. We look forward to another successful and impactful year.

Sincerely,

Sam Bitar – President

Board of Directors

Sam Bitar
— *President*

Sandra Longvall Johnson
— *Vice President*

Robert McLaren
— *Treasurer*

Brian Murphy
— *Clerk*

Jill De Sousa

Jane L. Edmonstone, Esquire

Daniel Flynn
Andrew Howarth

Sharon Krefetz
Doreen Samuels

Janice Seymour

Daniel J. Stanhope

Mary Ann Wedgewood

Board of Advisors

James Andreoli

Ann Bureau

Reverend Bob Bachelder

Eve Gilmore

Dorothy Hargrove

Gordon Hargrove

Tom Holland

Michael Martin

John McCoy

Bernie Rotman



the mission

Prevention • Self-sufficiency • Advocacy and Education • Collaboration

“Recognizing the dignity of all, CMHA leads a collaborative response to homelessness that fosters long-term housing stability through prevention, quality services, education and advocacy.”

Convening the Worcester County Continuum of Care (CoC)

CMHA is the convener of the Worcester County Continuum of Care and fosters long term planning for developing the most effective and humane approach to reducing homelessness in the region. Efforts include planning and ongoing collaborations with agencies. In FY 2016, CMHA secured over 6 million dollars to fund 25 vital homeless services and supportive housing projects across the county. Utilizing three full time staff members, CMHA also manages a county wide data collection and reporting system for all homeless programs within the continuum to track success and needs in addressing homelessness. A diverse and broad range of community-based stakeholders serve on the CoC Advisory Board to ensure that services and housing provided by the CoC are the best match to community needs.

Public Education & Advocacy

Public Education & Advocacy is the heart of CMHA's mission in addressing the root causes of homelessness and encouraging long term housing stability. A commitment to building collaborative and coordinated relationships and strategies is what makes CMHA a unique agency in our community. Working with partners, stakeholders and those who have experienced or are at risk of homelessness across the region, we address barriers to accessing and maintaining affordable housing through civic engagement, public policy, legislative, and budgetary advocacy. Key partners are families and individuals who have experienced homelessness who work to increase community awareness and mobilize support to influence decision makers for systemic changes. In FY 2016, these collective efforts resulted in significant increases to housing assistance resources, prevention of severe eligibility restrictions and expanded key programs to underserved populations.

Youth Against Homelessness

Youth Against Homelessness (YAH) creates an environment in which local high school students in Central MA have an opportunity to make a positive change in their community and to develop the knowledge and leadership skills to make a direct impact on this critical issue. Area high schools who participate include: Doherty Memorial High School, Burncoat High School, South High Community School, North High School, Worcester

\$10,830

AMOUNT
DISTRIBUTED FOR
HOMELESSNESS
PREVENTION
THROUGH HOPE
FOR HOUSING

54

INDIVIDUALS
RECEIVED JOB
PLACEMENT
THROUGH
THE P.O.W.E.R.
PROGRAM

15%

DECREASE IN
HOMELESS
FAMILIES IN
WORCESTER
COUNTY

9,465

HOUSEHOLDS
ASSISTED BY
THE HOUSING
COUNSELING
PROGRAM

128

FAMILIES HOUSED
OUT OF SHELTER
BY THE HOMEBASE
PROGRAM

556

HOMEOWNERS
ASSISTED BY THE
ELDER HOME
REPAIR AND
MAINTENANCE
PROGRAM

1,377

INDIVIDUALS
ASSISTED BY THE
DONATIONS
CLEARINGHOUSE

Technical High School, Claremont Academy, University Park Campus School, Abby Kelley Foster High School, Holy Name Central Catholic High School, Notre Dame Academy, Wachusett Regional High School, St. Peter-Marian Central Catholic High School and Millbury High School. We are thankful to The Hanover Insurance Group Foundation and Unum for their support of this critical civic engagement opportunity for youth in our community.

Hope for Housing

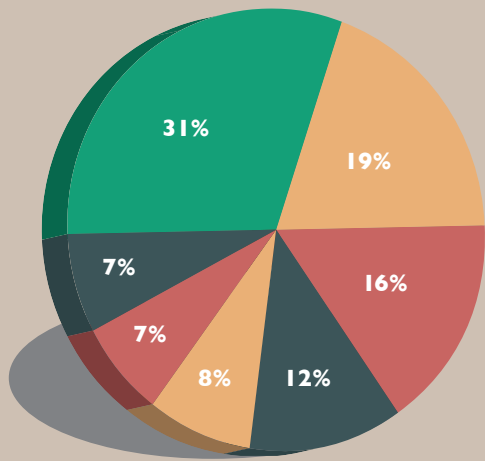
Hope for Housing is a partnership developed with the Interfaith Coalition to Prevent Family Homelessness and CMHA. The project raises community awareness and utilizes the collective buying power of congregations to prevent family homelessness. Currently 30 Worcester area congregations partner with local retailers who donate 2-10% of all sales to CMHA's Hope for Housing homelessness prevention funds. In FY 2016, \$10,830 was distributed to families for homelessness prevention services. Since its inception in 2009, the Hope for Housing Program has distributed over \$234,000 in family homelessness prevention funds. In addition to stabilizing households "at-risk" of homelessness, Hope for Housing provides an opportunity for members of these 30 congregations to better understand the issue of homelessness and to voice their concerns to decision makers.

P.O.W.E.R. (Personal Opportunities for Work, Education, and Renewal)

P.O.W.E.R. is an innovative program that assists families in shelter and transitional housing to attain long term self-sufficiency. Collaborating with the local workforce development community and the Worcester Community Action Council, P.O.W.E.R. strives to provide employment and educational opportunities that fit each individual's goals, time frame and skill sets.

In FY 2016, a total of 54 individuals received intensive case management and workforce readiness classes. 15 were placed in jobs and 21 in internships through the P.O.W.E.R. program.

We are grateful to our many community partners at the United Way of Central Massachusetts, the Department of Housing and Community Development, Workforce Central Career Center, Habitat for Humanity ReStore, Dress for Success and the Worcester Community Action Council for their support and collaboration.



HOW OUR DOLLARS PREVENT FAMILIES FROM BECOMING HOMELESS – FY 2016 IMPACT

Rental Arrearage.....	31%	Utility Arrearage.....	8%
First Month's Rent	19%	Subsidy.....	7%
Security Deposit	16%	Furniture	7%
Last Month's Rent.....	12%	Other.....	Less than 1%

303 households 842 individuals 405 children \$2,991 average assistance \$463,865 total assistance

Family Shelter

The largest segment of the homeless population in Worcester County continues to be families with school age children. Though the number of households of homeless families decreased by 15% in Worcester County from 2015 to 2016, persons living in homeless families account for 66% of the overall homeless population regionally. The decrease of households is largely due to a collaborative approach to ending homelessness with our partner agencies, such as Friendly House and Catholic Charities. While in shelter, families are assisted and supported to access tools and services in order to overcome barriers and move from homelessness to self-sufficiency and are supported to achieve independent living in their own homes. CMHA currently provides 190 units of family shelter in the region. In FY 2016, family shelter served 190 families and 128 families were successfully re-housed with follow up supportive services.

HomeBASE Program

HomeBASE is a flexible financial assistance resource available to families eligible for the state's Emergency Assistance (EA) program that provides assistance to help families find housing and move from shelter to housing rapidly. This coordinate Housing First strategy has proven to be a critical piece in reducing the costs of housing families in emergency shelter and overflow hotels. The resources allow families to quickly move to sustainable housing with follow up case management and supportive services. 128 families were successfully housed with this resource in the last fiscal year. The average assistance per family of \$8,000 makes good fiscal sense in preventing families from languishing in shelter for 6 months at a cost of \$3,000 per month and most importantly this Housing First strategy promotes the independence and quality of life for families to move to self sufficient living.

Elder Home Repair & Maintenance

The program coordinates closely with partners in the Elder Service and Health Care Network to allow elder homeowners to remain living independently in their own homes through providing repairs and routine maintenance to keep elders safely and independently housed. 556 unduplicated senior homeowners were served in FY 2016. The program promotes healthy independent living for senior homeowners and prevents them from needing to enter more costly institutional settings.

Housing Counseling and Homelessness Prevention

Housing Counseling is the longest standing and highest volume CMHA program. It's rooted in a prevention first model through providing counseling, education, and mediation to tenants and landlords as to their rights and responsibilities. Community resources, state prevention funds, and other resources are brought together in a holistic approach to address issues that place families at risk of homelessness. Mediation and problem solving is used to resolve housing issues and homeless prevention assistance is made available where the intervention will lead to housing stability.

A total of \$463,865 in prevention resources were distributed to prevent homelessness for 303 households consisting of 842 individuals, including 405 children. An average intervention cost of \$2,991 prevented these households from entering shelter at a cost of \$3,000 per month with an average shelter stay of 6 months. Homelessness prevention is the most cost effective and humane approach for families and our communities.

Donations Clearinghouse

The Donations Clearinghouse (DCH) collects and redistributes gently used household goods and furniture to those moving from shelter, fleeing domestic violence, recovering from a natural disaster or elders at risk. The DCH helps individuals and families to receive items that make a house a home. Rotmans Furniture and Carpet Store is a key partner in providing this service. Local churches and businesses also hold drives throughout the year. In FY 2016, the DCH assisted 1,377 individuals in 468 Households referred from 67 agencies. 665 Worcester area residents donated 2,114 items.

We thank our partners who held drives for furniture and household goods and lent their time and talent at the warehouse to repair and ready donated items:

- St. James Parish of Grafton
- St. Mary's Parish of Shrewsbury
- St. Michael's on the Heights of Worcester
- Ayer Recycling Committee
- United Way Summer Youth Volunteer Committee
- People's United Bank
- St Peter-Marian Central Catholic High School



thank you.

\$147,492 raised



Thank you for making our 31st Annual WALK for the Homeless a great success! With your help we raised \$112,250 and we received in kind donations that were valued at \$47,000. Nearly 85% of the proceeds raised went to vital programs in our community, including CMHA, Friendly House and the Interfaith Hospitality Network (IHN), St. John's Food for the Poor Program and Hope for Housing (HFH). A big thank you goes out to our co-chairs, Father John Madden of St. John's Parish and Kevin O'Sullivan for their dedication, support and enthusiasm.

Save the date, Sunday May 21st for the 32nd WALK for the Homeless. Contact Amelia Peloquin for more information at apeloquin@cmhaonline.org



cmhaonline.org

Photo by Joe Santa Maria - Kill the Ball Media



Photos by Joe Santa Maria - Kill the Ball Media

A snapshot of families we serve through homelessness prevention funds:

Head of Household

Female	83.8%
Male.....	16.2%
Average Age.....	38
Employed	45.2%
Disabled.....	30.7%
Average Gross Annual.....	\$20,016

Marital Status (%)

Single	56.8
Married	13.5
Divorced	11.2
Domestic Partnership.....	9.9
Separated.....	5.9
Widowed.....	2.6

Ethnicity (%)

Hispanic	51.5
White.....	28.4
African American / Black.....	12.9
American Indian.....	5.6
Other	1.3
Asian.....	0.3

Education (%)

High School or GED	40.3
Did not Complete High School.....	23.4
Some College.....	22.4
College Degree	11.9
Certificate	1.7
Client Refused / Unknown.....	0.3

Household Locations

Barre	Millbury	Uxbridge
Charlton	North Grafton	Webster
Clinton	Oxford	Wheelbright
Dudley	Shrewsbury	Whitinsville
Fitchburg	Southbridge	Winchendon
Gardner	Spencer	Worcester
Leominster	Sterling	
Milford	Townsend	

Average Family Size 2.8

Households with Children..... 68.6%

Single Parent Household..... 47.9%

Thank you to our supporters:

Alternative Technology Group
 Bay State Savings Bank
 Central Massachusetts Agency on Aging
 Charter TV 3
 Chuck and Mud Band
 City of Worcester Division of Neighborhoods and Housing Development
 Coney Island Hot Dogs
 The Diocese of Worcester
 Elder Services of Worcester
 City of Worcester Division of Elder Affairs
 Fallon Community Health Plan
 Francis Asbury Palmer Fund
 George F. & Sybil H. Fuller Foundation
 Greater Worcester Community Foundation
 Hoche-Scofield Foundation
 Imperial Distributors
 Joe Santa Maria – Kill the Ball Media
 Price Chopper/The Golub Foundation
 The Hanover Insurance Group
 Metso Automation
 Massachusetts Department of Housing & Community Development
 MLS/Property Information Network, Inc.
 National Center on Family Homelessness
 One Family, Inc.
 Paul & Phyllis Fireman Foundation

People's United Bank
 Planting the Seed Foundation
 Polar Beverages
 Rainbow Furniture
 Reliant Medical Group
 ReMax Vision
 Rotmans Furniture and Carpet Store
 Saint Gabriel the Archangel Parish
 Saint-Gobain Abrasives, Inc.
 Southbridge Savings Bank
 South High Community School
 The Stoddard Foundation
 TJX Foundation
 United Way of Central Massachusetts
 UniBank
 Unum
 U.S. Department of Housing and Urban Development
 WCVB Channel 5 TV
 Webster Five Cents Savings Bank Foundation
 Massachusetts Woman's Home Missionary Union
 Worcester Area Mission Society
 Worcester County Management Company
 All Saint's Episcopal Church
 Belmont AME Zion Church
 Blessed Sacrament Catholic Church
 Christ Episcopal Church

Christ the King Catholic Church
 Epworth United Methodist Church
 First Baptist Church of Holden
 First Baptist Church of Worcester
 First Church of Sterling
 First Congregational Church of Shrewsbury
 First Congregational Church of West Boylston
 First Congregational Church of Worcester
 First Parish Church of Berlin
 Greendale People's Church
 Immaculate Conception
 Our Lady of Good Counsel Catholic Church
 Our Lady of the Rosary
 Paxton Congregational Church
 St. Anthony de Padua
 St. Columba Catholic Parish
 St. Francis Episcopal Church Holden
 St. George's Catholic Church
 St. John's Church Worcester
 St. Luke's Episcopal Church
 St. Luke's Episcopal-Hudson
 St. Mary's Catholic Church
 Trinity Church Northborough
 Trinity Lutheran Church
 United Congregational Church
 Wesley United Methodist Church



cmhaonline.org
(508) 752-5519

6 Institute Road
 P.O. Box 3
 Worcester, MA 01609