



Photo by Joe Santa Maria - Kill the Ball Media

LEADING THE WAY HOME

2018
Annual Report

cmhaonline.org



cmha
Central Massachusetts
Housing Alliance, Inc.

A Message from the Executive Director



We look back on 2018 with thanks and respect for how much our community made happen this past year through partnerships, strong community coordination across so many sectors and the relentless day in and day out work of the front line workers across the region who have made such a great difference in the lives of individuals, families and children across our communities. Together, our community pulled together and stepped up to the plate once again with a coordinated effort to increase our homelessness prevention activities, to step up rapid re-housing out of homeless shelters with supportive services and to assist hundreds of refugees from Hurricane Maria while continuing to serve those in need within our local community. Partnerships between service and shelter providers, state and local government, faith congregations, local businesses and

committed citizens continue to grow and strengthen. I am so impressed with the concern of staff and the household they work with to keep pushing forward with relentless determination and focus on the mission of assisting families and individuals to move forward and attain a healthy and stable life. We are so proud of the deep collaboration across our community that reduce the risk of homelessness and promote policies and programs that remove barriers to stability and reduce the need over time for services. New challenges and opportunities await in the coming year. Let us continue to work as partners to be innovative in our community response to homelessness and income/housing inequality and continue to work with one family and one household at a time to achieve our shared mission. Thank you all for each of the critical pieces you bring to the table each and every day.

Looking forward,

Grace K. Carmark—Executive Director



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Congratulations to the 2018 Award Recipients Honoring Everyday Heroes



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

The David G. Palmgren Outstanding Business Leader Award

Cary Olson Cartwright, Unum

Janice Nadeau Award for Housing and Community Service

Frank Kartheiser

Judy Brown Cahill Award

In Loving Memory of Heather MacDonald



Photo by Unleash the Lens Photography

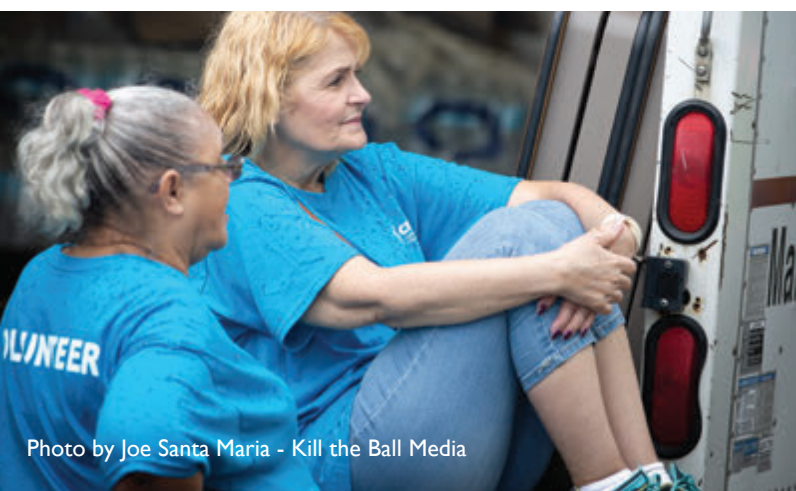


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It is an honor to serve as Board President of CMHA and on behalf of the Board and Staff, of an agency who partners with so many to bring hope and help to so many Worcester County residents, I want to extend a heartfelt Thank You to all who helped make 2018 such a successful year in

meeting our shared mission. Our staff, board, and each of our programs are grounded in flexibility, respect for all served, and hope to achieve positive change in our communities. Our successes are shared with so many across multiple sectors who support our work through volunteering, donating and offering guidance on the best ways to make a positive impact in the lives of our neighbors in need. Collaboration, Creativity and Hard Work are our guiding principles and we look forward to 2019.

“Not everyone can do everything but all of us can do something” – Matt Ryan, Former CMHA Board member and Founder of Hope For Housing

Sincerely,

Sam Bitar – President

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the mission

Prevention • Self-sufficiency • Advocacy and Education • Collaboration • Resources

“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 to develop the most effective and humane approach to reducing homelessness in the region. Efforts include planning and ongoing collaborations with all service providers, stakeholders and government partners. In 2018, 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. The CoC provides 450 units of housing annually. A Coordinated Entry system of all providers meets bi-weekly with all relevant providers in order to ensure a reduction of homelessness and more successful and timely placements into safe and affordable housing.

Public Education & Advocacy

Public Education & Advocacy (PE&A) is at the heart of CMHA's mission of addressing the root causes of homelessness. It works to raise awareness of the real issues of homelessness and lack of affordable housing opportunities. This is done through community education, coalition building, and mobilizing support for policy and budget initiatives that would result in real system changes that benefit those we serve. Recently, over 100 frontline service providers from 43 different agencies attended the Family Housing Information Forum. This yearly forum provides an opportunity for attendees to share and learn about resources available for families in the Worcester County Area. In the spring, PE&A hosted the annual Legislative Luncheon that was attended by nearly 100 concerned citizens and several members of the Worcester Area State Legislative Delegation. Along with other state wide advocacy partners, PE&A was a part of a success campaign to expand the Residential Assistance for Families in Transition (RAFT) program to include all populations, including elders, youth and disabled households. In addition, funding for the program was increased to \$18.5 million, providing much needed homeless prevention funding for all Massachusetts residents. Most importantly, the program works with at-risk and formerly homeless families to influence decision makers and educating the public as to the barriers they face and puts a human face on the issue of homelessness.

Youth Against Homelessness

Youth Against Homelessness (YAH) is comprised of area high school faculty and students joining together to cultivate an atmosphere of engaged learning and positive engagement.

\$27,000

AMOUNT
DISTRIBUTED FOR
HOMELESSNESS
PREVENTION
THROUGH HOPE
FOR HOUSING

50

ADULTS
INTEGRATED
WORKFORCE/
EDUCATION
GOALS INTO THEIR
RE-HOUSING
PLANS THROUGH
THE P.O.W.E.R.
PROGRAM

6%

DECREASE IN
HOMELESS
FAMILIES IN
WORCESTER
COUNTY

8,100

HOUSEHOLDS
WERE ASSISTED
BY THE HOUSING
COUNSELING
PROGRAM

238

FAMILIES HOUSED
OUT OF SHELTER

596

HOMEOWNERS
ASSISTED BY THE
ELDER HOME
REPAIR AND
MAINTENANCE
PROGRAM

1,227

INDIVIDUALS
ASSISTED BY THE
DONATIONS
CLEARINGHOUSE

CMHA works with area high schools to increase students' knowledge of current issues in the community and work collectively to explore real solutions that they can initiate within their schools and neighborhoods. In FY 18 the Greater Worcester Community Foundation recognized a high school senior who received GWCF's Scholarship for her outstanding leadership and tireless efforts in addressing and raising awareness about homelessness in our community and her school community. We are thankful for the support of Hanover Insurance Foundation, UNUM, Joseph D. Early Jr., Worcester District Attorney, and the Worcester Public Schools for their support for the "Visions of Change" Youth Summit for the youth in our community. Area high schools who participate include Abby Kelley Foster High School, Burncoat High School, Claremont Academy, Doherty Memorial High School, Holy Name CCHS, Millbury High School, North High School, Notre Dame Academy, St. Peter Marian CCHS, South High Community School, University Park Campus School, and Worcester Technical High School. Throughout the school year, these schools hold winter coat drives, hat and mitten drives, collected over \$1,300.00 from the dimes for diapers campaign, school supplies and book drives, participation in the WALK for the Homeless and the distribution of over 104 bags of Halloween goodies to the children in shelters. Some students held arts and crafts activities at local shelters. YAH plants a seed for young people to become active and involved citizens in the betterment of their community.

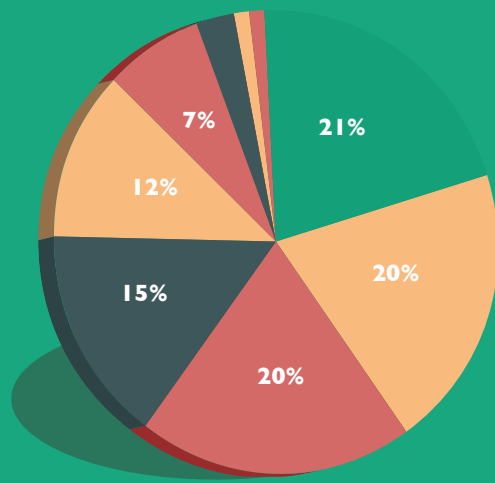
Hope for Housing

Hope for Housing (HFH) is a partnership developed with the Interfaith Coalition to Prevent Family Homelessness and CMHA. HFH raises community awareness and utilizes the collective buying power of congregations to prevent family homelessness. Currently 29 Worcester area congregations partner with local retailers who donated 3-10% of all sales to CMHA's HFH homelessness prevention funds. In FY 2018, \$27,000 was distributed to families for homelessness prevention service. Since its inception, HFH has distributed \$ 319,595.77 in addition to providing homeless prevention support. HFH also increases awareness, understanding and advocacy around the issues of homelessness amongst the 29 participating congregations.

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

POWER ensures that all adults in the family shelter system have access to workforce development and continuing education services that lead to stability in both the short and long term. As a program of inclusion rather than exclusion; POWER accepts all individuals interested in participation and works with many who are not eligible for many workforce programs.

HOW OUR DOLLARS PREVENT FAMILIES FROM BECOMING HOMELESS – FY 2018 IMPACT



Rental Arrearage.....	21%	Utility Arrearage.....	7%
First Month's Rent	20%	Subsidy.....	3%
Security Deposit	20%	Mortgage Arrearage.....	1%
Furniture	15%	Other.....	1%
Last Month's Rent.....	12%		

283 households 803 individuals 408 children \$1,700 average assistance \$500,000 total assistance

POWER is a comprehensive, holistic, and collaborative program that provides workforce and educational development services through intensive individual coaching, workforce readiness classes, coordination with community partners, access to supportive resources, and development of a social support system. POWER works with and supports participants move toward family stability through establishing career and education goals and pathways. With the goal of stopping the cycle of family homelessness, POWER creates a seamless system of support in collaboration with the program participant, their housing case manager and community resource providers.

This year 50 adults received comprehensive assessments that integrate workforce/education goals into their re-housing plans. 36 individuals enrolled in POWER and received either classroom or individual supports with 10 obtaining jobs, 12 having a community internship and 4 enrolling in job-specific certificate programs. An additional 57 individuals ready to return to work immediately were referred to the CMHA/WCAC partner program, Secure Jobs Initiative.

Family Emergency Shelter and the HomeBase Program

CMHA provided emergency shelter services to 379 families in the past fiscal year and housed 238 families from shelter utilizing stat HomeBASE flexible assistance resources and through working with local housing authorities and private landlords. This coordinated Rapid Re-Housing Strategy has proven to be a critical piece in reducing the costs of housing families in emergency shelter for long stays and to eliminating the practice of housing families in hotels. The resources allow families to quickly move to sustainable housing with follow up case management and supportive services. 238 families were successfully housed out of shelter with this resource in FY 2018. The average assistance per family of \$5,000 makes good fiscal and moral sense in preventing families from languishing in shelter for 6 months at a cost of \$3,000 per month and most importantly promotes the independence and quality of life for families to move to self-sufficient living. More than 300 households received ongoing stabilization supports.

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 while preventing long and costly institutional stays. 596 unduplicated senior homeowners were served in FY 2018. The program promotes healthy independent living for senior homeowners through a strong network and partnership of elder care agencies, health care providers and councils on aging. The program is critical for hundreds of senior homeowners and works to protect their safety and quality of life as well as protecting valuable affordable housing stock for the long term.

Housing Counseling and Homelessness Prevention

Housing Counseling is the longest standing and highest volume CMHA program as the point of entry for those facing a housing crisis and saw over 8,100 clients in the past year. Rooted in a prevention first model, the program provides counseling, education, and mediation to tenants and landlords as to their rights and responsibilities. Community resources, state and local 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 \$500,000 in prevention resources were distributed in 2018 to prevent homelessness for 283 households consisting of 408 children. A total of 8,398 individuals were seen by the program in 2017. An average intervention cost of \$1,700 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 best approach for families to achieve income and housing stability.

Aid to Puerto Rico Storm Evacuees	59	Households were assisted financially to obtain housing
	143	Households were assisted by the CMHA Housing Counseling Program

Donations Clearinghouse

The Donations Clearinghouse (DCH) provides an extraordinary service to families and individuals who have lost their homes and belongings, and are ready to begin anew. The program gathers reusable furniture and home goods from residents of Worcester County who no longer have a use for them, and offers them, free of charge, to those who need them desperately. Rotmans Furniture and Carpet Store is a key partner in providing this service, as are local churches and businesses who hold drives and perform service projects throughout the year. In FY 2018, the DCH assisted 1,227 individuals in 471 households referred by 70 area agencies. 687 Worcester area residents donated 2,229 items to help families make a fresh start and make a house a place to call home. 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:

- Ayer Recycling Committee
- National Grid
- People's United Bank
- St. James Parish of Grafton
- St. Mary's Parish of Shrewsbury
- St Peter-Marian Jr/Sr High School
- St. Michael's on the Heights of Worcester
- United Way of Central MA
- Unum
- Worcester Regional Association of Realtors



thank you.

\$136,395 raised

Thank you for making our 33rd Annual WALK for the Homeless a great success! With your help we raised \$111,955 in cash and received in-kind donations valued at \$24,440. Nearly 80% 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 19th for the 34th Annual WALK for the Homeless. Contact Amelia Peloquin for more information at apeloquin@cmhaonline.org



cmhaonline.org

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Photo by Unleash the Lens Photography



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A snapshot of families we serve through homelessness prevention funds:

Head of Household

Female	83.5%
Male.....	16.5%
Average Age.....	38
Employed.....	48.2%
Disabled.....	27.0%
Average gross annual income	\$21,000

Marital Status (%)

Single	54.8
Married.....	14.1
Domestic Partnership.....	11.3
Separated.....	8.1
Divorced	7.8
Widowed.....	3.9

Ethnicity (%)

Hispanic	64.2
White.....	21.6
African American / Black.....	13.1
Other	0.7
American Indian.....	0.4

Education (%)

High School or GED	49.1
Did Not Complete High School.....	21.9
Some College.....	18.4
College Degree	8.5
Certificate	2.1

Household Locations

North County.....	13
South County.....	22
Worcester Area	247
Other	1
# of Housing Subsidies.....	107

Average Family Size 2.8

Households with Children..... 86.2%

Single Parent Household..... 47.2%

Thank you to our supporters:

Alternative Technology
 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
 Cornerstone Bank
 CVS Health
 The Diocese of Worcester
 Elder Services of Worcester Area
 City of Worcester Division of Elder Affairs
 Fallon Community Health Plan
 Francis Asbury Palmer Fund
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 The Hanover Insurance Group
 Laura G. McNaughton
 MA Association of Realtors
 Metso Automation
 Massachusetts Department of Housing & Community Development

MLS/Property Information Network, Inc.
 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.
 South High Community School
 The Stoddard Foundation
 TJX Foundation
 United Way of Central Massachusetts
 UniBank
 Unum
 U.S. Department of Housing and Urban Development
 WCAC
 WCVB Channel 5 TV
 Webster Five Cents Savings Bank Foundation
 Worcester Area Mission Society
 Worcester County Management Company
 Worcester Community Action Council
 Worcester Magazine
 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. 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

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