

# **Emergency Assistance (EA) Advocacy Guide**

*A Guide to Emergency Shelter and  
Rehousing Services for Families with  
Children Experiencing Homelessness  
in Massachusetts*

**Massachusetts Law Reform Institute**

**October 2023 Edition**



# EA ADVOCACY GUIDE

## About MLRI

Massachusetts Law Reform Institute (MLRI) provides statewide advocacy and leadership in advancing laws, policies, and practices that secure economic, racial, and social justice for low-income people and communities. MLRI furthers its mission through impact litigation, policy advocacy, coalition building, community lawyering, and public information. In addition, it serves as the poverty law support center for the Massachusetts civil legal aid and advocacy community, providing expertise and support to local legal aid programs, social service, health care and human service providers, and community organizations that serve low-income people throughout the state. Find us online at [www.mlri.org](http://www.mlri.org).

## Acknowledgments

MLRI dedicates this Emergency Assistance (EA) Advocacy Guide to the low-income children and their families for whom it was written, who inspire us through their courage and resilience, and to all our community partners who work alongside legal aid to achieve housing justice.

MLRI also thanks Ruth Bourquin, former MLRI staff attorney of 22 years, who was the original author of this publication.

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# Introduction

Emergency Assistance (EA) is the Massachusetts state program providing emergency shelter and support services to eligible families with children and pregnant people who are experiencing homelessness. HomeBASE is the related rehousing program for families that are eligible for EA. The Massachusetts Executive Office of Housing and Livable Communities (EOHLC or HLC) currently administers both programs. (HLC was established in May 2023, and is the successor agency to the Department of Housing and Community Development or DHCD.)

While Massachusetts is often referred to as a right to shelter state for families with children, the eligibility criteria for EA is complex and many families are ineligible for shelter and HomeBASE, while other families are wrongfully denied access to the programs. This guide includes information for families and advocates on Emergency Assistance and HomeBASE eligibility; how to apply for benefits; families' rights and expectations while participating in the programs; how to appeal denials, noncompliances, and terminations; how to access rehousing and homelessness prevention resources; and contact information for HLC, legal service organizations, and agencies contracted by HLC to administer HomeBASE and the Residential Assistance for Families in Transition (RAFT) homelessness prevention program.

# Part 1

# Emergency Assistance

# Eligibility

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## 1 What is Emergency Assistance (EA)?

Emergency Assistance (EA) is a state program that provides certain families with children and pregnant people experiencing homelessness in Massachusetts with:

- Emergency shelter
- Financial help to access private housing

Currently, most families eligible for EA are also eligible for housing-related assistance called HomeBASE, or the Short-Term Housing Transition (STHT) program.

HomeBASE benefits include:

- Up to \$30,000 over twenty-four months, to be used for rent or utility arrears, with flexibility to provide families additional time and funding beyond the general benefit caps
- Payments to allow a family experiencing homelessness to stay with another household
- First and last month's rent and security deposit
- Moving and furniture expenses
- Other costs to allow a family to become or remain housed.

To get HomeBASE, you must first be found eligible for Emergency Assistance, so it is important to complete an EA application even if you only want HomeBASE. HomeBASE is available to help you avoid going into shelter or to help you leave shelter.

See 760 CMR 67 (EA regulations, under the Code of Massachusetts Regulations): <https://www.mass.gov/regulations/760-CMR-6700-eligibility-for-emergency-assistance-ea>

See also 760 CMR 65.00 (HomeBASE regulations): <https://www.mass.gov/regulations/760-CMR-6500-the-massachusetts-short-term-housing-transition-program>

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## **2      Where can you apply for EA?**

The Executive Office of Housing and Livable Communities (EOHLC), through its Division of Housing Stabilization (DHS), runs the EA program, and EOHLC workers are located in some Department of Transitional Assistance (DTA) offices and take EA applications there. As of October 2023, EOHLC is encouraging applicants to apply by telephone.

The EA application line phone number is **866-584-0653**. See **Appendix A**.

Typically, families can apply for EA at the ten joint EOHLC/DTA offices listed in **Appendix A** between 8 a.m. and 4 p.m. each weekday. You may want to call the office to confirm the hours for that day. The FY24 budget requires EOHLC to maintain office locations in the ten cities and towns that had local offices as of January 1, 2023.



***Advocacy Tips:***

- ✓ You should call or go to your local EOHLC/DTA office as early in the morning as possible since the application process often takes all day. This also applies to telephone applications, when you may be asked to wait for a call back. If you do not receive a call back within one hour and need shelter that day, keep calling back. Be sure to specify that you do not have a place to stay that night.
- ✓ EOHLC should take your application the same day you go to apply. If an EOHLC worker tries to send you away without taking your application and you need a place to stay right away, ask to speak to an EOHLC Supervisor or contact an advocate immediately.
- ✓ EOHLC should ask you which language you prefer to communicate in when you apply. If they do not ask, tell the EOHLC worker your preferred language. If you speak Spanish or another common language, you have the right to receive important documents, including the application, in your language. You have the right to get free oral interpretation from EOHLC.
- ✓ EOHLC may try to discourage you from applying for EA by suggesting that you stay with friends or relatives. If you have no safe place to go and you appear to meet eligibility rules based on your own statements and other information EOHLC has, you have a right to be placed in EA shelter right away. *See Questions 12 and 13.*
- ✓ If you apply for EA but EOHLC says you are not eligible, EOHLC should give you a written denial notice that explains why you were denied and that you have a right to appeal. *See Question 21.* You have the right to apply for shelter, even if the worker suggests you will not be eligible. It is important to get the reason for denial in writing, especially if you want to ask for an appeal. EOHLC sometimes denies families for an incorrect reason, so it is important to get the reason for the denial in writing. Once you receive a written notice of denial, you

can appeal the denial, or show the notice to an advocate for advice and assistance.

- ✓ EOHLC does not take EA applications at every DTA office. This may violate state law. St. 2009, c. 27, § 142. If this causes a problem for you, contact an advocate.

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### 3 Which families experiencing homelessness are eligible for EA?

EA is available for some:

- Children under age 21 who are experiencing homelessness and their families, including parents, stepparents, other close relatives or legal guardians who are primary caretakers of the child/ren, and/or
- Pregnant people at any stage of pregnancy who are experiencing homelessness, and the pregnant person’s spouse, *See* 760 CMR 67.02(1) and
- Who meet financial and other eligibility rules. *See* **Questions 4-11**.

**Note:** EOHLC has said that you do not need to be married to qualify as a “spouse” or “stepparent”; they can include persons with whom the parent or pregnant person is “involved as a couple in an inter-dependent relationship that is intended to be long-term.” *See* Housing Stabilization Notice 2011-02 available at

<https://www.mass.gov/files/documents/2016/07/ti/hsn201102.pdf>

## 4 What is the EA income limit?

**For applicants.** To be eligible for Emergency Assistance as an applicant, your family’s gross monthly income must be below 115% of the federal poverty limit for your family size. The federal government usually increases the amount slightly in January or February of each year.

**For participants.** Starting in FY20, the Legislature raised the maximum income level for families already in EA shelter to 200% of the poverty level. Participant families are not considered over income until they have exceeded 200% of the poverty level for 90 consecutive days.

As of January 2023, the EA income eligibility standards are:

Household Size	EA Eligibility for Applicants: 115% of Federal Poverty Level (monthly)	EA Eligibility for Participants: 200% of Federal Poverty Level (monthly)
1	\$1,397	\$2,430
2	\$1,890	\$3,287
3	\$2,382	\$4,143
4	\$2,875	\$5,000
5	\$3,368	\$5,857
6	\$3,860	\$6,713
7	\$4,353	\$7,570
8	\$4,845	\$8,427
Add’l	\$493 add’l household member	\$857 add’l household member
<p><b>Remember:</b> These limits usually change each January or February so make sure you are using the most recent numbers. You can check for updates at <a href="https://www.mass.gov/info-details/housing-stabilization-notice">https://www.mass.gov/info-details/housing-stabilization-notice</a></p>		

EA considers your gross income, which is your total income before any tax withholdings or other deductions. *See* 760 CMR 67.02(5). If you are working, EOHLC usually asks for your last 4 pay stubs if you are paid weekly or last 2 pay stubs if you are paid every other week. Since most months are not exactly 4 weeks long, to calculate your income EOHLC takes your last 4 weekly pay stubs, adds them together, divides by 4, then multiplies that amount by 4.333; or, it takes your last 2 biweekly pay stubs, adds them together, divides by 2, and then multiplies that amount by 2.167. This is the number they generally will use for your monthly gross income.

Weekly pay:	Biweekly pay:
1. Add together last 4 paystubs	1. Add together last 2 paystubs
2. Divide total by 4	2. Divide total by 2
3. Multiply by 4.333	3. Multiply by 2.167

**Note:** If you are applying for EA and you expect your income to go down soon, EOHLC should use the best estimate of income for the next month. For example, if you expect your hours or pay to be reduced, tell EOHLC and get a letter from your employer that says what your future hours and pay will be.

*See* 106 CMR 702.920, DTA regulations incorporated into EA regulations through 760 CMR 67.02(5)(b) and 106 CMR 204.290. Note that the DTA regulation numbers changed in 2018 and EOHLC recently updated their regulations to reflect these changes. The referenced regulations can now be found at 106 CMR 704.210 through 704.230; 106 CMR 704.240(A) and (B); 106 CMR 704.250(A)(2) through 704.250(QQ); and 106 CMR 704.290. While 106 CMR 702.290 no longer exists in the DTA transitional cash assistance program regulations, 106 CMR 704.290(A) now incorporates that income is to be counted prospectively: “Eligibility and grant amount are based on the filing unit's **projected income at the time of application** or when a change is reported. **Projected income must be based on the best estimate of income that actually will be**

**received** in the cyclical month in which action will be taken on the application or the change.”

Families should not give up earned income *for the purpose* of qualifying for shelter. Reducing earned income without good cause within 90 days of a shelter application can result in a denial of shelter. 760 CMR 67.02(3) and **Question 10**. If families lose income due to homelessness, such as loss of childcare or employment, EOHLC should consider that reduction in income to be “good cause” for losing earned income. Note that families can give up unearned income for the purpose of qualifying for shelter. *See Question 5* for a list of what income does and does not count for EA.

**Families receiving EA who go over income.** If you are receiving EA shelter benefits and your gross income goes over the EA eligibility standard for 90 consecutive days or more, you can continue to receive benefits for six more months from the day you went over income before being terminated from the program (unless you become ineligible for another reason). Beginning with the FY20 budget, the Legislature changed the income limit for families who are already receiving EA shelter to 200% of the federal poverty level. You will not be subject to the over-income termination if your income goes back under 200% of the poverty level within 90 days. *See* HSN 2019-2 at

<https://www.mass.gov/files/documents/2019/09/06/200%25%20of%20FPG%202019.pdf>

and HSN 2023-1 at <https://www.mass.gov/doc/housing-stabilization-notice-2023-1-revised-federal-poverty-guidelines/download>

If you are over income for 90 consecutive days or more, in order to receive shelter for six months from the date you went over income, you:

- Must save the amount of income that is over the income limit (this is in addition to what you must save under your EA Rehousing Plan; *see Question 16*),

- May not withdraw the saved money until you leave shelter (except to pay costs directly related to getting permanent housing or for other purposes approved by your EOHLC worker), and
- Must follow all other EA rules. *See* 760 CMR 67.02(5)(d)-(f).

In special situations, EOHLC may extend your EA benefits beyond the six months, even if your income is over the limit for more than 90 days. *See* 760 CMR 67.02(5)(g). Ask your EOHLC worker if you need more time to find housing.

**For families receiving HomeBASE.** If you are receiving HomeBASE benefits and your gross income goes over the EA eligibility limit, you can continue to receive HomeBASE for 12 months after your income exceeds the EA limit as long as you are complying with your stabilization plan (*see* **Question 16**). The Legislature changed the HomeBASE over-income rules in the FY23 state budget. As of October 2023, EOHLC has not issued updated regulations.

***Advocacy Tips:***

- ✓ Before you use any of the money you are required to save while in shelter, ask your EOHLC worker or your shelter provider if the spending is allowed and try to get approval in writing.
- ✓ One-time “lump sum” income, such as a personal injury settlement, does not cause a period of ineligibility for EA as it does for Transitional Aid to Families with Dependent Children (TAFDC). *See* 760 CMR 67.02(5)(b).

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## 5 What income is and is not counted for EA?

The EA income rules are generally based on the income rules for the Transitional Aid to Families with Dependent Children (TAFDC) program,

but some things count as income for EA that do not count for TAFDC. *See* 760 CMR 67.02(5)(b), citing portions of 106 CMR 204.

■ Income that is counted for EA includes:

➤ **Earned income includes:**

- Wages
- Tips
- Salary
- Self-employment income minus business expenses, *see* 106 CMR 204.210(A), and

➤ **Unearned income, including:**

- Social Security
- Unemployment compensation
- Veteran's benefits
- Income from trusts. *See* 106 CMR 204.210(B).

**Note:** Income that is counted for EA but not for TAFDC includes Supplemental Security Income (SSI), TAFDC, Emergency Aid to the Elderly, Disabled and Children (EAEDC), and all child support actually received by the household. *See* 760 CMR 67.02(5)(b).

■ Income that is not counted for EA includes:

- Foster care payments you receive for a foster child
- Food stamps (SNAP)
- Federal higher education (college level) grants, loans and work study

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- Other higher education grants and scholarships that cannot be used to meet current living expenses
- Any loan that cannot be used to meet current living expenses
- Training stipends up to \$130 per month
- Reimbursements for training expenses
- YouthBuild or AmeriCorps earnings or payments to participants
- Earnings of a child under 14
- Certain restricted cash gifts from persons who are not financially responsible for anyone in the EA household
- Assistance from social service or other organizations.

Historically, when DTA administered EA, it took the position that the following payments were non-countable (since EOHLC relies on the DTA regulations, EOHLC now should take the same position):

- For certain tenants: Up to \$7,500 in relocation payments received to leave a foreclosed property plus additional amounts you can verify are being used for relocation expenses, *see* DTA Transitions, January 2008, p. 7, *available at* <https://www.masslegalservices.org/system/files/library/Jan+08+Transitions.pdf>,

**and**

- For certain homeowners: Payments from a reverse mortgage (a loan that allows a homeowner to withdraw equity from property). *See* DTA Transitions, April 2007, pp. 4-5, *available at* <https://www.masslegalservices.org/system/files/library/April+07+Transitions.pdf>.

This is not a complete list of non-countable income. The regulations describe over 30 types of non-countable income, so check the regulations



for a more complete list. *See* 106 CMR 204.250org(A)(2) through (QQ), cited in 760 CMR 67.02(5)(b).

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## 6 What is the asset limit for EA?

EOHLC currently is imposing an asset limit of \$5,000 for families applying for and participating in the EA program. That means you generally must have less than \$5,000 of “countable assets” to qualify for EA.

- Some families are not subject to (or automatically meet) the EA asset limit. These include:
  - Families in shelter who have saved the money required by their EA Rehousing Plans (*see* **Question 16**)
  - Households in which all members receive TAFDC.

For families subject to the asset limit, some assets count and others do not.

- Assets that **do** count include:
  - Cash on hand
  - Bank accounts you have access to
  - As of July 1, 2019, the value of vehicles owned by the household except for the value of one non-recreational vehicle
  - The cash surrender value of life insurance and burial insurance
  - Real estate other than a home you live in, unless it qualifies for a six-month exclusion because you are trying to sell it.
- Assets that **do not** count include:

## Part 1 ▪ EA Eligibility

- The value of one non-recreational vehicle owned by the household
  - Household and personal belongings
  - Assets you do not have ready access to (such as assets tied up in court proceedings or real estate you cannot immediately sell)
  - Earned Income Tax Credit in the month of receipt and the following month
  - Assets used to produce income, such as a vehicle used for self-employment
  - Up to \$7,500 in relocation payments received by a tenant to leave a foreclosed property, *see* DTA Transitions, January 2008, p. 7
  - The assets of an SSI recipient or a recipient of state or federal foster care payments. **Note:** Assets of an SSI recipient do not count toward the EA asset limit, even though the income of an SSI recipient **does** count toward the EA income limit. *See Questions 5 & 6.*
- Savings required during the 6-month period for families who went over income (see **Question 6**) are not countable for EA.

This is not a complete list of non-countable assets. Check the regulations for a complete list. *See* 760 CMR 67.02(6)(a), relying on 106 CMR 204.120 through 204.140. **Note:** Assets that cannot be sold, for example, because they are under the control of another person or tied up in legal proceedings, are “inaccessible” and should not be counted. 106 CMR 204.125.

### **Advocacy Tips:**

- ✓ In the fiscal year 2021 budget, the Legislature removed the TAFDC asset limit for families participating in the TAFDC program. While EOHLC is not imposing an asset limit in the EA program on families in which all household members are participating in TAFDC, EOHLC

continues to impose a \$5,000 asset limit on other families. See Housing Stabilization Notice 2022-02 <https://www.mass.gov/doc/housing-stabilization-notice-2022-02-asset-calculation-for-emergency-assistance-eligibility/download>.

- ✓ If you are in EA shelter and have saved the money required by your Rehousing Plan, you should not be terminated for going over the asset limit -- even for assets other than those savings. 760 CMR 67.02(6)(b). Contact an advocate if you get a termination notice for being over the asset limit.
  - ✓ The EA regulations incorporate the TAFDC rules on what are countable assets. The TAFDC car value exclusion rule was updated and improved in 2019. 106 CMR 704.120(G).
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## 7 What are the EA asset-transfer rules?

- Under EOHLC regulations, you are not eligible for EA if you transferred real or personal property within the previous year for the purpose of becoming eligible for EA. 760 CMR 67.02(8). If you did not know about EA at the time of the transfer, or there was another reason you transferred the property, this rule should not bar you from being eligible for EA.
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## 8 Which families qualify as “homeless enough” for EA?

In order to be eligible for EA, you must have no “feasible alternative housing,” which means you must not have “any currently available living situation including temporary housing with relatives, friends or charitable organizations.” 760 CMR 67.06(1)(b).

## Part 1 ▪ EA Eligibility

In addition, you must fall into one of four narrow categories to be eligible:

1. Your household is:
  - a. At risk of domestic abuse in the current housing situation; or
  - b. Experiencing homelessness because you fled domestic violence, and you have not had access to safe, permanent housing since leaving the housing situation from which you fled. 760 CMR 67.06(1)(a)1.

**Note:** Under b., families do not have to prove current risk of domestic violence, but they must show they have no other place to stay now.

2. Your household is experiencing homelessness due to fire, flood or natural disaster, through no fault of its members. 760 CMR 67.06(1)(a)2.
3. Your household has been subject to eviction from its most recent housing due to:
  - a. Foreclosure, through no fault of the members of the household;
  - b. Condemnation, through no fault of the members of the household;
  - c. Conduct by a guest or other household member who is not part of the household seeking emergency shelter, and the remaining household members had no control over their conduct;

**Note:** EOHLC attributes to heads of households the ability to exclude a household member or guest and therefore “control” their behavior. HSN 2012-09A cites 760 CMR s. 67.06(1)(f)3.c. to say the limited exceptions are when (1) the behavior was domestic violence; (2) the behavior was related to a mental health issue; or (3) the conduct was caused by a minor household member or guest subject to a

Child Requiring Assistance (CRA) plan with which the parent is in compliance;

d. Nonpayment of rent, caused by:

- (i) A documented medical condition;
- (ii) A diagnosed disability, or
- (iii) A documented loss of income within the past 12 months directly as a result of a change in household composition, or a loss of income source through no fault of the household. 760 CMR 67.06(1)(a)3.

**Note:** The regulations at 760 CMR 67.06(1)(f)5 say that this category applies only if the family loses more than 10% of its income and the new, lower income means the family is paying over 50% of their income for rent and utilities.

e. A pure no-fault reason, such as the expiration of a lease without renewal or termination of a month-to-month tenancy (tenancy at-will) for no stated reason.

**Note:** No-fault evictions include evictions because the owner is selling the building, wants to move a family member into the apartment, or wants to make significant renovations to the unit or building.

4. Your household is in a housing situation where the [EA] household members:

a. Do not include the primary lease holder,

**Note:** This includes families who are “doubled up” with others and not on the lease or individuals who are on the lease but who are not either the head of household or the intimate partner of the head of household.

**or**

- b. The child(ren) of the household are in a housing situation not meant for human habitation, (*But see Question 8*).

**Note:** Housing “not meant for human habitation” is narrowly defined in 760 CMR 67.06(1)(f)6.d.(ii) and 8. to cover only housing that: i) does not have hot and cold water for personal use, ii) does not have heat from September 16th through June 14th, iii) does not have electricity or lighting, or where the household does not have access to control lighting or electricity, iv) does not have operable toilet facilities, or v) has unsanitary conditions that result in the accumulation of garbage. *See Question 9, d. (ii).*

**and** where

- c. There is a substantial health and safety risk to the family that is likely to result in significant harm if the family remains in the housing situation. 760 CMR 67.06(1)(a)4.

**Note:** EOHLC has issued policy memos regarding the four categories: how to verify domestic violence for purposes of Category 1, Housing Stabilization Notice 2013-07B, <https://www.mass.gov/files/documents/2016/07/ww/hsn201307b.pdf>; how to determine whether an eviction is for “fault” for purposes of Categories 2 and 3, Housing Stabilization Notice 2012-09A, <https://www.mass.gov/files/documents/2016/07/wa/hsn2012-09a.pdf>; and two policy memos discussing the terms used and how to verify the health and safety risk required to qualify under Category 4, Housing Stabilization Notices 2016-03, <https://www.mass.gov/files/documents/2016/10/vk/hsn2016-03.pdf> and Notice 2012-10, <https://www.mass.gov/files/documents/2016/07/uh/hsn201210.pdf>

***Advocacy Tips:***

- ✓ Former homeowners who were evicted following a foreclosure for failure to make mortgage payments generally will not be considered eligible for EA on the basis of a “no fault” eviction. However, if the family can prove that its failure to make mortgage payments was the result of one of the excused reasons for nonpayment of rent listed above (a documented medical condition, disability, or loss of more than 10% of income resulting in a payment of 50% of the family’s income toward the mortgage and utilities), then the family will be eligible for EA on the basis of an “excused fault eviction.” *See* Housing Stabilization Notice 2012-09A, page 6, *available at* <https://www.mass.gov/files/documents/2016/07/wa/hsn2012-09a.pdf>
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## **9 What kind of health and safety risk is serious enough to be eligible under category 4?**

Under the regulations, 760 CMR 67.06(f)6, children who are sleeping in a doubled-up housing situation are at a significant enough health and safety risk to qualify under 760 CMR 67.06(1)(a)4.c only if the family is subject to:

- a. Exposure to felony or misdemeanor crimes by a member of the primary tenant’s household that cannot be addressed by law enforcement or alternative dispute resolution, or repeated exposure to such conduct by a regular guest of the primary tenant, that is likely to result in significant harm to the EA household;
- b. Exposure to mental health issues by a member of the primary tenant’s household that are likely to result in significant harm to the EA household and cannot be addressed by a referral to mental health treatment before such harm occurs;

## Part 1 ▪ EA Eligibility

- c. Exposure to substance use by a member of the primary tenant’s household that is likely to result in significant harm to the EA household and cannot be addressed by a referral to substance abuse treatment before such harm occurs; or
- d. (i) Condemnation of the unit due to presence of poor physical conditions through no fault of the EA household; or  
(ii) The housing situation is not meant for human habitation, which means it has physical conditions that the landlord cannot or will not remedy before significant harm occurs to the family members. Those conditions are:
  - i. Lack of a supply of hot and cold water or inability to access water for personal use;
  - ii. Lack of heat from September 16th through June 14th;
  - iii. Lack of, or inability to control, electricity or lighting for personal use, or inability to dim lights for nighttime sleeping;
  - iv. Unsanitary conditions that result in the accumulation of garbage that may draw rodents, cause accidents, or otherwise create or spread disease; or
- (iii). The housing situation is only an irregular overnight sleeping situation, and the irregularity of the family’s sleeping situation is persistent.

**Note:** An “irregular housing situation” based on frequent moves is sometimes referred to as “chronic couch surfing.” An irregular overnight sleeping situation also includes staying in a non-EA funded, time-limited shelter. These families should be eligible for EA at the end of their time-limited stay.



*See generally* 760 CMR 67.06(1)(a) – (f) and policy memos discussed at the end of **Question 8**.

The presence of a significant health and safety risk must be verified by the Department of Children and Families (DCF) or another agency. 760 CMR 67.06(1)(e)3 and 4. However, if the family appears eligible based on their own statements, the family should be placed in shelter pending the health and safety assessment and collection of other verifications. *See Questions 12 and 13*.

**Note:** An EOHLC policy memo from October 2016 states that if child(ren) stayed the previous night with the primary tenant and the family provides written proof that the children cannot stay another night with the primary tenant, or other “persuasive evidence” that they have no feasible alternative housing, DHCD should request an urgent health and safety assessment and provide a non-EA placement until the health and safety assessment is complete. *See* Housing Stabilization Notice 2016-03, page 7 at <https://www.mass.gov/files/documents/2016/10/vk/hsn2016-03.pdf>

***Advocacy Tips:***

- ✓ Many families are not eligible for EA under categories 1 – 3 of 760 CMR 67.06(1)(a) (current or former domestic abuse, fire, flood or natural disaster, or narrow categories of qualifying evictions), and therefore must show that the housing situation in which they are doubled up with others exposes them to crimes, violent physical conduct, or severe mental health issues or substance use; that the place they are staying qualifies as a “housing situation not meant for human habitation;” or that they have been engaged in “irregular housing” or chronic couch surfing.
- ✓ The Legislature included language starting in the FY20 budget directing EOHLC to provide shelter to otherwise eligible families who have not yet stayed in places not meant for human habitation. EOHLC

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has not issued guidance about how field offices should implement this requirement, and has stated that no new guidance is required.

However, families in this situation are regularly denied placement. If a family is otherwise eligible and has no place to go, they should be placed in shelter pending a DCF health and safety assessment. G.L. c. 23B, § 30(B), as amended by St. 2020, c. 41, § 2 at 7004-0101.

Families should be explicit with EOHLC that they have nowhere to stay that night.

- ✓ To qualify for “irregular housing,” your family must provide verification that you have recently moved from place to place in an irregular pattern, not staying in any one place for more than a week or two. *See* Housing Stabilization Notice 2016-03 at <https://www.mass.gov/files/documents/2016/10/vk/hsn2016-03.pdf>
- ✓ If you were denied for not meeting one of the four categories of EA eligibility, you may become eligible once your family has had “irregular housing” (engaged in chronic couch surfing), or once your family will have to stay (or has stayed) in a place not meant for human habitation because you have no safe place to go that night. Under the budget language for FY20-FY23, EOHLC should not deny you if staying in a place not meant for human habitation would make you eligible AND you have nowhere to go that night. You may reapply for EA at any time.
- ✓ Families are routinely discouraged from applying or completing an application by being told they will not qualify, without being given a written denial. Families only have a right to appeal if they receive a paper denial, so you should insist on being allowed to finish the application and receive a denial. If EOHLC refuses to let you complete an application, you should seek a legal advocate.
- ✓ Families who are doubled-up, or couch-surfing, with a host family should be careful about encouraging the host’s landlord to issue a Notice to Quit because it will not necessarily lead to EA eligibility

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and may put the host family at risk of eviction. If possible, families that are couch-surfing should provide a letter from their host stating that the family can no longer stay with them. A letter from the landlord is not necessary, even if EOHLC asks for one.

- ✓ **Waivers.** EA regulations allow EOHLC to approve a waiver of the rules based on “good cause.” 760 CMR 67.10. Families at risk of staying in a place not meant for human habitation can ask for a waiver to be placed earlier by emailing EOHLC Division of Housing Stabilization Director, Deputy Director of Field Operations Ezequiel Lopes ([ezequiel.lopes@mass.gov](mailto:ezequiel.lopes@mass.gov)), and Legal Counsel Adrian Walleigh ([adrian.walleigh@mass.gov](mailto:adrian.walleigh@mass.gov)).
- ✓ Many families report that when they tell EOHLC that they are sleeping in a place not meant for human habitation, such as a car, EOHLC threatens to report them to DCF by filing a “51A” petition against them for “abuse and neglect.” DCF cannot lawfully take your children away from you just because you are experiencing homelessness. 110 CMR 1.00. If you are threatened in this way, contact an advocate.
- ✓ Tell your family and friends that someone from EOHLC or DCF may call or visit to find out if you can stay with them. EOHLC may deny your eligibility for EA or HomeBASE if your family or friends say you can stay with them.
- ✓ EOHLC may deny your application if you refuse to let DCF contact the family or friend you have been staying with. If you agree to the visit but the other family refuses to talk to DCF, you should not be denied EA. *See* DCF and EOHLC Health and Safety Initiative Administrative Plan (2012), <https://www.mass.gov/files/documents/2016/07/oe/healthandsafetyassessmentsinitiativeadministrativeplan.pdf>.

## 10 Can you be denied emergency shelter even if you are “homeless enough” and are financially eligible for EA?

Even if your family is experiencing homelessness that is covered by one of the four categories of affirmative eligibility (*see Question 8*) and you meet the EA income and asset rules, EOHLC may still deny your application for a disqualifying reason.

You may be denied for a disqualifying reason if:

- Your family was in EA shelter (or was approved for an EA shelter placement that you did not go to) within the past 12 months. This is known as the “12-month rule”.

**Note:** The 12-month rule should not apply to you if the last time you were in shelter, you:

- Left shelter for temporary housing that was approved by EOHLC on a Temporary Emergency Shelter Interruption (TESI) form
  - Left shelter for housing that was supposed to be safe and permanent but turned out not to be
  - Left shelter with HomeBASE at least three months prior to needing shelter again and were not terminated from HomeBASE, **or**
  - Were temporarily placed in shelter pending receipt of verifications (*see Question 12*), but were then found ineligible.
- Your family was terminated from the HomeBASE program for “cause” within the past 12 months, or EOHLC finds that you did not make a good faith effort to comply with your HomeBASE housing stabilization plan in ways that could have caused you to be terminated for cause (*see 760 CMR 65.03(4)(a)* and **Part 6**)

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- Your family intentionally made itself homeless to become eligible for EA or to get a housing subsidy
- The reason you are experiencing homelessness now is that you abandoned public or subsidized housing in the past year without good cause (good cause includes leaving housing for a job, medical care, or other housing, or fleeing the housing because of a direct threat to a member of your household)
- The reason you are experiencing homelessness now is that you were evicted from (or entered into an agreement for judgment to leave) public or subsidized housing in the past three years for not paying rent or for fraudulent behavior, unless the person who caused the eviction is not part of the household seeking EA
- The reason you are experiencing homelessness now is that you were evicted from (or entered into an agreement for judgment to leave) private, public or subsidized housing for criminal conduct or destruction of property, unless the person who caused the eviction is not part of the household seeking shelter, or unless the criminal conduct was perpetrated by someone who is no longer part of the household
- The reason you are experiencing homelessness now is that you did not cooperate with EA housing search or other housing assistance activities. If you had HomeBASE and were terminated for violating rules listed in 760 CMR 65.05(1)(a)-(r), EOHLC will bar you from receiving more help for 12 months from the date your HomeBASE assistance was terminated
- You (or an adult seeking shelter with you) quit a job, reduced work hours, or refused to accept increased work hours within 90 days before your application, unless you had “good cause” (good cause includes that you had to attend to a family crisis, emergency or other compelling circumstance, or did not have state-licensed child care), **or**

- You are a teen parent who was asked to leave 3 or more young parents living programs (YPLP) because of rules violations or for any behavior-related reasons, or you refused a young parents living program placement.

760 CMR 67.06(2) and 760 CMR 65.03(4)(a)2

**Note:** Consult an advocate if you are denied shelter for any reason and have no safe place to stay.

### ***Advocacy Tips:***

- ✓ You may be eligible for shelter if your current homelessness was not caused by a disqualifying reason, even if you previously experienced homelessness due to a disqualifying reason. For example, if you were evicted for a disqualifying reason listed above, you may not be found eligible; however, if you found “**intervening housing**” and then experienced homelessness again, you may be eligible. **Intervening housing** means that you paid some rent for at least two months in other housing, and you were not staying there in violation of a lease, such as doubled up with someone in subsidized housing. *See* Housing Stabilization Notice 2012-05,  
<https://www.mass.gov/files/documents/2016/07/uj/hsn201205.pdf>
- ✓ EOHLC should not deny you EA benefits based on the 12-month rule if you left shelter for HomeBASE and you have been out of shelter for at least three months. However, you must establish EA eligibility and be in good standing with the HomeBASE program. *See* Housing Stabilization Notices 2013-03  
<https://www.mass.gov/files/documents/2016/07/nj/hsn2013-03.pdf>  
and 2013-03A  
<https://www.mass.gov/files/documents/2016/07/tc/hsn2013-03aextension.pdf>.

- ✓ The Americans with Disabilities Act (ADA) and the Fair Housing Act (FHA) may require EOHLC to disregard reasons for denial that are related to disability (for example, you were evicted for destruction of property that happened because of disability-related conduct). *See Question 18* and ask an advocate for more information about the ADA.
  - ✓ If you want to leave shelter for temporary housing (for example, to stay with family or friends) and you may want to return to shelter within 12 months, first get EOHLC to sign a Temporary Emergency Shelter Interruption (TESI) form that approves your leaving. EOHLC takes the position that a TESI can only be granted in particular circumstances and that they can only be granted for 30 days, with one 30-day extension, for a total of 60 days. If you do not return by the expiration date of your TESI, EOHLC may still find you are barred by the 12-month rule. *See HSN 2016-02*. Consult an advocate if you cannot get EOHLC's approval or if you are later denied shelter because you left for temporary housing.
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## 11 Can you get EA if you are not a United States citizen or not a Massachusetts resident?

### Immigration Status

EA is available to many persons with legal status including refugees, lawful permanent residents, Cuban/Haitian entrants, and persons residing in the U.S. under color of law. For a full definition of eligible non-citizens, see 106 CMR 203.675. *See also* the DTA Non-Citizen Desk Guide, at <https://www.masslegalservices.org/content/dta-non-citizen-desk-guide>. EA eligibility is determined in the guide the same as EAEDC eligibility.

If any member of your household has one of these statuses or is a U.S. citizen, your entire household meets this requirement. 760 CMR 67.02(7).

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For example, if a mother and one child are undocumented but the youngest child is a lawful permanent resident, the entire household has eligible immigration status for EA shelter.

For EA shelter purposes, a household consists of at least one child, parents, stepparent or caretaker relatives, legal guardians, and siblings (including half- and stepsiblings) of the child. For example, a family consisting of a child, her mother, stepfather, and stepsister are seeking EA, but only the stepsister is a U.S. citizen or has eligible status, the entire household has eligible immigration status for EA.

### **State Residency**

In July 2012, DHCD began verifying that all members of a family seeking shelter are residents of the Commonwealth. 760 CMR 67.02(1)(c).

Any third-party verification that shows you are in the Commonwealth with the intent to reside should be good enough to prove Massachusetts residency.

The preferred forms of verification for adults are a Massachusetts I.D. or driver's license or a current utility bill, but good alternatives are proof that any of the children in the family are registered for school in Massachusetts, or proof of voter registration in Massachusetts. Also acceptable are letters from a child's primary care doctor listing a Massachusetts address, mail from a state or federal agency that is addressed to you at a Massachusetts address, or a cell phone bill addressed to you at a Massachusetts address.

Registration in school can be verified by a transcript or in a letter on the school's letterhead, which should be able to be obtained quickly.

If you are denied for lack of proof of Massachusetts residency and you intend to remain in Massachusetts and need emergency shelter, contact an advocate.



For a complete list of documents EOHLC says it will accept as proof of eligible immigration status and Massachusetts residency (and identity), see pages 4-6 of Housing Stabilization Notice 2012-08, at <https://www.mass.gov/files/documents/2016/07/tf/hsn201208.pdf>

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## 12 What if you do not have proof of your eligibility when you apply for EA?

When you go to an EOHLC/DTA office to apply for EA, you should bring as many documents as you have that may help show you are eligible for EA. But if you need shelter right away, EOHLC should not deny you shelter just because you do not have all the proof (verification) at the time you apply.

If you appear to be eligible based on your own statements and other information available to EOHLC (such as information in the DTA and EOHLC computer systems), EOHLC must place you in shelter and give you 30 days to get necessary verifications. This is known either as “presumptive eligibility,” “presumptive placement” or “placement pending verifications.” 760 CMR 67.06(1)(c). *See also* Housing Stabilization Notice 2012-08, <https://www.mass.gov/files/documents/2016/07/tf/hsn201208.pdf>. If you need help getting verifications, your EOHLC worker or shelter provider should help you get them. 760 CMR 67.04(c).

### ***Advocacy Tip:***

- ✓ EOHLC says that the presumptive eligibility rules do not apply to documents that prove identity or relationship, and that such documents must be provided before an eligibility determination and placement will be made. *See* Housing Stabilization Notice 2012-08, at <https://www.mass.gov/files/documents/2016/07/tf/hsn201208.pdf>. This is inconsistent with the statutory requirement of placement

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pending verifications. As of September 2023, this issue has been appealed to the Massachusetts Supreme Judicial Court in the class action lawsuit *Garcia v. DHCD*. You should always try to provide as many verifications as you can at the time of application, but if you do not have needed verifications readily available and have no place safe to stay and EOHLC refuses to place you due to lack of any verification, contact an advocate.

# Part 2

## EA Placements and Terminations

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### 13 How long does it take to be placed in EA shelter?

If your family has no place to stay and you appear to meet the other EA eligibility rules, you should be placed immediately. When families appear eligible, have no safe place to stay that night, and there are no available shelter spaces, EOHLC will sometimes place families in hotels paid for by a nonprofit until a placement opens in the shelter system.

Policy changes that have been in effect since 2019 require that families be placed in shelter “but for not having spent 1 night” in a place not meant for human habitation. As of the date of publication, however, EOHLC has not issued guidance to field offices about how this policy change will be implemented.

In addition, EOHLC sometimes refuses to take an application, or delays taking or finalizing an EA application and making a decision. If you have no safe place to stay and EOHLC will not finalize a decision or give you a presumptive placement, contact an advocate.

#### ***Advocacy Tips:***

- ✓ EOHLC should not delay placing you in shelter if you qualify for EA. Contact an advocate if EOHLC tries to postpone placing you and you have no safe place to stay.

- ✓ EOHLC has an agreement with the Department of Children and Families (DCF) to do health and safety assessments of housing arrangements that families report are not safe or no longer available. The assessments should not delay placements in EA shelter. If the assessment cannot be done immediately or if you can no longer stay in the housing that is to be assessed or it is not safe and you are otherwise eligible for EA, you should be placed presumptively until the assessment can be completed (*see Question 12*). Contact an advocate if you feel discouraged from applying for shelter because of an assessment or if you have nowhere to stay and EOHLC is delaying your placement pending a health and safety assessment.
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## 14 Where can you be placed if you qualify for EA shelter?

If you qualify for EA shelter, EOHLC can place you in:

- A shelter with other families (congregate shelter)
- An apartment (scattered site shelter)
- An apartment with another family (co-housing scattered site shelter)
- A substance use shelter if you or another adult in the family have a substance use problem,
- A young parents living program if you are a teen parent or a pregnant teen under age 22, receive TAFDC benefits, and space is available, **or**
- Another EOHLC-approved temporary shelter, such as a motel. If you are placed in a motel, EOHLC should transfer you to a family shelter as soon as space is available. 760 CMR 67.06(3).

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In certain circumstances, EOHLC may choose to place an adult child (21 or older) or a second parent in a separate shelter, including a shelter for single adults. 760 CMR 67.07(3)(b)2.

If you are placed in EA shelter, EOHLC must place you in a shelter within 20 miles of your home community if there are any openings in the area that can accommodate your family. However, there often are no openings within 20 miles and you could be placed very far away. If you are placed more than 20 miles from your home community, EOHLC is required to transfer you to a shelter placement within 20 miles of your home community as soon as there is an opening, unless you do not want to move back. 760 CMR 67.06(3)(c) and (e).

You can appeal a shelter placement more than 20 miles from your home community, but you should go to the placement while the appeal is in process or you may be terminated for not accepting a placement. Issues such as type of shelter, location within 20 miles of the home community or the type of EA shelter placement provided are not appealable. 760 CMR 67.09(2)(b)2 and 67.09(2)(c).

EOHLC can transfer you from one shelter to another shelter if it thinks it would be “efficient” to transfer you. 760 CMR 67.06(4)(c).

### ***Advocacy Tips:***

- ✓ Even if you think you have a good reason for refusing a shelter placement that is offered to you (either as a first placement or as a transfer), you should accept the placement if possible and then appeal the placement. If not, you may be terminated and barred from receiving further help. *See Questions 10 and 17.*
- ✓ EOHLC is supposed to make every effort to ensure that children placed in EA shelter can continue going to school in their home communities. 760 CMR 67.06(3)(d). If you are in EA shelter and want to be placed where your children can continue going to school in their

home community, make a written request to your EOHLC worker. You may also contact the school's McKinney-Vento Homeless Education Liaison, or contact the Homeless Education State Coordinator at the Department of Elementary and Secondary Education (DESE).

- ✓ EOHLC must consider disability-related reasons why you need to be placed near your home community, or why you need a particular type of shelter or housing. For example, if you or a family member uses a wheelchair, you should be placed in a wheelchair-accessible unit. If a family member has mental health problems and needs privacy, you should be placed somewhere that provides more privacy. Tell your EOHLC worker that you need a “reasonable accommodation.” *See Questions 18 and 19* for more information about the Americans with Disabilities Act (ADA) or contact an advocate.
  - ✓ EOHLC should place you in an area that does not cause you to lose your job. Tell EOHLC if you think an offered placement would interfere with your keeping a job. If possible, make a written request explaining the reasons to EOHLC. Shelter placements are made by EOHLC Central Staff; you can contact Contracting and Performance Manager Barbara Duffy at [barbara.j.duffy@mass.gov](mailto:barbara.j.duffy@mass.gov).
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## 15 What if you are denied EA shelter but have no safe place to sleep?

If you are denied EA shelter and have no place to sleep you will be given a list of non-EA shelters, but those have very few available beds. You may be able to access local referrals by calling 2-1-1 from anywhere in the state. If you live in the City of Boston, you can call the Mayor's hotline (dial 3-1-1, available 24 hours a day, or 617-635-4500). You may also want to call your State Representative and/or State Senator for help. You can call the State House switchboard at 617-722-2000 or find their names and direct numbers at

<https://malegislature.gov/Search/FindMyLegislator>. Or you can contact a local legal services advocate.

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## 16 What are Rehousing and Stabilization Plans?

A **Rehousing Plan** (formerly called a Self-Sufficiency Plan) is a plan that the adults in your family must follow while you are in EA shelter. The plan is made by the EOHLC worker, the shelter provider and the adults in the family. A dependent age 18 to 21 may be part of the plan. Failure to cooperate in creating or following the plan can lead to a finding of noncompliance, and three findings of noncompliance can lead to termination of shelter benefits. *See Question 17.*

A Rehousing Plan may require your family, among other things, to:

- Search for safe, permanent housing
- Attend all scheduled meetings with a housing search worker
- Set goals to keep permanent housing
- Provide proof of applications for public, subsidized and private housing and provide documentation needed to get public or subsidized housing
- Save 30% of your household's net income (after taxes and other withholdings). This requirement should not be applied to families in hotels and motels. It should also be lifted or reduced if a change would lead to more rapid rehousing, if the income is necessary to access transportation to medical appointments, if it is not reasonable for an individual family, or if the family needs the money to reduce debts, such as past rent or utilities, in order to get permanent housing

## Part 2 •EA Placements and Terminations

- Take part in work, education, training, community service, or substance use treatment activities for 30 hours per week. This requirement must be reduced or lifted to accommodate a disability, lack of transportation or child care, to address medical, mental health and/or domestic violence issues, lack of a site identified by the department to do the activity, or the need to care for a child under 3 months old. 760 CMR 67.06(4)(b).

A **Stabilization Plan** is a plan that the adults in your household must follow while you are in HomeBASE-supported housing. The plan is created by your HomeBASE provider with input from the family. Refusal to cooperate in developing a Stabilization Plan and failure to comply with a Stabilization Plan can lead to termination of your HomeBASE assistance and bar your family from receiving additional assistance for 12 months.

A Stabilization Plan may require you, among other things, to:

- Do the same things as in a Rehousing Plan discussed above, except you will not have to save 30% of your income
- Pay your share of rent and utilities and comply with your lease
- Repay arrearages and damages owed to any housing authority or HomeBASE provider
- Report any changes in income or household members within 10 days
- Not engage in criminal conduct or let your guests do so
- Not possess a firearm in or around HomeBASE housing
- Not abandon HomeBASE housing or let unauthorized people stay with you
- Not reject an offer of safe, permanent housing without good cause
- Not miss more than 2 scheduled meetings or phone calls with your stabilization worker



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- Not leave any child under the age of 12 unattended in the HomeBASE unit
- Comply with all service plans from other agencies
- Take steps to address “financial responsibility; job training, work search and employment; educational attainment; and well-being of children in the family.” 760 CMR 65.03(6) and 65.05.

### ***Advocacy Tips:***

- ✓ If you are asked to sign a Rehousing Plan or a Stabilization Plan that you do not understand or is not reasonable for you or your family, ask EOHLC or the shelter or your HomeBASE provider to explain it or change it. If you cannot fully understand the plan in English, tell EOHLC or the shelter or your HomeBASE provider that you need an interpreter. If you still have questions or concerns, consult an advocate.
- ✓ If you have signed a plan that you no longer think is workable or reasonable, ask your worker for a reassessment of your plan and make a record of that request. If your worker refuses to change the plan, consult an advocate.
- ✓ If you receive a notice saying you failed to comply with your Rehousing Plan and you disagree or think you had good reasons for not fulfilling the plan, file an appeal and contact an advocate for help. *See Question 21.* It is important to appeal a finding that you did not follow your Rehousing Plan because three such findings can lead you to be terminated from shelter; *see Question 16.*

## 17 When can your emergency shelter benefits be terminated?

EOHLC can terminate your family’s EA shelter benefits if:

- A family member engages in criminal activity that threatens the health, safety and security of themselves, other family members, other shelter residents, or shelter staff
- Your family refuses a shelter placement or transfer or fails to appear at a designated placement without good cause (good cause for this purpose includes lack of transportation, lack of state-licensed child care, and a family crisis, emergency or other compelling situation that requires a family member’s attention)
- Your family abandons shelter (“abandonment” means you were absent without permission from shelter for at least 2 nights in a row or you had “repeated absences” without permission from authorized shelter staff or EOHLC and without good cause)
- Your family now has feasible alternative housing
- Your family’s gross monthly income goes over the EA income limit for 90 consecutive days (although you can remain in shelter for six months to look for housing, unless you are terminated for another reason). *See Question 4*
- A family member quits a job, refuses additional work, or reduces earnings from employment, unless you have good cause (good cause for this purpose includes lack of child care, a family crisis or emergency or other extraordinary circumstances); **or**
- Your family rejects an offer of safe, permanent housing without good cause (good cause for this purpose includes, but is not limited to, that

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the housing would require the parent to leave a job that is part of their Rehousing Plan; the housing would interfere with access to critical medical needs of household members, including access to specialty medical providers; the housing would interfere with the special education needs of a child; or the housing is in an area in proximity to a domestic abuser, or in an area the household was forced to leave because of safety concerns directed at any member of the household).

EOHLC can also terminate your family's shelter benefits if your family has three noncompliances that were either not appealed or that were upheld after appeal. Any of the following could lead to issuance of a noncompliance:

- A family member poses a threat to the health, safety or security of herself, other family members in shelter, other shelter residents, or shelter staff
- A family member misses a family shelter interview without good cause (good cause for this purpose may be limited to a death in your immediate family, a personal injury or illness, or another sudden and serious emergency as determined by EOHLC)
- A family member does not cooperate in developing a Rehousing Plan, which may impose obligations such as work, housing search, debt-reduction, savings, or other requirements intended to improve your ability to get and keep permanent housing
- A family member does not comply with the Rehousing Plan without good reason
- A family member or a guest violates the Uniform Shelter Program Rules one time.

760 CMR 67.06(5) and (6).

### ***Advocacy Tips:***

- ✓ The Uniform Shelter Program Rules were revised on January 2, 2015 to provide more “good cause” exceptions to certain rules, to excuse some minor (*de minimis*) violations of some rules, to require 24-hours’ notice of non-emergency room inspections, to allow families in motels to get permission for another resident to babysit their children, and to create new forms to allow requests for babysitting and overnights away from the shelter. See Uniform Shelter Rules available at <https://www.mass.gov/files/documents/2016/07/wz/s-ea-forms-summary-of-ea-uniform-shelter-program-rules-january-2015-english.pdf>. The new rules are available in several languages at <https://www.mass.gov/service-details/emergency-housing-assistance-resource-information>. You may be entitled to have a noncompliance or termination notice rescinded if you could not understand the rules because you did not receive them in your preferred language. The rules changes were the result of a lawsuit brought by MLRI called Hayes v. DHCD. Be sure you have a copy of the rules and understand them since three rules violations can lead to termination.
- ✓ A noncompliance for failing to create or follow a rehousing plan or for violating a shelter rule without good cause will be rescinded if there are no further violations within the following six months. 760 CMR 67.06(5)(e).
- ✓ To avoid a finding that you “abandoned” shelter, ask your shelter provider to help you request permission for any nights away from the shelter using an “overnight request” form, available at <https://www.mass.gov/files/documents/2016/07/ui/s-ea-forms-overnight-request-form-january-2015-english.pdf>.
- ✓ For absences of more than 4 nights in a month, ask your EOHLC worker to give you written permission to be absent from shelter on a Temporary Emergency Shelter Interruption (TESI) form, and get the written approval before you leave the shelter. A TESI allows families

## Part 2 •EA Placements and Terminations

to leave shelter and then return to the shelter system within 30 days, without having to re-prove their eligibility or be blocked by the 12-month rule. TESI's last a maximum of 30 days, but families may ask for one extension for a total of 60 days. Families that become categorically ineligible because DCF has temporarily removed all children from the household are eligible for a TESI. *See* Housing Stabilization Notice 2016-02, available at

<https://www.mass.gov/files/documents/2016/07/xh/hsn2016-02.pdf>.

- ✓ Families who must take a TESI because of DCF removal, but for whom reunification takes longer than 60 days, should still go through the reunification procedure described in the Memorandum of Understanding (MOU) between DCF and EOHLIC, available at <https://www.mass.gov/files/documents/2019/02/27/DCFMOU.pdf>. If the family is told that they face a 12-month bar despite DCF being ready to reunify, waiver requests can be sent to Director and Legal Counsel Adrian Walleigh, ([adrian.walleigh@mass.gov](mailto:adrian.walleigh@mass.gov)).
- ✓ Decisions on shelter noncompliances and terminations based on alleged rules violations are made by the EOHLIC Central Office in Boston. Before the shelter asks EOHLIC to issue the notice it is supposed to give you 24 hours to write up your side of the story for EOHLIC to consider. As a result of the Hayes lawsuit, families in motels also now have a right to respond before a noncompliance is issued. *See* Housing Stabilization Notice 2015-02, available at <https://www.mass.gov/files/documents/2016/08/wj/hsn2015-02.pdf>.
- ✓ Consult an advocate and/or file an appeal right away if your shelter benefits are terminated or you get a noncompliance notice for any reason you think may be wrong. *See* **Question 21** on appeals.
- ✓ The Americans with Disabilities Act (ADA) may make it unlawful for EOHLIC to terminate your shelter or cite you for noncompliance if the reason for the termination or noncompliance is related to a disability (for example, you violated a rule because of your disability or you left

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a placement because the shelter did not accommodate your disability.)  
*See Question 18* or ask an advocate for more information about the ADA.

- ✓ The EOHLC regulation saying that an individual is not eligible for shelter if an outstanding warrant is not resolved in 30 days may violate a statute that says the warrant rule applies only to “non-shelter” EA benefits. G.L. c. 23B, § 30(C), as amended by St. 2009, c. 27, § 15. If you receive a termination notice from EOHLC for not resolving a warrant in 30 days, appeal the termination and consult an advocate. If the termination is appealed within 10 days, your family can stay in shelter during the appeal process.

# Part 3

## Disability Accommodations

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### 18 **What if a disability makes it hard for you to meet EOHLC rules or use EOHLC services?**

The federal Americans with Disabilities Act (ADA) requires EOHLC to provide equal access to programs and services to qualified people with disabilities. 42 U.S.C. § 12132.

Under the ADA, you are a person with a disability if you have a physical or mental disability that substantially impairs a major life activity, such as learning, understanding, walking, working, breathing, or caring for yourself. You do not have to be receiving any disability benefits to be qualified as disabled under the ADA. A temporary health problem like a broken leg may not be a disability under the ADA.

If a disability makes it hard for you to meet EOHLC rules or use EOHLC services, you can ask EOHLC and/or your shelter to grant exceptions to the rules or modify the services. These are called “reasonable modifications” or “reasonable accommodations” under the ADA.

**Example 1: Because of your disability, you need extra time or help getting information to EOHLC.** EOHLC should give you the extra time or help.

**Example 2: You have trouble reading because of a learning disability.** EOHLC and its providers should regularly explain the rules and notices to you, and, if they did not explain a notice on a timely basis, give you more time to take action in response to it.

**Example 3: You use a wheelchair.** EOHLC should place you in a shelter where you can use your wheelchair, and the shelter should not make you do activities that you cannot do because of your disability.

**Example 4: Your child has an anxiety disorder that makes it hard for them to be around other people.** EOHLC should place you in a shelter where they do not have to be with many other people, such as a motel or a scattered site.

**Example 5: You have a disability that prevents you from getting or keeping a job and as a result, you have no money to save after paying for medicine, clothes and other basic needs.** EOHLC should not terminate your shelter benefits if you cannot save 30% of your net income.

If you need special help or an exception to a rule because of a disability, you should tell your EOHLC worker or their supervisors. The worker should then fill out a form called a “Request for an ADA Accommodation.” EOHLC may ask for a copy of medical records or other evidence of the disability, or permission to contact a doctor or other professional who can verify your disability. You may also need the doctor or other professional to document the connection between the disability and the special help or exception you are requesting.

### ***Advocacy Tips:***

- ✓ If you need special help or an exception to a rule because of a disability, be sure you or your EOHLC worker fills out a “Request for an ADA Accommodation” form, or write a letter to EOHLC asking for the help you need. You can find a copy of the ADA Request form at [www.masslegalservices.org/content/ada-accommodation-form-ea-dhcd](http://www.masslegalservices.org/content/ada-accommodation-form-ea-dhcd). ADA requests can be sent directly to ADA Coordinators by emailing [dhcdeaada@mass.gov](mailto:dhcdeaada@mass.gov), or by faxing it to 617-573-1578.
- ✓ Shelter providers are also required to make accommodations for your disability. Ask your shelter provider for reasonable accommodations or modifications as needed. Tell your EOHLC worker if you think the provider is wrongly denying your request and consult an advocate.



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## 19 What are your rights if EOHLC denies your reasonable accommodation request?

The EOHLC local office or EOHLC ADA Coordinators should give you a written decision on your request for reasonable accommodation no later than 30 days from your request. If you do not receive any response to your request within 30 days you can email the ADA Coordinators at [dhcdeaada@mass.gov](mailto:dhcdeaada@mass.gov). If the local office denies your request in whole or in part, you can ask for reconsideration from the EOHLC Central Office Accommodation Appeal Committee by filling out the back of the form and giving it to your worker. **Ask your worker to give you a copy of the completed form.**

If the EOHLC Central Office Accommodation Appeal Committee denies your request for accommodation in whole or in part or does not make a decision within 10 days of your request for a decision, you can request a fair hearing by faxing or mailing a copy of an appeal request to the Division of Hearings. *See Question 21.*

### ***Advocacy Tips:***

- ✓ If you did not get an ADA denial from the Central Office Accommodation Appeal Committee, you may need to ask your EOHLC worker for a copy of an appeal form.
- ✓ Try to get a legal advocate to help you with your request for reconsideration and your appeal. *See Appendix C* for a list of legal services offices.

# Part 4

## Language Access

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### **20 What if you prefer to communicate in a language other than English?**

You are entitled to language assistance that will allow you to access documents and other communications in your language at every stage of the EA program.

Federal and state civil rights laws require EOHLC to make sure that EA families with limited English proficiency can access the EA program. You are considered limited English proficient if you do not speak, read, write or understand English very well, and prefer to communicate with EOHLC in your primary language. When you apply for EA, EOHLC should ask you which language you prefer to communicate in. If you are not asked, tell the worker if you prefer to communicate in a language other than English. EOHLC will have cards that allow you to point to your language. You will also be given a one-page sheet with language access information in other languages.

If you speak Spanish, Haitian Creole, Arabic, Amharic, Portuguese, or Cape Verdean Creole, you have the right to receive important EA documents in your language, such as application materials, shelter rules, and noncompliance and termination notices. (Please note that as of September 2023, not all of the important documents have been translated into Amharic and Cape Verdean Creole.) EOHLC will only translate the standardized portions of the documents into your language, which means any narrative portions will not be translated. You may ask EOHLC or shelter workers for interpretation of any untranslated portions of important documents.

All EA families have the right to free oral interpretation for important EA communications and documents no matter what language they speak. EOHLC will provide free oral interpretation in its field offices, central office, and Hearings Division. All EA shelters should provide free oral interpretation as well, either through staff that speak your language fluently or through a telephone interpreter service. If a EOHLC or shelter staff member is not available to connect you with an interpretation service, you may call EOHLC at (617) 573-1106 to access free, over-the-phone interpretation. If you do not speak a language listed in the recorded greeting, press one (1) for English and state the name of your language when someone answers the telephone. This phone number is also listed on a notice in 25 languages that should be attached to all important EA documents.

### ***Advocacy Tips:***

- ✓ EOHLC and shelter staff cannot ask your friends, family members, children, or other shelter residents to interpret, unless it is an emergency. You may ask for a professional interpreter even if you, a friend, or family member speaks some English.
- ✓ If your preferred language is one of the languages in which program documents are available and yet you still receive documents in English, tell a EOHLC or shelter staff member that you would like to receive documents in your language, and they must provide it to you in the translated language. Otherwise, you can let them know you would like the English document read to you in your preferred language.
- ✓ The Emergency Assistance Uniform Shelter Program Rules, Guidelines, and Forms; and the Language Access Complaint Form, are available in multiple languages on EOHLC's website at <https://www.mass.gov/info-details/emergency-assistance-ea-family-shelter-resources-and-data#emergency-assistance-uniform-shelter-program-rules,-guidelines-and-forms->.

- ✓ EOHLC has a Language Access Plan with more detailed information about language services. The plan (together with exhibits), rules for EOHLC and shelter staff, and training materials, are available on EOHLC's website at <https://www.mass.gov/lists/language-assistance?auHash=KCI312A-Nc7ydbNd7YA6xEPYbuujV4Mk8NVluXWav4U#-ea-language-access-plan->.
- ✓ EOHLC has a Language Access Coordinator who can answer any questions and resolve issues related to language services. You may file a language access complaint with the Language Access Coordinator. The Language Access Complaint Procedure is available in Arabic, Cape Verdean Creole, Haitian Creole, Portuguese and Spanish on EOHLC's website at <https://www.mass.gov/info-details/emergency-assistance-ea-family-shelter-resources-and-data>.
- ✓ If you have informed EOHLC of your language preference and you are not provided information orally in your language (or in writing if your language is Spanish, Haitian Creole, Arabic, Amharic, Portuguese or Cape Verdean Creole), you can contact the Statewide Language Access Attorney at Massachusetts Law Reform Institute: 617-357-0700.

# Part 5

## EA Appeals

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### 21 What are your EA appeal rights?

- You can appeal the following to the EOHLC Hearings Division:
  - an EOHLC decision that you are not eligible for EA
  - EOHLC's failure to provide shelter or a denial of EA shelter
  - termination of your EA benefits
  - a noncompliance (an EOHLC finding that you have not complied with the requirements for staying in shelter)
  - EOHLC's failure to make reasonable efforts to locate EA shelter that accommodates the size or composition of your family
  - EOHLC's failure to place your family within 20 miles of your home community, or to transfer your family back within 20 miles at the earliest opportunity
  - EOHLC's failure to make every effort to ensure that a child can continue in school in their home community; and/or
  - EOHLC's refusal to accommodate a disability (*see Question 18*).

760 CMR 67.09.

- In these cases, you have 21 days to appeal.

**Important:** A termination notice should be appealed within **10 days**. If EOHLC's Division of Hearings receives your appeal on a shelter

termination notice within 10 days of the date on the termination notice, you can stay in shelter until a decision is made on your appeal.

Otherwise, you will have to leave shelter and wait for your appeal.

- You can appeal by faxing or emailing both the notice and the appeal form on the back of your notice to EOHLC's Division of Hearings. The fax number is 617-573-1515. You can email the appeal to [DHCDEAhearings@mass.gov](mailto:DHCDEAhearings@mass.gov).
- You can also mail the appeal form to EOHLC, Hearings Division, 100 Cambridge Street, Boston, MA 02114, but the appeal must be received by EOHLC by the deadlines discussed above, so it is safer to email or fax it. If you fax it, keep a copy of the fax report as proof. If you mail the form, keep a copy for your records and note the date you mailed it or get proof of mailing.
- If you are denied shelter and you file an appeal, the hearing is supposed to happen quickly but often takes a long time to be scheduled. This is the case even though a law mandates that denials of an EA benefit should be resolved by a decision after a hearing within 45 days of the application. *See* G.L. c. 23B, section 30(F). If your hearing date seems too far away and you have no place to stay, call the Hearings Division at 617-573-1528 or call the Division of Housing Stabilization (toll free: 1-877-418-3308) and ask for a faster hearing, or contact an advocate. You can also reapply for EA, which may get a faster result than waiting for the appeal to be decided.
- Even if your shelter benefits have been continued during the appeal, EOHLC may transfer you to another shelter during the appeal.
- You have a right to see your file as well as the evidence EOHLC plans to use in the hearing. If there is evidence you believe may be helpful to your appeal but is held by a different agency, such as F.O.R. Families or DCF, you can ask for those documents directly from the other agency or ask EOHLC to help you get them. *See* G.L. c. 66A.
- Unless you gave them a different address in writing, EOHLC will send notice to you at the shelter even if you are not there anymore.

- If possible, try to get an advocate to help you with your appeal. *See Appendix C* for a list of local legal services offices. If you are appealing a shelter termination and you lose the appeal, EOHLC may ask you to leave shelter in as few as two days.

### ***Advocacy Tips:***

- ✓ If your EA application has been denied you can file a new application and ask for a new decision. This may help you get into shelter faster than waiting for an appeal to be decided. This is especially true if you were denied for not meeting an eligibility category, since the denial may have forced you to experience homelessness in a way that now qualifies you for EA shelter. *See Question 8.*
- ✓ If you are being transferred from one EA shelter to another and you appeal the transfer, you should go to the new shelter while your appeal is being decided. If you win your appeal, you can transfer back. Refusing to transfer before your appeal is decided could cause your shelter benefits to be terminated.
- ✓ You should consider appealing a notice of noncompliance even if your shelter benefits are not being terminated. If you do not appeal a noncompliance finding when it is made, EOHLC later can rely on the finding as part of the reason for terminating your shelter benefits.
- ✓ In appeals that are filed on time, EOHLC has the burden of proving, by a “preponderance of the evidence” (more likely than not), that the allegations in the notice are true and warranted the proposed action. It is worth reminding Hearing Officers of this since EOHLC often cannot meet its burden of proof.
- ✓ As a result of the Hayes lawsuit, a family being terminated for three noncompliances may appeal the noncompliances at the time the notice of termination is issued. However, the family will have the burden of proof on the noncompliances if they were not appealed within 21 days after they were issued. 760 CMR 67.09(2)(a)2.a.

# Part 6

## Finding New Housing

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### 22 Can you get help keeping or moving to housing?

**Families experiencing homelessness who are not in shelter:** If your family is experiencing homelessness or at “imminent risk” of becoming homeless but is not yet in EA shelter, you may be able to get help keeping your housing, or finding and moving to new housing, from:

- **The HomeBASE program.** You must be found eligible for EA shelter to get HomeBASE. You must apply for HomeBASE at one of the EOHLIC offices listed in **Appendix A** or by calling the EA intake line at (866) 584-0653. If you are eligible for EA and you are age 21 or older, you will be referred to a HomeBASE provider listed in **Appendix D**. If you have no place to stay, you can go to shelter and still be eligible for HomeBASE. HomeBASE can provide you with up to \$20,000 over 24 months to help you move into new housing or stay with another family. This is called HomeBASE Household Assistance. HomeBASE requires families to participate in housing stabilization services for 24 months. The rights and responsibilities of HomeBASE families are individualized and outlined in the Program Participation Agreement.
- **The regional nonprofit agencies listed in Appendix D.** Contact the agency serving your local area. Among other resources, these agencies administer a program called RAFT (Residential Assistance for Families in Transition). The RAFT program helps eligible families keep housing, get new housing, or otherwise avoid homelessness. When funds are available, RAFT provides money for security



deposits; first and last month's rent; moving expenses; rent; utility arrears; and other housing-related expenses for homeless families and families at risk of homelessness. RAFT may also be able to provide funds to prevent an eviction (called "upstream").

**Families experiencing homelessness who are in shelter.** If your family is in EA shelter, you may get help finding housing from:

- **Your shelter provider**, which receives funds to help you find permanent housing. Shelter providers can connect you to HomeBASE Household Assistance. If you are in a motel, a HomeBASE worker should come to your motel and you can ask your F.O.R. Families worker for help. Families in shelter (including motels) may be eligible for the \$30,000 in HomeBASE to help them move into housing.

**Note:** If you have an EA termination notice pending, you may not be eligible for HomeBASE until the termination is removed. Contact your local legal services office for help.

- **The DTA Relocation Benefit Program.** DTA (separate from EOHLC) will pay up to \$1,000 to help get permanent housing for some families who are leaving a shelter or a young parents living program. This benefit may be used for advance rent, security deposit, rent or utility arrears, moving expenses or other relocation costs. The relocation benefit is available through a DTA worker for:
  - A family receiving TAFDC or EAEDC who has been in emergency shelter for 60 days or longer
  - A family receiving TAFDC who has been in a domestic violence shelter for 60 days or longer
  - A teen parent age 18 or 19 who has been in a young parents living program for 60 days or more and can live independently. 106 CMR 705.350.

You can only get the \$1,000 relocation benefit once in a 12-month period. It is not an EA benefit and will not disqualify you from receiving an EA benefit within the 12-month period. *See Question 10.*

**Other Relocation Resources for Families and Individuals Whether or Not in Shelter.** Individuals who receive Supplemental Security Income (SSI) may be eligible for state-funded Special Benefits of up to \$150 in moving costs to move within the state if: the current living situation has been certified as substandard; a move is required due to health, safety or other conditions; or the individual is moving into subsidized housing. Special Benefits for SSI recipients may also be available to cover the cost of replacing furniture, household equipment, food, clothing or supplies lost as a result of a fire or other natural disaster. Ask about Special Benefits at your local DTA office or through your DTA worker.

### ***Advocacy Tips:***

- ✓ Ask your shelter provider or EOHLC worker to explain all of the re-housing services that may be available to you and your family and the effect they may have on your future eligibility for shelter and other benefits.
- ✓ If you reject an offer of housing that is affordable, even if it is affordable only for a limited time because of a short-term subsidy, EOHLC may try to terminate your EA eligibility or shelter benefits. *See Question 16* and consult an advocate about your options.
- ✓ You should ask your DTA worker for the DTA relocation benefit while you are still living in a shelter or a young parents living program.
- ✓ DTA may give you less than \$1,000 in relocation benefits unless you can show you need the full \$1,000 for expenses related to getting permanent housing. Be sure to tell DTA why you need the full \$1,000 before you leave shelter.

- ✓ DTA relocation payments in some circumstances may cover furniture and appliances that you need in order to move into permanent housing. DTA Transitions, February 2007, p. 3, *at* <https://www.masslegalservices.org/system/files/library/Feb+07+Transitions.pdf>.

# Part 7

## HomeBASE Terminations and Appeals

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### 23 What terminations from HomeBASE will bar you from shelter for 12 months?

You can be barred from getting into EA shelter for 12 full months (1 year) if you receive HomeBASE assistance and are terminated “for cause,” or you are later found by EOHLIC to have failed to make a “good faith effort” to comply your HomeBASE stabilization plan in ways that could have justified your being terminated from HomeBASE. 760 CMR 65.03(4)(a)2.

Terminations “for cause” include terminations:

For two or more incidents, without good cause, of:

- (a) Failing to repay arrearages to a former landlord, if a repayment obligation is in the housing stabilization plan
- (b) Failing to repay damages to a former landlord, if a repayment obligation is in the housing stabilization plan
- (c) Failing to comply with your Program Participation Agreement, including compliance with all HomeBASE rules and regulations
- (d) Failing, substantially and materially, to comply with your lease, including not paying your share of rent and utilities within five (5) days of due date

## Part 7 HomeBASE Terminations and Appeals

- (e) Failing, substantially and materially, to comply your Stabilization Plan, including to attend in-person or telephonic meetings with your Stabilization Worker if you had at least two days' advance written notice of such a meeting

Or,

For one or more incident(s), without good cause, of:

- (f) Criminal conduct of a family member in the unit, in the building, or on the property on which the HomeBASE unit is located; except when the household member did not know or should not have known of the conduct and promptly took steps to exclude the person engaging in the conduct at issue
- (g) Criminal conduct of a guest of the HomeBASE family in the unit, in the building, or on the property on which the HomeBASE unit is located; except when the household member did not know or should not have known of the conduct and took steps to exclude the person engaging in the conduct at issue
- (h) Possession of illegal firearms in the unit, in the building, or on the property on which the HomeBASE unit is located; except when the household member did not know or should not have known of the conduct and took steps to exclude the person engaging in the conduct at issue
- (i) Destruction of property in the unit, in the building, or on the property on which the HomeBASE unit is located; except when the household member did not know or should not have known of the conduct and took steps to exclude the person engaging in the conduct at issue
- (j) Threats to health and safety of staff of the Executive Office, the administering agency, the owner or owner's agent, or to people lawfully in the building or the on the property on which the unit is located

## Part 7 HomeBASE Terminations and Appeals

- (k) Failure of a household member to use the HomeBASE unit as a primary residence
- (l) Abandonment of the unit, which may be proved by showing your family removed its belongings, left its belongings in a disordered state indicating an intent to abandon and failed to respond within three (3) days to a written request by the administering agency to explain the situation; did not reside in the unit for a period of five (5) consecutive days without notifying the owner or the owner's agent and the administering agency; has abandoned the unit pursuant to 760 CMR 65.04(2)(i), which says that you must have good cause and give one calendar month's advance notice before leaving a HomeBASE unit; or has chosen to leave a contract unit without good cause as determined by 760 CMR 67.06(2)(c) (good cause includes but is not limited to leaving a unit because of a direct threat to health or safety or accepting employment or permanent housing elsewhere). If you leave a HomeBASE unit with good cause and after proper notice, you must find another unit to rent within 30 days, although the administering agency can extend that time for up to another 60 days for good cause, 760 CMR 65.04(2)(j)
- (m) Allowing a person who is not an authorized resident of the HomeBASE unit to share the unit without the permission of EOHLC, the administering agency, and the owner or the owner's agent, including a person allowed to stay overnight as a guest for more nights than permitted by the lease or for longer than 12 days over a 12-month period, whichever is shorter, unless the administering agency concludes that the pattern of overnights demonstrates by clear and convincing evidence that the overnight guest is not an occupant
- (n) Not accurately reporting changes, including about material changes in income or assets or family composition, within 10 days of the change, or obtaining approval of an addition of a household member (on September 30, 2021 the Legislature eliminated the asset limit retroactive to July 1, 2021; as of this publication EOHLC has not yet updated its regulation to reflect this)

## Part 7 HomeBASE Terminations and Appeals

- (o) Rejecting an offer of safe, permanent housing
- (p) Eviction for nonpayment of rent or other cause, including when a summary process action is commenced on behalf of the owner, although a notice of termination must be rescinded if your household prevails in a summary process action or the owner or owner's agent agrees to allow the family to remain in the unit so long as you comply with a repayment agreement or Agreement for Judgment allowing your family to remain
- (q) Failure to recertify, including by providing required verifications
- (r) Becoming categorically ineligible for EA, including by no longer having a child under age 21 in the household (unless the children simply aged out or custody was lost due to no fault of the family) or going over the HomeBASE income limit. **Note:** You should not be deemed ineligible for a single violation of a self-sufficiency plan. 760 CMR 65.05(1)(a) – (r) and (2)(a) – (e).

### ***Advocacy Tips:***

- ✓ Families who have received HomeBASE Household Assistance that has run out should not be given a HomeBASE termination notice later, but HomeBASE providers sometimes do this to keep families from being able to go back into shelter. Contact an advocate if this happens to you.
- ✓ If you get a HomeBASE termination notice you should appeal it to the administering agency within 7 days and contact an advocate. *See Question 24* on HomeBASE appeals.
- ✓ Even if you do not want to stay in your HomeBASE unit or do not want to continue working with HomeBASE staff, you should appeal because you will be barred from EA shelter for one year if you are terminated.

## Part 7 HomeBASE Terminations and Appeals

- ✓ Each of the termination reasons listed above has many defenses to the termination built into it or supplied elsewhere in the HomeBASE rules, and there is often a good defense to a termination.
  - ✓ The HomeBASE participation agreement and regulations require a family to be provided with stabilization services. If you can show that your stabilization worker was unavailable to help you, you may be able to show that you should not have been terminated.
  - ✓ If EOHLC tries to bar you from EA shelter for failure to make a good faith effort to comply with your HomeBASE stabilization plan, check to see if you had a stabilization plan, since many HomeBASE participants do not. If you did not have one, tell EOHLC, reapply for EA shelter, and contact an advocate.
  - ✓ In some instances, EOHLC fails to translate vital documents, including the termination notice itself, into the family's primary language. If you received a termination notice and it was not in your primary language, or if you were terminated but did not receive important documents such as the HomeBASE lease or Program Participation Agreement in your primary language, contact an advocate. You may be able to get a new hearing or get placed back on the HomeBASE program. **See Part 4.**
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## 24 How do I appeal a HomeBASE termination?

The HomeBASE regulations say that you must appeal a termination by giving a written appeal to the HomeBASE administering agency within seven (7) days from when you receive the notice. This requirement may not be legal (see Advocacy Tips below) but it is important to try to file the appeal within the 7 days. 760 CMR 65.07(1)(a).

The administering agency will then schedule an appeal in front of an employee of the agency who was not involved in the termination decision.



## Part 7 HomeBASE Terminations and Appeals

If you lose the hearing in front of the administering agency, you can ask DHCD to review the decision; but, under the HomeBASE regulations, **you must ask for this review in writing within only 7 days**. You must then make your arguments to DHCD, in writing, within the time frame that DHCD gives you. 760 CMR 65.07(6).

### ***Advocacy Tips:***

- ✓ Before the hearing at the administering agency, you should consult an advocate and try to get legal representation. You should also ask to see the administering agency's files to see what evidence they have about the termination and whether the termination decision is consistent with the HomeBASE regulations.
- ✓ The HomeBASE appeals process described above is likely illegal. The HomeBASE line item in the state budget says that HomeBASE appeals are supposed to be done through the same process that applies to EA appeals, pursuant to G.L. c. 23B, section 30(F), under which you are given 21 days to appeal and to be heard by a EOHLC independent hearings officer. If you are being barred from EA shelter because of a HomeBASE termination, you and your advocate can argue that the termination was not lawful because you were denied the proper appeals process, although this argument will likely need to be made to a court.
- ✓ By allowing an appeal to EOHLC only in writing, the HomeBASE regulations may unlawfully discriminate against persons with disabilities and persons with Limited English Proficiency who may have difficulty making arguments in writing.

**Appendix A: DTA Offices Where EOHLC Staff are Providing  
EA Benefits and Remote Application Number**

**Apply for shelter by calling 866-584-0653 to speak with a Homeless Coordinator.**

**Apply in person at a local EOHLC/DTA office. Office hours are from 8:00 am - 4:00 pm:**

- Boston – 2201 Washington Street, Nubian Square, Roxbury
- Brockton – 60 Main Street
- Chelsea – 80 Everett Avenue, 3rd Floor
- Hyannis – 181 North Street
- Lawrence – 280 Merrimack Street
- Lowell – 131 Davidson Street
- New Bedford – 160 West Rodney French Boulevard
- Salem – 45 Congress Street, Suite 1176
- Springfield – 310 State Street
- Worcester – 13 Sudbury Street

For more information, contact the Division of Housing Stabilization at 617-573-1100, or call toll free at 877-418-3308, TTY 617-573-1140.

\*As of the date of this publication, EOHLC is strongly encouraging applicants to apply by telephone.

*Available at* <https://www.mass.gov/how-to/find-emergency-family-shelter>

## Appendix B-1: EOHLC Field Operations Staff

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**Ezequiel Lopes, Deputy Director of Field Operations – 857-270-1150**

**Bonnie Caldwell, Director of Field Operations - 413-276-5562**

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(Last updated August 29, 2023)

### **Boston Region (Boston/Nubian Square, 2201 Washington Street, Roxbury)**

Katherine Lopez, Assistant Director of Field Operations – Boston/857-260-5830

Daniel Dessin, Assistant Director of Field Operations – Boston/857-505-4233

Matilde Parra, Supervisor 617-894-2773

Nylmarie Espinosa, Supervisor 617-894-5431

Colleen Damico, Supervisor 617-448-5944

Berlineda Pierre, Supervisor 857-262-7700

Madeline Docanto, Homeless Coordinator 617-448-2040

David Kelley, Homeless Coordinator Contact number pending

Kenyetta Thurston, Homeless Coordinator Contact number pending

Lyzette Carmona, Homeless Coordinator Contact number pending

David Delacruz, Homeless Coordinator Contact number pending

Marlin Jimenez, Homeless Coordinator Contact number pending

Kelley Bradshaw, Homeless Coordinator Contact number pending

Angeline Florestal, Homeless Coordinator Contact number pending

Chanda Hill, Homeless Coordinator Contact number pending

Romayne Williamson, Homeless Coordinator Contact number pending

### **Northeast Region (Lawrence, Salem, Chelsea, Lowell)**

Andrew McComish, Assistant Director of Field Operations – Northeast/857-286-4925

Jose Gonzalez, Supervisor 617-429-3180

Claudia Peralta, Supervisor 857-260-5917

David Skutul, Supervisor 617-429-5439

Evelyn Rivera, Supervisor 857-260-5521

Flavia Salcedo, Homeless Coordinator 857-260-7836

Joseph Corey, Homeless Coordinator 978-478-8854

Amariliz Vasquez, Homeless Coordinator 978-478-8571

Ivette Tavarez, Homeless Coordinator Contact number pending

Fredeline Thompson, Homeless Coordinator Contact number pending

Anayra Garcia-Lorenzo, Homeless Coordinator Contact number pending

Yeraida Delgado, Homeless Coordinator Contact number pending

Ruth Acevedo, Homeless Coordinator Contact number pending

Mona Joseph, Homeless Coordinator Contact number pending

Maria Zaroulis, Homeless Coordinator Contact number pending

Maria Santana, Homeless Coordinator 857-260-6337

Melody Ruiz, Hearing Specialist 857-260-5847

**Southeast Region (Brockton, New Bedford, Hyannis)**

Kate Morrison, Assistant Director of Field Operations – Southeast/857-260-7952  
Isabel Semedo, Supervisor 857-260-5391  
Bany Samayoa, Supervisor 857-408-6255  
Yasmin Almonte, Supervisor 857-507-1857  
Stephanie Joseph, Homeless Coordinator 617-875-5424  
Antoine Gelin, Homeless Coordinator Contact number pending  
Teresa Holts, Homeless Coordinator Contact number pending  
Marlice Leitao, Homeless Coordinator Contact number pending  
Amy Queenan, Homeless Coordinator Contact number pending  
Yvonne Mahoney, Homeless Coordinator Contact number pending  
Shanice Santos, Homeless Coordinator Contact number pending  
Carla Silva, Homeless Coordinator Contact number pending  
Julie Bordeaux, Homeless Coordinator Contact number pending  
Anna Thomas, Homeless Coordinator Contact number pending  
Paulette Gomes-Mendes, Homeless Coordinator Contact number pending

**Western Region (Springfield)**

Penny Trigilio, Assistant Director of Field Operations – Western & Central/Cell: 413-265-9821  
Twjana Williams, Supervisor 617-945-6396  
Shariece Davis, Supervisor 857-260-5112  
Tracey Burton, Homeless Coordinator 857-260-5213  
Nilda Colon, Homeless Coordinator 857-260-5087  
Anhar Bakth, Homeless Coordinator Contact number pending  
Katie Archambault, Homeless Coordinator Contact number pending  
Jennifer Santos, Homeless Coordinator Contact number pending  
Debra Bush, Homeless Coordinator Contact number pending  
Renee Fontaine-Kennedy, Homeless Coordinator Contact number pending  
Katie Miernecki, Homeless Coordinator Contact number pending  
Maryanna Cevan, Hearing Specialist 857-260-5146

**Central Region (Worcester)**

Penny Trigilio, Assistant Director of Field Operations – Western & Central/Cell: 413-265-9821  
Glenda Burgos, Supervisor 857-260-5727  
Vigeen Dola, Homeless Coordinator Contact number pending  
Tia Grantham, Homeless Coordinator Contact number pending  
Bianca Colon, Homeless Coordinator Contact number pending  
Ericka Gonell, Homeless Coordinator Contact number pending  
Diana Mercado, Homeless Coordinator Contact number pending  
Lorna Andino, Homeless Coordinator Contact number pending  
Miurka Torres, Homeless Coordinator Contact number pending

**Appendix B-2: Select EOHLC Division of Housing Stabilization  
Central Office Staff**

<b>Name</b>	<b>Position</b>	<b>Email</b>
Alvina Brevard	Director	<a href="mailto:alvina.brevard@mass.gov">alvina.brevard@mass.gov</a>
Vacant as of 9/29/23	Deputy Director	
Virginia Griffin	Director of Homeless Family/Individual Contracts and Prevention	<a href="mailto:virginia.k.griffin@mass.gov">virginia.k.griffin@mass.gov</a>
Bill Bartosch	Director of QA, Training, Research & Evaluation	<a href="mailto:william.bartosch@mass.gov">william.bartosch@mass.gov</a>
Barbara Duffy & Amy Greenwood	Placement	<a href="mailto:barbara.j.duffy@mass.gov">barbara.j.duffy@mass.gov</a> , <a href="mailto:amygreenwood@mass.gov">amygreenwood@mass.gov</a>
Caro Narby	Emergency Assistance ADA Coordinator	<a href="mailto:caroline.narby@mass.gov">caroline.narby@mass.gov</a>
Adrian Walleigh	Legal Counsel for EA	<a href="mailto:adrian.walleigh@mass.gov">adrian.walleigh@mass.gov</a>
Bonnie Caldwell & Ezequiel Lopes	Field Operations	<a href="mailto:bonnie.caldwell@mass.gov">bonnie.caldwell@mass.gov</a> , <a href="mailto:ezequiel.lopes@mass.gov">ezequiel.lopes@mass.gov</a>

**Appendix C: Legal Services Intake Lines for EA/HomeBASE  
Issues by Region**

**Greater Boston**

Greater Boston Legal Services  
617-603-1807 (GBLS Housing & Shelter)

**North Shore**

Northeast Legal Aid and Northeast Justice Center  
800-336-2262 or 978-458-1465

**South Shore and Cape Cod**

South Coastal Counties Legal Services/Justice Center of Southeastern Mass.  
800-244-9023 or 508-586-2110

**Metro West**

MetroWest Legal Services  
800-696-1501 or 508-620-1830

**Central & Western Massachusetts**

Community Legal Aid  
855-252-5342 or 508-755-3260 (TTY)

**Appendix D: HomeBASE and RAFT Administering Agencies**

**Berkshire Housing Development Corp. (BHDC) | 1 Fenn Street, Pittsfield, MA 01201  
Phone 413-499-1630 / Fax 413-455-7633**

Adams	Lanesborough	Richmond
Alford	Lee	Sandisfield
Becket	Lenox	Savoy
Cheshire	Monterey	Sheffield
Clarksburg	Mount Washington	Stockbridge
Dalton	New Ashford	Tyringham
Egremont	New Marlborough	Washington
Florida	North Adams	West Stockbridge
Great Barrington	Otis	Williamstown
Hancock	Peru	Windsor
Hinsdale	Pittsfield	

**Central Massachusetts Housing Alliance (CMHA) | 6 Institute Road, Worcester, MA 01609 508-752-5519**

City of Worcester

**Community Teamwork, Inc. (CTI) | 155 Merrimack Street, Lowell, MA 01852  
Phone 978-459-0551/800-698-0551 / Fax 978-453-9128**

Amesbury	Haverhill	Salisbury
Andover	Lawrence	Tewksbury
Billerica	Lowell	Tyngsborough
Chelmsford	Merrimac	Westford
Dracut	Methuen	West Newbury
Dunstable	Newburyport	
Groveland	North Andover	

**Franklin County Housing and Redevelopment Authority (HRA) | 241 Millers Falls Road, Turner Falls, MA 01376  
Phone 413-863-9781 / Fax 413-863-9289**

Ashfield	Greenfield	Orange
Bernardston	Hawley	Rowe
Buckland	Heath	Shelburne
Charlemont	Leverett	Shutesbury
Colrain	Leyden	Sunderland
Conway	Monroe	Warwick
Deerfield	Montague	Wendell
Erving	New Salem	Whately
Gill	Northfield	

**Housing Assistance Corp. (HAC) | 460 West Main Street, Hyannis, MA 02601**  
**Phone 508-771-5400 / Fax 508-775-7434**

Aquinnah	Edgartown	Provincetown
Barnstable	Falmouth	Sandwich
Bourne	Gosnold	Tisbury
Brewster	Harwich	Truro
Chatham	Mashpee	Wellfleet
Chilmark	Nantucket	West Tisbury
Dennis	Oak Bluffs	Yarmouth
Eastham	Orleans	

**NeighborWorks Housing Solutions | 169 Summer Street, Kingston, MA 02364**  
**Phone 781-422-4200 / Fax 781-585-7483**

Abington	Hanover	Plymouth
Acushnet	Hanson	Plympton
Attleboro	Hingham	Quincy
Berkley	Holbrook	Randolph
Braintree	Hull	Raynham
Bridgewater	Kingston	Rehoboth
Brockton	Lakeville	
Carver	Mansfield	
Cohasset	Marion	
Dartmouth	Marshfield	
Dighton	Mattapoisett	
Duxbury	Middleborough	
East Bridgewater	New Bedford	
Easton	North Attleborough	
Fairhaven	North Easton	
Fall River	Norton	
Freetown	Norwell	
Halifax	Pembroke	

**Lynn Housing and Neighborhood Development (LHAND) | 20 Wheeler Street, Lynn, MA 01902**  
**333-883-2342**

Beverly	Lynn	Peabody
Boxford	Lynnfield	Rockport
Danvers	Magnolia	Rowley
Essex	Manchester	Salem
Georgetown	Marblehead	Saugus
Gloucester	Middleton	Swampscott
Hamilton	Nahant	Topsfield
Ipswich	Newbury	



**Metro Housing|Boston | 1411 Tremont Street, Boston, MA 02120**  
**Phone 617-859-0400/800-272-0900 (MA only) / Fax 617-532-7559**

Arlington	Lexington	Somerville
Bedford	Malden	Stoneham
Belmont	Medford	Wakefield
Boston	Melrose	Waltham
Braintree	Milton	Watertown
Brookline	Newton	Wilmington
Burlington	North Reading	Winchester
Cambridge	Quincy	Winthrop
Chelsea	Reading	Woburn
Everett	Revere	

**RCAP Solutions, Inc. | 191 May Street, Worcester, MA 01602**  
**Phone 978-630-6600/800-488-1969 / Fax 978-630-2751**

Ashburnham	Gardner	Shirley
Ashby	Grafton	Shrewsbury
Athol	Groton	Southborough
Auburn	Hardwick	Southbridge
Ayer	Harvard	Spencer
Barre	Holden	Sterling
Bellingham	Hopedale	Sturbridge
Berlin	Hubbardston	Sutton
Blackstone	Lancaster	Templeton
Bolton	Leicester	Townsend
Boylston	Leominster	Upton
Brookfield	Lunenburg	Uxbridge
Charlton	Mendon	Warren
Clinton	Milford	Webster
Douglas	Millbury	West Boylston
Dudley	Phillipston	West Brookfield
East Brookfield	Princeton	Westborough
Fitchburg	Royalston	Westminster
Franklin	Rutland	Winchendon

**South Middlesex Opportunity Council, Inc. (SMOC) | 7 Bishop Street, Framingham, MA 01702**  
**Phone 508-872-4853 / Fax 508-620-2697**

Acton	Framingham	Norwood
Ashland	Holliston	Plainville
Boxborough	Hopkinton	Sudbury
Canton	Maynard	Walpole
Carlisle	Medfield	Wayland
Concord	Medway	Wellesley
Dedham	Millis	Weston
Dover	Natick	Westwood
Foxborough	Norfolk	Wrentham

**Way Finders | 322 Main Street, Springfield, MA 01105**  
**Phone 413-233-1500/800-332-9667 / Fax 413-731-8723**

Agawam	Hadley	Plainfield
Amherst	Hampton	Russell
Belchertown	Hartfield	South Hadley
Blandford	Holland	Southampton
Brimfield	Holyoke	Southwick
Chester	Huntington	Springfield
Chesterfield	Longmeadow	Wales
Chicopee	Ludlow	Ware
Cummington	Middlefield	Westford
East Longmeadow	Monson	Westhampton
Easthampton	Montgomery	West Springfield
Goshen	Northampton	Wilbraham
Granby	Palmer	Williamsburg
Granville	Pelham	Worthington