



HomeStart Inc.

IMPACT REPORT

2023-2024

DEAR FRIENDS,

Thirty years ago, a founding group of HomeStarters rallied around a then-groundbreaking idea: *What if support for neighbors experiencing homelessness went beyond providing a meal and a shelter bed? What if we focused on helping people move out of homelessness altogether by helping them find and move into a safe, affordable home?* You supported this vision, and HomeStart got its start!

HomeStart went on to pilot one of the country's first "Housing First" programs, an approach which prioritizes first getting people into the stability of a home, then providing wraparound support to address any other challenges they may be facing. Building on that innovation, HomeStart then launched our Eviction Prevention program to prevent families on the brink of becoming homeless in the first place, and we're responding to requests all over the country to introduce HomeStart-like services.

Today, we're in a pivotal moment, as Massachusetts faces a perfect storm of conditions pushing people into homelessness: real-wages decreasing, pandemic-era support ending, a shrinking housing inventory, an increase of people seeking refuge who've been displaced from their home countries due to political and macroeconomic instability, all on top of a surge in homelessness that's been anticipated for years as the "baby boom" generation ages out of the workforce. *How do we respond in this environment? How do we meet this moment?* By staying true to what's guided HomeStart from our beginning and doing more of it: building deep, long-lasting relationships with people experiencing homelessness, shelter providers, landlords, and local and national policymakers, to continue identifying gaps in services and creating new ways to fill them.

Over the last 30 years, HomeStart has permanently housed more than 15,000 people on the streets and prevented the homelessness of more than 5,000 households on the brink. In the next year, we will continue to respond to appeals to expand our footprint both within and beyond Greater Boston.

HomeStart's DNA has always been marked by three characteristics: standing in the breach with individuals who have no other support, innovating solutions to homelessness, and influencing systems to improve the lives of everyone. Home is where we rest and where we gather. Home is personal and home is communal. For 30 years and counting, Home is the Start. Thank you so much for joining us on this mission.



In solidarity and with thanks,



Matt Pritchard
President and Executive Director





HomeStart is a community of advocates, renters, landlords, housed and unhoused neighbors committed to supporting each other through the challenges of homelessness and housing instability.

Together, we are driven by a belief that home is the foundation of a thriving life and a fundamental dignity to which everyone has the right.



Together, our mission is to help neighbors experiencing homelessness or housing instability to regain and maintain a stable home— a safe, affordable place to live connected to a community of support.

We all want the opportunity to thrive, to plan for the future, to position our children and families for success in their own lives. **Home is the first step to get us there.**



REGAINING AND MAINTAINING HOME

SINCE ITS START, HOMESTART HAS HELPED MORE THAN 15,000 PEOPLE WHO WERE EXPERIENCING HOMELESSNESS TO FIND AND MOVE INTO A SAFE, STABLE PLACE OF THEIR OWN AND PREVENTED MORE THAN 5,000 LOW-INCOME HOUSEHOLDS FROM BEING EVICTED– WITH 95% OF THOSE HOUSEHOLDS REMAINING SECURELY HOUSED EVEN 36 MONTHS AFTER THE INTERVENTION.

2023 AT A GLANCE

1,124

neighbors received the support they needed to move out of homelessness and to remain safe from eviction

434

formerly-homeless individuals living with disabilities received ongoing wrap-around supportive services to ensure their **Housing Stability**

375

Individuals experiencing homelessness received the **Housing Search** help they needed to move into a permanent, affordable place of their own

315*

Households remained safe from experiencing homelessness by way of eviction through **Prevention** court advocacy and financial assistance.

*

In a typical year, the Eviction Prevention Program prevents evictions for 450 households. This year's total reflects the continuing positive impact of the local, state, and federal government's COVID stimulus resources, which provided more than \$790M in crucial rental, mortgage and utilities assistance for residents across Massachusetts. The last of those emergency funds ran out midway through 2023. Since they expired, we have seen a sharp uptick in the need for Prevention services– There was a 36% surge in the number of households served by the end of 2023.



OUT OF HOMELESSNESS, NEW BEGINNINGS

HOMESTART'S ADVOCATES AND CASE MANAGERS SERVE AS A NETWORK OF SUPPORT FOR PEOPLE EXPERIENCING HOMELESSNESS OR HOUSING INSTABILITY, INTERVENING AT CRUCIAL MOMENTS:

HOUSING STABILIZATION

Provides wrap-around case management and supportive services to help formerly homeless clients maintain stable housing connected to their communities of support.

EVICTON PREVENTION

Intervenes to prevent families and individuals from experiencing homelessness by way of eviction through court advocacy, financial assistance, and stabilizing case management.



HOUSING SEARCH

Assists families and individuals who are staying in shelters or living on the street with the process of finding and moving into a stable, affordable place to call home.

A HUB FOR HOUSING SERVICES

HomeStart's network of Advocates stationed throughout Greater Boston enables HomeStart to serve as a connecting hub for local homelessness services and affordable housing resources- connecting policymakers, emergency shelters, housing providers, legal advocates, and medical providers so that they can more effectively serve individuals experiencing homelessness or housing instability.

HomeStart's partnerships are resulting in a dramatically reduced demand for shelter beds in Greater Boston, accelerating/shortening a person's experience of homelessness, and making certain that households achieve long-term stability.

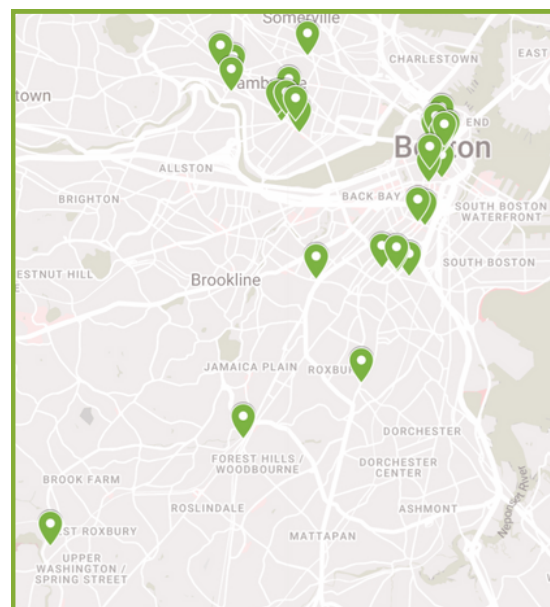
HOUSING SEARCH

PARTNERS AND IMPACT SITES

112 Southamptn St Shelter*
 A Home 4 Everyone
 Asian Task Force Against Domestic Violence
 Boston Housing Authority
 Boston Rescue Mission/Kingston House*
 Bridge Over Troubled Waters Inc*
 Cambridge Housing Authority
 Cambridge YMCA*
 Casa Myrna Vasquez
 Caspar inc*
 City of Boston Mayor's Office of Housing
 City of Cambridge Department of Human
 Service Programs
 Family Aid Boston
 First Church Cambridge*
 Harvard Square Homeless Shelter*

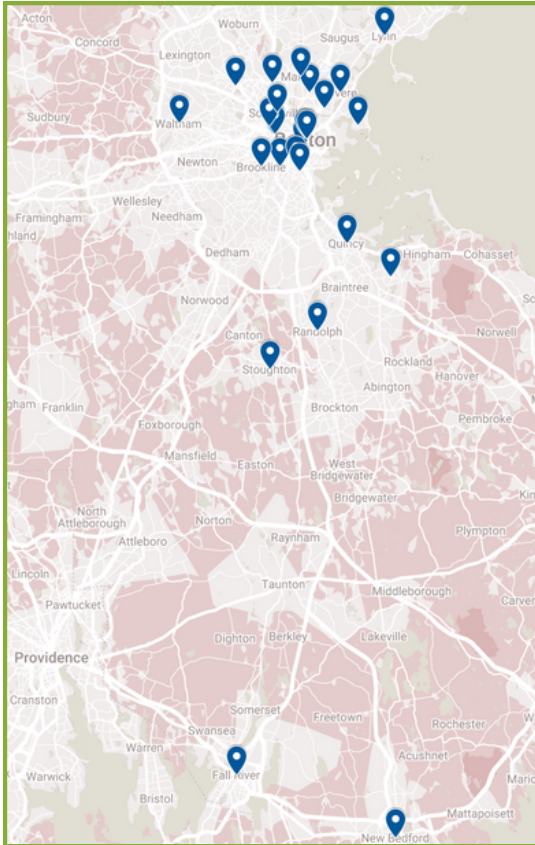
MA Department of Housing & Community
 Development
 Metro Housing Boston
 New England Center & Home for Veterans
 New Lease for Homeless Families
 Pine Street Inn*
 Project Place
 Rosie's Place*
 St. Francis House
 St. Patrick's Shelter*
 The Salvation Army Cambridge Corps Shelter
 & Day Care*
 Transition House*
 West Roxbury VA Medical Center
 Woods Mullen Shelter*
 Y2Y Shelter*

*Shelters served by Housing Search Advocates



HOUSING STABILIZATION

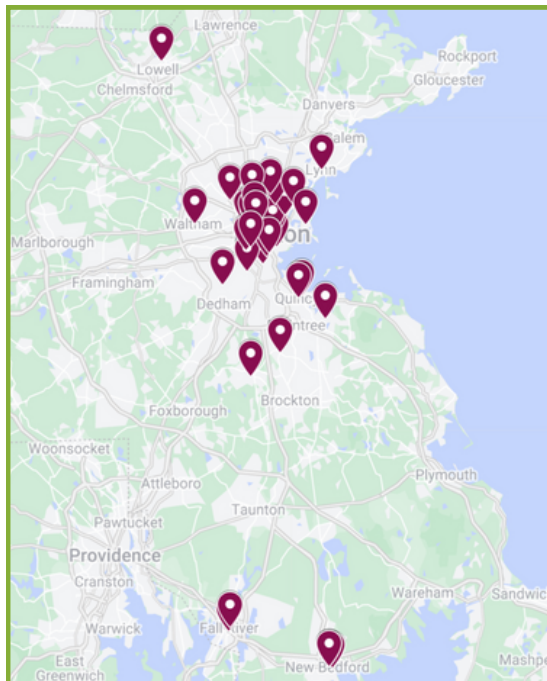
PARTNERS AND IMPACT SITES



- Arlington °
 - Boston °
 - Boston Health Care for the Homeless
 - Boston Medical Center Elders Living at Home Program
 - Boston Public Health Commission
 - Brookline °
 - Cambridge °
 - Chelsea °
 - Everett °
 - Fall River °
 - Heading Home Inc
 - Lynn °
 - Malden °
 - Massachusetts Housing & Shelter Alliance
 - Medford °
 - New Bedford °
 - Quincy °
 - Randolph °
 - Revere °
 - Somerville °
 - St. Francis House
 - Stoughton °
 - Waltham °
 - Weymouth °
 - Winthrop °
- ° Cities with residents supported by visiting Housing Stabilization Case Managers

EVICTON PREVENTION

PARTNERS AND IMPACT SITES

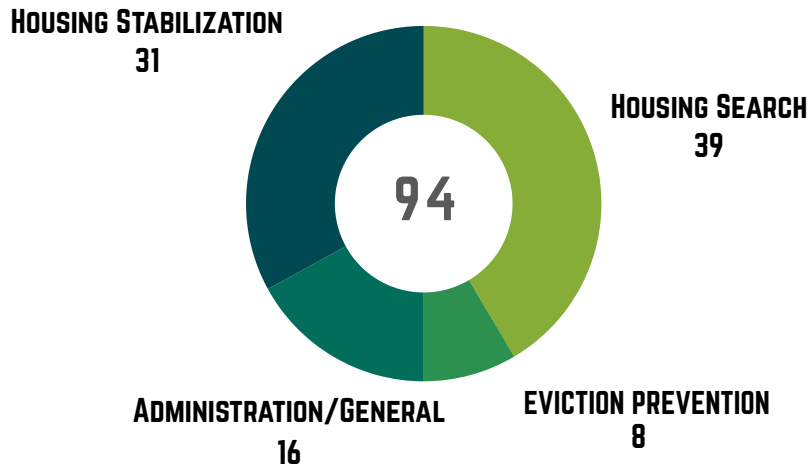


- Action for Boston Community Development
- Beacon Communities
- Beth Israel Deaconess Medical Center
- Boston Housing Authority
- Cambridge Multi-Service Center
- Catholic Charities of Boston
- Cincinnati Metropolitan Housing Authority (Not on map)
- Cincinnati (Not on map)
- Demello International Center
- Eastern District Housing Court
- Fall River Housing Authority
- Father Bill's & MainSpring (Father Bill's Place)
- Greater Boston Legal Services
- Just-a-Start
- Lend-a-Hand Society
- New Bedford Housing Authority
- Project Hope Boston
- Trinity Management



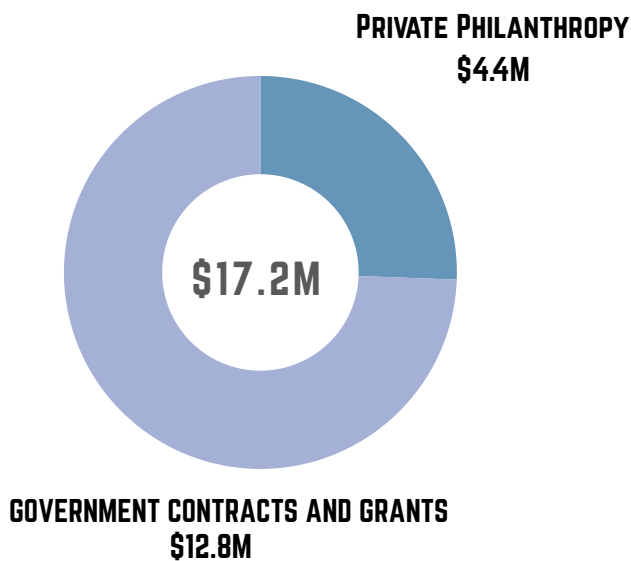
Home starts with people. Ending and preventing homelessness starts with a community of support. That is why HomeStart is people-first: grounded in the power of the authentic, supportive relationships built between our Advocates and the neighbors we serve.

HOMESTART TEAM MEMBERS BY PROGRAM

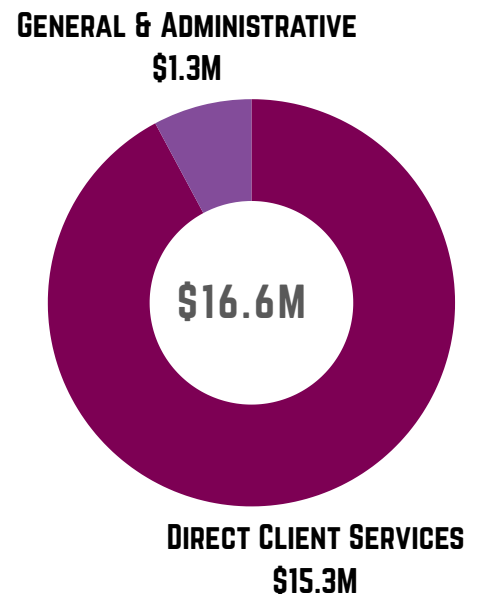


2023-2024 FINANCIAL SNAPSHOT

REVENUES



EXPENSES



HomeStart's the Renew Collaborative

Create a path to stable housing for families at risk of homelessness

WHY IT'S NEEDED

Eviction cases increased by 78.6% from 2021 to 2022 in the 34 cities in the United States tracked by the Eviction Lab at Princeton University.[22] Families who have been evicted struggle to find safe, affordable housing with an eviction filing on their record and often must move to a less safe neighborhood.[23]

Evictions also have long-term negative impacts on the mental health[24] and employment stability[25] of those affected and are especially traumatizing for children, who are more likely to drop out of high school than stably housed peers.[26]

HomeStart's the Renew Collaborative works with tenants and their landlords in the Greater Boston Area to stop evictions and keep tenants in their homes.

WHAT IT DOES

The Renew Collaborative is a project of HomeStart, a housing services provider for those experiencing homelessness or at risk of homelessness in Greater Boston. The Renew Collaborative provides eviction prevention counseling for nearly 1,000 households a year.

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Evictions are a stain on a tenant's record that is nearly impossible to erase...**Supporting the expansion of HomeStart's the Renew Collaborative was simple because it addresses the needs of tenants and the needs of property owners.**”

— Cincinnati housing court official

THE CENTER FOR HIGH IMPACT PHILANTHROPY AT UPENN'S SCHOOL OF SOCIAL POLICY & PRACTICE RECENTLY HIGHLIGHTED THE RENEW COLLABORATIVE AND HOMESTART AS ONE OF SIX US-BASED "NONPROFITS MAKING AN IMPACT."

THE CENTER ALSO FEATURED THE RENEW COLLABORATIVE IN THEIR 2024 HIGH IMPACT GIVING TOOLKIT, REPRINTED HERE WITH THEIR PERMISSION.

The Renew Collaborative connects tenants facing non payment eviction with an advocate to help make an individualized plan to address the causes of their eviction crisis. The advocate helps complete paperwork and accompanies the tenant to housing court to assist with mediation between the landlord and tenant. Once an agreement is reached, the Renew Collaborative makes the first payment to the landlord and works with the tenant to identify how to pay the rest of the back rent themselves.

In addition to working with tenants who ask for the Renew Collaborative's assistance directly, the program works with public housing authorities and private landlords to work with tenants who owe back rent instead of evicting them. Working with the Boston Housing Authority and the City of Boston, HomeStart found that evicting a household costs landlords \$6,500 to \$11,500 including back rent, legal fees, and turnover costs. In contrast, working with the Renew Collaborative costs landlords on average only \$2,000 while keeping their tenant in their home.

HOW EFFECTIVE IT IS

An external evaluation found that households served by the Renew Collaborative were 44% less likely to be evicted than peer households who also faced eviction due to nonpayment of rent in the same period. Households served by the program also paid their back rent 23% faster than the control group. Additionally, 87% of program participants maintained housing in their Boston Housing Authority unit and 95% have avoided eviction due to non-payment.[27]

The Renew Collaborative estimates that it's saved property owners over \$16 million in avoided eviction costs and Boston Housing Authority reported that the Renew Collaborative saved them over \$1 million in 2017 alone.

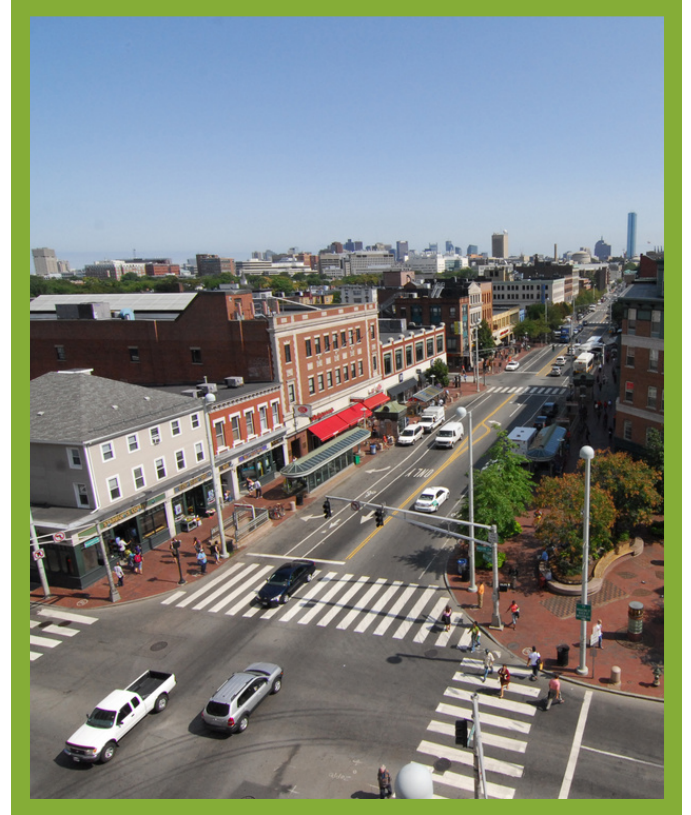
HOW PHILANTHROPY HELPS

The Renew Collaborative receives 64% of its funding from philanthropic sources, with the rest coming from public funding and fees for services. Philanthropic support will help HomeStart replicate the Renew Collaborative in other cities, including Cincinnati and Houston. Learn more at <https://www.homestart.org/>.



‘HOUSING FIRST’ APPROACH

Richard* is in his 70’s and has lived in Central Square his whole life. In the early 2000’s, he and his brother had to leave the apartment they’d been staying in—launching him into what would become a trying 20-year period of homelessness. He self-medicated from the traumas of homelessness through substance use, and that same substance use became a barrier to accessing housing resources. Fortunately the HomeStart Advocate who worked with him had experience working with people facing similar challenges— **HomeStart’s “Housing First” approach means that we believe in first helping a person into the stability of a home, then from there supporting them in their efforts to work on other parts of their life.**



His Advocate would schedule appointments early in the day, meeting him first thing in the morning outside the shelter he was staying in so that they could have a meeting or visit an apartment showing while he was certain to be sober. His and his Advocate’s partnership was successful, and he finally was able to move out of homelessness and into a place of his own. **The transition from chronic homelessness to living in an apartment is a drastic change, so a HomeStart Stabilization Case Manager was assigned to support him through it.**

** Names have been changed to protect the confidentiality of our clients. **



Not long after Richard moved in, his Stabilization Case Manager was contacted by his landlord. Richard had been using his newly obtained apartment to offer shelter for his friends who still didn't have a place to live, to the vocal dismay of his neighbors. His Case Manager stepped in to mediate, working with Richard to help him understand the expectations and restrictions that came with renting an apartment, while also working with the landlord to reassure him that it wouldn't be a continuing issue.

HomeStart's Stabilization Case Managers work to ensure that clients have the best chance at maintaining their housing after placement by providing essential support services and acting as liaisons for their clients to understand, apply for, and obtain available resources.



Richard has already begun to heal and rebuild, with his current goal being to maintain a steady sobriety. His HomeStart Case Manager is with him in the effort, checking in with him frequently and helping him to maintain connection with his networks of care, treatment, and support.



THANK YOU!



Home is
the Start.

Photos from the 2024 iCycle Spin•A•Thon, our signature event. Teams ride stationary bikes *outside* in the middle of winter to raise money for HomeStart's work helping neighbors to obtain and maintain a safe, warm place to call home.

WWW.HOMESTART.ORG



@homestartorg



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