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March 1, 2019

**Report Pursuant to Chapter 154 of the Acts of 2018  
Regarding Services for Unaccompanied Youth (4000-0007)**

Chapter 154 of the Acts of 2018 (Chapter 154), Line item 4000-0007, appropriated \$3,300,000 in funding for housing and supportive services for unaccompanied youth pursuant to section 16X of chapter 6A of the General Laws; provided, that the secretary of health and human services shall report to the house and senate committees on ways and means not later than March 1, 2019 on: (a) the number of youths served through this item; (b) the types of services received by participating youths; (c) the number of youths who transition into stabilized housing and the zip code of the stabilized housing; (d) the number of youths who remain in stabilized housing after 90 days, when applicable; (e) other quantifiable data related to client outcomes as determined by the secretary; (f) the number of youths turned away from the program; and (g) the amount of funding awarded to vendors for the delivery of services and the names of each vendor.

In accordance with this requirement, the Executive Office of Health and Human Services (EOHHS) respectfully submits this report.

**I. Fiscal Year 2019 Grant Application and Grant Awards**

On July 26, 2018, EOHHS issued a Grant Application to solicit responses from qualified entities to implement a homeless youth program in 10 program regions in the Commonwealth, as determined by EOHHS and specified in the grant application. (See Appendix A for map of program regions)

EOHHS received 10 responses in total, with one response received for each program region, by the response due date of September 10, 2018. After a thorough review, and successfully completed contract negotiations, EOHHS entered into grant agreements with all respondents

(listed below). The grants were effective as of late November 2018, and will end on June 30, 2020, subject to satisfactory performance, applicable termination provisions, and funding availability. The grants may be extended eight additional years in increments determined by EOHHS and upon terms agreed to by the parties.

The 10 grantees are as follows:

Program Region	Grantee	Subgrantees	Grant Amount
1 Tri-County (Berkshire, Franklin & Hampshire counties)	COMMUNITY ACTION PIONEER VALLEY, INC.	- Dial Self Youth and Community Services - Berkshire County Regional Housing Authority	325,000
2 Hampden County	CITY OF SPRINGFIELD	- Gandara Center – Shine Program - Center for Human Development – Safety Zone	316,089
3 Worcester County	LU K CRISIS CENTER INC	TBD	325,000
4 Bristol County	CATHOLIC SOCIAL SVCS OF FALL RIVER INC		299,938
5 Cape Cod & Islands (Barnstable, Dukes & Nantucket counties)	COUNTY OF BARNSTABLE	- Homeless Prevention Council (HPC) - Housing Assistance Corp (HAC) - CHAMP Homes - Martha Vineyard Community Services (MVCS) - Nantucket Fairwinds	232,841
6 Plymouth & East Norfolk counties	FATHER BILL'S & MAINSPRING, INC.	- Old Colony YMCA (OCY)	300,000
7 Essex County	LYNN HOUSING AUTHORITY	- United way of Massachusetts Bay and Merrimack Valey - North Shore Community Action Program, Inc.	325,000
8 North Middlesex County	COMMUNITY TEAMWORK INC	- Justice Resource Institute – Youth Harbors	325,000
9 Metro West (South Middlesex & West Norfolk counties)	SOUTH MIDDLESEX OPPORTUNITY COUNCIL INC	- Wayside Youth and Family Services, Inc.	272,340
10 Metro Boston (Boston, Arlington, Belmont, Brookline, Cambridge, Chelsea, Everett, Malden, Melrose, Milton, Newton, Revere, Somerville, Waltham, Watertown, Winthrop)	BRIDGE OVER TROUBLED WATERS INC	- Y2Y - More Than Words - Youth Harbors - JRI Health & Housing - Somerville Homeless Coalition SHC - The Home for Little Wanderers - Heading Home	325,000
		<b>TOTAL</b>	<b>3,046,208</b>

## II. Services and Target Service Levels

The goal of the grant application is to implement a statewide homeless youth program by providing the following services to unaccompanied homeless youth or youth at risk of homelessness:

### A. Core Services:

- Outreach and upstream prevention. Outreach efforts and development of early warning systems to identify housing instability prior to homelessness.

- Assessment, crisis intervention and rapid rehousing. Provision of services aimed at rapid rehousing and maximizing stable housing outcomes.
- Direct housing-related financial assistance (flexible funds) to individuals.

B. Winter Response

C. College Student Services

D. Community Partnerships

In each program region, EOHHS supports a provider or a network of providers who demonstrate that they can deliver: (1) ongoing services to unaccompanied homeless youth and youth at risk of homelessness, and (2) appropriate and timely interventions in response to their needs. EOHHS aims to achieve statewide coverage, through contracting with experienced providers who have the capacity to serve this population. Grantees are also expected to implement a process for identifying and providing support to undocumented and immigrant youth who are unaccompanied.

The grantees perform all work under the grant agreement in accordance with program plans approved by EOHHS. In their program plans, the grantees have identified the following target annual service levels (see Appendix B for target service levels by program region):

Services/Activities	Metric	TOTAL
<b>A. Core Services</b>		
Street Outreach	Outreach Contacts	1,780
Referrals Received	Incoming Contacts (walk-ins, calls, referrals from partners)	1,944
Assessment/Case Management/Case Coordination - Prevention	Number of Youth	935
Assessment/Case Management/Case Coordination - Rehousing	Number of Youth	563
Direct Financial Assistance	Recipients	446
Referrals to other providers/units	Number of Youth	1,088
Other	Number of Youth	385
<b>Total Youth Served (Unduplicated):</b>		<b>2,274</b>
<b>B. Winter Response</b>		
Transitional Housing Services	Number of Youth	188
Additional Shelter Beds	Number of Beds	70
Referrals for Shelter Services	Number of Youth	342

Other	Number of Youth	208
<b>Total Youth Served (Unduplicated):</b>		<b>626</b>

**C. College Student Services (if applicable)**

<b>College Name:</b>		
Transitional Housing & Case Management (enrolled students)	Number of Students	19
Transitional Housing & Case Management (graduating students)	Number of Students	4
Other	Number of Students	47
<b>Total Youth Served (Unduplicated):</b>		<b>65</b>

**D. Community Partnerships**

Partner Meetings	Number of Meetings	299
Outreach Events (for youth)	Number of Meetings	95
Other	Number of Meetings	12
<b>Total Events (Unduplicated):</b>		<b>406</b>

As of this report, the homeless youth program is still in its initial phase (see next section for implementation highlights), and service data is not applicable/available. EOHHS is implementing a data collection process that will allow the reporting of actual metrics against target service levels in the legislative report for fiscal year 2020. Data reporting will also include youth turned away from the program, youth who transition into stabilized housing and who remain in stabilized housing after 90 days, as well as client demographics.

**III. Implementation Highlights**

Since November 2018, all 10 programs have begun hiring staff, finalizing subgrantee contracts, building the structure for referral tracking, forms, and connecting to other providers, and developing capacity to implement the full scope of homeless youth services defined in the grant application.

**A. Core Services**

Programs have focused on the development of programming, community engagement and identifying eligible youth and young adults in their program regions. Programs have begun providing case management around housing stability, life skills, educational components, employment and behavioral health. As programs build up to full capacity, youth and young adults who are homeless and/or at risk of homelessness, have been actively engaged in the development of programming and services that are responsive to their needs.

Flexible funding, in particular, has been an important tool in overcoming barriers to housing stability. In many cases, direct financial assistance through this program is the only source of flexible funds available for homeless youth in the program regions. These funds are typically used for move-in costs, rent and rent arrears, food, work-related costs, child care, education related expenses, transportation, obtaining vital documents, and legal costs. Since the start of the program, providers have also creatively used flexible funding to support participant needs, such as substance use treatment, obtaining a permanent resident card to secure continued employment, and other related costs.

All regions continue to make important strides in creating stability for young people.

### **B. Winter Response**

As young adults are more likely to present in adult shelters during the winter months, all of the regions have implemented a Winter Response to improve safety and support services. Though this response looks different in each region, all regions are making successful efforts. Some highlights include:

- In the Tri-County region, the grantee has reached out to 5 adult shelters in the area to discuss accommodations for young adults in shelter. A case manager has been hired at the Berkshire County regional housing authority to provide outreach to shelters to ensure that all youth and young adults in the adult shelters are connected to youth-specific case management. The Night Owl Program operated by subgrantee DialSelf uses flexible funds to ensure youth and young adults have a safe overnight shelter.
- In the Hampden County Region, staff provided trainings to adult shelters in trauma-informed care and working with transgender and non-binary clients in order to increase their capacity to appropriately serve young adults. An outreach worker stays in contact with adult shelters and is contacted when a young adult presents at the shelter. The region plans to open a 6-bed overnight crisis program.
- In the Bristol County Region, Killian's House provides 10 young people with a safe and stable transitional living program. Additionally, the program has served 6 young adults through new winter overflow beds, and has accommodated youth who had previously rejected services, staying in unsafe conditions
- In the Plymouth Region, Father Bill's & MainSpring established a 4-bed youth space at the shelter that is accessible 24 hours per day and includes implementation of age-appropriate services.
- In the Essex County Region, staff worked with the Lynn Shelter to create a 7-bed set-aside room that prioritizes young adults. Young adults referred by the regional staff have priority for these beds.

- In the North Middlesex Region, staff worked with the Lowell Transitional Living Center to house youth and young adults in the dorm side of the building, so they are separated from the majority of older adults at the shelter.
- In Metro Boston, the Warming Center at Bridge Over Troubled Waters, Y2Y Shelter, Roxbury and Somerville Villages, and Somerville Homeless Coalition has served 113 youth and young adults through shelter and transitional beds.

In addition to the individual regional responses, a framework for creating Young Adult Protocol at every shelter in the Commonwealth is being developed. This framework will provide a directive and structure for program to approach every adult shelter in their region and work with them to create a formal protocol outlining the accommodations, supports, and services available for young adults in the adult shelter system. The long-term vision is that every shelter in the Commonwealth will have a Young Adult Protocol, further supporting the primary goal of the State Plan to End Youth Homelessness to develop a coordinated statewide response to ending youth homelessness.

### **C. College Student Services**

The partnership with local colleges and universities to support students facing housing instability has been a significant focus during this fiscal year. Some highlights include:

- In North Middlesex region, in addition to providing housing for 5 students at the University of Massachusetts-Lowell dormitories, staff are working with the college/university Single Point of Contact (SPOC) to provide wrap-around services such as food resources, benefits enrollment, housing search, and flexible funding access.
- The Plymouth Region has been working with Bridgewater State University and Massasoit Community College to support students. Some individualized support has included the purchase of parking pass and help with cost of gas for a student to commute from the provided dorm at Bridgewater State to the Community College. Additionally, the program has been able to provide assistance with supplemental food costs.
- The Worcester Region used flexible funds to support move-in costs for new students, including purchase of bedding, textbooks and laptops. Additionally, the program has purchased parking passes and is providing support with gas costs for students commuting from Worcester State University to Quinsigamond Community College.
- The Metro-West region hosted a press event at Framingham State University on January 31st, 2019. During this event, the Governor, Lt. Governor, the Secretaries of Health and Human Services and Higher Education, and College Presidents from the pilot programs met with college students who had experienced homelessness or housing instability, and are currently benefiting from these programs. Seven young adults met with the officials and shared their experiences and highlighted the ways this funding would benefit them and support their graduation. (See Appendix C for press coverage of the event)

In addition to the four college pilot programs specified in the grant application, other regions also work with their local colleges and universities. For example, the Essex Region has been working with the SPOCs at Salem State University and North Shore Community College, and has supported two students to obtain stable housing using the grant funding.

#### **D. Community Partnerships**

All grantees are creating new relationships and partnerships throughout their program regions. Community meetings, organizational introductions, and informational sessions have been held throughout the Commonwealth. Over 70 meetings have taken place throughout the Commonwealth to promote services and better understand the needs of young adults experiencing homelessness. Highlights include:

- In the Tri-County Region, program staff participated in the Franklin County Provider Network Resource Fair, reaching over 100 providers.
- Bristol County has established a Mobile Resource Center (MRC), and purchased a mobile outreach van, in order to reach youth in underserved areas lacking in adequate public transportation, as well to offer them transportation to shelter and services. A Mobile Case Manager staffs the MRC, and offers young adults a place to engage in services or access local, state and national resources. The MRC has been discussed with local providers and stakeholders, and plans to collaborate with area high schools, community centers, churches, colleges and universities.
- The newly funded Cape and Islands Region has begun to do a needs assessment with a focus on improving current partnerships and infrastructure to better meet the needs of youth experiencing homelessness, with a special lens towards preventing system-involved youth from experiencing homeless. New conversations about the needs of young adults have been initiated with shelters and service providers across the region.
- In North Middlesex, the Mayor of Lowell hosted the “Mayors Rock ‘n Roll Benefit to End Youth Homelessness” with over 115 people in attendance.

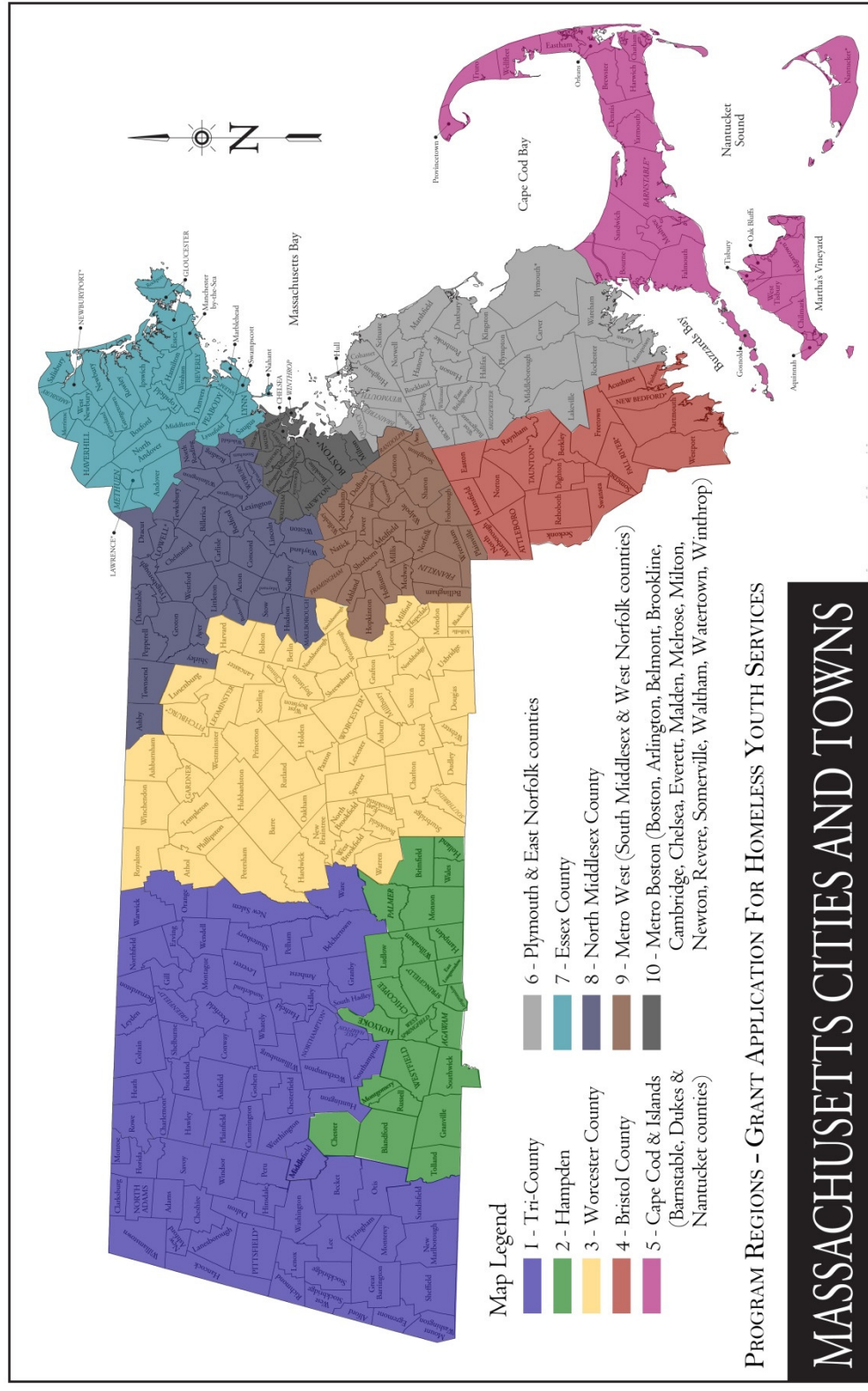
## **APPENDICES**

Appendix A – Map of Program Regions

Appendix B – Target Service Levels by Program Region

Appendix C – Press Coverage of January 31, 2019 Event

# APPENDIX A Map of Program Regions





## APPENDIX B

### Target Service Levels by Program Region

Services/Activities	Metric	TOTAL	1-Community Action Pioneer Valley	2-City of Springfield	3-L.U.K. Crisis Center, Inc.	4-Catholic Social Services
<b>A. Core Services</b>						
Street Outreach	Outreach Contacts	1,780	300	175	200	100
Referrals Received	Incoming Contacts (walk-ins, calls, referrals from partners)	1,944	150	150	400	50
Assessment/Case Management/Case Coordination - Prevention	Number of Youth	935	100	40	40	60
Assessment/Case Management/Case Coordination - Rehousing	Number of Youth	563	50	40	23	40
Direct Financial Assistance	Recipients	446	10	80	63	30
Referrals to other providers/units	Number of Youth	1,088	150	60	150	65
Other	Number of Youth	385				
	<b>Total Youth Served (Unduplicated):</b>	<b>2,274</b>	<b>300</b>	<b>175</b>	<b>325</b>	<b>150</b>
<b>B. Winter Response</b>						
Transitional Housing Services	Number of Youth	188	5	7	10	15
Additional Shelter Beds	Number of Beds	70	5	6	5	15
Referrals for Shelter Services	Number of Youth	342	25	65	10	10
Other (describe)	Number of Youth	208				25 (mobile)
	<b>Total Youth Served (Unduplicated):</b>	<b>626</b>	<b>30</b>	<b>65</b>	<b>15</b>	<b>65</b>
<b>C. College Student Services (if applicable)</b>						
<b>College Name:</b>					<b>Quinsigamond Community College</b>	
Transitional Housing & Case Management (enrolled students)	Number of Students	19			5	
Transitional Housing & Case Management (graduating students)	Number of Students	4			N/A	
Other (describe)	Number of Students	47			5	
	<b>Total Youth Served (Unduplicated):</b>	<b>65</b>			<b>5</b>	
<b>D. Community Partnerships</b>						
Partner Meetings	Number of Meetings	299	31	15	24	150
Outreach Events (for youth)	Number of Meetings	95	31	8	6	15
Other (describe)	Number of Meetings	12				
	<b>Total Events (Unduplicated):</b>	<b>406</b>	<b>62</b>	<b>23</b>	<b>30</b>	<b>165</b>

Services/Activities	Metric	5-Barnstable County Department of Human Services	6-Father Bill's & MainSpring	7-Lynn Housing Authority & Neighborhood Development	8-Community Teamwork	9-South Middlesex Opportunity Council	10-Bridge Over Troubled Waters
<b>A. Core Services</b>							
Street Outreach	Outreach Contacts	20	55	50	50	80	750
Referrals Received	Incoming Contacts (walk-ins, calls, referrals from partners)	50	194	100	50	300	500
Assessment/Case Management/Case Coordination - Prevention	Number of Youth	20	50	75	100	100	350
Assessment/Case Management/Case Coordination - Rehousing	Number of Youth	20	145	50	45	50	100
Direct Financial Assistance	Recipients	20	33	20	30	110	50
Referrals to other providers/units	Number of Youth	50	194	3	66	200	150
Other	Number of Youth			15/150 (youth/workshops)	10 (Outreach contacts with public schools)	125 (employment svcs)	150 (other supports)
	<b>Total Youth Served (Unduplicated):</b>	<b>50</b>	<b>194</b>	<b>250</b>	<b>100</b>	<b>380</b>	<b>350</b>
<b>B. Winter Response</b>							
Transitional Housing Services	Number of Youth		4	10	12	25	100
Additional Shelter Beds	Number of Beds		4	15	5	5	10
Referrals for Shelter Services	Number of Youth	20	24	20	18	50	100
Other (describe)	Number of Youth				8 (emergency hotel placements)		175
	<b>Total Youth Served (Unduplicated):</b>	<b>20</b>	<b>24</b>	<b>45</b>	<b>37</b>	<b>75</b>	<b>250</b>
<b>C. College Student Services (if applicable)</b>							
	<b>College Name:</b>		<b>Bridgewater State University</b>		<b>Umass Lowell &amp; Middlesex CC</b>	<b>Framingham State University</b>	
Transitional Housing & Case Management (enrolled students)	Number of Students		4		5	5	
Transitional Housing & Case Management (graduating students)	Number of Students		1		3		
Other (describe)	Number of Students				2 (BH referrals)	40 (support svcs)	
	<b>Total Youth Served (Unduplicated):</b>		<b>5</b>		<b>10</b>	<b>45</b>	
<b>D. Community Partnerships</b>							
Partner Meetings	Number of Meetings	8	12	28	12	15	4
Outreach Events (for youth)	Number of Meetings	2	10	4	5	10	4
Other (describe)	Number of Meetings	4 (Trainings)			6 (youth action board mtgs)		2 (Trainings)
	<b>Total Events (Unduplicated):</b>	<b>14</b>	<b>22</b>	<b>32</b>	<b>23</b>	<b>25</b>	<b>10</b>

## APPENDIX C

### **Press Coverage of January 31, 2019 Event**

*(links verified as of 2/22/19)*

MetroWest Daily News: **Framingham: Baker announces youth homelessness initiative**  
<https://www.metrowestdailynews.com/news/20190131/framingham-baker-announces-youth-homelessness-initiative>

Boston Globe: **State will offer dorm rooms for homeless college students**  
<https://www.bostonglobe.com/metro/2019/01/31/state-offers-housing-homeless-college-students/ds74frN1s3Coo7Wklb5gJJ/story.html>

Boston Herald: **Bank of America, state announce funding to help homeless**  
<https://www.bostonherald.com/2019/01/31/bank-of-america-state-announce-funding-to-help-homeless/>

Campus Safety Magazine: **Mass. Program Offers Free Dorms for Homeless College Students**  
<https://www.campussafetymagazine.com/university/mass-offers-dorms-homeless-college-students/>

Worcester Telegram: **Worcester State, QCC team up to provide housing for homeless students**  
<https://www.telegram.com/news/20190131/worcester-state-qcc-team-up-to-provide-housing-for-homeless-students>

Education Dive: **Massachusetts pilots housing for homeless community college students**  
<https://www.educationdive.com/news/massachusetts-pilots-housing-for-homeless-community-college-students/547527/>

Framingham State University: **FSU Part of New Pilot Program to Help Students Facing Housing Insecurity**  
<https://www.framingham.edu/about-fsu/news-and-events/articles/fsu-part-of-new-pilot-program-to-help-students-facing-housing-insecurity>

MassBay Community College: **MassBay and Framingham State Partner as Part of New Pilot Program to Help Students Facing Housing Insecurity**  
<https://www.massbay.edu/press/gov-baker-new-pilot-program-student-housing>

Bridgewater State University: **Help for Homeless Students**  
<https://www.bridgew.edu/news-events/news/help-homeless-students>

University of Massachusetts – Lowell: **State Will Offer Dorm Rooms for Homeless College Students**  
<https://www.uml.edu/news/news-articles/2019/globe-homeless-students.aspx>