



Housing Security Community-Based Health Initiative

Year 2 Annual Report

Prepared for Newton-Wellesley Hospital by
The University of Massachusetts Donahue Institute

February 2024

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Established in 1971, the UMass Donahue Institute is a public service and engagement arm of the University of Massachusetts. Our mission is to advance equity and social justice, foster healthy communities, and support inclusive economies that alleviate poverty and promote opportunity. In collaboration with partner organizations and clients, we carry out our mission through research, education and training, capacity building, and direct services to strengthen our collective impact.

The Institute's Applied Research and Program Evaluation group partners with organizations across multiple sectors to design and implement utilization-focused studies that address the social determinants of health. We believe that research is most meaningful when findings can be applied to public benefit. We also believe that evaluative work is a key driver in advancing equity and strive to utilize culturally responsive and inclusive evaluation practices in all our work.

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Housing Security Community Health Initiative

In collaboration with an Advisory Committee comprised of representatives from the community and community-based organizations, Newton-Wellesley Hospital (NWH) identified housing insecurity and its impact on mental health as the health priority to be addressed through its Determination of Need (DoN) Community-Based Health Initiative (CHI). In October 2021, NWH awarded a four-year, \$1.9 million grant to WATCH Community Development Corporation (WATCH CDC) and their collaborative partner Metro West Collaborative Development (Metro West CD) to implement upstream and downstream approaches to reduce housing insecurity and inequities impacting low-income tenants, particularly among communities of color and immigrant communities. The grant, which will conclude in September 2025, serves NWH's six priority communities—Natick, Needham, Newton, Waltham, Wellesley, and Weston.

Housing insecurity refers to a variety of situations, including paying more than 30% (or 50% in extreme cases) of household income on housing costs, living in overcrowded or substandard housing, living with multiple families to share costs, moving frequently for economic reasons or safety concerns, or experiencing homelessness. Although housing insecurity is not an issue typically linked to some of the relatively affluent Metro West communities served by NWH, the cost of housing proves to be a burden for many fueled by high and increasingly rising housing costs alongside a shortage of affordable housing supply or production.¹ Moreover, the relatively high earnings in Metro West communities mask the economic inequities disproportionately facing low-wage service workers and newcomer migrant families. In fact, median household income varies widely within these communities by race, with Black/African American households and Latinx households earning significantly lower incomes than white or Asian households.²

Housing Security CHI Program Model

WATCH CDC and Metro West CD use a multi-faceted approach prioritizing client empowerment and education to address housing insecurity and reduce housing inequities. Key strategies include:

Housing Stabilization	Mental Health Supports	Economic Independence	Community Engagement
			
Addressing immediate housing insecurity with housing-focused case management and emergency financial assistance.	Reducing the impact of housing insecurity and its root causes on mental health through increasing access to mental health services.	Increasing economic independence using an evidence-based job support and financial management self-sufficiency approach.	Supporting community advocacy efforts for affordable housing and the protection of low-income tenants facing evictions.

1 UMass Donahue Institute. Socioeconomic Indicators for Massachusetts. March 2023. https://donahue.umass.edu/documents/Treasury_SocioEconomic_Report_March_2023.pdf
2 Impact MetroWest. <https://www.impactmw.org>

Housing Security Community Health Initiative

CHI Program Partners

The NWH CHI grant funds organizational staffing (5 full-time positions), consultant services (including a bilingual licensed mental health consultant, data management consultant, and marketing and translation services), direct emergency financial funding to eligible clients, and organizational overhead.



WATCH CDC is a private, nonprofit community development corporation working toward a more just community in the Waltham area providing tenant advocacy and support services, providing adult education and leadership development, and empowering underrepresented residents through civic engagement.

WATCH CDC serves as the lead agency for the Housing Security CHI and is responsible for overall grant management, program coordination with their partner, Metro West CD, and contracting for services. WATCH CDC is also responsible for providing housing-focused case management services and emergency financial assistance to low-income residents of Waltham as well as leading innovative approaches to better support clients' mental health needs, economic independence, and community engagement.



Metro West CD is a private, nonprofit community development corporation, with a mission to organize residents, resources and good ideas to resolve community problems and improve the quality of life for all members of Metro West neighborhoods.

As a key partner on the Housing Security CHI, Metro West CD is responsible for providing housing-focused case management services, including emergency financial assistance and housing search, to residents in the remaining five priority communities: Natick, Needham, Newton, Wellesley, and Weston. Metro West CD's advocacy work is centered on creating more affordable housing.

Evolving Context of the Housing Crisis in Massachusetts

In her January 2024 State of the Commonwealth address, Massachusetts Governor Maura Healey highlighted the lack of affordable housing as the “biggest challenge” facing the Commonwealth, noting that the housing shortage was “decades in the making.” The governor’s focus on housing underscores the critical importance of safe, stable, and affordable housing as a social determinant of health. Social determinants of health are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.³ The links between safe, stable, and affordable housing to health and wellbeing are well documented and recognize a range of situations from housing insecurity to homelessness to poor living and community conditions.⁴

3 Centers for Disease Control. <https://www.cdc.gov/about/sdoh/index.html>

4 Robert Wood Johnson Foundation, *Housing and Health: An Overview of the Literature* (2018). <https://www.rwjf.org/en/insights/our-research/2018/06/housing-and-health--an-overview-of-the-literature.html>

Housing Security Community Health Initiative

High housing costs and the shortage of affordable housing in Massachusetts, coupled with the recent end of pandemic-era programs, such as eviction moratoriums and stimulus checks, and the influx of newcomer families have contributed to further increases in housing insecurity and homelessness over the last year. In November 2023, WBUR reported on the unprecedented numbers and surge in shelter need across the Commonwealth. They noted that the population in the family shelter system has increased dramatically over the year (more than doubling), with the growth being particularly steep in recent months. “Part of the growth is driven by an ongoing housing crisis in the Commonwealth and part is because of a spike in newly arrived migrant families hoping to make Massachusetts their home. Taken together, these pressures have forced the system to a breaking point.”

This reality was echoed by NWH Housing Security CHI funded partners, WATCH Community Development Corporation (WATCH CDC) and Metro West Collaborative Development (Metro West CD), who described how the unprecedented numbers and the complexity of those seeking housing-related assistance are occurring at a time of decreased available funding for both households and nonprofits. During the height of the COVID-19 pandemic (and the additional related funding available), case managers were able to provide an extensive array of services. Given the current high demand and limited staff and funding, both organizations noted having to make intentional efforts to educate residents about what services they can and cannot provide. The growing number of community residents needing assistance have caused staff to need to clarify expectations related to service availability, at times needing to “triage” and prioritize emergency services over being able to address all needs of those seeking assistance. Moreover, both organizations noted a renewed focus on supporting and retaining their own housing clinic staff and volunteers as they are often overworked, overburdened, and experiencing secondary trauma.

Program Evaluation Year 2

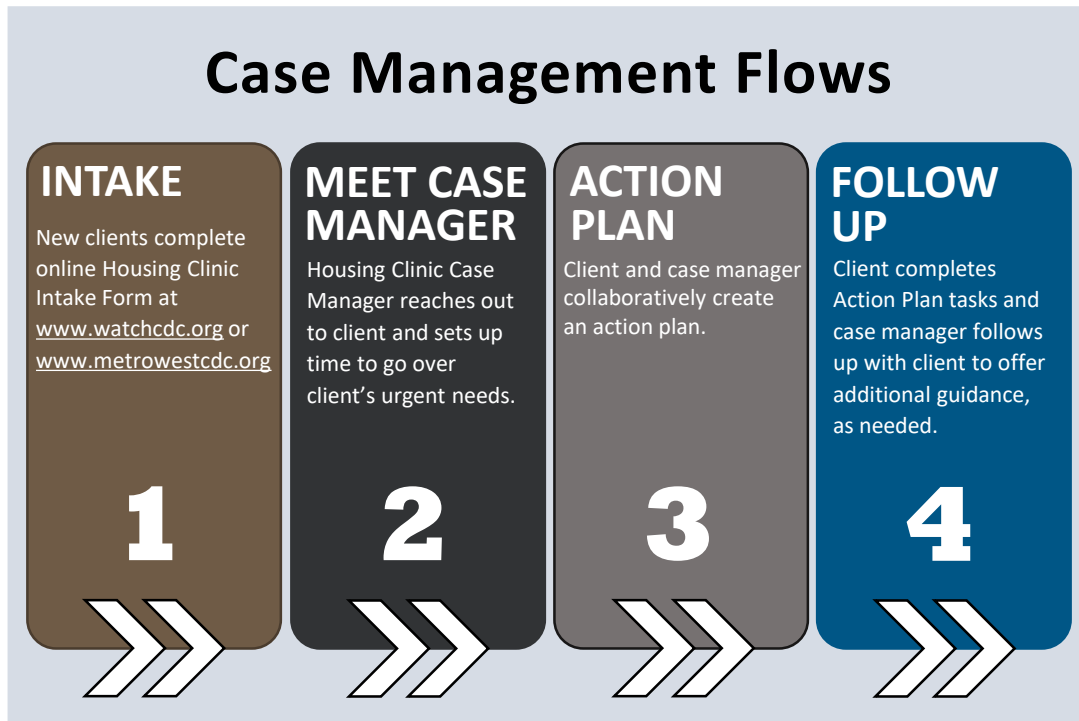
The UMass Donahue Institute (UMDI) provides evaluation support and progress monitoring for this initiative. This report summarizes annual program and client information collected from December 2022 through November 2023, representing the efforts and impacts of the second year of the NWH Housing Security CHI.

WATCH CDC and Metro West CD submit aggregate data annually on client demographics, client needs, services provided / actions taken, and related outcomes. Annual data is collected and compiled using their Salesforce client case management data system, funded through this grant. WATCH CDC and Metro West CD also participate in partner meetings and submit narrative progress reports on a bi-annual basis.

5 WBUR. Mass family shelter system reaches cap. Waitlist for homeless families to begin Friday. November 9, 2023. <https://www.wbur.org/news/2023/11/09/family-shelter-capacity-waitlist>

Housing-Focused Case Management Approach

WATCH CDC and Metro West CD provide free one-on-one case management for low-income households to address urgent housing and basic needs. The visual below highlights the key steps taken by case managers.



Inherent in and underlying all activities and interactions is the principle of **client empowerment**.

- **Partnership** – Both agencies are focused on empowerment and consider their case management work to be a partnership between the clients and their case managers. Case management includes empowering the client to move forward with support and resources.
- **Communication** – Both agencies seek to educate their clients on the range of resources available, enabling them to increase their own knowledge and skills and to self-advocate in the future.
- **Advocacy** – WATCH CDC's Housing Clinic staff advocates for their clients, guiding them through situations such as landlord/tenant disagreements, living in unsafe and/or overcrowded dwelling, or gaining temporary shelter through Emergency Assistance (EA) Family Shelters.

Our work at WATCH CDC empowers families by giving them the tools and access to resources that would otherwise be unknown or unavailable to them without our intervention. A large part of my role includes educating the community of the resources available and how to use those resources to become well-informed and prevent evictions and homelessness, and to [offer] support for mental health, childcare, or other needs.

Program Implementation Changes

A few notable changes and related challenges occurred during the second year of the grant, including:

- **Provided In-Person Programming:** During the first year of the grant, WATCH CDC and Metro West CD provided their services virtually (fully virtual for WATCH CDC with only limited in-person services for Metro West CD) due to the COVID-19 pandemic. During the second year of the grant, WATCH CDC was able to reintroduce their walk-in Housing Clinics. Staff have noted that in-person services are well attended and support client engagement. Job and Financial Planning Clinic services have also transitioned to in-person workshops and individual counseling during this period.

Although the transition to in-person services is viewed positively overall, it has not come without challenges. Both organizations noted the sheer volume and need of clients as their greatest challenge. This was particularly evident when WATCH CDC had to close their walk-in Housing Clinic a few times to new intakes, apart from emergency cases. WATCH CDC further explained that managing walk-ins without a full-time office assistant and with case managers primarily working from home has presented additional challenges, as non-case managers have had to help clients complete their intake form and answer preliminary questions. To address these challenges, WATCH CDC required all case managers to work from the office at least one day a week. In addition, they developed numerous handouts and resources for walk-in clients and added an iPad to the front lobby to facilitate clients completing their own intake forms. Finally, they established detailed protocols and provided additional training to all staff and volunteers who may interact with walk-in clients.

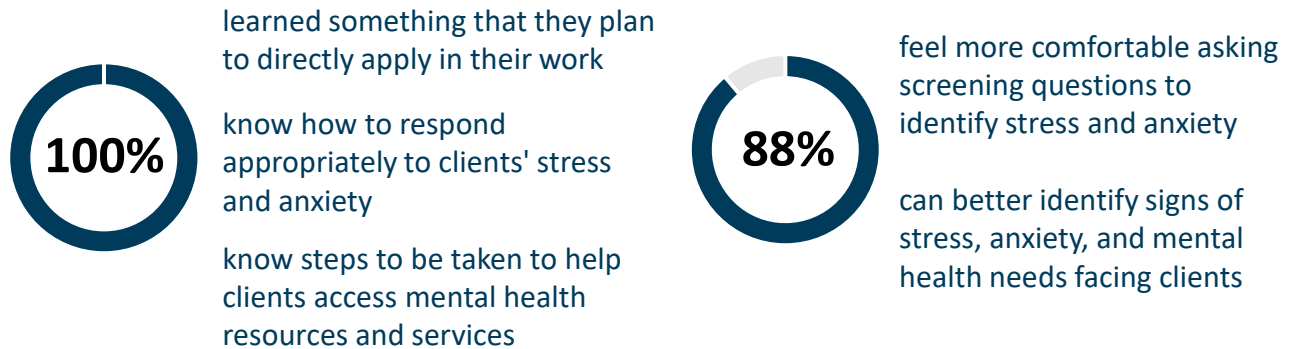
- **Improved Data Tracking and Follow-Up:** WATCH CDC and Metro West CD have continued to contract with a Salesforce consultant to implement and update their client databases to improve the usability experience for case managers and clients. Furthermore, WATCH CDC has begun to follow-up with clients to learn about their current state and impact of their services three months after case closure. Data specific to the Housing Clinic, including housing, non-housing, and mental health outcomes, are collected through a brief follow-up survey distributed to clients. Job and financial outcomes, on the other hand, are collected directly by the Job and Financial Planning Clinic Director during individual check-ins. During this initial collection process, a limited number of clients (38) completed the follow-up survey. It is important to note that the outcomes data presented in this report only account for a small segment of those receiving services and should not be perceived as the full impact of services.
- **Established New Partnerships and Programming:** WATCH CDC developed two new partnerships to support their clients. Through a new partnership with Waltham Fields Community Farm, WATCH CDC distributed 30 boxes of vegetables a week to clients throughout summer and fall of 2023. In addition, they partnered with Tech Goes Home to offer computer classes in both English and Spanish as part of Job and Financial Clinic workshop series. Launched this summer, computer literacy classes have been well attended, supporting job seekers, ESL students, and tenants searching for housing who need to learn basic computer skills.

Both organizations also highlighted the importance of continued collaboration with long-standing community partners, including but not limited to, the Brookline Center, City of Newton Planning and Social Services Departments, Jewish Family & Children's Services, Temple Beth Shalom, The Right to Immigration Institute, Waltham Interagency Network, and the Weston Affordable Housing Foundation.

Program Implementation Changes

- **Strengthened Capacity to Better Recognize and Support Clients' Mental Health Needs:** Key accomplishments of contracting with a Children's Charter bilingual licensed mental health counselor during the second year of the CHI included:

Provided a refresher staff mental health workshop, *Housing Insecurity & Anxiety: How to best respond to clients in distress*, to all WATCH CDC and Metro West CD staff. As a result of training, staff reported they:



Incorporated Mental Health into Client Intake Form and Process. All clients are asked to complete an intake form, identifying areas in which they need help. In December 2022, both organizations added the option of indicating help for 'stress, anxiety, or depression related to housing or financial difficulties' as an initial measure to capture mental health needs. Case managers then ask all clients who selected this option on the intake form two mental health screening questions about whether they had been a) feeling nervous, anxious, or on edge; and/or b) not able to stop or control worrying related to meeting their housing and basic needs. Based on the rating and frequency provided by clients, staff follow a standard protocol and process, providing mental health resources, including information on local mental health providers and services, handouts on self-soothing and coping strategies, and information on mental health workshops in the community. Moreover, staff make referrals to mental health providers as needed.

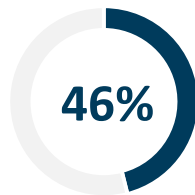
Expanded and enhanced mental health resource guide, including information on mental health providers categorized by the following services: community-based services, outpatient therapy, referral services, mobile crisis intervention, and online resources. The resource guide details who accepts MassHealth, whether accepting new clients, providers' intake process, specific services offered, and languages spoken. The resource guide is easily accessed on WATCH CDC's website. The consultant also created mental health resource handouts to provide directly to clients during in-person interactions.

Program Reach and Population Served

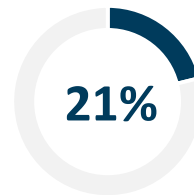
Through the Housing Security CHI, WATCH CDC and Metro West CD **strengthened and expanded existing housing-focused case management services, reaching over 800 low-income households in the 6 communities surrounding NWH during the second year of the grant.** WATCH CDC and Metro West CD together successfully reached and served the CHI's intended target populations, with the majority representing households of color and immigrant communities.



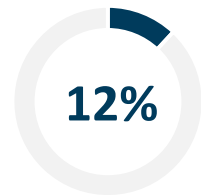
803 households were served. Household sizes ranged from **1 to 12** people.



of households contained children younger than 18 years old



of households contained children younger than 5 years old

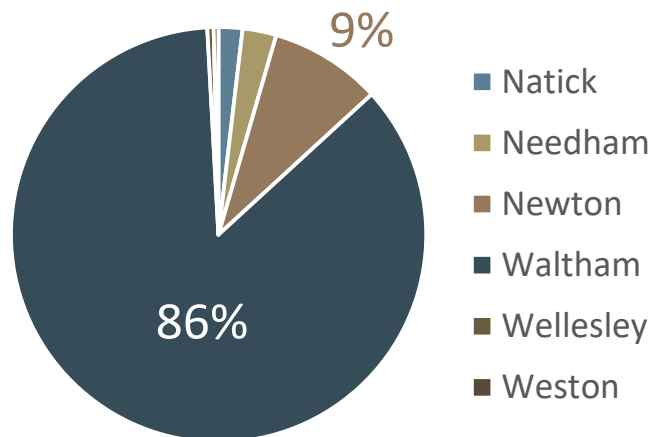
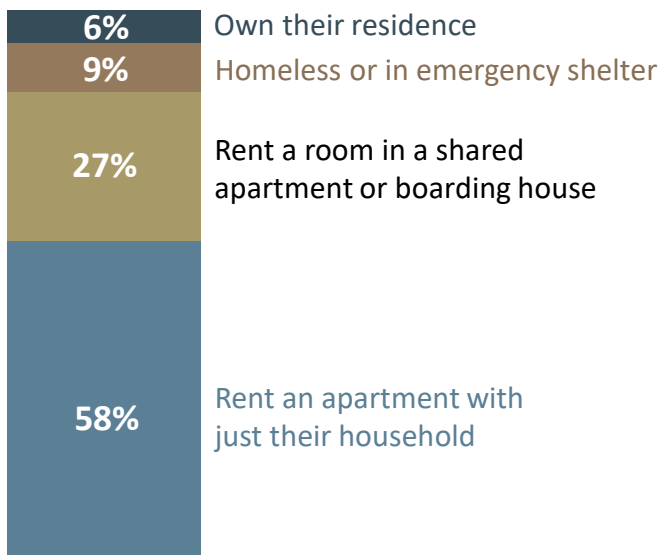


of households contained members with special needs



Nearly half (48%) of households served were new to either organization.

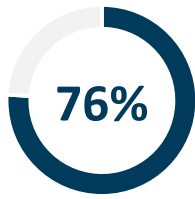
Of the households reporting their living situation,



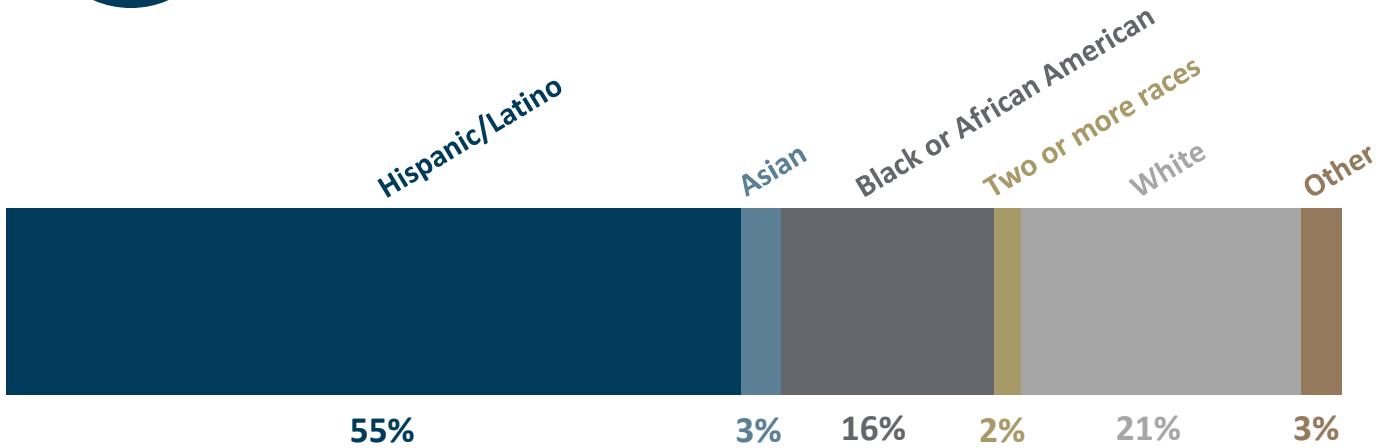
The vast majority of households served during the second year of this grant were Waltham residents.

Nearly half of WATCH CDC's first-time households are **newcomer families**. These **173 families** arrived in the United States within 3 months of their first clinic visit.

Program Reach and Population Served



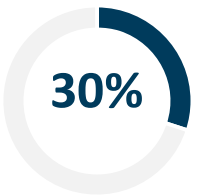
of households providing race/ethnicity data identified as people of color; the majority of whom identified as Latinx.



WATCH CDC and Metro West CD are reaching diverse populations, increasing access to culturally and linguistically appropriate supports and resources to help reduce housing insecurity and inequities.



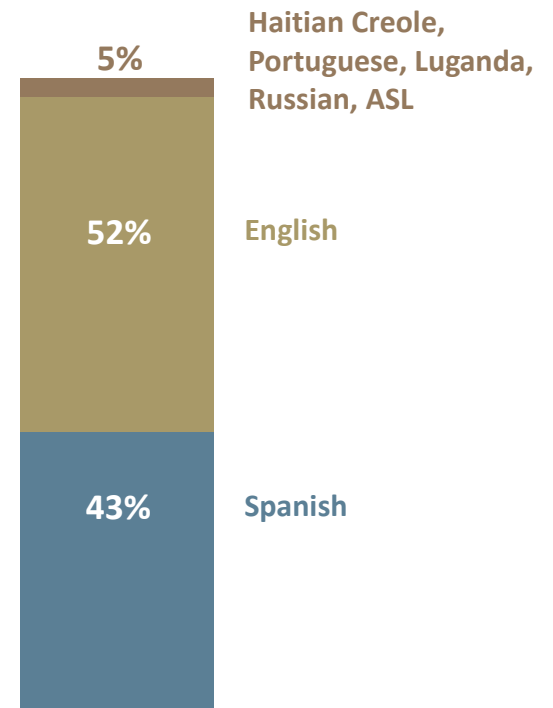
of clients who provided their country of origin were foreign-born, reflective of the area's diverse immigrant communities.



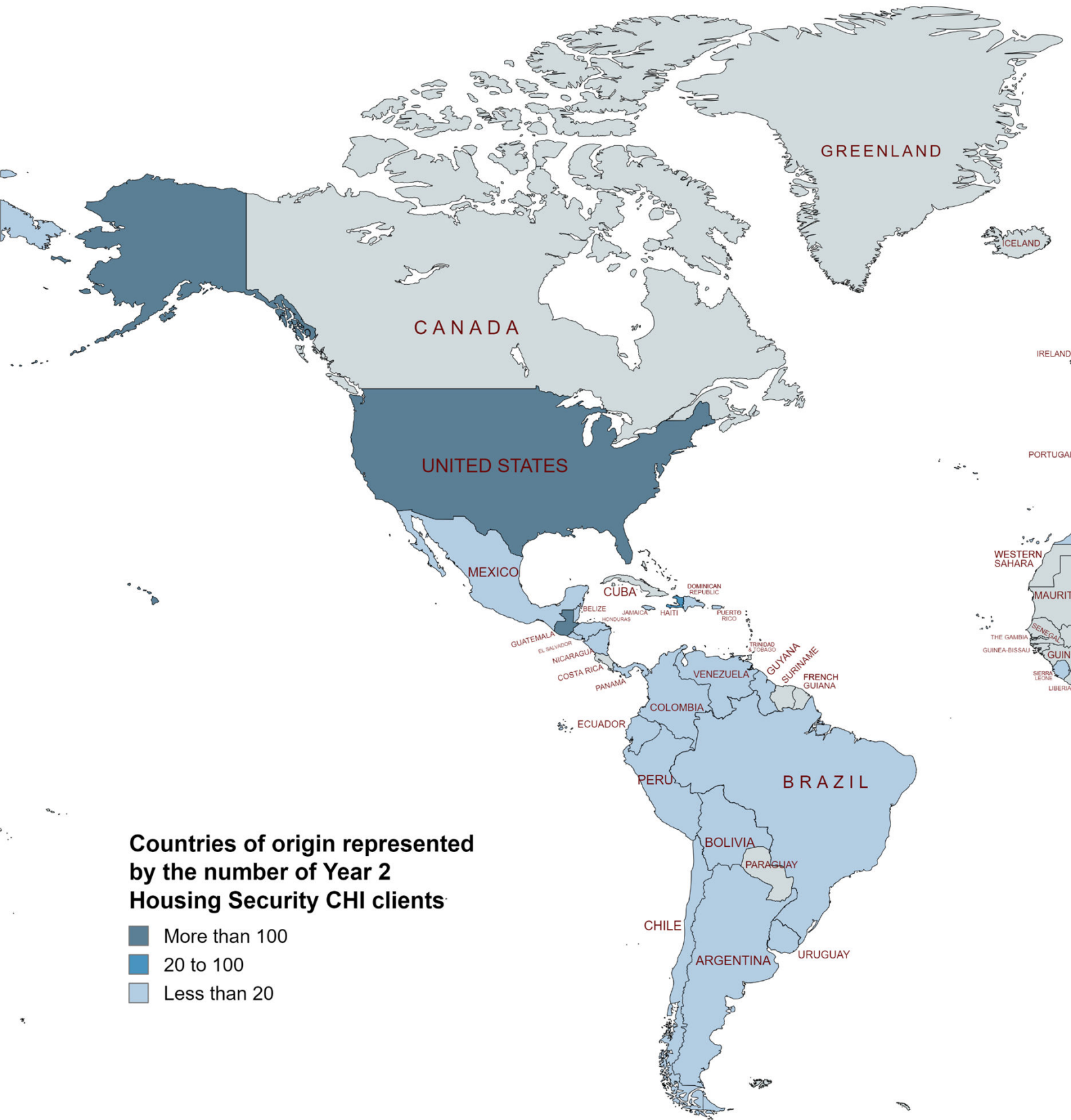
of clients identified Guatemala as their country of origin

Clients identified 45 countries of origin, depicted on the following page.

Preferred Language Indicated



At least 21% of clients requested translation services.



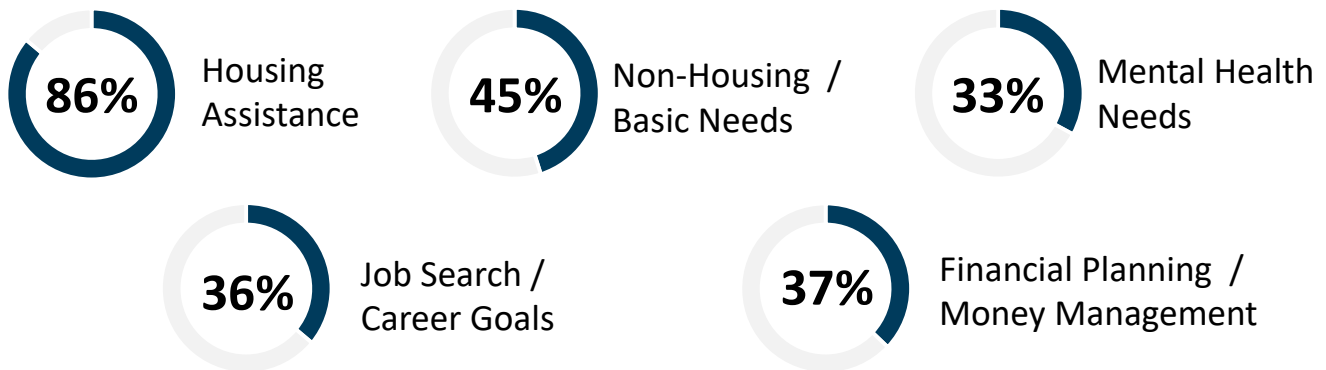


Assistance Areas Requested

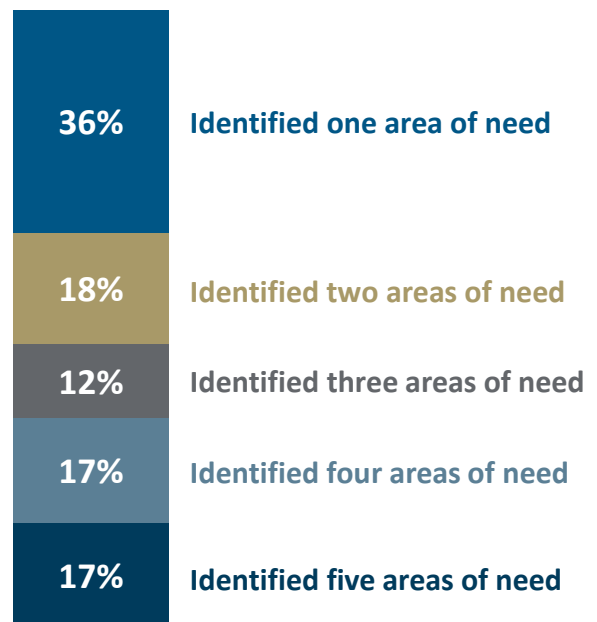
WATCH CDC and Metro West CD are using a multi-faceted approach to reduce housing insecurity and inequities among low-income tenants requesting assistance. Individuals requesting support from WATCH CDC and Metro West CD must first complete a Client Intake Form, requesting help with one or more of the following five areas: housing assistance, non-housing/basic needs support, mental health support, job search or career goals, and financial planning or money management.

Nearly all clients (97%) selected at least one area of assistance on their intake form. Of these, the vast majority (86%) requested help with housing assistance, and nearly one-half with non-housing/basic needs support. At least one-third requested support in managing stress and anxiety related to housing insecurity, job search and career goals, and financial planning or money management.

Percentage of Clients Requesting Help with:



Nearly two-thirds of clients requested support to address multiple challenges, highlighting the **multitude, complexity, and intersectionality of issues facing WATCH CDC and Metro West CD clients.**

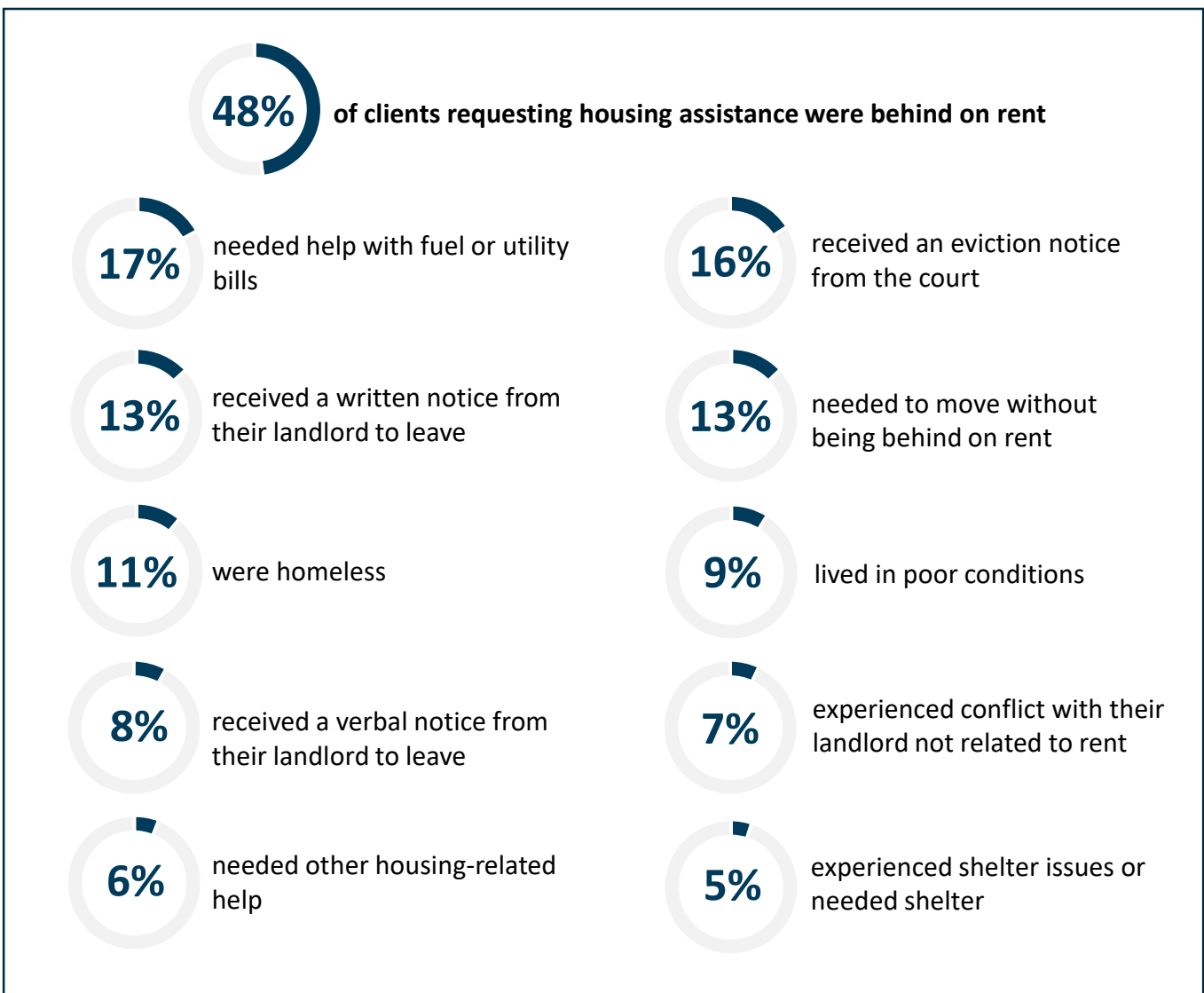


The following pages highlight WATCH CDC's and Metro West CD's progress addressing each of the 5 areas noted above as well as their community advocacy efforts during the second year of the grant.

Housing Assistance Requests

Individuals requesting housing assistance from WATCH CDC and Metro West CD were asked to describe the specific challenges they were facing. Clients identified a multitude of housing-related challenges, the most common being behind on their rent payments. Many clients reported having multiple problems related to housing.

689 households requested housing assistance during the second year of the grant. Housing-related challenges reported, include:



Housing Assistance Services Provided

708

households received housing assistance through WATCH CDC's and Metro West CD's housing case management services.

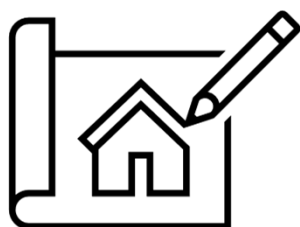
Case managers provided a broad range of tailored housing assistance services and actions based on the individual needs of their clients, with many receiving more than one service. The services provided have been compiled into three larger categories, each of which contains specific service breakdowns and the number of households receiving the service – referred to below as HH.

Provision of Information and Resources

Topic Areas	# of HH
Rent and utility arrears	531
Tenant rights	291
Fuel assistance / utility payments	156
Housing court	150
First/last month rent, security deposit	24

My role...is to educate, connect, and support families/individuals who struggle with finding affordable housing. Most of the households I interact with [are not fully] aware of the resources that are available. I listen without judgement and...provide them with the tools they need to achieve their goals on their own. A lot of families are still trying to recover from loss of income due to COVID, so the financial support given through the grant has helped reduce stress and improve their overall mental health. - Metro West CD

Completing and Submitting Applications



Application Types	# of HH
Tenant Assistance Funds (TAF)	220
Residential Assistance for Families in Transition (RAFT)	92
Other financial help	38
Apps for housing	16
Waltham City Fund	14
Conducted housing search	5

Referrals and Advocacy

Referral Types	# of HH
Eviction legal help/communication with landlord	163
Emergency shelter	75
Community Day Center	53
Health department	32
Police	16
Waltham Public School MKV	9

I have a client who was being harassed by her landlord. WATCH CDC was able to connect her to a lawyer to stop the harassment, while also advocating on her behalf to her Section 8 servicer... Through this advocacy, the client was able to secure funds to move, household goods, and prevent an eviction...that would have caused the tenant to lose her Section 8 voucher. - WATCH CDC

Housing Assistance Outcomes

Case managers followed-up with clients 1-3 months after their case closure. Documented housing assistance outcomes are grouped into two categories – financial outcomes and housing status. Due to low response rate on follow-up surveys, the actual number of households impacted is likely much larger.

332

housing-related financial assistance outcomes were documented.



Households impacted

- 220 received TAF
- 57 received RAFT
- 20 received fuel assistance
- 18 received first/last month rental assistance and security deposit
- 17 received utility bill assistance

The NWH Housing CHI grant allocates \$100,000 annually for direct **emergency financial assistance** to eligible clients. The grant dollars are distributed by both organizations through the previously established Tenant Assistance Fund (TAF) programs. Through TAF, clients may receive grants of up to \$3,000 for **utility and rent arrears, emergency housing, and first/last months' rent and security deposits.**

We worked with a client who had left the area due to domestic violence and was looking to move back. With our help, she avoided eviction and kept her rent history clean, she found new housing, obtained financial help from multiple sources including TAF and BTW, and she was able to move to a new town where her non-binary child was more accepted. - Metro West CD

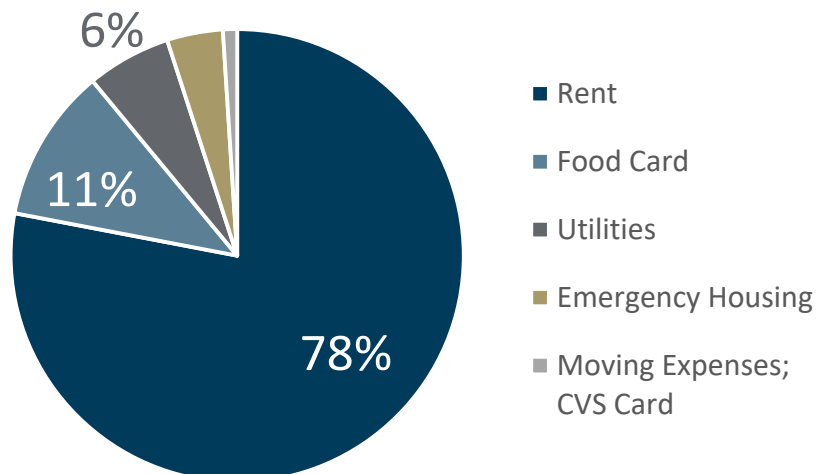


220 households received Tenant Assistance Funds (TAF) grants totaling nearly \$145,000.

The NWH Housing Security CHI grant directly funded three-quarters of these grants, with the remainder of funding coming from WATCH CDC's donors and private foundations. TAF grants averaged \$689 per household.

[We helped] A 79-year-old man, whose employer refused to pay his wages after working for 5 weeks as a dishwasher at a restaurant. We helped him to place a Complaint with the Attorney General's Office to pay his wages. Because he was not able to pay his bedroom rent, the main tenant asked him to move out during a snowstorm. WATCH was able to help him pay his rent arrears with our TAF funds; without this help, the elderly client would have ended up homeless. - WATCH CDC

TAF grants were used towards ...



Housing Assistance Outcomes

The Residential Assistance for Families in Transition (RAFT) state program provides short-term emergency financial assistance to help families avoid eviction, foreclosure, loss of utilities, and other housing related emergencies. Funds may be used towards rent, utilities, moving costs, and mortgage payments.



With support from WATCH CDC and Metro West CD case managers, at least 57 households received RAFT grants totaling more than \$270,000, for an average of \$4,715 per household.

A Senior was living alone in an apartment where the rent was increased every year and she could no longer afford it. I conducted an extensive housing search with her and explained the benefits of the RAFT program. She was able to move into an affordable unit in another town and expressed gratitude for the help I was able to provide. - Metro West CD

In addition to documenting financial related outcomes, WATCH CDC staff followed-up with clients 3 months after their case closure to learn about their current housing status. As noted earlier, due to low response rate on follow-up surveys, the actual number of households impacted is likely much larger.

286

Improved housing or living situation outcomes were documented.



Households impacted

- 113 Avoided Eviction
- 103 Delayed Eviction
- 43 Negotiated with Landlord
- 15 Found New Housing
- 7 Found Emergency Shelter
- 5 Fixed Repairs / Code Violations

A client reached out to us who fell behind on rent and didn't qualify for RAFT rental assistance. We were able to pay \$3,000 towards their rental arrears and prevent the eviction. Because of these funds, we were able to work with the client and the landlord to create a payment plan that would allow the client to remain in their current home while paying off the rest of the rental arrears over time. - WATCH CDC

We worked with an immigrant family of 4 who was living in a 1-BR apartment that was scheduled to be renovated and thus they were being evicted. Only the husband speaks English. We helped them with their housing search, applying for a housing voucher, and connecting them to financial resources. They were able to find a new home nearby. - Metro West CD

Housing Clinic Case Management Cases

WATCH CDC and Metro West CD provided numerous examples highlighting the impact of the housing clinic case management services.

I have a client who is a single mother...who was recently diagnosed with breast cancer. Due to her Chemotherapy, she is unable to work and pay for her rent or food for her child. WATCH was able to use TAF funds to pay her rent arrears. WATCH also sent her food and a pharmacy card to buy necessary items. We also referred her to one of our partners for help with household items. Through this advocacy, the client was able...to stay in her current home, feed her child, and have the necessary peace to continue moving forward during this difficult time. - WATCH CDC

A young adult...who didn't qualify for RAFT or city funds [needed] an apartment after being abandoned by their family. WATCH was able to use TAF funds towards the young adult's move-in fees and get them into new housing within two weeks of being made homeless. Without these funds, this client would have remained homeless indefinitely...This client is also an undocumented person, which makes finding housing extremely difficult while simultaneously making them ineligible for many state-funded supports. Due to the rapport cultivated with ... staff, this client continues to follow up with housing clinic case management for advocacy and guidance. - WATCH CDC

I have a client [with] two autistic children. They were harassed by their neighbor who...made over 20 complaints to the Housing Authority about excessive noise, screams, and banging on her walls. As a result, our client received a Notice of Termination of Tenancy and was sent to Court...WATCH was able to mediate between the Housing Authority and the client to clarify that the neighbor was making false complaints. Also, WATCH was able to refer the client to a mental health provider for support after one of her children suffered sexual abuse at school. Through this advocacy, the client was able to keep her public housing...and get the support for her child who was contemplating harming himself. - WATCH CDC

I worked with a couple who are both elderly and disabled. He is a Veteran [whose] health is declining... [from] several terminal illnesses. Due to numerous prescriptions and medical expenses, they have been struggling to pay rent and utilities. We were able to offer them TAF which they used to cover their rent and freed up other income to catch up on their bills. - Metro West CD

I have a client who had mice infestation at home. At night, the mice would climb in their daughter's bed, eat clothes and furniture, and make holes in the walls. The landlord did not listen to the complaints of the tenant, who was terrified ... WATCH helped the client [contact] the Waltham Health Department. As a result, the landlord got cited with several code violations and was ordered to fix the problems...Later, the landlord retaliated against the Tenant, terminated their tenancy, and filed suit in Court to evict them. Client was referred to free legal help and was able to delay eviction, until they found a better, more suitable, and safe place for the family. - WATCH CDC

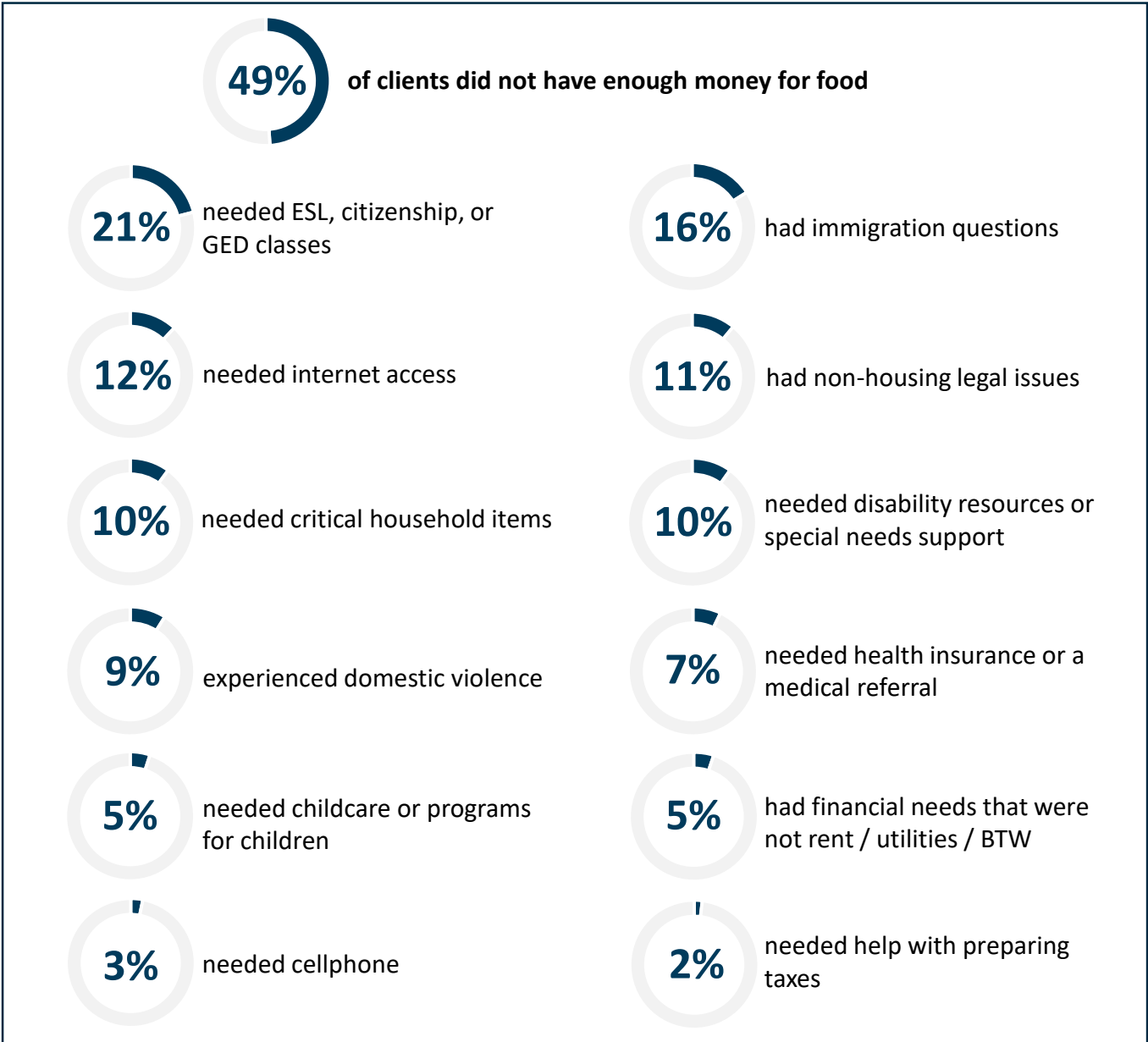
I have a client whose landlord threatened to evict her and she received an overdue notice from the utility company. The utility company could not shut off her utilities due to her medical condition. [The client] wanted to apply for RAFT but could not without a shut off notice or Notice to Quit. ... I referred her to several resources that resulted in lower utility bills. I also negotiated with the landlord who agreed to accept the rent assistance (TAF) and drop the effort to evict. I also spoke with a financial advisor at the housing authority to explain how the RAFT program works. - Metro West CD

Non-Housing Assistance / Basic Needs Requests

WATCH CDC and Metro West CD clients requested support to address a broad range of non-housing, basic needs. The most common challenge reported was lacking enough money to be able to purchase food. Many clients face multiple non-housing / basic needs challenges.

418

Households requested assistance for non-housing / basic needs.
Non-housing / basic needs challenges, include:



Non-Housing / Basic Needs Services Provided

469

households received non-housing basic needs support through WATCH CDC and Metro West CD's housing case management services.

During the second year of the grant, WATCH CDC and Metro West CD provided non-housing assistance to at least 469 households with many receiving multiple services. The number receiving services is actually higher than the number originally requesting non-housing basic needs services on the initial intake form. For these cases, case managers determined additional needs through follow-up conversations with clients. Services have been categorized into two broad areas, information & resources and referrals & advocacy, each of which contains further service breakdowns and the number of households receiving each service – referred to below as HH.

Provision of Information and Resources

Topic Areas	# of HH
SNAP/WIC/Free food	196
Internet Essentials Program or Safelink	82
Household items	28
Non-housing financial help	26
Enrolled in ESL / GED / Citizenship Classes	23

*I try my very best to make each applicant feel heard, seen, and understood, this to me is crucial in the process. While helping them access resources they might not have been able to access on their own, I want them to trust me and feel that they are important and cared for by me and are not just a number.
- Metro West CD*

A client reached out who had recently moved and did not have furniture or clothing. We were able to refer them to a partner that provides furniture, house wares, and clothing. We provided funding for a moving truck and coordinated the time for the client to pick out the furniture they needed and have them delivered to her home. Without this intervention a single-parent household would not have had access to furniture, household goods, and clothing. - WATCH CDC

Referrals and Advocacy

Referral Type	# of HH
ESL/GED/Citizenship Classes	99
Immigration Help	63
Non-housing legal Help	47
Disability/Special Needs Resources	47
Domestic Violence Survivor Support	35
Medical/Health Insurance Resources	30
Childcare/Youth Service/Parent Info Center	18
Volunteer Income Tax Assistance (VITA)	9

Non-Housing / Basic Needs Outcomes

During the second year of the grant, WATCH CDC and Metro West CD began to follow up with clients post case closure to better understand their clients' current situation and the impact of their case management work. As noted earlier, due to low response rate on follow-up surveys, the actual number of households impacted is likely much larger.

133

non-housing / basic needs outcomes were documented.



Households impacted

- 56 received food / food stamps or went to a food bank or pantry
- 39 received financial assistance from other agencies / community partners
- 20 received internet access
- 14 received critical household items / furniture
- 10 received domestic violence help
- 8 received immigration help

Housing case managers helped facilitate nearly \$50,000 in financial assistance from local agencies and community organizations to support their clients non-housing needs.

WATCH CDC and Metro West CD reported working closely with community organizations for financial assistance and/or resources for their clients. Sources included: Brookline Center, City of Newton, Cousens Fund, First Parish, Jewish Vocational Services, Lend a Hand, South Middlesex Opportunity Council, St. Peters, Tenancy Preservation Program, The Second Step, and Veteran Affairs.

We worked with a homeless client who was in debt to a local housing authority and thus was getting denied other housing opportunities. We connected her with a pro bono lawyer who helped her clear the debt. She was then able to secure housing, move out of the shelter, and get her dog back.
– Metro West CD

I worked with an elderly woman who does not speak English. She has not been able to return to work since a battle with COVID and is in the process of applying for disability as she is permanently unable to work. I worked with her to find enough cash assistance to tie her over until her disability comes through. She applied for TAF and for other local sources of financial assistance. We also worked on reducing her bills. I saved her hundreds of dollars/month by switching her from cable to free Wi-Fi and got her utility bill lowered by 25%. Her TAF grant enabled her to make a payment toward her overdue rent to avoid legal action and pay her utilities to avoid a shut-off. – Metro West CD

Client is elderly, homeless currently living in his car, and has a need for basic needs. He has maxed out on all rental and tenant assistance grant programs. We coordinated support with Temple Beth Shalom for help with donations, like a sleeping bag, vitamins and supplements for medicine while we continued to pursue housing options. – WATCH CDC

Mental Health Support Requests

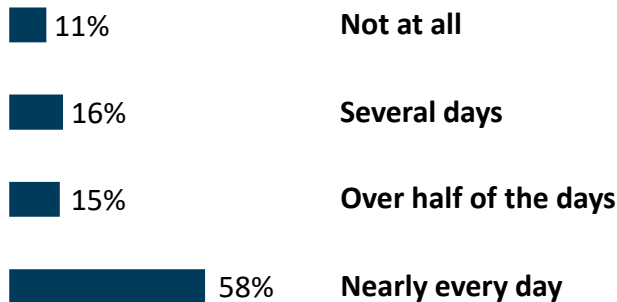
New this year, WATCH CDC and Metro West CD asked clients whether they were experiencing stress, anxiety or depression related to housing or financial difficulties as part of their client intake form to identify clients with potential mental health needs.

267

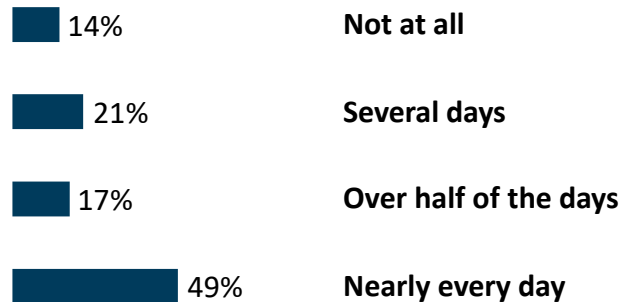
clients indicated having stress, anxiety, or depression related to housing or financial difficulties.

Moreover, both organizations implemented a new screening tool to assess the level of severity of mental health needs that their clients are facing. Only those individuals requesting help with stress or anxiety related to housing or financial difficulties on their intake form or in follow-up discussions with their case manager were asked these screening questions. Clients were prompted to respond to the screening questions using a scale. As depicted below, approximately one-half or more of individuals responding to the mental health screening questions reported feeling 'nervous, anxious, or on edge' or 'felt unable to stop or control worrying' nearly every day over the last two weeks.

Over the last two weeks, how often have you felt nervous, anxious, or on edge?



Over the last two weeks, how often have you felt unable to stop or control worrying?



The addition of these intake and screening questions allow for tiered mental health support for those households who may not have verbally identified or even recognized their mental health needs. Inclusion of these questions opens the door for further discussions focused on the stresses related to their daily housing and financial challenges with a goal to normalize and destigmatize receiving mental health support.

Reflections about Key Lessons Learned from Staff Mental Health Training

To realize that people may need more than just the service or need they are calling for and the fact they have this need.

Being aware of my tone and body language when speaking to clients so I don't enhance feelings of shame.

The idea to call a mental health provider in the moment if/when it comes up while talking with client.

Mental Health Services Provided and Outcomes

261

households received mental health related support through WATCH CDC and Metro West CD's housing case management services.

WATCH CDC and Metro West CD provided mental health assistance to 261 households during the second year of the grant. Each household (HH) that indicated feeling stress and anxiety about their housing or financial situation on their intake form was provided with mental health resources, including information on local mental health providers, handouts on self-soothing and coping strategies, and information on upcoming mental health workshops in the community. Moreover, approximately one-half of these clients were referred to an appropriate local mental health provider based on their responses to the mental health screening question and further discussions with their case manager.

Services Provided	# of HH
Mental health resources	261
Mental health referral	132

I find myself also listening to people and that the only thing they need is for someone to listen to them ... giving them the tools for and information for mental health. - WATCH CDC

In addition, WATCH's mental health consultant provided a **client mental health workshop, *Managing Stress***, in both Spanish and English, in October 2023. The workshop provided community residents with strategies to manage and reduce stress and anxiety and information about local mental health resources and providers available.

Follow-up with clients after they received resources suggested improved mental health.

64

mental health related outcomes were documented.



Households reporting

- 38 reduced anxiety in managing housing challenges
- 26 received mental health services

Client owed \$1,200 in rent. Client is living with another family and renting a room, but landlord is asking the primary tenant to leave. Client has a lot of anxiety and has a child that is not registered in school. Provided referral to register child in school and for rental assistance. Provided mental health referral and confirmed two weeks later that the child was in school and client now has a counselor she is meeting with regularly. Client reports that she is feeling less overwhelmed and is able to manage her anxiety. - WATCH CDC

Mental Health Related Cases

Both WATCH CDC and Metro West CD were asked to provide a brief narrative or case description of a client or household engaged in their program during the second year of the grant who exemplified the impact of the mental health services provided.

There was a client who was a survivor of domestic violence that we were able to connect to a domestic violence agency, as well as to a mental health agency that would provide tele-psychiatry and therapy services; the client was very distraught, and WATCH was able to support the client with getting these services in place by making the call with the client on the phone to the appropriate agencies. Without these services, the client did not know where to turn to and was contemplating self-harming. WATCH's intervention prevented this from happening, while being able to create rapport with the client in the event the client needed further mental health, housing, or non-housing support. - WATCH CDC

I had a client who is a divorced mother with 2 children, one is in college and the other is a non-binary high school student. Through my listening with an open mind and providing moral support, she was able to identify herself as a domestic violence survivor by openly talking herself through her story in a "safe space." I referred her to domestic counseling agencies for additional support and resources. She was able to obtain a \$5,000 grant to help with moving costs and is receiving ongoing counseling from a DV counselor. I also worked with her on housing search and was able to offer her TAF and Back to Work funds. She used the TAF to catch up on utility payments and rent and thus avoided eviction. She used the BTW funds for car repairs. Ultimately, with the housing search tools I gave her, she was able to find and move to a more suitable place for her family. - Metro West CD

I wanted to write to let you know how grateful I am to you, not only for helping me navigate through this whole ordeal, but for going above and beyond to make me feel like I do matter, and that I am a survivor that will not give up. When we [first met] ..., that was the first time I had ever brought up the domestic violence to ANYONE. I was embarrassed, and felt that I had brought it on myself... I ...was totally isolated from anyone and everyone except for him He convinced me, threatened me. ... After our first interaction ..., which was meant to be just a regular metro housing collaborative session on how to get started with assistance, I finally, for the first time in years gained some confidence and that is the day, because of your words of kindness and support ..., I decided to take my power back. ... So many positive things have happened in just the short time since I reached out to you. ... I've got a long way to go, but I want you to know that you saved a life, and gave me back ... my own self-worth, and the strong desire to not only survive, but to make things happen and never give up on myself again. - Metro West CD client to her case manager

CHI Strategy: Supporting Economic Independence

Through the NWH Housing Security CHI grant, WATCH CDC was able to hire a full-time Job and Financial Planning Director to support and mentor low-income residents through job search and financial planning supports, thus, strengthening their economic independence and, in turn, stabilizing their housing security. The bilingual director launched the Job and Financial Management Clinic in March 2022 and continued to strengthen and expand services during the second year of the grant.

As the Job and Financial Clinic Director, my work consists of providing educational programs on job and financial topics. These programs include workshops, 1:1 meetings, training opportunities, and job fair opportunities, all focused on helping our community expand, improve, and empower themselves. - WATCH CDC

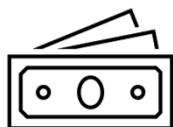
Primary services offered through the Job and Financial Management Clinic include:



One-on-one counseling sessions with clients to help the Job and Financial Management Clinic Director understand the unique background and individual needs of each client. Together they establish plans and necessary steps to achieve employment and/or financial planning success.



Educational workshops are provided in both English and Spanish. Workshops are focused on: **job support, financial planning and money management, and computer literacy**. Sample topics include creating a resume and cover letter, job search and completing online job applications, practicing for job interviews, income and reducing expenses, making a budget, opening checking and savings accounts, savings and creating a rainy-day fund, borrowing basics, building and improving credit, paying off debt, and computer basics.



Back To Work (BTW) grants of up to \$500 for purchases to help individuals return to work. BTW grants reduce barriers to work by giving clients the resources to pay for work-related necessities, such as car repairs, bus passes, tools, uniforms and work shoes, equipment, training programs, computers, and childcare.

WATCH CDC staff noted a number of key accomplishments including transitioning to in-person workshops and one-on-one counseling, establishing strong connections with community partners to provide a variety of workshops, including the addition of a very successful computer literacy course to strengthen clients' basic technology skills. The greatest challenge was the initial low attendance when WATCH CDC first transitioned workshops back to in-person. Engagement in workshops increased with the addition of free computer classes as well as intentional strategies to incorporate job and financial management class material into computer classes and further recruit clients for one-on-one counseling.

Metro West CD refers their clients looking for job and financial planning supports to WATCH CDC. A noted significant accomplishment of Year 2 was establishing an effective referral and communication path between the two agencies to ensure all clients in need of job and financial planning services receive them.

Job Support and Financial Management Requests

Individuals contacting WATCH CDC and Metro West CD for services were asked whether they needed help with either job search and career goals and/or financial planning and money management.

292

clients requested job support, with the vast majority requesting help starting a job search.

60%

needed help starting a job search

36%

needed other job-related support

17%

needed help making or updating a resume

12%

needed help with online job application(s)

4%

needed help accessing job training, certification programs, or going back to school

1%

needed help practicing for a job interview

300

clients requested support with financial planning & money management.

21%

needed help paying off debt

17%

needed help reducing expenses

17%

needed help making a budget

15%

needed help improving their credit score

13%

needed help making a rainy-day fund

3%

needed help opening a savings account

2%

needed help opening a checking account

Job and Financial Planning Services Provided

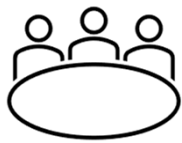
245

clients participated in Job and Financial Planning Clinic services, with nearly all receiving one-on-one counseling with the Director.



237 housing clients participated in individual counseling sessions.

- 217 clients received job clinic support
- 175 clients received financial planning & money management support



The Job and Financial Planning Clinic hosted **64 educational workshops**—21 focused on job support, 36 on financial planning, and 7 on computer literacy—with 22 of these workshops offered in Spanish. In total, the Job and Financial Planning Clinic workshops had more than 200 attendees, with many participating in multiple sessions.

Innovative Partnership Promoting Computer Literacy

WATCH CDC partnered with Tech Goes Home to provide a 15-hour computer course in English and Spanish. After completing the course, participants receive a free laptop and year of internet access. To date, 19 clients have completed the computer literacy classes, earning them each a laptop and free internet access.

WATCH CDC and Metro West CD also provided **22 Back to Work (BTW) grants to 21 clients totaling nearly \$7,400.**

WATCH CDC also distributed a total of **\$1,500 in financial incentives to 30 housing clients** for active engagement in the Job and Financial Clinic.

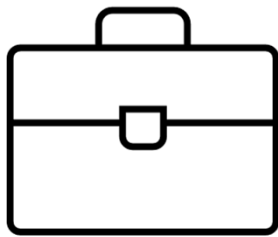
The partner of a couple for which we had provided housing-related services was motivated to improve his English so that he could find a better job to further stabilize their situation. He received BTW funds to take English classes. - Metro West CD

A married woman who recently had a child and whose husband recently lost his job needed help returning to the workforce. ... She received BTW funds ... to help renew her license, pay for work clothes, and help pay for daycare. - Metro West CD

Job and Financial Management Clinic Outcomes

Finally, the Job and Financial Clinic Director followed up with each of the clients he worked with to learn about the progress they were making toward their goals with the support provided at WATCH CDC's Job and Financial Management Clinic.

237 Improved job outcomes were documented.



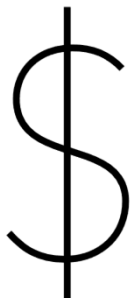
Households impacted

- 85 Applied for a Job
- 67 Got a Job
- 60 Updated their Resume
- 13 Attended Job Training
- 12 Attended Job Fair

A client worked with the Job and Financial Clinic Director to create smart goals to achieve job search goals. He also participated in our financial and job search workshops and succeeded in finding a job with the MBTA. The client was so grateful for all the help that he received, that he became a computer literacy instructor volunteer for our community members. - WATCH CDC

Client just moved back to Waltham with her children to escape abusive relationship. She is staying with sister but needed help finding a job. The Job Clinic Director shared information about job fair, a template for resume, gave feedback on resume, and assisted in updating it. He found out client has master's in criminal justice but most of her experience was in restaurants. The Director sent her information on upcoming criminal justice job fair opportunities. [When following up] a month later, found out that client had attended job fair and interviewed for some positions and has a couple offers. Mentioned she was planning on taking one of the offers as a correctional officer. - WATCH CDC

66 Improved financial outcomes were documented.



Households impacted

- 28 Reduced Expenses
- 26 Made a Budget
- 8 Paid Off Debt
- 2 Improved Credit Score
- 2 Opened A Bank Account

A single mother with a child under the age of 10 was unemployed and actively searching for a job. She worked with the Clinic Director who aided her in finding a new job... Ultimately, she moved into a new apartment, found a job and is currently working on getting her finances back on track. - Metro West CD

We worked with a formerly financially stable parent who could no longer able to afford the large home where she raised her children. Through case management and financial coaching, she was able to accept her situation, reconsider her budget, and find more appropriate and affordable housing for her current circumstances. - Metro West CD

CHI Strategy: Promoting Community Advocacy

WATCH CDC and Metro West CD both have a strong history in community organizing and participate in a broad range of community building efforts including community engagement events, organizing tenants and advocating for housing justice, and strong partnerships with and participation in local and regional meetings with other local human services organizations and agencies. During the second year of this grant, both organizations continued their established community organizing and advocacy efforts to increase protections for tenants and to expand the stock of affordable housing.

The role of Community Organizer provides me with ample ways of helping the community. As an organizer, I am responsible for reaching out to the community and understanding their needs. This helps provide them with the necessary information and resources available to them. I am the liaison for the voices of Waltham to the authorities at the city and state levels. Moreover, I speak at community events, churches, agencies, media outlets, and public schools, and inform people about WATCH. I try to bring change through collective action in partnership with other agencies. - WATCH CDC Community Organizer

WATCH CDC's Tenant Action Group (TAG)

WATCH CDC's clients are encouraged to volunteer and join TAG, where they can learn more about their rights as tenants, how housing policy is made, uplift tenant voices, and engage in advocating for municipal housing policy decisions that will impact their lives. Meeting monthly, TAG members, supported by WATCH CDC's Community Organizer, identify ways to impact local decision-making through door-to-door canvassing, writing letters, getting petitions signed, registering voters, attending and speaking at community events and city meetings. Noted accomplishments include:

- Consistently held monthly TAG meetings, averaging 20 attendees each month.
- Ongoing support and outreach through canvassing and tabling events spearheaded by WATCH's TAG leaders and members.
- Organized a highly attended citizens input meeting with over 100 participants, providing information and training on Tenant Rights Notification ordinance.

[Previously a housing clinic client], R is now... an active volunteer at WATCH. For the past year, they have often volunteered with TAG... They have gone canvassing and tabled at community events sharing information on our campaign to pass the housing notification act, getting petitions signed and registering voters. They have also helped make turnout calls for hearings on the ordinance at City Council... They say, "volunteering encourages me to give back and have a positive impact on my community." - WATCH CDC

I have been able to apply myself deeply to the critical work WATCH does ... and have developed numerous skills while aiding the community. ... One event which showcased how much I have been able to grow was my public speaking in English at the Citizen's Input Meeting ... where people like me (tenants) could express their worries and woes. We got to use the voice that is often not awarded to us. WATCH has provided us with this voice. - TAG member

CHI Strategy: Promoting Community Advocacy

Tenant Rights Notification Act

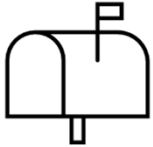
As part of the Housing Security CHI, WATCH CDC, led by their TAG members and Community Organizer, has continued to educate and organize support for the local ordinance, **Tenant Rights Notification Act**. Modeled after the ordinances passed in Somerville, Cambridge and Boston, the ordinance would require landlords to notify tenants of legal and financial resources available when facing eviction. During the second year of the grant, tenants participated in five city council meetings to promote the ordinance. Through WATCH CDC and the TAG members efforts, support for the ordinance continues to grow. To date, WATCH CDC has secured:



900 online petition signatures



500 signed cards



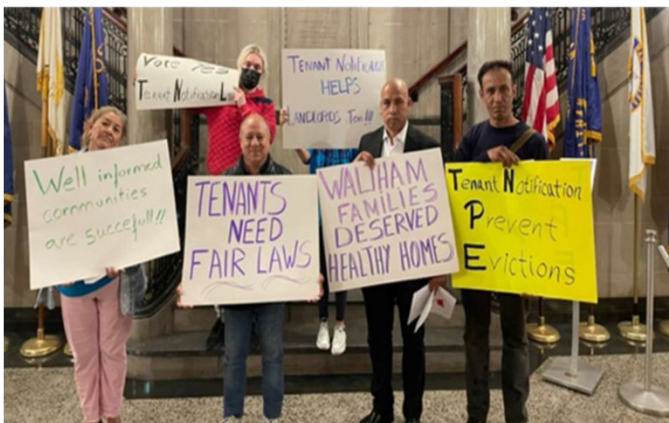
19 letters of support from landlords



20 agency / organizational endorsements



3 sponsors (city council members) for the Tenant Notification Ordinance



Many of the TAG members have firsthand experience with housing crises and were unaware of the resources offered locally and by the state. They were frustrated over the lack of accessibility and often only learned about these resources after joining the Tenant Action Group. They want to see tenants be notified and aware of their rights and resources before they are in desperate need of outside assistance. The Notification Ordinance would offer them exactly what they want and need. This is why the tenants of Waltham, WATCH CDC, and the Tenant Action Group are urging Waltham City Councilors to vote yes on the Ordinance. - WATCH CDC Community Organizer

Passing an ordinance is a challenging and time-consuming process. Further outreach, engagement, and advocacy efforts will continue forward to safeguard and support tenants' rights.

CHI Strategy: Promoting Community Advocacy

Affordable Housing

Metro West CD's advocacy work focuses primarily on creating more affordable housing units. During the second year of the Housing Security CHI, Metro West CD proposed to purchase and/or develop 117 affordable units in the Newton-Wellesley Hospital catchment area. To date, Metro West CD has been successful in moving forward with 75 of these units.

- **Newton:** Applied for and received zoning approvals for West Newton Armory as well as submitted and received state funding to create 43 units of 100% affordable intergenerational rental housing. Metro West CD is currently working towards a closing and construction start in 2024.



- **Natick:** Applied for and selected as developer for town-owned site to create 32 units of 100% affordable rental housing for extremely low-income and very low-income households. The development agreement was signed in July 2023 and the community process began in August 2023. Permitting will continue through the spring of 2024.



In addition, Metro West CD submitted an offer to purchase a property from the Archdiocese in Waltham that would have created 42 units of 100% affordable family rental housing. Unfortunately, their bid was unsuccessful. Metro West has also held several meetings with the Needham Housing Authority to discuss options for renovation of their existing portfolio and creating new affordable housing units. Metro West CD will continue their efforts to expand the stock of affordable housing .

Conclusion and Next Steps

WATCH CDC and Metro West CD exceeded their annual goal of assisting 600 clients, serving more than 800 clients at a time when critical need for services remain at unprecedented levels. Both organizations remain committed to reducing housing insecurity and inequities prioritizing the four key CHI strategies during the third year of the grant.

- **Housing-Focused Case Management and Emergency Financial Assistance** – WATCH CDC plans to serve at least 500 clients and Metro West CD plans to serve at least 100 clients during the third year of this grant. Both organizations will continue providing their existing housing-focused case management services to support and empower their clients. Both organizations are committed to hosting in-person drop-in clinics and workshops to spend more time face-to-face with their clients. The NWH grant will continue to fund \$100,000 in emergency financial assistance grants to be allocated to eligible clients during the third year of the grant. Next year, case managers will seek to increase follow-up with clients three to six months following services to further document client outcomes.
- **Mental Health Supports:** WATCH CDC and Metro West CD will continue their work with the Children’s Charter bilingual mental health consultant, including providing an annual mental health capacity building workshop for staff and clients.
- **Strengthening Clients’ Economic Independence:** WATCH CDC will continue to provide job support and financial planning and management services through individual counseling sessions and educational workshops with a goal of serving at least 100 clients during the third year of the grant. WATCH CDC will continue hosting in-person educational workshops and will build and strengthen existing partnerships to support clients’ self-sufficiency.
- **Promoting Community Organizing and Advocacy:** WATCH CDC and Metro West CD will continue to promote community organizing and advocacy to protect and increase access to safe and affordable housing and tenant advocacy for low-income individuals and families within the communities they serve. The organizations will solicit input, promote active engagement, and foster leadership among residents most affected by housing insecurity. WATCH CDC and their Tenant Action Group (TAG) will continue to focus their efforts on increasing outreach, awareness, and support for a Tenant Rights Notification ordinance.

The impact of this work will be examined and summarized in the Year 3 Housing Security CHI Annual Report, covering the time period of December 1, 2023 through November 30, 2024.



Appendix

The following section contains information on:

- WATCH CDC Program Reach and Priority Population
- Metro West CD Program Reach and Priority Population
- All Clients Country of Origin

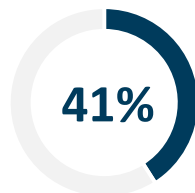
WATCH CDC Program Reach and Priority Population

WATCH CDC

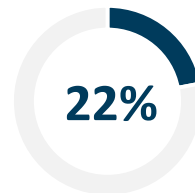
During the second year of the grant, WATCH CDC provided services to nearly 700 low-income households. WATCH CDC staff provided households with a broad range of housing-focused case management supports and emergency housing financial assistance to stabilize tenancies and connect these families with community resources to address their basic needs. All households are current Waltham residents or had prior connections to Waltham at the time they initially sought services. Over one-half of households received services from WATCH CDC for the first time, many of whom were newcomer families recently arriving to the United States.



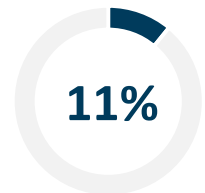
690 households were served. Household sizes ranged from **1 to 12** people.



41% of households contained children younger than 18 years old



22% of households contained children younger than 5 years old



11% of households contained members with special needs



100% of households served were Waltham residents or had prior connections to Waltham.

Nearly half of WATCH CDC's first-time households are newcomer families. These **173 families** arrived in the United States within 3 months of their first clinic visit.



361 clients served were new to WATCH CDC this year.



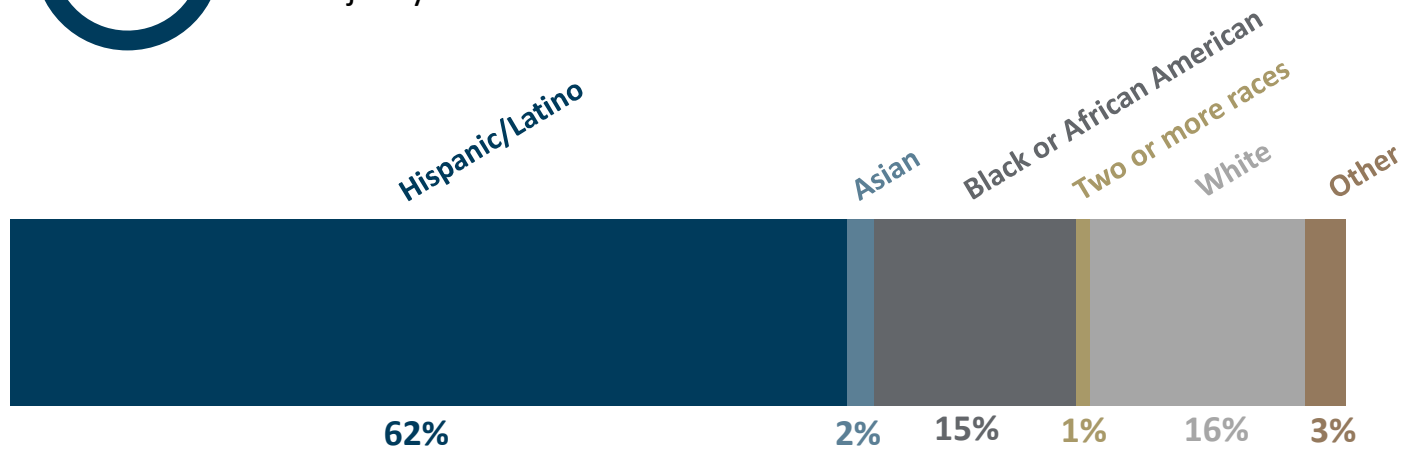
Average monthly household income for clients requesting emergency financial assistance was **\$1,376**.

WATCH CDC Program Reach and Priority Population

WATCH CDC successfully reached the Housing Security CHI target population, with the majority of clients served representing communities of color and immigrant communities.



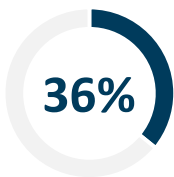
of households providing race/ethnicity data identified as people of color; the majority of whom identified as Latinx



WATCH CDC is reaching diverse populations, increasing access to culturally and linguistically appropriate supports and resources to help reduce housing insecurity and inequities.



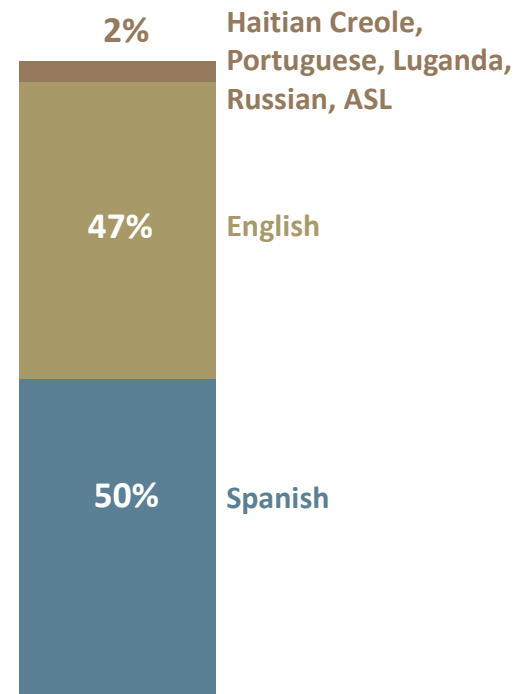
of clients who provided their country of origin foreign-born, reflective of the Waltham's diverse immigrant communities.



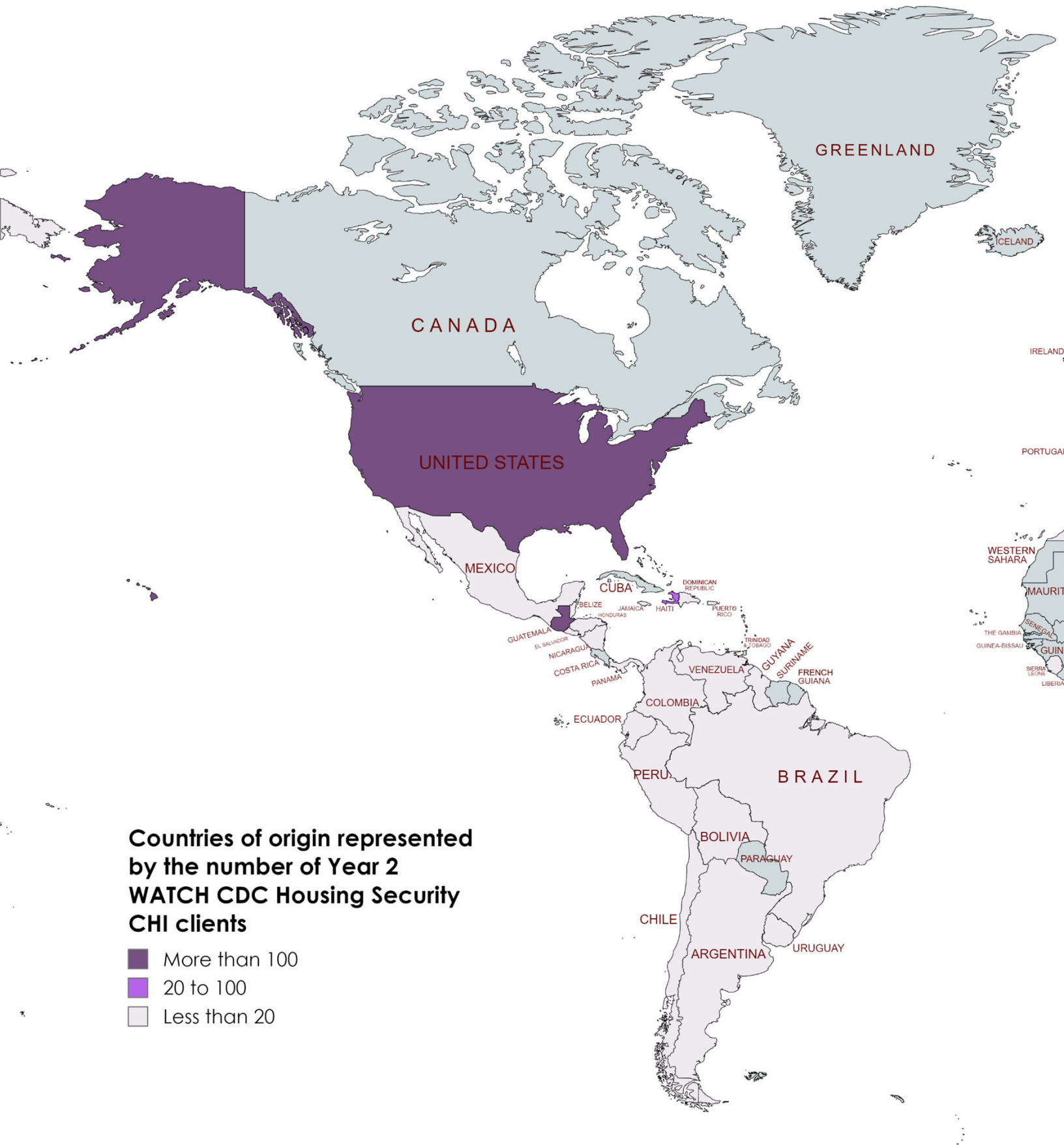
of clients identified Guatemala as their country of origin

Clients identified 36 other countries of origin, representing Central America; South America; North America; the Caribbean; East, Central, North and West Africa; Central, Eastern, Northern, Southern, and Western Asia; and Eastern and Western Europe.

Preferred Language Indicated



At least 23% of clients requested translation services





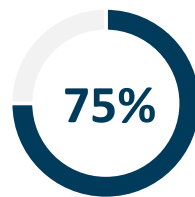
Metro West Program Reach and Priority Population

Metro West CD

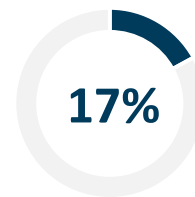
During the second year of the grant, Metro West CD provided services to more than one hundred low-income households. Metro West CD provided households with housing-focused case management supports and emergency housing financial assistance to stabilize tenancies, search for more affordable housing, and connect with community resources, as needed. Nearly two-thirds of clients were Newton residents with the remainder residing in Needham, Natick, Weston, and Wellesley. Approximately one-half of households received services from Metro West CD for the first time.



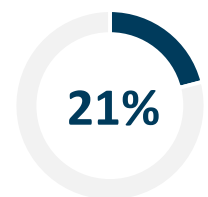
113 households were served. Household sizes ranged from **1 to 6** people.



of households contained children younger than 18 years old

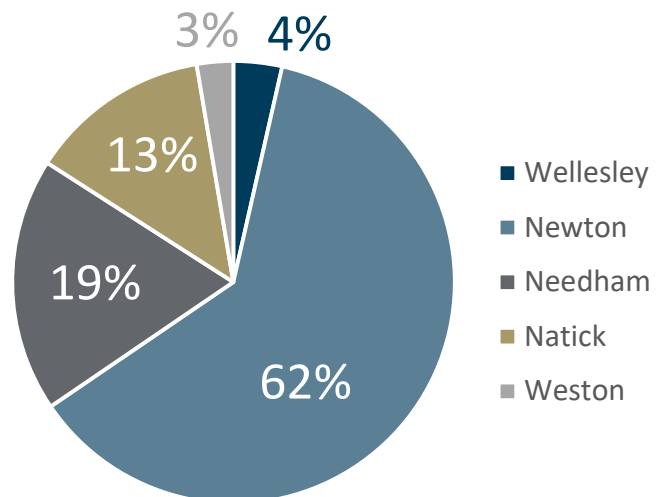


of households contained children younger than 5 years old



of households contained adults with special needs

The majority of clients served by Metro West CD during the second year of this grant were Newton residents.



58 clients served were new to Metro West CD this year.



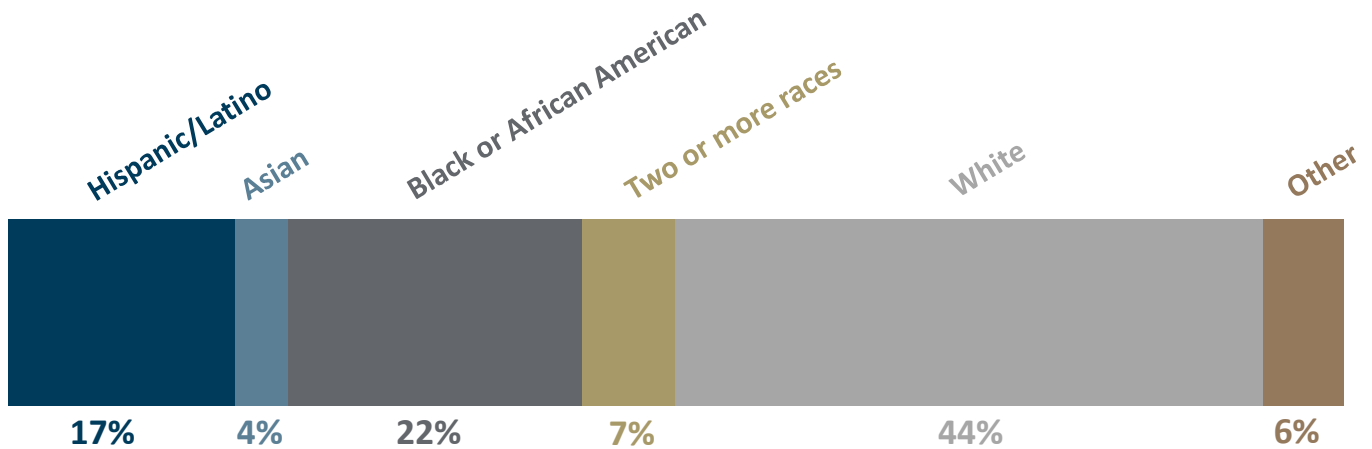
Average monthly household income for clients requesting emergency financial assistance was **\$3,675**.

Metro West Program Reach and Priority Population

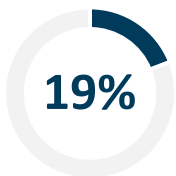
Metro West CD successfully reached the Housing Security CHI target population, with one-half of clients representing communities of color and approximately one-fifth representing immigrant communities.



of households providing race/ethnicity data identified as people of color; the majority of whom identified as Black or African American



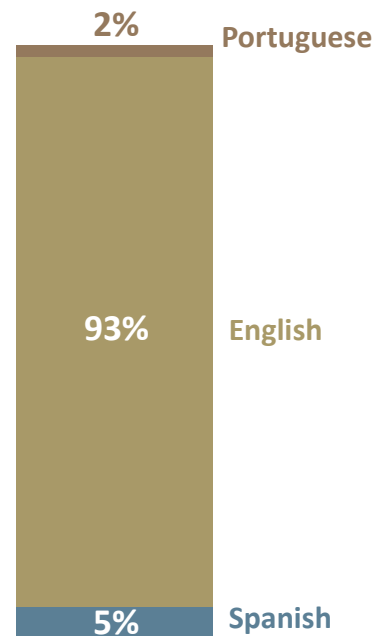
Metro West CD is reaching diverse populations, increasing access to culturally and linguistically appropriate supports and resources to help reduce housing insecurity and inequities.



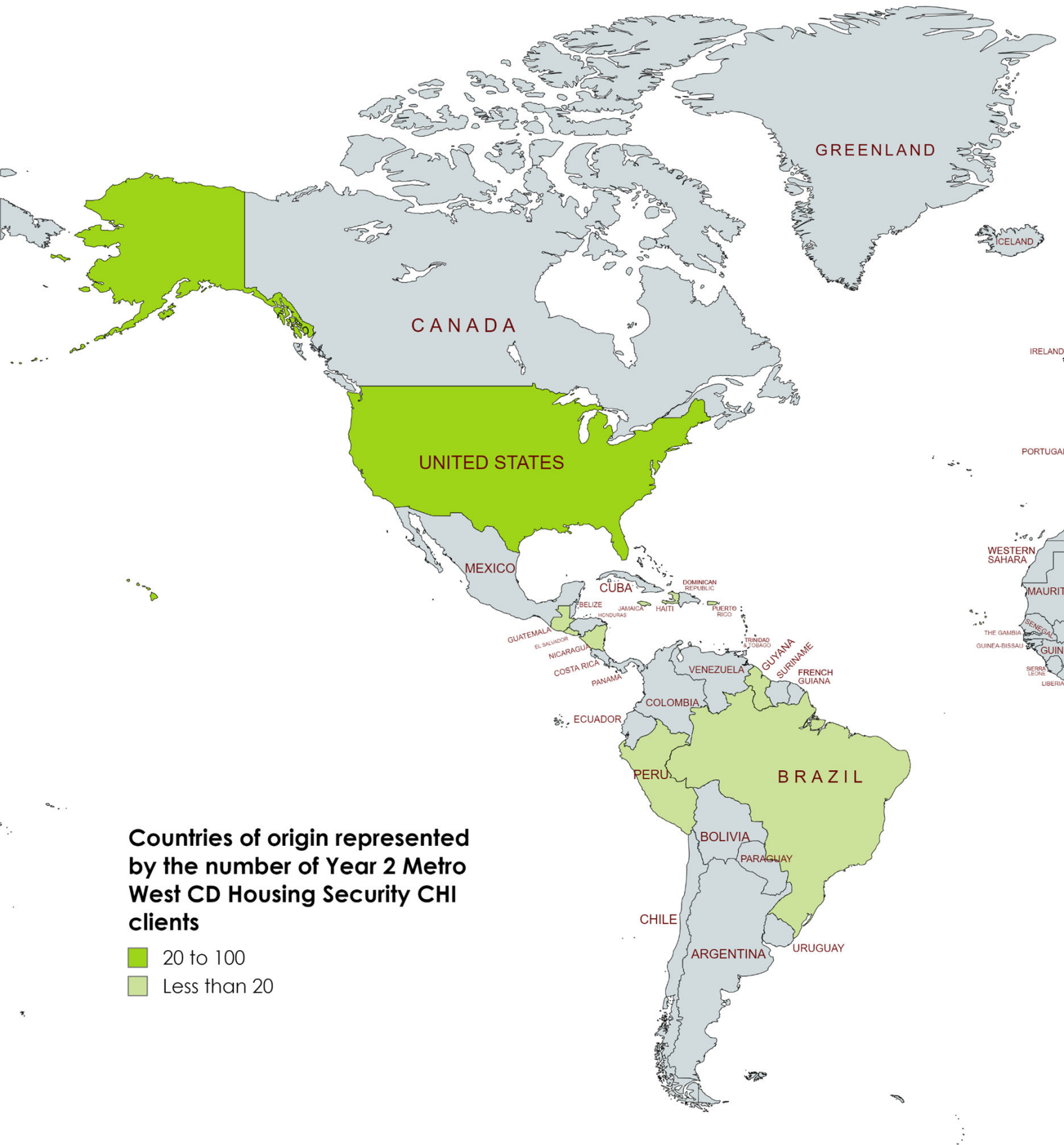
of clients who provided their country of origin were foreign-born

Clients identified 18 countries of origin representing Central America; South America; the Caribbean; Central, Eastern and Western Africa; Eastern and Northern Asia; and Eastern and Southeast Europe.

Preferred Language Indicated



At least 7% of clients requested translation services





All Clients Country of Origin

Table 1: Country of Origin	
Number of Clients	Country of Origin
258	United States
187	Guatemala
27	Uganda
23	Haiti
18	El Salvador
13	Mexico
12	Dominican Republic
11	Brazil, Peru
10	Honduras
7	Puerto Rico
4	Colombia
3	Bolivia, Cape Verde, Chile, Ecuador
2	Afghanistan, Belize, Egypt, Jamaica, Nicaragua, Venezuela
1	Algeria, Argentina, Armenia, Cameroon, China, Dominica, Ethiopia, Greece, Guyana, Japan, Kenya, Morocco, Panama, Portugal, Russia, Rwanda, Sierra Leone, Somalia, South Korea, Spain, Ukraine, Uruguay, USSR
175	Unspecified
Total	830