



SUPPORTERS

- Alden Trust Foundation
- Anonymous Fund of GWCF
- Bank of American Foundation
- Bay State Savings Bank
- The Carpenters Foundation
- Central Massachusetts Agency on Aging
- Charter TV3
- Citadel Broadcasting Company
- Creative Form Graphics
- The Diocese of Worcester
- Elder Services of Worcester
- City of Worcester Division of Elder Affairs
- Francis Asbury Palmer Fund
- George F. & Sybil H. Fuller Foundation
- Gilbane Building Company
- Price Chopper, The Golub Foundation
- Greater Worcester Community Foundation
- The Hanover Insurance Group
- Harrington Memorial Hospital
- The Health Foundation of Central Mass.
- Hoche-Scofield Foundation
- Holy Angels Church, Upton
- The Jacobson Family
- Metso Automation
- Mass. Dept. of Housing & Community Dev.
- MLS/Property Information Network, Inc
- National Center on Family Homelessness
- Oak Hill Community Development Corporation
- Paul and Phyliss Fireman Foundation
- Peoples United Bank
- Planting the Seed Foundation /BOLD STEPS
- Rainbow Furniture
- Remax Vision
- Rotmans Furniture and Carpet Store
- Saint-Gobain Abrasives, Inc.
- St. George Parish
- South High Community School
- The Stoddard Foundation
- UMASS Memorial Medical Center
- United Bank
- United Congregational Church of Worcester
- United Way of Central Massachusetts
- U.S Department of Housing & Urban Dev.
- Webster Five Cents Savings Bank Foundation
- City of Worcester Division of Neighborhoods and Housing Development
- Worcester Telegram & Gazette
- Worcester Area Mission Society
- Worcester Community Action Council
- Worcester County Management Company



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CENTRAL MASSACHUSETTS HOUSING ALLIANCE

2011 Annual Report



CMHA

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MISSION

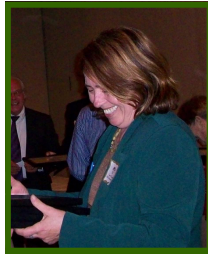
The Central Massachusetts Housing Alliance is committed to a leadership role in helping the communities of Greater Worcester and Worcester County respond to the needs of the homeless and near homeless by supporting prevention programs; ensuring the availability of high quality and appropriate sheltering and support services; encouraging the availability and access to decent affordable housing; and empowering people through education.



A MESSAGE FROM THE EXECUTIVE DIRECTOR

Celebrate New Beginnings!

I extend an enormous and warm thank you on behalf of the staff and Board Members of CMHA for assisting us in a year full of new beginnings in 2011 and greeting the ongoing challenges facing us in 2012. We are thrilled to have completed moving to terrific new space at 6 Institute Road that is more client friendly and offers new opportunities for enhanced employment and supportive program activities. All moves offer new challenges and new opportunities and we are so pleased to join with you as partners in our new and more welcoming environment to improve and enhance the services we can provide.



We are pleased to be housed with the Worcester Area Mission Society in a building that was home to a congregation of some of the most caring and committed community members in addressing issues of homelessness and affordable housing over many years. This congregation was critical to the start up of many housing and homeless related community initiatives over the past twenty years such as the Worcester Community Loan Fund, funding for the initial family shelter system in Worcester, and the launch of the 1st Annual WALK for the Homeless. It is a tribute to the roots of this congregation in giving to the community that this beautiful facility will continue as a vibrant center of forwarding that mission through both providing and expanding opportunities for people in need to make a path out of poverty and to obtain or maintain a safe, affordable, and healthy home.

The ongoing day to day work at CMHA is really about New Beginnings. A family who has suffered a fire visits the Donations Clearinghouse to

HOPE FOR HOUSING (HFH)

HFH is an Interfaith Coalition of 28 congregations dedicated to preventing family homeless in Worcester County. HFH purchases food cards in bulk from Big Y, Stop & Shop, Shaws, Hannaford and CVS. Cards are sold after services and the supermarkets/ CVS donate a percentage of the sales to the HFH program to assist families to prevent homelessness.

Between July 1, 2011 and January 31, 2012, HFH assisted 73 families at an average grant of \$536.00

PERSONAL, OPPORTUNITIES, WORK, EDUCATION AND RENEWAL (P.O.W.E.R.)

P.O.W.E.R. is an education and workforce development program specifically designed for homeless families living in shelter and transitional housing. The model provides educational opportunities so that families advance; employment readiness services that prepare families to increase their earning potential; and employment stabilization services to ensure that families are able to retain employment that supports their housing stability. CMHA has learned through working with families in shelter that a much more individualized approach yields the greatest outcomes in advancing the economic stability of those families.

Between July 1, 2011 and January 31, 2012, P.O.W.E.R has assisted 40 individuals in workforce and educational development.

CMHA BOARD OF DIRECTORS

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HOMEBASE

- Provides homelessness prevention, housing stabilization services, and housing search assistance to income eligible families in Worcester County. Must have referral from Department of Transitional Assistance
- Works with local landlords, realtors, and housing developers to increase the number of available units affordable to low income families

CMHA HomeBASE screened 2,518 families at the front door and referred them to other resources. 92 Families were determined EA eligible and 86 of those received an ongoing rental assistance benefit; 4 families received a Household assistance benefit of \$ 4000 and 2 families were assisted with moving assistance to return to another community.

YOUTH AGAINST HOMELESSNESS (YAH)

YAH is a dynamic organization that creates an environment in which all members have an opportunity to make a positive impact in their community. YAH has several school sponsored chapters in Worcester. YAH focuses on education, advocacy, and community service through dedication and education to one day end family homelessness. YAH will be hosting the "Visions of Change Youth Summit" on April 11, 2012.



THE ANNUAL WALK FOR THE HOMELESS



The Walk is the signature event of CMHA which raises awareness about housing & homelessness in Worcester County, and provides financial support to combat homelessness. Last year the WALK raised \$134,000 in cash and in-kind donations to aid families who are in need of housing assistance.

Plans are well underway for the 27th WALK for the Homeless to be held on Sunday, May 20, 2012. Join us at Institute Park for the 4.2 mile WALK and stay for the largest "neighborhood BBQ" in Worcester County when you finish the loop.

furnish a new apartment; an elderly couple is assisted to remain living independently in their home through CMHA's Elder Home Repair Program; a family who has lost everything is assisted in locating a new and safe apartment for their family and other families and individuals are assisted in making a new start with small amounts of emergency cash assistance that help them avoid a simple setback from becoming a major crisis. Participants in our P.O.W.E.R (Personal Opportunities For Work, Education and Renewal) join us each day and walk through the doors with enthusiasm and excitement. Their new beginning begins here at 6 Institute Road. As they enhance their learning's skills these opportunities provide bright beginnings to break the cycle of poverty for them and their children as they move to self sufficiency.

I thank our partners in the community for all you have done to help us build new beginnings for thousands of families annually over the years. Our partners are many and diverse and incredibly important and as you read our program results you will get a better sense of the widespread participation and collaboration in this mission.

Thank you for helping us continue to celebrate new beginnings.

Cheers to more New Beginnings in 2012!

Grace K. Carmark



PROGRAMS

HOUSING COUNSELING AND HOMELESSNESS PREVENTION SERVICES

- Tenant/Landlord mediation
- Individual counseling on Landlord/Tenant rights and responsibilities
- Emergency payments for rental and utility arrearages (as funds are available)
- Housing rights and responsibilities trainings to landlords, tenants and service providers
- Walk-in and telephone counseling, information and referral to tenants and landlords

In FY'11 more than 6,000 Households were assisted through the Housing Counseling program.

232 households received prevention funds with an average grant of \$709 Between 7/31/11 and 1/31/12 183 households have received funds with an average grant of \$501.

NEIGHBORWORKS® HOMEOWNERSHIP CENTER OF WORCESTER

CMHA is proud to be a partner in the The NeighborWorks® HomeOwnership Center of Worcester assisting residents to realize and retain the American dream of homeownership.

FY 11 RESULTS:

Highest conversion rate in the country for turning first-time homebuyers into productive homeowners.

For every \$1 given us, we invest \$291 in benefits into our local community. (NeighborWorks® America has determined that Oak Hill CDC has a funding leverage ratio of 1:291).

50-70% of foreclosure clients receiving assistance have a positive outcome.

- Orientation- 751
- Home Buyer Training Graduates- 314
- Low Income Mortgages facilitated 47 million
- Down Payment Assistance- all funds expended: \$100,000
- Foreclosure Counseling 3,168
- Lending- 300% increase
- Rehab/Lead Abatement- 150% of goals, 3 million additional secured

ELDER HOME REPAIR AND MAINTENANCE

- Minor home repairs for elder homeowners in Worcester and Southern Worcester County. Work is done by professionals for free, charges are for materials only.
- Routine maintenance such as snow removal, yard work, and gutter cleaning for elder homeowners in the City of Worcester. Volunteers are welcome and donations are accepted.

July 1, 2011 through January 31, 2012, 239 Elder Homeowners were assisted through Repair and Maintenance Services.

DONATIONS CLEARINGHOUSE

- Donated furniture and household goods assistance for families and individuals moving out of shelter, victims of fire, victims of domestic violence. Referrals from shelters and agencies working with the homeless. No Charge.
- Curbside delivery is available for a small fee.
- Rotmans Furniture Exchange Program.

Between July 1, 2011 and January 31, 2012, 932 unduplicated households made up of 2,518 individuals received

furniture and household goods to make a fresh start and over 1,000 Worcester County residents donated items to make it all possible. Referrals came from 23 area agencies.

PUBLIC EDUCATION, ADVOCACY, AND ORGANIZING

- Plan and support community response to need for safe affordable housing, shelter and appropriate supportive services
- Promote community awareness and support for best practices and new solutions to provide affordable housing, reclaim neighborhoods, and prevent homelessness
- Coordination of Continuum of Care in Worcester County including submission of annual McKinney Grant to HUD to fund Homeless Services, Shelter and Permanent Housing opportunities
- Advocacy on legislative and budget issues to increase affordable housing options, homelessness prevention and adequate supportive services to those who are homeless or at risk of homelessness

This program is the heart CMHA's mission striving to get to the root causes of homelessness with solutions that will realize the dream of reducing the need for services and providing safe quality housing and shelter to help people transition to self-sufficiency. In FY 2011, more than 500 participated in advocacy forums, a Speakers Bureau of people whose lives were directly impacted by homelessness, and broad based advocacy resulting in key legislative victories for homelessness prevention, shelter eligibility and affordable housing programs. \$5.3 million in funding was secured to provide funding for more than 725 beds for homeless service, shelter, and permanent housing programs on behalf of the Worcester County Continuum of Care.

THE VILLAGE AT CAMBRIDGE STREET

- The Village is an apartment based family shelter program providing short-term housing, employment training, housing search, and other educational programming and services to assist displaced families transition to self-sufficiency. The Village celebrated its eighth birthday in February 2012. The Village is an innovative program which takes a strength-based approach in working with families to achieve independence.

Between July 1, 2011 and December 31, 2011 the Village assisted 67 homeless families with shelter and wrap around services.

