



HOUSING CONSUMER EDUCATION CENTERS SERVE AS THE HOUSING HUBS DURING PANDEMIC

Massachusetts Housing Consumer Education Centers (HCECs) are the regional one-stop shop for all things housing and collectively provide housing resources for the entire state. During the confusion and uncertainty of COVID-19, experienced HCEC counselors provide answers and help.

If you or someone you know cannot pay the rent or mortgage or is at risk of homelessness, contact the HCEC that serves your community. If you'd like to give during this time of need or develop a program to help those in need, contact your local RHN member. They are here to help ensure funds fill gaps and meet your community's housing needs.

See the list on the back of this flyer for contact information or visit www.masshousinginfo.org.

THE REGIONAL HOUSING NETWORK (RHN) member nonprofits, through their state-designated Housing Consumer Education Centers (HCECs), provide emergency rental and mortgage assistance, financial education and counseling, and prevent homelessness. For decades, RHN members have convened and distributed a variety of housing funds, including the state's primary rental/mortgage assistance program, RAFT. During COVID-19, these Housing Hubs are administering emergency state funds to prevent evictions and foreclosures.

Stefanie Coxé
Executive Director
Regional Housing Network
of Massachusetts

HCECs offer answers to critical questions to help keep families and individuals housed during the crisis. Tenants, landlords, and homeowners can access information designed to avoid eviction or foreclosure, maximize housing stability and minimize disputes.

RENT OR MORTGAGE HELP THROUGH RAFT

New state funding for income-eligible households facing housing instability as a result of COVID-19 is now available. **Residential Assistance for Families in Transition (RAFT)** has been expanded and provides up to \$4,000 to help families stay in their existing home, obtain new housing, or otherwise avoid becoming homeless.

If eligible, RAFT funds can help in a variety of ways, including:

- Rent Arrears
- Mortgage Arrears
- Utility Arrears
- Security Deposits
- Move-in Costs (First/Last/Security)
- Utility Deposits

SCOPE OF IMPACT The HCECs are the hub connecting families and individuals to housing vouchers, RAFT, and other state-funded programs and resources. Last fiscal year, the HCECs assisted more than 57,000 families and individuals, many of them in crisis with more than 12,000 reporting that they were homeless. In addition, the HCECs also assist the thousands of households in need whose circumstances may not meet the RAFT guidelines.

DISPUTE RESOLUTION, BUDGET WORKSHOPS, & OTHER SERVICES

Other services available to families through the Housing Hubs include:

- Mediation/Dispute Resolution to resolve housing disputes and related matters
- Housing Search and Rapid Rehousing Assistance
- Budget Counseling and Financial Literacy Programs
- Foreclosure Prevention and Loss Mitigation
- Information, linkage, and referral to other resources available in the community such as legal aid, move-in/transition support, and furniture and furnishings assistance



COVID-19 HOUSING RESOURCES

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BERKSHIRE HOUSING DEVELOPMENT CORPORATION & BERKSHIRE COUNTY REGIONAL HOUSING AUTHORITY

Call 413-499-1630 x100

Online HCEC requests available at www.berkshirehousing.com

COMMUNITY TEAMWORK, INC.

Call 978-654-5607 or email COVIDResponseCTI@commteam.org

www.commteam.org

FRANKLIN COUNTY REGIONAL HOUSING AND REDEVELOPMENT AUTHORITY

Call 413-863-9781

www.fcrha.org

HOUSING ASSISTANCE CORPORATION

Call 508-771-5400 or email HAC@haconcapecod.org

www.haconcapecod.org

METRO HOUSING|BOSTON

Email ResourceLine@MetroHousingBoston.org

www.MetroHousingBoston.org

NEIGHBORWORKS HOUSING SOLUTIONS

For HCEC call 781-322-4200 or email HCEC@NHSMass.org

For RAFT call 781-422-4200

www.nhsmass.org

RCAP SOLUTIONS, INC.

Email HCEC@rcapsolutions.org or fax documents to 508-365-6008

www.rcapsolutions.org

SOUTH MIDDLESEX OPPORTUNITY COUNCIL

Call 508-872-4853 x2171 or email HCEC@smoc.org

www.smoc.org

WAYFINDERS

For HCEC call 413-233-1600

For HCEC & RAFT assessments go to www.wayfindersma.org/hcec-assessment

www.wayfindersma.org

REGIONAL HOUSING NETWORK OF MASSACHUSETTS

One Beacon Street, Fifth Floor, Boston, MA 02108 | Phone 508-360-9074 | stefanie@nexuswerx.com
www.RegionalHousing.net