

**SENATE . . . . . No. 111**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

*Adam Gomez*

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act improving emergency housing assistance for children and families experiencing homelessness.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	
<i>Adam Gomez</i>	<i>Hampden</i>	
<i>Joanne M. Comerford</i>	<i>Hampshire, Franklin and Worcester</i>	<i>3/4/2021</i>
<i>Erika Uytterhoeven</i>	<i>27th Middlesex</i>	<i>3/4/2021</i>
<i>Adam G. Hinds</i>	<i>Berkshire, Hampshire, Franklin and Hampden</i>	<i>3/11/2021</i>
<i>Eric P. Lesser</i>	<i>First Hampden and Hampshire</i>	<i>3/14/2021</i>

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By Mr. Gomez, a petition (accompanied by bill, Senate, No. 111) of Adam Gomez, Joanne M. Comerford, Erika Uytterhoeven, Adam G. Hinds and others for legislation to improve emergency housing assistance for children and families experiencing homelessness. Children, Families and Persons with Disabilities.

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**The Commonwealth of Massachusetts**

**In the One Hundred and Ninety-Second General Court  
(2021-2022)**

An Act improving emergency housing assistance for children and families experiencing homelessness.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           SECTION 1. Section 30 of chapter 23B of the General Laws, as appearing in the 2018  
2 Official Edition, is hereby amended by inserting after the first sentence the following sentence:-

3           The department shall provide emergency housing assistance to eligible families,  
4 including but not limited to families who on the date of application for emergency assistance  
5 have an immediate need, and who but for not having spent 1 night in a public or private place not  
6 designed for or ordinarily used as a regular sleeping accommodation for human beings, including  
7 but not limited to a car, park, abandoned building, medical facility, bus or train station, airport or  
8 camping ground, would be eligible for emergency assistance.

9           SECTION 2. Said Section 30 of chapter 23B, as so appearing, is hereby further amended  
10 by inserting after subsection (F) the following subsection:-

11 (G)(a) For purposes of this section, “immediate need” shall mean a family has no  
12 immediate and feasible housing alternative; provided further that a family’s self-declaration of  
13 immediate need shall be sufficient to establish eligibility for immediate housing placement.

14 (b) On the same business day in which any family requests emergency housing  
15 assistance, the department shall inquire whether the family is in immediate need of emergency  
16 housing assistance. If the family is determined to be in immediate need of emergency housing  
17 assistance, the department shall offer the family shelter placement to begin that same business  
18 day, unless the department possesses specific information confirming that the family is not  
19 eligible for emergency housing assistance, in which case the department shall on that same day  
20 generate a written notice of denial including the reasons for the denial, the specific regulations  
21 supporting the denial, and an explanation of the right to appeal.

22 SECTION 3. Said Section 30 of chapter 23B, as so appearing, is hereby further amended  
23 by inserting the following subsection:-

24 (H) The department shall issue no denial based in whole or in part on the need for further  
25 verification of the family’s eligibility for emergency housing assistance.

26 The department and the department of transitional assistance shall, within 30 days of  
27 enactment of this subsection, execute any memorandum of understanding, interdepartmental  
28 service agreement, or other document that may be necessary in order for department staff to  
29 access the BEACON database or any successor database maintained by the department of  
30 transitional assistance. Within 30 days of such execution, the department and the department of  
31 transitional assistance shall ensure that all department staff involved in determining families’  
32 eligibility for emergency housing assistance shall have access to any and all data maintained by

33 the department of transitional assistance that may be necessary to ascertain a family's eligibility  
34 for emergency housing assistance. The department shall review all available data held by the  
35 department of transitional assistance and shall only require that the family present such  
36 documentary verification for eligibility factors that cannot be ascertained through review of data  
37 from the department of transitional assistance.

38         When the department offers a family an immediate shelter placement pursuant to  
39 subsection (G) above and does not have in its possession sufficient information to make a full  
40 determination of eligibility, including through review of data held by the department of  
41 transitional assistance, the department shall notify the family of the specific verification needed;  
42 the time period for the verification, not to be less than thirty calendar days from the date on  
43 which the family receives actual notice of the verification needed; and the consequences of late or  
44 missing verifications. Such notice shall be in writing and shall be delivered to the family in hand  
45 by the department or its contracted shelter provider.

46         SECTION 4. Said Section 30 of chapter 23B, as so appearing, is hereby further amended  
47 by inserting the following subsection:- (I) The department shall promulgate any rules or  
48 regulations which may be necessary to carry out subsections (G) and (H) of this section.

49         SECTION 5. Said Section 30 of chapter 23B, as so appearing, is hereby further amended  
50 by inserting the following subsection:-

51         (J) For the duration of any COVID-19 state of emergency and subsequent states of  
52 emergency and for at least 90 days thereafter, the department shall use its authority to allow  
53 applicants to self-certify documentation verifying their eligibility for emergency housing  
54 assistance; shall cease from terminating all emergency housing assistance program benefits; and

55 shall waive the existing 12-month ban on re-entering emergency housing assistance for any  
56 family who meets other eligibility requirements.

57 SECTION 6. Said Section 30 of chapter 23B, as so appearing, is hereby further amended  
58 by inserting the following subsection:-

59 (K)(a) For purposes of subsections (K) through (M), “applicant” shall mean any person  
60 who requests services in programs referenced to in subsection (K)(b) through any means,  
61 including but not limited to telephone, electronic means, or in person from the initial point of  
62 contact; “participant” shall mean any person engaged in programs referenced to in subsection  
63 (K)(b) up until the point at which any such person shall have exhausted appeal rights regarding  
64 any termination from the program; “application” shall mean an initiated request for services.

65 (b) There shall be established an ombudsperson unit within the executive office of  
66 housing and economic development to liaise between families and two programs located within  
67 the department of housing and community development. The ombudsperson unit shall be  
68 directed towards the emergency assistance shelter program and related short-term housing  
69 transition programs as provided in Chapter 4 of the Acts of 2009 and Chapter 23, and any  
70 successor programs.

71 Applicants to and participants of both the emergency assistance and the Massachusetts  
72 short-term housing transition program shall be able to access the ombudsperson. The  
73 ombudsperson shall act as an independent mediator and advocate for all applicants and  
74 participants in either program.

75 SECTION 7. Said Section 30 of chapter 23B, as so appearing, is hereby further amended  
76 by inserting the following subsection:-

77 (L) The ombudsperson shall mediate between any applicant or participant and the  
78 department of housing and community development when conflicts or misunderstandings arise.  
79 The ombudsperson shall advocate for any applicant or participant when such applicant or  
80 participant requests such services in order to review a denial or termination of services. For  
81 applicants, the ombudsperson shall advocate in instances including but not limited to extraneous  
82 document requests, inability to contact the department by telephone, delays in placement, and  
83 denials.

84 SECTION 8. Said Section 30 of chapter 23B, as so appearing, is hereby further amended  
85 by inserting the following subsection:-

86 (M) The ombudsperson unit shall have access to all initiated, partially completed, and  
87 completed applications in order to assess applicants' and participants' requests; provided further  
88 the ombudsperson shall have access to all submitted documentation as well as case information  
89 in the All Service Integrated System Tracker (ASIST) database and any successor database as  
90 well as shelter provider notes, department of children and families and domestic violence  
91 assessments, and sub-contracted provider notes.

92 SECTION 9. Said Section 30 of chapter 23B, as so appearing, is hereby further amended  
93 by inserting the following subsection:-

94 (N) The ombudsperson unit shall annually develop a report describing: (1) the number of  
95 requests received in the preceding 12-month period; (2) the number of such requests that  
96 pertained to the emergency assistance program; (3) the number of such requests that pertained to  
97 the Massachusetts short-term housing transition program; (4) the number of such requests that  
98 pertained to issues arising during the application process; (5) the number of such requests that

99 pertained to participants' experiences at any time after initial entry into the program in question,  
100 broken down by program; or issues that result as part of programmatic participation; (6) the  
101 nature of all such requests; (7) the resolution of all such requests; (8) the race and ethnicity of  
102 each requestor; and (9) the length of time to resolve requests for each program and identifies  
103 whether the request involved application issues or program participation issues. This report shall  
104 be filed with the Clerks of the House of Representatives and the Senate, and shall be filed with  
105 the Joint Committee on Housing and the House and Senate Committees on Ways and Means, on  
106 or before the first of February of each year.

107           SECTION 10. Not more than twelve months after establishing the ombudsperson unit,  
108 and annually thereafter, the joint committee on ways and means and the joint committee on  
109 housing shall hold an oversight hearing to investigate, analyze and discuss the data collected and  
110 the efficacy of the ombudsperson unit in resolving requests.

111           SECTION 11. This act shall take effect upon its passage.