

# Emergency Assistance (EA)

## Family Shelter Options

*For EA eligible families who do not meet priority criteria*

The Massachusetts Emergency Assistance (EA) family shelter system is at capacity and does not have enough space to shelter every family. There may be resources available to help you and your family on your next steps.

### OPTION 1

## Temporary Respite Center (TRC)



Family eligible for EA Family Shelter and **does not** meet priority criteria



Family uses Family Welcome Center services



Family chooses to stay at TRC for up to **5 days**. Family will not be on the EA Family Shelter Contact List for the next 6 months



Family works with case managers to find safe housing so they do not need EA Family Shelter. Family uses diversion tools to help move to safe housing



Family finds a place to stay after **5 days** in TRC

*If a family needs shelter after 6 months, they may rejoin the Contact List. If a family's needs change, they may be reprioritized on the Contact List.*

### OPTION 2

## EA Family Shelter Contact List (previously called the waitlist)



Family eligible for EA Family Shelter and **does not** meet priority criteria



Family is immediately placed on EA Family Shelter Contact List



Family finds their own place to stay while waiting for an EA Shelter Unit



Families may have to wait **several months** for an EA Shelter Unit



Family finds their own home and exits EA Family Shelter

Learn more about the EA Family Shelter Contact List online at [mass.gov/EAContactList](https://mass.gov/EAContactList) or with the QR Code:



## Resources available to BOTH OPTIONS



Re-ticketing



HomeBASE



# Family Resources for Both Options

For EA eligible families who do not meet priority criteria



## Re-Ticketing

We can help you return to a safe place to stay

### What is re-ticketing?

If your family has the option to stay with friends or family in other states, re-ticketing helps cover travel costs like plane tickets, bus tickets, or other related travel expenses to that state immediately.

### How can I get access to re-ticketing?

If you are currently at one of the state's Temporary Respite Centers, you can ask staff there to help you. You can also talk to your diversion provider. Or you can talk to staff at:

Logan Airport Terminal E  
Door E107 at Arrivals  
M-F 4pm-11pm  
Sa-Su 4-9pm

Quincy Family Welcome Center  
Cove Fine Arts Building at ENC  
56 Wendell Ave, Quincy, MA 02170  
M-F 9am-4pm







## HomeBASE and Diversions

Helping families pay for rent or a room in a house in Massachusetts

### Resources to help pay for housing:

- ★ **HomeBASE:** Families who are eligible for EA Shelter may be eligible for the HomeBASE program. HomeBASE can help pay part of your rent and some other costs, up to \$45,000 over **three years**. If you qualify, you can search for housing (**which can take several weeks**) and then use HomeBASE to move in without having to go to shelter first.
- **RAFT:** Low-income households with or without children can apply for the RAFT program. RAFT can pay up to \$7,000 to help with rent and other housing costs either to keep people in their existing housing or help them move.

### What can HomeBASE pay for?

-  First and last month's rent, security deposit, and broker's fee for a new apartment
-  Monthly payments to help with rent for up to three years in your own apartment or a shared space
-  Furniture, moving expenses, and utilities, based on families' needs
-  Assistance to move somewhere else

Learn more about HomeBASE online at [mass.gov/homebase](https://mass.gov/homebase) or with this QR code:



### How can I access HomeBASE? How can I find a place to live?

*Diversion providers can assist you in a housing search and in accessing HomeBASE*

A diversion provider is an organization that supports HomeBASE participants as they find housing.

Diversion means that you are finding stable housing instead of going to a temporary shelter. Your diversion provider can also help connect you with other resources such as English (ESOL) classes and job training programs.

If we have told you that you are eligible for EA (even if we don't have all of your documents), you can contact the Diversion provider you were assigned to during your meeting with the Homeless Coordinator (the person helping you apply for EA).

If you do not remember who your assigned Diversion is, you can inquire by:

- Contacting your Homeless Coordinator
- Calling back into our hotline and speaking with one of our intake coordinators: (866) 584-0653
- If you are currently at one of the state's Temporary Respite Centers, you can ask the staff there to help connect you to your diversion provider

If you do not have access to a phone, you can inquire about Diversion in person at one of our Field Offices (Find the address at [www.mass.gov/how-to/apply-for-emergency-assistance-ea-family-shelter](https://www.mass.gov/how-to/apply-for-emergency-assistance-ea-family-shelter)), or at the Quincy Family Welcome Center.



# EA Family Shelter Contact List Process and FAQs

## How can I make sure that I am on the EA Family Shelter Contact List?

- To confirm that you're on the EA Family Shelter Contact List, call **(866) 584-0653** 8 a.m.-5 p.m. Monday through Friday (closed on weekends and state holidays).
  - You can also call the phone line if your situation changes and you need to update us (for example, if you want your name to be removed from the EA Family Shelter Contact List).
- Please make sure we have your most current U.S. cell phone number and email address.
- If there is no room yet, the state will NOT be able to tell you how long it will take.
- **Please remember:** If you do not give us all documents needed to show you are eligible for Emergency Assistance (EA) Family Shelter **within 30 days**, you will be removed from the Contact List and denied from the program. Please continue to work with staff helping you apply to make sure you have given us all documents.

## What is a Temporary Respite Center (TRC)?

A Temporary Respite Center (TRC) is a place you can sleep for a few nights. You can receive case management services to help you move to a safe housing option that you choose. The case managers at the TRC can help you apply for help to move to alternative housing. You can stay up to 5 weekdays. Saturdays, Sundays, and holidays will not count towards your 5-day time limit.

## What happens when a shelter space becomes available for my family?

If you are on the EA Family Shelter Contact List and a space becomes available for you, these are the next steps:

### 1 The state will call, email and text you that shelter is available for you.

*(Please make sure we have your cell phone number and email address.)*

### 2 To accept your space in shelter, you have until 12pm the NEXT business day to respond.

*For example: You get a call, email, and text at 11am on Monday. To get placed, you must call OR email OR text back by Tuesday at 12pm.*

- If you do not respond by 12pm the next business day, the state will go to the next person on the Contact List.
- You will NOT be removed from the Contact List or lose your spot in line for not responding in time the first time. HOWEVER, you will be terminated from the program if you are offered a shelter spot three times and do not respond by 12pm the next day each time. You can reapply immediately.

### 3 Getting to the shelter:

- Most families will need to arrive at the shelter with their things by 5pm. You can only bring two bags per person. Each bag can be about the size of large suitcase.
- If you need help getting to shelter, our staff will help you get a ride. You must be ready to be picked up as soon as possible after the ride has been confirmed.

