

December 2, 2024

The Honorable Michael J. Rodrigues  
Chair, Senate Committee on Ways and Means  
State House, Room 212  
Boston, MA 02133

The Honorable Aaron Michlewitz  
Chair, House Committee on Ways and Means  
State House, Room 243  
Boston, MA 02133

Dear Chairs Rodrigues and Michlewitz:

Pursuant to Chapter 88 of the Acts of 2024, we are transmitting to you this report on Temporary Respite Centers.

Sincerely,

Secretary Matthew J. Gorzkowicz,  
Executive Office for Administration  
and Finance

Secretary Edward Augustus,  
Executive Office for Housing and  
Livable Communities

## MEMORANDUM

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TO: House and Senate Committees on Ways and Means  
FR: Executive Office for Administration and Finance, Executive Office of Housing and Livable Communities  
DT: December 2, 2024  
RE: Monthly TRC report

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### Background/Narrative

The table below includes key datapoints outlined in Chapter 88 of the Acts of 2024. The data is updated as of November 27, 2024. The Administration continues to pursue key activities related to these datapoints below.

### Caseload

Datapoint	Value as of 11/27/24	Notes
Number of families in Temporary Respite Centers (TRCs) and Clinical and Safety Risk Assessment Sites (CSRAs)	233	This currently includes four state-funded Temporary Respite Centers (Cambridge, Chelsea, Lexington, and Norfolk) and two clinical and safety risk assessment sites (Revere and Quincy). Families at these two types of sites are currently on the contact list (previously waitlist) for the Emergency Assistance shelter system and are placed in site based on site availability and a family's health and safety needs.
Number of families new to the TRC and CSRA sites since the last report	168	Number of families that were placed into TRC & CSRA sites between November 1 – November 26
Total number of individuals in TRC and CSRA sites	771	
Number of individuals new to the TRC and CSRA sites since the last report	475	Number of individuals that were placed into TRC & CSRA sites between November 1 – November 26

### Average Length of Stay

Datapoint	Value as of 11/27/24	Notes
Average length of stay, for individuals at TRCs & CSRA	42 days	
Family with the longest length of stay	190 days	

### Exits

Datapoint	Value as of 11/27/24	Notes
Families that have been placed in EA from TRC or CSRA	85 families	Data from November 1 – November 26
Families that have left TRC or CRSA to a non-EA location	78 families	Data from November 1 – November 26

### TRC and CSRA Services

Datapoint	Notes (as of 9/05/24)
Types of services provided to families	<ul style="list-style-type: none"> <li>• Shelter diversion services, including HomeBASE</li> <li>• Family Welcome Center services, including but not limited to:               <ul style="list-style-type: none"> <li>○ Basic needs provisions, including but not limited to diapers, wipes, hygiene products, baby formula, and meals</li> <li>○ Employment authorization legal assistance</li> <li>○ Public benefits enrollment</li> <li>○ Vaccinations and health screenings</li> <li>○ Referrals to other services such as ESOL courses, legal assistance, mental health services, health care services</li> </ul> </li> <li>• TRC and safety net shelter and services including but not limited to:               <ul style="list-style-type: none"> <li>○ Temporary shelter</li> <li>○ Intensive case management and wraparound services</li> <li>○ Legal assistance for work authorization applications</li> <li>○ Diversion services, including but not limited to reticketing, family reunification, housing search, diversion benefit applications, and application assistance for housing programs</li> </ul> </li> <li>• Clinical and Safety Risk Assessment site services for eligible families on the contact list, including but not limited to:               <ul style="list-style-type: none"> <li>○ Clinical supports and connections to care</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Case management services</li> </ul>
Hours of operations for services provided to families	<ul style="list-style-type: none"> <li>• Cambridge TRC: 5pm-10am Monday-Friday; 24 hours Saturday and Sunday</li> <li>• Chelsea TRC: 24/7</li> <li>• Lexington TRC: 24/7</li> <li>• Norfolk TRC: 24/7</li> </ul>
A procurement record for state-funded overflow sites for supplies and services	<p>EOHHS issued a Bid Solicitation (BD-24-1039-EHS01-ASHWA-96820) for the purposes of procuring one or more qualified vendor(s) to operate and staff one or more overflow emergency overnight shelter site(s) on January 8, 2024. Link to the procurement and materials can be accessed here: <a href="#">COMMBUYS - Bid Solicitation</a> Bids were due April 5, 2024. Selected qualified vendors have been notified by EOHHS and contract negotiations are nearly complete. Contracts execution is anticipated in late June.</p> <p>EOHHS also issued a Bid Solicitation for the purposes of procuring one or more qualified vendor(s) to operate and staff one or more Clinical and Safety Risk Assessment Site(s) on February 29, 2024. Link to the procurement and materials can be accessed here: <a href="#">COMMBUYS - Bid Solicitation</a> Bids were due April 5, 2024. Selected vendors have been notified by EOHHS and contract negotiations are nearly complete. Contract execution is anticipated by end of June.</p>
Efforts made to connect families with additional services, including RAs, HomeBASE or other housing programs	Case managers at TRCs meet regularly with families to assess needs, develop rehousing plans, and connect families with services include housing and employment programs to expedite rapid rehousing efforts.