



## ACTIVATE CARE PARTNERS WITH COMMONWEALTH CARE ALLIANCE TO SUPPORT IMMIGRANT POPULATIONS IN MASSACHUSETTS

In January 2024, Commonwealth Care Alliance (CCA) began a multi-phase initiative to assist migrant populations across Massachusetts, particularly those displaced from Haiti due to natural disasters and civil unrest, who were seeking emergency shelter. These families often face complex challenges in securing basic services, including healthcare, housing, education, and legal assistance. With more than 7,500 families (about 23,000 people) enrolled in the state's emergency assistance shelter program, CCA was tasked with providing comprehensive care coordination across multiple counties.

Activate Care, a leader in care coordination solutions, was engaged to support CCA's workforce expansion and assist with the growing demands of this program. The partnership has provided critical care coordination services to help these families navigate available resources and state programs.

### The Challenge

The rapid influx of migrant families into Massachusetts created challenges for service providers. Families were arriving with little to no knowledge of available resources, and many faced barriers such as language, lack of documentation, and unfamiliarity with the state's systems. CCA recognized the need for trained professionals to engage and navigate these families into essential

Activate Care's expertise in training and scaling a workforce of Community Health Workers (CHWs) allowed CCA to meet this growing demand and provide workforce solutions to help connect families to available programs and social services.

Initially, Activate Care hired five Care Coordinators to support this work, but the growing need required a larger, more dynamic workforce to provide the level of care required and the team quickly expanded to 19.

In August 2024, CCA launched a second project for housing stabilization. Activate Care provides Housing Stabilization Specialists (HSS) as part of a broader initiative to ensure that families transitioning out of emergency shelters into permanent housing are supported in maintaining tenancy. Currently, 23 Specialists work with families to ensure they can stay in their new homes while receiving continued support in securing jobs, health care, and other social services.

Finally, in January 2025, the team deployed Housing Navigators to assist with finding housing for families within the shelter system. These professionals work directly with families and property owners to ensure that families quickly transition into permanent housing.

# The Results

## Family Emergency Shelter Program

The partnership between Activate Care and CCA has had a significant impact on the families it serves. By deploying a specialized workforce, the **Family Emergency Shelter Program** has served:

**~684**  
families

at 10 locations throughout Massachusetts

**~2,155**  
people

**500+**

families have been moved  
to permanent housing

**1,100+**

Adults have work permits

**700+**

Adults have jobs

**500+**

Children enrolled  
in school

**300+**

Children enrolled in  
daycare

**38**

Pregnant women

**199**

Births

## Housing Stabilization Program

The **Housing Stabilization Program** supports families for 2-3 years after exit from a shelter to permanent housing.

**445**

families served

**3 months**

Average time in program

**100%**

Tenancy Preservation

## Improving Health Equity

CCA's partnership with Activate Care has not only expanded its workforce to meet growing demands but also enhanced the quality of care provided to immigrant populations across the Commonwealth of Massachusetts.

Through this collaboration, CCA and Activate Care are helping to ensure that immigrant families in Massachusetts have the tools, resources, and support they need to thrive in their new communities. Together, they are building a stronger, more resilient future for families facing displacement and uncertainty.