

Strengthening Stability

The Activate Care and Metro Housing Boston Partnership

Metro Housing Boston serves families transitioning out of shelters across Boston and 30 surrounding communities. Activate Care partners with Boston Metro Housing to provide housing stabilization support for families participating in the Massachusetts HomeBASE housing program. Our team of Housing Stabilization Specialists (HSS) serve alongside Metro Housing staff to ensure families have safe, stable housing through ongoing outreach, care coordination, landlord engagement, resource navigation, and problem-solving around tenancy risks.

1,200

families supported

96%

HSS Retention Rate

40

families per Activate Care HSS caseload

Challenges to Stability

Employment & Immigration Barriers

Visa-related obstacles and work authorization issues are primary drivers of families returning to shelters.



Two-Year Shelter Recovery

Families facing homelessness may remain in shelters for two years before receiving permanent assistance.



Stabilization Strategies



Monthly Proactive Outreach

Specialists conduct mandatory monthly check-ins with both families and landlords to ensure stability.



Holistic Tenancy Preservation

Support includes landlord mediation, housing court advocacy, and connections to medical and school resources.



Multilingual Case Management

Staffing includes Haitian Creole speakers to effectively communicate with and support vulnerable populations.



Early Landlord Intervention

Strengthening landlord touchpoints prevents the “last minute” discovery of rent arrears and possible evictions.

Workforce Expansion Timeline



6 Employees

Program Launch
July 2025



+2 Employees

August 2025



+2 Employees

December 2025



+2 Employees

May 2026

Bring proven housing stabilization capacity to your RAA.

Let's talk about how Activate Care can help your team extend outreach, strengthen landlord engagement, preserve tenancies, and support long-term housing stability for HomeBASE families.

