

### Appendix III: Statistics about HousingWorks Capability and User-Base

- Housingworks lists all affordable housing, works with:
  - more than 200,000 housing applicants in the state,
  - is used by more than 800 housing advocates – in contrast with the 200 advocates the new system proposes to work with. These users include many staff in state and city agencies.
  - Licenses its centralized waitlist system to many low-income providers of low income housing, including offices of Winn Residential, 2Life Communities, and Peabody Properties.
  - *Eight times a week, we provide free training webinars to housing advocates, since most case managers are social workers who know little about housing, but find that it is the primary case management need for most of their clients.*
  - Lists all affordable housing options across New England, including some housing for those with market level incomes - but 95% of our users currently earn below the 60% AMI level.
  - The site has been in continuous operation for 20 years as documented by the Internet Archive.
- In areas where HousingWorks is heavily used, it:
  - Reports multi-year numbers of **unduplicated households** needing low-income housing;
  - Reports multi-year **average and worst wait-list times** over years to identify trends; and
  - Provides **meaningful metrics** of housing seekers.  
[Some of these reports for the last four years can be accessed via this link.](#)
- All low-income housing properties enjoy a near-instantaneous way to correspond with HousingWorks when needed, and this helps keep the system updated, via an ingenious process that saves far more time than MassAccess. This process needs to be institutionalized as it will be less time-consuming manner than MassAccess.
- A number of city and state departments have subscriptions to, or have trained with, the HousingWorks service, as have staff at hospitals, domestic violence agencies, and shelters. References and contacts can be made available upon request.
- For more than a decade, many landlords have purchased and use our centralized waitlist services, which is one of the ways we are able to provide free use to those seeking housing.
- There are, at present, [more than 40 different types of “low-income / affordable housing”](#) – and the same Massachusetts household might be eligible for 80% of these silos of housing. These silos will never be legally able to share applicant information, which means, the state has no way of getting an unduplicated count of how many different people are seeking low-income housing in a given county, city, or zip code. (if 1000 applicants apply to public housing in Worcester this month, and in the same month, 1000 applicants apply to other types of low-income housing in the same area, is that the same 1000 applicants, or 2000 different applicants?) **The need for this real-time data comparing supply and demand for affordable housing is paramount,** for without this data, the state cannot possibly develop a coherent affordable housing policy. At the same time, the state is ‘let off the hook’ in terms of addressing claims that its housing policies have been ineffective – because all it has to do is demand to see unduplicated data that proves the claim. **But it is the state’s continued development of silos that prevent this essential data from being gathered! In contrast, the design of the HousingWorks system is unique in that it does have the capability of comparing the number of units of available housing across all the many types of low income housing with an unduplicated count of the applicants who need that housing – in real time – and it accomplishes this legally and at no cost to applicants, landlords, and the state.** HousingWorks has asked for a public forum where this and the other issues raised in [Appendix II](#) can be discussed, but our request has long been ignored.