

# HOME is THE FOUNDATION FOR EVERYTHING.



Six Months Since Launch  
February 2022

[housingnavigator.ma.org](https://housingnavigator.ma.org)

Six months since  
Housing Navigator  
Massachusetts went  
live, we are as proud as  
possible to share our  
earliest metrics and  
stories of success with  
friends and supporters.





We measure our success and know there's more to do.

# The power of that story: connecting people to a home.



Why our work matters has no better answer than these words from Dan Rivera. For those who don't know him, Dan is head of MassDevelopment, one of Navigator's key partners and supporters. He's the former two-term mayor of Lawrence and a U.S. Army veteran. He also grew up in public housing in Lawrence, housing that's listed on Housing Navigator.

We are easing access to communities that stabilize lives today and foster leaders tomorrow.

*“I grew up in the Immigrant City of Lawrence, MA. We moved a lot when I was younger until my mom was able to get a public housing apartment on Market St. in Lawrence when I went into 7th grade. We were fortunate we had a yard and we were a block from a huge public park, the South Common. I felt loved and bullied and supported and always felt as if I was part of something bigger than myself, a member of a community.*

*Living in public housing meant you had to learn to work with all types of people. It was a community with all its good and bad. It made me a strong, resilient, and thoughtful person. I feel that it made me a better leader with a personal understanding of how policy, emergencies, and business impacts the lives of people, and how fragile we all are.*

*Without stable, quality housing that is affordable and accessible to those with the least amount of income, families will suffer, children will suffer. I am grateful that we had that safety net.”*

# Reaching Out

**Information Session**  
General Provider Meeting  
January 25, 2022



1. **History and Context**
2. **Housing Search Considerations**
3. **Search Tool Demo**
4. **Highlights**
5. **Q&A**



***“Stable housing is our families’ No. 1 issue. Housing Navigator is an easy-to-use resource both our families and family advocates can use to simplify the process and help people find housing where they want.”***

Sarah Muncey, Co-President,  
Neighborhood Villages, Boston

Since October, we’ve introduced Housing Navigator to 600+ service providers. We’ve gathered online with social workers from the Cape, Western MA school district case managers, shelter staff, legal services advocates, and Independent Living Center housing search staff. The difficulty of finding affordable housing reaches every corner of our state and every slice of the population. One hundred percent of surveyed participants say they are very likely to recommend Housing Navigator.

We’ve been honored to reach so many. Sign-ups are open for more sessions March-April via our website’s [News & Events](#) page.



# Listening. So We Can Build What's Next.

Over the past six months, we've reviewed our first release with dozens, in-person and online. We're struck by how appreciative people are that we even seek their input. It's all too clear that our users don't get asked enough *what they need from technology* and *what's useful for them*.

We'll be adding a filter for accessible units, addressing modifications for people with visual impairments, and adding a search results print feature. Our work surfaces the hardest-to-heal pain points in the journey to housing stability. We are focusing our road map to serve both housing and digital equity. We look forward to what the next six months will bring.

*"When we arrived at our first focus group with older adults, we were expecting folks in their 60s and 70s. We were quite surprised to find someone in her mid-nineties who owned and used a smartphone."*

Bobby Wang, Product Manager



# Thank You



*The Navigator team celebrating the launch with friends from Green River, CHAPA, and MassHousing.*



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