

OFFERED BY COUNCILORS ERIN J. MURPHY, BREADON, COLETTA ZAPATA, CULPEPPER, DURKAN, FITZGERALD, LOUIJEUNE, MEJIA, PEPÉN, SANTANA, AND WEBER



CITY OF BOSTON

IN THE YEAR TWO THOUSAND TWENTY-SIX

ORDER FOR A HEARING REGARDING NAVIGATING CITY SERVICES FOR RESIDENTS WITH COMPLEX FAMILY AND CAREGIVING NEEDS

WHEREAS: Many Boston residents rely on multiple City departments and service systems at the same time to meet basic needs related to housing, education, caregiving, health, employment, and family stability; and

WHEREAS: Residents navigating more than one City system often face barriers related to coordination, communication, eligibility requirements, language access, accessibility, and differing departmental processes; and

WHEREAS: Certain family and caregiving situations may require residents to interact with multiple City services simultaneously, including but not limited to grandparents or extended family members raising children, families residing in Boston Housing Authority developments, and households supporting children with disabilities; and

WHEREAS: Caregivers raising children outside of traditional parent-child structures may need to navigate education systems, youth programming, housing supports, benefits access, and City services without clear pathways or coordinated assistance; and

WHEREAS: Families of students with disabilities often must navigate not only the public school system, but also additional City services related to recreation, transportation, housing accommodations, youth employment, and community-based supports; and

WHEREAS: Residents living in Boston Housing Authority communities may experience additional barriers to accessing City services due to housing instability, mobility challenges, or lack of centralized information and coordination; and

WHEREAS: The City of Boston delivers services through a range of departments within the Human Services Cabinet and across other City agencies, and improved coordination can reduce duplication, confusion, and gaps for residents with complex needs; and

WHEREAS: A clearer understanding of how residents experience City services across departments can help identify opportunities to improve access, coordination, and outcomes without creating new systems or burdens;

NOW, THEREFORE, BE IT ORDERED:

That the appropriate Committee of the Boston City Council shall hold a hearing to examine how residents with complex family and caregiving needs navigate City services across departments, including but not limited to:

1. How City departments coordinate services for residents interacting with multiple systems at once
2. Barriers faced by grandparents, extended family caregivers, and kinship families raising children
3. Challenges for families of students with disabilities navigating City services beyond the school system
4. Access to City services for residents living in Boston Housing Authority developments
5. Communication, language access, and accessibility across City departments
6. Opportunities to improve coordination, navigation, and resident-centered service delivery without increasing administrative burden

BE IT FURTHER ORDERED: That representatives from relevant departments within the Human Services Cabinet, along with other City departments that interact with families and caregivers, shall be invited to testify.

Filed in City Council: February 4, 2026