



# 2024 RAFT Reflection

*EOHLC Office Hours*  
December 20, 2024



# WELCOME

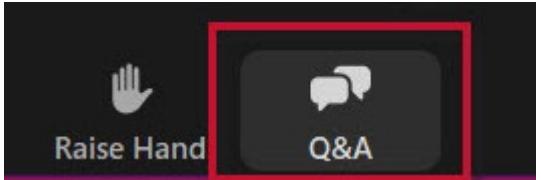


# ENGAGEMENT BEST PRACTICES

## Asking Questions

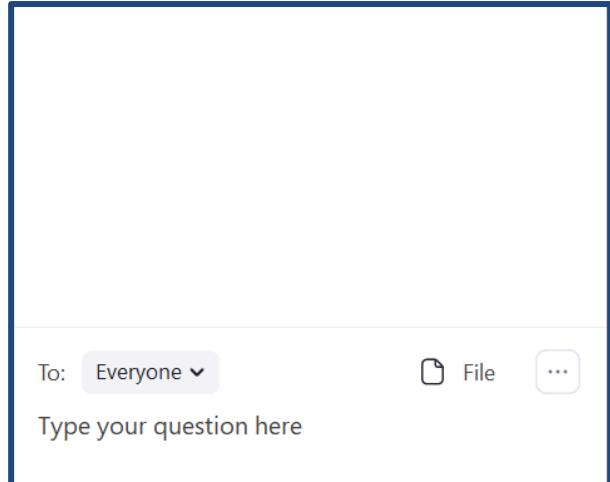
We will be monitoring the Q&A for questions

1



Click “Q&A” to submit a question (or “Raise Hand” to share a verbal question at designated breaks)

2



Enter your question into the “Q&A” box

We will follow up with answers to any questions that we don't get to during the session



# THIS CALL IS BEING RECORDED





# AGENDA

- Menti
- RAFT Impact – January 2024 - Now
- Zendesk Tickets
- Utility Moratorium Reminders
- RAFT Policy Q&A (*please direct all fraud questions to your manager/supervisor to bring to Heather via Zendesk ticket*)



# WE WANT TO HEAR FROM YOU! MENTI LIVE POLLS



What is your favorite  
Holiday tradition or food?



## How to Participate

1. Go to **Menti.com** on your smartphone or computer browser.
2. Enter the code        into the field shown to the right

 **Mentimeter**

Join at [menti.com](https://menti.com) | use code 9715 1008

Submit

The code is found on the screen in front of you



# RAFT IMPACT

# RAFT At a Glance, January 2024 – December 2024



CY24 Submitted

**173,409**

CY24 Denied and Timed out

**94,757**

CY24 Total Approval RAFT

**51,512**

CY24 Total Approval LOI

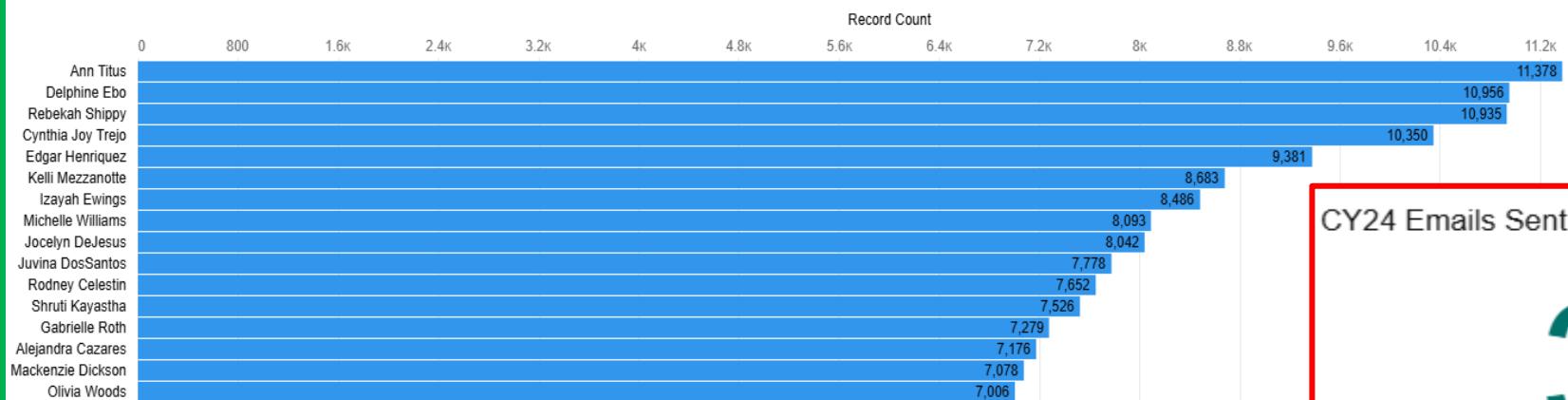
**17,134**



# RAFT Processing – Emails & Case Comments

CY24 Case Comments

**691,029**



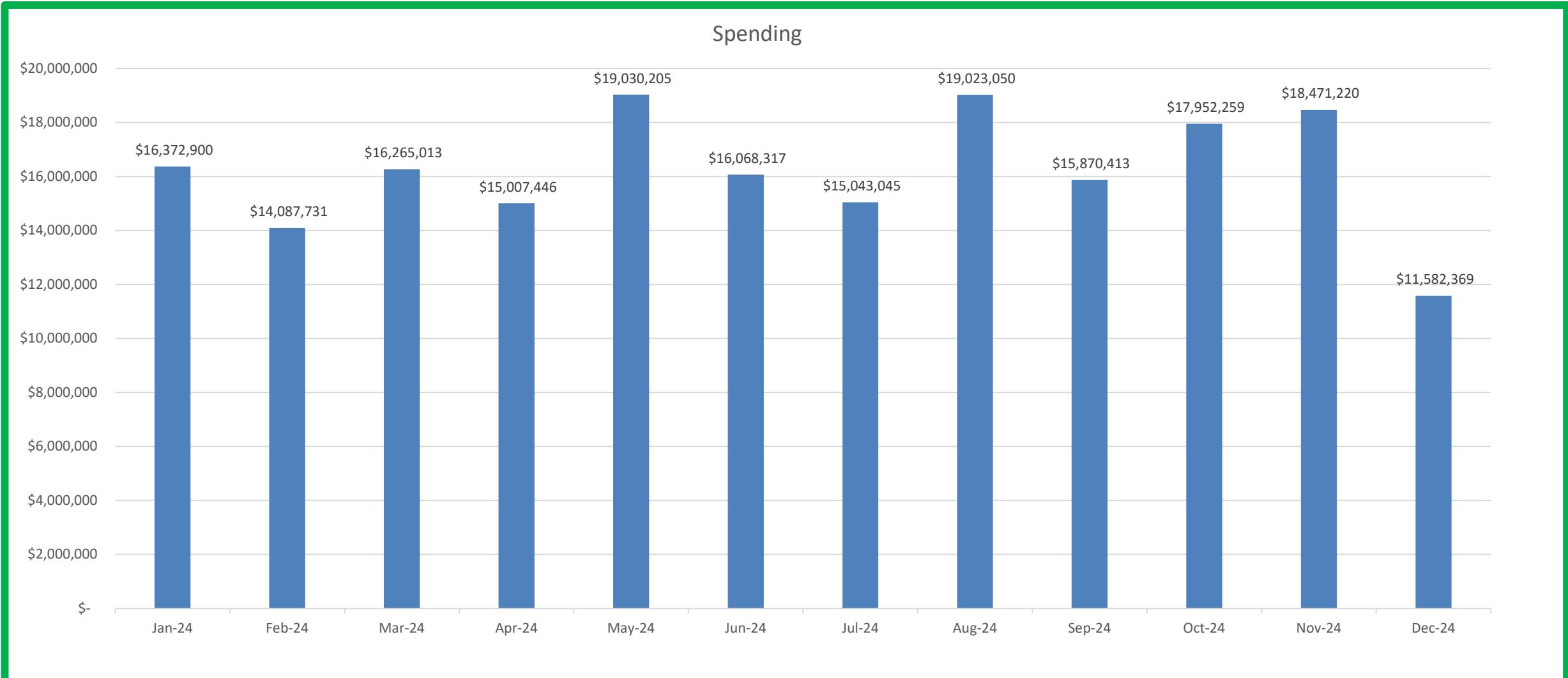
CY24 Emails Sent

**308,673**





# RAFT Spending





# Top 10 Cities Served, Dollars & Households

- Springfield – (\$18,704,906) - 4,734 Households
  - Boston – (\$18,403,936) 4,494 - Households
  - Worcester – (\$12,272,066) 2,837 - Households
  - Lawrence – (\$10,995,769) - 2,157 Households
  - Lowell – (\$8,160,453) - 1,820 Households
  - Lynn – (\$7,457,699) - 1,745 Households
- Brockton – (\$5,562,339) - 1,087 Households
- New Bedford – (\$5,227,525) - 1,097 Households
- Fall River – (\$5,070,977) - 1,131 Households
- Holyoke – (\$4,510,476) - 1,321 Households

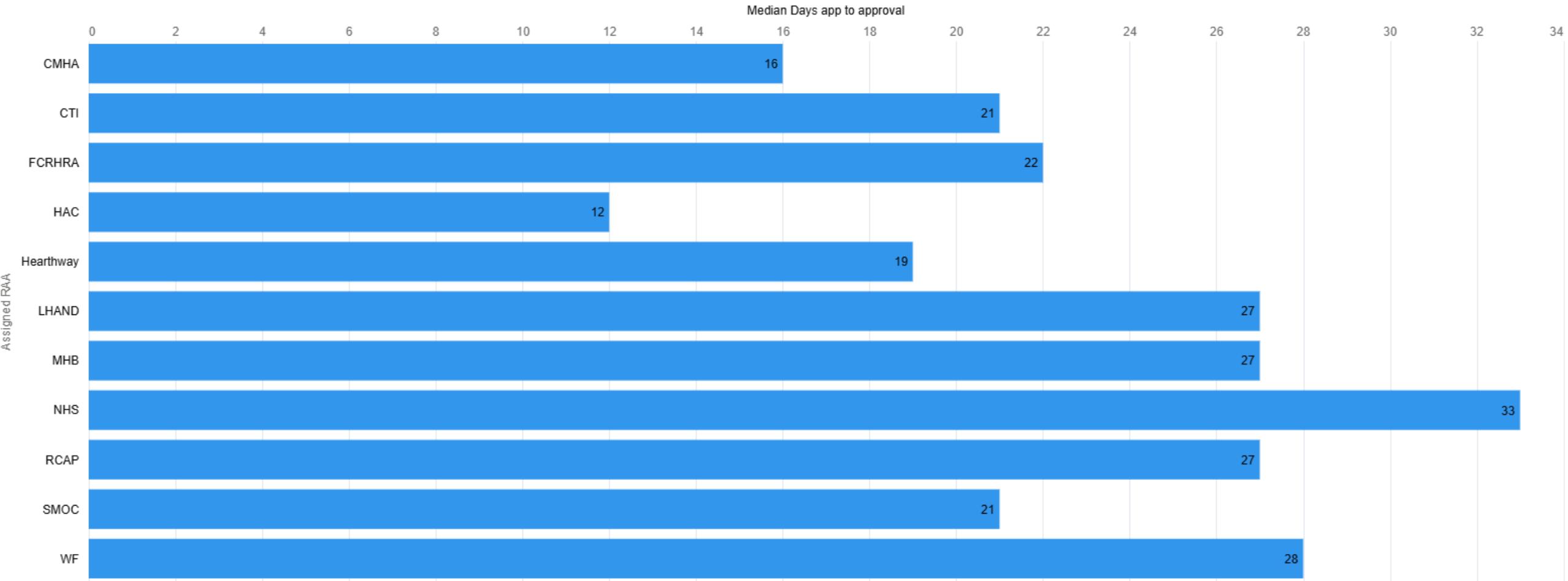
  

- Total Households Served For All of Massachusetts – 45,032
  - Most Funds Spent in One Month – May 2024 - \$19M

# RAA Shout-Outs



CY 24 Age of App to Approval





# ZENDESK



# Zendesk in 2024 & Reminders

RAA	Submitted
BHDC	29
CMHA	135
CTI	152
FCRHRA	47
HAC	33
LHAND	64
MHB	283
NHS	127
RAP Center	292
RCAP	191
SMOC	131
WF	179
<b>Total Jan – Dec 2024</b>	<b>1,663</b>

Ticket Forms	Description
<b>HHH RAFT Reopen LOI/TT/LL/Closed Case Form</b>	RAA has requested the reopening of a closed case. Our policy team will evaluate the request and decide whether it can be reopened.
<b>HHH RAFT Policy Form</b>	RAA questions related to program policy.
<b>HHH RAFT Access (Add/Remove/Suspend) Form</b>	RAA needs to add/remove/suspend a HHH user
<b>HHH Compliance/Fraud Form</b>	RAA needs guidance with potentially fraudulent documents/files, and advisory
<b>HHH RAFT/HomeBASE New Provider Form</b>	RAA wishes to add a new vendor into the system
<b>HHH RAFT/HomeBASE Payments Form</b>	Any payments/benefit issues within HHH (including Happy issues)
<b>HHH RAFT/HomeBASE Technical Form</b>	Any technical issues you are seeing and need guidance



# Winter Utility Moratorium Reminders

1. If you are processing an application that *has* a utility shut off document & was submitted ***prior to 11/15/2024***, please proceed with processing.
2. If you are processing an application that *does not* have a utility shut-off dated ***after 11/15/2024***, and instead just includes their regular monthly bill, please **do not** proceed with processing, and send a denial for no eligible housing crisis.
3. If you are processing an application with a utility shut off document that is dated ***after 11/15/2024***, please proceed with processing if household meets all other RAFT eligibility criteria – this means that the household is *not* protected under the winter moratorium for being classified as a low-income household or is not protected by any other viable protections.
4. Please continue to process all utility requests for deliverable fuel (like oil for example) throughout the months of the moratorium.



# QUESTIONS



## Questions

- Direct questions to your supervisor and then contact Zendesk as a point of escalations for questions.
- Time-sensitive Questions: Critical questions that **require responses within 24hrs** should be submitted with the priority drop down option labeled **“URGENT.”**
- Please specify the issue and add any helpful screenshots that you are reaching out about to ensure that the Readiness Coordinators are in the best positioned to provide policy guidance.

## Resources

### [RAA Resource Portal](#)

Central resource to provide RAA staff with key updates, training and learning opportunities, and helpful information to support programs

### [Frequently Asked Questions \(FAQs\)](#)

that provide additional, concise program guidance.

[Zendesk training materials](#) offer helpful info on processing within E2E/Salesforce



THANK YOU!  
Happy Holidays & Happy New Year!

