



Transitioning into FY24 RAFT

EOHLC Office Hours
June 16, 2023

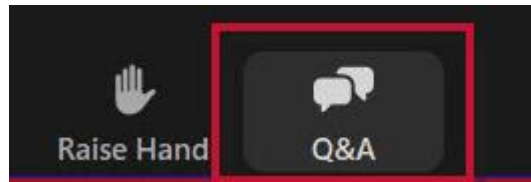


WELCOME

Asking Questions

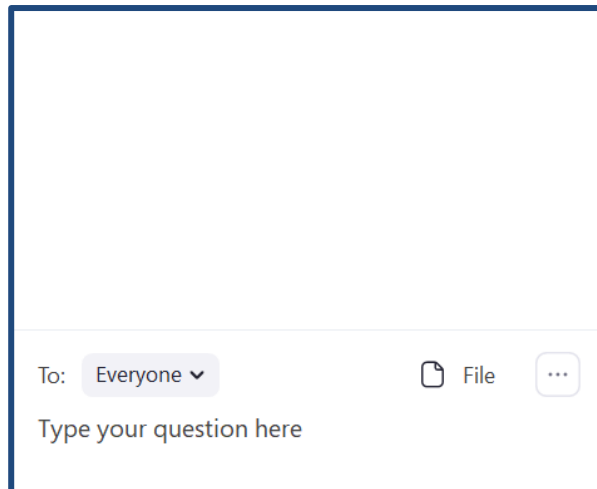
We will be monitoring the Q&A for questions

1



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

2

A screenshot of a Q&A submission form. It features a large, empty text area for entering a question. Below the text area, there is a 'To:' dropdown menu currently set to 'Everyone', a 'File' button with a document icon, and a three-dot menu icon. At the bottom of the form, there is a placeholder text 'Type your question here'.

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



- Application Processing into FY24
- Q&A Break
- RAA Support & Resources




APPLICATION PROCESSING INTO FY24

UPCOMING CHANGES IN FY24



 In FY24, EOHLC will implement **two changes** that will impact the benefit amounts RAFT applicants can receive...




 RAFT applicants will no longer be able to receive a stipend for prospective rent

 The RAFT benefit limit for a 12-month rolling period will be **\$7,000** (instead of the current \$10,000 benefit limit)

- RAAs will continue accepting RAFT applications through June 30th, 2023 for **up to the \$10,000 benefit limit**
- Applications submitted **on or before June 30th** will be eligible for **up to \$10,000**, including up to one stipend (if eligible) for payments submitted through July 31st
- RAAs will be able to approve payments for \$10,000 in the Staff Portal through July 31st at 4:00 PM

TRANSITIONING INTO FY24



-  On July 1st, 2023, the RAFT application will inform applicants that **the benefit limit is \$7,000** and that they may only request **up to \$7,000**.
-  On August 1st, 2023, RAA staff will no longer be able to approve awards above \$7,000 in the system.
-  Between now and July 31st, EOHLC will work with the RAAs to prioritize applications requesting above \$7,000.
 - Ideally, RAAs should process all applications requesting above \$7,000 in that time.
 - EOHLC can provide reports to make identifying these applications easier.

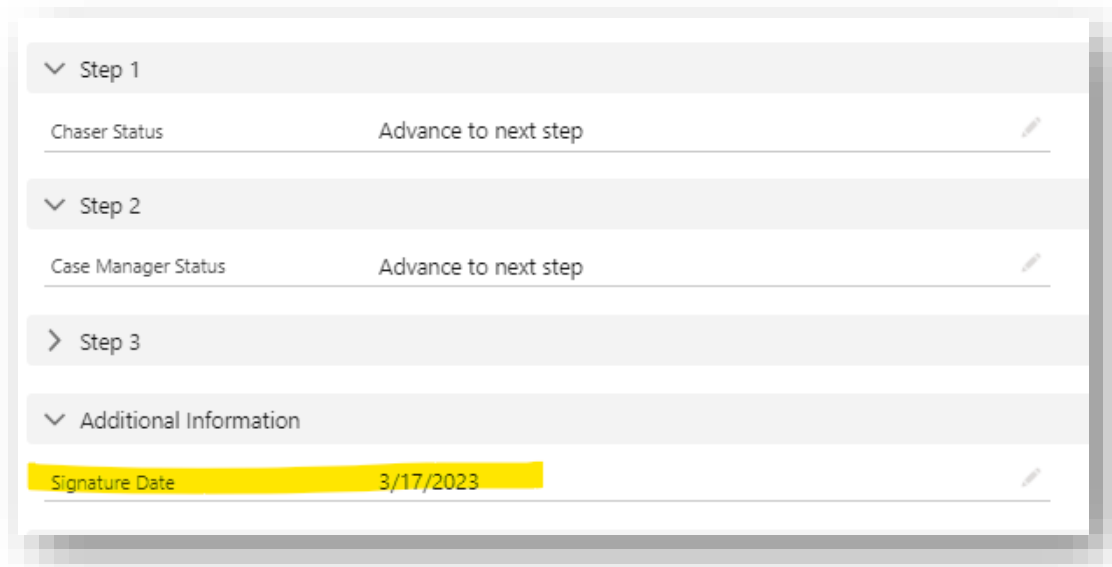
TRANSITIONING INTO FY24



The system will not stop RAA staff from approving amounts above \$7,000 until August 1st.



Thus, **RAAs will be responsible for ensuring that staff who approve payments check the Signature Date on the application and do not approve amounts above \$7,000 for households who applied July 1st and later.**

A screenshot of a web application form with a light gray background and rounded corners. The form is organized into sections: 'Step 1' with a dropdown arrow, 'Step 2' with a dropdown arrow, 'Step 3' with a right-pointing arrow, and 'Additional Information' with a dropdown arrow. Each section contains a text input field and a button labeled 'Advance to next step'. The 'Signature Date' field in the 'Additional Information' section is highlighted with a yellow background and contains the date '3/17/2023'. Each input field has a small pencil icon to its right, indicating it is editable.

▼ Step 1	
Chaser Status	Advance to next step
▼ Step 2	
Case Manager Status	Advance to next step
> Step 3	
▼ Additional Information	
Signature Date	3/17/2023

TRANSITIONING INTO FY24: SUMMARY



FY23 vs. FY24	Benefit Limit	Stipend
Applications submitted on or before June 30 th AND submitted for payment by July 31st at 4pm	Eligible for up to \$10,000 in rolling 12-month period	Up to one stipend, if eligible (for July or August rent)
Applications submitted on or before June 30 th BUT submitted for payment after July 31st at 4pm	Eligible for up to \$7,000 in rolling 12-month period	Stipends unavailable
Applications submitted after June 30 th	Eligible for up to \$7,000 in rolling 12-month period	Stipends unavailable



QUESTIONS



RAA SUPPORT

1

[RAA Resource Portal](#)

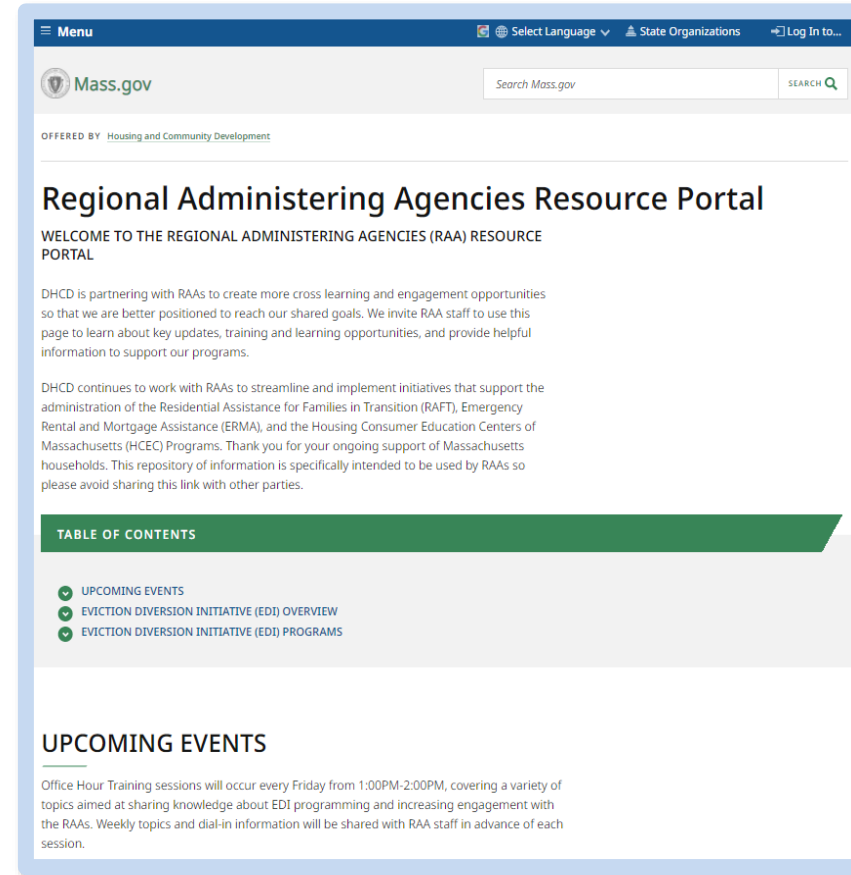
Central resource to provide RAA staff with key updates, training and learning opportunities, and helpful information to support programs

2

[Frequently Asked Questions \(FAQs\)](#) that provide additional, concise program guidance.

3

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





Further Questions

Direct questions to your supervisor and then contact [Zendesk](#) as a point of escalations for questions. A member of the RAA Support Team will respond.

- ***Time-sensitive Questions:*** Critical questions that require responses within 24hrs should be submitted with the priority drop down option labeled “**URGENT.**”

Best Practice



Please **specify the issue** that you are reaching out about to ensure that the EOHLC RAA Support team is best positioned to provide policy guidance.

THANK YOU!

