



FY25 RAFT Policies

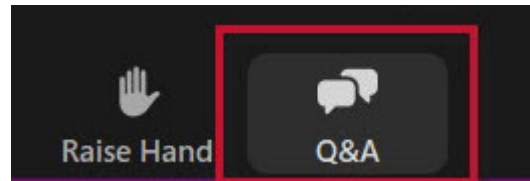
Community-Based Organization (CBO) Training

December 2 & 13, 2024

Asking Questions

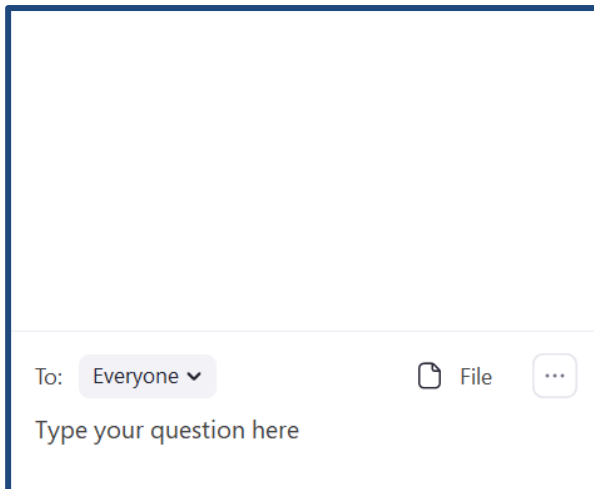
We will be monitoring the Q&A for questions

1



Click “Q&A” to submit a question

2

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

Enter your question into the “Q&A” box

THIS CALL IS BEING RECORDED



MEET YOUR EOHLC FACILITATORS



Ricky Hartman

Senior Program Coordinator, Eviction Diversion

Molly Butman

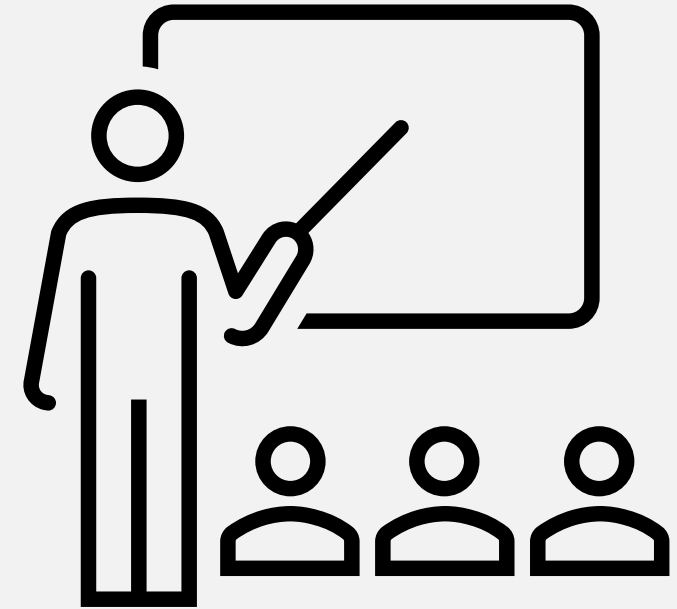
Senior Database Management Specialist

Jackie Buttaro

RAFT and HCEC Program Coordinator

Melissa Donalds

RAFT and HCEC Program Coordinator



Purpose



Discuss the **FY25 RAFT Program**, including policy effective July 1, 2024

Goal



Provide community partners with **guidance and continued support** related to RAFT

Our Journey Today 1 HOUR



Welcome, Goals, & Objectives

5 mins



Fiscal Year 2025 RAFT Policies



RAFT Policy Overview



Housing Help Hub Overview

50 mins



Questions



Support & Resources

5 mins



FY25 RAFT



FY25: \$7,000 benefit cap, no stipends for prospective rent, and homeowner assistance

Goal: Prioritize assistance for households most in need and maintain housing stability for our most vulnerable residents



- Applications for RAFT must come through the statewide application portal, now known as the Housing Help Hub (formerly the Massachusetts Emergency Housing Payment Assistance Portal)
- Applications are automatically routed to 11 Regional Administering Agencies (RAAs) and the Rental Assistance Processing (RAP) Center based on geography and processing capacity at each organization.



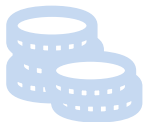
RAFT POLICY OVERVIEW



HOUSING ELIGIBILITY



BENEFIT CAP



ELIGIBLE USES OF FUNDS



INCOME VERIFICATION



REQUIRED DOCUMENTATION



ELIGIBILITY

Households must meet certain eligibility criteria to be eligible for RAFT

1

Risk of homelessness/housing instability in MA

2

Currently renting or moving to a new rental

For homeowners, must be owner occupants of the property in question

3

Income at or below 50% of Area Median Income (AMI)

RENTER HOUSING CRISES



- ✓ **NOTICE TO QUIT**
- ✓ **EVICTION**
- ✓ **DOUBLED UP AND MUST LEAVE/OVERCROWDING**
- ✓ **HEALTH & SAFETY**
- ✓ **DOMESTIC VIOLENCE**
- ✓ **FIRE/FLOOD/NATURAL DISASTER**
- ✓ **UTILITY SHUTOFF**
- ✓ **OTHER CRISIS THAT WILL RESULT IN IMMINENT HOUSING LOSS**

HOMEOWNER HOUSING CRISES



**THREE OR MORE MONTHS
BEHIND ON MORTGAGE**



RIGHT TO CURE NOTICE



FORECLOSURE



BEHIND ON PROPERTY TAXES



**BEHIND ON
OTHER HOMEOWNERSHIP PAYMENTS**



UTILITY SHUTOFF



BENEFIT CAP

The maximum benefit limit for RAFT is \$7,000 per household in any rolling 12-month period

- Eligible households can receive RAFT in a combination of benefit types and more than once in a given year, as long as the total assistance does **not** exceed \$7,000 within any rolling 12-month period
- Households with income-based rental subsidies cannot receive payment for more than six months of rent arrears in a rolling 12-month period
- **Example:** A household previously received \$3,000 in RAFT on 3/1/2024. The household applies for RAFT again on 1/1/2025. Now the maximum the household can receive is \$4,000.



ELIGIBLE USES OF FUNDS



RAFT MAY BE USED FOR

- ✓ Rent arrears
- ✓ Start-up costs (first, last, security)
- ✓ Moving costs
- ✓ Utility arrears (minimum required to get service restored or protected)
- ✓ Furniture (up to \$1,000)
- ✓ Appliances (if required to make the unit habitable; up to \$1,500)
- ✓ Mortgage arrears, for homeowners
- ✓ Property taxes, homeowner's insurance, or other costs, for homeowners

- The application portal includes a “Letter of Intent” process for start-up costs and moving expenses
- An applicant can be found pre-eligible *before* they locate a unit and will be given a Letter of Intent confirming pre-eligibility to provide landlords when searching for a unit
- Tenants will have 90 days to locate a unit
- When the tenant locates a unit, they will log back into the system and submit their RAFT application
- At that time, the landlord will need to complete the landlord application
- Tenant eligibility does not have to be re-assessed

Reminders regarding RAFT applicants with income-based rental subsidies (e.g. Section 8, MRVP, public housing, etc.):



Households with income-based rental subsidies *cannot* receive payment for more than six months of rent arrears in a rolling 12-month period







Households residing in subsidized housing must demonstrate good cause for nonpayment

- Hardship or increase in expenses would be considered good cause
- Good cause is required for assistance with arrears only, not other benefit types
- If the household is unable to provide verification of good cause for the full period of their rental arrears, the household must submit verification demonstrating the RAFT benefit will resolve the current housing crisis (i.e., a plan for the remaining balance that RAFT cannot cover)



INCOME VERIFICATION

-  Categorical income eligibility through **MassHealth and/or DTA** verification
-  Categorical income eligibility through **subsidized housing** income verification
-  Income verification using **pay stubs, benefit letters**, or other documentation
-  Self-attestation of **zero income** and **cash income**



REQUIRED DOCUMENTATION

REQUIRED TENANT/HOMEOWNER DOCUMENTATION



- 1 Application field responses
- 2 Identification for head of household
- 3 Verification of current housing (e.g. lease, tenancy agreement or tenancy at will form)
- 4 Verification of eligible housing crisis (documentation will depend on housing crisis)
- 5 Verification of income, or verification of presumed income eligibility

REQUIRED LANDLORD DOCUMENTATION



- 1 Application field responses
- 2 W-9 for property owner or authorized agent
- 3 Proof of identity for property owner or authorized agent
- 4 Authorization of agent, if applicable
- 5 Proof of ownership for unit

HOUSING CRISIS LIST (RENTERS)



HOUSING CRISIS	VERIFICATION (EXAMPLES)
Notice to Quit	<ul style="list-style-type: none">▪ Notice to quit that meets criteria in the next slide
Eviction	<ul style="list-style-type: none">▪ Summary process summons and complaint (court summons)
Doubled up and must leave/ Overcrowding	<ul style="list-style-type: none">▪ Letter from primary tenant/landlord that verifies that family is asked to leave within 30 days▪ Documentation to demonstrate unit is too small for household (e.g. letter from landlord)
Health & safety	<ul style="list-style-type: none">▪ Documentation to demonstrate a serious health and safety risk that prevents continued residency (e.g. failed inspection report)
Domestic violence	<ul style="list-style-type: none">▪ Documentation to support allegation connected to inability to stay safely▪ Self-statement from applicant if other documents not available
Fire/Flood/Natural disaster	<ul style="list-style-type: none">▪ Report of fire, flood, or natural disaster
Utility shutoff	<ul style="list-style-type: none">▪ Current shutoff notice or verification that service has already been disconnected▪ For deliverable fuel, invoice from utility company for one delivery of fuel
Other crisis that will result in imminent housing loss	<ul style="list-style-type: none">▪ Documentation to demonstrate that family will imminently be homeless within 30 days

To Be Considered an Allowable Notice to Quit Under FY25 RAFT, the Notice Must Meet at Least the Following Criteria:

- Written statement from the landlord to the tenant (usually with the title “Notice to Quit” or “Notice Terminating Tenancy”) that states that the tenancy is being terminated
- Includes the date of the notice
- Includes the date that the tenancy will be terminated (actual dates meet this requirement, as do phrases like “within 30 days” or “14 day notice to quit”)
- Includes the name of the leaseholder
- Includes the rental address
- Includes the amount due, or, if for something other than nonpayment, includes the reason for the termination
- Dated within 90 days of the RAFT application

HOUSING CRISIS LIST (HOMEOWNERS)



HOUSING CRISIS	VERIFICATION (EXAMPLES)
Three or more months behind on mortgage	<ul style="list-style-type: none">▪ Mortgage statement showing three months' missed payments. The three payments do not have to be delinquent; in other words, it is acceptable for two payments to be past due and the third payment to be listed as a current charge, as long as the homeowner has already received the bill for it
Right to cure notice	<ul style="list-style-type: none">▪ 90 day right to cure notice dated within the last 60 days
Foreclosure	<ul style="list-style-type: none">▪ Notice of intent to foreclose dated within the last 60 days, or foreclosure notice of sale dated within the last 60 days
Behind on property taxes	<ul style="list-style-type: none">▪ Documentation showing there is currently a lien on the property from the city or town
Behind on other homeownership payments	<ul style="list-style-type: none">▪ Documentation showing that other payments are putting the homeowner applicant at risk of foreclosure, such as notice of an impending lien for unpaid taxes or other payments, bill or notice for payment from a reverse mortgage company (for those with reverse mortgages), or other documentation that the RAA recognizes as putting the household at imminent risk of foreclosure



HOUSING HELP HUB OVERVIEW

OVERVIEW OF THE HOUSING HELP HUB



- Visit <https://applyhousinghelp.mass.gov/> to apply on behalf of a tenant/homeowner through the Housing Help Hub
- Applications where payment is made to a landlord require a tenant portion and a corresponding landlord portion
- Applications where no payment is made to a landlord do not require a corresponding vendor portion
- Tenants/Homeowners or their advocates must register before creating a Tenant/Homeowner Application
- Landlords may register before creating a Landlord Application or apply as a "guest landlord"


REGISTERING AN ACCOUNT IN THE HOUSING HELP HUB

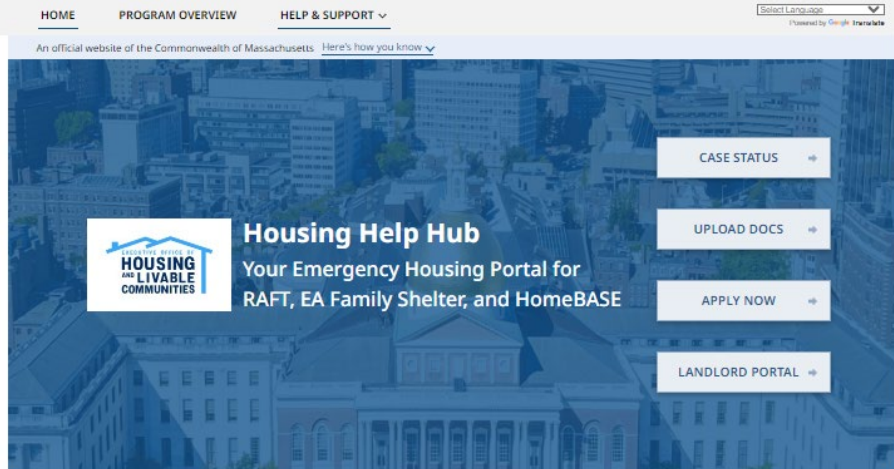


Navigate to
<https://applyhousinghelp.mass.gov/>
and click Get Started

Start or Continue an Application

Tenants, homeowners, landlords, advocates, and Emergency Assistance applicants or providers can create an account or log in here.

 **GET STARTED**



The screenshot shows the Housing Help Hub website. The header includes navigation links: HOME, PROGRAM OVERVIEW, and HELP & SUPPORT. Below the header, there's a banner with the Housing Help Hub logo and the text "Your Emergency Housing Portal for RAFT, EA Family Shelter, and HomeBASE". On the right side of the banner, there are four buttons: CASE STATUS, UPLOAD DOCS, APPLY NOW, and LANDLORD PORTAL. Below the banner, there are six content cards arranged in a 2x3 grid. The first card, "Start or Continue an Application", has a "GET STARTED" button. The second card, "Case Status or Upload Docs", has "CASE STATUS" and "DOC UPLOAD" buttons. The third card, "Guest Landlord Information", has a "GET STARTED" button. The fourth card, "How to Apply - RAFT", has a "LEARN MORE" button. The fifth card, "How to Apply - EA", has a "LEARN MORE" button. The sixth card, "Need Help?", has "CONTACT US - RAFT" and "CONTACT US - EA" buttons. A dashed blue line connects the "GET STARTED" button in the first card to the "GET STARTED" button in the second card.

Start or Continue an Application

Tenants, homeowners, landlords, advocates, and Emergency Assistance applicants or providers can create an account or log in here.

GET STARTED

Case Status or Upload Docs

Applicants can see their case status or upload additional documents here.

CASE STATUS

DOC UPLOAD

Guest Landlord Information

Landlords can learn about and apply as a guest landlord here.

GET STARTED

How to Apply - RAFT

Learn about the Residential Assistance for Families in Transition (RAFT) Program: who is eligible, what benefits are available, and the documents you need to apply.

LEARN MORE

How to Apply - EA

Learn about the Emergency Assistance (EA) Shelter Program: who is eligible, what benefits are available, and the documents you need to apply.

LEARN MORE

Need Help?

Contact the agency that processes applications for your city to receive help with your application.

CONTACT US - RAFT

CONTACT US - EA

REGISTERING AN ACCOUNT IN THE HOUSING HELP HUB



An official website of the Commonwealth of Massachusetts [Here's how you know](#) ▾



| Apply Housing Help MA



Welcome to the Massachusetts Housing Help Hub.

Login

* indicates required field

* Username

* Password

☐ I'm not a robot



reCAPTCHA
Privacy - Terms

LOG IN

[Forgot your password?](#)

[Register as new user](#)



REGISTERING A TENANT/HOMEOWNER ADVOCATE ACCOUNT



- Register as an advocate by first selecting **I need to help someone else apply**

The screenshot shows the 'User Registration' page. At the top, there is a navigation bar with links for 'HOME', 'PROGRAM OVERVIEW', and 'HELP & SUPPORT' with a dropdown arrow. A 'Log in' button with an external link icon is in the top right. Below the navigation bar, a light blue banner states 'An official website of the Commonwealth of Massachusetts' with a link 'Here's how you know' and a dropdown arrow. The main heading is 'User Registration', followed by the text 'Already registered? Click here to [login](#).' Below this, a prompt says 'Please select the option that fits you the best:'. There are three green buttons with white text and a '+' icon on the right. A large green arrow points to the middle button, 'I need to help someone else apply.'.

HOME PROGRAM OVERVIEW HELP & SUPPORT ▾ Log in ➞

An official website of the Commonwealth of Massachusetts [Here's how you know](#) ▾

User Registration

Already registered? Click here to [login](#).

Please select the option that fits you the best:

- I need to apply for help for me or my family. +
- I need to help someone else apply. +
- I own or manage property and need to apply for assistance for my renter. +

REGISTERING A TENANT/HOMEOWNER ADVOCATE ACCOUNT



- Next, select **I am assisting someone who needs help with payment**

A screenshot of the "User Registration" form. At the top, it says "User Registration" and "Already registered? Click here to [login](#)." Below this, it asks "Please select the option that fits you the best:" and shows two green expandable buttons: "I need to apply for help for me or my family." and "I need to help someone else apply." Below these are three white boxes. The first box is titled "RAFT" and contains the text "I am assisting someone who needs help with payment." followed by "You are a **friend**, or you work as an **advocate**, and are applying for payment assistance on behalf of someone's family." and a blue "SELECT" button. A large green arrow points to this "SELECT" button. The second box is also titled "RAFT" and contains "I have landlord consent and need help with payment." followed by "If you have **consent from landlord(s)** to establish their profile, Submit applications, Communicate and take action on applications on their behalf, please select this option." and a blue "SELECT" button. The third box is titled "HomeBASE" and contains "I am a shelter provider helping with HomeBASE or Diversion." followed by "You are an EA Family Shelter Provider or EA Diversion Provider." and a blue "SELECT" button. At the bottom, there is a green expandable button: "I own or manage property and need to apply for assistance for my renter."

REGISTERING A TENANT/HOMEOWNER ADVOCATE ACCOUNT



- Finally, fill in the required info to create a new advocate account

Create Account

Already registered? [Click here to login.](#)

Please fill in your information below to create your new account. The email address you use in your application is your "Username" and will be used when you log into your account later. Please keep your username and password information in a safe place.

To apply online for EA Family Shelter or RAFT, you need to register with an email address. If you do not have an email address, there are other options.

For EA Family Shelter, you may apply with the help of an advocate. Click [here](#) for a list of advocates. You may also apply in one of our offices or with our call center at +1(866) 584-0653.

The digital application for EA Family Shelter is available in English, Español, Português, Kreyòl ayisyen, and Kriolu. If you need help completing the application in another language, come visit us in one of our offices. You may also call us at: +1(866) 584-0653.

The digital application for RAFT is available in English, Español, Português, 中國人, Kreyòl ayisyen, བོད་སྐད་, русский, and Tiếng Việt.
Fields marked by * are required.

* First Name



* Last Name



* Email



* Re-enter Email



* Country Code



* Phone Number



* Re-enter Country Code




* Re-enter Phone Number



* Preferred Language

* Relation to Applicant

* Advocate Organization

☐ I'm not a robot 

SUBMIT

REGISTERING A TENANT/HOMEOWNER ACCOUNT



- Tenants/Homeowners applying on their own will register by selecting **I need to apply for help for me or my family** and then filling in the required info to create a new account

The screenshot shows the "User Registration" page. At the top, there is a navigation bar with links for "HOME", "PROGRAM OVERVIEW", and "HELP & SUPPORT" with a dropdown arrow. A "Log in" button with an external link icon is in the top right. Below the navigation bar, a light blue banner states "An official website of the Commonwealth of Massachusetts" with a link "Here's how you know" and a dropdown arrow. The main heading is "User Registration" in a large, bold font, followed by the text "Already registered? Click here to [login](#)." Below this, a prompt says "Please select the option that fits you the best:". There are three green buttons with white text and a "+" icon on the right. A large green arrow points to the first button, "I need to apply for help for me or my family." The other two buttons are "I need to help someone else apply." and "I own or manage property and need to apply for assistance for my renter."

HOME PROGRAM OVERVIEW HELP & SUPPORT ▾ Log in ➞

An official website of the Commonwealth of Massachusetts [Here's how you know](#) ▾

User Registration

Already registered? Click here to [login](#).

Please select the option that fits you the best:

- I need to apply for help for me or my family.** +
- I need to help someone else apply. +
- I own or manage property and need to apply for assistance for my renter. +



HOW TO APPLY (LANDLORD PAYMENT)



- **Fill out the application details and upload all required documents**
 - Save and resume functionality is enabled
 - Applicants have 21 days to complete and submit the application
- **If advocate or tenant initiates the application**
 - Landlord will receive an email notification with a Tenant Application Code
 - Landlord must log into landlord account and start an application
 - When prompted under Tenant and Rent Details, landlord must select “Yes” when asked about email confirmation and then enter Tenant Application Code
 - Landlord must upload required landlord documentation, sign, and submit
- **If landlord initiates the application**
 - Landlord must select “No” when asked about email confirmation and will not enter a Tenant Application Code
 - When landlord completes application, tenant will receive an email notification with a Landlord Application Code, which must be entered in the tenant/tenant advocate application

HOW TO APPLY (LANDLORD PAYMENT)



HOMEHELP & SUPPORT ▾

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

Steps

- ✓ Living Situation
- ✓ Instructions
- ✓ Advocate Details
- Prescreening**
- Confirm Address
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- Rent
- Review
- Upload Documents
- Certification
- Confirmation

Prescreening

- > Applicant Details
- > Hardship
- > Renter - Housing Crisis
- ▼ **Landlord Application**
 - * Have you received an email confirmation from the MA RAFT/ERAP Program that your landlord submitted an application?
☐ Yes ☒ No

PREVIOUS

NEXT

HOW TO APPLY (LANDLORD PAYMENT)



Application # 00079217

Dear Advocate,

You have successfully submitted your RAFT application.

MHB will review your application to see whether you are eligible for RAFT. You can check your application status online here - [link](#) or contact MHB at (617) 425-6700.

Need an extra hand?

Eviction: If you are facing eviction, free or low-cost legal assistance is available for income -eligible tenants. If you need help talking with your landlord, there are also free, private, professional mediation services available. To learn more click here - [link](#)

Employment: Your local MassHire Career Center can help you with your job search and connect you to other services to improve your skills, land a job or develop a long-term career path.

Other: If you need assistance accessing other resources, call 2-1-1.

Thank you for participating in the Massachusetts RAFT Program.

For any questions you may have, please contact the MHB at (617) 425-6700 or resourceline@MetroHousingBoston.org

Sincerely,
Massachusetts Executive Office of Housing and Livable Communities (EOHLC)

Please note that the mailbox you are receiving this automatic email from is not monitored, and replies will not be processed.

Dear Landlord Example,

Your tenant Tenant Example, living at 333 Fake Blvd Unit# 7Boston MA 02114, has submitted an application for RAFT.

RAFT is a Massachusetts state program that makes funds available to assist eligible renters that are unable to pay rent and utilities. These funds will be paid directly to landlords and utility providers on behalf of renters. Click here to learn more about Massachusetts housing programs.

As Tenant Example's landlord or property manager, we need information from you before we can issue payment:

1. Please click here to register as a new user, or log in if you or your organization has already received assistance through our new system.
2. Once you have logged in, complete Your Profile on the left side of the window with information about the property you own/manage.
3. Then, click "Start" on the right to complete the application for your tenant Tenant Example. The application will ask about their lease, how much they owe, and their Tenant Application Code: 5003R000005gGOH (note: application code is case sensitive)

Thank you for participating in the Massachusetts RAFT Program.

For more information about the application process, click here for a detailed guide. For any other questions you may have, please contact MHB at (617) 425-6700 or resourceline@MetroHousingBoston.org.

Sincerely,
Massachusetts Executive Office of Housing and Livable Communities (EOHLC)

Please note that the mailbox you are receiving this automatic email from is not monitored, and replies will not be processed.



HOW TO APPLY (NO LANDLORD PAYMENT)





- **Fill out the application details and upload all required documents**
 - Save and resume functionality is enabled
 - Applicants have 21 days to complete and submit the application

A screenshot of a web application interface. At the top, there is a navigation bar with the Massachusetts seal, "HOME", "HELP & SUPPORT" with a dropdown arrow, and a user profile icon. Below the navigation bar, a message states: "Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit." The main content area is divided into two sections. On the left, under the heading "Steps", is a vertical list of 15 steps: Living Situation, Instructions, Advocate Details, Prescreening (highlighted with a blue circle), Confirm Address, Applicant Details, Additional Household Members, Income, Household Deduction, Homeowner Expenses (Excluding Utilities), Review, Upload Documents, Certification, and Confirmation. On the right, under the heading "Prescreening", are three expandable sections: "Applicant Details", "Hardship", and "Homeowner Crisis". At the bottom right of the main content area are two blue buttons labeled "PREVIOUS" and "NEXT".

HOW TO APPLY (NO LANDLORD PAYMENT)



HOMEHELP & SUPPORT ▾


Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

Steps

- ✓ Living Situation
- ✓ Instructions
- ✓ Advocate Details
- Prescreening**
- Confirm Address
- Applicant Details
- Additional Household Members
- Income
- Household Deduction
- Utility
- Review
- Upload Documents
- Certification
- Confirmation

Prescreening

- > Applicant Details
- > Hardship
- > Renter - Housing Crisis



You've indicated you only need help with your utilities. If this is correct, please click Next to continue. However, if you also need help with rent or moving costs please indicate your housing needs before advancing to the next screen.

PREVIOUSNEXT

HOW TO CHECK APPLICATION STATUS FOR SUBMITTED APPLICATIONS



- Log into advocate account to view recent or all submitted cases
- Status bar shows where each application currently is in the process
- Unsubmitted applications can be edited before submission
- Submitted applications cannot be edited, but additional documents may be uploaded

The screenshot shows the "Application Status" page on the Commonwealth of Massachusetts website. The page has a navigation bar at the top with links for HOME, PROGRAM OVERVIEW, HELP & SUPPORT, LANGUAGE PREFERENCE, and MORE. Below the navigation bar, there is a "Back" link and a heading "Application Status". A message states: "If you do not have an application already in process, you may apply by clicking the 'Start' button on the homepage." Below this message, there are two tabs: "Recent Cases" and "All Cases". The "Recent Cases" tab is selected. Below the tabs, there is a progress bar with six stages: "Not Submitted" (highlighted in yellow), "Submitted", "Under Review", "Ready for Payment", "Paid", and "Closed". Below the progress bar, the case details are displayed: "Case Number #00666575", "Case Type RAFT Application", and "Rental Property 1 ASHBURTON PL # 7000, BOSTON, MA02108". There are two buttons: "EDIT" and "WITHDRAW".

HOW TO CHECK APPLICATION STATUS FOR SUBMITTED APPLICATIONS



- [Case Search Site](#) is a faster way of checking application status!

The screenshot shows the 'Check Status' page of the Case Search Site. The page has a light blue header with navigation links: HOME, PROGRAM OVERVIEW, and HELP & SUPPORT. On the right side of the header, there is a 'Select Language' dropdown menu, a 'Powered by Google Translate' note, and a 'Log in' button. The main content area is a light blue box with the title 'Check Status'. Below the title, there are two required input fields. The first field is labeled '* Enter Case Number or ETO Case Number:' and has a red exclamation mark icon below it. The second field is labeled '* Enter Last Name or Legal Business Name:' and also has a red exclamation mark icon below it. Below these fields is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. At the bottom of the form is a blue 'SEARCH' button.

CASE STATUS DEFINITIONS IN THE TENANT/HOMEOWNER/ADVOCATE PORTAL



Status	Definition
Not Submitted	The application has been started, but not submitted. Unsubmitted applications will be deleted after 21 days.
Submitted	The application has been submitted and, if applicable, is awaiting a match with a landlord application.
Under Review	The application has been matched with a landlord application (if applicable). An RAA or the RAP Center is determining eligibility and reviewing documentation.
Ready for Payment	The application was approved and has been submitted for payment. Checks and direct deposits will be issued during the RAA's next check run. Status not applicable to LOI applications.
Paid	Payment has been issued to the landlord and/or vendors. Status not applicable to LOI applications.
Closed / Denied / Withdrawn	The application was either closed (timed out), denied due to ineligibility, or withdrawn.
Approved	"Approved" status is only for LOI applications.



QUESTIONS

1 [RAFT Public Resource and Training Portal](#)

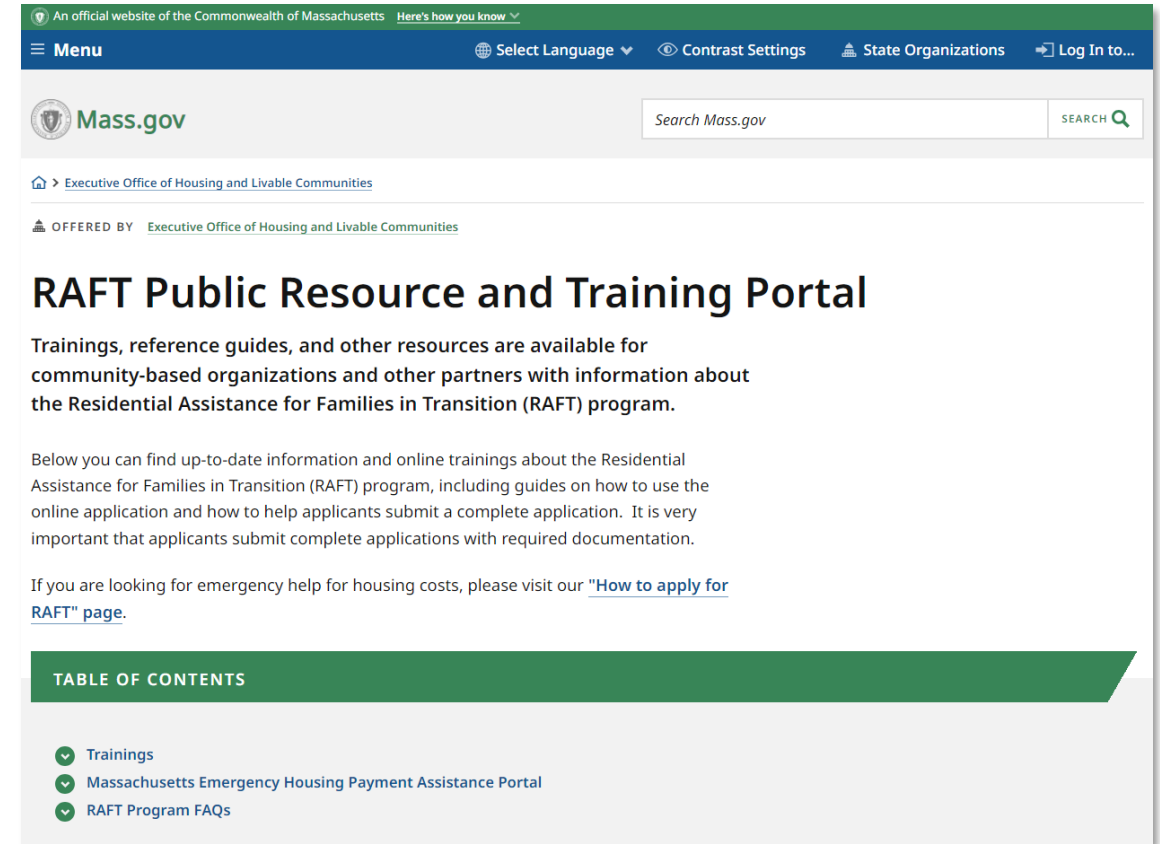
Trainings, reference guides, and other resources are available for community-based organizations and other partners with information about the Residential Assistance for Families in Transition (RAFT) program.

2 **Meeting Materials**

A recording of this session will be shared with you, and uploaded to the Portal

3 **Regional Administering Agencies (RAAs)**

For case-specific questions, please reach out to the [RAA](#) processing your application



The screenshot shows the official website of the Commonwealth of Massachusetts, specifically the RAFT Public Resource and Training Portal. The page features a green header with the Mass.gov logo and a search bar. Below the header, the page title "RAFT Public Resource and Training Portal" is displayed. The main content area includes a description of the portal's purpose, a link to the "How to apply for RAFT" page, and a "TABLE OF CONTENTS" section with links to "Trainings", "Massachusetts Emergency Housing Payment Assistance Portal", and "RAFT Program FAQs".

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

Menu Select Language Contrast Settings State Organizations Log In to...

Mass.gov Search Mass.gov SEARCH

Executive Office of Housing and Livable Communities

OFFERED BY Executive Office of Housing and Livable Communities

RAFT Public Resource and Training Portal

Trainings, reference guides, and other resources are available for community-based organizations and other partners with information about the Residential Assistance for Families in Transition (RAFT) program.

Below you can find up-to-date information and online trainings about the Residential Assistance for Families in Transition (RAFT) program, including guides on how to use the online application and how to help applicants submit a complete application. It is very important that applicants submit complete applications with required documentation.

If you are looking for emergency help for housing costs, please visit our ["How to apply for RAFT" page](#).

TABLE OF CONTENTS

- Trainings
- Massachusetts Emergency Housing Payment Assistance Portal
- RAFT Program FAQs