



# End-to-End Status / Enhancements

April 7, 2023

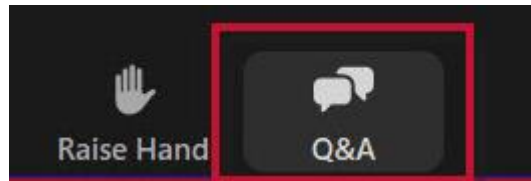


# WELCOME

## Asking Questions

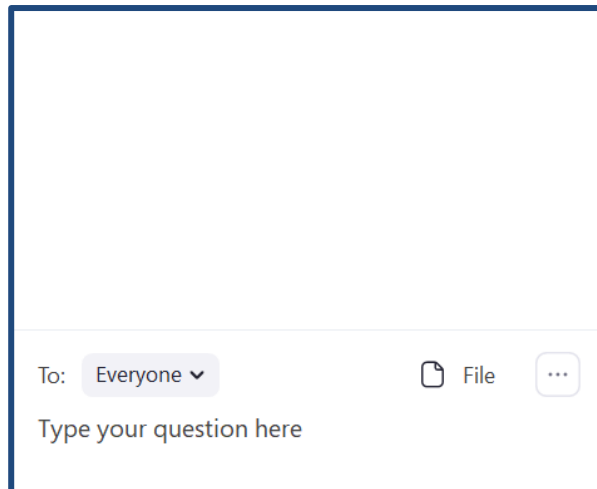
**We will be monitoring the Q&A for questions**

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 white text area for entering a 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, 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

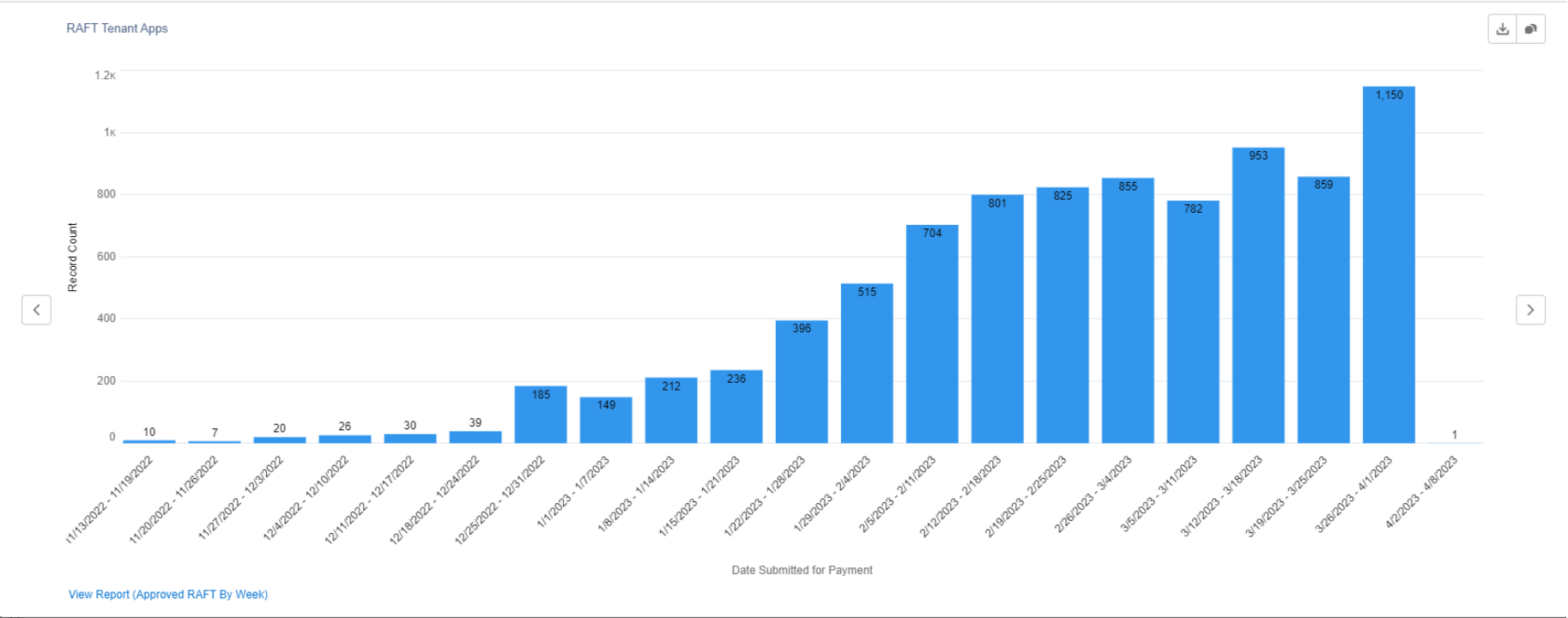


- Dollars Spent / HHs Served
- Aging Cases
- Property Manager Functionality for Multiple Tax IDs/Property Owners
- Guest Landlord Functionality
- Q&A Break
- RAA Support & Resources

# Dollars Spent & Households Served

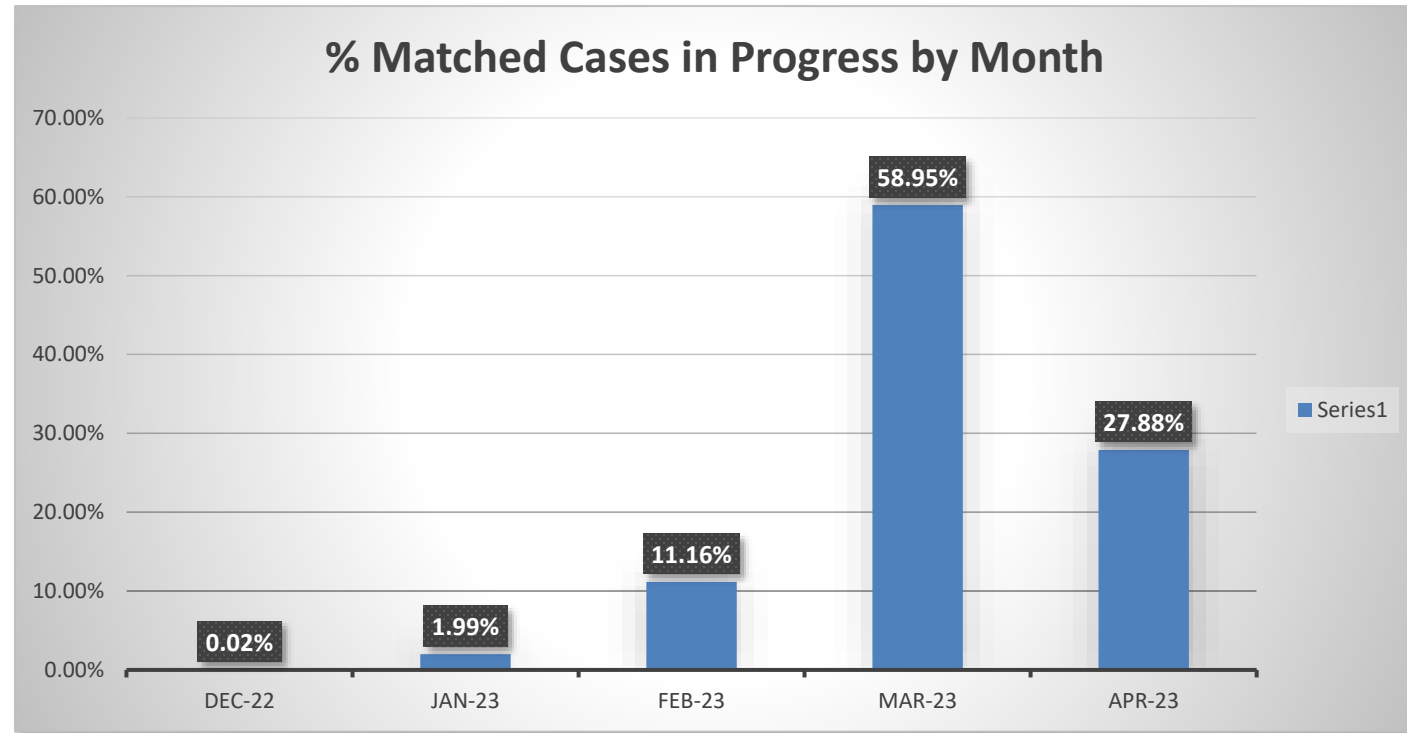


Approved RAFT By Week



## Aging RAFT Cases by Month, RAA, Status | Salesforce

- 2 cases left with Dec 2022 Match Dates
- 167 Jan
- 937 Feb
- 4,948 Mar
- 2,340 Apr



# Property Manager Functionality for Multiple Tax IDs/Property Owners



- **\*NEW\*** functionality as of 3/17/2023
- **Only for Property Manager Accounts**
  - If registered as a Landlord, would need to re-register as Property Manager
    - Existing applications would stay under the old Landlord account
- **Updated Landlord Portal Reference Guide covering this to be published soon**





# For Property Manager Accounts: Adding More Than One Payee/TaxID

## I. Profile Setup for multiple owners/Tax IDs

Owner Information

Owner Details

Individual/Business	Owner Name	Active
Business	TestLL2TIN LLC2	<input checked="" type="checkbox"/>
Business	TestLL2TIN LLC1	<input checked="" type="checkbox"/>

PREVIOUS ADD OWNER

- Same Property Mgr Info
- Same Upload PM Agreements, now for multiple prop owners
- New Owner Info Button to add multiple property owners & their tax IDs
- Same Payee/Owner Info and validation
- When adding property and payment methods indicate the associated owner

Payee/Owner Information

Do you operate as an Individual or Business ? \*

☐ Individual ☒ Business

Business Details

Please enter the Company Legal Name and EIN/TIN information that matches the payee's W9/IRS information. If the company name contains an '&' please substitute 'and' instead. Please enter nine digits in the EIN/TIN field, omitting any dashes (-). Once entered and verified these fields will no longer be editable and will be used in applications.

Payee Legal Name \*

TestLL2TIN LLC1

EIN/TIN as Registered with IRS \*

338888888

Re-Enter EIN/TIN as Registered with IRS \*

338888888

Business Registered Address

Business Phone Number \*

(617) 333-3333

Re-Enter Business Phone Number \*

(617) 333-3333

Please enter the Incorporated Address for the company.

As you are typing your address, suggested matching addresses will appear for you to select. If you don't select one of the suggested addresses, you may keep the full address you have entered, but will also need to select the pencil icon and fill in the individual fields (Street Address, City, State, and Zip) with each part of your address.

The address entered must be recognized as a valid USPS mailing address.

Address \*

100 Cambridge St, Boston, MA 02108, USA

PREVIOUS VALIDATE YOUR INFORMATION

Property Information

When adding your properties, please give each a name/nickname that is readily identifiable for your use in applications, as this name will appear in a dropdown menu that you will select from when completing applications. If you have large property developments with multiple street addresses it is recommended that you enter multiple property names/nicknames reflecting the multiple street addresses. Should you make a mistake when adding a property, you may inactivate a property names/nicknames that you no longer wish to use in completing applications.

Property Information

Property Name	Property Address	Owner	Active
TIN2 Property	300 CAMBRIDG...	TestLL2TIN LLC2	<input checked="" type="checkbox"/>
TIN1 Property	200 CAMBRIDG...	TestLL2TIN LLC1	<input checked="" type="checkbox"/>

ADD PROPERTY

## 2. In Application, Picklist for Owners

Payment Details

Payee

Landlord/Owner (If blank, please complete your profile [here](#)) \*

TestLL2TIN LLC1

Select Property Details \*

TIN1 Property

Select Payment Method Nickname \*

LLC1

Unit/Apt Number

3

PREVIOUS NEXT

- **\*NEW\* functionality as of 4/3/2023**
- **Designed specifically for:**
  - Small Landlords with one or few unit(s) who will be one-time applicants
  - Landlords who may not have email addresses / cannot register
  - CBOs who may occasionally act as advocates for unregistered landlords
- **Operates very similar to the old Central App**
  - Application must be completed in one sitting, No Save & Resume function
  - Documents may be uploaded after an application has been submitted if applicant has their application number and their last name/company name use to submit the application
  - Quick Status can be seen if applicant has their application number and their last name/company name used to submit the application
- **Limited Self Service for these Guest LLs once they submit their applications means these applicants will likely need more RAA communication**
- **[Guest Landlord Cases Submitted | Salesforce](#)**
  - 47 submitted this week; 2 without LL emails; 17 still in App Match
- **Updated Landlord Portal Reference Guide covering this to be published soon**

# Navigating to the Guest Landlord Webpage & Quick Case Lookup



HOME PROGRAM OVERVIEW HOW TO APPLY HELP & SUPPORT

Select Language  
Powered by Google Translate

Log in

An official website of the Commonwealth of Massachusetts Here's how you know

## Welcome to the Massachusetts Emergency Housing Payment Assistance Portal

APPLY NOW

### Start or Continue an Application

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

GET STARTED

### Guest Landlord Information

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

GET STARTED

### How to Apply

Learn about the documents you need to apply and check your eligibility for RAFT.

LEARN MORE

### Program Information

Learn about the Residential Assistance for Families in Transition (RAFT) program: who is eligible and what benefits are available.

LEARN MORE

### Quick Case Lookup

Enter case number and name for summary status.

CASE LOOKUP

### Need Help?

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

CONTACT US

HOME PROGRAM OVERVIEW HOW TO APPLY HELP & SUPPORT

Log in

## Welcome to the Massachusetts Housing Portal!

Thank you for your interest in applying as a Guest Landlord. To ensure this approach best meets your needs, here are the key differences between Registered and Guest Landlords. In short, if you foresee the need to submit multiple applications, it's recommended you register.

**As a Registered Landlord:**

1. You would enter your details and upload your documents into a secure profile once for repeat use across multiple tenant applications.
2. You would have 'save and resume' functionality for applications you start and need additional time to finish in a later session.
3. You may log into the Landlord Portal to check detailed application and payment status for all applications you have submitted.

**As a Guest Landlord:**

1. You would enter your details, upload your documents, and complete an application for each tenant being applied for in a single session.
2. You may query the system for summary application status.

### Actions

REGISTER AS A LANDLORD

CONTINUE AS A GUEST

GUEST CASE STATUS

GUEST DOC UPLOAD

### Program Info

Learn about the DHCD Emergency Housing Payment Assistance Program: who is eligible and what benefits are available.

LEARN MORE

# Guest Landlord Application



## Instructions

### Instructions

#### Instructions for completing the application

The Emergency Housing Payment Assistance application is free. No fee is required to apply, and free help is available to complete applications. Beware of scams by people charging an "application fee" to help submit an application. If you need help completing the application, contact your local RAA for free assistance.

**Note that as April 16, 2022, the Emergency Housing Payment Assistance program has a benefit limit of \$10,000 and an income eligibility limit of 50% Area Median Income.**

This application for rental assistance will take 20-25 minutes.

Be honest - if you give inaccurate or incomplete information, your application may be delayed or denied.

The application will ask you:

About your Tenant information, Property and Payment details for the application.

Please have these documents ready: W-9, Payee/Owner Proof of Identity, Property Ownership, Verification of Housing, Property Manager Authorization (if applicable), and any other documents you wish to provide.

After you submit the application, a case manager from a Regional Administering Agency (RAA) will contact you. Please respond quickly when they do.

[PREVIOUS](#)[NEXT](#)

Your application has been successfully submitted. We've sent you an email with your application number. If you didn't receive the email, or have questions, please contact your Regional Administering Agency (RAA) and share your Guest Confirmation Code \_\_\_\_\_.

Find your RAA here: <https://hedfuel.azurewebsites.net/raa.aspx>

We'll update you on your application status throughout the approval process by email or phone.

You may also be eligible for free or low-cost legal help or mediation. Click here to learn more <https://www.mass.gov/info-details/eviction-legal-services-and-mediation>.

Thank you!



Case  
**00077453**

Tenant	Case Record Type	Applicant Type	Status	Assigned RAA	Date/Time Opened
Deep Tenant	Landlord Application	Landlord	Ready for Payment	MHB	3/24/2023, 1:16 PM



Ready for Payment

Submitted for Paym...

#### Details

#### Documents

#### Related

##### Case Header

Case Number	00077453	Status	Ready for Payment
Case Record Type	Landlord Application	Applicant Type	Landlord
Potential Case Owner	System Admin	Ready for Assignment	<input checked="" type="checkbox"/>
Case Origin	Web	Priority	Normal
Case Language	English	Guest Code	<u>a0O3R000001862fUAA</u>
RAA Phone	(617) 425-6700		
RAA Email	<a href="mailto:resourceline@MetroHousingBoston.org">resourceline@MetroHousingBoston.org</a>		

- Cannot send Guest Cases back to Draft (no save & resume)
- Must use New Classic Email Template: Guest LL Missing Documents



# 4/13 Build Plan To Date: 25 Defect Fixes & 12 Changes (HomeBASE Focus)



Issue key	Created	Updated	Summary	Fix Version/s	Issue Type	Sprint
DHC-1979	3/23/2023 6:21	4/3/2023 16:30	Spelling error for Portuguese	04/13 Fix Version	Defect	Sprint 11
DHC-2004	3/29/2023 9:22	4/3/2023 17:45	HomeBASE apps being momentarily assigned to RAP center	04/13 Fix Version	Defect	Sprint 11
DHC-1970	3/22/2023 14:13	4/4/2023 4:44	Advocate stated that she was unable to input the client's out of state address.	04/13 Fix Version	Defect	Sprint 11
DHC-1963	3/21/2023 13:24	4/5/2023 5:18	Document Verification List is missing in Tenant case.	04/13 Fix Version	Defect	Sprint 11
DHC-1881	2/28/2023 15:29	4/5/2023 12:17	MassGIS Issues	04/13 Fix Version	Defect	Sprint 11
DHC-2005	3/29/2023 10:03	4/5/2023 15:22	Tenant not Receiving Emails if Advocate Initiated	04/13 Fix Version	Defect	Sprint 11
DHC-1946	3/17/2023 12:44	4/5/2023 14:18	LL PM Profile - Payment Method Table misses 'Payee/Owner' column	04/13 Fix Version	Defect	Sprint 11
DHC-1968	3/22/2023 13:57	4/5/2023 14:17	Unable to Verify Documents in LL App	04/13 Fix Version	Defect	Sprint 11
DHC-1945	3/17/2023 12:32	4/5/2023 14:41	LL Phone Type Question missing for Businesses	04/13 Fix Version	Defect	Sprint 11
DHC-2010	3/31/2023 10:12	4/4/2023 15:34	Application timeout email for Landlord Guest	04/13 Fix Version	Defect	Sprint 11
DHC-2000	3/28/2023 12:17	4/4/2023 16:37	Long Term Fix Pallium Fields: Tenants get Data Raptor Error Message when trying to submit RAFT application	04/13 Fix Version	Defect	Sprint 11
DHC-1916	3/8/2023 12:53	4/4/2023 11:49	Payment Returned, but case did not move back to 'payment started'	04/13 Fix Version	Defect	Sprint 11
DHC-1878	2/28/2023 11:32	4/4/2023 16:27	Voided payments not updating LL case status	04/13 Fix Version	Defect	Sprint 11
DHC-1944	3/17/2023 12:29	4/5/2023 7:55	Info Text on LL Landing Page is incorrect for Property Managers	04/13 Fix Version	Defect	Sprint 11
DHC-1886	3/1/2023 9:42	4/6/2023 2:40	Saved document is not visible in 'upload supporting document' screen in Appeal	04/13 Fix Version	Defect	Sprint 11
DHC-1915	3/8/2023 12:38	4/6/2023 6:17	Payment Method Blank In LL App	04/13 Fix Version	Defect	Sprint 11
DHC-1907	3/7/2023 8:53	4/6/2023 8:16	Duplicate Nicknames Allowed for LL Properties	04/13 Fix Version	Defect	Sprint 11
DHC-2001	3/28/2023 16:11	4/6/2023 8:24	Label Change For Property Manager Information	04/13 Fix Version	Defect	Sprint 11
DHC-2020	4/4/2023 15:48	4/6/2023 9:02	Payment Paid Notice Should go to Landlord email	04/13 Fix Version	Defect	Sprint 11
DHC-1870	2/27/2023 11:50	4/6/2023 10:24	Cannot move expense to new app	04/13 Fix Version	Defect	Sprint 11
DHC-1875	2/27/2023 17:28	4/6/2023 10:47	Case Denied, but LL Portal Chevron Ready for Payment, Payment marked green	04/13 Fix Version	Defect	Sprint 11
DHC-1971	3/22/2023 15:59	4/6/2023 12:28	Tenant Log in Username/Account seems to show 2 contact cards	04/13 Fix Version	Defect	Sprint 11
DHC-1983	3/23/2023 11:10	4/6/2023 12:45	Case w no LL payments should have been marked UTL/Misc	04/13 Fix Version	Defect	Sprint 11
DHC-1926	3/10/2023 9:18	4/6/2023 14:15	Cannot Generate Payments - 112176	04/13 Fix Version	Defect	Sprint 11
DHC-1888	3/1/2023 10:22	4/6/2023 15:37	DTA/MH result not as expected	04/13 Fix Version	Defect	Sprint 11
DHC-1620	1/11/2023 13:13	4/3/2023 18:14	Need to Collect Income Details for all HomeBASE files	04/13 Fix Version	Change Request	Sprint 11
DHC-1711	1/26/2023 9:56	4/5/2023 11:55	Prorated First month - HomeBASE	04/13 Fix Version	Change Request	Sprint 11
DHC-1774	2/6/2023 11:09	4/3/2023 10:36	Label Change the name of a Manual Email Template (in SIT & DEV)	04/13 Fix Version	Change Request	Sprint 11
DHC-1621	1/11/2023 13:19	4/4/2023 16:53	Add Program / Increment to be used in Happy Import files	04/13 Fix Version	Change Request	Sprint 11
DHC-1468	12/7/2022 9:23	4/5/2023 16:30	Standardize Subsidized Housing Question between RAFT and HomeBASE	04/13 Fix Version	Change Request	Sprint 11
DHC-1874	2/27/2023 15:11	4/5/2023 16:47	Load Annual HUD AMI % revisions (estimated to receive mid April)	04/13 Fix Version	Change Request	Sprint 11
DHC-1712	1/26/2023 9:59	4/6/2023 4:04	Add Required Doc for HB - Stabilization Packet	04/13 Fix Version	Change Request	Sprint 11
DHC-1845	2/22/2023 12:28	4/6/2023 7:14	Add 2 Payment Statuses (re Voids)	04/13 Fix Version	Change Request	Sprint 11
DHC-1723	1/27/2023 15:58	4/6/2023 13:10	Label Change Admin Review Approval Notice	04/13 Fix Version	Change Request	Sprint 11
DHC-1858	2/23/2023 14:54	4/6/2023 12:41	In Staff Portal on Tenant & LL cases need to display applicant entered Unit # w/ rest of address fields	04/13 Fix Version	Change Request	Sprint 11
DHC-1775	2/6/2023 11:14	4/6/2023 12:53	Escalated Case Marking and associated OmniChannel Skill	04/13 Fix Version	Change Request	Sprint 11
DHC-1866	2/27/2023 9:08	4/6/2023 14:44	Add Enhanced Diversion or SRI funds Question to HomeBASE Intake/Prescreen	04/13 Fix Version	Change Request	Sprint 11

# 5/4 Build Plan To Date: 2 Defect Fixes & 7 Changes



Issue key	Created	Updated	Summary	Fix Version/s	Issue Type	Sprint
DHC-1959	3/21/2023 10:29	4/3/2023 13:04	Case 10386 in Reviewer Status Offered to a Chaser	05/04 Fix Version	Defect	Sprint 12
DHC-2019	4/4/2023 12:55	4/6/2023 9:21	Quick Case Lookup adjustment	05/04 Fix Version	Defect	Sprint 12
DHC-1912	3/7/2023 12:30	3/13/2023 14:09	Display 'Total Benefit' being awarded in Staff Portal	05/04 Fix Version	Change Request	Sprint 12
DHC-1911	3/7/2023 12:05	3/13/2023 14:09	DHC-161 For RAFT/HB Rent payments need to populate both the ARR & STP in the notice to Tenants/TenantAdvocates	05/04 Fix Version	Change Request	Sprint 12
DHC-1909	3/7/2023 10:22	3/13/2023 14:09	Appeal Reviewers need ability to recalc AMI before deciding Appeals cases that were denied as over income	05/04 Fix Version	Change Request	Sprint 12
DHC-1724	1/27/2023 16:18	3/13/2023 14:10	Add Validation to Tenant Prescreen re Housing & Utilities Assistance	05/04 Fix Version	Change Request	Sprint 12
DHC-1895	3/2/2023 15:05	3/15/2023 15:08	GIACT gAuthenticate Adjustments for Business LL/PMs	05/04 Fix Version	Change Request	Sprint 12
DHC-1910	3/7/2023 10:52	3/28/2023 11:47	Adjust/Correct City/Town Listing	05/04 Fix Version	Change Request	Sprint 12
DHC-1894	3/2/2023 15:00	3/8/2023 9:47	Case sent back to Draft Timeout Date needs to be shown in Staff Portal	05/04 Fix Version	Change Request	Sprint 12

# 5/25 Build Plan to Date: 5 Changes



Issue key	Created	Updated	Summary	Fix Version/s	Issue Type	Sprint
DHC-1904	3/6/2023 16:32	3/27/2023 12:23	Give RAA Staff ability to revert all cases to 'Awaiting Assignment'	05/25 Fix Version	Change Request	Sprint 13
DHC-1836	2/20/2023 15:53	4/4/2023 8:25	Adding a Stop Text Message check box	05/25 Fix Version	Change Request	Sprint 12
DHC-1798	2/10/2023 10:56	3/27/2023 12:24	In the Tenant and LL Portals View Case Summary, please include the Tenant/LL App Code (ref-DHC1475 on similar)	05/25 Fix Version	Change Request	Sprint 12
DHC-1682	1/23/2023 12:00	3/27/2023 12:23	Picklist Value Edit - Advocate Consent	05/25 Fix Version	Change Request	Sprint 12
DHC-1633	1/12/2023 15:56	3/27/2023 14:38	Add Soft Warning for Tenants with Approved LOI who start a new App	05/25 Fix Version	Change Request	Sprint 13

# Defects Still Being Investigated & Triaged



Issue key	Created	Updated	Summary	Fix Version/s	Issue Type
DHC-2030	4/6/2023 11:57	4/6/2023 11:57	Happy Duplicate check didn't catch duplicate	1	Defect
DHC-2029	4/6/2023 8:59	4/6/2023 8:59	Incorrect Subject Line for DHC-147 Notice	1	Defect
DHC-2024	4/5/2023 7:58	4/5/2023 16:22	Vendor Accounting Key incorrectly updated	1	Defect
DHC-2023	4/4/2023 17:22	4/5/2023 16:10	AMI Not being Calculated Or Populated	1	Defect
DHC-2022	4/4/2023 16:55	4/5/2023 17:06	RAFT Mover Case 142084 created 3/31/2023 (linked to an LOI Case 33185) moved to Chaser, no Landlord Case	1	Defect
DHC-2017	4/4/2023 11:25	4/5/2023 16:32	Tenant trying to submit application gets Data Raptor Error, Case 130985 remains in DRAFT	1	Defect
DHC-2015	4/3/2023 11:11	4/6/2023 10:11	Owner / Payment Method mismatch	1	Defect
DHC-2011	3/31/2023 15:10	4/5/2023 16:38	Benefit over \$10k allowed	1	Defect
DHC-1985	3/23/2023 12:03	3/30/2023 12:38	Unable to generate payment - 70309	1	Defect
DHC-1937	3/14/2023 14:51	4/4/2023 12:38	LL unable to add new Payment Method	1	Defect
DHC-1924	3/9/2023 17:05	4/4/2023 12:39	Blank Tenant Case sent to Chaser on 3/8/2023 at 3:10PM	1	Defect
DHC-1863	2/24/2023 10:45	4/5/2023 16:47	Case Assignment - Mismatch MyWork vs MyCases; workitem status = canceled	1	Defect





# QUESTIONS



# RAA SUPPORT

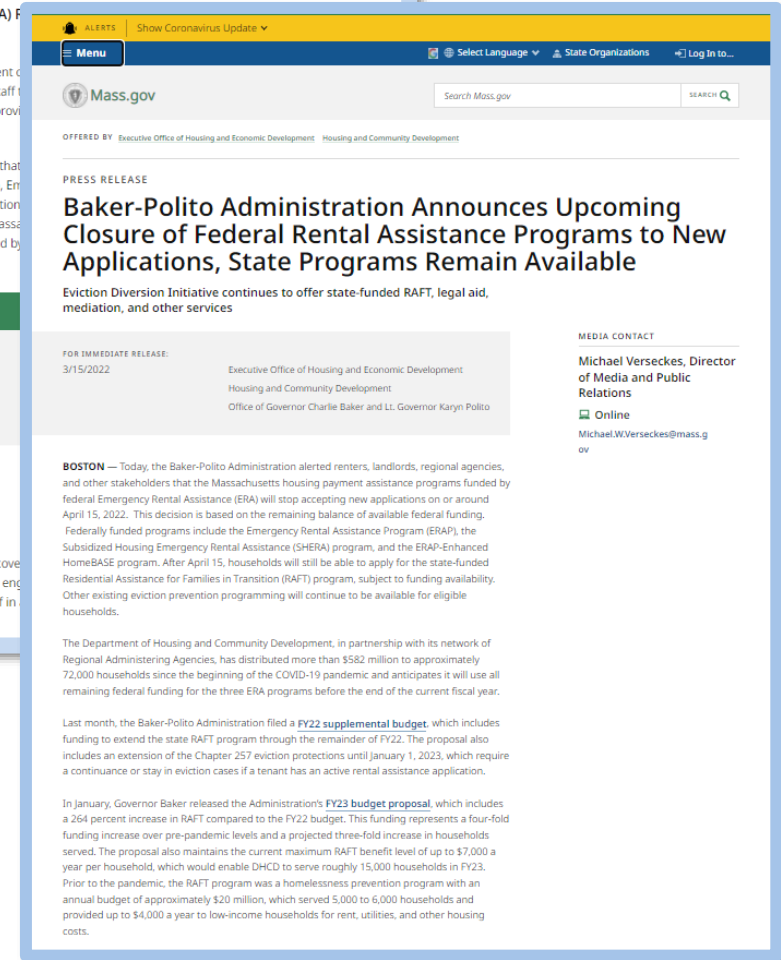
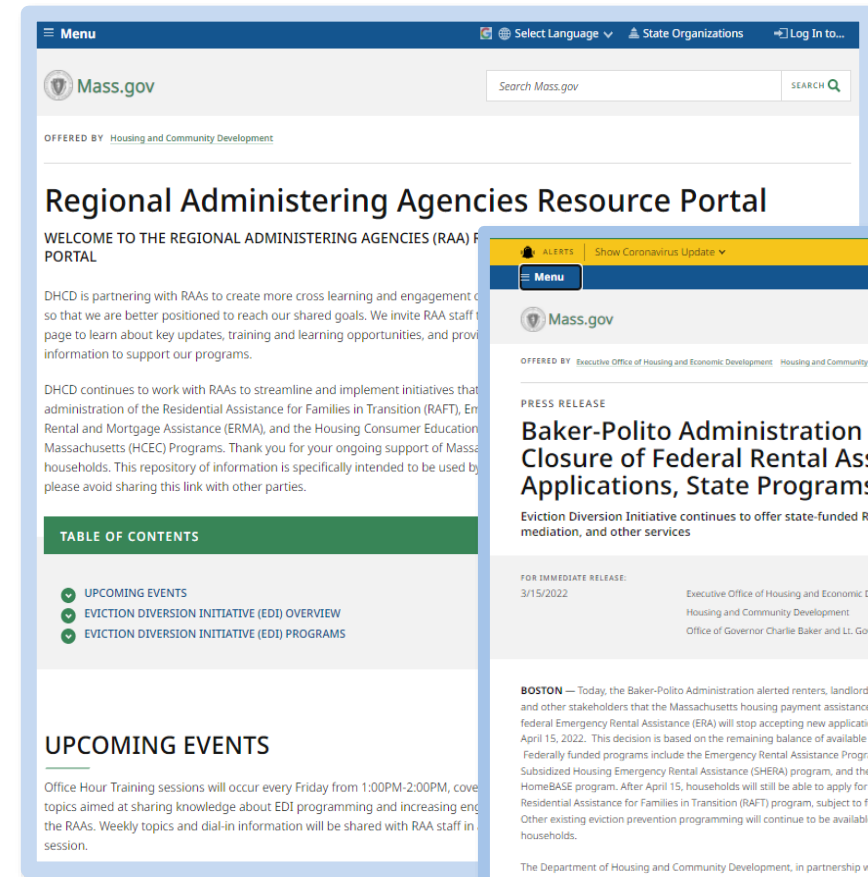
1

## [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.





## Further Questions

Direct questions to your supervisor and then contact the RAA support inbox ([dhcdraaraft@mass.gov](mailto:dhcdraaraft@mass.gov)) 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 a subject line that includes “**URGENT.**”



## Best Practice

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

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# THANK YOU!

