



End-to-End (E2E) Overview & Updates

November 22, 2022

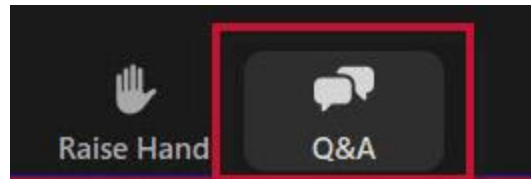


WELCOME

Asking Questions

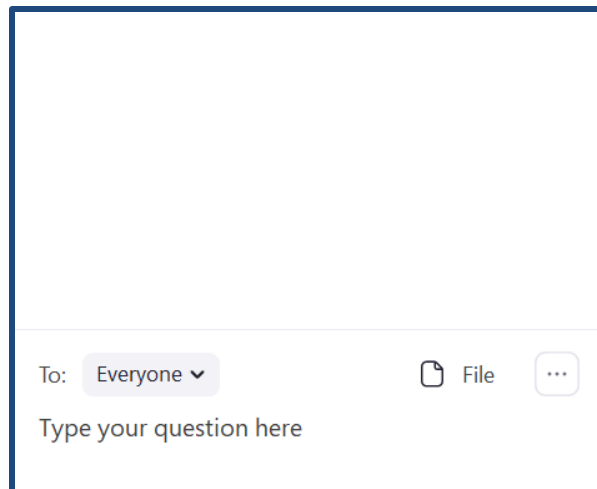
We will be monitoring the Q&A for questions

1



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

2



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



MEET YOUR FACILITATORS



Tanya Raymond



Natalie Goodman



Gerelyn Baez



Jestina Walcott



Amy Mullen

Purpose



Provide an overview and cover updates related to **End-to-End (E2E) Case Management System for RAFT** that will go live across the state on December 12, 2022.

Goal



Provide RAA staff with **guidance and support** related to **system launch** and upcoming **RAA staff trainings** on the new system.

- Poll Activity
- End-to-End (E2E) System Overview & Updates
 - E2E System Benefits
 - Time Outs
 - Letter of Intent (LOI)
 - Paper Applications
 - IT Updates
- Questions
- RAA Support & Resources

What are you most grateful for?

How to Participate

1. Go to **Menti.com** on your smartphone or computer browser.
2. Enter the code **6416 5516** into the field shown to the right

11/28/2022



END-TO-END (E2E) SYSTEM BENEFITS



As part of our work for continuous improvement, DHCD is implementing a new intake and case processing system for the RAFT and HomeBASE programs that will replace the current Central Application Portal.

The new End-to-End (E2E) system will provide tenants, advocates, and landlords (LLs) with a logged in experience that will have numerous benefits including:

- 1) Save and resume functions for applications initiated by any party
- 2) Less document filing and looking in multiple locations for information about one application
- 3) Less manual data entry, especially into HAPPY, and less scanning of documents to upload to the case
- 4) RAA staff will spend less time chasing tenants and LLs for initial documents
- 5) The ability for all parties to check application and payment status for applications
- 6) The ability for landlords/property managers to upload their WV-9 and payment information into a profile for re-use across multiple properties/applications

- Since November 14th, the new online E2E application replaced the former RAFT Central Application in pilot regions only
 - Way Finders – Greater Springfield area
 - Housing Assistance Corporation – Cape Cod and the Islands
- Tentative full RAA E2E launch is scheduled for **December 12th**
- As a reminder, tenants who have already submitted applications through the old system will have their applications processed in Central App and will be routed to the Central App Portal for any needed document uploads

Massachusetts Emergency Housing Payment Assistance Portal



TIME OUTS IN E2E

Draft
(Tenant)
21 days

Draft
(LL)
21 days

Chaser
Review

Draft – Info
Needed
14 days

Chaser
Re-
Review



With the new save and resume feature, applicants (tenants and/or LLs) have 21 days to submit an application.

Once both the tenant and LL applications are submitted & matched, RAAs begin processing...

- RAA “Chasers” review submitted applications and mark documents as accepted, rejected or missing. If there are rejected or missing documents the Chaser puts the application back in Draft status triggering a system notification to the tenant and/or LL to upload and resubmit revisions within 14 days
- RAA “Chasers” will also review other information, and if anything needs to be clarified they use an E2E system template to manually send an email notification to the applicant requesting the specific needed information and again put the application back in Draft status for the tenant and/or LL to respond within 14 days
- If the draft case is not re-submitted by the applicant within 14 days, the application will **time out**, and the system sends a timeout email notification to the applicant and marks the application as timed-out
- If the tenant or LL submit missing items within the 14 days, the case routes back to an RAA “Chaser”
- Should the re-submitted application still be missing any items and time remains on the 14-day clock, the Chaser can use an E2E template to manually send an email notification to the applicant indicating what is still missing. In this instance the Chaser keeps the case and sets themselves a task reminder to look for the applicant’s action prior to the end of the clock after which they would take action to time out the case.

- The new E2E system introduces a new feature and process change called ***Letter of Intent (LOI)***
- Now, a tenant can be found eligible before they locate a unit and will be given a ***LOI*** to provide to landlords when searching for a unit
 - This does not mean that tenants have been approved for funds. Rather, it confirms their eligibility for potential funding.
- Tenants will have 60 days to locate a unit and can request an additional 30-day extension via the E2E system.
- When the tenant locates a unit, the landlord will need to complete the landlord application. Tenant eligibility does not have to be re-assessed.

ARE THERE STILL PAPER APPLICATIONS IN E2E?



- The new E2E system will require e-mail addresses for applicants, which includes both tenants and LLs
- Whenever possible, RAAs should encourage all applicants to create e-mail addresses and assist with set up if necessary.
- Paper versions of the tenant and LL applications are on the RAA Resource Portal
 - Paper applications will not be publicly available
- In cases where RAAs are acting as an advocate on behalf of the tenant, staff will be responsible for “keying in” all paper applications into the E2E system as “advocates”
- There will be a lead advocate at your RAA who registers first and who will “invite” the remaining team from your RAA to act as delegated advocates, so please don’t self register as an advocate until you receive a system invitation
 - Once invited and registered as delegates, you and your team will be able to see/act on all the applications your RAA initiates as advocates in your Portal

LOGGING IN WITH AZURE AD



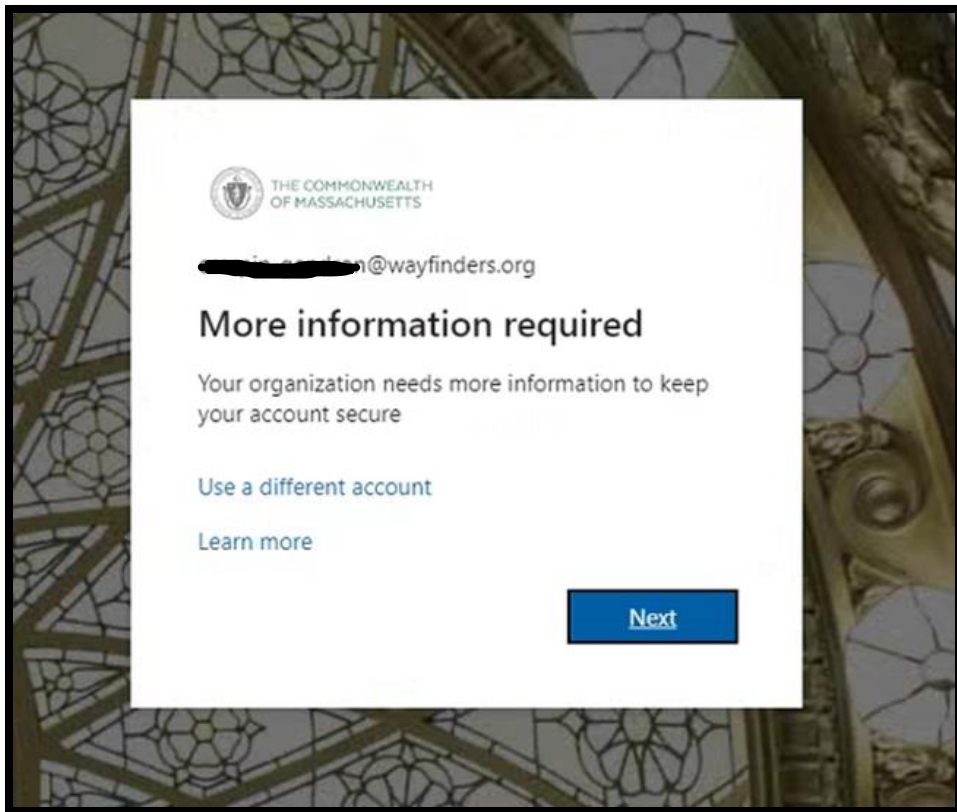
- There are two E2E environments RAAs interface with:
 - User Acceptance Testing (aka UAT or the Salesforce Sandbox) used for testing & training
 - Live production (aka PROD) which is now in use by pilot RAAs, and will be used by all RAAs after the Dec 12th Full Launch
- Your Azure AD log in is used for both
- If you have not been trained yet, follow this link:
<https://housingma--mauat.lightning.force.com/lightning/page/home> and click the “Azure AD Login” button at the bottom of the login screen
 - You may need to follow the prompts to set up MFA (Multi-Factor Authentication) if you have not done this previously when accessing other Commonwealth of MA applications

The image shows a Salesforce login interface. At the top is the Salesforce logo. Below it are fields for "Username" and "Password", followed by a blue "Log In" button. There is a checkbox for "Remember me" and a link for "Forgot Your Password?". At the bottom of the login form, there is a button labeled "Log in with Azure AD". A blue arrow points from the text in the list to this button, which is also highlighted with a red rectangular border.

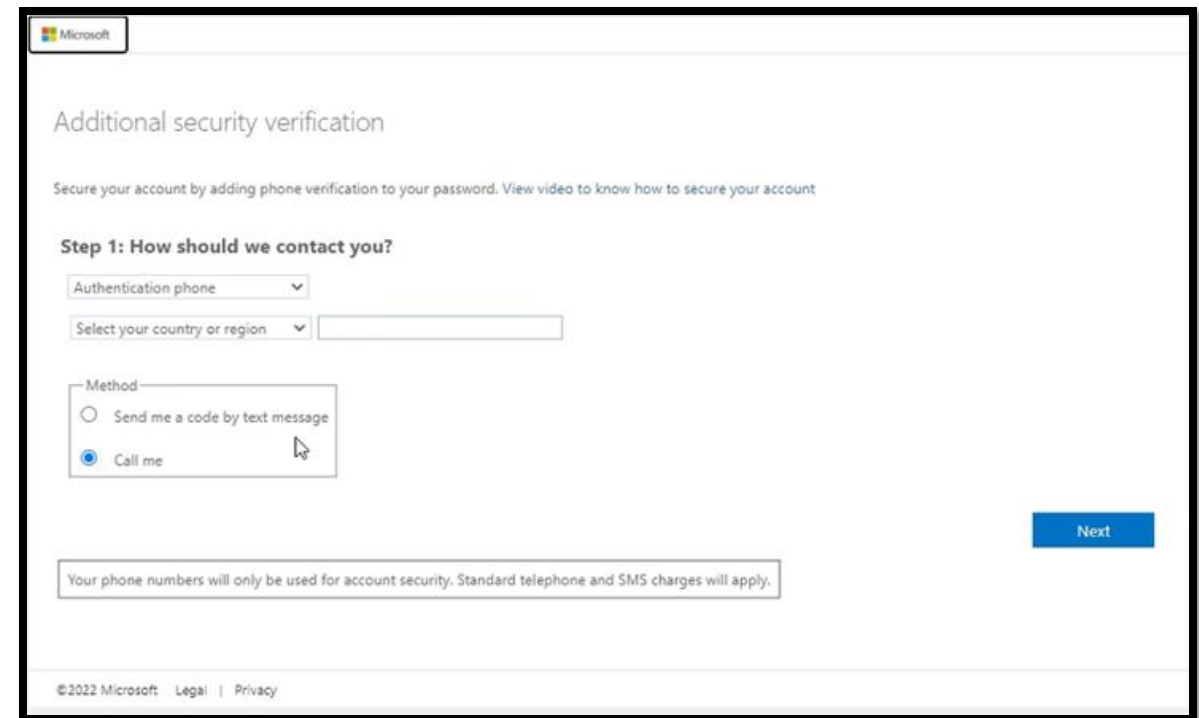
INSTRUCTIONS FOR SETTING UP MULTI-FACTOR AUTHENTICATION (MFA)



- 1 Clicking on the Azure AD button above will bring you to the following page. Click "Next" to complete the MFA setup.



- 2 Pick one of the options of the verification method and provide phone number. Click "Next" to complete the MFA setup.



INSTRUCTIONS FOR SETTING UP MULTI-FACTOR AUTHENTICATION (MFA)



3 Enter the Code you have received either via text or phone call. Click “Verify” to complete the MFA setup.

A screenshot of the Microsoft 'Additional security verification' screen. The page title is 'Additional security verification'. Below it, a subtitle reads 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 2: We've sent a text message to your phone at +1 XXX-XXX XX XX'. Below this, a smaller text says 'When you receive the verification code, enter it here'. There is a text input field. At the bottom right, there are two buttons: 'Cancel' and 'Verify'.

4 Phone verification is completed.

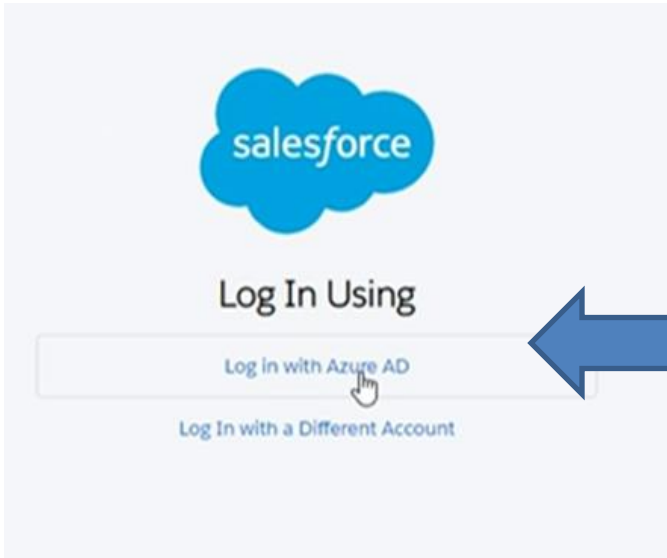
A screenshot of the Microsoft 'Additional security verification' screen, showing the completion of the process. The page title is 'Additional security verification'. Below it, a subtitle reads 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 2: We've sent a text message to your phone at +1 XXX-XXX XXXX'. Below this, a smaller text says 'Verification successful!'. At the bottom right, there is a single blue button labeled 'Done'.

LOG IN TO SALESFORCE WITH AZURE AD

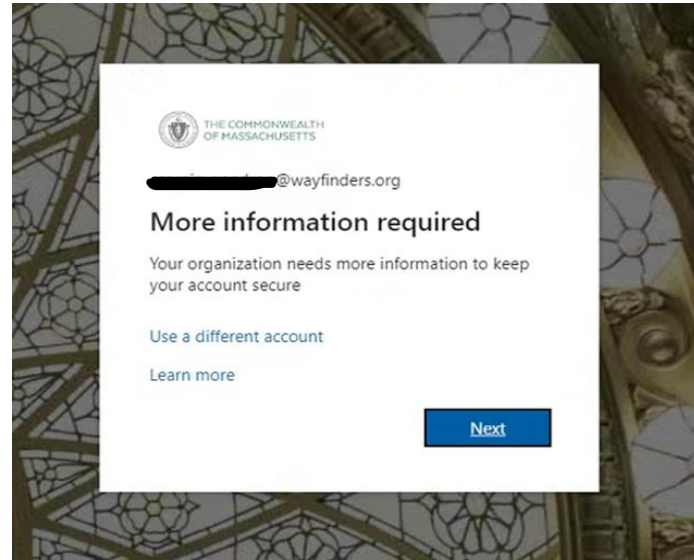


Once the MFA Phone verification steps are complete, you will be able to select “Azure AD” option

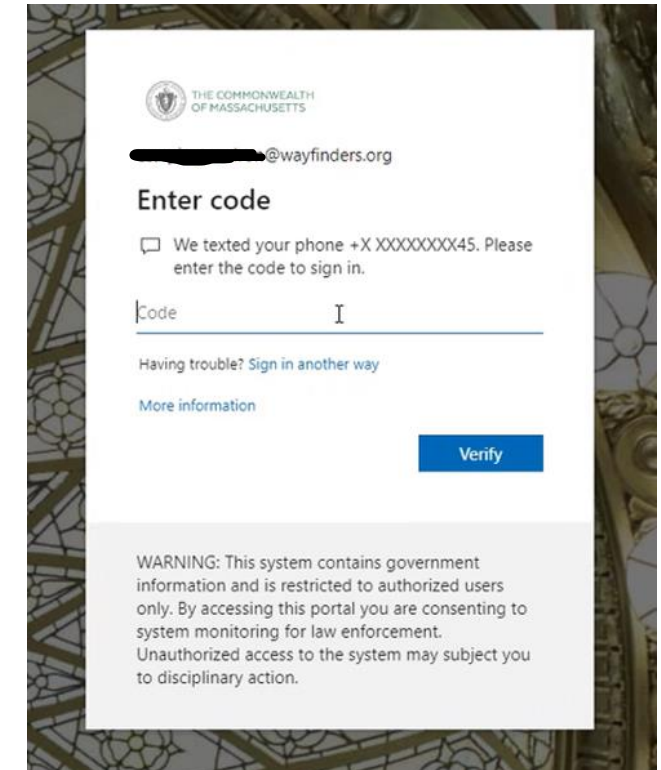
1 Login using Azure AD



2 Confirm your email address is correct.



3 Verify the code you have received on your phone.



To reduce the frequency that you are asked to sign in you can check the box “Don’t Show this again” and select “Yes”

ZENDESK: A NEW TICKETING SYSTEM



- [Zendesk](#) is a new ticketing system that is being rolled out along with E2E
- Zendesk is being used to track, prioritize, and solve customer support tickets submitted by the RAAs and the RAP Center staff for the RAFT and HomeBASE Programs
- For the applications in E2E, the intent is for this new RAA ticketing system and knowledge base to replace the DHCD Central Inbox, NMA Service Requests, RAA Email Escalations and eventually, the RAA Resource Portal



QUESTIONS



RAA SUPPORT

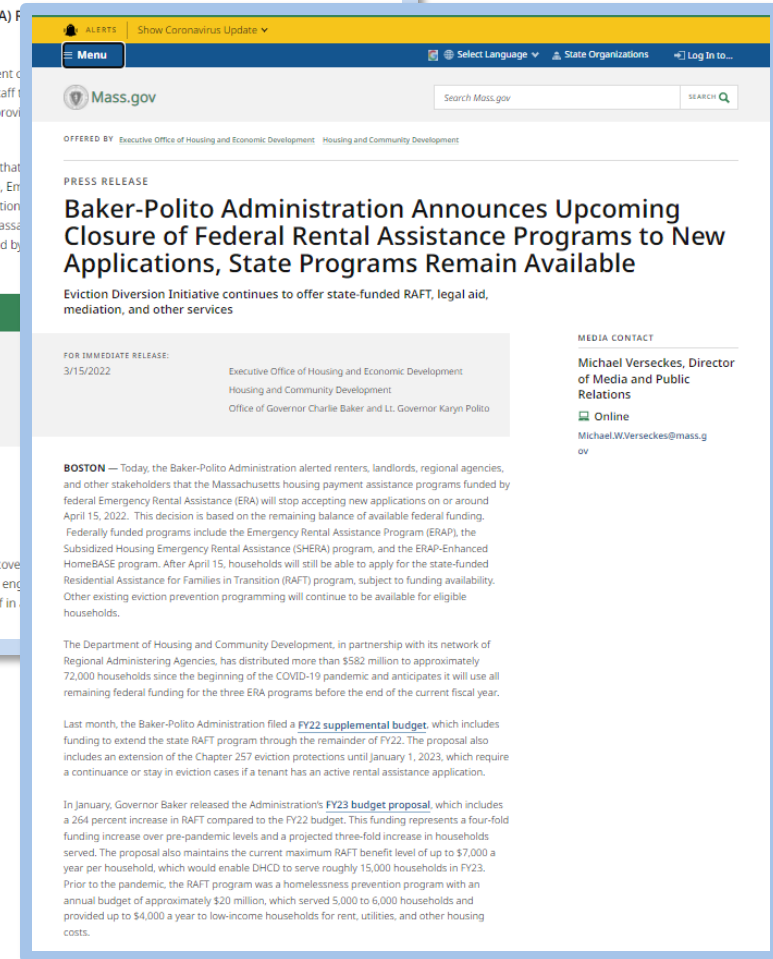
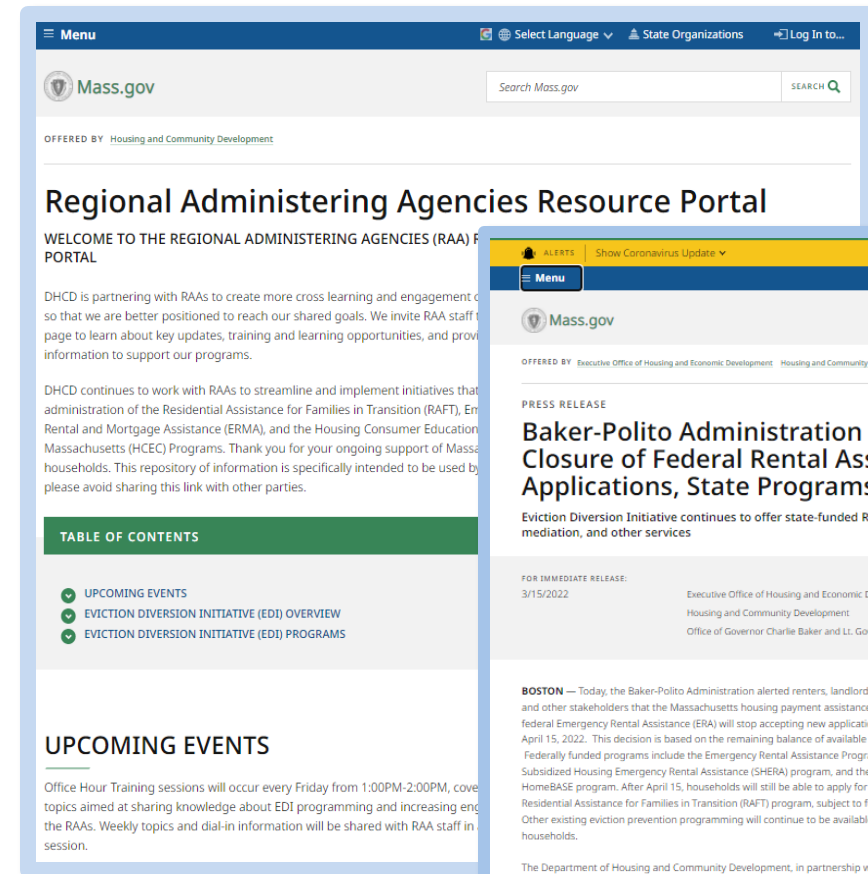
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[RAA Resource Portal](#)

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) 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.

THANK YOU!

