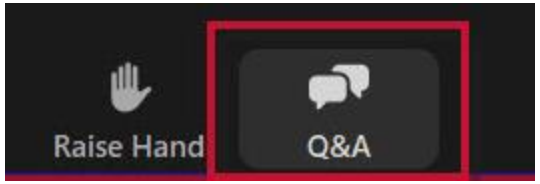
FY24 RAFT Program File Review
EOHLC Office Hours
October 25, 2024

WELCOME

Asking Questions

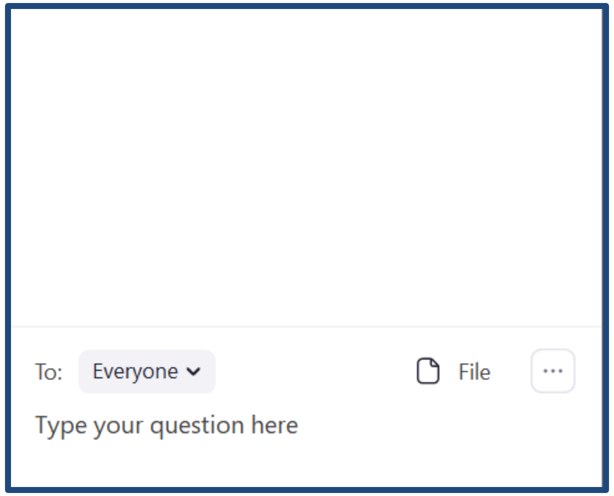
We will be monitoring the Q&A for questions

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

HAPPY SECOND BIRTHDAY E2E – Congrats, You Have a New Name!

Happy Birthday, Housing Help Hub!

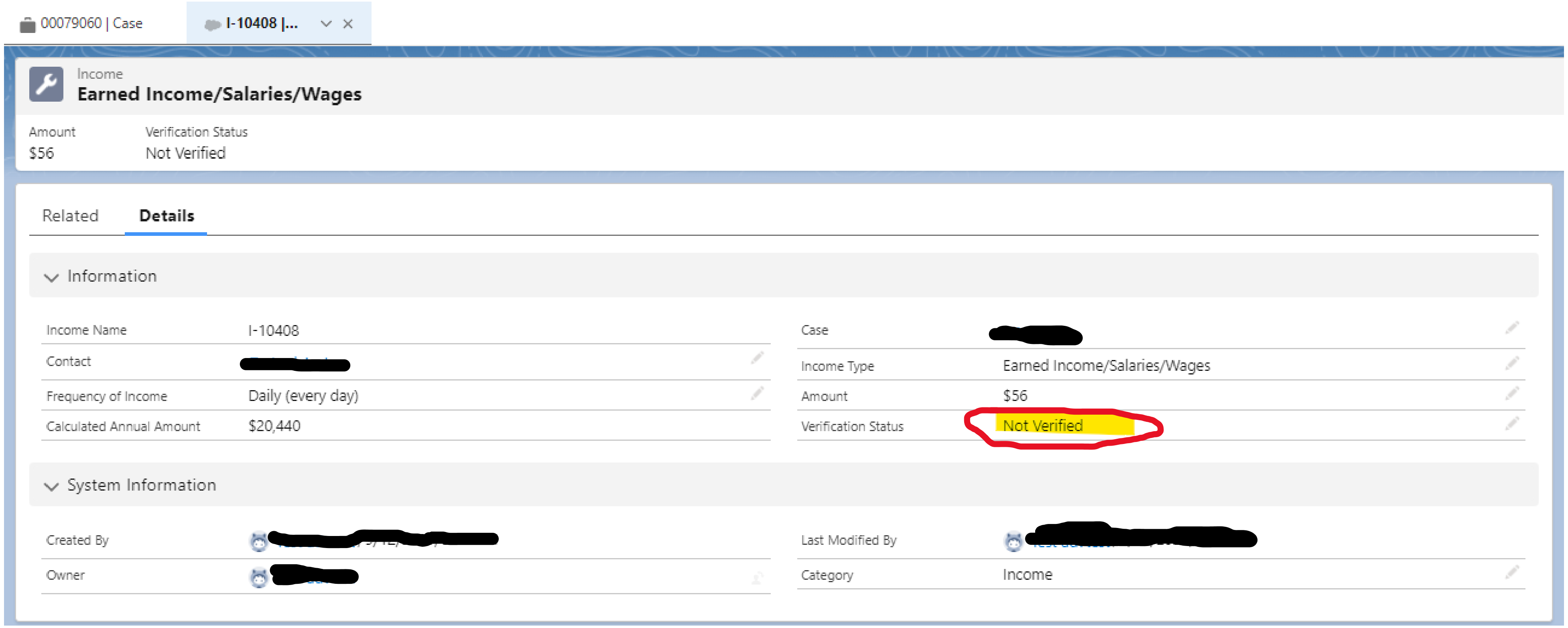
AGENDA

- FY24 RAFT Program File Review Findings
  - Income Calculation
  - Case Comments & Activity Logging
  - Household Members vs. Household Members on Documents Submitted
  - PO Relationships & Checking Internal Proof of Ownership
- Menti Q's
- RAA Questions on FY24 RAFT Program File Review
- RAA Support

RAFT Income Verification

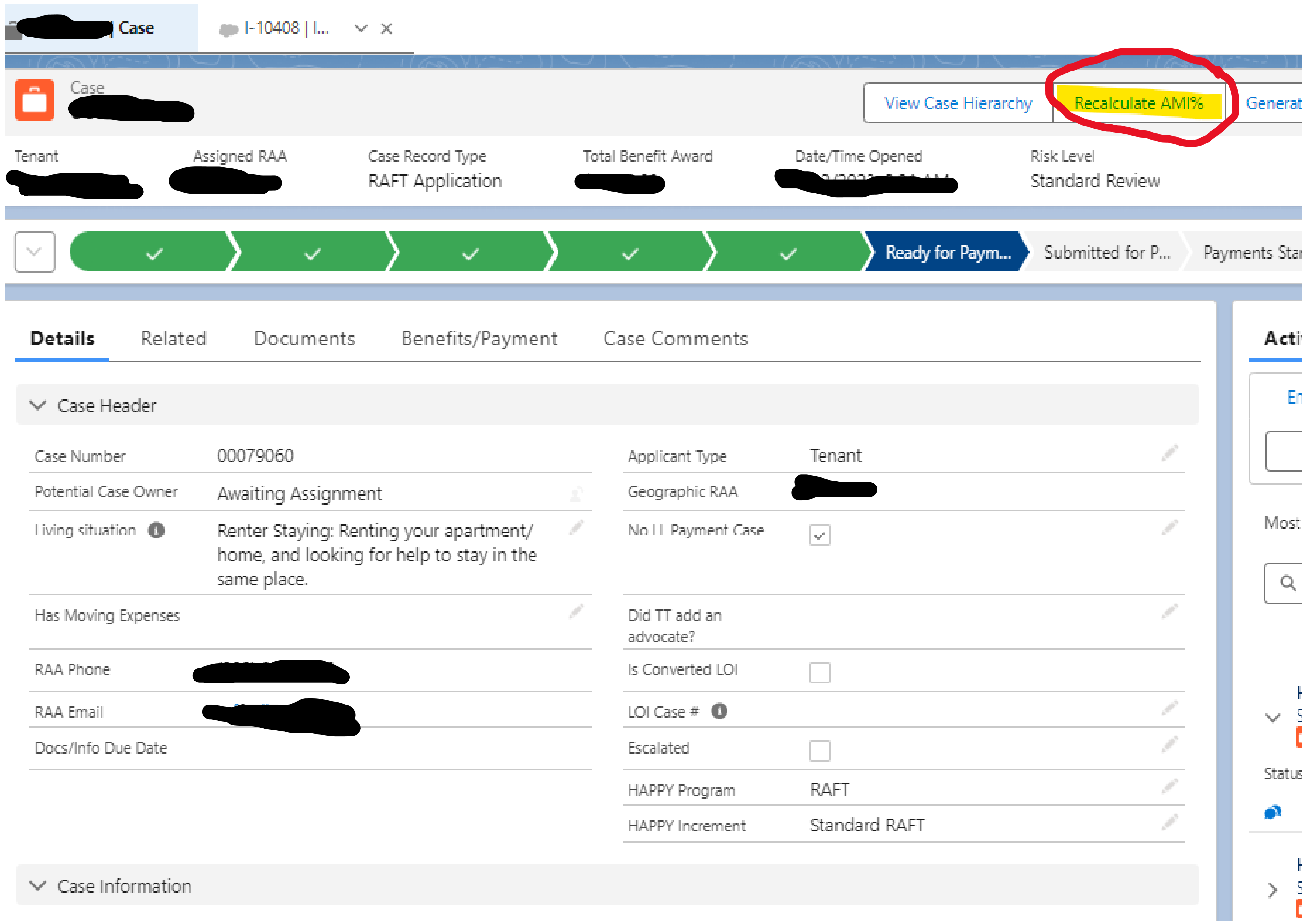
Verifying an Existing Income Record

- A household with income should enter income as part of their application
- The staff are responsible for making sure the amount and frequency matches the income documentation (pay stubs, benefit letter, etc.) and then changing the Verification Status from "Not Verified" to "Verified by Worker"



Recalculating AMI %

- Final step in verifying is income is recalculating the AMI%
- Initially AMI displayed on the details tab is based on the tenant's reported income
- Staff must recalculate the AMI by pressing the "**Recalculate AMI%**" button



Case Comments & Activity Logging

Case Comments – Examples – Needs Improvement vs Clear and Detailed

Sent another follow up email.

Sent follow up email.

Client needs to explain whys he was not able to pay rent.

- "Sent a follow up email" - for what?
- Was something requested and if so, what and from who?
- "Explain why they couldn't pay rent" – does this mean Good Cause was requested?

File is submitted for LOI

Need the tenant share form.

File is under review. No Happy.

- File submitted for final review?
- Missing: Tenant rent share document – was this requested?
- Were there no previous payments made / is the tenant not in HAPPY?

Briefly held conversation with Mrs. O[redacted] regarding her need for assistance, She expressed she was only looking for Energy assistance as her Eversource Gas balance is $1969.17 with a past due balance of $1931.96. Spoke with utility company 9/18/2023 at 9:50 AM. Eversource Gas is looking for full pay out of Prior owed balance of $1931.96, Currently has shut off scheduled. Spoke with Tamika.

Not income verified – 1 in HH AMI 47%
Rent amount – $1,100
Crisis – NTQ 8/7/23 $1,100 and gas disconnection 7/13/23 $146.46
ARRs – 1 month $1,100
Utilities – only gas $147 to prevent disconnection
No subsidy
$176 prev RAFT 6/30/23, $1,247 current RAFT
$5,577 benefits remaining
Owner matches w9 and payee info, payee was manually changed from [redacted] who is the listed owner
Tenant key 183795 already added

Case Comment / Activity Log Reminders

- Always be as clear as possible in case comments
- Please always log phone calls via the activity log & detail the outcome of the call in the case comments
- Any relevant emails outside of HHH (for example, ZenDesk tickets), please screenshot/download and upload to the file

Household Members

Verifying Household Members

- Please ensure ***current*** household members are being verified – this means the following:

- For example, if the lease lists John Smith and Nancy Smith, but the HHH application only lists Nancy as a household member, staff should be verifying who currently lives in the unit by corresponding with the landlord or obtaining other third-party verification to show current household members. If for DV, can be a self statement from the applicant/tenant.
- Staff should upload proof of household composition if there is a discrepancy in the file and add a case comment with necessary details.

Please note: if a household composition changes from an approved LOI to the then converted moving app, it should be denied. (unless there was a birth of a child, or if it is a roommate situation where we are only paying the portion the applicant is responsible for)

Property Owner Relationships & Proof of Ownership

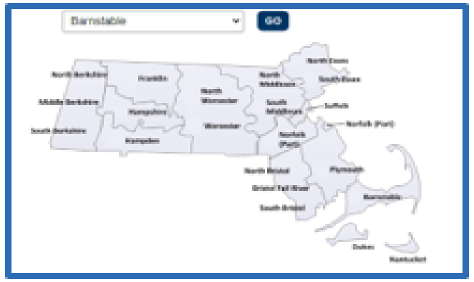
Required Documents – Property Owner/Manager

- W9 for property owner or authorized agent to receive payment + corresponding TIN match for person listed on W9
- Proof of identity for property owner or authorized agent
- Authorization of agent (AOA), if applicable (when someone other than the owner/person listed on the proof of ownership is being paid)
- Proof of ownership for unit
- If MassGIS verification fails, and if there are any red flags in the file, the best practice is that the RAA should independently verify

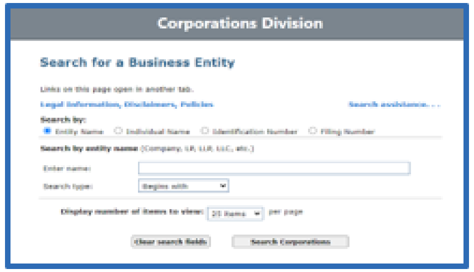
Resources:

- **MassGIS Interactive Map** (*https://massgis.maps.arcgis.com/apps/OnePane/basicviewer/index.html?appid=47689963e7bb4007961676ad9fc56ae9*)

- **Mass Land Record** (*https://www.masslandrecords.com/*)



- **MA Corporation Search** (*https://corp.sec.state.ma.us/CorpWeb/CorpSearch/CorpSearch.aspx*)



Final General Notes

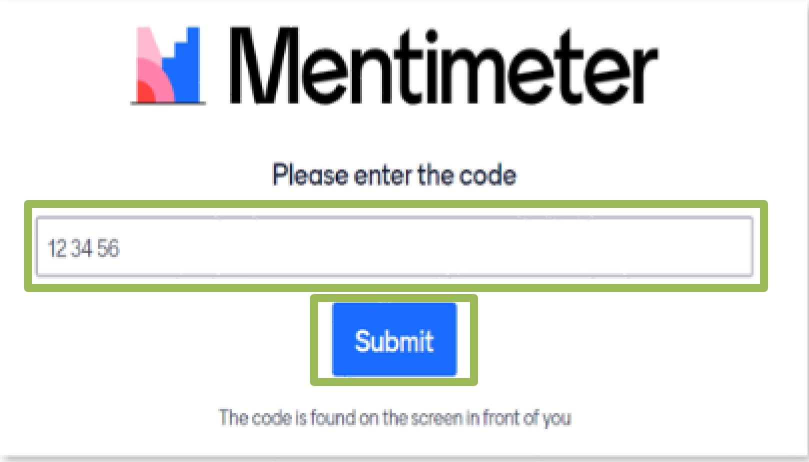
- Review income verification process
- Staff are encouraged to document more in the Case Comments & Activity Log
- Review Household Members vs. Household Members on Documents Submitted
- Review PO Relationships & Checking Internal Proof of Ownership
- We appreciate when staff update document names to "n/a" or replace them with the correct item name.

WE WANT TO HEAR FROM YOU! *MENTI LIVE POLLS*

- What topics or areas would you like the HLC to cover in an upcoming Office Hours session?
- What topics or areas would you like to see covered in future Office Hours sessions led by external presenters?
- In your opinion, what is one area of the FY25 RAFT admin plan that you would like more clarity on from HLC?

How to Participate

1. Go to **Menti.com** on your smartphone or computer browser.
2. Enter the code **9125 6520** into the field shown to the right



QUESTIONS

RAA Support

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!