



# RAA RAFT Office Hours

*EOHLC Office Hours – FY26 Admin Plan Reminders & Updates  
10.23.2025*



# WELCOME

## Asking Questions

**We will be monitoring the chat for questions**

- If at any point throughout today's session you have any questions, please send those in the Q&A box/chat. We will also have two questions breaks during today's session as well.
- You can also raise your hand during our question break if you would prefer to come off mute and share your question verbally
- We will make sure to share today's presentation and with everyone after the session

- Communication with Applicants via HHH

## *Question break*

- Reminders on FY26 Income Policy Changes
  - Wages – What to Collect + How to Calculate
  - Case examples – Denials for Exceeding Income Limits
  - Knowledge check
- Denials
  - Reminder - New RAFT Denial Reason in HHH - "No Good Cause – Subsidized"
  - Denial reasons

## *Question break*



# Communication with Applicants via HHH

- Please ensure all outreach attempts and communication with applicants, landlords, advocates, and vendors are documented in the HHH cases.
- Phone calls, video calls, face-to-face interactions, and other communication should be documented in the Activity Log, shown to the right, or in the Case Comments.
- When communicating via email, please utilize the email service within HHH, to ensure the communication is documented within the application.
  - **If any emails are sent or received from outside of HHH, through a service such as Outlook, please upload the email thread to the application attachments for documentation purposes.**

**Activity** Activity Log

EmailLog a CallNew Task

\* Subject

Call

Comments

Tip: Type Control + period to insert quick text.

Name

Search Contacts...

Related To

Save

# Communication with Applicants via HHH



- When sending emails in HHH, please ensure that you are using the correct communication template and editing it accordingly, as needed.
- To insert a template, click on the *Insert, create, or update template* button, shown below under the green arrow. Choose the correct template from the list and make any required edits before sending.

The screenshot shows an email composition window titled "Email". The "From" field is populated with "NoReplyMAHousing <no-reply-dhs@notice.mass.gov>". The "To" field is empty, with "Cc" and "Bcc" links to the right. The "Subject" field contains the placeholder text "Enter Subject...". Below the subject field is a rich text editor toolbar with various icons for text formatting (bold, italic, underline, strikethrough), alignment, bulleted and numbered lists, indentation, and font settings. At the bottom left of the email body, there is a row of four icons: a link icon, a template icon (a document with a plus sign), a document icon, and a preview icon. A large green arrow points directly to the template icon. To the left of these icons is a red square icon. To the right of the template icon is a grey button. In the bottom right corner of the window is a blue "Send" button.



# QUESTION BREAK

# Reminders on FY26 Income Policy Changes



- The policy is currently in effect **for all open RAFT applications**. Households reporting income over 50% AMI must have their income reviewed and verified to be under 50% AMI (*or 60% AMI for households affected by domestic violence*), regardless of MassHealth/DTA benefit verification status.
- Households whose MassHealth/DTA result is verified green and who are reporting *under* 50% AMI do not need to have their income reviewed and verified.
- **Reminder** – Please do not deny households based on their reported income being over 50% AMI without first checking and recalculating their income based on the documents they provide

## Income verification required

MH/DTA result  
Verified by Automated  
Service – Green  
+  
Reported income/AMI  
Over 50%

MH/DTA result  
Rejected by Automated  
Service  
+  
Reported income/AMI  
Over 50%

MH/DTA result  
Rejected by Automated  
Service  
+  
Reported income/AMI  
Under 50%

## Income verification *not* required

MH/DTA result  
Verified by Automated  
Service – Green  
+  
Reported income/AMI  
Under 50%



# Collecting Wages for Income Verification



Note that HHH will perform the income calculation for staff, but it depends on staff entering the correct amount and verifying that amount and clicking Recalculate AMI % if necessary.

1. **Wage income:** 2 paystubs dated within the last 60 days
  - a. The paystubs do not need to be consecutive
  - b. Multiple working household members do not need to provide paystubs from the same dates
  - c. The 2-paystub requirement is in effect regardless of whether pay is weekly, biweekly, or monthly
  - d. Note that HHH will perform the calculation and staff do not have to manually calculate the annual income. However, staff do need to select the Frequency of Income and enter the Amount. The Amount is an average based on the Frequency must be manually calculated outside of HHH, using a calculator or Excel.
    - i. Add up all the pay stubs and divide by the number of pay stubs (e.g. if one weekly pay stub is \$585.00 and the other weekly pay stub is \$1,018.00, the Frequency would be selected as “Weekly” and the Amount would be entered as “\$801.50.” HHH would automatically round this to “\$802.”
    - ii. This figure should be entered into the “Amount” field in the income record in HHH, and HHH will automatically calculate the annual income. After editing an income record, staff must click “Recalculate AMI %” on the case to get the updated AMI %.

# Case Example for FY26 Income Policy Change – Case Example #1



## Case Facts

- **Renter staying, seeking rental arrears and utility arrears, not DV related**
- **Verified by Automated Service – Green, *reported* AMI 54%**
- The tenant uploaded two pay stubs, which appear in the Documents section under Contact Attachments
- The case worker added pay stub 1 (\$2107.14) and pay stub 2 (\$2042.65), then divided by 2 to get the average income (\$2074.90)
- This figure (\$2074.90) should be entered as “Amount” into the income record along with the frequency, for this this example it would be “bi-weekly”
- The case worker clicked “Recalculate AMI%” in HHH
- After recalculating, the AMI is 56%
- This household is not eligible, denial reason: **“Exceeds Income Limit.”**

# Case Examples for FY26 Income Policy Change – Case Example #2



Case History							
25 items • Sorted by Date • Updated 4 minutes ago						<div> <div></div> <div></div> <div></div> <div></div> </div>	
	Date	Field	User	Original Value	New Value		
1	9/30/2025, 3:53 PM	Status		Chaser	Denied		
2	9/30/2025, 3:53 PM	Chaser Status			Denied		
3	9/30/2025, 3:51 PM	Total household annual income		\$45,000	\$56,340		
4	9/30/2025, 3:51 PM	AMI %		42.0000%	52.0000%		
5	9/24/2025, 12:46 PM	Composite Risk Score			0		
6	9/24/2025, 12:46 PM	Primary Risk Category			N/A		
7	9/24/2025, 12:46 PM	Recommended Actions					
8	9/24/2025, 12:46 PM	Untrusted List Indicator			No		
9	9/24/2025, 12:46 PM	Risk Level			Standard Review		
10	9/24/2025, 10:45 AM	Potential Case Owner		Awaiting Assignment			
11	9/24/2025, 10:45 AM	Status		Draft	Chaser		
12	9/24/2025, 10:45 AM	Signature Date			9/24/2025		
13	9/24/2025, 10:45 AM	Potential Case Owner			Awaiting Assignment		
14	9/24/2025, 10:33 AM	MH/DTA Benefit Check Status			Verified by Automated Service - Green		
15	9/24/2025, 10:27 AM	Case Language			English		

# Reminder - New RAFT Denial Reason in HHH - "No Good Cause – Subsidized"



- A new RAFT denial reason was added with the HHH build on **9/18/2025** - "No Good Cause – Subsidized"

A screenshot of a web form for selecting a denial reason. The form has a light yellow background. On the left, the text "Reason for Denial" is displayed. To its right is a white dropdown menu with a blue border, containing the text "No Good Cause (Subsidized)" and a small downward arrow. Below the dropdown, there are two buttons: a white "Cancel" button with a blue border and a blue "Save" button. In the top right corner of the yellow area, there is a small circular icon with a right-pointing arrow.

- This option should be used when a household residing in subsidized housing did not demonstrate good cause for nonpayment of rent.
- **The denial reason "Other" should no longer be used when a subsidized household is unable to demonstrate good cause.**
- Always select the most accurate and specific denial reason when determining a household is not eligible for RAFT. The 'Other' option should be used rarely—and only when the outcome truly doesn't fit any of the standard program ineligibility reasons

# Denial Reasons



- **Application Denied for Ineligibility:**

- Exceeds Income Limit: Household's total income exceeds program eligibility income limits.
- Participant Non-Compliance: Household violated the terms of the "Participant Obligations" in the emergency housing payment application. (Provide description)
- No Good Cause (Subsidized): Household residing in subsidized housing did not demonstrate good cause for nonpayment of rent.
- No Eligible Housing Crisis: Household did not present with a housing emergency that met program eligibility criteria.
- Receiving Identical Benefits: Household received other benefits already for the same cost in the same time period.
- Suspected Fraud: Household is suspected to have committed fraud, misrepresented facts, or provided inconsistent or inaccurate information as part of the emergency housing payment assistance application process. (Provide description)
- Household Received Maximum Benefit: Household received the maximum dollar limit of RAFT.
- Other: (Provide description)

- **No Funding:** Sufficient program funds are not available. EOHLC will notify RAAs in the event that the No Funding denial reason may be used. RAAs may not use this denial reason without express permission from EOHLC.

- **Termination:** The benefit was already approved, but will be terminated for the following reason:



# QUESTION BREAK



## Resources

### RAA Resource Portal

**Only for RAA staff**, this resource provides key updates, training and learning opportunities, and helpful information to support programs including FAQs.

### Zendesk Training Materials

**Only for RAA staff**, this resource offers helpful info on processing within HHH/Salesforce

### RAFT Public Resource and Training Portal

Resources are available for **public** community-based organizations and other partners with information about the RAFT program.

# THANK YOU!

