



Letter of Intent (LOI) & End-to-End (E2E) Updates

May 5, 2023

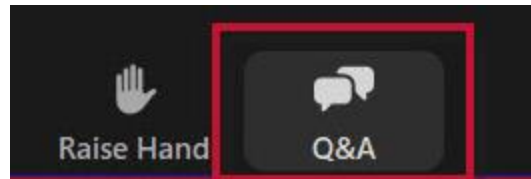


WELCOME

Asking Questions

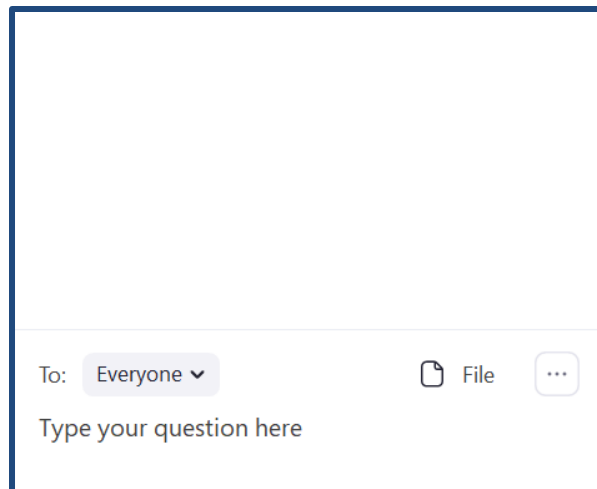
We will be monitoring the Q&A for questions

1



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

2



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



- Letter of Intent (LOI) Refresher
- Important Reminders
 - Notifications
 - MassHealth/DTA Service Button
- E2E Updates
- Q&A Break
- RAA Support & Resources



LETTER OF INTENT (LOI) CASES

LETTER OF INTENT (LOI): BACKGROUND





- Letter of Intent (LOI) is a type of rental assistance application for tenants who plan to move within 60 days, but who do not yet know where they will be living
- Tenants receive a LOI to provide prospective to landlords advising them that they have access to funding for moving/start up costs
- Only tenants who indicate in the application prescreening that they are planning to move within 60 days will be given the option to complete the LOI application

LETTER OF INTENT (LOI): HOW A TENANT APPLIES FOR A LOI



 A tenant first registers an account in the Tenant Portal and logs in. See registration and login process in the [Tenant Portal Reference Guide](#).

 Tenant clicks Start within the Application Actions in the Tenant Portal. The tenant selects **Moving** for Living Situation, and responds **NO** to the question “Do you know the new landlord for the property and address you're moving to?” The **No** response then generates a Letter of Intent application.

-  The tenant then is required to complete all sections of the LOI Application including:
- Prescreening
 - Applicant Details
 - Hardship
 - Moving-Housing Crisis
 - Current Mailing Address, if any
 - Household Members
 - Income and Income Deductions

LETTER OF INTENT (LOI): HOW A TENANT APPLIES FOR A LOI



- Note that the Tenant is required to answer: “Provide the city you are planning to move to.”
- The selected city or town is used to route the LOI case to the relevant RAA. The routing is based off the city or town that the applicant plans to move to
- Once the tenant finds a unit and converts their case to a RAFT application, the original approval stands, even if they move to a different city or town and have their application processed by a different RAA

LETTER OF INTENT (LOI): HOW A TENANT APPLIES FOR A LOI



Confirmation

✓

✓

✓

✓

✓

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○

Confirmation

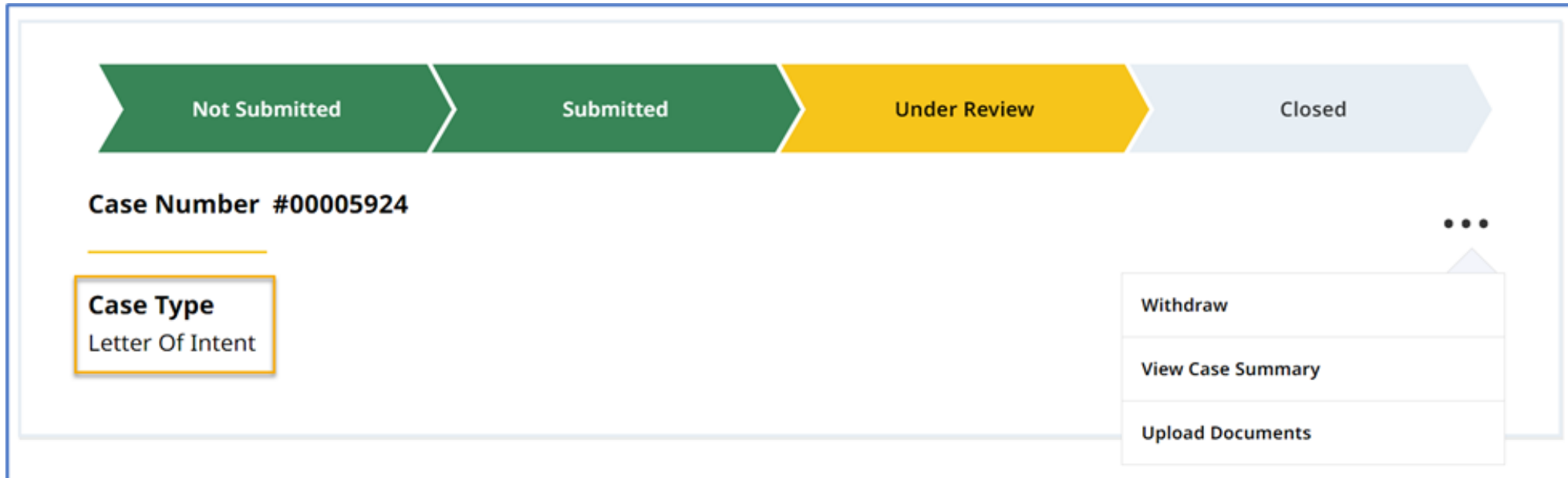
Thank you for your submission. Your Housing Assistance Application # is **00005924**.

A Regional Administering Agency (RAA) will be in touch soon.

We'll update you on your application status throughout the approval process using your preferred contact method.

DONE

LETTER OF INTENT (LOI): HOW A TENANT APPLIES FOR A LOI



LETTER OF INTENT: LOI PROCESSING



DHCD E2E Staff Por...

Home

00005924

Case 00005924

View Case Hierarchy

Recalculate AMI%

Tenant Paula ReedTrain

Case Record Type Letter Of Intent

Status Chaser

Assigned RAA MHB

Date/Time Opened 3/1/2023, 5:17 PM

Risk Level

Chaser

Case Manager

Reviewer

Closed

Mark Status as Complete

Key Fields

Chaser Status

Reason for Denial

Details

Related

Documents

Case Comments

Case Header

Case Number 00005924

Parent Case

Case Owner Awaiting Assignment

Applicant Type Tenant

Living situation Moving: Need to leave where I am

Geographic RAA MHB

Activity

Activity Log

Log a Call

New Task

Email

Recap your call...

Add


Most Recent Activity

LETTER OF INTENT (LOI): EMAIL NOTIFICATION



Sandbox: MA Housing: RAFT Letter of Intent Application # 00005924Approved

 NoReplyMADHS <sabazemail@gmail.com>

 Thursday, March 02, 2023 11:42:15 AM

 Letter_of...

Application # 00005924

Dear Paula,

Your application to receive RAFT to move into a new unit has been approved. Attached is a "Letter of Intent" for you to present to potential landlords during your housing search. This letter outlines costs RAFT can cover.

Once you have a new unit identified, a lease in hand, and contact information for your landlord, please click this link and follow the steps below.

1. Begin the process by clicking the "Resume/Track Status" option under "Application Actions"
2. Click the ellipsis to the right of your approved application
3. Select "Apply for Assistance" from the options

Your "letter of intent" is valid for **60 days**. If you don't have a new unit within 60 days, you may receive a 30-day extension. If you still don't have a new unit, you will need to reapply.

Thank you for participating in the Massachusetts RAFT Program.

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

Sincerely,
Massachusetts Department of Housing and Community Development (DHCD)

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

LETTER OF INTENT (LOI)



Thu Mar 02 16:41:58 GMT 2023
Expiration: Mon May 01 16:41:58 GMT 2023



Dear Landlord,

The Massachusetts RAFT (Rental Assistance for Families in Transition) program, administered by the Massachusetts Department of Housing and Community Development (DHCD), is pleased to present this letter on behalf of Paula ReedTrain.

Paula ReedTrain is eligible for moving and rental assistance, potentially including:

- Security deposit, not to exceed one month's rent
- First and last months' rent
- One rental stipend, if requested
- Moving expenses

Once you have agreed to rent to Paula ReedTrain, please go to [link](#) and click on 'Apply Now' to open a landlord application to upload the lease agreement, or an intent to rent letter, and provide your payment information.

Use this code **5003R000003t43sQAA** to match your application with the tenant's. Once your application and the tenant's application have matched, and a Regional Administering Agency has otherwise verified that the requested amount is eligible, we anticipate making payment to you within fourteen (14) calendar days.

This letter expires on the expiration date listed above. If this letter has expired, the tenant will need to complete a new eligibility determination. To learn more about the RAFT Program please visit our website: [Residential Assistance for Families in Transition \(RAFT\) program | Mass.gov](https://www.mass.gov/service-details/residential-assistance-for-families-in-transition-raft-program) (<https://www.mass.gov/service-details/residential-assistance-for-families-in-transition-raft-program>). If you have questions about this letter or about the application process, please contact your Regional Administering Agency (RAA). Contact details for your RAA may be found here: [DHCD Regional Administering Agencies \(dhcdfuel.azurewebsites.net\)](https://dhcdfuel.azurewebsites.net).

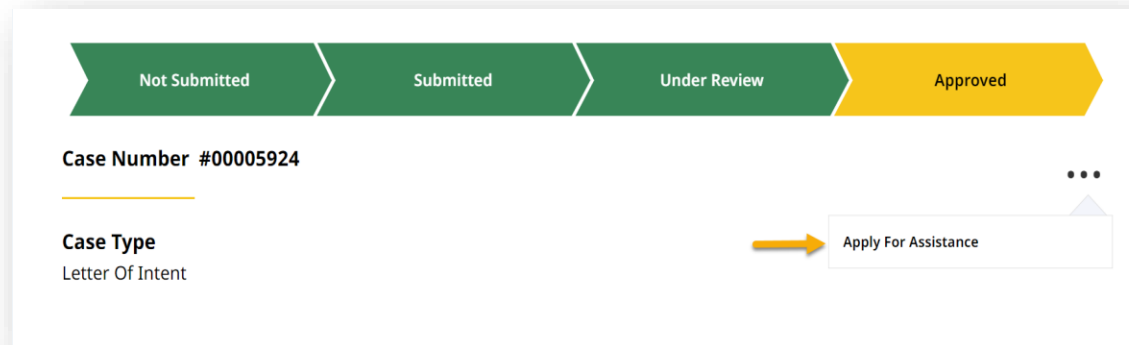
Sincerely,
Massachusetts Department of Housing and Community Development (DHCD)

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

LETTER OF INTENT (LOI): EXPIRATIONS & EXTENSIONS



- LOI notifications and PDFs indicate an expiration date of **60 days after approval**
- In the Tenant Portal, the “Apply for Assistance” button is available for use for 90 days (so there is a 30-day cushion in place)



- If Tenants contact the RAA close to the 60-day mark, the RAA can explain that their RAFT application will still be accepted up until 90 days after the LOI approval
- In some cases, Tenants may request an updated letter showing the later expiration date (day 90 from approval). If that happens, the RAA may generate a new LOI approval notification and manually edit the PDF to include the 90 day expiration date
 - The fillable extension letter PDF is on Zendesk. See [LOI - Letter of Intent Extensions – Department of Housing and Community Development \(DHCD\) \(zendesk.com\)](#)

LETTER OF INTENT (LOI): CONVERTED APPLICATIONS



Approved LOI cases are **converted** to RAFT applications once Tenants secure new rental units

1



Case Number #00005924

Case Type
Letter Of Intent

Apply For Assistance

2



Case Number #00005925

Case Type
RAFT Application

Rental Property
29 MILLER STILE RD, 20, QUINCY, MA02169



Case Number #00005924

LETTER OF INTENT (LOI): CONVERTED APPLICATIONS



- After the Tenant and Landlord applications match, the case will be available for RAA processing in the Staff Portal
- In the Related tab, RAA staff will see the original LOI case with an **Approved** status

The screenshot displays the DHCD E2E Staff Portal interface. At the top, there's a navigation bar with tabs for 'Home', '00005924', '00005914', '5925 - Search', '00005926', and '00005925'. Below this, a progress bar shows the case status: 'Chaser' (active), 'Case Manager', 'Reviewer', 'Ready for Pay...', 'Submitted for...', 'Payments Star...', and 'Closed'. A 'Mark Status as Complete' button is visible on the right.

The main content area is divided into two sections. The left section, titled 'Key Fields', contains 'Chaser Status' and 'Reason for Denial'. The right section, titled 'Guidance for Success', lists four steps: 1. Review Case Details, 2. Check Address and DTA/MH Verifications, 3. Review Contact(s) for potential Duplicates, and 4. Complete Document Checklist.

Below the key fields, there's a tabbed interface with 'Details', 'Related' (selected), 'Documents', 'Benefits/Payment', and 'Case Comments'. The 'Related' tab shows a list of 'Related Cases (2)'. The first case is '00005926' with a 'Landlord Application' status. The second case, '00005924', is highlighted with an orange box and shows a 'Letter Of Intent' status, 'Paula ReedTrain' as the contact, and 'Approved' status. An orange arrow points to the 'Related' tab.

On the right side, there's an 'Activity' section with an 'Email' button, a 'Log a Call' button, and a 'New Task' button. Below these is a 'Write an email...' input field and a 'Compose' button. At the bottom, there's a 'Most Recent Activity' section with a search bar and a refresh button.

LETTER OF INTENT (LOI): CONVERTED APPLICATIONS



Tenants may find a unit *before* their LOI is converted to a RAFT application and *still* receive RAFT, as long as the converted application is submitted within the LOI timeframe (60 days from approval, or 90 days if an extension was granted)



Remember that Tenant eligibility does **not** need to be reassessed for converted RAFT applications

- The original income eligibility determination during the LOI approval remains, even if the Tenant moves to a different region



RAA staff processing **converted** RAFT applications should review (at minimum):

- ☐ Requested, documented expenses
(Remember to look for requested stipend/future rent, if applicable)
- ☐ Past RAFT benefits (“payment lookback”)
- ☐ Verification of new housing, e.g. new lease
- ☐ Housing subsidy status, if applicable, including rent share
- ☐ Appropriate property ownership documents for new Landlord



IMPORTANT REMINDERS

IMPORTANT REMINDERS: NOTIFICATIONS



Remember that RAA staff must ***manually*** trigger a time out notification if the application is manually timed out. The notification will ***not*** be automatically sent by the system if RAA staff manually timed out the application



For a list of all system notifications to Tenants/Landlords, see the [Zendesk Reference Guide](#)



For a guide on how and when to send manual time out notifications, see [Zendesk Sending to Draft and Manual Time Out Notifications](#)

The Seal of the Commonwealth of Massachusetts is a circular emblem. It features a central shield with a blue background. On the shield is a Native American figure, an Algonquian, dressed in a tunic and leggings, holding a bow in his right hand and an arrow pointing downward in his left. A five-pointed white star is positioned above the figure's right shoulder. Above the shield is a crest consisting of a bent arm holding a broadsword. A blue ribbon or scroll wraps around the shield, bearing the state motto in white capital letters: "ENSE PETIT PLACIDAM SVB LIBERTATE QVIETEM". The entire seal is encircled by a white border containing the text "SIGILLUM REIPUBLICÆ MASSACHUSETTENSIS." in blue capital letters.

DRAFT FOR POLICY AND PROGRAM DEVELOPMENT



E2E UPDATES

NEW FUNCTIONALITY STARTING 5/5



- **Total Benefit Awarded Field**
 - Sum of all Verified & Paid Payments within the case
 - Does not take into account other cases from E2E or HAPPY Payments, only the total of the current case
 - Staff should still review prior payments before approving the benefit award
 - Displayed in top ribbon of the Staff Portal
 - If an attempt is made to verify payments within the case in excess of the benefit cap, then an error message is displayed to RAA Staff
- **Docs/Info Due Date Field**
 - Date stamped to a case the first time it is returned to Draft by RAA Staff, so staff no longer need to calculate the 'timeout' date or add it to case notes
 - Displayed in Case Header

Case In UAT
00077884

Tenant Deep Tenant	Assigned RAA MHB	Case Record Type RAFT Application	Total Benefit Award \$0.00	Date/Time Opened 5/2/2023, 9:18 AM	Risk Level
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>

✓

Application Match

Chaser

Case Manager

Reviewer

Ready

Details

Related

Documents

Benefits/Payment

Case Comments

Case Header

Case Number	00077884	Applicant Type	Tenant
Potential Case Owner	Deep Tenant	Geographic RAA	MHB
Living situation	Moving: I need to leave where I am currently staying (i.e., homeless, couch surfing, or living in unsafe conditions).	Utilities/Miscellaneous Case	<input type="checkbox"/>
Has Moving Expenses	Yes	Did TT add an advocate?	No
RAA Phone	(617) 425-6700	Is Converted LOI	<input type="checkbox"/>
RAA Email	resource@MetroHousingBoston.org	LOI Case #	
Stop Payment Notifications	<input type="checkbox"/>	Escalated	<input type="checkbox"/>
Docs/Info Due Date	5/17/2023	HAPPY Program	RAFT
		HAPPY Increment	Standard RAFT

E2E DEFECT FIXES & CHANGES (5/25 BUILD)



Issue key	Created	Updated	Summary	Fix Version/s	Issue Type	Sprint
DHC-2073	4/18/2023 9:36	4/20/2023 13:25	LL Payment Paid Notice errors	05/25 Fix Version	Defect	Sprint 13
DHC-2102	4/21/2023 16:01	4/26/2023 14:44	LL Property created thru LL Profile without street address	05/25 Fix Version	Defect	Sprint 13
DHC-2089	4/20/2023 12:47	4/26/2023 14:44	Property Information Not Being Copied	05/25 Fix Version	Defect	Sprint 13
DHC-2097	4/21/2023 11:14	4/27/2023 16:22	Task Reminder Email Created In Error and Created in Spanish	05/25 Fix Version	Defect	Sprint 13
DHC-2118	4/26/2023 17:06	4/27/2023 16:22	Guest LL Case has zero documents	05/25 Fix Version	Defect	Sprint 13
DHC-2056	4/12/2023 10:49	4/28/2023 12:39	Landlord receiving error message when applying: Posting Tent Rent Details	05/25 Fix Version	Defect	Sprint 13
DHC-2126	4/28/2023 10:22	4/28/2023 12:40	Appeals Timeout messaging	05/25 Fix Version	Defect	Sprint 13
DHC-2030	4/6/2023 11:57	5/2/2023 10:18	Happy Duplicate check didn't catch duplicate	05/25 Fix Version	Defect	Sprint 13
DHC-2120	4/27/2023 11:33	5/2/2023 2:44	In Property Mgr Profile Setup, must ensure Unique Payee Names	05/25 Fix Version	Defect	Sprint 13
DHC-2136	5/3/2023 3:30	5/3/2023 9:44	Record Type should be changed to Direct Deposit	05/25 Fix Version	Defect	Sprint 13
DHC-2111	4/26/2023 6:05	5/3/2023 9:45	Issue in 'validate your information' screen for payment setup	05/25 Fix Version	Defect	Sprint 13
DHC-2127	4/28/2023 10:34	5/3/2023 9:44	Payment notice for 163060 does not show all payments verified	05/25 Fix Version	Defect	Sprint 13
DHC-2121	4/27/2023 13:14	5/3/2023 9:44	Confirmation emails not being sent when landlords submit applications?	05/25 Fix Version	Defect	Sprint 13
DHC-2036	4/7/2023 15:28	5/3/2023 9:45	HomeBASE app not requesting moving or Furniture invoices	05/25 Fix Version	Defect	Sprint 13
DHC-1874	2/27/2023 15:11	4/14/2023 14:03	Load Annual HUD AMI % revisions (estimated to receive mid May)	05/25 Fix Version	Change Request	Sprint 13
DHC-1798	2/10/2023 10:56	5/2/2023 9:57	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 13
DHC-1682	1/23/2023 12:00	5/1/2023 16:46	Picklist Value Edit - Advocate Consent	05/25 Fix Version	Change Request	Sprint 13
DHC-1836	2/20/2023 15:53	5/2/2023 15:28	Updating the Stop Payment Notifications check box to Stop all Text & Email Notifications	05/25 Fix Version	Change Request	Sprint 13
DHC-1633	1/12/2023 15:56	5/2/2023 16:06	Add Soft Warning for Tenants with Approved LOI who start a new App	05/25 Fix Version	Change Request	Sprint 13
DHC-1904	3/6/2023 16:32	5/2/2023 16:09	Give RAA Staff ability to revert all cases to 'Awaiting Assignment'	05/25 Fix Version	Change Request	Sprint 13
DHC-1909	3/7/2023 10:22	5/3/2023 9:16	Appeal Reviewers need ability to recalc AMI on RAFT cases before deciding Appeals cases that were denied as over income	05/25 Fix Version	Change Request	Sprint 13
DHC-2101	4/21/2023 14:59	4/27/2023 16:22	Salesforce Summer Release - June 10' 23	05/25 Fix Version	Action Item	Sprint 13
DHC-2046	4/10/2023 17:47	5/2/2023 16:21	Clean up GIdentity Old data	05/25 Fix Version	Action Item	Sprint 13
DHC-2100	4/21/2023 14:38	5/3/2023 9:43	Data fix for MH/DTA failures between 04/13 to 04/20	05/25 Fix Version	Action Item	Sprint 13

E2E DEFECT FIXES & CHANGES



- Defects still being worked

Issue key	Created	Updated	Summary	Fix Version/s	Issue Type
DHC-1863	2/24/2023 10:45	4/26/2023 16:42	Case Assignment - Mismatch MyWork vs MyCases; workitem status = canceled	1	Defect
DHC-2106	4/24/2023 10:26	5/3/2023 11:54	Voids from 4/21 Payment Response did not process	1	Defect
DHC-2110	4/25/2023 16:24	5/3/2023 11:54	Tenant Key did not update from response file	1	Defect
DHC-2123	4/27/2023 15:23	5/3/2023 11:53	HomeBASE apps with rent marked as UTL only	1	Defect

- Changes being planned for 6/15/2023

Issue key	Created	Updated	Summary	Fix Version/s	Issue Type	Sprint
DHC-1684	1/23/2023 15:09	5/3/2023 11:04	Day 0 Loader for recurring use	06/15 Fix Version	Change Request	Sprint 14
DHC-1913	3/7/2023 12:37	4/24/2023 14:25	Homeowner Intake, Mortgage Payments, etc.	06/15 Fix Version	Change Request	Sprint 14
DHC-2083	4/19/2023 9:10	5/3/2023 11:03	Payment status updates	06/15 Fix Version	Change Request	Sprint 14
DHC-2122	4/27/2023 13:44	5/3/2023 11:07	Label Change Info Text on DHC-75 LL App Intake	06/15 Fix Version	Change Request	Sprint 14
DHC-2007	3/30/2023 13:51	5/3/2023 11:04	Send E2E system generated emails to an advocate added to the Case after it was submitted	06/15 Fix Version	Change Request	Sprint 14
DHC-2026	4/5/2023 11:43	5/3/2023 11:08	Validation of HAPPY Response File	06/15 Fix Version	Change Request	Sprint 14
DHC-2032	4/7/2023 8:23	5/3/2023 11:08	Invoice/Account number for FUR Payments	06/15 Fix Version	Change Request	Sprint 14

- Changes being planned for 7/13/2023

Issue key	Created	Updated	Summary	Fix Version/s	Issue Type	Sprint
DHC-2072	4/18/2023 9:33	5/3/2023 11:08	Printable App	07/13 Fix Version	Change Request	Sprint 15
DHC-1936	3/14/2023 13:51	5/3/2023 11:04	Make Case Comments undeletable and uneditable	07/13 Fix Version	Change Request	Sprint 15
DHC-1704	1/25/2023 15:12	5/3/2023 10:01	For applications that are not submitted within the initial 21 day timeout period, that are timed out, delete associated documents	07/13 Fix Version	Change Request	Sprint 15
DHC-1397	11/21/2022 17:07	4/20/2023 13:24	For Tenant Income Input DHC-64 add "Quarterly" to the Drop Down for "How often are you paid"	07/13 Fix Version	Change Request	Sprint 15

FRAUD RISK & RECOMMENDED ACTIONS



- The Fraud Details section is populated by Deloitte's Pallium Engine daily on open cases, and there may be times when the results are updated base on new detection rules, new entries in the un-trusted list and new entries in the trusted list
 - RAA Staff should use the most up to date Fraud Details entries and recommended actions when processing a case
 - *Reminder* - All info in the Fraud Details section is **CONFIDENTIAL** and not to be shared with applicants or landlords
- The untrusted and trusted lists contain many attributes and continue to be tuned based on new information from multiple sources, including the Zendesk tickets you submit
 - The updating of these lists is making the Pallium detection smarter over time
- We are seeing an uptick of cases being flagged with attributes on the untrusted list
 - Evaluating adding fields to the Fraud Details section to provide RAA Staff with more insight into which attributes are being flagged as untrusted
 - With the amount of identify theft being observed, it's important for us to be diligent even if it appears the landlord/payee name is one for a company the RAA has experience working with
 - We appreciate your patience as the Deloitte Investigations team works through your Zendesk tickets



QUESTIONS



RAA SUPPORT

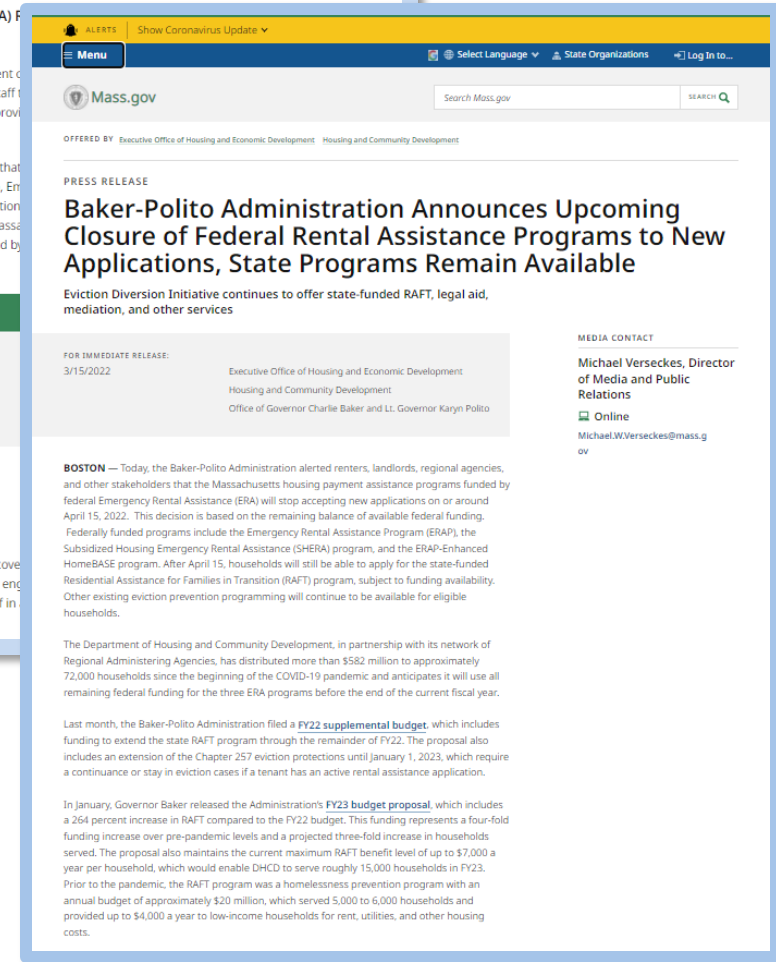
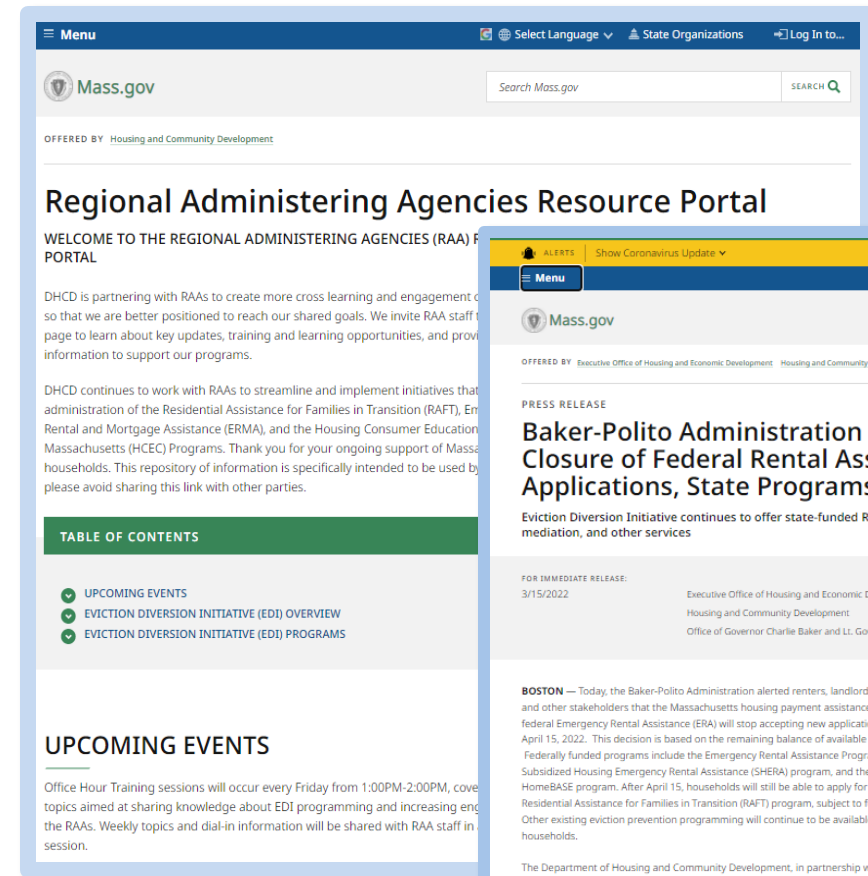
1

[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) 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!

