



Federal Emergency Rental Assistance Program (ERAP)

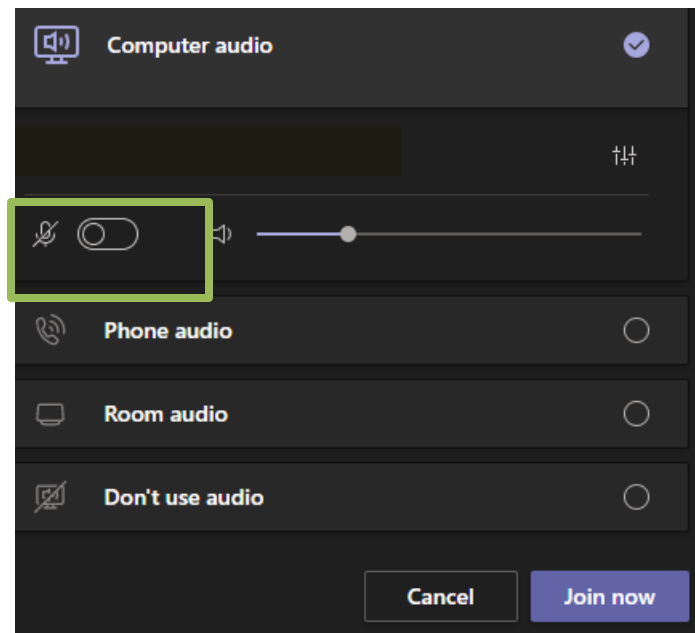
Recertification Preview

May 14, 2021

Last Updated: 5/13/2021

Please Mute

Please join the meeting muted during the session to keep interruptions to a minimum

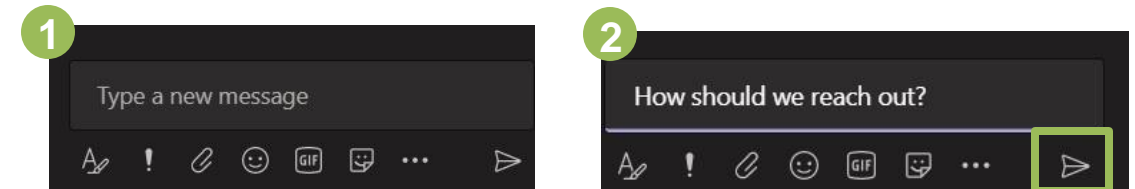


Engage During Meeting

1. Teams Chat

Send a message in the **Teams Chat** panel

1. Type in your **question**
2. Hit Enter



2. Questions

- We will be monitoring the Teams Chat for questions throughout the session
- We will triage questions during designated checkpoints

THIS CALL IS BEING RECORDED





WELCOME



Our Journey Today

1 HOUR



Objective & Introduction

5 mins



Recertification Overview



Recertification Eligibility & Outreach

30 mins



ERAP Policy Next Steps



Questions

25 mins



Wrap Up

Purpose



Preview new guidance related to **ERAP recertifications** as we roll out the new policy

Goal



Provide RAA staff with **guidance and continued support** related to ERAP and other EDI programs



RECERTIFICATION OVERVIEW

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Recertification will allow eligible ERAP participants to receive **three additional months of stipends**



Not all applicants will be eligible for the additional assistance



DHCD will **identify potentially eligible applicants** and will reach out to them by email. RAAs will contact those without emails by phone or mail



RAAs will be responsible for processing Recertification Forms and administering payments to approved applicants



Each RAA must designate staff for the recertification process.

This can be two separate people, or one covering both duties:

- 1 One manager point of contact for policy and oversight
- 2 One person to receive recertification applications

As a best practice, at least two staff members from each RAA should be trained on processing Recertification Forms



RECERTIFICATION ELIGIBILITY & OUTREACH

IDENTIFYING POTENTIALLY ELIGIBLE HOUSEHOLDS



Applicant eligibility:

- Must have been awarded **ERAP** after **March 22, 2021**
- Renters with income-based subsidies are **excluded**

Process for identification:

- DHCD **will pull a report from HAPPY** of households meeting the eligibility criteria with the name, address, email, phone, and RAA of the applicant
- DHCD will **share the missing list of applicants with missing emails** with RAAs who will provide any missing emails
- DHCD will then **notify potentially eligible applicants** by email and provide them the Recertification Form
- RAAs will contact those **without known emails** by mail or phone



ERAP RECERTIFICATION TRAINING NEXT STEPS

Recertification Roll Out:

- Trainings for designated staff will take place on 5/20
- Trainings will be one-hour sessions
- Training invitations were sent to designated staff yesterday

Tuesday, 5/18

Manager Training

Thursday, 5/20

RAA Staff Trainings

- **2:00-3:00 PM - Readiness Group A & B:** HAC, Metro, BHDC, CMHA, & RCAP
- **11:00 AM-12:00 PM - Readiness Group C & D:** FCRHRA, LHAND, WayFinders, CTI, NeighborWorks, & SMOC

Friday, 5/21

Office Hours review of Recertification guidance



ERAP POLICY REMINDERS

Previously, last month's rent counted towards the 18-month benefit limit.



Now, last month's rent has to count toward the 18-month benefit limit AND toward the 3-month limit.



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.**”
- *Example:* Tenant is facing imminent loss of housing (24 hours) and applicant does not necessarily fit guidelines.



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.



QUESTIONS

THANK YOU!

