



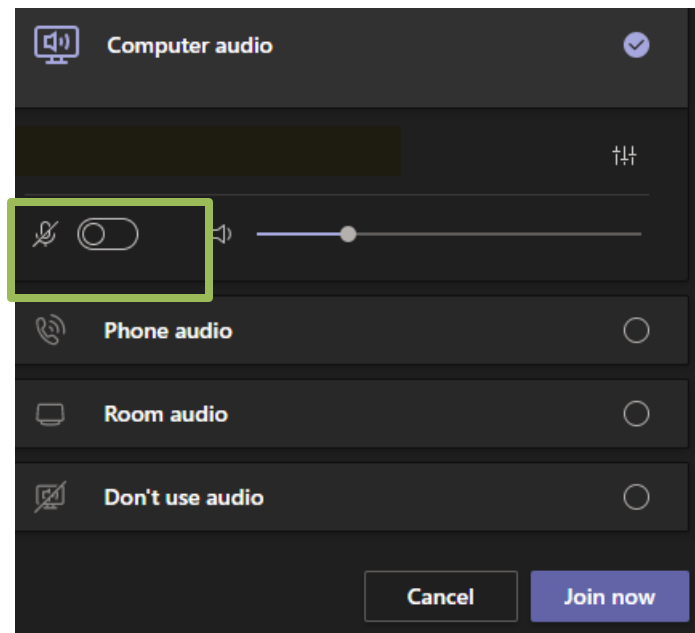
# Federal Emergency Rental Assistance Program (ERAP) Office Hours Preview

March 12, 2021

Last Updated: 3/12/2021

## Please Mute

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

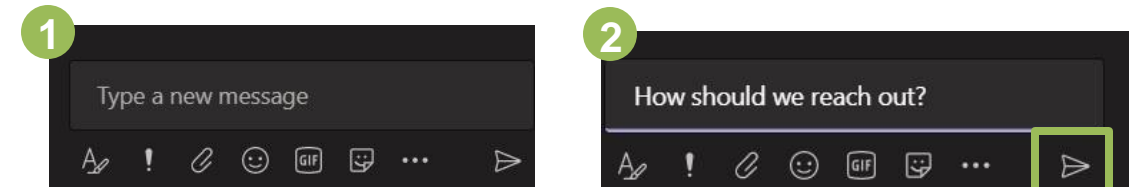


## Engage During Meeting

### 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
- During the designated checkpoints for questions, **please come off mute** to ask your questions once the moderator calls on you

# THIS CALL IS BEING RECORDED





# WELCOME



# Our Journey Today

I HOUR



**Welcome & Objective**

10 mins



**Training Goals**



**Emergency Rental Assistance Program (ERAP) Overview**



**ERAP Training Journey**

20 mins



**RAA Support & Readiness**



**Reminders & Next Steps**

30 mins



**Question**

## Purpose



Preview the **new Federal Emergency Rental Assistance Program (ERAP)** and provide an overview of policies and future learning opportunities

## Goal



Provide RAA staff with guidance to **support upcoming training sessions** and the overall **implementation** of the new federal program

# TRAINING GOALS



**DRIVE LEARNING**



**DRIVE PROGRAM  
ADOPTION**



**SUPPORT STAFF**



**PROVIDE HELPFUL  
TOOLS, RESOURCES, &  
CLEARWAYS TO  
TRIAGE QUESTIONS**



# FEDERAL EMERGENCY RENTAL ASSISTANCE PROGRAM (ERAP) OVERVIEW



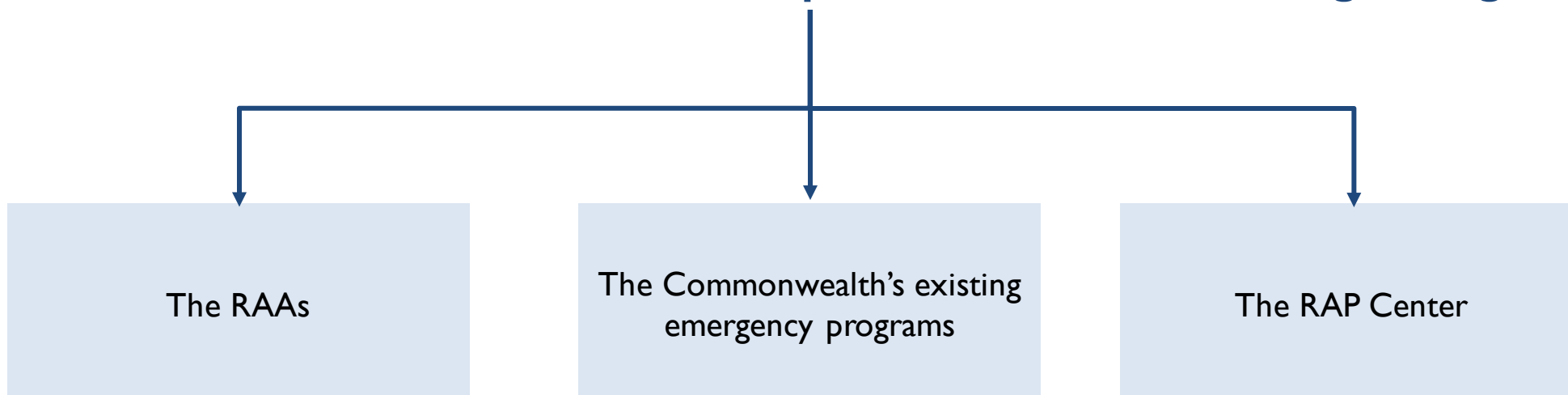
# ERAP OVERVIEW VIDEO



The Federal **Emergency Rental Assistance Program (ERAP)** is a federally funded emergency housing assistance program for renters impacted by COVID-19

Massachusetts has received **\$457M** use-it-or-lose-it federal emergency rental assistance dollars. Federal law requires that we spend 65% of these federal dollars by September 2021.

**Massachusetts will administer a portion of its ERAP funding through:**



# GOALS OF FEDERAL ERAP



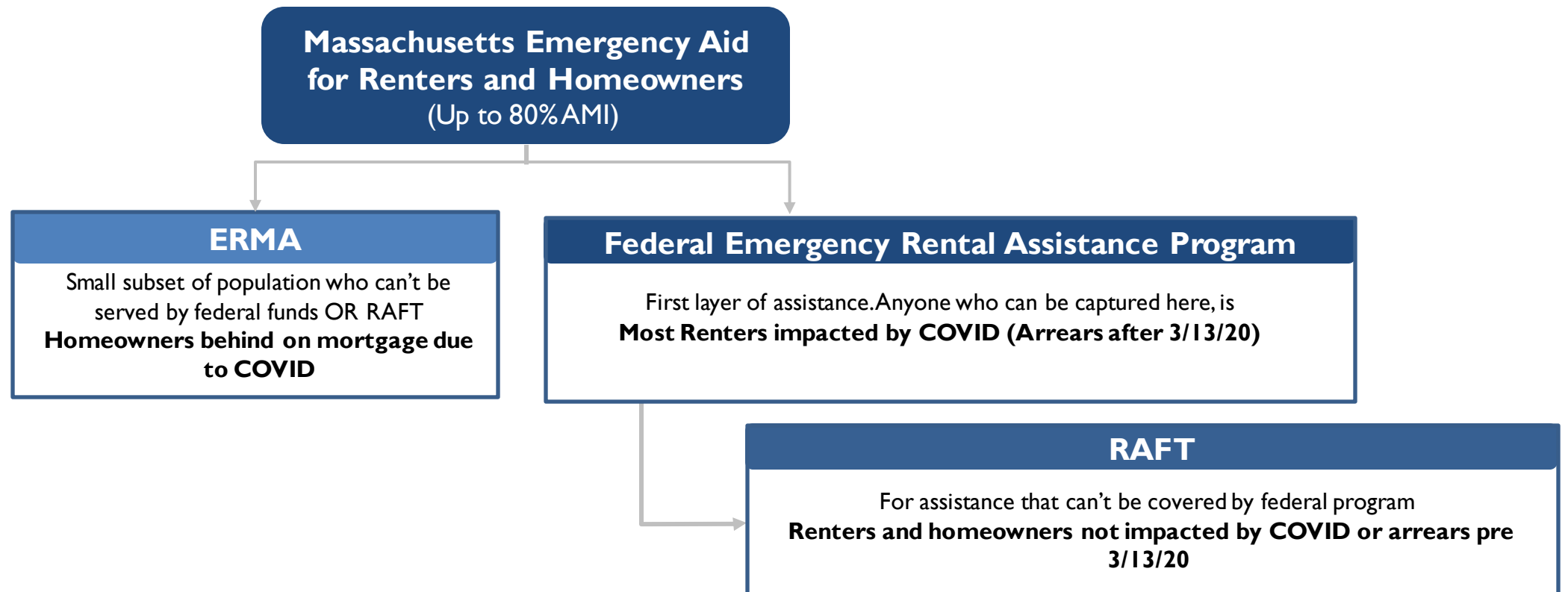
- ✓ New federal funding will allow Massachusetts to serve even more renters and landlords who have been affected by this crisis
- ✓ New federal funding enables more community members to remain in stable housing
- ✓ Federal law requires that we spend 65% of these federal dollars by September 2021, so it essential that we begin using this funding and distribute aid quickly and efficiently

**The federal program complements existing programs to meet unprecedented needs in our community. RAFT and ERMA still exist to serve households who do not meet ERAP requirements.**

# HIERARCHY OF FUNDS



Federal funds should be **prioritized** above other funding sources for renters to ensure that MA meets the deadline for using these funds.



DHCD has made significant efforts to keep the Federal Policy Administrative Plan aligned to the current RAFT program.

**The goal is to minimize disruptions to processing times,  
while leveraging additional resources to meet more  
families in our community.**

# RAFT VS. ERAP OVERVIEW



RAFT	ERAP
<b>Who is Eligible?</b>	
Renters and homeowners at 50% Area Median Income	Renters at <b>80%</b> Area Median Income
<b>What is the Benefit?</b>	
Up to \$10,000 in rental, mortgage, and utilities assistance within 12 months	Applicants are eligible for up to 12 months of arrears ( <i>after 3/13/2020</i> ).  Applicants are eligible for 3 months of uncapped prospective rent and utilities assistance.
<b>What does the Benefit Cover?</b>	
Overdue or future rent or mortgage costs, utilities and moving expenses	Overdue or future rent costs, utilities and moving expenses

**The current RAFT program policies are not changing at this time.**



## ERAP Program highlights:

- COVID-19 impact required
- The benefit is capped at 12 months of arrears or combination of arrears/stipend, plus additional 3 months of assistance potentially available if funding allows and need is demonstrated (documented in HAPPY and on file at the RAA)
- Stipends are initially awarded for three months at a time at 100% of rent
- Will pay utilities up to \$1,500 even though moratoriums extended
- Differentiation between Close Outs and Denials
- Supervisor review required over \$10,000
- Additional methods to verify income

1

## Before March 22

- Readiness activities leading up to policy go-live to determine applications that will qualify for ERAP.
- Training and learning opportunities before policy go-live to prepare staff.

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## On March 22

- Any applications in the queue are eligible for ERAP.

3

## After March 22

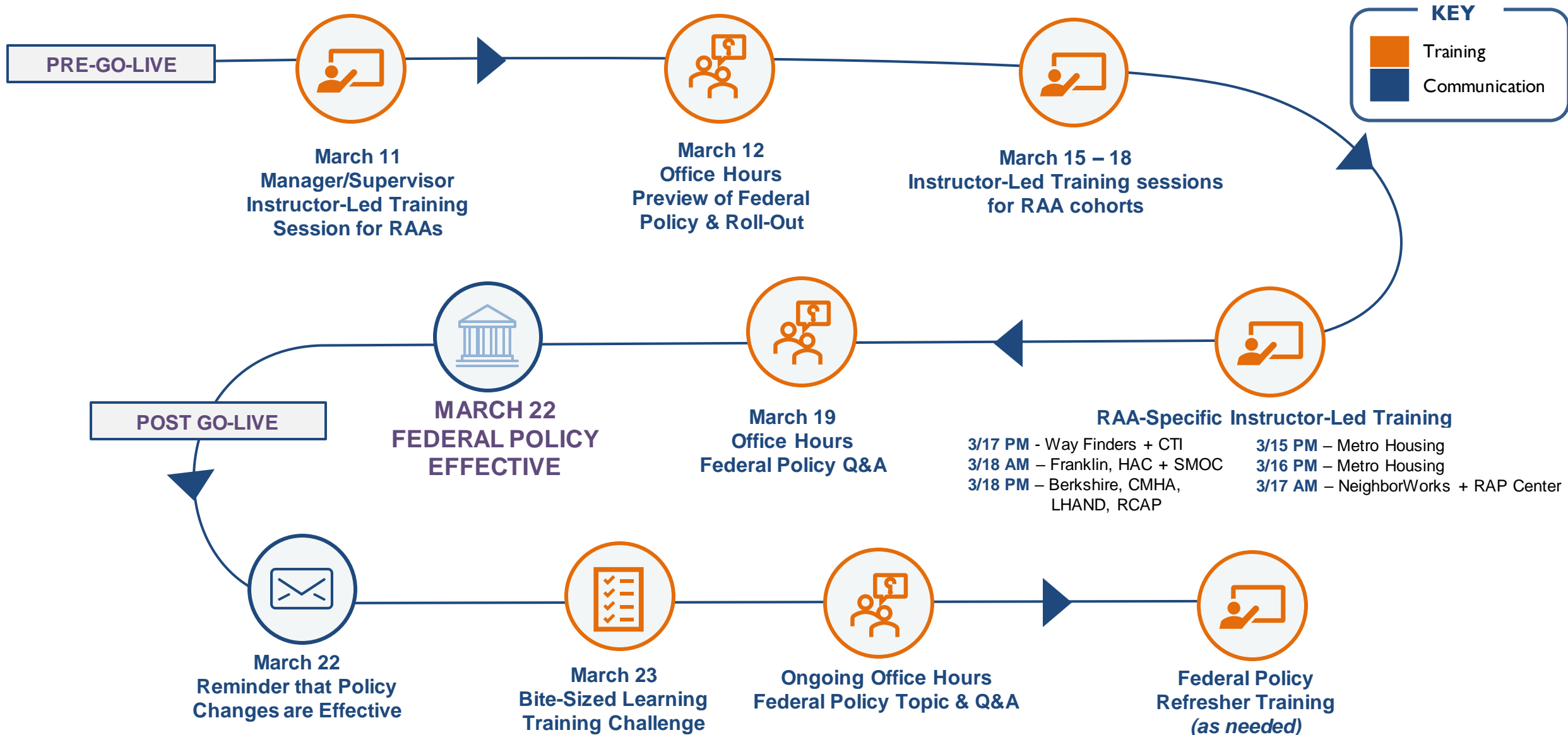
- All open applications should be considered for ERAP funds before all other programs to ensure MA uses the available federal funds.





# ERAP TRAINING JOURNEY

# TRAINING JOURNEY



# Federal Policy Roll Out Training Calendar – *In Progress*



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
March 1	2	3	4	5
8	9 ★ Distribute ERAP Policy Admin Plan	10	11 2 – 3:30pm RAA ERAP Training Manager / Supervisor	12 Office Hours 1 – 2pm Preview of Federal Policy & Rollout <b>WE ARE HERE</b>
15 3:00 – 4:30pm RAA ERAP Training Metro Session 1	16 12:30 – 2:00pm RAA ERAP Training Metro Session 2	17 10 – 11:30am RAA ERAP Training NeighborWorks & RAP Center 3 – 4:30pm RAA ERAP Training Way Finders & CTI	18 9:30 – 11am RAA ERAP Training SMOC, HAC, Franklin 2 – 3:30pm RAA ERAP Training LHAND RCAP, CMHA, Berkshire RAA Reset, Prep and Readiness Activities	19 Office Hours 1 – 2pm Federal Policy Q&A Session
22 ★ <b>FEDERAL POLICY EFFECTIVE</b>	23 Kickoff RAA Training Challenge	24	25	26 Office Hours 1 – 2pm Federal Policy Q&A Session (policy topic TBD)
29	30	31	April 1	2 Office Hours 1 – 2pm Federal Policy Q&A Session (policy topic TBD)



# RAA SUPPORT & READINESS



## The Federal Emergency Rental Assistance (ERAP) Admin Plan

*Please read and become familiar with the new [Federal Emergency Rental Assistance \(ERAP\) Admin Plan](#), which can be found on the RAA Resource Portal. Also, please review the new [ERMA Admin Plan](#).*

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## Ensure you have the invitation for RAA mandatory training next week

*Check with your supervisor if you have not received an invitation for training next week.*

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## Complete all RAA Readiness Activities on Checklist

*RAA's have been assigned a designated RAA Readiness support team (Accenture/DHCD Point of Contact) to complete readiness activities in preparation of ERAP go-live. RAA leadership (designated point of contacts) will review the checklist of readiness activities, work with staff to coordinate completing these tasks and prepare for March 22.*

1

## [RAA Resource Portal](#)

Central resource to provide RAA staff with key updates, training and learning opportunities, and helpful information to support programs

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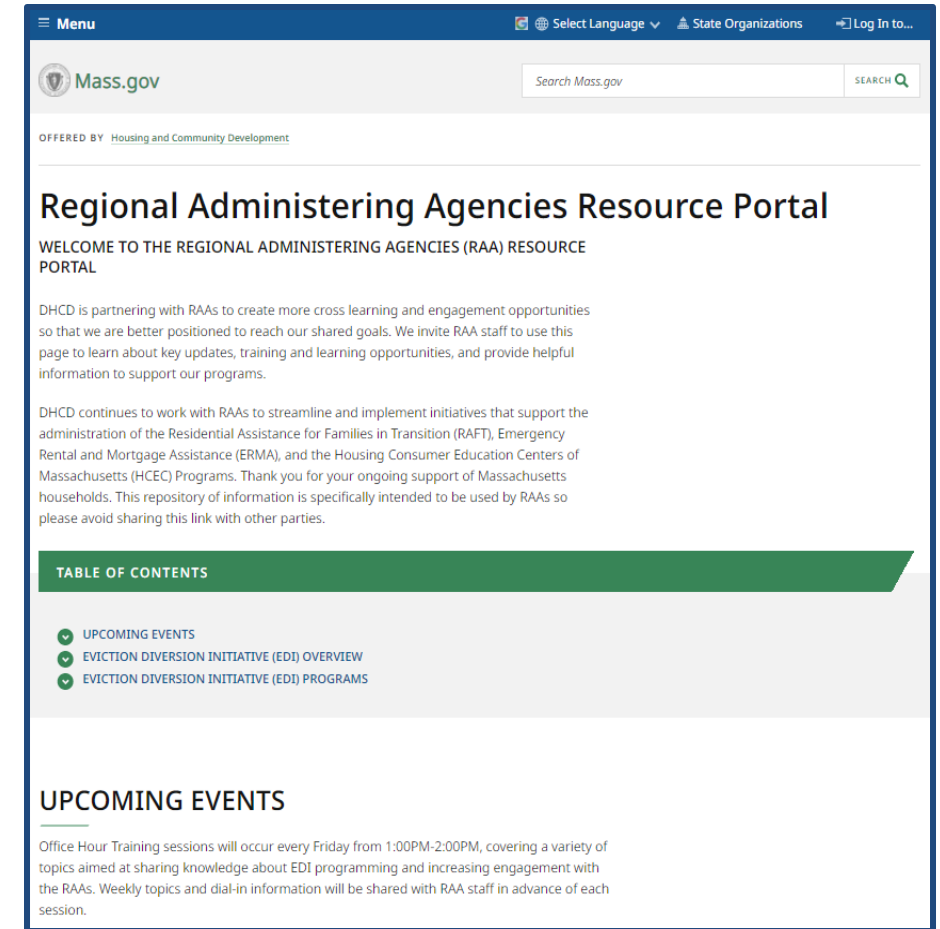
## Reference Guides

- Reference all training materials related to ERAP on the RAA Resource Portal.
- Reference guides cover topics including: *Quality Assurance Reviews, Required Documentation, Application Flow and Program Guidance Matrix, HAPPY Data Entry, and ERMA Program Guidance.*

3

## Further Questions

Direct questions to your supervisor and then contact the RAA support inbox ([dhcdraaraft@mass.gov](mailto:dhcdraaraft@mass.gov)) as a point of escalations for questions. A member of the RAA Support Team will respond.





# QUESTIONS

# THANK YOU!

