



Federal Emergency Rental Assistance Program (ERAP)

Policy Reminders

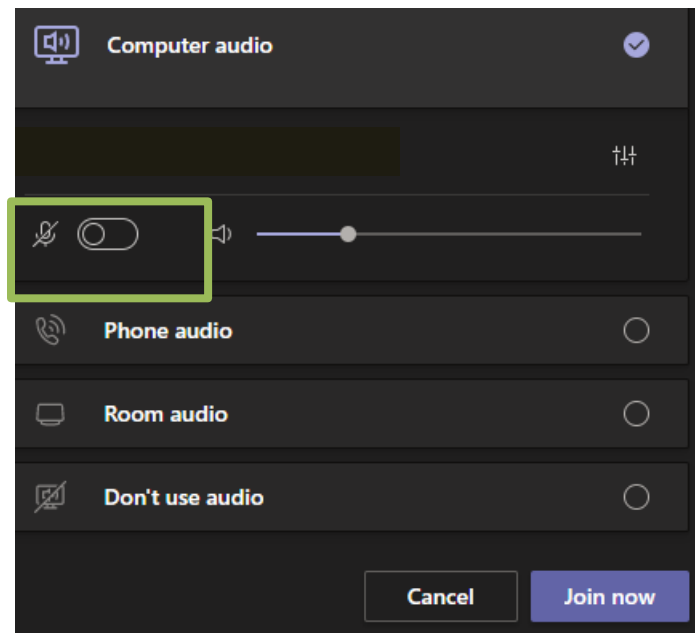
October 29, 2021



WELCOME

Please Mute

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

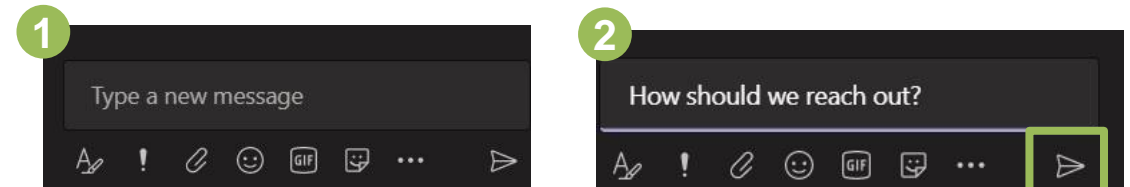


Engage During Meeting

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





Our Journey Today

30 Minutes



Objective & Introduction

5 mins



Policy Reminders/Updates

20 mins



Questions



Resources & Wrap Up

5 mins

Purpose



Review policy reminders to ensure policies are being implemented efficiently and effectively

Goal



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



POLICY REMINDERS



After initial application submission, RAAs are required to give applicants at least 10 business days to submit missing/requested documents

- Applicants must receive a request for missing documents. This notification must clearly state the submission deadline, listing the date after which the application will be closed out
- Those 10 days start after the RAA contacts the applicant to inform them about what documents are missing or needed
- This applies to ERAP/ERMA/RAFT



After those 10 business days have passed there is a **“soft” close-out**

- The RAA sends a “RAFT/ERMA/ERAP Status Notification” and indicates if there are documents missing.
- The notification explains that an applicant and landlord have 14 days to reopen the application by submitting the missing documentation, which would trigger the RAA to reopen the application
- This info can be found in the ERAP Admin Plan and ERAP FAQ on the RAA Resource Portal



- As a reminder, RAAs do **not** have to stop awarding ERAP stipends on/after December 31st, 2021
- However, any scheduled **COVID RAFT stipends** must cease on/after December 31st, 2021



When should applicants be notified for application status changes?

Applicants must be notified in writing by phone, email, or mail at the below status changes. *Advocates must be notified at the same identified status change points as the applicant.*

- Receipt of application
- Upon review, if there is missing documentation
- Upon application close-out or denial, stating reason.
- Upon approval, copying the tenant on landlord terms of agreement to participate

Evidence of the notifications to the applicants, utilities, and landlords must be maintained in the files for audit purposes.



UPDATES



QUESTIONS



RESOURCES

1

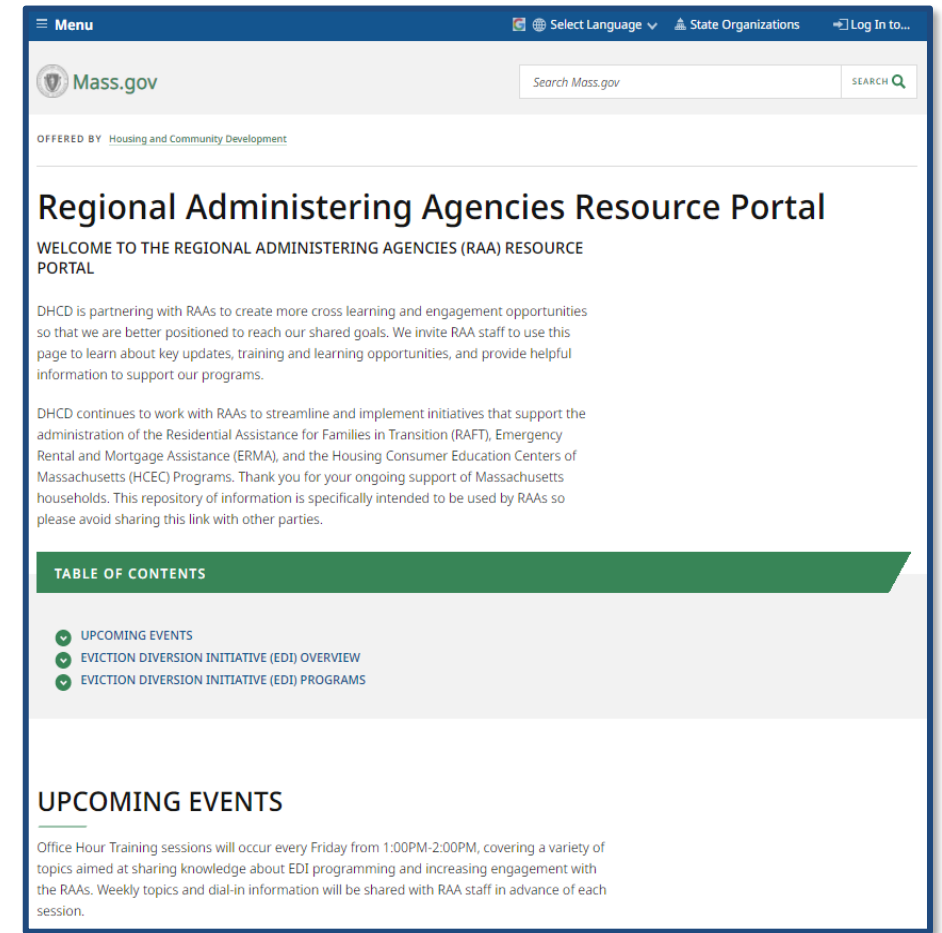
[RAA Resource Portal](#)

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

2

[FAQs](#)

Comprehensive list of FAQs spanning a variety of topics





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.

THANK YOU!

