



RAFT & E2E – Reflecting On The Last Year

EOHLC Office Hours
December 15, 2023



WELCOME

THIS CALL IS BEING RECORDED





TEAM UPDATE



Welcome Jackie Buttaro, RAFT & HCEC Program Coordinator

- Jackie comes to us from Metro Housing Boston, where she had the following roles spanning the last three and a half years – RAFT Case Manager, RAFT Program Manager, and RAFT Training & Development Manager.



RAFT IMPACT

RAFT At a Glance, December 2022 – December 2023



RAFT + LOI Apps Submitted



173,867

All time Denied and Timed out



92,809

RAFT Applications Approved



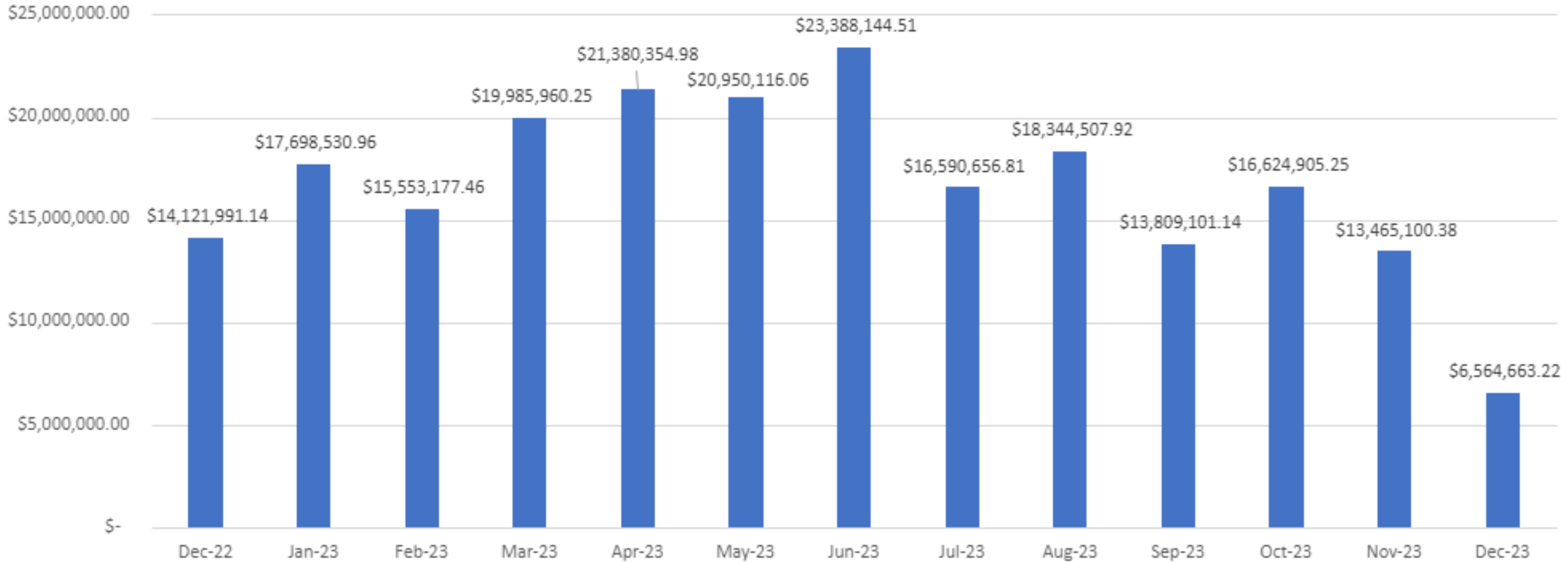
44,790

All time LOI approvals

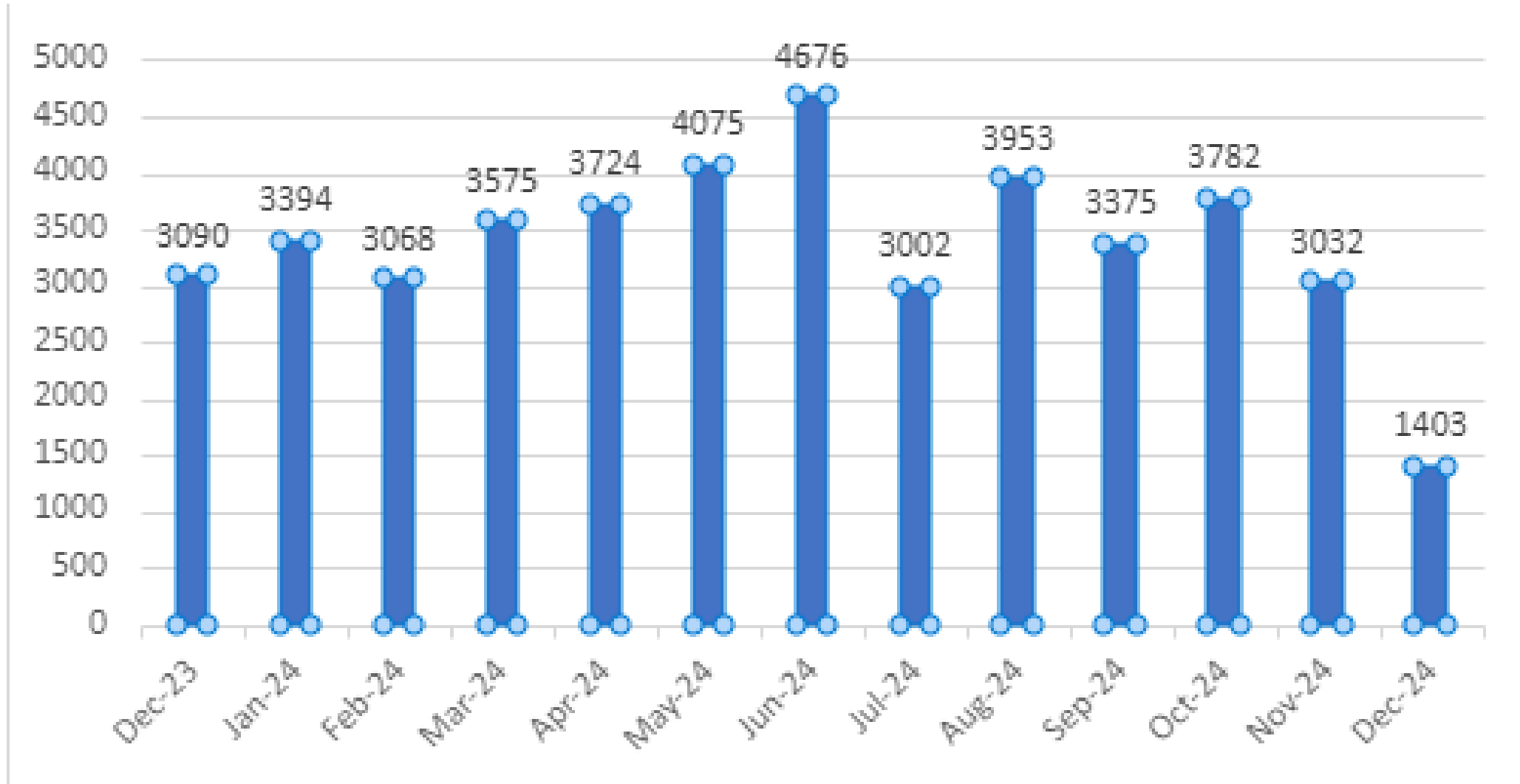


14,484

RAFT & ERAP Spending



Unique Households Served



Top 10 Cities Served, Households & Dollars



- Springfield – 5,159 Households (\$24,200,645.04)
 - Boston – 5,023 (\$22,295,503.75)
- Worcester – 2,411 (\$11,939,969.75)
- Lawrence – 2,242 (\$12,829,702.41)
 - Lowell – 1,846 (\$9,295,933.45)
 - Lynn – 1,713 (\$8,766,730.49)
- Holyoke – 1,309 (\$5,670,244.12)
- Chicopee – 1,125 (\$4,994,673.85)
 - Brockton – 950 (\$5,473,929.73)
 - Fall River – 975 (\$4,817,175.86)
 - Haverhill – 930 (\$5,287,477.47)
- Total Households Served – 44,149
- Most Funds Spent in One Month – June 2023 - \$23.4M
 - Households Who Received Rental Arrears – 30,331

All time Emails Sent



280,643

Case Comments all time



600,620



What positive change to processing have you experienced using E2E?

How to Participate

1. Go to **Menti.com** on your smartphone or computer browser.
2. Enter the code **9899 1558** into the field shown to the right



Please enter the code

12 34 56

Submit

The code is found on the screen in front of you



ZENDESK

Total Zendesk Tickets in FY24 (July 2023-Present) **1,837 Tickets**

Submissions by each RAA:

- BHDC – 42
- CMHA – 86
- CTI – 102
- FCRHRA – 45
- HAC – 58
- LHAND – 61
- MHB – 408
- NHS – 238
- RAP Center – 215
- RCAP – 130
- SMOC – 96
- WF – 356

Top 10 ZenDesk Submitters:

- Shelly Williams (WF) - 65
- Jacqueline Alvarez (CMHA) - 53
- Matt Watson (WF) - 45
- Cordelia Stockwell (MHB) - 45
- Soulamone Siphaxay (MHB) - 41
- Vanessa Rivera (WF) - 41
- Ann Titus (MHB) - 39
- Wesley Pope (WF) - 38
- Jahaira Gonzalez (RCAP) - 37
- Gabrielle Roth (RAP Center) - 34



Let's Guess On Some
RAA Stats!

How to Participate

1. Go to **Menti.com** on your smartphone or computer browser.
2. Enter the code **9899 1558** into the field shown to the right



Please enter the code

12 34 56

Submit

The code is found on the screen in front of you



- **CTI** spent a higher percentage of their budget on rent arrears than any other RAA
- **HAC** was the quickest processor.
- **MHB** had the highest percentage of extremely low-income households served
- **BHDC** assisted the highest percentage of households with court case crisis
- **FCRHRA** had the highest percentage of converted LOI's
- **WF** had the highest number of urgent cases processed.
- **RCAP** had the fewest timeouts
- **SMOC** had the quickest time from draft to application match stage
- **NHS** had the top two emailers for staff in E2E
- **CMHA** assisted with over \$4.8 million in arrears payments
- **LHAND** had the highest percentage of approved applications
- **RAP Center** approved 7,294 applications in supporting the Commonwealth with RAFT

Thank You





What is your favorite
holiday food or
beverage?

How to Participate

1. Go to **Menti.com** on your smartphone or computer browser.
2. Enter the code **9899 1558** into the field shown to the right



Please enter the code

12 34 56

Submit

The code is found on the screen in front of you



RAA SUPPORT

1

[RAA Resource Portal](#)

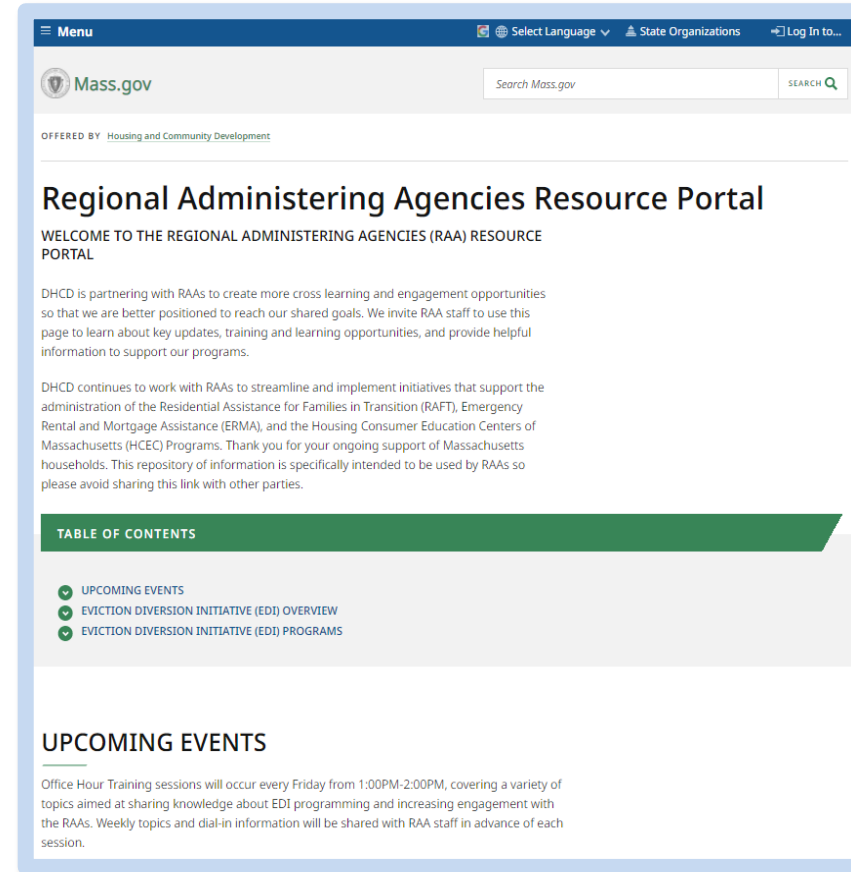
Central resource to provide RAA staff with key updates, training and learning opportunities, and helpful information to support programs

2

Frequently Asked Questions (FAQs) that provide additional, concise program guidance.

3

Zendesk training materials offer helpful info on processing within E2E/Salesforce





Further Questions

Direct questions to your supervisor and then contact [Zendesk](#) 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 the priority drop down option labeled “**URGENT.**”

Best Practice



Please **specify the issue** that you are reaching out about to ensure that the EOHLC RAA Support team is best positioned to provide policy guidance.

THANK YOU!

