



RAFT Office Hours Update

EOHLC Office Hours
Friday March 28, 2025



WELCOME

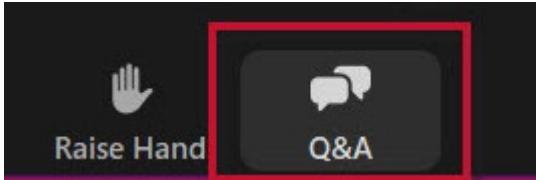


ENGAGEMENT BEST PRACTICES

Asking Questions

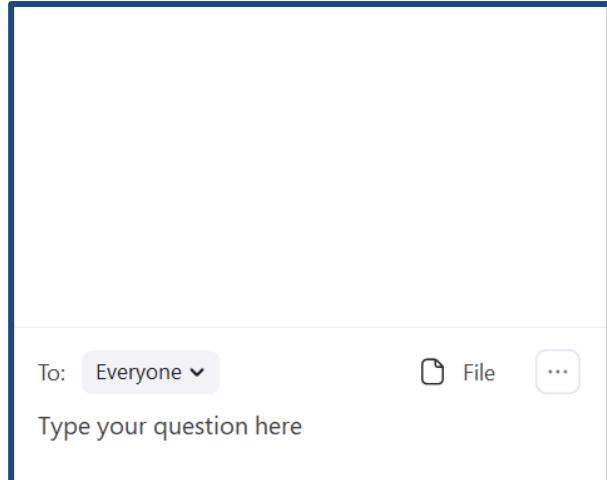
We will be monitoring the Q&A for questions

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





AGENDA

- FY25 RAFT Program File Reviews
- Updates to Office Hours
- Menti Q's



FY25 RAFT Program File Review

- Each year, our RAFT team at EOHLC conducts a small file review of 15-20 random files from each RAA.
- These file reviews help us get a closer look at all the hard work you are doing each day and helps us ensure that program guidelines are being followed with the processing of RAFT applications.
- Once file reviews are complete, we will host an Office Hours session in June to go over program + policy reminders, shout outs for common positive themes from each RAA that we see, and more! We look forward to wrapping up FY25 with this!



Office Hours Updates

- **Updates**
 - Starting **April 1st**, while EOHLIC is reviewing FY25 files, we will pause on bi-weekly office hours and host office hours once a month for April, May, and June.
 - Starting **July 1st**, we will go back to the bi-weekly/twice a month cadence – We will host one office hour session for policy + program content & then one office hour session for open Q+A.
- **Reminders**
 - If you are unable to attend office hours, please make sure to watch the recording of the session or review the slide deck that you missed from the RAA Resource Portal.



WE WANT TO HEAR FROM YOU! MENTI LIVE POLLS



- What would you like to see for content in future Office Hours?
- Are there any specific outside presenters would you like EOHLC to invite?
- What are you most looking forward to in Spring/Summer?

How to Participate

1. Go to [Menti.com](https://menti.com) on your smartphone or computer browser.
2. Enter the code **9944 3986** into the field shown to the right

Please enter the code

9944 3986

Submit

The code is found on the screen in front of you



QUESTIONS



Questions

- Direct questions to your supervisor and then contact Zendesk as a point of escalations for questions.
- Time-sensitive Questions: Critical questions that **require responses within 24hrs** should be submitted with the priority drop down option labeled **“URGENT.”**

Please note – the more detailed the ticket, the easier it will be for us to help. Please always include **full** case numbers (with all leading 0's), details on why a reopen is being requested, or any thoughts you had related to the policy question you are asking – we love hearing your viewpoints!

Resources

[RAA Resource Portal](#)

Only for RAA staff, this resource provides key updates, training and learning opportunities, and helpful information to support programs including FAQs.

[Zendesk Training Materials](#)

Only for RAA staff, this resource offers helpful info on processing within HHH/Salesforce

[RAFT Public Resource and Training Portal](#)

Resources are available for **public** community-based organizations and other partners with information about the RAFT program.



THANK YOU!

