



RAFT/ HCEC Updates
EOHLC Office Hours
Friday May 23, 2025



WELCOME

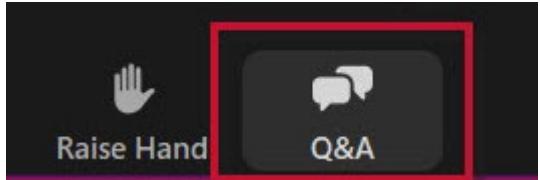


ENGAGEMENT BEST PRACTICES

Asking Questions

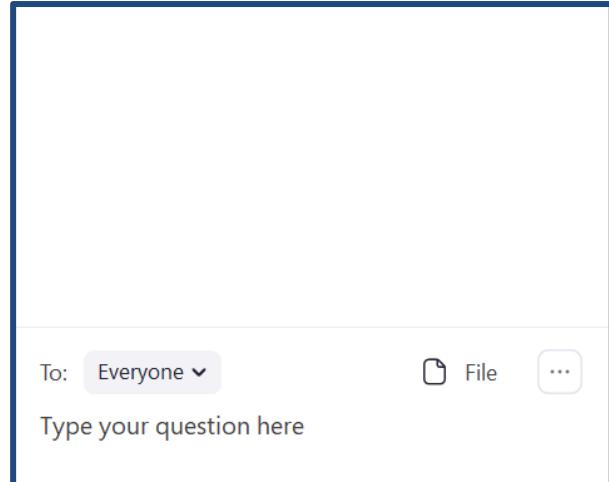
We will be monitoring the Q&A for questions

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

- Staffing & Portfolio Updates
- Some Things To Come By End of FY25
- Sunsetting NanMckay Team

Welcome Alisse!



Welcome Alisse Russell!

RAFT & HCEC Program Coordinator

- Alisse comes to us from Metro Housing Boston, where she worked for 3.5 years, holding positions as a RAFT Reviewer, RAFT Training & Development Specialist, and RAFT Program Manager.

RAFT & HCEC Portfolio Updates



EOHLC Team Member	RAAs
Alisse Russell Alisse.Russell@mass.gov	<ul style="list-style-type: none">CMHAMetro Housing BostonNeighborWorksSMOCRCAP
Melissa Donalds Melissa.Donalds@mass.gov	<ul style="list-style-type: none">CTIFCRHRAHACLHANDWay FindersNanMckay (<i>until 6/30/2025</i>)Hearthway (<i>Jackie's until 6/30/2025</i>)



Some Things To Come By End of FY25

- Next office hours will be on June 27th, where we will go over:
 - Overview FY25 RAFT Program File Review Findings & overview common themes for a refresher on policy/processing
- Nan McKay Sunsetting
 - As of last week (May 16th) NMA has stopped processing overflow cases from RAA's
 - Metro Housing Boston, NeighborWorks, and Wayfinders have taken over RAA overflow and are the new "RAP Center".
 - Tenant, Landlord, + Advocate Technical Support - Locally at your RAA, please continue providing technical support such as password resets and portal assistance.



Sunsetting Nan Mckay

- We appreciate the support that Nan McKay has provided to EOHL and the RAA's over the past few years. NMA will continue to provide us with support until June 30, 2025.
- We would like to recognize the efforts of the Nan McKay Team in the upcoming slide!



Households served (all time until 5/16):
47,665

Dollars spent (all time until 5/16):
\$335,093,319

Overflowed applications (last 12 months):
17,781



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!

