



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

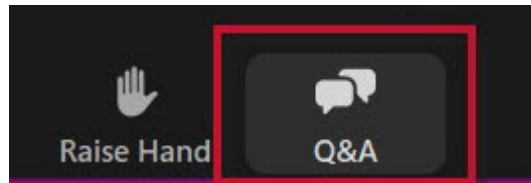


WELCOME

Asking Questions

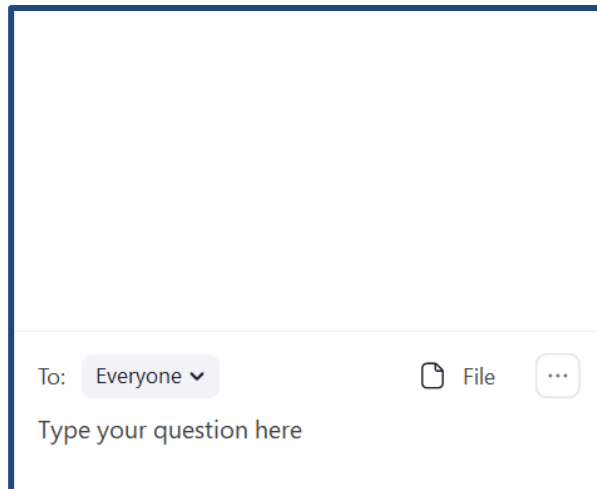
We will be monitoring the **Q&A** for questions

1



Click “Q&A” to submit a question (or “Raise Hand” to share a verbal question at designated breaks)

2

A screenshot of a Q&A submission form. It features a large white text area for entering a question. Below the text area, there is a 'To:' dropdown menu set to 'Everyone', a 'File' button with a document icon, and a three-dot menu button. At the bottom, there is a placeholder text 'Type your question here'.

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 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.

EOHLC Team Member	RAAs
Alisse Russell Alisse.Russell@mass.gov	<ul style="list-style-type: none">• CMHA• Metro Housing Boston• NeighborWorks• SMOC• RCAP
Melissa Donalds Melissa.Donalds@mass.gov	<ul style="list-style-type: none">• CTI• FCRHRA• HAC• LHAND• Way Finders• NanMckay <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.

Sunsettting Nan Mckay



- We appreciate the support that Nan McKay has provided to EOHLC 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!

