



Federal Emergency Rental Assistance Program (ERAP)

Reminders & Updates

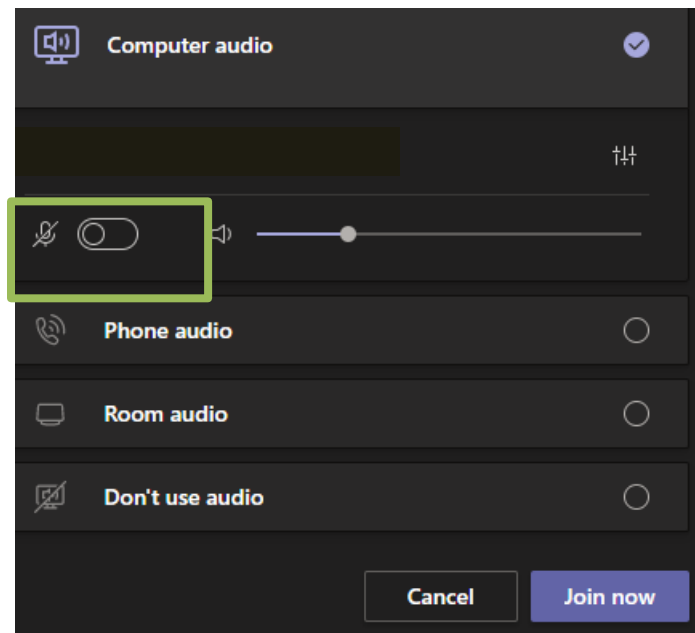
November 5, 2021



WELCOME

Please Mute

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

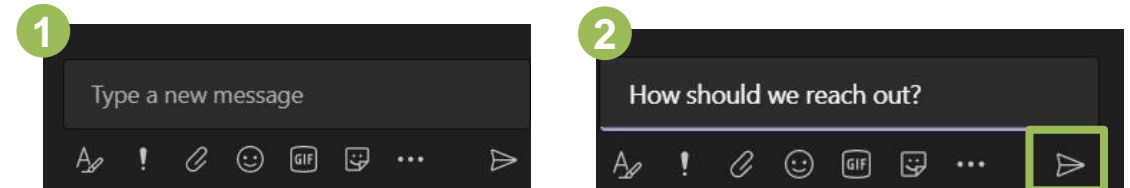


Engage During Meeting

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



Purpose



Review policy reminders and updates 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



REMINDERS

EMERGENCY RENTAL ASSISTANCE FOR RECENT ARRIVALS



- Applicants for ERAP/RAFT **do not need to demonstrate immigration status** in order to be eligible to receive assistance
- Neither RAFT nor ERAP require applicants to have a social security number if they do not have one. Clients without a social security number do not need to provide one.

Anyone who meets the required eligibility can be served by the program



- New arrivals may not identify themselves as such in their application. In that case, RAA will simply process application using normal protocols
- However, if an applicant does self-identify as a new arrival, **use ERA2**
 - Conserves the RAFT budget
 - Aligns with language in the ERAP enabling statutes

COVID-19 IMPACT ADDENDUM



- RAAs will use this form to document a COVID impact for households who applied before the new question was live on the Central App
- If the RAA knows that the household experienced one or more of these situations, they are eligible for ERAP 1 and/or ERAP 2
- The form should be completed by the RAA and kept as part of the client file in case of a future audit

COVID-19 Impact Addendum

To be used with applications where the household inadvertently has not certified to an COVID impact (direct or indirect) on their application, and follow-up contact was made with the applicant (phone, email, text, or in person) and/or there was a review of the application materials and the applicant was found to have experienced a financial hardship due to or during COVID.

Applicant Name: _____

Prompt for discussion with applicant: "Many households in Massachusetts have been financially affected by the COVID-19 pandemic. Please tell us what challenges you have faced since the pandemic started in March of 2020." Check all that apply to the household. This serves as confirmation that the household may use ERAP 1 or ERAP 2 (if otherwise eligible).

I, or someone in my household...

- ☐ Lost a job
- ☐ Collected unemployment benefits
- ☐ Had less income than usual (lower pay, fewer hours, or fewer clients if self-employed)
- ☐ Had to miss work, or stop working, or work fewer hours due to a health or medical need
- ☐ Had to miss work, or stop working, to take care of someone with health or medical needs
- ☐ Had to miss work, or stop working, or work fewer hours because my child's school or daycare was closed, or because my child had online school
- ☐ Had a roommate or household member move out, stop paying rent, or die, leaving me with higher housing costs
- ☐ Had higher bills than usual (for example, medical bills, transportation costs, childcare costs, funeral costs, rent, utilities, etc.)
- ☐ Had income that was too low to pay for basic household expenses (for example, food, clothing, rent, utilities, cleaning supplies, etc.)
- ☐ Other financial problem (please explain) _____

Staff Name: _____ Date: _____



UPDATES



Recently implemented Central App enhancements:

1. Streamlined document upload classifications in the Portal
2. Made the “tenant consent form” more visible in landlord applications
3. Added water as a utility type
- 4. Added a question for RAA staff to route staff applications to the RAP Center for processing**
5. Added a field in RAA documents report indicating document source [Cognito, Portal upload, or a Verification process]
6. Included all HH Members in DTA/MH verification requests

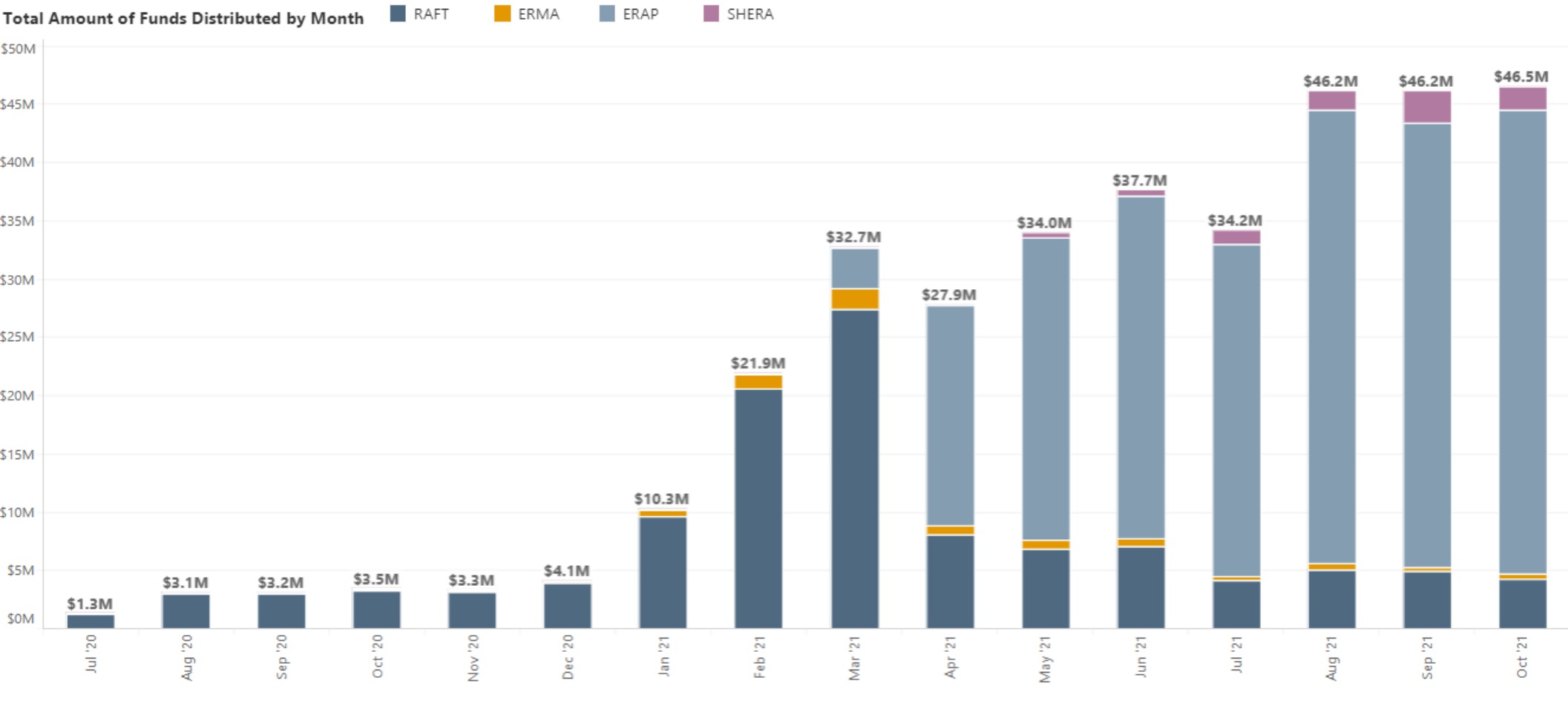
RENTAL ASSISTANCE SPENDING



\$356.0M

Total Amount of Funds Distributed

**8,626 households were assisted with \$40.3M of ERAP (formerly paid by RAFT) prior to official ERAP launch date.*



HOUSEHOLDS SERVED



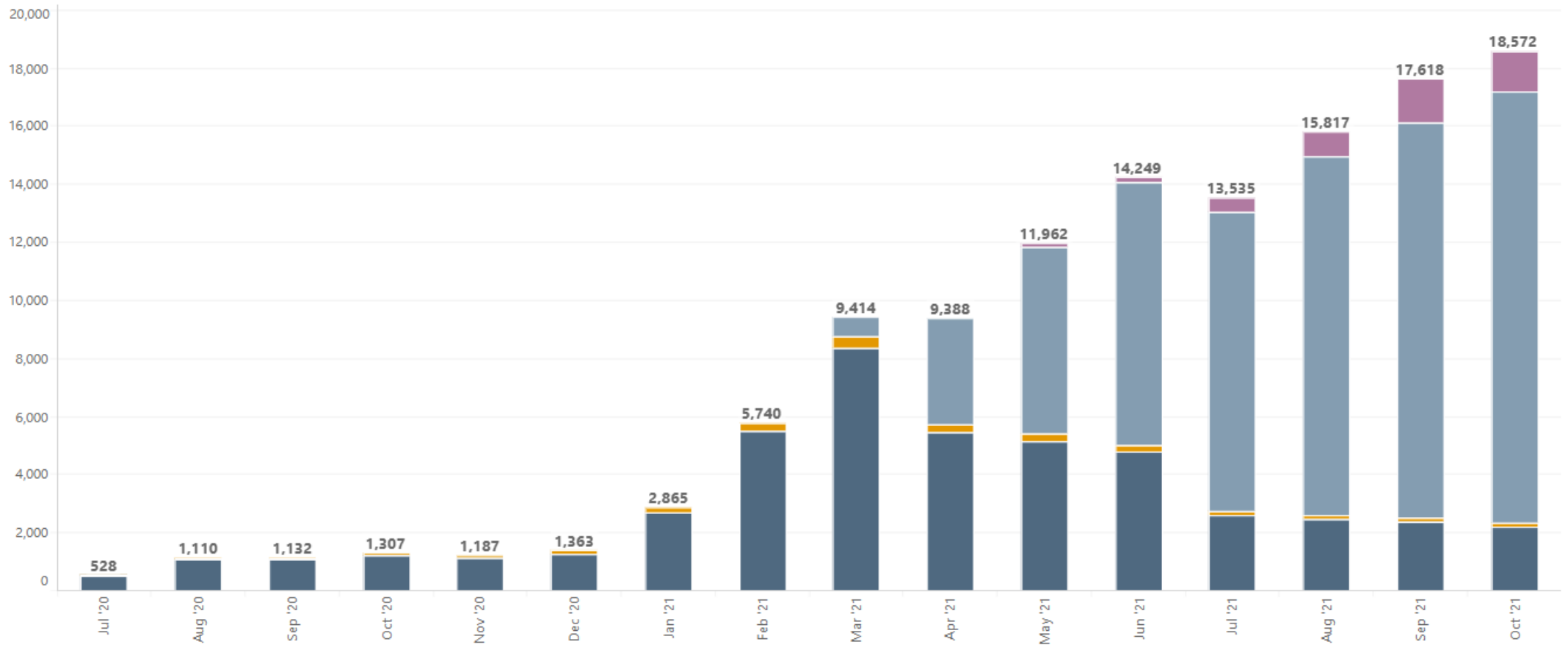
48,948

Total # of Unique Households Served

**8,626 households were assisted with \$40.3M of ERAP (formerly paid by RAFT) prior to official ERAP launch date.*

Total Unique Households Served by Month

RAFT ERMA ERAP SHERA





QUESTIONS



RESOURCES

1

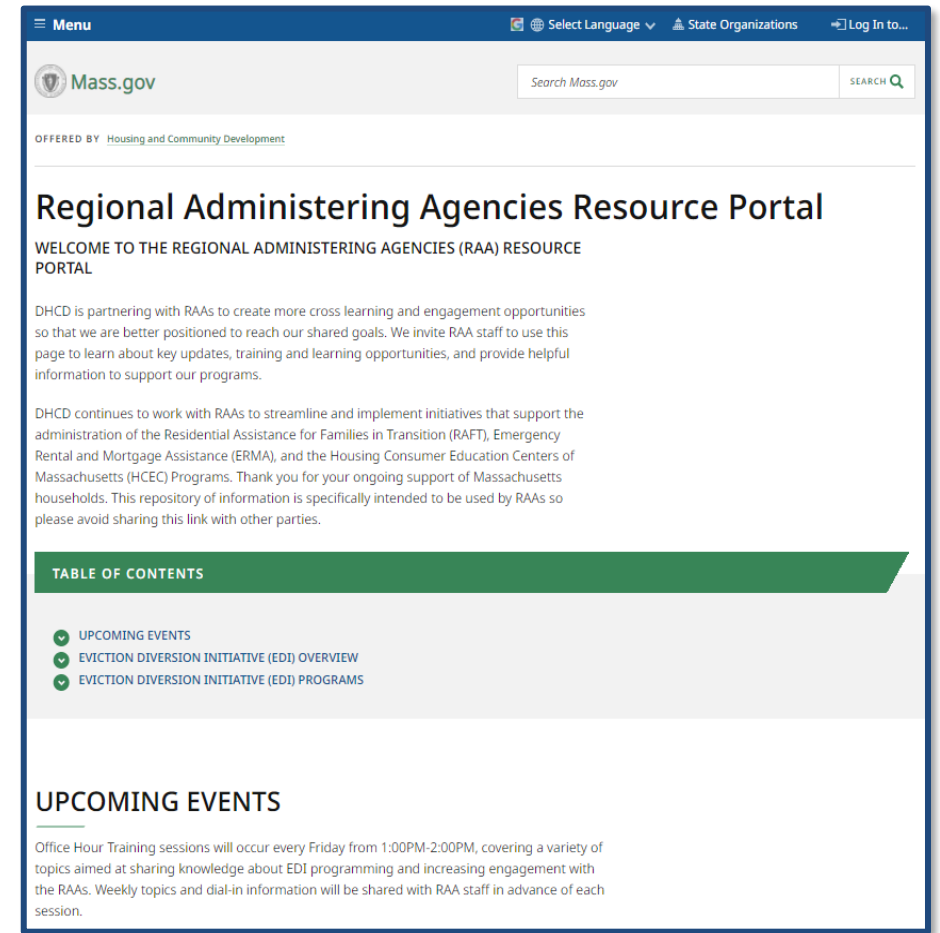
[RAA Resource Portal](#)

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



The screenshot shows the 'Regional Administering Agencies Resource Portal' on the Mass.gov website. The page header includes a 'Menu' button, 'Select Language' dropdown, 'State Organizations' link, and a 'Log In to...' button. The main content area features a 'WELCOME TO THE REGIONAL ADMINISTERING AGENCIES (RAA) RESOURCE PORTAL' message, followed by a paragraph about DHCD's partnership with RAAs. Below this is a 'TABLE OF CONTENTS' section with three links: 'UPCOMING EVENTS', 'EVICTION DIVERSION INITIATIVE (EDI) OVERVIEW', and 'EVICTION DIVERSION INITIATIVE (EDI) PROGRAMS'. At the bottom, there is an 'UPCOMING EVENTS' section with a paragraph about Office Hour Training sessions.



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!

