



DHCD's New Emergency Housing Payment Assistance Portal for RAFT

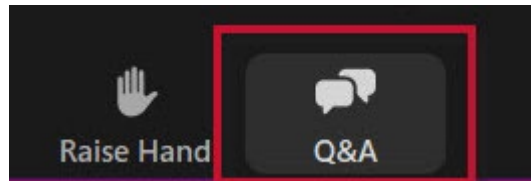
Intro Webinar For **Community-Based Organizations**

December 7, 2022

Asking Questions

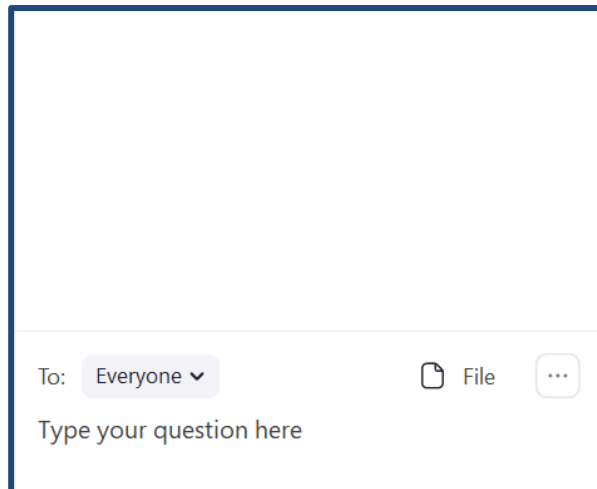
We will be monitoring the **Q&A** for questions

1



Click “Q&A” to submit a question

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





- New Application Portal Intro
- How to Apply
- How to Check Application Status
- Questions
- Resources

Why The System Upgrade? New System Benefits



As part of our work for continuous improvement, DHCD is implementing a new intake and case processing system for the RAFT and HomeBASE programs that will replace the current Central Application portal.

The new system will provide tenants, advocates, and landlords with a logged in experience that will have a number of benefits including:

- 1) Save and resume functions for applications initiated by any party
- 2) The ability for advocates to apply on behalf of multiple tenants using the same login
- 3) The ability for advocates to see information on all their applications at a glance
- 4) The ability for all parties to check application and payment status for applications
- 5) The ability for landlords/property managers to upload their W-9 and payment information into a profile for re-use across multiple properties/applications

Overview of New Application Portal



- **On November 14, the new online application replaced the former RAFT Application in Pilot Regions**
 - Way Finders – Greater Springfield area
 - Housing Assistance Corporation – Cape Cod and the Islands
- **On December 12, the new application will be live in the entire state and the former RAFT Application will no longer be used**
- **Continue to visit <https://applyhousinghelp.mass.gov/> to apply on behalf of a tenant through the Tenant Portal**
 - Application URL has not changed
- **Each RAFT Application will require a tenant portion (“Tenant Application”) and a landlord portion (“Landlord Application”)**
- **Tenants or their advocates will need to register before creating a Tenant Application**
- **Landlords will need to register before creating a Landlord Application**

Registering an Account in the Tenant Portal





1. Navigate to <https://applyhousinghelp.mass.gov/> and click Get Started
2. Register as a new user with the role Tenant Advocate
Note: Tenants applying on their own will register with the role Tenant

The screenshot shows the "User Registration" page of the Tenant Portal. The page has a header with the Commonwealth of Massachusetts logo, navigation links for "HOME", "PROGRAM OVERVIEW", and "HELP & SUPPORT", and a "Log in" button. Below the header, it states "An official website of the Commonwealth of Massachusetts" and provides a link "Here's how you know". The main heading is "User Registration", followed by a link "If you are already registered, click here to login." Below this, a paragraph explains that the email address provided will be the "Username" and should be kept safe. The registration form includes fields for "First Name" (filled with "Train"), "Last Name" (filled with "TenantSix"), "Email" (filled with "zelustraining6@yopmail.com"), and "Confirm Email" (filled with "zelustraining6@yopmail.com"). There is a section for selecting a role, with "Tenant" selected by default. Other roles listed are "Tenant Advocate", "Landlord/Owner", "Property Manager", and "EA Shelter Provider/EA Diversion Worker". A "Preferred Language" dropdown menu is set to "English". At the bottom, there is a "CAPTCHA" section with a green checkmark and the text "I'm not a robot", and a "SUBMIT" button.

- **Fill out the application details and upload all required documents**
 - Save and resume functionality is enabled
 - Applicants have 21 days to complete and submit the application
- **If advocate or tenant initiates the application**
 - Landlord will receive an email notification with a Tenant Application Code
 - Landlord must log into landlord account and start an application
 - When prompted under Tenant and Rent Details, landlord must select “Yes” when asked about email confirmation and then enter Tenant Application Code
 - Landlord must submit required landlord documentation, sign, and submit
- **If landlord initiates the application**
 - Same process as above, but landlord must select “No” and will not enter a Tenant Application Code
 - When landlord completes application, tenant will receive an email notification with a Landlord Application Code

How to Apply



HOMEPROGRAM OVERVIEWAPPLYHELP & SUPPORTLANGUAGE PREFERENCE

Your application has not yet been submitted. It is being saved so you may safely exit, then return to the application later to finish. It will not be processed until you finish the application and click submit.

Prescreening

✓

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Prescreening

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Applicant Details

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Hardship

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Moving- Housing Crisis

▼

Landlord Application

Have you received an email confirmation from the MA RAFT/ERAP/HomeBASE Program that your landlord submitted an application? *

☐ Yes

☒ No

PREVIOUS

NEXT

- Under the current RAFT application process, a household needs to identify a unit before the RAA/RAP Center can make an eligibility determination
- The new portal will include a “Letter of Intent” process
- An applicant can be found eligible before they locate a unit and will be given a Letter of Intent to provide landlords when searching for a unit
- Tenants will have 60 days to locate a unit and can request an additional 30-day extension
- When the tenant locates a unit, the landlord will need to complete the landlord application
- Tenant eligibility does not have to be re-assessed

How to Check Application Status for Submitted Applications



- Log into advocate account to view recent or all submitted cases
- Status bar shows where each application currently is in the process
- Unsubmitted applications can be edited before submission
- Submitted applications cannot be edited, but additional documents may be uploaded

The screenshot shows the "Application Status" page on the Commonwealth of Massachusetts website. The page has a navigation bar with links: HOME, PROGRAM OVERVIEW, APPLY, HELP & SUPPORT, and LANGUAGE PREFERENCE. Below the navigation bar, there is a section titled "Application Status" with a sub-header "Recent Cases" and "All Cases". A message states: "Below please find the status of your applications. If you do not already have an application in process, you may apply using the Apply Menu Option above." There is a section for "I Am a Tenant" with a note: "If you are a tenant requesting for rental assistance and you do not see your request below, you can start a new application by clicking Apply menu!". Two application cards are displayed. The first card shows a status bar with "Not Submitted" (yellow), "Under Review", "Approved - Pending Payment", and "Closed". Below the status bar, it says "Case Number #00003124" and "Case Type Letter Of Intent". The second card shows a status bar with "Not Submitted" (green), "Submitted" (yellow), "Under Review", "Ready for Payment", "Paid", and "Closed". Below the status bar, it says "Case Number #00003122", "Case Type RAFT Application", and "Rental Property 389 Elm Street, North Attleborough, MA 02760".

Case Status Definitions in the Landlord Portal



Status	Definition
Not submitted	The application has been started, but not submitted Unsubmitted applications will be deleted after 21 days
Submitted	The application has been submitted and is awaiting a match with a landlord application
Under Review	The application has been matched with a landlord application An RAA or the RAP Center is determining eligibility and reviewing documentation
Pending Final Approval	The application is undergoing final review
Approved – Pending Payment	The application was approved and has been submitted for payment
Approved – Paid	First payment has been issued
Denied	The application was denied for ineligibility



Questions?



- [Tenant Portal Reference Guide](#)
- [Landlord Portal Reference Guide](#)
- A recording of this webinar will be sent to attendees and posted to DHCD's [RAFT Public Resource and Training Portal](#)