

Solix Supports Administration of NYC Build It Back Program in Response to Superstorm Sandy



Transparent Solutions, Visible Results

Client Overview

In the wake of the destruction to New York City homes caused by Superstorm Sandy, the Mayor's Office of Housing Recovery Operations (HRO) launched the Build It Back Program to help New Yorkers repair, rebuild and elevate their homes. The HRO required a skilled partner to serve as an extension of their organization and provide consultative expertise to optimize workflows, complex program administration and other critical operational services.

Program Objectives

- ◆ Implement an end-to-end case management solution to streamline the intake and eligibility process and provide exceptional service to approximately 20,000 applicants.
- ◆ Onboard and train a team of skilled, experienced professionals to meet tight ramp-up schedules and to scale appropriately over the program lifecycle.
- ◆ Complete timely, accurate application eligibility reviews using a wide variety of supporting documentation in full accordance with HRO policies and Community Development Block Grant-Disaster Recovery (CDBG-DR) requirements.
- ◆ Develop reports and analyses to evaluate and enhance program effectiveness and ensure delivery of all contractual requirements.

Challenges

- ◆ Create Standard Operating Procedures (SOP) compliant with strict NYC and US Department of Housing and Urban Development (HUD) requirements.
- ◆ Develop an effective, multi-channel communicative strategy to translate CDBG-DR regulations and application procedures, explain required documentation and provide a better end-to-end experience for applicants.

Solix Solution

- ◆ In response to changes in the program approach, developed and implemented a tiered case management model designed to streamline the application flow by moving more applicants to an Option Review Meeting.
- ◆ Expanded the scope of cross-training for all reviewers and assigned a single advisor to guide each applicant through the process to improve the customer experience and increase efficiency.
- ◆ Assembled a team to examine flood policies and work directly with homeowners' insurance companies to streamline the duplication of benefits reviews.
- ◆ Analyzed the HRO system data to identify program milestones, trends and anomalies and identified specific reporting criteria and delivery formats.

Results

- ◆ Exceeded all goals established for grant agreement preparation.
- ◆ Developed automation tools to process eligibility reviews according to client specifications and in compliance with HUD regulations.
- ◆ Deployed Solix program liaisons in NYC Housing Recovery Centers and the HRO Call Center to provide phone support and on-site assistance to applicants.