



Helping New York Rebuild from Superstorm Sandy

Situation

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 engaged Solix to serve as an extension of their organization and provide consultative expertise to optimize workflows, complex program administration and other critical operational services.

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
- Meet tight ramp-up timelines
- 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 insights and analyses to evaluate and enhance program effectiveness

Challenges

- Create operating procedures compliant with strict NYC and US Department of Housing and Urban Development (HUD) requirements
- Develop an effective, multi-channel communication strategy to translate CDBG-DR regulations and application procedures and explain required documentation and provide an exceptional end-to-end customer experience

Solution

- Developed and implemented a tiered case management model to streamline the application flow
- Built automation tools to expedite eligibility reviews according to client specifications and in compliance with HUD regulations
- Assigned a dedicated advisor to each applicant to guide them through the process, improving customer experience and increasing efficiency
- Established a team to examine flood policies and work directly with homeowners' insurance companies to expedite benefits reviews
- Deployed Solix program liaisons in NYC Housing Recovery Centers and the HRO Call Center to provide phone support and on-site assistance to applicants

Results

- Performed more than 40,000 reviews and verifications of Build It Back applications
- Ramped up program in three months, meeting New York City's aggressive schedule
- Achieved 97% accuracy rate for applicant screening