



Optimizing Federal Stimulus Program Efficacy: The Advantages of Strategic Partnerships

States, counties, and cities spent much of 2020 analyzing and launching a wide range of support programs related to the federal CARES Act. These federal funds have provided essential support for many individuals and businesses. However, public agencies have spent an excessive amount of time trying to design and implement these programs while simultaneously addressing myriad daily priorities.

As agencies prepare for the potential rollout of new federal stimulus programs, it is important to consider the benefits and results that can be realized by partnering with uniquely qualified partners that possess specialized expertise.

Strategic partnerships can provide agencies with needed incremental resources to accomplish tasks such as:

- Monitoring and communicating federal guidance to ensure an up-to-date knowledge base of federal rules and policy goals;
- Designing programs and processes that are compliant with federal, state and local rules and objectives;
- Engaging targeted applicant populations through comprehensive and multichannel outreach;
- Building and deploying secure web-based application portals to intake applicant information;
- Performing applicant eligibility determination and compliance reviews;
- Digitizing and electronically storing documents for retention and audits; and
- Delivering program analytics and real-time, dynamic reporting.

Strategic Partnership Advantages

Expertise

When new programs need to be designed and implemented quickly, it is vital to leverage the expertise of those who have a relevant and successful track record. Complex operational tasks can be delegated to a strategic partner with unique experience while the agency maintains control and oversight.

Solix has successfully designed and efficiently operated complex regulatory processes for more than 20 years. We have an excellent track record of standing up new programs quickly, cost-effectively and compliantly.

One example of this capability occurred in the spring of 2020 when a state public utility commission needed a rapid and new solution to process applications for an electricity assistance program as the state's existing unemployment infrastructure became overwhelmed by people seeking financial assistance during the height of the COVID-19 pandemic.

Within three days, Solix launched customer care services and, less than one week later, built and deployed an integrated website that allowed residents to apply for assistance and securely submit documentation on line - enabling more than 500,000 interactions in three months.

Efficiency

Partnering with a uniquely qualified firm allows agencies to focus on priorities that require ongoing attention while leveraging relevant learnings and operational expertise. Solix has decades of unique experience, including professional project management, information technology and customer care staff, and we know how to design and efficiently operate complex programs. A state government client asked Solix to quickly design and launch an infrastructure environment that required multiple communication channels.

In less than one week, Solix deployed a "Hotline" with an Interactive Voice Response (IVR) system, and trained 30 customer care representatives to manage hotline inquiries and customer interactions.

Resource Flexibility

In uncertain times and with programs that require immediate ramp-ups with finite periods of operation, it is critical to be both flexible and scalable. Solix utilizes centralized and remotely-deployed training delivery modules to educate, fully train and certify program staff throughout the U.S. We have experience onboarding hundreds of representatives in a matter of weeks as well as ramping down resources in a controlled manner that achieves client objectives. In one state, after experiencing extremely high call volumes for an emergency assistance program, an agency asked Solix to quickly scale the capacity of call center operations.

Solix seamlessly expanded operations and increased call capacity from 5,000 calls per day to 15,000 calls per day while continuing to receive world class Net Promoter Scores for quality.

Compliance

A core competency of Solix is an extensive knowledge of complex federal and state regulatory operating environments. Our specialists are skilled at translating regulations into efficient operational designs with appropriate controls that achieve compliance goals. Our process experts and certified fraud examiners utilize comprehensive checks and balances to minimize any opportunities for waste, fraud or abuse. When supporting the launch or administration of a government-funded program, ***Solix draws on its extensive experience in designing and operating eligibility-based programs while incorporating proven processes and controls to ensure that program funds are delivered quickly and compliantly.***

As you prepare for the challenges that 2021 will surely present, Solix stands ready to serve as your partner in achieving program priorities by providing timely and needed federal stimulus assistance to qualified individuals and businesses. Please contact us to explore ways in which we can provide expert assistance. For more information about our capabilities, please call Eric Seguin at 973.581.7676 or E-mail at Eric.Seguin@solixinc.com.

About Solix

Solix, Inc. assists government agencies to engage and qualify customers for eligibility in programs. We are experts at assisting public agencies in administering programs to ensure that the proper benefits are received by the appropriate recipients. To learn more about us, please visit www.solixinc.com.