



# Your Experts for Emergency Rental Assistance

Civix works closely with state and local governments to plan for, stand up, and implement programs providing emergency rental assistance, utility assistance, and other support to residents at risk of eviction due to the impacts of COVID-19. Our multidisciplinary team has a thorough understanding of the applicable rules and regulations and more than 15 years of experience designing and managing large-scale federally funded disaster recovery programs.

We stand ready to support your team with expertise and resources to manage the many details of disbursement and compliance, so you can focus on the big picture of meeting your community's needs.

## GRANT MANAGEMENT SUPPORT

**Policies and Procedures Development and Implementation** – With a deep understanding of federal requirements and experience with disaster recovery grants, we support the development of comprehensive policies and procedures defining eligibility criteria, required documentation, terms of assistance, and other program rules and requirements, as well as operational procedures and application workflows. And we'll support implementation through trainings, technical assistance, and oversight.

**Standard Operating Procedures** – To guide internal program management and operational functions, we support the development and implementation of standard operating procedures (SOPs), including eligibility determinations, duplication of benefits verifications, household income certifications, and similar activities.

**Technical and Operational Assistance** – Our housing and planning experts provide ongoing technical and operational assistance to program staff and leadership. They offer guidance on policy, business processes, and programmatic workflow assessments to overcome obstacles as they arise.

**Closeout Support** – With complete end-to-end capabilities, we support program closeout activities, including final reconciliation, document retention protocols, and reporting needs.

## PROGRAM MANAGEMENT SUPPORT

**Operational Management** – We apply our deep experience in emergency assistance programs to provide operational leadership to existing and newly formed teams. This support includes guiding application intake and eligibility determinations, directing outreach and communications, and coordinating financial and accounting functions to facilitate payments.

(PROGRAM MANAGEMENT SUPPORT CONTINUED)

**Case Management** – We provide staff to complete intake and eligibility determination procedures, communicate with tenants and landlords, complete final reviews prior to payments being authorized, and perform related case management responsibilities.

**Outreach and Marketing** – Our team develops and implements outreach and marketing strategies to increase awareness, provide relevant information to program participants, and drive participation.

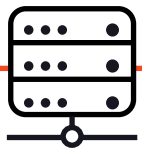
## OVERSIGHT AND MONITORING

**Monitoring Plan** – We create a monitoring plan to oversee program compliance. It includes areas to be tested, frequency of testing, and procedures and methods for testing. In addition, the plan defines the process for addressing identified issues or concerns.

**Issue Identification and Resolution** – We complete regular and recurring testing in accordance with the monitoring plan. Through this process, we document issues and develop and track corrective actions required to resolve them.

## SOFTWARE TO SUPPORT SERVICE DELIVERY

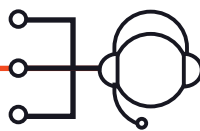
In support of these services, we offer a web-based software tool that can be configured to meet the unique needs of rental assistance programs. Quick and easy to implement, a phased approach enables the completion of interim milestones aligned with the program's timeline. (e.g., go live with the application intake portal while the staff interface is still being customized).



SQL Server Database



Web-Based Intake Portal



Web-Based Staff Interface



Payments and Closeout Workflow



Automated Reporting

## ENSURING SUCCESS THROUGH PROJECT MANAGEMENT

We bring the same organization and efficiency to project management, facilitating regular coordination meetings with program leadership and stakeholders. We manage and coordinate the completion of tasks and deliverables, providing regular and ad hoc updates to ensure program success.



**For more information about our rental assistance work, please contact:**

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