



# GovConnect™ Integrated Housing Assistance

GovConnect Integrated Housing Assistance is a “one-stop shop” which enables jurisdictions to distribute financial aid across a wide range of housing needs, including to eligible renters, homeowners, and homeless, to prevent eviction, foreclosure or utility shut-off through a streamlined application and eligibility process. **Key Features:** Online application portal for both persons seeking assistance and landlords/lenders, integrated contact center workload management capability, end to end case management including workflow management and eligibility determination, and flexibility to be “one-stop shop” for housing-related assistance.

## FEATURES

### Online application portal for both persons seeking assistance and landlords/lenders

Jurisdictions can set-up and define key components of their program including background, purpose, eligibility, scoring, application components, etc. This module also supports external communications, application status tracking and marketing of the programs.

### Integrated contact center workload management capability

Includes customizable automated routing for workload management in which cases are distributed to agents based on program-defined skills and availability. Reporting on agent workload, productivity, availability and case processing time available.

### End to end case management, workflow, eligibility determination

The case management module includes automated verification of eligibility requirements, such as service area and income validation, other benefit verification, as well as workflow management through multiple phases of application review. The solution helps facilitate case review of all types of assistance by providing tools and frameworks to support each review level.

### One-Stop Shop

Solution is flexible and customizable to include wide range of differing housing-related financial needs within one platform, including: emergency and non-emergency rental assistance, mortgage assistance, utility assistance and moving-relating assistance.

### Fraud Prevention and Program Integrity

RIDP (Remote Identity Proofing) provided by integrations with GIACT/Experian for Remote ID verification, as well as fraud analytics and prevention provided through integration with Pallium

### Flexible Payment Integration

The solution integrates with existing state and local payment systems to provide seamless payment process and decrease manual steps for staff in payment process.

## BENEFITS



Modular grant/program management components designed to be scalable and flexible for use across multiple programs with unique and varying requirements



Secure, self-service citizen portal to check eligibility and application status, apply for a program, communicate with the funder, and provide updated information



Configurable reports and dashboards showing how funds are being used to achieve program objectives



Centralized tracking and automated workflow for all program management activities and tasks



Continuity of information, secure communication, and reduction of manual workload on staff



Significant fraud reduction through RIDP and fraud analytics and risk assessment

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