

APPLICATION PROCESSING

Our turnkey suite of services includes program management, policy and procedures development, stakeholder engagement, application processing, case management and wraparound services, quality assurance and compliance, data management and reporting, and call center support—whilst ensuring compliance with the relevant program requirements.

Witt O'Brien's has an operational team balanced with the appropriate levels of supervisory management and QA/QC oversight. This modular staffing model allows for dynamic scaling based on period-specific needs over the course of our delivery.

We have also found that our modular cadre model ensures stability by providing peer-to-peer support, collaboratively working to overcome challenges together. We pride ourselves on process- and productivity-driven training techniques for supervisors focused on dedication, energy, expertise, and performance.

Rapid Start-Up and Implementation

- Witt O'Brien's application intake and processing is centered on the following objectives and success factors: accuracy, consistency, velocity, scalability, applicant understanding and engagement, and fiduciary responsibility. Our modular approach also allows for dynamic 'sprint'- and 'swat'-oriented efforts to surge through priority tasks or steps of processes. This supports the timeboxing of priority tasks to enhance resource focus driving short-term and attainable service goals. This enables us to periodically use high-level, system-generated data to group applicants together by common metrics or geographic proximity. We often find that surging through a number of prospective applicants within a geographic area will assist in knowledge-sharing of the program and help generate additional application intake or community assistance by working through the application process together.
- As a result of the pandemic, millions of individuals and families faced deep rental and housing debt, fear of evictions and foreclosures, and loss of basic housing security and community support. In response to the Emergency Rental Assistance (ERAP) and Homeowner Assistance Fund (HAF) programs, we successfully scaled our case management programs from ten to over 1,000 employees across 14 states in a matter of weeks—eventually reaching 1,055 case managers assisting individuals and processing applications. In just the last few years, we have processed more than 437,000 applications and disbursed nearly \$2.37 billion (about \$5,425 per Applicant) to individuals and families recovering from impacts of the pandemic across the country. Witt O'Brien's has successfully designed case management programs to meet the needs of America's most vulnerable populations across 14 states.

Fraud and Duplicate Detection (Case Example)

- Witt O'Brien's developed and utilized an industry-leading methodology for fraud detection for multiple ERAPs. It was tested and deployed in a state engagement and we have now expanded it to other projects. Our compliance team is experienced in identifying and preventing fraud, waste, and abuse, and actively works with states in pursuing criminal charges with law enforcement agencies on the city, state, and Federal levels.

