



Housing



Community Development



Infrastructure

## Emergency Rental Assistance Program

Florida Department of Children and Families



**Prime Contractor:**  
Tidal Basin



**Project Dates:**  
April 2021 to Present



**Funds Managed:**  
\$1.6B for Department of Treasury

### Project Overview

Tidal Basin was selected by the State of Florida Department of Children and Families to administer the state's U.S. Treasury-funded Emergency Rental Assistance Program, in response to the COVID-19 Public Health Emergency.

[tidalbasingroup.com](https://tidalbasingroup.com)

Be  
stronger  
than  
before

## Resilience Delivered

Tidal Basin is administering the statewide \$1.6 billion rental and utility assistance program for low-income households impacted by the COVID-19 Public Health Emergency. The program, known as OUR Florida, has fully utilized the State's ERA1 allocation and has moved into processing the ERA2 allocation.

### Comprehensive Management

Our team is providing full grant management, case management, call center, marketing, and outreach services, as well as intake and entry of applications through a tailored tenant and landlord portal. The tenant and landlord portal has been customized for the program, which enables management to implement changes quickly and to track production goals and productivity. Tidal Basin has also created a paper application and launched a mail option for those who are unable to access a computer or internet services.

### Payment Assistance

Tidal Basin is responsible for ensuring payments are made only to eligible applicants, avoiding duplication of benefits, and within the expenditure deadline assigned by the U.S.

Treasury. For example, Tidal Basin coordinates with counties and cities with direct allocations from the Treasury to prevent duplicative payments throughout the state.

### Call Center Solutions

Tidal Basin launched a call center and case management staff of more than 500 within three weeks of contract NTP. Currently, we manage a staff of nearly 750 call center employees and over 450 case workers and quality control specialists.

### Training and Support

The team has designed training to onboard staff for in-person and remote work, which has been critical in the ongoing public health emergency. In addition, we manage two program offices that host walk-in and scheduled appointments. Tidal Basin also coordinates with the Department to place program staff in 16 public benefits offices throughout the state. This reach enables the program to assist both tenants and landlords that may need assistance with scanning documents or understanding eligibility requirements.



Onboarded over  
**400**  
staff and  
processed first  
payments within  
two weeks of  
launch

Managed a peak of  
**1600**  
employees  
across call center,  
eligibility review,  
and quality control



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## Resilience Delivered

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**Tidal Basin is responsible for overseeing and delivering the following services:**

- Grant management
- Case management
- Applicant intake and eligibility
- Technology solutions
- Payment processing
- Monitoring and compliance with all federal requirements
- Document management
- Quality Assurance / Quality Control
- Required reporting (state and federal)
- Call center management
- Marketing and branding services
- Stakeholder engagement and coordination
- Public outreach
- Training
- Website development and maintenance
- In-person application assistance

### Success-at-a-Glance

- **Designed a custom application portal for tenants and landlords**
- **Launched a flexible training curriculum for in-person and remote employees**
- **Customized a program website with pre-screening questionnaire, applicant resources and guides, and fraud reporting**
- **Developed accessible language interpretation for LEP and hearing-impaired applicants**
- **Implemented paper, phone, and in-person application options for those who are unable to access or use technology**



Average of over  
**\$6M**  
in cumulative  
daily benefits to  
1,000+ unique  
applicants



Managed  
**16**  
state offices  
in two cities