

# Case Management Services

**Tidal Basin is a leader in disaster recovery and direct benefit programs. We have knowledge and experience in the applicant-based federally funded programs where expediency in benefits distribution is essential.**

Our experts specialize in programs funded by the U.S. Department of Treasury (i.e., Emergency Rental Assistance and Homeowner Assistance Fund), the U.S. Department of Housing and Urban Development Community Development Block Grant-Disaster Recovery (CDBG-DR) program, and the Federal Emergency Management Agency (FEMA).

Tidal Basin knows that case management is critical to successful disaster recovery programs. We can rapidly mobilize large-scale programs to assist struggling families and small businesses. Our impactful case management services are built upon transparent communications, well-trained case managers, and robust QA/QC processes.

**Case management services include:**

- Technology solutions
- Call center services
- Case management (including FEMA disaster case management)
- Quality assurance/quality control
- Outreach, marketing, and communications
- Program management
- Training and technical assistance



## \$1.5+

**billion awarded to disaster-impacted households and businesses**



**Our state-level case management program support includes Florida, Massachusetts, Vermont, New Hampshire, Louisiana, and Puerto Rico.**



**Housing**



**Community Development**



**Infrastructure**

# Case Management Services



Tidal Basin manages over \$3.8 billion in federal disaster recovery direct assistance programs, providing relief to households and small businesses across the country. Our efficiency is demonstrated in our portal and program launch, our speed to service, and our ability to rapidly process applications to payment.

## Case Management Program Highlights

Project and Client	Program Allocation	Program Achievements
<b>Emergency Rental Assistance Program</b> Florida Department of Children and Families	<b>\$1.34 billion</b>	<ul style="list-style-type: none"> <li>Launched a call center and case management staff of over 500 within three weeks of contract start.</li> <li>Processed the first applicant payment within two weeks of program launch.</li> </ul>
<b>Homeowner Assistance Fund Program</b> New Hampshire Housing Finance Agency	<b>\$50 million</b>	<ul style="list-style-type: none"> <li>Approved first application for assistance within seven days of program case management launch.</li> <li>Reviewed applications for eligibility within 1-2 days of submission.</li> </ul>
<b>Homeowner Assistance Fund Program</b> Vermont Housing Finance Agency	<b>\$50 million</b>	<ul style="list-style-type: none"> <li>Approved first application for assistance within seven days of program launch.</li> <li>Approved \$5 million in awards in the first four months of case management, well ahead of state projections.</li> </ul>
<b>Homeowner Assistance Fund Program</b> Massachusetts Housing Partnership	<b>\$178 million</b>	<ul style="list-style-type: none"> <li>One of the first programs to make payments to applicants in the country.</li> <li>The program began accepting applications in December 2021, and paid the first application in January 2022.</li> </ul>
<b>Case Management for CDBG-DR Economic Recovery Programs</b> Puerto Rico Department of Housing	<b>\$317.5 million</b>	<ul style="list-style-type: none"> <li>Assisted over 2,300 small businesses with application support resulting in over \$43 million in grant and loan assistance.</li> </ul>
<b>FEMA Disaster Case Management</b> State of Louisiana Governor's Office of Homeland Security and Emergency Preparedness	<b>N/A</b>	<ul style="list-style-type: none"> <li>Case managers are providing assistance to Hurricane Ida survivors – creating recovery plans, applying for assistance through FEMA, SBA and insurance, connecting them with additional local resources, and more.</li> </ul>

For more information on our program support, contact us today.



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**700K**  
 applications for grants and financial assistance processed



**>2.7**  
 million calls answered by our call centers



**500K**  
 small businesses supported through grant funding



**255+**  
 unique households supported