

Keep families in their homes with Emergency Rental Assistance



Maximus makes it easier to provide this vital aid to people in need

Many are struggling to pay rent and utilities due to the pandemic. Some will inevitably face eviction and homelessness. That's why it's so important to get federal Emergency Rental Assistance benefits to people quickly and accurately.

With our comprehensive Emergency Rental Assistance Program services, we can provide efficient application support, eligibility determination, and payment processing so you can stand up your program fast and manage it seamlessly.

Right now, \$25 billion is available to states, local governments with more than 200,000 residents, Indian tribes, and U.S. territories. Working together, we can ensure you're able to use these funds effectively to assist eligible households, support landlords, and enhance economic stability.

Capabilities to manage every facet of your program

As the largest provider of contact center and support operations for government benefit programs, Maximus has the expertise, capacity, and technology-agnostic approach to help you effectively administer the new ERAP benefits. Our services include:

Eligibility determination and payment processing

- Collecting documentation and validating identity, citizenship, address, and income
- Completing intake and needs assessment interviews
- Determining eligibility and level of benefit
- Documenting determination, redeterminations, and eligibility changes within a system of record
- Integrating IV-R or CRM solutions with existing eligibility determination and payment systems
- Performing applicant follow-up to obtain missing, incomplete, or incorrect information
- Adjudicating conflicting information for fraud prevention
- Processing payments to landlords and utility companies
- Providing determination notices
- Managing appeals
- Maintaining waiting lists

Citizen engagement, customer support and case management

- Conducting outreach and education regarding eligibility
- Providing a fully remote operation, or combination of virtual and onsite agent support, to deliver uninterrupted services in a way that prioritizes staff health and safety
- Utilizing the Maximus Center for Health Literacy to help citizens easily understand and navigate the application and benefit determination process in multiple languages
- Creating digital solutions to aid applicants in navigating, completing, and tracking their applications
- Overseeing case management for persons in need of work-related and housing/rental assistance



Extensive experience supporting applications and eligibility

Unlike many providers, Maximus focuses exclusively on helping government programs deliver services. We've partnered with 25 states in their response to COVID-19 — from testing to unemployment — and continue to support them through programs like ERAP.

Ready to get started?

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Successful statewide projects

Across states, we assess needs for services such as housing, childcare, and transportation. Often, we manage both eligibility determinations and payments on behalf of families for needed services. Examples of our experience include:

- **Arizona:** Statewide implementation of federal Emergency Rental Assistance Program
- **District of Columbia:** Comprehensive case management and eligibility support services including housing and utility assistance
- **Wisconsin:** WIOA eligibility determination, including rent and utility assistance
- **California:** Support for almost 2 million annual LifeLine applications and renewals
- **Texas:** Support for over 3 million active Medicaid, TANF, and SNAP cases each month

Maximus Eligibility Support for Federal Programs



Supported programs include ERAP, Housing Support and Assistance, Temporary Assistance to Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Unemployment Insurance (UI), Workforce Investment Opportunity Act (WIOA), Lifeline, and Child Care.