



## Government Program for Emergency Rental Assistance

### CASE STUDY

#### The Client

The Client (the City) is one of the largest cities and leading public housing authorities in the United States.

#### The Challenge

Due to the rapid emergence and spread of Covid-19, the Client required immediate outside assistance with its Emergency Rental Assistance Program (ERAP). Although the City had its own internal contact center, they did not have enough staff to adequately handle the overall ERAP application process, the heavy increases in call volume and the required ERAP follow-ups. Additionally, with state-wide layoffs on the rise, it needed extra assistance with responding to a backlog of helpdesk tickets.

#### The Solution

To alleviate these challenges, the Client sought a reliable, outsourced contact center partner. *They turned to AnswerNet.*

AnswerNet had the infrastructure and people in place to meet their needs head-on. We scaled up quickly and had their program up and running within days—including over 100 multilingual agents fully trained on their systems. Our cloud-based security and backup redundancy also afforded the City extra peace of mind. When necessary, we provided automated and live-agent outbound calling services to further support the City with application follow-ups to landlords and tenants.

#### The Results

- **Decrease in Wait Times**

With an increase in government funds, the Client was able to extend the ERAP application period from one week to one month, with little-to-no caller wait times.

- **Increase in Completed Calls**

AnswerNet's largest number of completed calls processed in a single month occurred in April 2021, with a total of 43,707. The lengthy ERAP application process meant that call handle time was longer, at 16:59 per call, with average wait time of only one minute and twenty-three seconds. Once through the initial application submissions, the callers' wait times were less than 11 seconds.

- **Relief for the City's Residents**

In 2020, over 100,000 applications were received. In 2021, the number grew to over 110,000. According to the Client and with AnswerNet's support, the City paid out \$641,000 to its residents. During this time, the City was able to ensure those citizens who lost their incomes that they would not also lose their homes.

answerNet

For more information, call/text:

**800.411.5777**