

# Case Management Services

**Tidal Basin is a leader in disaster recovery and pandemic response with knowledge and experience in the applicant-based federally funded programs where expediency in benefits distribution is essential.**

Our experts specialize in programs funded with the U.S. Department of Treasury Emergency Rental Assistance (ERA) and Homeowner Assistance Funds (HAF), as well as the U.S. Department of Housing and Urban Development Community Development Block Grant - Disaster Recovery and Mitigation (HUD CDBG-DR MIT). We have the infrastructure to rapidly mobilize and deliver aid payments to millions of struggling families and small businesses.

**Tidal Basin case management services include:**

- Technology solutions
- Call center services
- Case management
- Quality assurance/quality control
- Homeowner/renter outreach, marketing, and communications
- Program management



**\$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.



Preparedness



Response



Recovery



Mitigation

# Rental and Mortgage Assistance Programs



Tidal Basin manages over \$1.6 billion in HAF and ERA Programs, providing relief to households 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.

Client	ERA/HAF Allocation	Program Achievements
<b>Florida Department of Children and Families</b>	<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>New Hampshire Housing Finance Agency</b>	<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>Vermont Housing Finance Agency</b>	<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>Massachusetts Housing Partnership</b>	<b>\$178 MILLION</b>	<ul style="list-style-type: none"> <li>The MA HAF Program was 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>

**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



**255,037**  
unique households supported