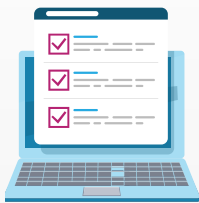


# Emergency Rental Assistance Solution

## Solution Overview



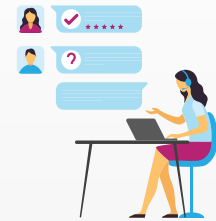
### Rental Portal

Customized portal to support renters with eligibility and application submission



### Landlord Portal

Support workflows to send notifications and collect additional documents



### Case Management

View cases, prioritize, perform document verification and adjudicate cases

## Key Features



Customizable Eligibility Screening



Automated Agent Support



2 Factor Authentication



Real-time Fraud and Risk Monitoring



Multi-Language Support



Notifications and Reminders



Intelligent Document Processing



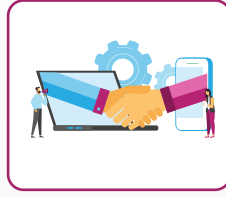
FAQ Support

## Renter and Landlord Portal



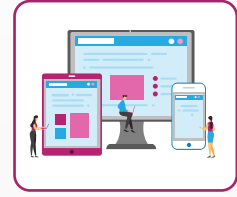
### STATUS, NOTIFICATIONS & REMINDERS

- Text and Email-based custom alerts, reminders and other communication to internal and external users
  - Scheduled Alerts for key activities
  - Alerts for case status changes
- Notifications to landlords
- Payment updates
- Request for additional documents
- Appeals and resubmits



### PRE-SCREENING AND ELIGIBILITY

- Self Service Form to assess eligibility and phase
- Easily configurable screening form
- Captcha, Multi-Factor Authentication to validate user
- Admin feature to adjust open and close phases and eligibility
- Ability to integrate with 3rd party verification systems to further validate users
- Multiple language support



### APPLICATION SUBMISSION

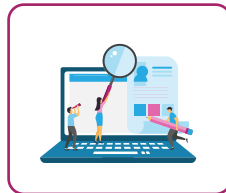
- Customizable forms, fields & workflows
- Digital signatures
- Document upload and verification
- Integration to State, County and City Payment Systems
- Integration to Call Center and Case Management

## Case Management



### LOW-CODE AND NO CODE FEATURES

- Customizable workflows
- Assignment rules
- Validation logic and error handling
- Escalation logic
- Integration to payments and other back-end applications
- Integration to ID proofing and verification services



### CASE REVIEW

- Review cases
- Review and request additional documents
- Case disposition
- Integration to payment system
- Analytics
- Fraud and risk monitoring



### REPORTING AND ANALYTICS

- Track end-to-end across States/County/Cities
- Out of the box dashboards on Looker available
- Quickly build custom dashboards
- Analyze and aggregate data to show trends and patterns
- Data export/import capabilities

# Document Verification

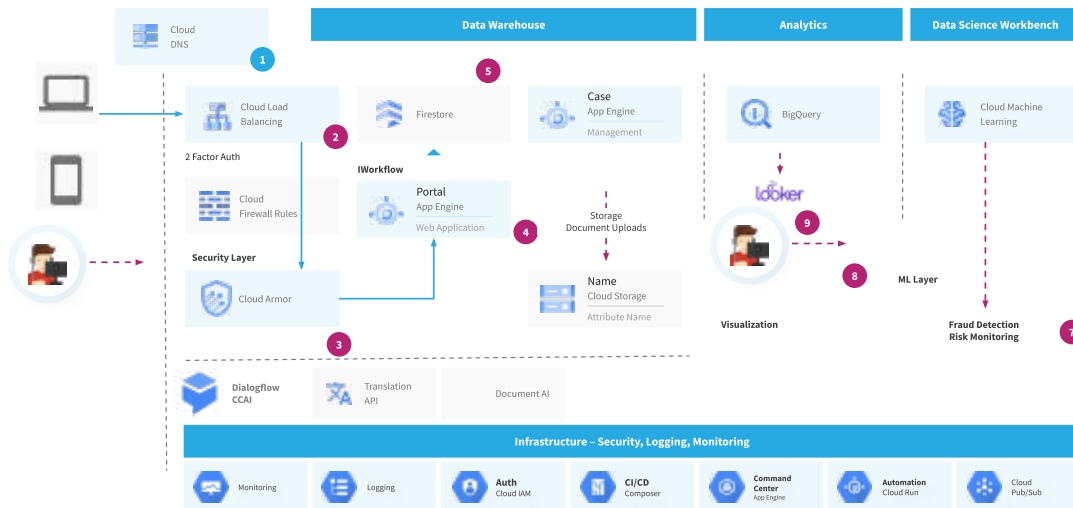
Lease Agreement  
 Driving License  
 Payslip  
 W-9  
 W-8

1040  
 Pay stubs  
 Bank statements  
 Lease Agreements  
 Termination Letters

Eviction Notices  
 Rent Past due notices  
 Overpayment slips  
 back from landlords



# Solution Architecture



# Solution Workflow

## Go to State/County/City Website

Eligible renters must first determine their local rental assistance program at the city, county or state level.



## Submit Application

Enable digital signature on customizable forms that align with local regulations.



## Case Management Review

Integrated with case manager view in order to prioritize, verify and adjudicate cases. Fraud/risk monitoring capabilities enabled.



## Landlord Workflow

Monitor analytics dashboards to review trends and patterns and check status of applications.



## Payment Workflow

Seamlessly integrate with state/county/city payment systems and other backend applications.



## Eligibility Screening

Configurable screening form that can be easily adjusted to comply with local guidelines. Admins can open/close phases and eligibility and validate users using captcha or multi-factor authentication.



## Upload Requested Documents

Built in doc AI capabilities for intelligent document processing and verification.



## Approve/Reject Application

Case managers review a variety of factors to determine whether an application is approved or rejected.



## Appeals Management

Manage the entire appeals and resubmit process, request additional documents or information as necessary.



## Send Status Updates, Notifications & Reminders

Enable custom reminders and alerts via text or email to both internal and external users for key events and status updates.



Ready to discuss our emergency rental assistance solution? Contact us today!

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