

# Success Story

## Energy Assistance Programs Solution

Industry : Government | Region : State of Arizona, USA | Services Provided : Case Management



Arizona's Department of Economic Security (DES) assists low-income Arizona residents by aiding with rental and utility payment assistance, among other services.

### Challenge

In response to the COVID-19 pandemic, DES quickly needed a system to deliver over \$289 million through Emergency Rental Assistance Program (ERAP). Speridian Technologies successfully delivered CaseXellence to DES to manage the program within two months of contract being awarded. Given the timely success of ERAP, DES turned to Speridian to expand its utility assistance offering by distributing over \$24 million through the Low-Income Household Water Assistance Program (LIHWAP). Considering the positive experience DES had with CaseXellence during the ERAP and LIHWAP implementations, the program director turned towards Speridian to help them overcome current program challenges with its Low-Income Home Energy Assistance Program (LIHEAP).

### Solution

CaseXellence delivered a scalable solution to the Arizona DES by harnessing the latest technology available to deliver an intelligent and cost-effective system.

### Results

- DES now manages multiple programs using a single instance of CaseXellence.
- Staff is trained on all programs and can assist as program volume fluctuates.
- Citizens can now go to a single portal to apply for multiple services and receive a timely response.
- Program managers are now able to manage their workforce, ensure the program meets federal compliance requirements, and effectively assist applicants with funding more efficiently.

Partnering with Speridian to design and implement our Emergency Rental Assistance Program client portal was one of the best decisions we've made as a department. In just two months, they launched a sleek, easy to use portal that allowed us to intake and process applications significantly faster than neighboring jurisdictions operating the same program. Since then, we've assisted more than 40,000 households with their rent and utilities and launched two more programs with Speridian. They are an absolute dream to work with, and I'm so grateful for their partnership.

**-Jennifer Snow-Vargas, Deputy Assistant Director at Arizona Department of Economic Security**

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