Delivering Income Verification & Eligibility Processing For Energy Assistance Programs

CASE STUDY

SOLIX
Consult. Engage. Empower.

Situation

A Texas municipality sought an experienced partner to help efficiently and accurately qualify, enroll and notify 45,000 participants eligible for its energy subsidy program. Leveraging proprietary technology to quickly filter and match application data points, Solix deployed income verification tools, including automated technology interfaces, and provided high-touch customer care, and fulfillment services.

Objectives

- Provide full-service solution to support 45,000 applications and eligibility reviews

- Design and build business intelligence and analytics tools to compare and match potential eligible participants using records from public benefit agencies

- Support customer inquiries and provide application status

- Perform complete program management including application reviews and annual eligibility reverification

Challenges

- Create and implement a comprehensive solution within tight timelines

- Ensure secure collection and effective processing of applicant data, as well as timely delivery of notifications to program applicants

- Enable detailed tracking, management and analysis of program data and outcomes

Solution

- Implemented a scalable customer care and fulfillment program to accommodate high volumes of program participants

- Built comprehensive and customizable reporting tools to monitor program performance and achieve regulatory compliance

- Provided detailed best practices guidance and regulatory expertise

- Configured Solix's business intelligence solution, Intuition, to capture and analyze market trends and create geographical visualization heat maps

Results

- Accurately and efficiently qualified 45,000 program participants within nine months

- Operational efficiencies and automation generated cost savings and enhanced program transparency

- Scalability resulted in efficient adjustments to variable energy assistance market needs

- Processes enabled utility to focus on program oversight and evolution