

A crisis is at hand.

Millions of Americans are at risk of losing their housing due to the COVID-19 pandemic. Landlords across the country could lose their businesses and livelihoods.



State and local governments must act quickly.

Quadel's national network of housing practitioners understand the current national housing emergency. We're ready to assist you with customized solutions to help ensure that rent relief is distributed quickly, efficiently and in accordance with federal guidelines and your local community needs.



Emergency Rental Assistance Program (ERAP) Services

Program Management

- Rapid program implementation and roll out
- Customer Service Call Center for applicants, landlords and recipients
- Program management, including eligibility screening to payment processing
- Quality control activities, including sampling and establishing compliance measures
- Performance reporting, including real time tracking and updates
- Technology-driven solutions for smooth launch and processing

Technical Assistance

- Creation of process guidebooks and desk aides
- Rapid response for on-site processing teams
- On-call guidance for program regulations and processes
- Forensic compliance and workflow analysis
- Third-party quality monitoring and compliance auditing

Quadel

**Rent relief is finally here.
So are we.**

For more information, including a quote or proposal letter, contact:

**Hannah Troyer at htroyer@quadel.com or
(202) 789-2500**

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Quadel's Emergency Rental Assistance Program (ERAP) Services

Get your ERAP up and running quickly.

Delays will aggravate hardships already faced by families, placing an additional burden on social services and other safety nets.

Quadel specializes in rapid program implementation, including staffing disaster recovery programs after Hurricane Katrina and Superstorm Sandy.

Reach those who need assistance most.

It's not just about distributing funds quickly. It's about ensuring that there is equity about the distribution.

Quadel's experience includes best-in-class outreach and customer service for the most vulnerable populations.

Additionally, we've deployed contactless customer service methods—virtual, electronic, and touchless handoffs—in engagements throughout the country.



Experience you can trust.

For more than 40 years, Quadel has been a trusted leader in providing program design and management, consulting and training solutions to the affordable housing industry.



Quadel offers **84** cumulative years of direct management knowledge and experience. We've helped solve some of the most complex housing problems under the most critical circumstances.



Quadel has completed over **1M** eligibility calculations in an array of rental housing subsidy programs from a variety of federal and state funding sources. This includes **80K** vouchers, **51K** units and **\$3B** in HAP distribution.

For more information on Quadel's ERAP services, contact:

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