



Disaster Benefits, Loan, and Grant Processing Services

Ready to support Corona Virus (COVID-19) economic recovery!

Our Team's experience providing full lifecycle Disaster Benefits, Loan, and Grant processing is precisely what is needed to help address the unprecedented onslaught of assistance requests from businesses and municipalities attempting to stay solvent while the country fights to defeat and recover from the COVID-19 pandemic. We will leverage our Presidential Award Winning HUD Grants experience and our FEMA acclaimed flood disaster claims processing experience to accelerate the grant making process from application intake all the way through reconciliation, applying needed quality and speed to save businesses and communities during this crisis

OUR SERVICES

- ✓ Scalable high volume application intake support
- ✓ Expert review to ensure applicants meet program qualifications
- ✓ Rapidly work with applicants to make needed adjustments to meet program qualification standards
- ✓ Full lifecycle financial case processing expertise
- ✓ Specialized surge staffing to support disaster events
- ✓ Establish crisis/disaster response offices anywhere throughout the United States
- ✓ Disaster accounting and reporting services
- ✓ Disaster focused Information Technology systems, databases, and services
- ✓ Information Security, Cybersecurity, and data protection
- ✓ Disaster Communications and Outreach services



PEOPLE

To immediately augment your current staff and enhance capacity, we will provide currently available intake specialists, case adjudicators, and financial specialists. We also have proven experience finding and rapidly onboarding domain-specific experts, with unique industry experience, to support all requirements. This allows us to find, train, and field the exact expertise required to ensure success!



PROCESS

Our processes are proven to quickly and effectively manage large-scale response operations. With expertise in a wide range of financial management, full lifecycle management of 750K disaster cases, and nationwide in-person and digital communication and outreach support, OST is ready to hit the ground running, supporting existing processes and augmenting with new processes where required to maximize ever changing delivery needs that may arise from COVID-19 legislation.



TECHNOLOGY

We work within existing environments or we can expertly implement innovative situational based disaster response systems, and case tracking tools to rapidly meet surge requirements. OST can automate processes and digitize documents to manage unique intake, qualification, payment, reporting, adjudication, and appeal processes, all optimized for efficiency. Recognizing the sensitive and confidential nature of the information involved, our Cybersecurity experts will safeguard all data from intrusion or misuse.

We help flood victims weather the storm and we can help businesses do the same – providing aid for business continuity!



EXPERTISE AND CORPORATE EXPERIENCE

Our Team has 20 years experience supporting disaster surge financial programs at HUD and FEMA. For FEMA, we manage full lifecycle insurance operations in support of a government-backed program with \$1.1 trillion in policy coverage, ensuring proper qualification and payment of benefits, grants, claims, and reimbursements, while minimizing appeals and litigation. We routinely coordinate with SBA on National Flood Insurance Program cases and disaster recovery finances, scaling effective processes to ensure prompt payments and regulatory compliance, such as processes to prevent Duplication of Benefits and improper payments, consistent with IPERIA. Highly-trained processing and financial services teams provide accurate and timely intake, qualification, management, disbursement, and reporting for multi-billion dollar relief programs, and customized training programs can help augment personnel, when needed.



CRISIS & DISASTER MANAGEMENT

Management, Oversight, & Reporting for Grants & Insurance Case Processing

Technical & Communication Systems

Surge Staffing

Training Support & Call Centers



CLAIMS PROCESSING & SETTLEMENT

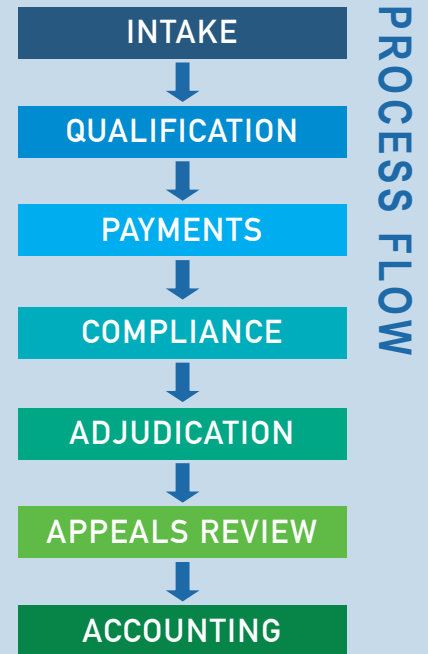
24/7 Case Intake & Qualification

Forensic Accounting & Reconciliation

Mitigate Litigation, Appeals, Disputes

Communications & Outreach

- ☆ Processed 750K FEMA cases valued at more than \$32B
- ☆ Led digital transformation of \$26B HUD eGrants program application intake process
- ☆ Led digital transformation of the \$10B HUD Grant Program Subsidy and Grants Information System (SAGIS)
- ☆ Won Presidential Quality Award for system and process changes that blocked \$2.9B in annual fraudulent subsidies under HUD Enterprise Income Verification (EIV) program.
- ☆ Financial and processing experts experienced in supporting all aspects of disaster operations
- ☆ Staffed experts across five regional offices to support Hurricanes Harvey, Irma and Maria relief efforts, validating and processing 110,000 cases with \$10B in payouts.
- ☆ Created comprehensive systems, processes, and operations center to ingest, qualify, and remediate an unprecedented 20,000 FEMA appeals backlog in support of Super Storm Sandy recovery.



OST's COVID-19 Comprehensive Response Services
(CONUS & OCONUS)

Response, Recovery, Humanitarian & Technical Solutions

[Click Now to Learn More about How We can Help](#)



CMMI DEV/3



CMMI SVC/3

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