

West Virginia ERAP

Our role was to build a custom application where users can fill out ERAP applications and the WVHDF team can go through the administrative process of approving / rejecting applications and producing payment files.

The challenge

Creating a custom application for ERAP services with no data integrity issues that is scalable to achieve their desired throughput of accepted claims. Migrating and cleaning claims from previous system that was unworkable due to data integrity issues

The solution

A low-cost, advanced virtual agent to assist in answering frequently asked questions. Using our virtual agent, citizens can ask questions by either visiting the website and typing their questions into the chatbot or by calling into the existing Vital Records phone number. The agent is intuitive and can be updated whenever needed.

The results

Currently the client is approving \$300K - \$500K a day, with a goal of \$1M once the team is in full swing on the application. To date, 21,800+ claims paid for a total of \$81,000,000.

Worked through data migration challenges and implemented enhancements to increase efficiency.



About West Virginia Housing Development Fund

The West Virginia Housing Development Fund is a public body corporate and governmental instrumentality of the State of West Virginia established to increase the supply of residential housing for persons and families of low- and moderate-income, and to provide construction and permanent mortgage financing to public and private sponsors of such housi

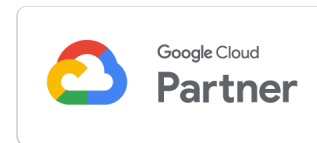
Industry: Government

Primary project location: United States



About BlueVector AI, LLC

BlueVector.AI is a Google Cloud consultancy delivering AI-powered solutions for Government and Healthcare



Products

Google Cloud Platform