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Plexos Group Selected for ERAP Case Management Contract

U.S. Virgin Islands – The Virgin Islands Housing Finance Authority (VIHFA) has awarded Plexos Group, LLC a one-year professional services contract for the Emergency Rental Assistance Program (ERAP). Valued at a little more than \$1 million, the Plexos Group’s proposal was the most cost-effective at providing case management services for the federally funded program administered by the VIHFA.

“The Plexos Group presented a very thorough and targeted action plan for the timely processing of outstanding applications and a streamlined approach for handling new ones,” said Rick Grant, VIHFA’s Project Management Lead. “Their diverse portfolio related to disaster recovery and extensive experience in providing effective case management solutions were impressive.” The contract includes a one-year option to renew.

Seeking to clear a backlog of applications and assist the ERAP staff, the Authority issued a Request for Proposals in February for a qualified firm to assist with fast-tracking the process using efficient and advanced technology. Nine proposals were submitted by the mid-March deadline and thoroughly reviewed throughout April.

“We needed to make an immediate dent in the applications we had in the pipeline, support our hardworking staff, and secure the future of the program,” VIHFA Interim Executive Director Dayna Clendinen said. “To start, we put in place a 45-day plan to reduce the number of pending applications, which we have to 153. This is a significant milestone for our small team, with close to \$3 million in direct and indirect assistance delivered and nearly 400 households served. We look forward to working with Plexos to make the process even more efficient so that we can not only expand the number of residents we’re helping, but do it as quickly as possible.”

Plexos brings a dedicated support team of agents to augment VIHFA’s existing staff, plans to launch its system to applicants and landlords within 14 days, and aims to cut the time from approval to payment within two weeks.

“Plexos Group is honored to be partnering with VIHFA again to serve and assist the people of the Virgin Islands,” said Plexos Group CEO David Odom. “Plexos and our local partners are working together to leverage our extensive emergency rental assistance program experience to help tenants and landlords access the money they need as quickly and efficiently as possible.”

ERAP funding helps reduce the risk of homelessness through additional emergency financial assistance grants to qualified tenants and landlords that have experienced or will experience delinquent rent and utility payments due to the financial impact of COVID-19.



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