

Eliminates long intake processes

Captures and securely stores information

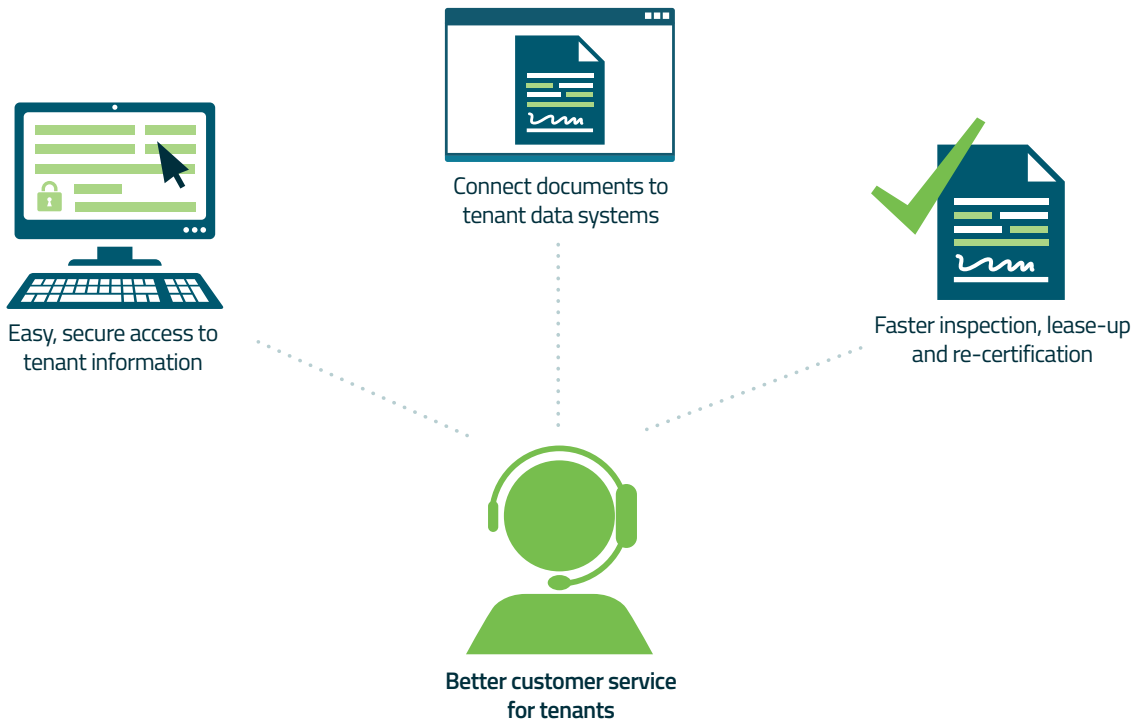
Provides transparency to keep funding secure

Industry Solution | Government | Public Housing Solutions

## Improve intake processes to get clients into homes faster

Agencies have growing numbers of families facing homelessness, but fewer staff to serve them. Longer lines, clients with missing paperwork and unexpected HUD audits are a constant reality. Getting qualified individuals off of wait lists and into safe housing faster – while remaining compliant – is a constant challenge. Old systems and decreased resources make information sharing difficult. Agencies must comply with multiple funding sources to maintain funds and avoid fines.

OnBase solutions for public housing allow you to properly process more clients, faster with fewer staff. OnBase reduces the number of hours and resources needed to comply with the varied requirements of agencies, programs and other funding resources. Less time spent on administrative tasks means more time staff can spend on client service.



**OnBase**<sup>®</sup>  
by Hyland



### Eliminates long intake processes

OnBase solutions start with public self-service access to eligibility forms. This lets you collect required documents quickly and easily. Electronic forms available from websites or public kiosks even perform complex eligibility calculations. With all required forms and paperwork at intake, clients don't make wasted trips, and you better manage the limited time they have.

### Captures content once so you can put it to work

With OnBase, clients no longer have to provide the same information over and over again to obtain services. Staff no longer struggle to gather reports from multiple systems. Instead, you collect the content one time – electronically or by scanning it in. At that point, OnBase applies it to every system and form that requires it. This ensures your staff have every bit of information they need to make the best decisions for their clients.

You have the data in your systems – it's time to add the documents and make it all work together.

### Improves transparency to keep funding secure

Your workforce is shrinking, but the need for services is growing fast. So are compliance mandates from the federal government. That's why public housing agencies use OnBase to do more work with less staff. Instead of spending hours looking for and re-filing paperwork, staff access all documents right from their property management systems. They can provide documents to an auditor in an instant, so you'll never miss a deadline because paperwork was forgotten on someone's desk.

OnBase makes it easy to meet compliance requirements. Now your staff can focus on providing the best service, instead of on the administrative tasks that support it. This means the most qualified candidates receive appropriate housing services, building managers have better tenants and employees detect fraud earlier. With OnBase, transparency and reduced risk are just added benefits of better community service.

Learn more at [OnBase.com/Government](http://OnBase.com/Government) »