



Additional Administrative Resources 10/4/21

Currently, IEM is still undertaking full program intake, applicant relations assistance (appointments for applicant intake and call center management) as well as applicant eligibility reviews, grant awards and program funds disbursements. To maximize program effectiveness, IEM proposes the following suggestions as additional administrative resources will become available which will increase program outcomes:

- **Hire three (3) additional Case Managers** to surge case management staff to increase the volume of application reviews. This staff surge will be covered by the additional administrative funds allocated. **Approximate Salary - \$52,000 per year each**
- **Hire two (2) additional Program Outreach Specialists** to assist with increased escalations due to eviction proceeding continuing at the Cumberland County Courthouse. The additional Eviction Court specialists will be on site during court sessions to provide a diversion to eviction and information for RAP. These specialists will provide potential applicants with program information and offer assistance to tenants and landlords **Approximate Salary - \$41,600 per year each**
- **Hire Constituent Services Specialist** that will be specifically assigned to address constituent complaints or issues elevated to city or county officials. **Approximate Salary - \$41,600 per**

Surge Staff

- **Bring on 2 additional Payment Specialist** as needed at \$25 per hour to surge payment processing which equates to \$52,000 annually.
- **Bring on additional Call Center Support** as needed at \$17 per hour which equates to \$33,150 annually

Total costs associated with the proposed additional administrative resources is approximately \$280,800 & Surge Staff will be used as need and will come from available Admin. Funding.

NOTE: There are multiple ways get these accomplished. The suggestions above give us a platform to draft the contract amendment and proceed with planning and implementation.