



PUBLIC SECTOR CASE MANAGEMENT SOLUTIONS

Improving services and enhancing lives for public housing residents

How you can deliver more with cutting-edge technology tailored to your housing authority



BUILD STRONGER COMMUNITIES WITH DATA-DRIVEN SERVICES

Public housing is a critical challenge for low income, disabled, and senior populations, and the COVID-19 pandemic created even greater demand for resident services.

Bonterra Program Management helps housing authorities and public housing agencies meet compliance standards and address the growing demand for services with intuitive tools that drive resident engagement and surface crucial insights to improve decisions and outcomes.

SECURE, CONFIGURABLE AND EASY-TO-USE SOFTWARE FOR HOUSING ORGANIZATIONS

With Bonterra Program Management's (formerly Social Solutions) Case Management solution, a resident-focused data system, housing authorities across the country can manage and maximize impact for programs like FFS, ROSS, Choice Neighborhood, Digital Transformation and Paperless, Envision Centers, Jobs Plus, Moving to Work, Prevention and Community Referrals, Rental Assistance, Resident Engagement, Resident Services, Section 3 Workforce, and Tax Credit.

1.7 MILLION
RESIDENTS LIVE IN
PUBLIC HOUSING¹

43%
OF PUBLIC HOUSING
RESIDENTS ARE
ELDERLY OR HAVE
A DISABILITY²

434,000
EVICTION CASES
WERE FILED IN 2021³

¹ The U.S. Department of Housing and Urban Development (HUD), Website, 2022.

² U.S. Department of Housing and Urban Development (HUD), Website, 2022.

³ Preliminary Analysis: Eviction Filing Patterns in 2021, Eviction Lab, March 8, 2022.

SAVE TIME

- Get a 360-degree view of housing needs in your community.
- Enroll residents across providers and programs.
- Work smarter with built-in release of information and electronic signatures.
- Get organized with unique IDs for residents.
- Use Closed-Loop Referrals to effortlessly connect residents with other providers.
- Stay up-to-date as property management data automatically flows in and out nightly.
- Reduce data entry by bringing resident data in from your property management system, SSO, email, and SMS platforms with a proven integration approach.
- Digitize paper-based processes like applications, vouchers, and referrals.

MEASURE SUCCESS

- Leverage a best-in-class suite of reporting tools, dashboards, and insights.
- Create ad-hoc reports from a variety of handy administrator templates.
- Maintain compliance with HUD data collections and reporting for your funding streams.
- Build point-and-click reports instantly with our configurable web-intelligence tool.
- Connect data and insights across participants, programs, funders, and support.
- Tell your data story in order to communicate your impact and drive your purpose forward.

PROTECT PARTICIPANT DATA

- Customize permissions for each user by program, data type, and feature.
- Encrypt passwords with custom settings for length, strength, and resetting.
- Rest easy with world-class data encryption using an SSL cipher key size of 2048 bits.
- Meet compliance standards with AWS cloud infrastructure, including SOC 1, SSAE 16, ISAE 3402 (formerly SAS70), SOC 2, SOC 3, PCI DSS Level 1 and ISO 270012.



SEE HOW IT WORKS

Visit our [website](#) today to request a demo or contact us!

“Bonterra Case Management gives us the tools to track our work with residents all in one place without being tied to paper documents and physical files. It allows us to develop reports to provide to our partners and donors.”

— Program manager and case management professional, TrustRadius

“Bonterra Program Management helped us continuously improve the system our coordinators use, which has helped us provide better service for the public housing and Section 8 residents that we serve.”

— Todd Haskins, Management analyst, resident services, King County housing authority