








WARD SINCLAIR
PLAZA

FORWARD Together

FORWARD The Unified Assistance Solution

Our Mission is to Help You and Your Community Recover and Thrive

ALWAYS INCLUDED		CUSTOMIZABLE TO YOUR PROGRAM				
 <p>EMAIL, CHAT AND CALL CENTER SUPPORT</p>	 <p>DATA REPORTING</p>	 <p>SEARCHABLE RESOURCE CATALOG</p>	 <p>APPLICATION AND INTAKE PORTAL</p>	 <p>APPLICATION PROCESSING</p>	 <p>PAYMENT PROCESSING</p>	 <p>MARKETING AND OUTREACH</p>
In-house support team trained to answer applicant questions	Real-time monitoring of program metrics, trends, and insights	Show the most up-to-date resources	Support paper and digital applications	Review application for completeness	Final review and documentation check	Build partnerships with local organizations
Available in multiple languages including Spanish and Chinese	Custom report dashboards	Customize the resources your community sees	Support center with live phone, chat and texting capability	Review application and verify eligibility	Prevent fraud and duplication of benefits	Develop strategies to reach target populations
Respond to after-hours messages within 12 business hours	Meet your reporting requirements	Filters resources by eligibility	Available in 68 languages	Secondary review and approval	Payments via ACH or check	Content creation and translation services

Administering over \$100 million in assistance programs for individuals and families

Programs for Individuals Supported

- Cash Assistance
- Universal Basic Income
- Rental/Utility Assistance (ERAP, T-RAP)
- Immigrant Relief/Support
- Down Payment Assistance
- Workforce Recruitment and Retention
- Service Provider Stipend



Assistance Program for Low -Income Individuals

LiveStories distributes \$2.5 million in funding weekly to households in Washington and Missouri.

Case Study: Saint Louis

Distributed \$6.4 million in the first 3 weeks of the program

- Running program jointly for the City and County of Saint Louis
- Working with 7 community partners who have 40+ staff assisting with the program
- Contracted to distribute \$29 million overall

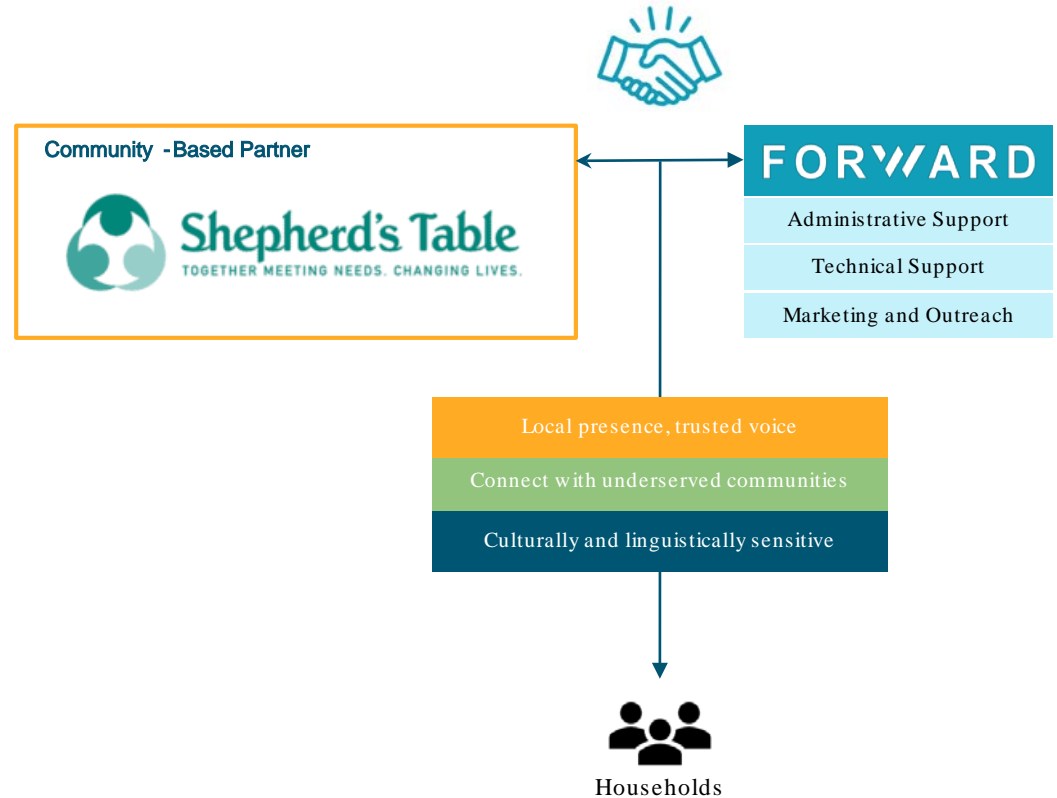


Community Partnerships

“At every stage, LiveStories has worked with and supported us to ensure that the application process for the program was accessible to the communities we serve.”

- Andy Dugan,
Executive Director, Skagit Legal Aid

Community-centric partnership designed to amplify program reach, serve underserved communities, and support the City's nonprofit ecosystem



Role within City's Cash Assistance Program

- Community outreach
- Distribution of prepaid cards

Located in Silver Spring, MD

Focus on addressing food insecurity and homelessness to meet both immediate needs and sustained social support

2021 impact:

- 135,116 meals
- 860 Resource Center clients
- 381 Clothing Closet visits
- 273 eye exams



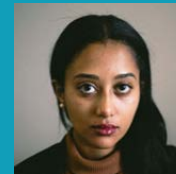
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Thank you
