



RAPID RESPONSE: HOW SARASOTA COUNTY ACCELERATED DISASTER RECOVERY AFTER HURRICANE IAN



THE CHALLENGE

In September 2022, Hurricane Ian devastated Sarasota County, leaving thousands of residents in urgent need of assistance. Early efforts to implement recovery programs faced challenges due to a previously adopted technical solution that did not fully meet the county's complex requirements. Recognizing the need for a more robust and flexible platform, Sarasota County's newly created Resilient SRQ Office partnered with Neighborly Software to swiftly configure a solution and migrate existing applications to the new system. The goal was to deploy \$201.5 million in CDBG-DR funds across multiple recovery programs while ensuring strict compliance with federal regulations.

OUR SOLUTION

Sarasota County partnered with Neighborly Software to manage and distribute CDBG-DR funds across five critical activities:

 HOUSING RECOVERY PROGRAM Assists low-to moderate-income homeowners in repairing, reconstructing, or replacing hurricane-damaged homes.	 ECONOMIC DEVELOPMENT Invests in construction trade training programs to address labor shortages and support rebuilding efforts.
 INFRASTRUCTURE AND PUBLIC FACILITIES Funds the restoration and improvement of public infrastructure and facilities affected by Hurricane Ian.	 MULTIFAMILY AFFORDABLE HOUSING Develop and rehabilitate affordable rental housing for low-to moderate-income households.
 VOLUNTARY HOME BUYOUT Offers buyouts to flood-prone homeowners, converting properties into conservation land or stormwater management areas.	

Given the urgency and scale of recovery, the programs were launched in phases based on a critical-path approach. The Housing Recovery Program—the most urgent and critical— was prioritized and launched first. Neighborly Software's best practices, workflow templates, and flexible configuration tools enabled the county to rapidly deploy the Housing Recovery program in three weeks from the kickoff meeting.

Two months later, the Infrastructure and Public Facilities program was rolled out to address the county's infrastructure recovery needs and support the development of affordable housing for displaced residents.

RESULTS

In the first six months of using Neighborly Software, Sarasota County achieved impressive outcomes by focusing on speed, compliance, and efficiency:

- ✓ Launched the Housing Recovery Program in just three weeks (September 2024), including the migration of over 800 applications from the prior system.
- ✓ Conditionally approved \$40M in affordable housing development to 8 projects.
- ✓ Onboarded and trained 40 administrators and third-party service contractors.
- ✓ Added FEMA and SBA duplication of benefits data to maintain federal regulation adherence.
- ✓ Allocated \$70M across 13 public infrastructure projects.

KEY SUCCESS FACTORS

- 1 RAPID IMPLEMENTATION WITH REAL-TIME CONFIGURATION**
The platform was operational in just three weeks, enabling rapid assistance deployment when community needs were most urgent. Client administrators could easily request changes, see them implemented, and test them in real time— without coding—allowing for quick adaptations as program needs evolved.
- 2 EXPERT GUIDANCE AND PROVEN BEST PRACTICES**
Neighborly Software's deep understanding of disaster recovery programs and federal regulations provided crucial support during implementation. Our expertise helped Sarasota County adopt best practices and incorporate lessons learned from prior challenges, ensuring every configuration decision was informed and impactful— avoiding the need to reinvent the wheel.
- 3 COMPREHENSIVE COMPLIANCE WITHOUT SACRIFICING SPEED**
Moving fast doesn't mean compromising compliance. Neighborly Software's built-in audit log, role and user-based permissions and fraud dashboard ensure proper fund management while reducing administrative burden and maintaining adherence to federal regulations.



IMPACT

"The speed, expertise and responsiveness Neighborly Software brought to our recovery efforts were game-changing. Their platform's robust capabilities and their team's deep understanding of disaster recovery programs helped us serve our community when they needed it most."

Steve Hyatt,
Division Manager, Resilient SRQ Office



READY TO ACCELERATE YOUR DISASTER RECOVERY PROGRAM?

Schedule a demo to learn how Neighborly Software can help your community respond faster while maintaining compliance.

SCHEDULE A DEMO

COME JOIN OUR NEIGHBORHOOD!