

# First of its Kind Public Sector Digital Disbursement Solution for Georgia Constituents



**\$1 Billion  
Cash Assistance  
Program**



3 Million  
Recipients



1.2 Million  
Physical Cards



1.8 Million  
Digital  
Disbursements



1.1 Million  
Digital Wallets  
Activated

## About Rellevate

Rellevate is a fintech company that provides innovative financial, payment, and disbursement services. Rellevate's Mission is rooted in supporting the underbanked customer whether in the Public Sector or working with Employers to provide their Employees with financial service solutions/benefits to better manage their money.

## Challenge

In Fall 2022, Rellevate was selected by the State of Georgia Department of Human Services (DHS) to execute the rollout of the \$1 Billion Dollar Cash Assistance Program. The program provided cash assistance to eligible Georgians who were enrolled in Medicaid, SNAP, PeachCare for Kids®, and/or TANF. As a part of the implementation, the State of Georgia was interested in incorporating its "Go Green" Initiative to move eligible benefit recipients to online resources and communications. The goal was to implement the program on a tight timeline to disburse funds efficiently to millions of Georgians that needed it, and to efficiently measure results of the program.



**RELLEVATE™**

## Solution

Rellevate's solution provided Georgia DHS with a number of benefits, including:

- ✓ A Virtual Disbursement Solution for “Go Green” recipients, A Virtual Mastercard Product that could be used online and also with a digital wallet (Apple, Samsung, Google) in person.
- ✓ A secure and efficient way to process onboarding and payments for both a Virtual and Physical Mastercard -\$350 non reloadable disbursement per recipient.
- ✓ A robust reporting system that allowed DHS to track the program's progress daily with spending trends by merchant category code, customer service statistics, and activations.
- ✓ Speed to Market-Program Implementation in less than 4 weeks from start to first card launched. 3M cards distributed.

## For Recipients

- ✓ For Benefit Recipients who participated in DHS's “Go Green” Initiative, they were able to receive and activate their Virtual Mastercard and begin using immediately, vs the typical physical card production and shipping process timeline.
- ✓ All recipients could access the Cardholder Portal to activate card, check balance, transaction history, and view FAQs.
- ✓ 24/7 IVR / Live Agent Support – multi-lingual

