



# **benefitsSF.org**

***Your online benefits resource***

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*Your online benefits resource*

**benefitsSF.org**



# San Francisco's Food Stamp Assistance & Participation Strategy

Create an environment that enables better client service and improve our community outreach capabilities by implementing:

- Food Assistance Service Center (Call Center)
- Community Based Organization network
- Web Site





# benefitsSF.org

The initial implementation of benefitsSF.org includes eligibility determination and application population for the following programs:

- Food Stamps
- Medi-Cal
- School Meals
- WIC
- Earned Income Tax Credit
- Working Families Credit



# Web Functionality

benefitsSF.org used the best practices of self service websites and added additional functionality capabilities:

1. Integrated screener (one screen for many benefits)
2. Accurate prediction of eligibility for each benefit, FS range
3. Screener auto populates data into applications to eliminate re-keying
4. Scan verification docs and electronically attach to applications





# Web Functionality

5. Electronic delivery of applications and supporting documentation to administrating agencies
6. Save and print applications
7. Track applications by demographics
  - (CBO, language, zip, etc)
8. Internal user interface to review and process applications
9. Support three languages – English, Spanish and Chinese

english

漢語

espanol

[english](#)[漢語](#)[espanol](#)

## Am I Eligible?

Find your potential eligibility to these benefits.

## Apply for Benefits

Start an application or continue the application that you are already working on.

## Open Your Saved Application

## Print Application Form

- [Print Blank Application](#)
- [Print an application that you have already started](#)

## Community Based Organization Registration

## Access to Benefits. Simplified.

BenefitsSF is an online system that allows you to get screened for and apply for Food Stamps, Medi-Cal, Healthy Families, Advanced EITC, Working Families Credit, WIC and School Lunch. This is a secured site and all your information will be private and safe.

You can use this site to send your application online to the San Francisco Human Services Agency, the San Francisco Department of Public Health and/or the San Francisco Unified School District. You can also print your applications and submit them in person. And, you can click here for a list of [community based organizations](#) where you can get help on using this web site or ask any questions. You can also call 211 for help.

- **FOOD STAMPS** is a federally funded program. Food stamps can be used to buy food. [Click here](#)
- **ADVANCED EARNED INCOME TAX CREDIT** allows low income workers to access their EITC. [Click here](#)
- **HEALTH BENEFITS** lorem ipsum dolor sit amet consectetur. [Click here](#)
- **WIC** provides food, formula and diapers to low income pregnant and nursing mothers. [Click here](#)
- **TAX CREDITS** allows low income workers to access their EITC. [Click here](#)

Start | People | Assets | Job Income | Other Income | Housing Bills | Other Bills | Finish | Submit

10%

You are logged in

### Apply for Benefits



First we need some more information about you.

Fill out as much of the application as you can.

You can submit an application by providing just your name, address and signature, but the more complete the application, the faster it will be to process. Any questions you don't answer on the application will have to be answered during your interviews.

You may see certain fields filled in with information that was entered previously when you completed the Am I Eligible questions. You will want to correct any information that is not correct.

### Your Name

First Name

Middle Initial (optional)

Last Name

### Where You Live

Do you live in the City and County of San Francisco? Yes  No

Are you homeless? Yes  No

If you are not homeless then please provide your:

Home Address (Street, Apt #, PO Box)

City  State  Zip Code

Mailing Address (if different from above)

City  State  Zip Code



# Anticipated Efficiencies

- Precise screen so **fewer non-eligibles** apply.
- **CBOs can focus** their energy without having to become eligibility experts.
- **Eliminate re-keying** information into the application that was previously entered into the screener
- **Instant submission** of complete applications so shorter timeframe for review and approval.
- Improvements in how applications are processed
  - Internal user interface lets staff **prioritize** and route applications



# Complimentary Resources

1. **Web camera** for instant face to face Food Stamp interviews
2. **CBO Network**
  - Multi lingual and based in targeted areas
  - Established Learning Circles
    - knowledge transfer on each benefit
    - develop informed biz process and share best practices
3. **Other Administrative Agencies**
  - Established relationships and detailed info sharing with other administering agencies who will receive applications.





# Where We are, October 2008

**Call Center** launched a year ago

- 80% calls answered within 30 sec. Approximately 5,500 calls per month.

**Web Site:** Nets to Ladders at end of Requirements Phase. Starting design phase, Launch ETA 1<sup>st</sup> Qtr 2009.

**Remote Sites:**

- 5 months into “Learning Circle” with CBOs.
- System testing web camera technology



# Future Steps

- Automate system linking CBO applications to outcomes and denial codes, Dashboard
- Assessment of applications coming from general public vs. Remote Sites
- Add more benefits
- Interface to CalWIN
- Deposit scanned docs into document imaging and storing technology

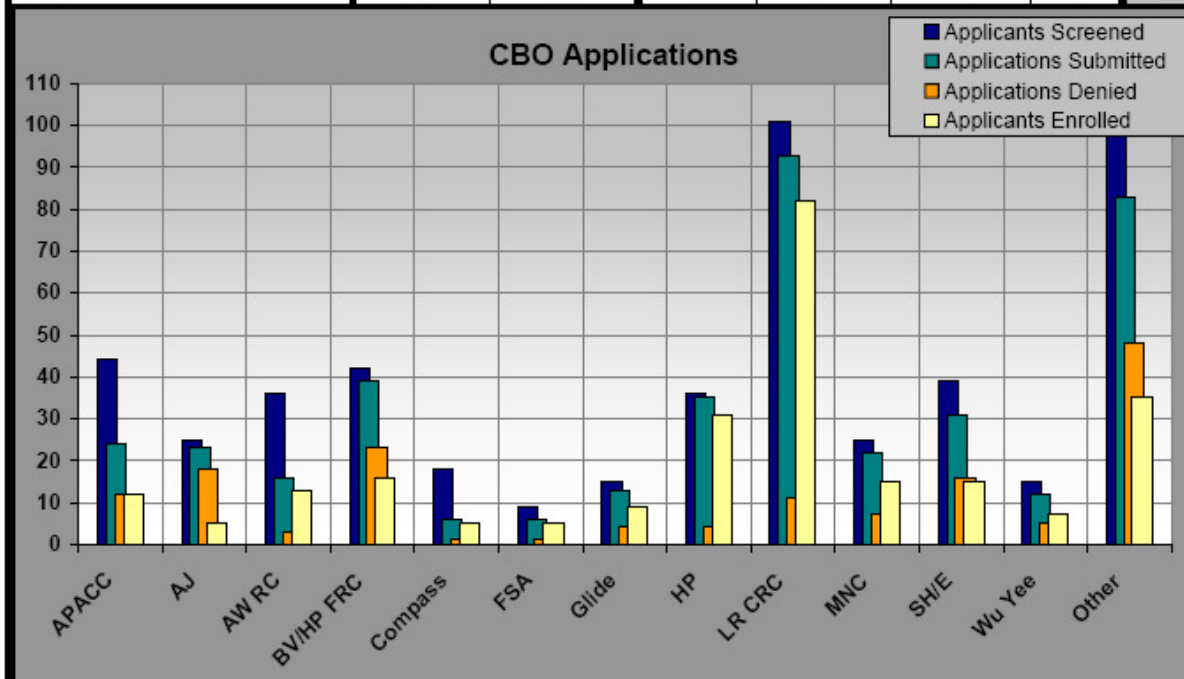


CITY & COUNTY OF SAN FRANCISCO FOOD ASSISTANCE SERVICE CENTER  
 Community Based Organizations MONTHLY DASHBOARD REPORT  
 AUGUST 2008

www.BenefitsSF.org



CBOs	Applicants Screened	Applications Submitted	Applications Denied				Total Denied	Applicants Enrolled	Target Applicants Enrolled	% of Screened Applicants Enrolled	% of Target Enrolled	Actual Enrollments to Date
			Failure to Appear	Incomplete Paperwork	Incomplete Verification	Other Denial						
APACC	44	24	2	9	0	1	12	12	15	27%	80%	55
Arriba Juntos	25	23	3	5	6	4	18	5	15	20%	33%	26
Asian Women's RC	36	16	0	2	1	0	3	13	15	36%	87%	85
Bayview Hunters Point FRC	42	39	15	1	5	2	23	16	15	38%	107%	63
Compass	18	6	1	0	0	0	1	5	15	28%	33%	22
Family Services Agency	9	6	1	0	0	0	1	5	15	56%	33%	19
Glide	15	13	2	2	0	0	4	9	15	60%	60%	40
Homeless Prenatal	36	35	1	1	1	1	4	31	15	86%	207%	62
La Raza CRC	101	93	5	3	1	2	11	82	15	81%	547%	187
Mission Neighborhood Center	25	22	2	0	4	1	7	15	15	60%	100%	53
Self Help for the Elderly	39	31	4	9	3	0	16	15	15	38%	100%	126
Wu Yee	15	12	0	0	2	3	5	7	15	47%	47%	37
Other	98	83	15	12	9	12	48	35	15	36%	233%	48



**CBO Combined Weekly Summary**

Total Applicants Screened	503
Total Applications Submitted	403
Total Applications Denied	153
Total Applicants Enrolled	250
Total CBOs to meet target	3

