



Reaching the Future State of **ACCESS**

A Person-Centered
Approach to Receiving
Public Benefits

Key Partners



Program Participants

Health coaching programs and their partners are working to help communities across the nation. These partnerships are focused on helping the future, today, and creating long-term health.

Community-Based Organizations

Community-based organizations (CBOs) are the backbone of the health care system, providing essential services and support to the community. They are the ones who know the community best and can help to improve health outcomes.



Government Agencies

Federal agencies are responsible for funding and regulating programs and services. State and local agencies are their counterparts for administering benefits programs and ensuring compliance with regulations. States and counties play a critical role in policy formulation, funding allocation, and program evaluation to enhance access and efficiency for recipients.



Advocacy Groups & Funders

Advocacy groups and funders are essential partners in the health care system. They provide the resources and support needed to implement and sustain programs. They also play a critical role in ensuring that the community's needs are met and that the system is equitable and efficient.





Program Participants

People accessing programs and their families are central to the conversation about benefits access. Their experiences and feedback will be critical in shaping the future state and creating programs that meet real needs.

Government Agencies

Federal agencies are responsible for funding and regulating programs and services. State and local agencies are then responsible for administering benefits programs and ensuring compliance with regulations. States and counties play a crucial role in policy formulation, funding allocation, and program evaluation to enhance access and efficiency for recipients.



Community-Based Organizations

Community-based organizations serve as vital links between the government and beneficiaries, providing outreach, education, and assistance in navigating the benefits system. They advocate for the needs of the populations they serve to improve accessibility and effectiveness.





Advocacy Groups & Funders

Advocacy groups work to influence policy decisions that affect access to social safety net programs. They conduct research, mobilize public opinion, and lobby for changes that support marginalized people, ensuring their voices are heard. Funders participate in and support this work through crucial funding to organizations and causes.

Just Around the Corner (1 - 5 Years)

Clear, Accessible Information

In the limited future state, program information and resources should be made available in places program participants already are (e.g., community resource centers, health clinics, food banks). Resources should be in plain language in the user's most commonly spoken language.



Comprehensive Resource Availability

Comprehensive resource availability is a goal of the limited future state. Resources should be available in places program participants already are (e.g., community resource centers, health clinics, food banks). Resources should be in plain language in the user's most commonly spoken language.



Real-Time Assistance & Support



Program participants should be able to get help in real time. This can be done through a variety of ways, including in-person support, phone support, and online support. The goal is to ensure that participants can get the help they need when they need it.

Continuous Feedback Mechanisms

Agencies should seek feedback directly from the people accessing programs through surveys and feedback loops. This ongoing dialogue is crucial for adapting programs to meet the changing needs of families and individuals effectively.



Clear, Accessible Information

In the desired future state, program information and resources should be made available in places potential applicants already are (e.g., community resource centers, health clinics, food banks). Resources should be in plain language in the area's most commonly-spoken languages.





Real-Time Assistance & Support

Real-time assistance through a caseworker, call center, or CBO partner should be available to offer immediate help to individuals navigating programs and services. Utilizing chatbots could also be a way to help applicants receive prompt answers to questions, alleviating anxiety and enhancing confidence in the process.

Comprehensive Resource Availability

A comprehensive resource guide should be available to ensure that all necessary information and referral resources are accessible to agency staff and people looking for benefits in one place. This could include lists of resources, FAQs, and contact details for support organizations. This would facilitate smooth referrals and ensure people who do not meet eligibility requirements for programs can still receive some form of assistance.



Continuous Feedback Mechanisms

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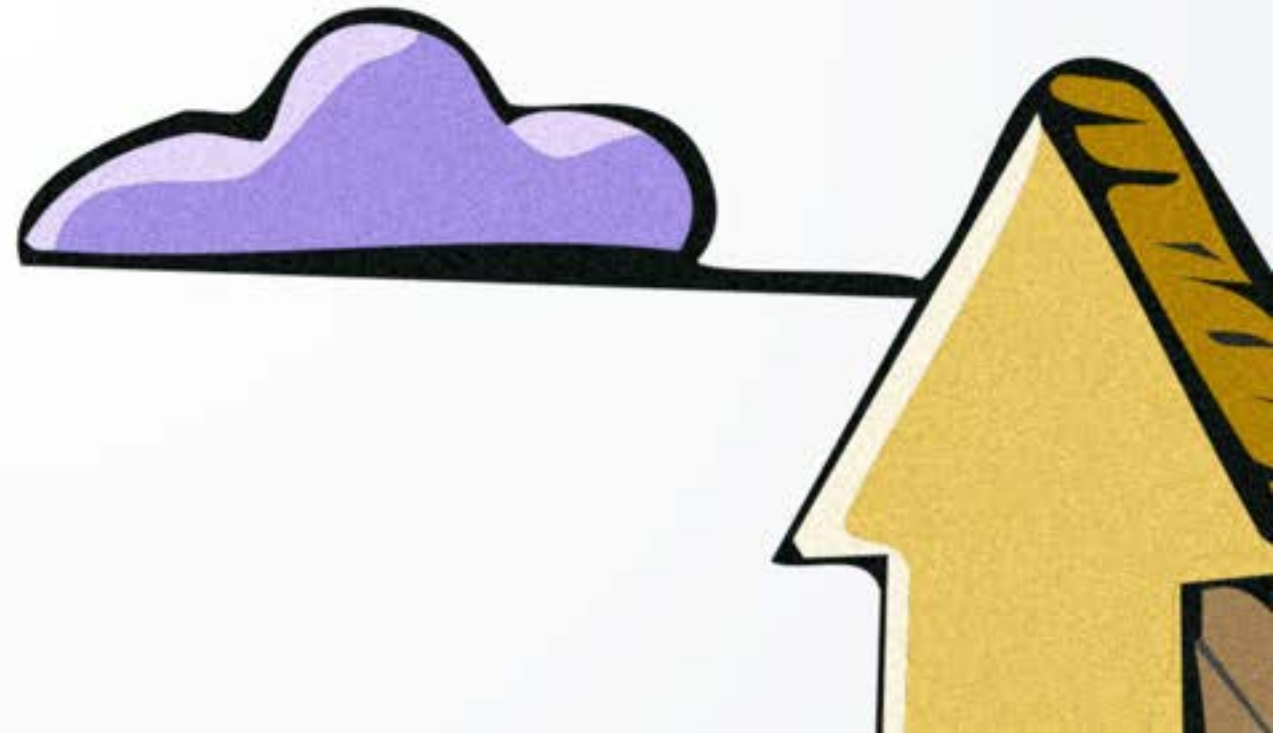




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Farther Down the Road (5 - 10 Years)



Addressing Inaccessibility

Agencies and key partners must work to address inaccessibility, including geographical barriers (e.g., lack of transportation, lack of nearby offices), technological barriers (e.g., lack of tech proficiency), and language barriers (e.g., information not available in preferred language, lack of plain language). This work will address disparities in service utilization across communities.





Definition & Eligibility Alignment

Streamlining program eligibility criteria and ensuring alignment of definitions of key terms (e.g., income, household member, authorized representative, asset) would enhance accessibility. Moreover, alignment in terms and eligibility would increase the efficiency of collaboration among agencies and ensure that people receive comprehensive support across services.



Application & Ongoing Eligibility Processes

Simplified applications and simplified or reduced ongoing eligibility procedures (e.g., recertifications, interviews) would encourage more potential applicants to apply and reduce instances of unnecessary loss of benefits. Addressing delays, extensive paperwork, and confusion over requirements will improve people's ability to participate in critical programs.

Gradual Off-Ramps & An End to Benefit Cliffs

Participants should be given gradual off-ramps that avoid benefit cliffs. Caseworkers should also follow up with former participants later to ensure their continued success and provide any necessary supports.





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Desired Outcomes



Pathways for Economic Mobility

Programs must help navigate the economic opportunities of all people. There must be pathways for the generation, growth, and retention of economic mobility, including professional, academic, and social mobility.

Technology & Data Integration

Leading in integration uses digital tools and data to create a more efficient, secure, and transparent system. It also uses digital tools to create a more efficient, secure, and transparent system. It also uses digital tools to create a more efficient, secure, and transparent system.



Centering of People with Lived Experience

Programs must center people with lived experience. This centering means programs must be meaningful and user-friendly, address disparities in delivery, and foster trust in government.



Community Healing & Equity

A more holistic safety net would lead to a more resilient, equitable, and thriving community. People should receive economic support, skills, and knowledge that meet their needs and the needs of their communities.





Pathways for Economic Mobility

Programs must work towards the economic empowerment of all people. There must be sustainable pathways for generational wealth, financial literacy, and economic mobility - addressing generational poverty and its root causes.

Technology & Data Integration

Creating an integrated, user-friendly online platform would simplify access to SNAP, TANF, unemployment benefits, and other programs, increase the number of correctly-completed applications, and optimize program utilization. Cross-program enrollment and improvements in data matching would integrate various programs into one system, promoting efficiency and reducing confusion for applicants.



Centering of People with Lived Experience

Programs must center people with lived experience. This centering makes programs more meaningful and user-friendly, addresses disparities in delivery, and fosters trust in government.





Community Healing & Equity

A more-holistic safety net would lead to happier, healthier, and more-empowered communities. People should receive equitable supports, skills, & knowledge that meet their needs and the needs of their communities.



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