"This paycheck is going to the rent, and with the following paycheck I want to make sure that we are able to pay for the bills. And I know that's life, but a little help would be so much. It would be a lot"

The two biggest levers for improving people's lives at scale are **technology** and **government**
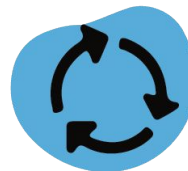
Build equitable systems

Put people first

Inform with evidence

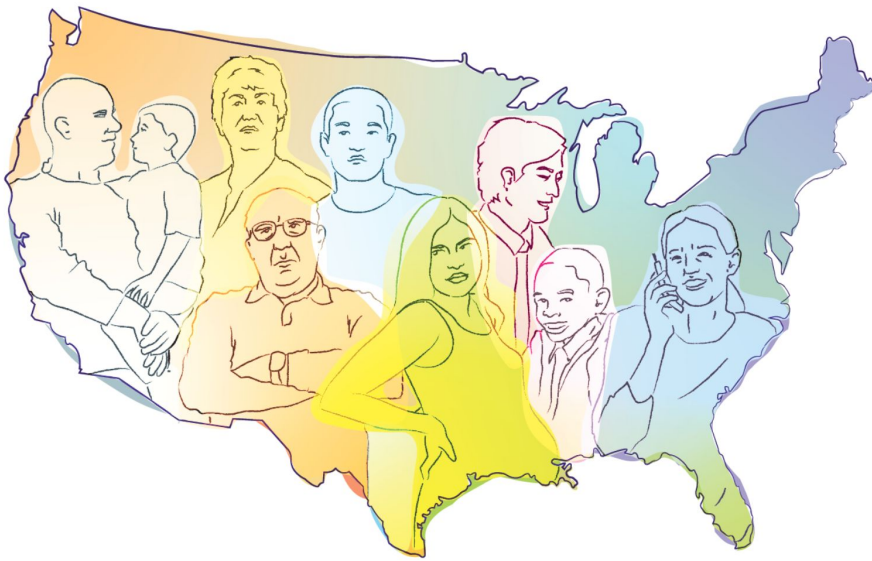**Empower for action**

Respond to changing needs

CODE *for* AMERICA

Creating a Stronger Social Safety Net

- Food Assistance (SNAP + GetCalFresh)
- Integrating Benefits (MI Pilot, MN statewide)
- Responsiveness (Pandemic EBT, disaster relief)

Bringing Social Safety Net Benefits Online

Examining online platforms for all 50 states

What do people experience when they apply for social safety net programs?
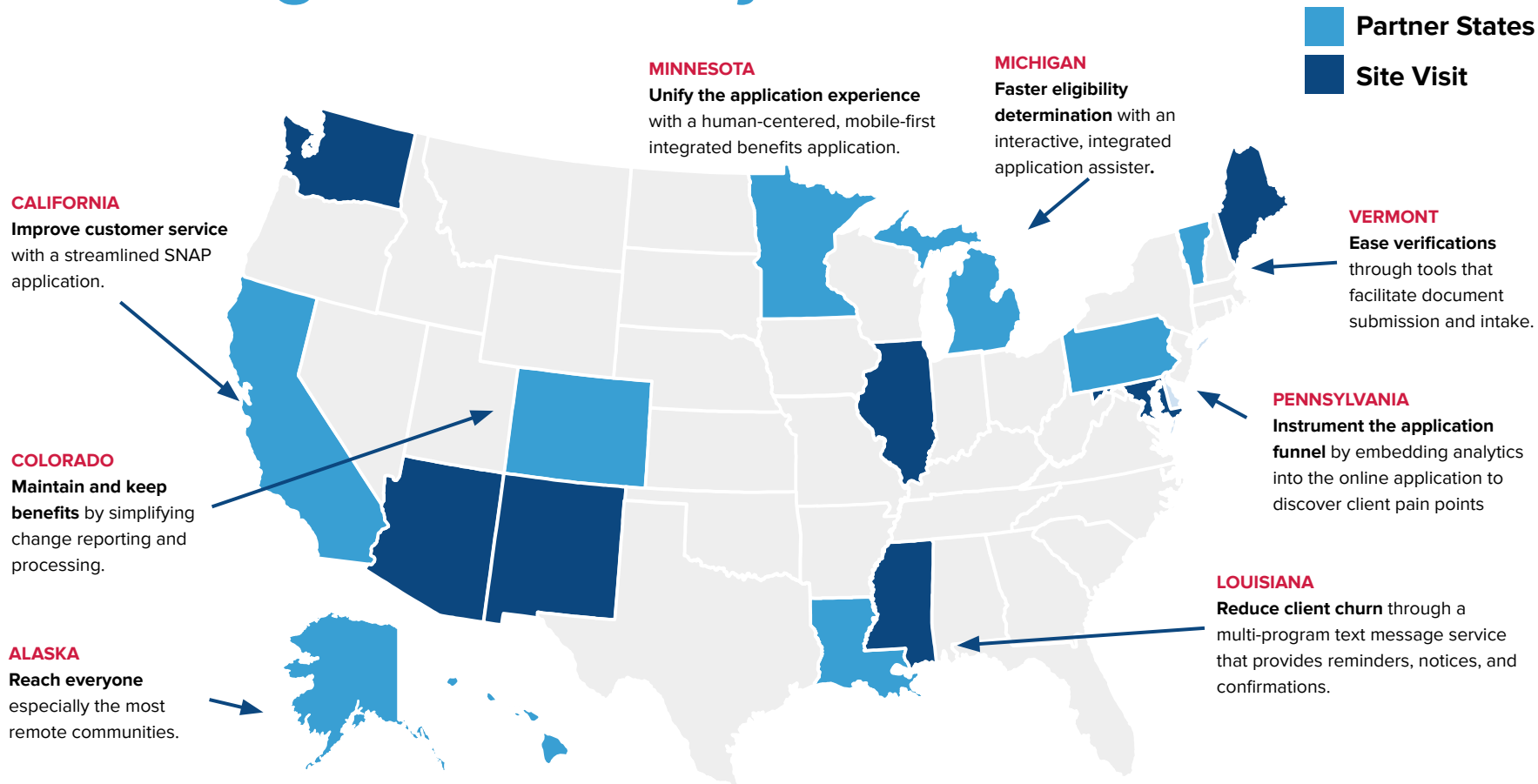
What is the status quo?

First-of-its-kind analysis of online public benefit applications nationwide, including 3,600+ screenshots

The New Reality

- Technology is guiding new norms that are reshaping how we work, learn, and live.

- There is an unprecedented demand for social safety net services and government digital services.

- People are turning locally for help, energizing a renewed sense of people power.

- The convergence of COVID-19, economic uncertainty, antiracist uprisings, and political turmoil opens the door for rethinking and reimaging government services and systems.

CODE for AMERICA

A Strong Social Safety Net

Partner States
Site Visit

MINNESOTA
Unify the application experience with a human-centered, mobile-first integrated benefits application.

MICHIGAN
Faster eligibility determination with an interactive, integrated application assister**.**

CALIFORNIA
Improve customer service with a streamlined SNAP application.

VERMONT
Ease verifications through tools that facilitate document submission and intake.

COLORADO
Maintain and keep benefits by simplifying change reporting and processing.

PENNSYLVANIA
Instrument the application funnel by embedding analytics into the online application to discover client pain points

ALASKA
Reach everyone especially the most remote communities.

LOUISIANA
Reduce client churn through a multi-program text message service that provides reminders, notices, and confirmations.

GetCalFresh

Applying for food benefits is incredibly frustrating online. 30% of those eligible never got the benefit in CA
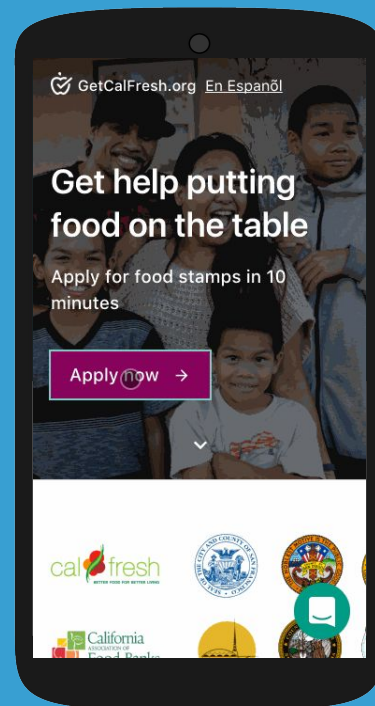
GetCalFresh makes applying online easy. The participation gap is closing with 2M more Californians reached.

COVID 19: GetCalFresh Increased Tenfold

Total Weekly SNAP Applications: February 10 - May 10, 2020
Submitted in California via GetCalFresh.org
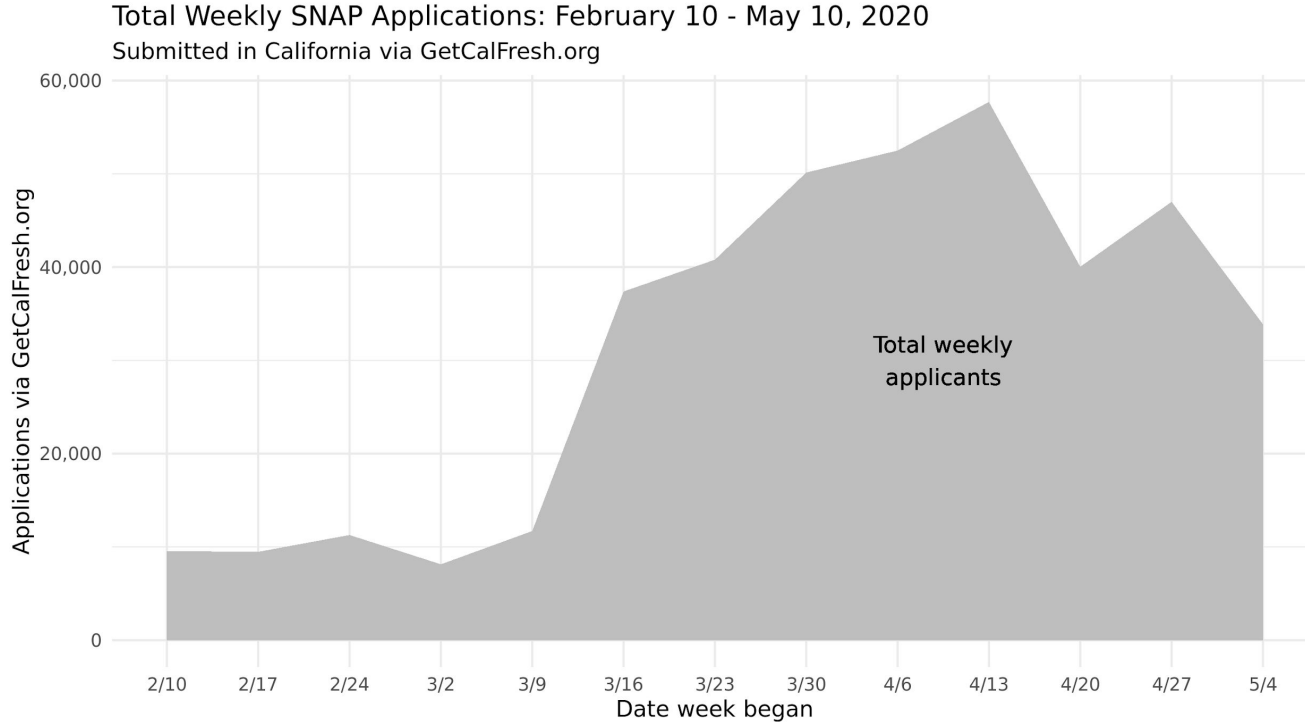
Integrated Benefits

We are helping states integrate service delivery across programs like SNAP, Medicaid, TANF, and WIC.

And taking what we've learned to drive policy change both at the state and federal level.

✔ **Completed state pilot of a SNAP+Medicaid integrated application. Now expanding to SNAP + TANF + Medicaid in Minnesota.**

	Previous Baseline	Pilot Result
Time to apply	45 minutes	10 minutes
Days to determine eligibility	13 days	11 days
Approval rate	53%	71%

Rapid Response to Feed Hungry Kids: Pandemic-EBT

Congress passed a new program for 30M+ families who relied on the School Lunch Program. The new system provided cash benefits to families for groceries.

We worked with several states to provide technical assistance, and help them submit plans for approval.

We helped CA and MN with direct implementation, **serving over 2.5M children, placing 400M in the pockets of families in need.**

Español   中文

Get help buying food while schools are closed.

Apply for P-EBT by July 15th.
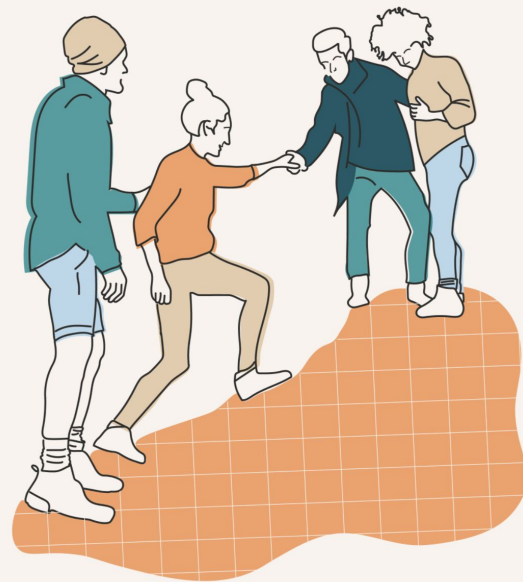
Apply now →   Learn more

What *should* the status quo be?

Implementing an actionable framework for change

Blueprint for a Human-Centered Safety Net

Transforming the delivery of public benefits in the digital age

Many Welcoming Doors

Provide an equitable and positive experience both online and in person.

Easy to Understand

Clients should be able to make it through the process with minimal caseworker support.

Informed Decisions

Clients should clearly understand the implications of all of the actions they have to take throughout the process.

Responsive to Changing Needs

Build things that can change based on clients' needs, as well as shifts in policy and budget.

Simple Actions

Each stage in the enrollment and eligibility process should be able to be completed in as few steps as possible.

Thank you.

For more information, contact
Tracey Patterson at **tpatterson@codeforamerica.org**

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