Promoting Public Benefits Access Through Web-Based Tools and Outreach: A National Scan of Efforts

Volume II: Detailed Summary Tables of Benefits Access Efforts

Final Report

April 8, 2011

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Emily Sama-Miller
Elizabeth Makowsky

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TABLES

PUBLICLY HOSTED EFFORTS

1. FEDERAL EFFORTS 1

Benefits.Gov 1

SSA BEST (Benefit Eligibility Screening Tool) 2

2. STATE EFFORTS 3

Alabama 3

Insure Alabama 3

Alaska 4

Alaska application for services 4

Arizona 5

Health-e-Arizona (see also One-e-App in Section B) 5

Arkansas 6

Access Arkansas 6

California 7

Benefits CalWIN (California Work Opportunities and Responsibility to Kids Information Network) 7

C4yourself 8

Health-e-App 9

Colorado 10

PEAK (Program Eligibility and Application Kit) 10

Connecticut 11

Connecticut Online Benefits Application 11

Husky Health 12

Delaware 13

Delaware ASSIST (Application for Social Services & Internet Screening Tool) 13

District of Columbia 14

DC Income Maintenance Administration Combined Application for Benefits 14

Florida 15

ACCESS (Automated Community Connection to Economic Self-Sufficiency) Florida 15

Healthy Kids 16

Georgia 17

COMPASS (Common Point of Access to Social Services) Georgia 17

Hawaii 18

Real Choices Hawaii (See also Real Choices Hawaii in Section B) 18

Idaho 19

Idaho DHW Application for Assistance 19

Illinois 20

All Kids and Family Care Online Application 20

Illinois Web Benefits 21

Indiana 22

Indiana Division of Family Resources 22

QualCheck 23

Iowa 24

Iowa DHS online application 24

Kansas 25

SRS (Department of Social and Rehabilitation Services) Online 25

Kentucky 26

Kentucky multiple benefit application 26

Louisiana 27

Louisiana DSS multiple benefit application 27

Maine 28
Maine DHHS online application 28
Maryland 29
SAIL (Service Access and Information Link) 29
Massachusetts 30
Virtual Gateway 30
Michigan 31
MI Bridges/MARS (Michigan Assistance and Referral Service)/ Michigan Helping Hand 31
Minnesota 32
Minnesota combined application form 32
Mississippi 33
Application for Mississippi Health Benefits 33
Mississippi DHS online printable application 33
Missouri 34
HealthNet On-line 34
Montana 35
Healthy Montana Kids 35
Montana DPHHS Application 35
Nebraska 36
Access Nebraska 36
Nevada 37
Nevada DWSS Application for Assistance 37
New Hampshire 38
New Hampshire Healthy Kids 38
NH Electronic Application System (EASY) 39

New Jersey 40
NJ OneApp 40
New Jersey FamilyCare 40
New Mexico 41
NM HSD online printable application 41
Yes New Mexico 41
New York 42
ACCESS NYC 42
myBenefits 43
North Carolina 44
ePASS (Electronic Pre-Assessment Screening Service) 44
North Dakota 45
OASYS (Online Application System) North Dakota 45
Ohio 46
Ohio Online Benefit Application 46
Oklahoma 47
Oklahoma Request for Benefits and Services 47
Oregon 48
Healthy Kids 48
Oregon Application for Services 48
Pennsylvania 49
COMPASS (Commonwealth of Pennsylvania Access to Social Services) 49
Rhode Island 50
RI DHS eligibility self screener 50
South Carolina 51
SC DSS Multiple Program Application 51

South Dakota 52
SD CHIP/Medical Assistance Application 52
SD Economic Assistance Application 52
Tennessee 53
Cover Kids 53
Tennessee Potential Eligibility Screening and Online Application 53
Texas 54
Chipmedicaid.org 54
Your Texas Benefits 55
Utah 56
Utah Helps/eREP (Electronic Resource and Eligibility Product) 56
Vermont 58
myBenefits 58
Virginia 59
FAMIS (Family Access to Medical Insurance Security) 59
Virginia DSS Eligibility Screener 60
Washington 61
Washington Connection 61
West Virginia 62
InRoads (Information Network for Resident Online Access and Delivery of Services) 62
Wisconsin 63
Wisconsin ACCESS (ACCess to Eligibility Support Services) 63
Wyoming 64
Healthlink 64

PRIVATELY HOSTED EFFORTS

2-1-1 Navigator 65

Automated Benefits Calculator (ABC) 66

Benefits Checkup 67

Benefits Plus 68

Bridge to Benefits 69

Disability Benefits 101 70

Earn Benefits 71

HelpEngen (formerly RealBenefits) 73

HelpWorks (see also Earn Benefits) 75

MassResources.org 76

One-e-App 78

Online Training and Benefits Eligibility Tool (OTBET) 80

OregonHelps! 81

ParentHelp123 83

Real Choices Hawaii 84

Seamless Compassion 85

Single Stop USA 86

The Benefit Bank 88

SECTION A

PUBLICLY HOSTED EFFORTS

1. Federal Efforts

Benefits.Gov

Description	Benefits.gov is the official benefits website of the U.S. government. Implemented in 2002, it informs citizens of the benefits they may be eligible for and provides information on how to apply for assistance (a later, independent step that users must initiate), and provides links to relevant websites for obtaining and submitting applications. Users can browse information by category, state, or federal agency.
Key benefit programs	TANF; SNAP; Medicaid; CHIP; WIC; SSI/DI; LIHEAP; EITC; school meal programs; federal housing assistance programs; federal child care assistance; veteran pension assistance; assistance for homeless veterans
Other benefit programs	Medicare; child support; career development; counseling; disaster relief; education and training
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	National
State/s (abbreviation)	All states
Locality (cities or counties)	
Selected sources of information	http://www.benefits.gov/ http://www.nlc.org/ASSETS/E2DF31BA4AFF4ADEB19BA434142B http://www.0545/iyefscreeningtools.pdf http://www.benefits.gov/static/benefits/en/html/progress-report-2008.pdf

SSA BEST (Benefit Eligibility Screening Tool)

Description	SSA's online benefit screener
Key benefit programs	SSI/DI; veteran pension assistance
Other benefit programs	Medicare
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	National
State/s (abbreviation)	All states
Locality (cities or counties)	
Selected sources of information	http://www.benefits.gov/ssa

2. State Efforts

Alabama

Insure Alabama

Description	This is the state online application for Medicaid and CHIP.
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	AL
Locality (cities or counties)	
Selected sources of information	https://insurealabama.adph.state.al.us/ Printable application also available online at: http://www.medicaid.alabama.gov/apply/apply_application.aspx?tab=3

Alaska

Alaska application for services

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid; federal child care assistance
Other benefit programs	General assistance
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	AK
Locality (cities or counties)	
Selected sources of information	http://dpaweb.hss.state.ak.us/e-forms/pdf/gen50b-packet.pdf

Arizona

Health-e-Arizona (see also One-e-App in Section B)

Description of effort	Health-e-Arizona is an on-line application for Arizona residents to apply for medical coverage and nutrition and cash assistance. The state has adopted One-e-App (renaming it Health-e-Arizona) as its sole effort to promote benefits access through web-based technology. In addition, staff at nonprofit organizations may use Health-e-Arizona to screen families and help them apply for benefits.
Key benefit programs	TANF; SNAP; Medicaid; CHIP
Other benefit programs	Medicare Savings Program
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	Application assistance
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	AZ
Locality (cities or counties)	
Selected sources of information	https://www.healthearizona.org/app/Login.aspx?&Lang=EN http://www.lewin.com/content/publications/OneEAppFinalRpt.pdf Arizona also has online, printable multiple benefit program applications for (1) SNAP, TANF, Medicaid, and child care assistance, and (2) Medicaid (families and children) and CHIP at: https://www.azdes.gov/appforms.aspx?category=999999 http://www.azahcccs.gov/applicants/application/AcuteCare.aspx)

Arkansas

Access Arkansas

Description of effort	State online screener for 20 programs, with capability to also submit applications online for some of these (including SNAP, TANF, Medicaid, CHIP, child care assistance, and the Medicare Savings Program).
Key benefit programs	TANF; SNAP; Medicaid; CHIP; school meal programs; federal child care assistance
Other benefit programs	Medicare Savings Program; home- and community-based services; refugee assistance; early intervention; vocational rehabilitation services; older blind services; CACFP
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	AR
Locality (cities or counties)	
Selected sources of information	https://access.arkansas.gov/Welcome.aspx Online forms to print and apply for multiple benefits are also available for: SNAP, TANF and Medicaid at http://www.state.ar.us/dhs/dco/NewDCO/DCO-0215.pdf Medicaid (children) and CHIP at: http://www.arkidsfirst.com/ARKidsApplic_english.pdf Child care assistance at http://www.state.ar.us/childcare/familysupport/apply.html

California

Benefits CalWIN (California Work Opportunities and Responsibility to Kids Information Network)

Description of effort	In 2010, the Welfare Client Data Systems (WCDS) CalWIN consortium implemented Benefits CalWin, an online application clients can use to apply for public benefits. Benefits CalWin is fully interfaced with the CalWIN system (the primary eligibility calculation, determination and authorization system) so applicant and recipient information is automatically populated from the screener/application into the CalWIN system. Users are able to determine which program options are available in different counties, and may be redirected to the C4yourself web pages for those counties. Hewlett Packard was a key partner in developing this California effort.
Key benefit programs	SNAP; Medicaid
Other benefit programs	General assistance
Key technological components	Online application that can be sent electronically; online screener/benefits calculator; application and eligibility systems integration
Other key components	None known
Target population	General low-income population
Geographic reach	Multiple localities
State/s (abbreviation)	CA
Locality (cities or counties)	Counties of: Alameda, Contra Costa, Fresno, Orange, Placer, Sacramento, San Diego, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Solano, Sonoma, Tulare, Ventura, Yolo
Selected sources of information	https://www.benefitscalwin.org/ http://www.calwin.org/ http://h10134.www1.hp.com/industries/welfareandbenefits/ Online printable applications also available for: SNAP/TANF/Medicaid (in English and 5 other languages) at : http://www.cdss.ca.gov/cdssweb/entres/forms/English/SAWS1.pdf and http://www.cdss.ca.gov/cdssweb/entres/forms/English/SAWS2.pdf Medicaid/CHIP at: http://www.healthyfamilies.ca.gov/downloads/applications.aspx

California *(continued)*

	C4yourself
Description of effort	Online multiple benefit application available in some CA counties. Also contains links to additional information on how to apply for additional benefits in each county. Site also allows users to check benefit balances. Integrates with the C-IV eligibility determination system to exchange client data and retrieve eligibility information. Accenture is a key partner with the C-IV consortium in developing and implementing the effort.
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	None known
Key technological components	Online application that can be sent electronically; application and eligibility systems integration
Other key components	None known
Target population	General low-income population
Geographic reach	Multiple localities
State/s (abbreviation)	CA
Locality (cities or counties)	Counties of: Alpine, Almador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Plumas, Riverside, San Benito, San Bernardino, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus. Sutter, Tehama, Trinity, Toulumne, Yuba
Selected sources of information	https://www.c4yourself.com/c4yourself/index.htm Online printable applications also available for: SNAP/TANF/Medicaid (in English and 5 other languages) at: http://www.cdss.ca.gov/cdssweb/entres/forms/English/SAWS1.pdf http://www.cdss.ca.gov/cdssweb/entres/forms/English/SAWS2.pdf Medicaid/CHIP at: http://www.healthyfamilies.ca.gov/downloads/applications.aspx

California *(continued)*

	Health-e-App
Description	Health-e-App is the State of California's publicly accessible web-based enrollment application for CHIP and Medicaid for children and pregnant women. It was piloted in 2001 in San Diego and implemented statewide in 2002. Originally used by state Certified Application Assistors across California to submit applications on behalf of families electronically, Health-e-App has been available since 2010 for self-service use as well and includes a benefits screener. Health-e-App is the precursor to One-e-App (described separately in Section B). The California HealthCare Foundation (CHCF) developed Health-e-App in consultation with Deloitte and licensed it to Social Interest Solutions (SIS), a nonprofit organization dedicated to leveraging technology innovation to improve consumers' quality of life. It is now operated by Maximus.
Key benefit programs	Medicaid; CHIP
Other benefit programs	Application assistance
Key technological components	Online application that can be sent electronically; online application that is printed and submitted on paper; online benefits screener/calculator
Other key components	Application assistance
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	CA
Locality (cities or counties)	
Selected sources of information	http://www.healtheapp.net http://www.chcf.org/projects/2002/healtheapp http://www.nga.org/Files/pdf/SCHIPTECH053002.pdf http://www.healthyfamilies.ca.gov/EEs_CAAs/Health-e-app.aspx#Reports https://www.socialinterest.org/solutions.aspx?lm_linkid=2_6_3#

Colorado

PEAK (Program Eligibility and Application Kit)

Description	Implemented in 2004, PEAK is Colorado's online screener for TANF/SNAP/Medicaid and other programs in CO. The Colorado Benefit Management System is the eligibility system rules engine that supports it, replacing the legacy mainframe system. PEAK will soon incorporate an online application; planning for this component began in 2009. Along with the online application, CBOs will also soon begin conducting outreach and application assistance using PEAK. Clients will be able to use the online system to check the status of their benefits. The effort leverages concepts from PA Compass, developed for PA Department of Public Welfare in consultation with Deloitte.
Key benefit programs	TANF; SNAP; Medicaid; CHIP
Other benefit programs	State programs for elderly and disabled; adult protective services
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	CO
Locality (cities or counties)	
Selected sources of information	http://www.colorado.gov/benefits/index.html Printable online applications also available for: SNAP, TANF and Medicaid at http://www.cdhs.state.co.us/fap/PDFs/FormCombinedFAapplicationReceipt3-2009.pdf Medicaid (families and children) and CHIP at http://www.cchp.org/index.cfm?action=apply&language=eng http://fcw.com/articles/2006/04/17/utah-takes-an-integrated-approach-to-human-services.aspx

Connecticut

Connecticut Online Benefits Application

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	Voter registration; nursing home assistance
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	CT
Locality (cities or counties)	
Selected sources of information	http://www.ct.gov/dss/lib/dss/pdfs/w-1e.pdf

Connecticut *(continued)*

Husky Health	
Description	Connecticut online printable application for Medicaid (for children) and CHIP.
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	CT
Locality (cities or counties)	
Selected sources of information	http://www.huskyhealth.com/hh/site/default.asp http://www.huskyhealth.com/dss/lib/dss/pdfs/pcip/comboappenglish.pdf

Delaware

Delaware ASSIST (Application for Social Services & Internet Screening Tool)

Description	Delaware online screening and application tool. The effort leverages concepts from PA Compass, developed for PA Department of Public Welfare in consultation with Deloitte.
Key benefit programs	TANF; SNAP; Medicaid; federal child care assistance
Other benefit programs	Long-term care
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	DE
Locality (cities or counties)	
Selected sources of information	https://assist.dhss.delaware.gov/PGM/ASP/SC001.asp Printable applications also available online for: Food Stamp, TANF, Medicaid and child care assistance at http://www.dhss.delaware.gov/dhss/dss/files/dssapplicationenglish.pdf Medicaid and CHIP at http://www.dhss.delaware.gov/dhss/dmma/files/chipapplenglish.pdf

District of Columbia

DC Income Maintenance Administration Combined Application for Benefits

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	General assistance
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	DC
Locality (cities or counties)	
Selected sources of information	http://www.dhs.dc.gov/dhs/cwp/view.asp?a=3&Q=568277&dhsNAV=|30980|
	An application form that could be submitted online previously is no longer available.

Florida

ACCESS (Automated Community Connection to Economic Self-Sufficiency) Florida

Description	In 2004, Florida's Department of Children and Families (DCF) modernized its approach to administering the SNAP, cash assistance, and Medicaid programs. Known as ACCESS Florida, this new business model changed both the way DCF staff processes applications and manages caseloads, and how clients interact with DCF. The new model was designed to simplify the client application process, reduce administrative costs and increase client access to services. The state designed its online application for benefits internally, and also incorporated document imaging efforts and several call centers throughout the state. Caseworkers now share the work throughout the state, performing specific functions (intake, case management, etc.) rather than working with a specific caseload. Additionally, customers can receive help completing their online applications from some partner organizations in the community (such as community action agencies, libraries, and local United Way agencies).
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	None known
Key technological components	Online application that can be sent electronically; online screener/benefits calculator; application and eligibility systems integration
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	FL
Locality (cities or counties)	
Selected sources of information	http://www.myflorida.com/accessflorida/ http://mathematica-mpr.com/publications/PDFs/FSP_Florida.pdf http://mathematica-mpr.com/publications/PDFs/family_support/socialservices_CA.pdf Online printable combined application, as well as links to individual program forms are also available at: http://www.dcf.state.fl.us/ess/agencyforms.shtml http://srdc.msstate.edu/ridge/files/recipients/08_heflin_final.pdf

Florida *(continued)*

Healthy Kids	
Description	Online application for Medicaid (for children) and CHIP in Florida.
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	FL
Locality (cities or counties)	
Selected sources of information	https://www.healthykids.org/

Georgia

COMPASS (Common Point of Access to Social Services) Georgia

Description	Georgia's online benefit screener and application. The effort leverages concepts from PA Compass, developed for PA Department of Public Welfare in consultation with Deloitte. With their GA COMPASS account, users can also login to report changes or check on the status of their application.
Key benefit programs	TANF; SNAP; Medicaid; WIC; LIHEAP; federal housing assistance programs; federal child care assistance
Other benefit programs	Child support; mental health and substance abuse services; aging services; community service block grant funds
Key technological components	Online application that can be sent electronically; online screener/benefits calculator; application and eligibility systems integration
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	GA
Locality (cities or counties)	
Selected sources	http://ccf.georgetown.edu/index/pennsylvania-full-example GA: https://compass.ga.gov/selfservice/ GA printable application in multiple languages also available at: http://dfcs.dhr.georgia.gov/portal/site/DHSDFCS/menuitem.5d32235bb09bde9a50c8798dd03036a0/?vgnextoid=024a2b48d9a4ff00VgnVCM100000bf01010aRCRD

Hawaii

Real Choices Hawaii (See also Real Choices Hawaii in Section B)

Description	This website for Hawaiians in need of disability services or long-term care includes 4 components: (1)"services," which provides online access to program applications; (2) the Benefits Finder, which is an online screener; (3) "learn about," a series of links to program information and resources; (4) "my choices," a login area that allows users to retain their data for pre-filling other application forms later; and (5) "community," a forum and discussion area. The Benefits Finder, which was added to the Real Choices website in 2010, is powered by the National Council on Aging and uses AssistGuide, Inc. (AGIS Network) products. The effort is supported through two grants—one from CMS) and one from DOL's Employment and Training Administration. While the site is accessible to people of all ages and abilities, it caters to seniors and individuals with disabilities. In Louisiana, AGIS Network has launched a similar effort (https://www.louisianaanswers.com/site/1/home.aspx), which includes online resource information and links to program applications that can be printed.
Key benefit programs	TANF, SNAP, Medicaid
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper, online screener/benefits calculator
Other key components	None known
Target population	Seniors, individuals with disabilities
Geographic reach	Statewide
State/s (abbreviation)	HI
Locality (cities or counties)	N/A
Selected sources of information	https://www.realchoices.org/site/1/home.aspx

Idaho

Idaho DHW Application for Assistance

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid; federal child care assistance
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	ID
Locality (cities or counties)	
Selected sources of information	http://healthandwelfare.idaho.gov/ApplyforAssistance/tabid/1554/Default.aspx http://healthandwelfare.idaho.gov/LinkClick.aspx?fileticket=lqleO_7F11A%3d&tabid=59

Illinois

All Kids and Family Care Online Application

Description	Illinois online application for Medicaid (for children) and CHIP.
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	IL
Locality (cities or counties)	
Selected sources of information	http://www.allkidscovered.com/ Online application available at: https://secure.myhfs.illinois.gov/allkidsapplicant/index.jsp?lang=en

Illinois *(continued)*

Illinois Web Benefits	
Description	Online multiple benefit application.
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	None known
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	IL
Locality (cities or counties)	
Selected sources of information	http://fspp.dhs.state.il.us/register/wb/wbHomePre.do Printable (and fillable) PDF version is also available online at http://www.dhs.state.il.us/OneNetLibrary/27897/documents/Forms/IL444-2378B.pdf

Indiana

Indiana Division of Family Resources

Description	DFR maintains a website where customers may screen or apply for benefits, as well as report changes and check benefit status. Application data interfaces directly with the eligibility system to streamline tasks for workers. The effort began in 2007. Currently, five of the state's eight regions are using the online application (http://www.in.gov/fssa/dfr/2999.htm), and the state plans to add the online capabilities to the remaining two regions in the future. This effort was developed using Curam software.
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	State low-income health insurance program
Key technological components	Online application that can be sent electronically; online screener/benefits calculator; application and eligibility systems integration
Other key components	None known
Target population	General low-income population
Geographic reach	Multiple localities
State/s (abbreviation)	IN
Locality (cities or counties)	5 of the state's 8 regions; the other 3 use paper applications and traditional business processes.
Selected sources of information	https://www.ifcem.com/HCSSRequest/en_US/External_englishLandingHomePage.do http://www.curamsoftware.com/document/case-study-indiana http://www.govtech.com/health/Feds-Suggest-Indiana-FSSA.html A printable online application is also available, for counties that don't yet have an application that can be submitted online at: https://forms.in.gov/Download.aspx?id=4902 http://www.lewin.com/content/publications/OneEAppFinalRpt.pdf

Indiana *(continued)*

QualCheck	
Description	Indiana online screening tool for multiple benefits programs, developed by Deloitte.
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	None known
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	IN
Locality (cities or counties)	
Selected sources of information	http://www.in.gov/qualcheck/ControllerServlet

Iowa

Iowa DHS online application

Description	Online multiple benefit application and screener.
Key benefit programs	TANF; SNAP; Medicaid; CHIP; federal child care assistance
Other benefit programs	Family planning, well-child and prenatal care; family investment program; refugee cash assistance
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	IA
Locality (cities or counties)	
Selected sources of information	https://secureapp.dhs.state.ia.us/oasis/ Printable benefit application is also available at: http://www.dhs.state.ia.us/PolicyAnalysis/PolicyManualPages/Manual_Documents/Forms/470-0462.pdf

Kansas

SRS (Department of Social and Rehabilitation Services) Online

Description	Kansas online multiple benefit application. Also under development is the Customer and Provider Portal (CAPP) project, which is a partnership between SRS and the Kansas Department of Health and Environment (KDHE). With the common goal of being customer-centered and enhancing workforce efficiency, the CAPP project was initiated to create a web portal for both customers and providers. The CAPP project includes two essential components: a Customer Portal and a Provider Management System that will include a provider portal and a professional development registry. Oracle has been a key contractor in developing this effort. The Customer Portal will allow a customer to enter information to do screening and/or apply for benefits the following programs: TANF, SNAP, refugee assistance, and/or child care. The portal will automatically register customers and pass customer entered information into agency eligibility systems through automated or manual processes based on applied business rules. The Provider Portal component of the Provider Management System will provide a point of access for Child Care providers to apply on line with both agencies.
Key benefit programs	TANF; SNAP; federal child care assistance
Other benefit programs	Vocational rehabilitation services; child support
Key technological components	Online application that can be sent electronically; online screener/benefits calculator; application and eligibility systems integration in development
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	KS
Locality (cities or counties)	
Selected sources of information	http://oapub1.srs.ks.gov/OAWeb/staticPages/index.html http://www.kdheks.gov/bcclr/download/CAPP_Q_and_A.pdf http://www.kdheks.gov/bcclr/capp.htm

Kentucky

Kentucky multiple benefit application

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components of effort	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	KY
Locality (cities or counties)	
Selected sources of information	http://chfs.ky.gov/NR/rdonlyres/0A81E704-89FB-42BD-9EB4-8DEC8843D773/16100/KIM77.doc

Louisiana

Louisiana DSS multiple benefit application

Description	State online benefit application. Allows information from the online application to interface directly with the eligibility determination system. In conjunction with this, the state Department of Social Services (DSS) has implemented a "No Wrong Door" effort. Residents may now apply for SNAP, child care assistance, TANF, and the kinship care subsidy at any Office of Family Support (OFS) office across the state. Previously, applicants had to apply at the OFS office in the parish of their residence.
Key benefit programs	TANF; SNAP; federal child care assistance
Other benefit programs	Kinship care subsidy program
Key technological components	Online application that can be sent electronically; application and eligibility systems integration
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	LA
Locality (cities or counties)	
Selected sources of information	https://webapps.dss.state.la.us/FAApplication/# http://www.dcfs.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&pid=2 Printable version is also available at: http://www.dcfs.louisiana.gov/assets/docs/searchable/OFS/Applications/OFS004APPApplication_rev1210.pdf

Maine

Maine DHHS online application

Description	Printable online multiple benefit application
Key benefit programs	SNAP; Medicaid
Other benefit programs	Prescription drug assistance; Medicare Savings Program
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	ME
Locality (cities or counties)	
Selected sources of information	http://www.maine.gov/dhhs/OIAS/snap/IMS01.pdf

Maryland

SAIL (Service Access and Information Link)

Description	Maryland online multiple benefit screening and application tool. In addition to providing services to program applicants, program recipients may complete redeterminations and change reporting online. The effort also provides links to program and services sites such as the Medicare Part D Prescription Drug Program.
Key benefit programs	TANF; SNAP; Medicaid; CHIP; LIHEAP; federal child care assistance
Other benefit programs	General assistance; long-term care
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	MD
Locality (cities or counties)	
Selected sources of information	https://www.marylandsail.org/Default.aspx Printable online application also available at: http://www.dhr.state.md.us/manuals/forms.php

Massachusetts

Virtual Gateway

Description	MA online screener (for multiple benefits) and application, which leverages concepts from PA COMPASS, developed by PA Department of Public Welfare in consultation with Deloitte, along with other features. The Virtual Gateway enables providers to submit on behalf of clients a single online common intake application for up to 13 different services and enables clients to submit on their own behalf an electronic application for SNAP. In addition to providing service to program applicants, the system enables program recipients to check the details of their case by using an online account. The effort was launched in 2004.
Key benefit programs	SNAP; Medicaid; CHIP; WIC; EITC; school meal programs; federal child care assistance
Other benefit programs	Long-term care; women's health network; Department of Mental Retardation services, Massachusetts Rehabilitation Commission services, veteran services, Massachusetts Commission for the Blind services, Massachusetts Commission for the Deaf/Hard of Hearing services
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	Application assistance
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	MA
Locality (cities or counties)	
Selected sources of information	https://service.hhs.state.ma.us/ierhome/LandingPage.do?method=displayConsumerHomePage&pageSwitch=HOME http://www.govtech.com/e-government/Social-Services-Synchronicity.html http://www.nlc.org/ASSETS/E2DF31BA4AFF4ADEB19BA434142B0545/iyefscreeningtools.pdf http://bluecrossfoundation.org/Health-Reform/~/media/Files/Health%20Reform/Health%20Reofrm%20Implementation%20%20Massachusetts%20Virtual%20Gateway.pdf http://www.mass.gov/Eeohhs2/docs/vg/annual_report_2008.pdf

Michigan

MI Bridges/MARS (Michigan Assistance and Referral Service) /Michigan Helping Hand

Description	MI Bridges, an online multiple benefit application (for SNAP and LIHEAP), leverages concepts from Wisconsin ACCESS, developed by Deloitte. Residents may use two other screener services in the state to refer them here for applications: **MARS,** The Michigan Online Assistance and Referral Service, which screens for TANF, SNAP, Medicaid, and WIC And **Michigan Helping Hand,** which links to information about jobs and training, unemployment benefits, health care, family support and housing. Eligibility "wizards" help citizens determine potential eligibility for programs and links back to MI Bridges to offer an online application.
Key benefit programs	SNAP; TANF; Medicaid; WIC; LIHEAP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	MI
Locality (cities or counties)	
Selected sources of information	https://www.mibridges.michigan.gov/access/ Printable online application also available at: http://www.michigan.gov/dhs/0,1607,7-124-5453_5529_9306-69226--,00.html http://www.uwmich.org/Portals/0/docs/Community%20Partners%20Presentation%20Helping%20Hand%20MI%20Bridges%20%5BRead-Only%5D.pdf MARS: http://www.mfia.state.mi.us/mars/ Michigan Helping Hand: http://www.michigan.gov/helpinghand http://www.nascio.org/awards/nominations/2010/2010MI4-Helping%20hand%20G2C%20final.pdf

Minnesota

Minnesota combined application form

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	MN
Locality (cities or counties)	
Selected sources of information	https://edocs.dhs.state.mn.us/lfserver/Public/DHS-5223-ENG

Mississippi

Application for Mississippi Health Benefits

Description	Online printable application for Medicaid (for families and children) and CHIP.
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	MS
Locality (cities or counties)	
Selected sources of information	http://www.medicaid.ms.gov/Chip.aspx http://msdh.ms.gov/msdhsite/_static/resources/93.pdf

Mississippi DHS online printable application

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	MS
Locality (cities or counties)	
Selected sources of information	http://www.mdhs.state.ms.us/ea_application.pdf

Missouri

HealthNet On-line

Description	Missouri online application for Medicaid and CHIP
Key benefit programs	Medicaid, CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	MO
Locality (cities or counties)	NA
Selected sources of information	http://www.dss.mo.gov/mhk/accept.htm Printable application also available at: http://dss.mo.gov/mhk/pdf/886-4367_0108.pdf

Montana

Healthy Montana Kids

Description	Online application for Medicaid (for children) and CHIP
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	MT
Locality (cities or counties)	
Selected sources of information	http://hmk.mt.gov/ https://mtchip.assistguide.net/ Printable application also available online at: http://hmk.mt.gov/documents/hmkapplication.pdf

Montana DPHHS Application

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	Medicare Savings Program; refugee benefits
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	MT
Locality (cities or counties)	
Selected sources of information	http://dphhs.mt.gov/publicassistance/hcs250.pdf

Nebraska

Access Nebraska

Description	Online multiple benefit application and screener
Key benefit programs	TANF; SNAP; Medicaid; CHIP; LIHEAP; federal child care assistance
Other benefit programs	Long-term care; assistance to the aged, blind, and disabled; child support; refugee resettlement
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	NE
Locality (cities or counties)	
Selected sources of information	http://accessnebraska.ne.gov/ Printable application also available online at: http://www.hhs.state.ne.us/fia/EA-117.pdf

Nevada

Nevada DWSS Application for Assistance

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	NV
Locality (cities or counties)	
Selected sources of information	https://dwss.nv.gov/dmdocuments/Forms_2905-EG.pdf

New Hampshire

New Hampshire Healthy Kids

Description	Online printable application for Medicaid (for children) and CHIP.
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	NH
Locality (cities or counties)	
Selected sources of information	http://www.nhhealthykids.com/UploadedFiles/Files/Form_800P_HK_Application.pdf

NH Electronic Application System (EASY)	
Description	Online screener and multiple benefit application. The effort leverages concepts from PA COMPASS, developed for PA Department of Public Welfare in consultation with Deloitte. It began in 2006 as a pilot through selected providers, and was implemented statewide from any online location (without partner assistance) in 2011.
Key benefit programs	TANF; SNAP; Medicaid; federal child care assistance
Other benefit programs	Medicare Savings Program; long-term care
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	Application assistance
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	NH
Locality (cities or counties)	
Selected sources of information	https://nheasy.nh.gov/login http://www.dhhs.nh.gov/media/pr/12152010NHEasyChangesPilot.htm http://www.dhhs.state.nh.us/SR_htm/supervisory_releases/2009/sr_09_33_dated_09_09.htm http://www.nhlgc.org/affiliate/NHLWAA/pdf_documents/Welfare09_brochure.pdf Printable application also available online at: http://www.dhhs.state.nh.us/dfa/documents/assistance.pdf

New Jersey

NJ OneApp

Description	Online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	General assistance
Key technological components	Online application that can be sent electronically; online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	NJ
Locality (cities or counties)	
Selected sources of information	https://oneapp.dhs.state.nj.us/ https://oneapp.dhs.state.nj.us/Forms/SignIn/frmStart.aspx

New Jersey FamilyCare

Description	Online printable application for Medicaid and CHIP.
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	NJ
Locality (cities or counties)	
Selected sources of information	http://www.njfamilycare.org/pages/FC_APP-en.pdf

New Mexico

NM HSD online printable application

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	General assistance
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	NM
Locality (cities or counties)	
Selected sources of information	http://www.hsd.state.nm.us/pdf/Application%20for%20Assistance%20(English).pdf

Yes New Mexico

Description	State online benefits screener. This effort leverages concepts from Wisconsin ACCESS, developed by Deloitte.
Key benefit programs	TANF; SNAP; Medicaid; WIC; LIHEAP; federal child care assistance
Other benefit programs	General assistance
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	NM
Locality (cities or counties)	
Selected sources of information	https://www.yes.state.nm.us/selfservice/

New York

ACCESS NYC

Description	ACCESS NYC is an online screening and application tool that allows New York City residents to quickly and easily determine their potential eligibility for 35 city, state and federal benefit programs across 15 different agencies. The single point of entry was designed to allow city residents to pre-screen for those programs anywhere, anytime, in at least seven different languages. ACCESS NYC also was designed to provide essential information about the application process, including simplified steps on how to apply, office location details, and information about required documentation. Users may also print blank or partially populated application forms and may submit electronic applications for some programs. While ACCESS NYC is a self-service tool, community-based organizations are trained to provide city residents with assistance in using the tool. The effort was implemented in 2006 and developed using Curam software.
Key benefit programs	TANF; SNAP; Medicaid; CHIP; WIC; LIHEAP; EITC; school meal programs; Federal housing assistance programs; federal child care assistance
Other benefit programs	Property tax and rent rebate programs; state low-income tax credits; county- or city-level human services assistance and employment programs; home- and community-based services; Head Start; senior services; out of school time programs; universal prekindergarten
Key technological components	Online application that can be sent electronically; online application that is printed and submitted on paper; Online screener/benefits calculator
Other key components	Application assistance
Target population	General low-income population
Geographic reach	Single locality
State/s (abbreviation)	NY
Locality (cities or counties)	New York City
Selected sources of information	www.nyc.gov/accessnyc http://www.accenture.com/us-en/Pages/success-access-nyc-it-strategy-transformation.aspx Printable applications for school Meals, SNAP, and Senior Citizen or Disability Rent Increase Exemption (SCRIE/DRIE) are available at: https://a858-ihss.nyc.gov/ihss1/en_US/IHSS_blankFormsHomePage.do?__o3rpu=IHSS_homePage.do http://www.curamsoftware.com/document/case-study-access-nyc

New York *(continued)*

myBenefits	
Description	myBenefits is an online eligibility screener and application tool. It guides users through a list of questions to determine whether or not they are eligible for assistance. If they are determined to be eligible, they are provided with a list of the information that they must take to the assistance office so their eligibility can be confirmed. The application can be completed on a home computer, and there are also myBenefits kiosks located in many of the county assistance offices and some community organizations. Applicants who might qualify for programs other than the one for which they are applying will be identified and asked whether they want to apply for additional benefits. Depending on where in the state the user resides, electronic submission of applications may be possible. The site also enables benefit recipients to check the status of their benefits. This effort is maintained by the New York State Office of Temporary and Disability Assistance (OTDA). This effort leverages concepts from Wisconsin ACCESS, developed by Deloitte.
Key benefit programs	TANF; SNAP; Medicaid; WIC; LIHEAP; EITC; school meal programs
Other benefit programs	Prescription drug assistance; nutrition education, state health insurance plans, assistance for veterans
Key technological components	Online application that can be sent electronically; online application that is printed and submitted on paper; online screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	NY
Locality (cities or counties)	
Selected sources of information	https://www.mybenefits.ny.gov/selfservice/ http://www.nascsp.org/data/files/csbg_publications/issue_briefs/csbg%20arra%20benefits%20enrollment%20issue%20brief_final.pdf Online printable application available at: http://www.otda.state.ny.us/main/apps/default.asp and http://www.health.state.ny.us/forms/doh-4220all.pdf

North Carolina

ePASS (Electronic Pre-Assessment Screening Service)

Description	This is an online screening tool for multiple benefits in North Carolina. Implemented in 2010, it is the first part of a larger modernization effort, which will eventually include Medicaid, enable individuals and families to submit applications electronically, and integrate the online application data with the state's revamped eligibility system. Both ePass and North Carolina Families Accessing Services through Technology (NC FAST), a new integrated eligibility and case management system, were developed using Curam software.
Key benefit programs	TANF; SNAP
Other benefit programs	Crisis intervention program; emergency assistance; food and nutrition services
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	NC
Locality (cities or counties)	
Selected sources of information	https://epass.nc.gov/ePASS/cw/PlayerPage.do? http://www.curamsoftware.com/document/case-study-north-carolina-fast-fix http://www.ncdhhs.gov/ncfast/epass/index.htm http://www.curamsoftware.com/news-and-events/north-carolina-department-health-and-human-services-launches-epass-improved-citizen- http://www.ncdhhs.gov/dss/dcdl/economicfamilyservices/EFS-FNSEP-25-2010a.pdf

North Dakota

OASYS (Online Application System) North Dakota

Description	State online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid; CHIP; federal child care assistance
Other benefit programs	Medicare Savings Program; long-term care
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	ND
Locality (cities or counties)	
Selected sources of information	https://secure.apps.state.nd.us/dhs/ea/oasys/login.htm Printable application also available online at: https://secure.apps.state.nd.us/dhs/ea/oasys/main.htm

Ohio

Ohio Online Benefit Application

Description	Ohio's online multiple benefit application, implemented in 2010. Also allows online change reporting, and links to the USDA Food and Nutrition Service SNAP eligibility screener.
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	None known
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	Ohio
Locality (cities or counties)	
Selected sources of information	https://odjfsbenefits.ohio.gov/SelfServiceSplash.jsf Printable version also available online at: http://www.odjfs.state.oh.us/forms/file.asp?id=56632

Oklahoma

Oklahoma Request for Benefits and Services

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	Medicare Savings Program; TANF diversion assistance
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	OK
Locality (cities or counties)	
Selected sources of information	http://www.okdhs.org/NR/rdonlyres/EA913428-A7D2-4FE8-8CD9-1628C5B5CFF8/0/08MP001E.pdf

Oregon

Healthy Kids

Description	Oregon online application for Medicaid (for children) and CHIP, launched in 2011
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	OR
Locality (cities or counties)	
Selected sources of information	http://www.oregonhealthykids.gov/ http://www.oregonhealthykids.gov/news/0001.html Printable application also available online at: http://dhsforms.hr.state.or.us/Forms/Served/DE0415F.pdf

Oregon Application for Services

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid; federal child care assistance
Other benefit programs	Domestic violence help
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	OR
Locality (cities or counties)	
Selected sources of information	http://dhsforms.hr.state.or.us/Forms/Served/DE0415F.pdf

Pennsylvania

COMPASS (Commonwealth of Pennsylvania Access to Social Services)

Description	Pennsylvania Department of Public Welfare's online program that allows users to apply and renew coverage for social services themselves (and the name of the eligibility determination system). COMPASS was launched in 2001, and offered a joint application for Medicaid and CHIP. In its current form, the site offers applications and renewal options for a variety of programs, and is regularly reviewed by the Department of Public Welfare and Insurance. COMPASS is also linked to a client information database that allows the site to integrate existing client level data with new data to help facilitate the process. Deloitte has been a key partner in assisting Pennsylvania with developing and implementing this effort. Community based organizations also partner with the state to provide outreach and application assistance through this tool to customers.
Key benefit programs	TANF; SNAP; Medicaid; CHIP; LIHEAP; EITC; school meal programs; federal child care assistance
Other benefit programs	Long-term care; home- and community-based services; mental retardation services; child tax credit
Key technological components	Online application that can be sent electronically; online screener/benefits calculator; application and eligibility systems integration
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	PA
Locality (cities or counties)	
Selected sources of information	https://www.humanservices.state.pa.us/compass.web/CMHOM.aspx PA printable application also available at: http://www.dpw.state.pa.us/applyforbenefits/index.htm http://www.nlc.org/ASSETS/E2DF31BA4AFF4ADEB19BA434142B0545/iyefscreeningtools.pdf http://ccf.georgetown.edu/index/pennsylvania-full-example

Rhode Island

RI DHS eligibility self screener

Description	Online screener for SNAP and Medicaid implemented in 2002. Screener main page also links to individual printable applications for both SNAP and Medicaid.
Key benefit programs	SNAP; Medicaid
Other benefit programs	None known
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	RI
Locality (cities or counties)	
Selected sources of information	https://www.screening.dhs.ri.gov/English/home.cfm

South Carolina

SC DSS Multiple Program Application

Description	South Carolina's online benefit application
Key benefit programs	TANF; SNAP
Other benefit programs	Refugee assistance
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	SC
Locality (cities or counties)	
Selected sources of information	https://dss.sc.gov/apps_online/frm_Apps_Online.aspx Printable version also available online at: https://dss.sc.gov/content/library/forms/files/3800.pdf

South Dakota

SD CHIP/Medical Assistance Application

Description	Printable online multiple benefit application
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	SD
Locality (cities or counties)	
Selected sources of information	http://dss.sd.gov/formspubs/docs/MEDELGBLTY/DSS-EA-301MCHIP.pdf

SD Economic Assistance Application

Description	Printable online multiple benefit application
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	SD
Locality (cities or counties)	
Selected sources of information	http://dss.sd.gov/formspubs/docs/FOODSTAMP/FoodStampApplication.pdf

Tennessee

Cover Kids

Description	Tennessee online application for CHIP and Medicaid (for children)
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	TN
Locality (cities or counties)	
Selected sources of information	http://coverkids.com/

Tennessee Potential Eligibility Screening and Online Application

Description	Tennessee's online screener and benefit application. Users also have the option to print and sign this application and submit it in person. The site is based on ACS' @vantage HHS framework.
Key benefit programs	TANF; SNAP; Medicaid
Other benefit program	None known
Key technological components	Online application that can be sent electronically; Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	TN
Locality (cities or counties)	
Selected sources of information	https://fabenefits.dhs.tn.gov/vip/website/signupservlet?pagename=homepage

Texas

Chipmedicaid.org

Description	Online application for Medicaid (for children) and CHIP.
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	Application assistance
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	TX
Locality (cities or counties)	
Selected sources of information	http://www.chipmedicaid.org/

Texas *(continued)*

Your Texas Benefits	
Description	This is the benefit portal for Texas. People can use a screener and fill out online applications. The state also has a separate online application for CHIP (www.chipmedicaid.org). The effort leverages concepts from PA Compass, developed for PA Department of Public Welfare in consultation with Deloitte.
Key benefit programs	TANF; SNAP; Medicaid
Other benefit programs	Medicare Savings Program; long-term care
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	TX
Locality (cities or counties)	
Selected sources of information	https://www.yourtexasbenefits.com/ssp/SSPHome/ssphome.jsp Printable application also available online at: https://www.yourtexasbenefits.com/SSPortalTheme/themes/html/SSPortal/downloads/H1010_April2008English.pdf http://www.cgi.com/en/governments/integrated-eligibility-case-management http://www.cgi.com/files/brochures/cgi_broc214_solutions_hs_e.pdf

Utah

Utah Helps/eREP (Electronic Resource and Eligibility Product)

Description	eREP is an automated, enterprise solution that modernizes and integrates eligibility and benefit calculations for more than 60 social service programs. Utah Helps is the public-facing portal through which the public applies for benefits online. A key motivation for the effort was to have workers at multiple agencies administer multiple programs so that clients do not have to go from agency to agency to receive benefits. Only some of the programs included in eREP also have online application (TANF, SNAP, Medicaid, CHIP). eREP was developed using Curam software and implemented in stages. The first module, Utah Cares (a referral Web site to help Utah residents find state and community services) went live in November 2003. The second component, InfoSource (an online policy reference manual for TANF, food stamps, child care and Medicaid programs with links from the eREP system rules) launched in April 2004. Utah began piloting an eligibility screening module at the end of 2004, which resulted in Utah Helps. System enhancements continued through 2009.
Key benefit programs	TANF; SNAP; Medicaid; WIC; LIHEAP; school meal programs; federal child care assistance
Other benefit programs	General assistance; separate state welfare programs; unemployment insurance; child welfare; job training; Head Start
Key technological components	Online application that can be sent electronically; Application and eligibility systems integration
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	UT
Locality (cities or counties)	

Utah *(continued)*

Selected sources of information	https://utahhelps.utah.gov/ http://www.curamsoftware.com/document/state-utah-erep-project-transforms-social-services-delivery http://www.windley.com/archives/2003/11/utah_cares_the.shtml http://fcw.com/articles/2006/04/17/utah-takes-an-integrated-approach-to-human-services.aspx http://www.govtech.com/e-government/Social-Services-Synchronicity.html "State of Utah eREP Project". Presentation at AAFSD, 2006. http://foodstamp.aphsa.org/Conf-Presentations/2006/eREP%20AAFSD.ppt printable applications also available online at: http://jobs.utah.gov/opencms/forms/61APP.pdf and http://jobs.utah.gov/opencms/forms/61MED.pdf

Vermont

myBenefits

Description	Online multiple benefit application. Site also allows users to check their balance and status of their benefits.
Key benefit programs	TANF; SNAP; Medicaid; LIHEAP
Other benefit programs	Home- and community-based services
Key technological components	Online application that can be sent electronically
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	VT
Locality (cities or counties)	
Selected sources of information	http://dcf.vermont.gov/mybenefits

Virginia

FAMIS (Family Access to Medical Insurance Security)

Description	Virginia online application for Medicaid (for children) and CHIP
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically; online application that is printed and submitted on paper
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	VA
Locality (cities or counties)	
Selected sources of information	http://www.famis.org/apply.cfm?lang=English Online printable application also available at: http://www.famis.org/materials/HealthInsuranceApplicationForChildrenAndPregnantWomen.pdf

Virginia *(continued)*

Virginia DSS Eligibility Screener	
Description	Online screener for multiple benefit programs
Key benefit programs	TANF; SNAP; Medicaid; CHIP; WIC; LIHEAP; federal child care assistance
Other benefit programs	Medicare Savings Program
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	VA
Locality (cities or counties)	
Selected sources of information	https://jupiter.dss.state.va.us/EligibilityScreening/ Printable online application also available at: http://www.dss.state.va.us/form/pdf/032-03-875.pdf (Part I) and http://www.dss.state.va.us/form/pdf/application_for_benefits.pdf (Part II)

Washington

Washington Connection

Description	This is an online client screening and application portal developed in Washington by the Department of Social and Health Services (DSHS). Implemented in 2011 to replace an earlier version of an online application, this tool allows for online application for DSHS programs such as TANF, SNAP, and Medicaid, but will be expanded to include other programs over time. (The old application is currently still available, and will be is phased out in the future). Additional system capabilities (such as special logins for partner agencies that assist clients) will be implemented in spring 2011.
Key benefit programs	TANF; SNAP; Medicaid; WIC; LIHEAP; EITC; federal housing assistance programs; federal child care assistance; veteran pension assistance; assistance for homeless veterans
Other benefit programs	General assistance; Medicare; child support; long-term care; drug and alcohol treatment, FAFSA, family planning, vocational rehabilitation
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	WA
Locality (cities or counties)	
Selected sources of information	https://www.washingtonconnection.org/home/ https://fortress.wa.gov/dshs/f2esaapps/esaosa/ Separate online screener also available here: http://www.dshs.wa.gov/esa/TEC/

West Virginia

InRoads (Information Network for Resident Online Access and Delivery of Services)

Description	West Virginia's website for benefit screening and application, implemented in 2002. The website includes a specific portal for outreach partners. The effort leverages concepts from PA Compass, developed for PA Department of Public Welfare in consultation with Deloitte.
Key benefit programs	TANF; SNAP; Medicaid; CHIP; LIHEAP
Other benefit programs	Medicare Savings Program; long-term care; voter registration, school clothing allowance; non-emergency medical transportation
Key technological components	Online application that can be sent electronically; online screener/benefits calculator; application and eligibility systems integration
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	WV
Locality (cities or counties)	
Selected sources of information	https://www.wvinroads.org/inroads/PGM/ASP/SC001.asp http://ccf.georgetown.edu/index/pennsylvania-full-example Printable online application also available at: http://www.wvdhhr.org/bcf/policy/imm/IMManualChanges/525/DFA_2.pdf and http://www.chip.wv.gov/SiteCollectionDocuments/WVCHIP%20Application.pdf

Wisconsin

Wisconsin ACCESS (ACCess to Eligibility Support Services)

Description	This effort involves streamlined eligibility and a web-based application tool. It leverages concepts from PA COMPASS developed by PA Department of Public Welfare in consultation with Deloitte. In addition to screening and applying online, clients can also submit redeterminations, track their benefits, and update personal information in their electronic file.
Key benefit programs	TANF; SNAP; Medicaid; WIC; federal child care assistance
Other benefit programs	Prescription drug assistance; emergency food assistance, state energy assistance and state life insurance
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	WI
Locality (cities or counties)	
Selected sources of information	http://access.wisconsin.gov/ http://www.shadac.org/publications/June2010-wisconsin-badgercare-plus-webinar http://www.colorado.gov/cs/Satellite?blobcol=urldata&blobheader=application%2Fpdf&blobkey=id&blobtable=MungoBlobs&blobwhere=1239164082780&ssbinary=true http://www.dhs.wisconsin.gov/em/access/reports/fullreport.htm

Wyoming

Healthlink

Description	Wyoming online screener and application for CHIP and Medicaid.
Key benefit programs	Medicaid; CHIP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically; Online screener/benefits calculator
Other key components	None known
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	WY
Locality (cities or counties)	
Selected sources of information	https://healthlink.wyo.gov/

SECTION B

PRIVATELY HOSTED EFFORTS

2-1-1 Navigator

Description	The 2-1-1 Navigator is an online benefits screener operated by the United Way of Connecticut. This two-minute interactive interview asks follow-up questions on the basis of responses to some initial questions. It then tells the user which federal and state assistance programs he or she may qualify for and how to apply for them.
Key benefit programs	TANF, SNAP, Medicaid, Medicare Extra Help, WIC, SSI/DI, EITC, school meal programs
Other benefit programs	General assistance, prescription drug assistance, property tax and rent rebate programs, Medicare, Medicare Savings Program, state child care subsidy, private charitable fuel program, state energy assistance
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	CT
Locality (cities or counties)	
Selected sources of information on effort	http://www.211navigator.org/

Automated Benefits Calculator (ABC)	
Description	ABC is a benefits screening tool run by the Connecticut Association for Community Action Agencies (CAFCA). It asks questions to determine potential eligibility for state and federal programs and then gives users information on local resources that help them complete applications for benefits they qualify for.
Key benefit programs	TANF, SNAP, Medicaid, WIC, school meal programs
Other benefit programs	General Assistance, prescription drug assistance, separate state welfare programs, Medicare Savings Program, state energy assistance, weatherization, Head Start, state health care coverage
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	CT
Locality (cities or counties)	
Selected sources of information	http://cafcacalculator.cafca.org/

Benefits Checkup

Description	Launched in 2001, Benefits Checkup is a an online benefits screening tool designed by the National Council on Aging that uses AGIS Network products to connect older people with benefits that are particularly relevant to them. It includes more than 2,000 public and private benefits programs in all 50 states and the District of Columbia. At the end of a screener, the tool lists the programs for which the user may be eligible and provides contact information for the agency closest to his or her zip code. Even if an applicant screens for only one program (such as Extra Help), the tool returns results for multiple programs for which the user may be eligible. AARP's "benefits quicklink" feature connects to Benefits Checkup, providing another portal through which seniors can make the most of this effort.
Key benefit programs	SNAP, Medicare Extra Help, SSI/DI, LIHEAP, federal housing assistance programs, veterans' pension assistance
Other benefit programs	Prescription drug assistance, Medicare, programs for the deaf and blind, adult protective services
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	Seniors
Geographic reach	National
State/s (abbreviation)	All states
Locality (cities or counties)	
Selected sources of information	http://www/benefitscheckup.org http://www.nlc.org/ASSETS/E2DF31BA4AFF4ADEB19BA434142B0545/iyefscreeningtools.pdf http://www.agisnetwork.com/site/391/ncoa,agisnetworkstreamlinebenefitsaccess.aspx http://www.rcfdenver.org/reports/BCU/BCUFullReport.pdf http://www.centerforbenefits.org/Lessons%20Learned%20BECs.pdf

	Benefits Plus
Description	Benefits Plus is a tool for service providers who want to secure access to public benefits and housing for clients. The tool includes information on federal benefits programs and services, and on programs and services operated by New York State and New York City. It provides program applications that can be downloaded and submitted to program offices in hard copy. It also contains a SNAP benefits screener/calculator. It is operated by The Center for Benefits and Services, a department of the Community Service Society of New York, which is an independent, nonprofit organization that has been in existence for 160 years. Benefits Plus is protected by U.S. copyright laws; subscribers receive a limited license to view and, if necessary, to download materials.
Key benefit programs	TANF, SNAP, Medicaid, SSI/DI, LIHEAP, federal housing assistance programs, federal child care assistance, veteran pension assistance
Other benefit programs	Prescription drug assistance, unemployment insurance, Medicare Savings Program, child support, veterans' health care
Key technological components	Online application that is printed out and submitted on paper; online screener/benefits calculator
Other key components	Application assistance
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	NY
Locality (cities or counties)	
Selected sources of information	http://benefitsplus.cssny.org/benefit-tool/benefit-tools http://www.cssny.org/center_for_benefits_and_services/

Bridge to Benefits

Description	Bridge to Benefits is a multi-state project funded by Children's Defense Fund Minnesota. Launched in Minnesota in 2007, it now also operates in Montana, North Dakota, and South Dakota. Its goal is to improve the well-being of families and individuals by linking them to public work-support programs and tax credits. Users can identify programs for which they may be eligible by visiting the Bridge to Benefits homepage and clicking on their state to access the eligibility screening tool. While anyone can visit the website, use the screen, and find information on and applications for the various programs, they can also take advantage of Bridge to Benefits' partnerships with community organizations (77 in Minnesota as of 2009) that use the website to screen their clients. Other community organizations (16 in Minnesota as of 2009) serve as application assistance partners. These organizations agree both to accept email referrals via the Bridge to Benefits website from the screening organizations and to follow up with families who need help completing the applications for one or more programs.
Key benefit programs	SNAP, Medicaid, CHIP, WIC, LIHEAP, EITC, school meal programs, federal child care assistance
Other benefit programs	Voter registration
Key technological components	Online screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Multiple states
State/s (abbreviation)	MN; MT; ND; SD
Locality (cities or counties)	
Selected sources of information	http://www/bridgetobenefits.org http://www.aecf.org/~/media/Pubs/Topics/Economic%20Security/Family%20Economic%20Supports/ImprovingAccesstoPublicBenefitsHelpingEligibl/BenefitsAccess41410.pdf http://www.cdf-mn.org/helping-children/ending-child-poverty/bridge-to-benefits

Disability Benefits 101

Description	Disability Benefits 101 is a website on health coverage and benefits programs for workers and job seekers with a disability. Launched in California in 2004 by the World Institute on Disability's Employment Disability Benefits Initiative, formerly the California Work Incentives Initiative., Disability Benefits 101 provides easy–to-read descriptions of state, federal, and private benefit programs. It also includes a series of benefits calculators. These allow users to enter information about their circumstances and see how changes in employment and living arrangements might affect their income and eligibility for benefit programs. The website is available in different iterations in California, Michigan, Minnesota, and New Jersey. But the only screening capability in the Michigan and New Jersey versions is a benefits-to-work calculator that provides information for disability benefit recipients on how their current benefits (income and health coverage) would change if they took a job. The benefits-to-work calculator is designed for job seekers who are 18 to 65 years old. The California and Minnesota versions include screeners for a range of benefit programs including TANF, SNAP, Medicaid, SSI/DI, EITC, LIHEAP, federal housing assistance, federal child care assistance, General Assistance, Medicare, prescription drug assistance, separate state welfare programs, and home and community-based services.
Key benefit programs included	SNAP, Medicaid, SSI/DI, LIHEAP, EITC, federal housing assistance programs, federal child care assistance
Other benefit programs included	General Assistance, prescription drug assistance, separate state welfare programs, Medicare, home- and community-based services, Plan for Achieving Self Support (PASS), Individual Development Accounts (IDAs), Ticket to Work, Workplace Personal Assistance, Pell Grants
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	Individuals with disabilities
Geographic reach	Multiple states
State/s (abbreviation)	CA, MI, MN, NJ
Locality (cities or counties)	
Selected sources of information	http://www.db101.org http://www.wid.org/programs/employment-disability-benefits-effort/public-policy-activities

Earn Benefits

Description	EarnBenefits works in three stages to connect low-wage workers to a range of income-enhancing public and private benefits: (1) marketing and education to inform workers about public benefits; (2) eligibility screening and application assistance provided by EarnBenefits representatives in community organizations via EarnBenefits Online (a web-based tool that streamlines eligibility screening for benefits, application submission, and tracking of applications submitted to local agencies that administer benefits); and (3) benefits management assisting clients with recertification and financial management. Before developing EarnBenefits Online, EarnBenefits used HelpWorks as its web-based screening tool (see page 77). EarnBenefits is operated by Seedco, a national nonprofit organization that works with local community partners to create economic opportunities for disadvantaged job seekers, low-wage workers, and neighborhood entrepreneurs. The effort was initially launched in New York City in 2003 but has expanded to other cities and states.
Key benefit programs	TANF, SNAP, Medicaid, CHIP, WIC, SSI/DI, LIHEAP, EITC, school meal programs, federal housing assistance programs, federal child care assistance
Other benefit programs	Prescription drug assistance, separate state welfare programs, state low-income tax credits, county- or city-level human services assistance programs, unemployment insurance, home- and community-based services, other federal tax credits
Key technological components	Online screener/benefits calculator; online application that is printed and submitted on paper
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Multiple states/localities
State/s (abbreviation)	CT, GA, KY, MA, MD; NY, OK, TN
Locality (cities or counties)	Statewide in CT; statewide in GA; Louisville, KY; Statewide in MA; Baltimore, MD; New York City and Buffalo, NY; Statewide in OK; Memphis, TN

Earn Benefits *(continued)*

Selected sources of information	http://www.earnbenefits.org/page.php?pageID=85 http://www.seedco.org/what/asset-building/earnbenefits.php http://www.nlc.org/ASSETS/E2DF31BA4AFF4ADEB19BA434142B0545/iyefscreeningtools.pdf

HelpEngen (formerly RealBenefits)	
Description	HelpEngen, operated by TransEngen since 2008, is a web-based platform that allows health care, public, and community-based organizations to connect individuals to federal, state, and local benefits programs. Key features include (1) eligibility assessment: targeted screening for multiple programs simultaneously through a single online interview that runs 30 minutes; (2) application preparation: generates completed hard copy applications for delivery to program offices and allows electronic submission of applications where accepted by state agencies; and (3) management information: real-time access to all cases filed as well as application status and history to help staff manage follow up. Most recently (in 2010), HelpEngen was implemented in CT as qualify4care.com and in Franklin, TN, through Passport Health Communications. Before HelpEngen was acquired by TransEngen it was known as RealBenefits and was a wholly owned subsidiary of the national non-profit consumer advocacy organization, Community Catalyst. Community Catalyst developed this web-based screening- and enrollment-assistance software in 2002, initially implementing it in Chicago. It had also developed (in the late 1990s) RealBenefits' predecessor, a benefits screening tool called MicroMax, and implemented that tool in Massachusetts and Rhode Island.
Key benefit programs	TANF, SNAP, Medicaid, CHIP, Medicare Extra Help, WIC, SSI/DI, LIHEAP, EITC
Other benefit programs	Prescription drug assistance, state low-income tax credits, Medicare Savings Program, state child care subsidy, Connecticut Breast and Cervical Cancer Early Detection Program
Key technological components	Online application that can be submitted electronically; online application that is printed and submitted on paper; online screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Multiple localities
State/s (abbreviation)	CT, FL, IL, MA, ME, MI, TN
Locality (cities or counties)	Middletown, CT; Miami FL; Chicago, IL; Dorchester, MA; Statewide in ME; Detroit, MI; Franklin, TN

HelpEngen (formerly RealBenefits) *(continued)*

Selected sources of information	http://www.helpengen.com/te/index.jsp http://www.communitycatalyst.org/projects?id=0005 http://www.naccho.org/topics/modelpractices/database/practice.cfm?PracticeID=134 http://www.macfound.org/site/apps/nlnet/content2.aspx?c=lkLXJ8MQKrH&b=2612077&ct=2891771&notoc=1 http://www.middletownpress.com/articles/2010/09/23/news/doc4c9b967c9a7e4328652481.txt http://www.qualify4care.com/ http://www.dwcha.org/cms/index.php/Download-document/14-HelpEngen-Overview.html http://www.healthcarefinancenews.com/news/vendor-notebook-unity-mangement-group-partners-southwest-healthcare-expand-network

HelpWorks (see also Earn Benefits)	
Description	Community agencies use HelpWorks to both screen their clients for eligibility for multiple benefit programs and assist them in filing electronic applications. To use the computerized screening tool, clients must work with a trained benefit counselor who helps them learn about the benefits for which they may qualify and how to complete the application process. Jurisdictions that have online applications accept applications submitted electronically. HelpWorks, developed by Peter Martin Associates (PMA), was purchased by Affiliated Computer Services (ACS) in 2003. ACS licensed the HelpWorks software to Seedco, which marketed it for a few years alongside other services under the name EarnBenefits. In 2006, Lagan, a customer relationship management software vendor, acquired all of PMA—including HelpWorks—from ACS.
Key benefit programs	TANF, SNAP, CHIP, federal child care assistance
Other benefit programs	None known
Key technological components	Online application that can be sent electronically; online application that is printed and submitted on paper; online screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Multiple localities
State/s (abbreviation)	OK, NH, formerly in other states as part of Seedco EarnBenefits effort
Locality (cities or counties)	Tulsa, OK (through the Tulsa Community Action Project Benefits Eligibility Network); Statewide in NH
Selected sources of information	http://www.captc.org/financialServices/BEN.php http://www.nhpartech.org/helpworks.html http://www.nlc.org/ASSETS/E2DF31BA4AFF4ADEB19BA434142B0545/iyefscreeningtools.pdf

MassResources.org	
Description	This website's general benefit screener identifies a broad range of programs for which users may be eligible. Because some programs have complicated eligibility rules, users may also complete a more specific eligibility check for each program in which they are interested and for which the benefits screener suggests they may be eligible. The eligibility check provides a more definite (but still unofficial) indication of eligibility. For certain programs, users may skip the benefit screener and proceed directly to the eligibility check. An eligibility check for each program in the effort is built into the system. Users submit applications for benefits separately. MassResources.org, implemented statewide in 2003, was developed by Community Resources Information, Inc. (CRI), a nonprofit whose mission is to develop websites that provide comprehensive information on state and local resources relevant to low- and moderate-income families and individuals of all ages. The predecessor of MassResources.org was a local website for the city of Worcester, WorcesterResources.org, implemented in 2001. The local and statewide efforts operate in the same way. CRI licenses the MassResources.org as a template to not-for-profit organizations in other states. The license is provided to one organization (or a partnership of organizations) per state. CRI oversees the hosting of the website but leaves it to the licensee to develop and operate the new site. This approach was used in New Mexico, leading to the www.NewMexicoResources.org. This website does not include a benefit screener, and an eligibility check is available for SNAP only. It is not built into the system but provides links to eligibility screening tools hosted on other websites (such as YesNM or USDA's SNAP Eligibility Screening Tool).
Key benefit programs	TANF, SNAP, Medicaid, CHIP, Medicare Extra Help, WIC, SSI/DI, LIHEAP, EITC, school meal programs, federal housing assistance programs, veterans' pension assistance
Other benefit programs	General Assistance, prescription drug assistance, unemployment insurance, Medicare Savings Program, Meals on Wheels, utility shutoff protection
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Multiple states

MassResources.org *(continued)*

State/s (abbreviation)	MA, NM
Locality (cities or counties)	Worcester, MA has a local version (www.WorcesterResources.org)
Selected sources of information	http://www.massresources.org/ http://www.worcesterresources.org/ http://www.newmexicoresources.org/ http://www.nlc.org/ASSETS/E2DF31BA4AFF4ADEB19BA434142B0545/iyefscreeningtools.pdf

One-e-App	
Description	Developed by the California HealthCare Foundation and licensed to Social Interest Solutions, One-e-App provides one electronic application that collects and stores information, screens and delivers data electronically, and helps families enroll in a range of public and private programs. First implemented in Arizona in 2001, it is used under the following names in the following states: One-e-App in CA and IN, Health-e-Arizona in AZ, and Healthy Maryland in MD. The tool promotes access to different sets of programs in each state. CA and AZ offer an assisted model and a self-service model. In the former, staff at nonprofit organizations uses the tool to screen families and help them apply for benefits. The general public has access the latter. In MD, the assisted model is available, and a self-service model is in development. In IN, only the assisted model is available. In AZ, the state adopted One-e-App as its sole effort to promote benefits access through web-based technology. In other states, One-e-App supplements other government efforts.
Key benefit programs	TANF; SNAP; Medicaid; CHIP; WIC; LIHEAP; EITC
Other benefit programs	Medicare Savings Program
Key technological components	Online application that can be sent electronically; online screener/benefits calculator
Other key components	Application assistance
Target population	General low-income population
Geographic reach	Multiple states/localities
State/s (abbreviation)	AZ, CA, IN, MD
Locality (cities or counties)	In AZ and IN, One-e-App is statewide. In MD, it is available in Howard County and is in the process of being implemented statewide. In CA, One-e-App is used in 14 counties: Alameda, Fresno, Humboldt, Los Angeles, Napa, Orange, Sacramento, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Sonoma

Selected sources of information	https://thecenter.oneeapp.org/ http://www.chcf.org/projects/2007/oneeapp-onestop-access-to-health-care http://www.chcf.org/~/media/Files/PDF/O/PDF%20OneEApp.pdf http://www.capcommunity.hrsa.gov/cap/Events/Files/Jan_2004/Amy_Lewis_Gilbert.pdf http://www.healthcareitnews.com/news/deloitte-expands-web-enrollment-programs https://www.socialinterest.org/Solutions.aspx?lm_linkid=2_6_4 https://www.healthearizona.org/app/Login.aspx?&Lang=EN Arizona also has online, printable multiple benefit program applications for (1) SNAP, TANF, Medicaid, and child care assistance, and (2) Medicaid (families and children) and CHIP at: https://www.azdes.gov/appforms.aspx?category=999999 http://www.azahcccs.gov/applicants/application/AcuteCare.aspx) https://www.indeapp.net/ http://dhmh.maryland.gov/healthreform/pdf/2011/Maryland_Innovators_Proposal.pdf http://www.lewin.com/content/publications/OneEAppFinalRpt.pdf

Online Training and Benefits Eligibility Tool (OTBET)

Description	OTBET is hosted by PathWays PA, a nonprofit organization that provides services and advocacy for women, children, and families. This online tool, implemented in 2010, allows staff and clients to determine their personal self-sufficiency standard and benefits eligibility. Once eligibility is determined, staff and clients use links to connect to the state's online application tool, COMPASS, and other programs that clients may find useful.
Key benefit programs	SNAP, CHIP, LIHEAP, federal child care assistance
Other benefit programs	None known
Key technological components	Online screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	PA
Locality (cities or counties)	
Selected sources of information	http://www.pathwayspa.org/Online_Training_and_Benefits_Eligibility_Tool.html http://policypathwayspa.blogspot.com/2010/07/pathways-pa-e-newsletter-july-12-2010.html

OregonHelps!	
Description	OregonHelps! is an online prescreener for multiple benefits. Available to the public, it links to information about each program it screens for. It was developed and initially implemented in 2002 in Oregon by Multnomah County, Clackamas County, Oregon Food Bank, the state of Oregon, and the Community Action Directors of Oregon in consultation with EcoNorthwest. As part of its Work Advancement and Support Center Demonstration, MDRC worked with EcoNorthwest to modify OregonHelps! to better meet the needs of the demonstration. The result, the Work Advancement Calculator, added the capability to quantify the changes in income that would result from specific advancement moves, taking into consideration the loss of work supports and the increase in taxes. Oregon then franchised Oregon Helps! to NJ (where it is known as NJHelps), AZ (where it is known as ArizonaSelfHelp), Los Angeles County (where it is known as LACountyHelps), and the United Way of Greater Kansas City which serves Kansas and Missouri (where it is known as Kansas City Helps). The benefit programs to which the site promotes access are tailored to each state. And, in each state, the site links either to printable or online applications either for single programs or multiple programs.
Key benefit programs	TANF, SNAP, Medicaid, CHIP, Medicare Extra Help, WIC, SSI/DI, LIHEAP, EITC, school meal programs, federal housing assistance programs, federal child care assistance
Other benefit programs	General Assistance, prescription drug assistance, state low-income tax credits, County- or city-level human services assistance programs, Unemployment Insurance, Medicare Savings Program, long-term care, home- and community-based services, state child care subsidy, Head Start
Key technological components	Online screener/benefits calculator
Other key components	None known
Target population	General low-income population
Geographic reach	Multiple states/localities
State/s (abbreviation)	AZ, KS, MO, NJ, OR
Locality (cities or counties)	Statewide in AZ; Kansas City, KS and MO; Statewide in NJ; Statewide in OR

OregonHelps! *(continued)*

Selected sources of information	http://www.oregonhelps.org/ http://mynjhelps.org/go Screener Provides links to online applications after screening: http://www.njhelps.org/online_apps.html http://www.arizonaselfhelp.org/http://www.unitedwaygkchelps.org/ http://www.nlc.org/ASSETS/E2DF31BA4AFF4ADEB19BA434142B0545/iyefscreeningtools.pdf http://www.nawrs.org/NewMexico/papers/t4b3.pdf

ParentHelp123

Description	Online application multiple benefits. ParentHelp123.org is managed by WithinReach, a Seattle-based nonprofit organization that provides benefit outreach and advocacy throughout the state of Washington. Along with an online application, the website includes an area for providers that explains how to help customers learn more about benefits for which they may be eligible, and shares information on program eligibility rules. People wanting help in using this online service may also contact WithinReach through a toll free hotline.
Key benefit programs	TANF; SNAP; Medicaid; CHIP; WIC
Other benefit programs	General assistance
Key technological components	Online application that can be sent electronically
Other key components	Outreach conducted by for-profit and non-profit partners; application assistance
Target population	Families with children
Geographic reach	Statewide
State/s (abbreviation)	WA
Locality (cities or counties)	
Selected sources of information	http://www.parenthelp123.org/

Real Choices Hawaii

Description	This website for Hawaiians in need of disability services or long-term care includes 4 components: (1) "services," which provides online access to program applications; (2) the Benefits Finder, which is an online screener; (3) "learn about," a series of links to program information and resources; (4) "my choices," a login area that allows users to retain their data for pre-filling other application forms later; and (5) "community," a forum and discussion area. The Benefits Finder, which was added to the Real Choices website in 2010, is powered by the National Council on Aging and uses AssistGuide, Inc. (AGIS Network) products. The effort is supported through two grants—one from CMS) and one from DOL's Employment and Training Administration. While the site is accessible to people of all ages and abilities, it caters to seniors and individuals with disabilities. In Louisiana, AGIS Network has launched a similar effort (https://www.louisianaanswers.com/site/1/home.aspx), which includes online resource information and links to program applications that can be printed.
Key benefit programs	TANF, SNAP, Medicaid
Other benefit programs	None known
Key technological components	Online application that is printed and submitted on paper, online screener/benefits calculator
Other key components	None known
Target population	Seniors, individuals with disabilities
Geographic reach	Statewide
State/s (abbreviation)	HI
Locality (cities or counties)	
Selected sources of information	https://www.realchoices.org/site/1/home.aspx

Seamless Compassion

Description	Developed by Efficient Forms and implemented in Colorado in 2009, Seamless Compassion is a web portal to begin the application process for multiple benefit programs. Interactive interview software walks users through a series of questions to screen them for eligibility and then generates pre-filled forms that can be submitted to apply for benefits. The data collected during the screening and application process is capable of interfacing with eligibility determination systems after the application is submitted.
Key benefit programs	SNAP, Medicaid, CHIP, SSI/DI, LIHEAP
Other benefit programs	None known
Key technological components	Online application that can be sent electronically; online application that is printed and submitted on paper, online screener/benefits calculator, application and eligibility systems integration
Other key components	None known
Target population	General low-income population
Geographic reach	Statewide
State/s (abbreviation)	CO
Locality (cities or counties)	
Selected sources of information	http://www.seamlesscompassion.com/ http://www.efficientforms.com/Efficient-Forms-Solutions/seamless-compassion.html http://www.efficientforms.com/Press-Releases/

Note: Seamless Compassion was recently launched in the Des Moines public schools to promote access to free and reduced-price school meals.

Single Stop USA	
Description	Single Stop USA has combined two efforts in New York City to streamline access to benefits: the Benefits Enrollment Network (BEN) and The Food Stamp/Medicaid Paperless Office System (POS). BEN is an online screening tool that can determine which benefits clients are eligible for in as little as 15 minutes, guide them through the application process, and connect them to other services, including benefits counseling, free tax preparation, legal assistance and financial counseling. Benefit counselors have direct access to the screening tool; clients work with them to be screened for benefits and to get information about how to complete applications for the programs for which they may qualify. POS is a joint effort between the Human Resources Administration (HRA), the Robin Hood Foundation, Single Stop USA, and the Metropolitan Council on Jewish Poverty (Met Council) to increase SNAP and Medicaid enrollment among Single Stop customers. This effort, piloted in 2005 and launched more broadly throughout New York City in September 2008, allows clients to electronically submit a joint SNAP-Medicaid application in Single Stop locations throughout the city with help from Single Stop staff trained to use BEN. The staff complete the documents, gather the documentation, and transmit the applications and documentation to local SNAP centers, which then conduct the interview and determine eligibility. A Microsoft-based eligibility determination platform supports the application data submitted by through this method. Single Stop USA was originally launched with funding from the Robin Hood Foundation and incorporated as a nonprofit in 2007. With grant funding from The Atlantic Philanthropies, BEN was expanded to other cities (the San Francisco Bay Area; Miami; Newark, NJ; and Las Cruces and Farmington, NM) beginning in 2009.
Key benefit programs	SNAP, Medicaid, CHIP, WIC, LIHEAP, EITC, Federal housing assistance programs, Federal child care assistance
Other benefit programs	State and local low-income subsidies
Key technological components	Online application that can be sent electronically
Other key components	Outreach conducted by government agencies; outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Multiple localities

Single Stop USA *(continued)*

State/s (abbreviation)	Single Stop: NY BEN: NY; CA; FL; NJ; NM
Locality (cities or counties)	New York City, NY; San Francisco, CA; Miami, FL; Newark, NJ; Las Cruces and Farmington, NM
Selected sources of information	http://www.singlestopusa.org/index.shtml http://www.aecf.org/~/media/Pubs/Topics/Economic%20Security/Family%20Economic%20Supports/ImprovingAccesstoPublicBenefitsHelpingEligibl/BenefitsAccess41410.pdf http://foodstamp.aphsa.org/NYCInterviewPresentation.pdf http://www.nyc.gov/html/hra/downloads/pdf/feeding_new_yorkers.pdf

The Benefit Bank	
Description	The Benefit Bank (TBB) is a web-based program offering assistance from counselors who help individuals and families access food, health care, tax, and community social supports. The effort was developed by Solutions for Progress, a Philadelphia-based nonprofit organization. A version of TBB was initially implemented in Pennsylvania in 2002 and in its current form in 2005. A separate version of this tool, called The Benefit Bank Self Serve, is a self-service web-based tool that enables individuals and families in all states to file their federal taxes. In each state where TBB operates, benefit counselors at a range of service organizations (the United Way, faith-based programs, etc.) walk clients through the screener. Solutions for Progress tailors the tool to provide access to a specific (and varied) range of benefits in each participating state. Each state has a main affiliate organization that is responsible for local training of TBB counselors and deploying the effort across multiple organizations that typically work with low-income individuals and families. In many states, the screening tool interfaces directly with state and local online applications for benefits, and where it does not, the benefit counselors provide referrals and application assistance as needed. An effort to disseminate TBB nationally, called the Work Supports Initiative (WSI), is sponsored by MDC (www.mdcinc.org) and operates through state affiliates consisting of one or more nonprofit organizations that use TBB to conduct outreach. State affiliates receive strategic advice, training, coaching, and technical assistance from WSI's national partners.
Key benefit programs	TANF; SNAP; Medicaid; CHIP; Medicare Extra Help; WIC; SSI/DI; LIHEAP; EITC; School meal programs; Federal child care assistance
Other benefit programs	Prescription drug assistance; Property tax and rent rebate programs; State low-income tax credits; Medicare; Medicare Savings Program; FAFSA; Voter registration; State childcare subsidy
Key technological components	Online application that can be sent electronically; screener/benefits calculator
Other key components	Outreach conducted by for-profit or nonprofit partners; application assistance
Target population	General low-income population
Geographic reach	Multiple states
State/s (abbreviation)	AR, FL, IN, KS, ME, MS, NC, OH, PA, SC

The Benefit Bank *(continued)*

Locality (cities or counties)	
Selected sources of information	http://www.thebenefitbank.com/node **Ohio** http://www.oashf.org/programs/programs.php?id=1 http://www.mdcinc.org/docs/OU-Report.pdf **Pennsylvania** http://www.thebenefitbank.com/TBBPA **General** http://www.nlc.org/ASSETS/E2DF31BA4AFF4ADEB19BA434142B0545/iyefscreeningtools.pdf https://secure.thebenefitbank.com/ums?task=quick_check https://selfserve.thebenefitbank.com/ https://secure.thebenefitbank.com/ums?task=quick_check http://www.philasocialinnovations.org/site/index.php?option=com_content&view=article&id=172%3Asolutions-for-progress-and-the-benefit-bank-a-community-based-approach-to-individual-self-sufficiency&catid=21%3Afeatured-social-innovations&Itemid=35&showall=1 Work Supports Initiative: http://www.mdcinc.org/docs/WSI-Description.pdf

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