



A Pocket Guide

IES Solutions That Put People First

5 Key Principles



What's a People-First Solution?

Getting help is harder than it needs to be. We want to make it easier and more effective.

A people-first solution should match the way people really live and help them navigate through the complexities of the systems and programs they need.

We believe a people-first solution for eligibility and enrollment systems should address 5 key principles.

Help More People Access and Retain Benefits

Problem: The process of applying for benefits is fragmented, time-intensive, and too often, paper-based. People manually fill out multiple applications from several locations, and the process can mean delayed benefits or missed opportunities.

Principle: People should be able to easily apply for multiple programs at the same time wherever possible, providing their data and documentation only once.

Solution Features to Look For:

- *Multi-benefit eligibility and enrollment*
- *Facilitation of electronic applications for federal programs*
- *Online enrollment for local programs*

Protect Applicant Information

Problem: Applicants and program administrators are rightly concerned over privacy and security. Massive amounts of confidential information about individuals is amassed over the internet.

Principle: People should have control over their own data, and should have the right to decide what, when, how, and how much of their personal information to share.

Solution Features to Look For:

- *Minimally necessary data collection*
- *Data and documents segregated and classified at person level*
- *Compliant with key federal and state privacy and security standards*

Give Assisters the Tools They Need to Support Their Clients

Problem: Despite a trend toward online applications for public programs, many application assisters continue to conduct a portion of the process offline. They may need to pre-screen applicants verbally to determine which online application to do, and they may have to follow up manually.

Principle: Online eligibility and enrollment systems should support the end-to-end process assisters must go through to support their clients.

Solution Features to Look For:

- *Modern and accessible user interface*
- *Dynamic questioning*
- *Faster data entry*
- *Workload management tools*

Provide Flexibility and Control for Administrators

Problem: Administrators may not be able to respond to changes in current programs and to easily and quickly implement new ones because their system is clunky or difficult. Administrators may have little ability to configure a system to meet their needs and to utilize—and pay for—only the system components that directly meet their program needs.

Principle: Administrators should be able to select the components they need. They should have the ability to configure local program rules and questions.

Solution Features to Look For:

- *Role-based access*
- *Transparency of rules and client control for local program questions and rules*
- *Configurable functionality to support individual client workflow*

Support Rigorous Data Analytics and Reporting

Problem: Analytics and reporting features are often not readily accessible to most non-technical administrators. A lack of tools to manage and analyze workload and performance can limit assisters' ability to help their clients.

Principle: Program administrators should be able to easily access their own data and generate reports that meet their specific needs. They should not have to rely on the vendor or utilize their own data architect to generate the analysis they need to support performance improvements.

Solution Features to Look For:

- *Supports near real-time analytics and ad hoc reports*
- *User-friendly data visualization module*
- *Generation of interactive reports in multiple formats*



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