

# BEC and SNAP Grantee Full Network Call

August 4, 2022



# Agenda

1. **BCU 3.0 Demonstration** - Jannick Nchamukong
2. **Navigating Complex Client Cases** (The new look of holistic care in the COVID age)
  - **Jara Fansler** – Dallas County Department of Health and Human Services (TX)
  - **Franchesca Montelaro** – Georgia Legal Services Program (GA)
  - **Anne Smith** – Legal Services for the Elderly (ME)
  - **Bonnie Lococo** – Aging Ahead AAA (MO)

# BenefitsCheckUp 3.0



# BCU Vision Statement

**Frictionless access** to benefits programs and resources with a focus on empowering older adults and caregivers with low digital literacy to apply for benefits and get help.



# Key Features

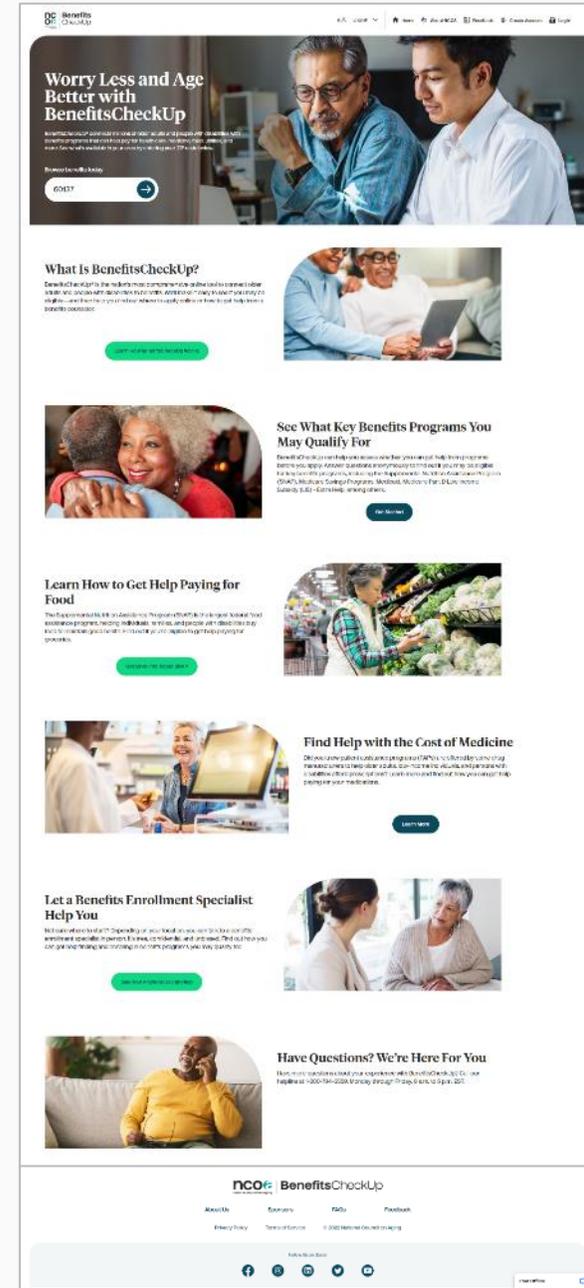
**Quick Access:** Easily get information in English and Spanish on nearly 2,000 benefits programs and resources

**Multiple Options to Check Eligibility:** Anonymously check eligibility for a specific program (such as SNAP), a category of programs (such as food assistance), or all key programs.

**Optional Account:** Option to create an account to save responses and eligibility results for completed screenings.

**Education:** Users will now find educational content and articles about benefits and how they can improve their lives.

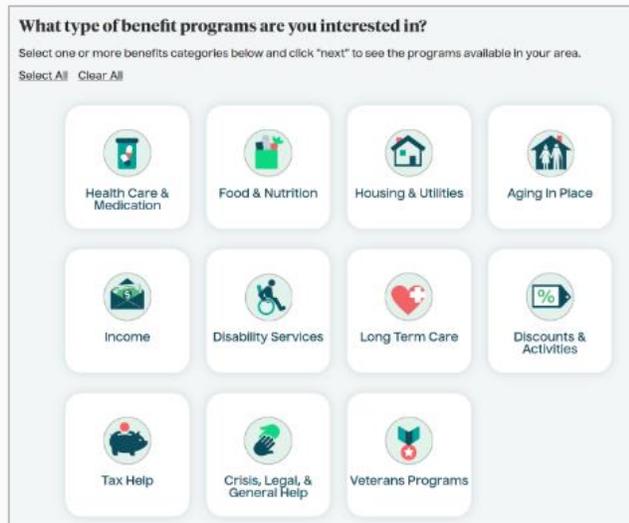
**Extra Support:** Multiple ways to get additional customer support, including call center, chat, and email, as well as links to NCOA's network of local Benefit Enrollment Centers.



# Customer Journey

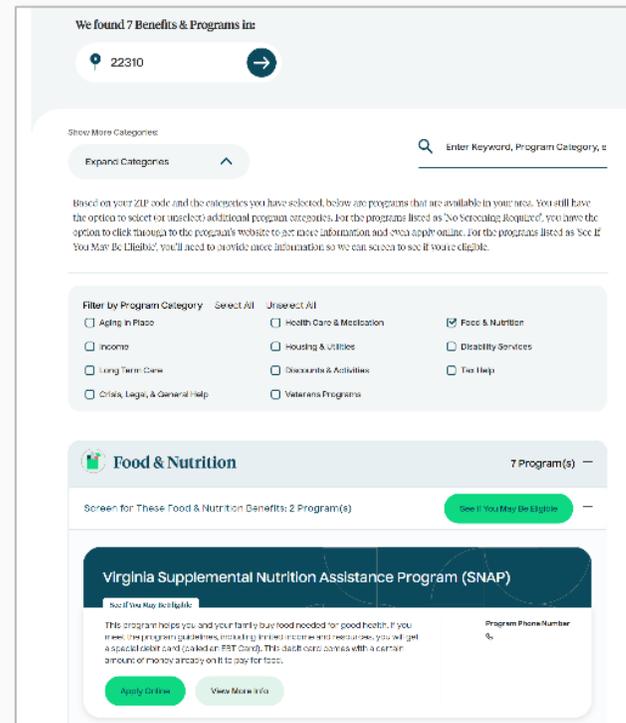
## Educate: Learn about assistance programs

Browse and filter results to access information on nearly 2,000 assistance programs and resources



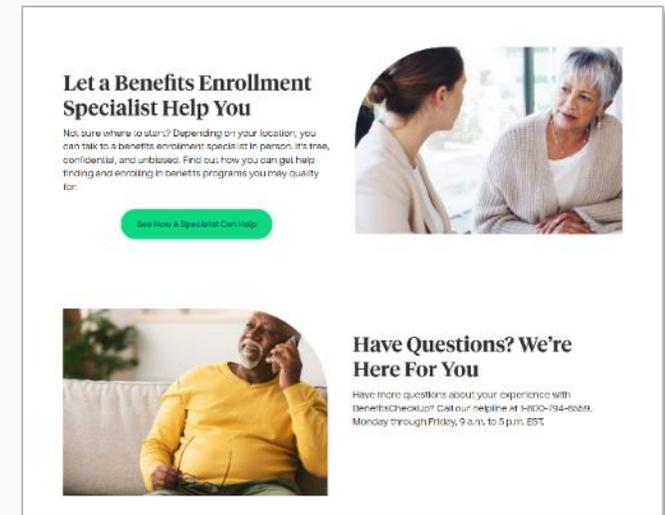
## Inform: Determine potential eligibility

Responsive eligibility screening allows user to assess potential eligibility for one or more key benefits programs prior to applying



## Activate: Enroll in programs and get help

Link to program website to enroll  
Find local Benefit Enrollment Center to get help, or reach out to NCOA via online chat, email, or national call center



# Browse Benefits

Find resources without completing a screening



# Quick Impact

Provide information on benefits programs and resources to clients without completing an eligibility screening.

## Steps to take:

1. Input a zip code on home page
2. Select program category(s)
3. Click “Next”
4. View list of benefits available in your client’s zip code

The screenshot displays the BenefitsCheckUp website interface. At the top left, the logo for 'nc Benefits CheckUp' is visible. The main header area features the text 'Worry Less and Age Better with BenefitsCheckUp' and a sub-header: 'BenefitsCheckUp® connects millions of older adults and people with disabilities with benefits programs that can help pay for health care, medicine, food, utilities, and more. See what's available in your area by entering your ZIP code below.' Below this is a search bar with the placeholder text 'Enter ZIP code' and a right-pointing arrow. A red arrow points from the text 'Enter zip code here' below the screenshot to this search bar. To the right, a sidebar shows a list of program categories, with 'Food & Nutrition' selected. Below the categories, a list of programs is displayed for the zip code 22510, including 'Virginia Supplemental Nutrition Assistance Program (SNAP)', 'Commodity Supplemental Food Program (CSFP) - Virginia', 'Feeding America Network of Food Banks', 'Senior Farmers' Market Nutrition Program', 'Elderly Nutrition Program - Home Delivered Meals', 'Elderly Nutrition Program - Congregate or Group Meals', and 'The Emergency Food Assistance Program (TEFAP)'. Each program listing includes a brief description and a 'View Programs' button.

Enter zip code here

# Screening Types

Key Benefits, Category Level & Program  
Level Screenings



# Key Benefits Screening

Help your clients determine if they may be eligible for all key benefit programs:

## Steps to complete a Key Benefits eligibility screening:

1. On home page, scroll down to feature **See What Key Benefits Programs You May Be Qualified For**
2. Click **Get Started** and enter a zip code
3. Complete eligibility screening
4. On **Your Eligibility Results** page, click **View My Report**
5. Customize the report
6. Select **Download** (to print) or **Email** to share report with customer

Note: may also perform eligibility screening for a program category or individual program.

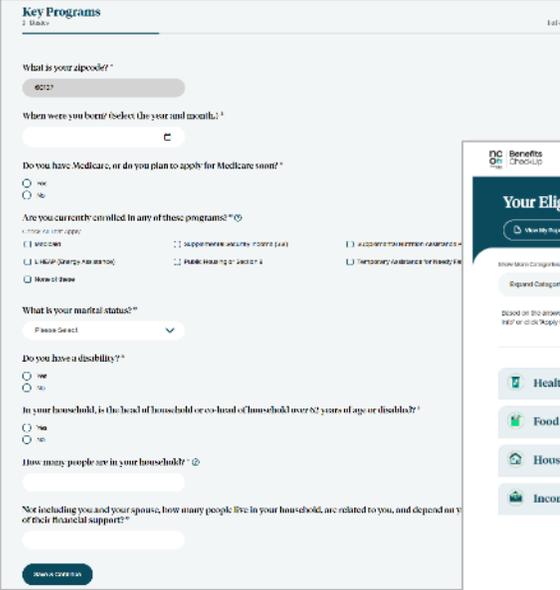


### See What Key Benefits Programs You May Qualify For

BenefitsCheckUp can help you assess whether you can get help from programs before you apply. Answer questions anonymously to find out if you may be eligible for key benefits programs, including the Supplemental Nutrition Assistance Program (SNAP), Medicare Savings Programs, Medicaid, Medicare Part D Low Income Subsidy (LIS) - Extra Help, among others.

[Get Started](#)

[Get Started](#)



#### Key Programs

What is your zipcode? \*

60212

When were you born? (select the year and month) \*

Do you have Medicare, or do you plan to apply for Medicare soon? \*

Yes  No

Are you currently enrolled in any of these programs? \*

SNAP  Supplemental Nutrition Assistance Program (SNAP)  Medicare Savings Programs (MSP)  Medicaid  Public Housing or Section 8  Temporary Assistance for Needy Families (TANF)

What is your marital status? \*

Please Select

Do you have a disability? \*

Yes  No

In your household, is the head of household or co-head of household over 62 years of age or disabled? \*

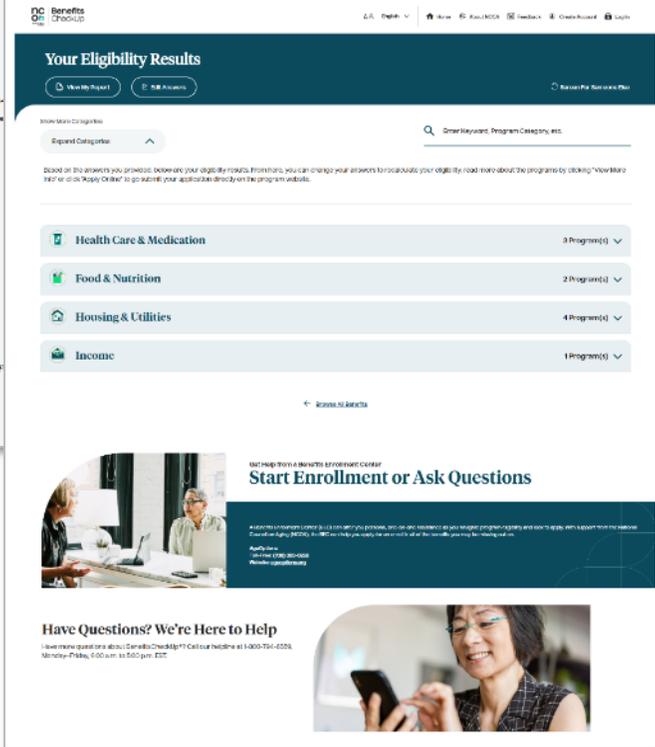
Yes  No

How many people live in your household? \*

Not including you and your spouse, how many people live in your household, are related to you, and depend on you of their financial support? \*

[Save & Continue](#)

[Save & Continue, then Submit](#)



### Your Eligibility Results

[View My Report](#) [Email Report](#)

Eligible Categories

- Health Care & Medication (3 Programs)
- Food & Nutrition (2 Programs)
- Housing & Utilities (4 Programs)
- Income (1 Program)

[Start Enrollment or Ask Questions](#)

Have Questions? We're Here to Help

1-800-751-0255

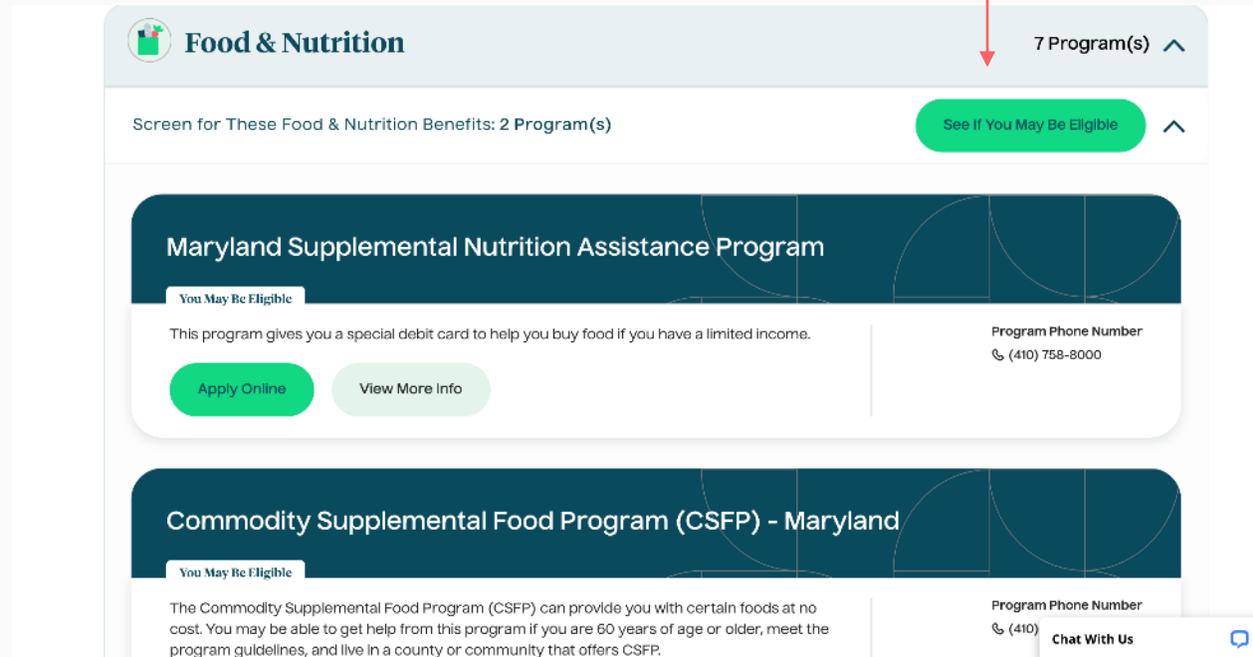
# Category Level Screenings

Help your clients determine if they may be eligible for programs within a specific program category.

## Steps to complete category screening:

1. On home page, input a zip code and click the arrow
2. Select program category(s)
3. Click **“See If You May Be Eligible”** on any of the program categories
4. Answer questions specific to the programs within the selected program category
5. Submit your answers to view results

Click here



The screenshot shows a web interface for "Food & Nutrition" with 7 programs. A red arrow points to the "See If You May Be Eligible" button. The interface displays two program cards:

- Maryland Supplemental Nutrition Assistance Program**
  - Tag: You May Be Eligible
  - Description: This program gives you a special debit card to help you buy food if you have a limited income.
  - Buttons: Apply Online, View More Info
  - Phone Number: (410) 758-8000
- Commodity Supplemental Food Program (CSFP) - Maryland**
  - Tag: You May Be Eligible
  - Description: The Commodity Supplemental Food Program (CSFP) can provide you with certain foods at no cost. You may be able to get help from this program if you are 60 years of age or older, meet the program guidelines, and live in a county or community that offers CSFP.
  - Phone Number: (410) [redacted]
  - Chat With Us button

# Program Level Screenings

Help your clients determine if they may be eligible for programs within a specific program category.

Steps to complete category screening:

1. On home page, input a zip code on home page
2. Select program category(s)
3. Click “See If You May Be Eligible” on any of the program categories
4. Answer questions specific to the programs within the selected program category
5. Submit your answers and you will be redirected back to the program detail page to view results.

The screenshot displays the Maryland Supplemental Nutrition Assistance Program (SNAP) website. At the top, there is a navigation bar with the logo and links for 'Home', 'About NCOA', and 'Log Out'. The main heading is 'Food & Nutrition Maryland Supplemental Nutrition Assistance Program (SNAP)'. Below this, a prominent box states 'You could be eligible for \$120/month' and includes a button to 'Apply On Programs Website'. To the right, a red arrow points to a 'See if you're eligible' button with the text 'Click here' next to it. Below the main heading, there are links to 'Download Application Form (Multi-Program)' and 'Download Application Form (Food Only)'. A 'Share' section with social media icons is also visible.

The main content area is titled 'The Maryland Supplemental Nutrition Assistance Program (SNAP)'. It explains that the program helps users and their families buy food needed for good health. It details how users can buy food from most grocery stores and other retailers that sell food, and how the program provides a special debit card (called an EBT card) with a certain amount of money already on it to pay for food. It lists eligibility criteria: household income from all sources (earned and unearned) such as money from a job, Social Security, SSI, or interest; how many people live in your household; and where you live. It also explains how the card can be used at most grocery stores, certain senior centers, and some meal-delivery services. A 'How do I apply?' section provides instructions on how to apply for the program, including contacting the State Hotline at (800) 342-3009 (in-state only) or (718) 567-1299 (MD only) to see if you can apply by phone. A 'Find out if you may be eligible for this program' section offers a personal report with more information on these programs and detailed information on how to apply. A 'Frequently Asked Questions' section addresses eligibility, including income limits and public or general assistance. At the bottom, there is a 'Benefits Enrollment Center' section with a photo of staff and the text 'Start Enrollment or Ask Questions'. It provides contact information for the center: 'Benefits Data Unit Maryland Benefits Center, Toll-Free: (800) 342-3009, Website: www.BDC.usd.gov/2877933'.

# Reports

Eligibility & Program Reports



# Eligibility Report

Provide a copy of your client's eligibility report by downloading a physical copy or emailing it to them.

Steps to print/email an eligibility report:

1. After completing an eligibility screening, click on **“View My Report”** at the top of the page
2. Customize the report by selecting which program categories or programs you want included in the report
3. Select **Download** (to print) or **Email** to share report with customer

Note: You can complete a screening in English or Spanish, view the results in English but generate a report in the opposite language by selecting the language preference on the options page.

## Your Eligibility Results

 View My Report

 Edit Answers

Click here

← [Back](#)

## My Eligibility Report

Download My Report

Email My Report

Your Next Steps

Click one of these options

# Program Report

Provide a list of programs your client is interested in without completing an eligibility screening.

Steps to generate a program report:

1. On home page, enter a zip code and the arrow to get started
2. Browse benefits
3. Click on **“Create My Program Report”**
4. Customize the report by selecting which program categories or programs you want included in the report
5. Select **Download** (to print) or **Email** to share report with customer

**Note:** You can complete a screening in English or Spanish, view the results in English but generate a report in the opposite language by selecting the language preference on the options page.



AA English

We found 105 Benefits & Programs in:

 21225



Show More Categories:

Expand Categories



Based on your ZIP code and the categories you have selected, k select (or unselect) additional program categories. For the prog information so we can screen to see if you're eligible.

[Create My Program Report](#) ← **Click here**

# BenefitsCheckUp Feedback

We value your feedback, so we would love to hear from you! You can send feedback using the following channels:

1. Email us at [benefitscheckup@ncoa.org](mailto:benefitscheckup@ncoa.org)
2. Click [here](#) to submit feedback. If you would to be contacted to discuss your feedback, leave your name and contact information in the form.

# Navigating Complex Client Cases

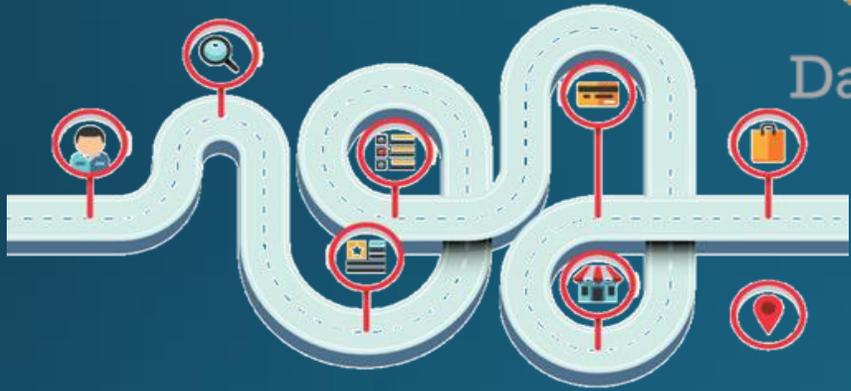




# DCHHS

*Safe families, healthy lives.*

Dallas County Health and Human Services



## Navigating Complex Client Cases

# Building a Roadmap

# Meetings in the COVID Age

## Flexibility in meeting options

- Maintaining safety in person with social distancing and masks
- Telephone meetings
- Virtual platforms





# Picking up Clients

## How to reach those needing assistance?

- Trusted advisors like clergy or medical offices
- Social workers
- Senior Centers
- Innovative outreach partnerships and events
  - TeleHealth Kiosks with blood pressure monitoring
  - TeleBINGO
  - Senior Hunger Conferences

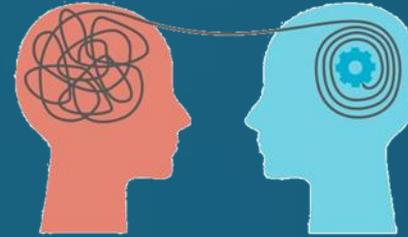




# Interviewing

DALLAS COUNTY  
OLDER ADULT SERVICES

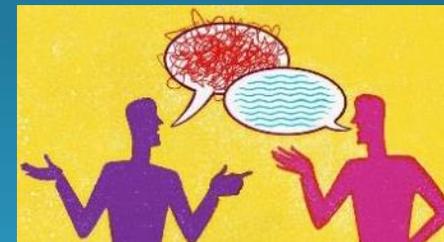
Allow more **conversation**



Use leading, open ended questions  
Tell me about...



How are you paying bills?



# Mapping the Way

## Build your community

Ask community providers for their flyers and referral lists

Learn about their programs guidelines *and limitations*

Share  
and  
Update





# Hitting the Road

## Applying for Benefits

Understand the purpose of the questions

*Why are they asking for this information?*

*How does it impact an application?*

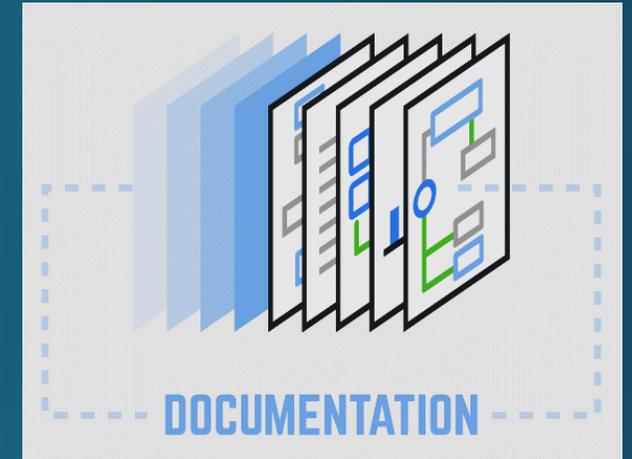


# Documentation

DALLAS COUNTY  
OLDER ADULT SERVICES

There's probably a form for that...

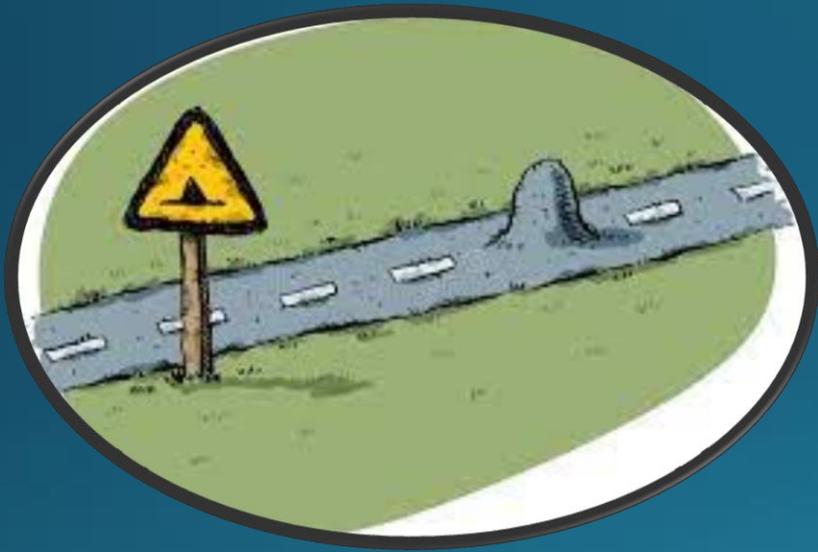
Request standard forms to have on hand



Don't overthink or complicate documentation!

Sometimes a written statement or explanation with a signature, date and contact information is enough

# Road Bumps



Collecting information

Reluctance to share information

*Embarrassment*

*Asking for too much information*



# SNACKS!

## Benefits and Bonuses

- Lifeline Phone Program
- Reduced cost internet
- Reduced Amazon Prime
  - and grocery delivery!
- Bonus dollars at Farmers Markets



# We're Here!

## Application Process and Approval



What to expect

How to use benefits



# DCHHS

*Safe families, healthy lives.*

Dallas County Health and Human Services

***Engage at Every Age!***

**\*\*\***

***“We strive to ensure that  
Older Adults in Dallas  
County are active,  
independent and healthy.”***

DALLAS COUNTY  
OLDER ADULT SERVICES

**Thank  
you!**

**Jara Fansler**

# Navigating Complex Client Cases

- **Franchesca Montelaro – Georgia Legal Services Program (GA)**
- **Anne Smith – Legal Services for the Elderly (ME)**
- **Bonnie Lococo – Aging Ahead AAA (MO)**