



TRANSFORMING ACCESS TO GOVERNMENT ASSISTANCE PROGRAMS

Public-facing portal for residents to discover and connect to resources provided by community partners and government

GovConnect Community Resource Engine is a ServiceNow-based public portal that allows residents who are in need of social or economic support to access government assistance programs and find resources. It provides a marketplace of government and community partner resources, powered by curated, recommended referrals for residents to improve self-sufficiency outcomes and to aim for independence.

Solution Features

Assessment of Social Needs

Assessments allow partners to measure the needs of residents, refer residents to resources that can help meet these needs, and track success over time (e.g., housing, food, and transportation stability).

Personalized Support

Intelligent recommendations of resources and plans based on several system inputs and supported by a framework, which improves over time based on insights.

Outcomes Measurement

Dashboards built on a back-end data model report and measure outcomes to optimize and tailor recommendations, providing powerful insights.

Referrals

Referrals are made by partners, navigators, and caseworkers for individuals to connect to recommended resources and supports.

Service Cart

Provides the ability for partners to recommend services to individuals and for individuals to track their resources.

Searchable Resources

Online guided search of government and community resources available.

Resource Packages

Curated packages of resources help residents discover and explore resources that match their situation.

Omni-Channel Communication

Text, chat, and email notifications and communications summarize current plan and next steps.

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LEARN HOW WE CAN HELP:

[Global ServiceNow alliance website](#)

Benefits



Connects residents to resources faster, meaning they can reach independence faster



Provides a comprehensive view of household information with the ability to track outcomes



Aggregates data to understand the needs in the community, actions to address the needs, and insights to guide strategy and policy



Improves resident experience and satisfaction



Increases operational efficiency with pre-packaged resources and automated referrals, leading to more human-focused interaction

Community Resource Engine

1

Connect

Search and apply for a state program
Select a package
Quick assessment
Talk to an assister

2

Work the plan

Text reminders and nudges
Rate resources
Video chat for appointments

3

Refine

Partners share “one view”
Suggest resources from analytics
Track outcomes



Reduces costs by reducing inefficiencies and coordinating interactions between users



Shares information across partners and/or programs with a standard view

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