

**State Efforts at Internet-Based Program Screening and Enrollment
and Other Benefits Modernization and Access Improvements**

State	Highlights
Arkansas	Use information collected by food stamp program to renew people's Medicaid eligibility.
California	California's Health-e-App Online application for Medicaid and SCHIP through certified application assistants. Includes hardware to capture facsimile of written signature.
Delaware	Online applications for multiple programs.
**Florida http://www.myflorida.com/accessflorida/	Children and Families Public Assistance Screening Survey/ACCESS Florida Multiple program benefit screening tool. Online applications for multiple programs. Web-based application can be used to apply from any location with a computer. Clients can self serve with application and maintenance tasks. ACCESS System the only way an individual could apply for benefits presented some problems when pull-down menus did not include all options (e.g., relative caregiver applying on behalf of child). Organizational restructuring so different workers handle different aspects of case and community partners provide new access points and some application assistance. Customer call center. Paperless system allows case processing to occur anywhere in the state. From 2001-2006, reduced operating costs by \$100 million. Eligibility interviews reduced from 1 hour to 15 minutes, conducted over phone, and documentation requirements are reduced.
Illinois	Use information collected by food stamp program to renew people's Medicaid eligibility.
*Kansas http://www.srskansas.org/onlineapp/	Social and Rehabilitative Services (SRS) Online Self-Assessment Available in English and Spanish. Multiple program benefit screening tool. Online applications for multiple programs. Can request that completed application or signature page be printed and mailed to them.
Louisiana	Use information collected by food stamp program to renew people's Medicaid eligibility.
Maine	Medicaid applications ask families if they are interested in applying for other benefit programs.
Maryland	Am I Eligible?

State	Highlights
	Multiple program benefit screening tool.
Massachusetts	Using RealBenefits for Medicaid and food stamps which allows online application by trained community organization users.
Michigan	Michigan Assistance and Referral Service (MARS) Multiple program benefit screening tool.
Nebraska	Medicaid applications ask families if they are interested in applying for other benefit programs.
New Hampshire	Wired Wizard Multiple program benefit screening tool.
New Jersey	NJ Helps modeled after Oregon Helps Available in English and Spanish. Multiple program benefit screening tool.
Ohio	Families applying for child care subsidies can apply for Medicaid on same simple form.
Oregon	Oregon Helps Available in 4 languages. Multiple program benefit screening tool Benefit calculator helps families determine likely benefit level. Costs about \$4,000/year to operate.
**Pennsylvania https://www.humanservices.state.pa.us/compass/CMHOM.aspx	Commonwealth of Pennsylvania Access to Social Services (COMPASS) Available in English and Spanish. Multiple program benefit screening tool. Online applications for multiple programs. Can renew eligibility online. Allow applications directly from applicants or via specialized portal community partners can use to meet signature and verification requirements. Online application takes 30-40 minutes to complete. Can request that completed application or signature page be printed and mailed to them. Online submittal date is used as official filing date even though signature collected later during interview or by mail. Cost \$3 million to develop.
Texas	State of Texas Assistance and Referral System (STARS) Available in English and Spanish. Multiple program benefit screening tool. Star-shaped icons indicate progress with screener.
*Utah	Electronically scan applicants' documentation so they don't have to supply the same documents twice.
*Vermont http://dcf.vermont.gov/modernization	Online applications for multiple programs accessed through community-based agencies, such as refugee service centers, health clinics, or community centers. Publicly available version being launched later. Currently working on modernization and access initiative.

State	Highlights
Virginia	Am I Eligible for Assistance? Multiple program benefit screening tool. If a Medicaid recipient applies for TANF or food stamps, the case worker uses information on the application to complete an early Medicaid renewal.
*Washington https://fortress.wa.gov/dshs/f2ws03esaapps/onlinecsso/applying.asp	Trial Eligibility Calculator Multiple program benefit screening tool. Online applications for multiple programs. Can renew eligibility online. Can submit either basic cover sheet to start application process or answer complete set of questions online. Online submittal date is used as official filing date even though signature is collected later during interview or by mail. Information from the application must be re-entered by the state.
*West Virginia	Health Information Network Modeled on Pennsylvania's system. Online applications for multiple programs.
**Wisconsin https://access.wisconsin.gov/access/	ACCESS Wisconsin Multiple program benefit screening tool. Benefit calculator helps families determine likely benefit level. Online applications for multiple programs. Provides option of submitting cover sheet only or complete application.

** Most promising programs.

* Promising programs.

Key Sources

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4. Schott, L. (Winter 2009). *Applying Online: Using Technology to Enroll Low-Wage Workers in Public Benefits. In Northwestern Journal of Law and Social Policy.*