

# Affordable Seattle

As powered by CiviForm

Miguel Jimenez, Affordable Seattle Program Advisor

Long Dinh, Service Design Project Lead

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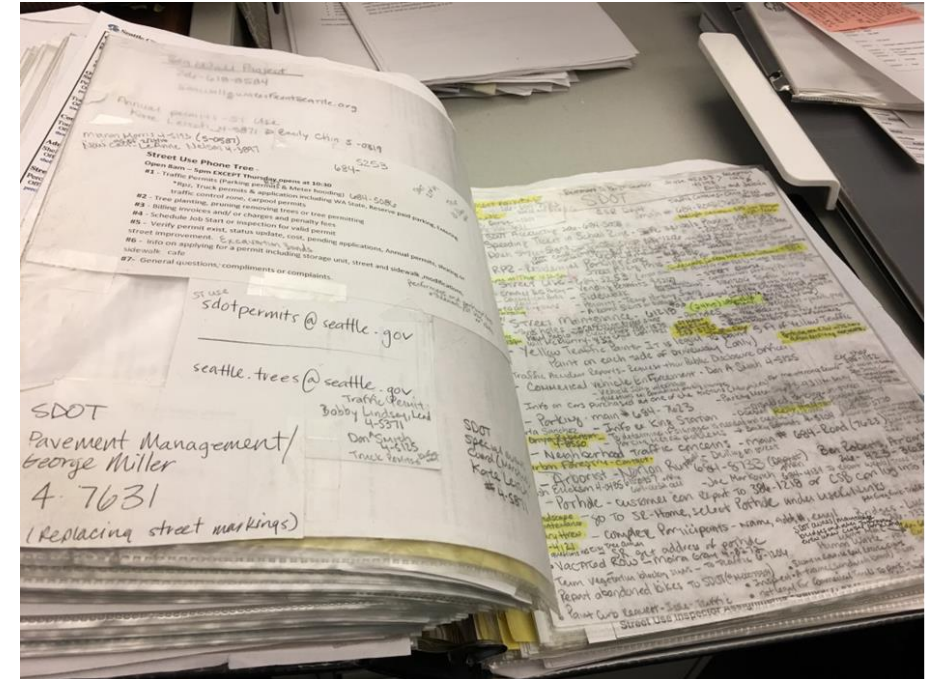
City of Seattle

# Activity - 2 minutes

Think back to a recent time you helped a client apply to a benefit program.

What do you remember as a challenge/frustration for you when going through this process?

Please type your response in the chat.



# Resident & Provider Feedback

**"A lot of people who are struggling don't realize that there are ways to get help." –Resident**



# Resident & Provider Feedback

**“I feel overwhelmed. A client may be eligible for a lot of programs. I have to dig into different eligibility and income requirements.**

**Even with experience and skills, I feel intimidated. It is a big challenge for ordinary people. The City should be able to connect people to help that is available.”**

– Service Provider



# Resident & Provider Feedback

**“I’m the same person and you’re asking the same questions over and over. There’s all that data out there, you already have it, use it again or whatever.” – Resident**



North star:

**We believe all people should have easy access to City programs that make it possible to live and thrive in Seattle**

***“Without the intentional design of backstage systems and operations, the work of navigating them is outsourced to the customer.”***  
*to our residents*

Kendra Shimmell - VP Research, Compass



# Introducing Affordable Seattle & CiviForm



Seattle



English

## Affordable Seattle

Affordable Seattle is an online resource to help you find benefits you may be eligible for in the City of Seattle.

GET HELP APPLYING

Find out how much you could save each month in just 5 minutes.

People in Household

EDIT

Monthly Household Income

EDIT

Zip Code

EDIT

FIND SERVICES



Programs with this symbol can be applied for online in under 10 minutes

## Community Programs



Find help in Seattle with child care, food, transportation and utilities. This list of programs and services offered by the City of Seattle can make life here a little more affordable for you.



## Education and Child Care Fact

# How has the community informed our product so far?

- Better access by not requiring an email to apply for programs
- Ability to apply to programs on behalf of clients and get status updates
- Transferring applicant data across multiple applications to save time inputting details











# Caveats/ Limitations

- We are in the beginning stages of building out this product.
- Not all city programs will be on this tool until the end of 2024.
- We are mainly focusing on city programs for now.

Not started

<p>✔ You may qualify</p> <p><b>Childcare Assistance</b> Discounts for ages 3-5</p>  <p>Apply</p>	<p>✔ You may qualify</p> <p><b>Weatherization</b> Up to \$15,000 in home repairs</p>  <p>Apply</p>	<p>✔ You may qualify</p> <p><b>Utility Discount</b> \$110 in monthly savings</p>  <p>Apply</p>
<p>✔ You may qualify</p> <p><b>Summer Camps</b> 50-100% off summer camps at Parks</p>  <p>Apply</p>	<p>✔ You may qualify</p> <p><b>FLASH Card</b> Discounts for people with disabilities</p>  <p>Apply</p>	<p>✔ You may qualify</p> <p><b>Permit Parking</b> Save \$90 on annual street parking permits</p>  <p>Apply</p>

# What's the ASK of you all?

We are building out a roster of social workers, navigators, and caseworkers individuals who provide direct support to residents of Seattle

We want to build this product with the community using a people-centered design approach

If you are interested in wanting to co-design this product with us, please fill out the survey in the chat.

We provide reimbursement to your organization for your time - \$100/hr/staff and a \$25 gift card to each individual per session.



# Resources:

- [www.seattle.gov/affordable](http://www.seattle.gov/affordable) (to view all City programs)
- Email [CiviForm@seattle.gov](mailto:CiviForm@seattle.gov) with questions, issues, ideas
- Call (206) 256-5515 for immediate response

