Affordable Seattle

As powered by CiviForm

Miguel Jimenez, Affordable Seattle Program Advisor
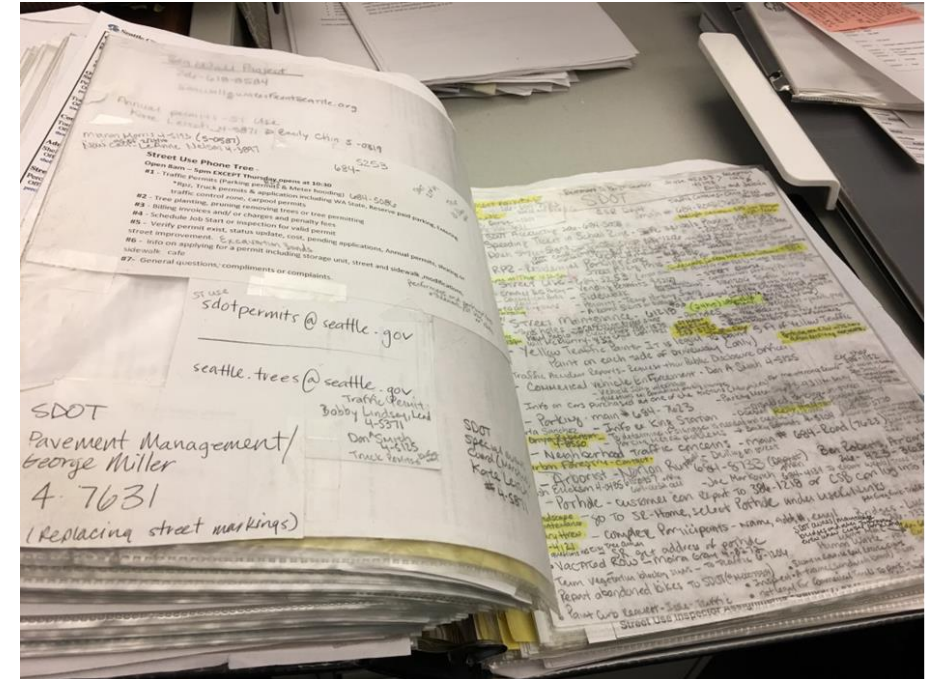**Long Dinh**, Service Design Project Lead

July 12, 2023

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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.

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Resident & Provider Feedback

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

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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

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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*

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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

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Introducing Affordable Seattle & CiviForm

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

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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.

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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.

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Resources:

- www.seattle.gov/affordable (to view all City programs)

- Email CiviForm@seattle.gov with questions, issues, ideas

- Call (206) 256-5515 for immediate response

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