|  |  |
| --- | --- |
| **Partnering with Innovation Advisory Council members to streamline the application process for affordability programs** | |
| *Quote*  *- Colleague, Title* | |
| **THE NEED**  When qualifying residents access City benefit programs that can save them money, they must apply to multiple programs individually to get a discount and cannot easily leverage previously submitted documents used to apply. Affordable Seattle ([www.seattle.gov/affordable](http://www.seattle.gov/affordable)) seeks to raise awareness of programs for which low-income residents are eligible and cut down on the time and paperwork required to sign-up for programs.    **OUR APPROACH**  Innovation Advisory Council members F5 and Tableau worked to design a mobile-friendly application that enables residents to apply to multiple programs building on Expedia's screening tool in a secure, private, and efficient way. Rather than the resident having to enter data into many applications in parallel, the resident enters each piece of information once while logged into their secure profile. Programs then pull the required data, at the request of the client, from the secure profile. This simple solution is low-cost, feasible to implement, and can exist alongside current systems.  This solution was made possible through work done by Human Services Department, Department of Education and Early Learning, and Seattle Parks and Recreation to test the feasibility of cross-enrollment across programs.  **THE RESULTS**  We proved out that verifying eligibility across programs would be near impossible to standardize and too complex to automate. This is primarily because each program, often for state or federally mandated reasons, requires different verification documents, defines household members differently, and calculates income differently. Thus, a simpler solution was born that would achieve the same resident-facing outcome without significant business process changes, expensive data integrations, or complex algorithms.  In 2021, through a Google.org Fellowship, the City of Seattle is welcoming 13 full-time Fellows to work pro-bono on the third phase of the City’s Affordability Portal - to design, build, and test a solution to enable those enrolling in programs to submit their information to City of Seattle once and have the option to reuse their information to enroll in multiple programs. To learn more about the Google Fellowship project, visit <https://tinyurl.com/SeattleCiviFormRoadshowMar2021>. | **DEPARTMENT PARTNERS**  Dept. of Education and Early Learning  Seattle Dept. of Transportation  Seattle IT  Seattle Parks and Recreation  **EXTERNAL PARTNERS**  Expedia Group  F5  Google  Tableau  **PROJECT**  **DURATION**  November 2020 – June 2021  **IMPACT**  Increased access to programs that reduce cost of living  **KEY DEPARTMENT**  **CONTACTS**   * Lori Chisholm (SPR) * Taylor Oden (DEEL) * Lorelei Williams (SDOT)     **FOR MORE**  **INFORMATION**  **CONTACT**   * Leah Tivoli (IP) |