Applicant User Journey

Phase	1 Research & Pre-screening			2 Documentation Prep		3 Application Submission						Information & Eligibility Verification					5 Benefit Reception			6 Benefit Management		
Step		e benefit programs Find official guidance website like Mass.gov, Boston.gov, Benefit.gov, etc screening tools on the websites		Click into each official website of eligible benefits and go through the documentation needed		Online Create accounts on the websites		In-person Call or go to the agency office	Fill the information	Submit the application and upload documentation	Phase 2 & 3 Repeat for every benefit (Application for MassHealth can also apply SNAP)	Resubmit Documents Receive missing/wrong documentation notification	Resubmit the documents	Interview Receive interview notification	Interview with the officers	Wait for the eligibility notification (may get approved for other benefits, ie. EAEDC & TAFDC will get MassHealth)	Wait for benefits to arrive get	get cards or cash	go to the service	Review or update information	Move to other state	Phase 2 - 5
Owner		APPLICANTS		APPLICANTS				APPLICANTS					AGENCY ADMIN			AGENCY ADMIN	APPLICANTS				CANTS	
Collaborators	Suggest	gest AGENCY ADMIN			Call/visit for help			Go to offices AGENCY ADMIN	Call/visit for help AGENCY ADMIN				Notify Notify APPLICANTS		Interview	APPLICANTS			Go to Serve	Contact & Re-verify Call/visit for help AGENCY ADMIN		
Conaborators	Suggest possible benefits	COMMUNITY SERVICE			COMMUNITY SERVICE				COMMUNITY SERVICE				Contact	1					COMMUNITY SERVICE		TY SERVICE	
	SERVICE PROVIDER			SERVICE PROVIDER									NITY SERVICE					SERVICE PROVIDER				
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Painpoints	 Need to spend time finding reliable support among all the information when in a helpless condition 	 Language barrier Hard to navigate the websites with overwhelming information Hesitant to reach for help Calls unable to connect 	 Meet jargons Hard to keep track of all the possible benefits 	 Overwhelming requirement Meet jargons Language barrier 	 Lost documents Calls unable to connect Rigorous documentation preparation Time consuming Hesitant to reach for help 			 No awareness of in- person service Calls cannot connect Language barrier 	 Time consuming Meet jargons Language barrier Admin: Lack of knowledge about the websites/app Inability to see the applicant's view 	 Lost Mails Worry about whether and when they can receive help 	 Time consuming Repeated information entered for every benefits 	 Lost documents Admin: Cannot reach the applicants Inability to see the applicant's view heavy workload 	 Embarrassment of making mistake Lost mails Don't know how to resubmit Don't know what is wrong 	Admin: • Cannot reach the applicants	 Language barrier Don't know how to do the interview Admin: Heavy workload Not familiar with other benefits 	• Long processing time	 Lost mails Emergency needs 		 Insufficient service No smart use 	 Manage and status check are in different portals Language barrier Lost mails Admin: Cannot reach the applicants 	 Information not synced therefore need to apply again Not familiar with new policy Not familiar with new services around them 	
Opportunities	 Offer proactive and professional suggestions for who might be helpful Help filter out unreliable information 	 Language support Simplify the information display Make applicants feel supported and respected 	 Explain the jargons with languages they can understand Apply the pre-screening information to the applications Store the possible benefits for reference 	 Simplify language use of the requirement and give actionable suggestions and advice 	 Personalized workflow or timeline suggestions for the preparation process Help connect to correct person Provide alternative options for lost documentation 	• A single ID to manage all the benefits	 Make the printed form more available (in stores, post offices, community centers, transportation centers, etc) 	-	 Use applicant's profile info to autofill Explain the jargons Give emotional support Language support Let admin see applicant's view 	 Give instant feedback on their process timeline, possible amount they can get and probability of getting the benefits 	 Use one application to apply for all eligible benefits 	 Help bridge the communication between applicants and admin Pre-check the application and give suggestions on what's the next step for the admin 	 Make the upload portal more accessible Give clear and supportive suggestions 	communication between applicants and admin	 Language support Suggestions on interviews Help admin schedule the interviews 	• Give clear timeline	 Give support when emergent cases 		 Give suggestions on where to use the service around them Give suggestions and tools to better manage their benefit use 	 Reminder and support for how to maintain their benefit eligibility Make the management more accessible 	 Make the applicants' profile exportable Give advice and create to-do list for applicants to follow when settling down in the new state 	;
	Heavy Impact				Medium Impact		Low Impact															
How Al agent can help	 Use LLM/NLP to understand applicants' situation and give support and suggestions Provide links to all reliable websites 	cants' questions		• List out and create a checklist of the documentation needed for all possible benefits	 Answer questions for preparation Help connect human 	 Copilot: Use resident profile portal to link and manage all the accounts Agent: Single account contains residence profile and all benefit application and management 		 Proactively arrange time for in-person appointment or leave message to support the meeting On-site translation for conversation AR integrated document translation 	Copilot: Use the resident profile to pre-fill the applications 	 Generate prediction for next steps, possible amount & chances of approval 	Copilot: • Speed up the filling process Agent: • No need to repeat, just need to apply once	 Real-time notification of supplemental material Provide suggestions on h Streamline communication applicants by synthesizin suggestions for the admi Provide translation Sync information in reside 	now to resubmit on between admin and ng questions and providing in	 Provide suggestions for interviews Provide translation Provide translation 			 Help connect to human agent when emergency happens E-wallet available once get approved before Provide suggestions on how to use the benefit Link the usage of benefit on the same portal Auto set up reminder for information update and benefit renewal Sync profile information with corresponding 		 Give suggestions and 			
Modality	<u>ම</u> ු ලා දූ ලා	نی (ر ک (ف	<u>ان</u> ک	う で、 ぼ は	③ 〇) ⑤	ふ () () () () () () () () () ()		⑦ ᢕ ݨ ĺ<	<u>ා</u> ලා 🖟 🖸	.?` (C) (E) (C)	ふ ひ 梁 回	<u>ම</u> ා 🗘ා	<u>به</u> و	<u>ා</u> වා	ب ۲		ふ ひ 梁 回		<u>ා</u> ලා 🖟 🖸	⑨ (J) 浜 (O	<u>ን</u> ርን 🖗 💿	