

CalSAWS | Assister Survey Analysis



October 23, 2020

Assister Survey Results Analysis

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Assister Survey Overview

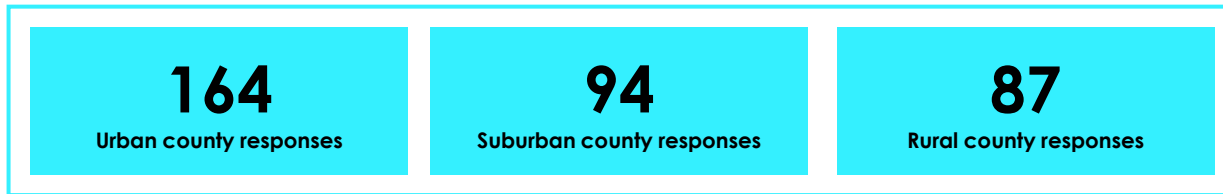
Assister Survey Overview

The UCD Team sent a link of the assister survey to CBO/FBO users (more than 18,000) of C4Y and MyBCW. DSS also distributed the link with advocate partners.

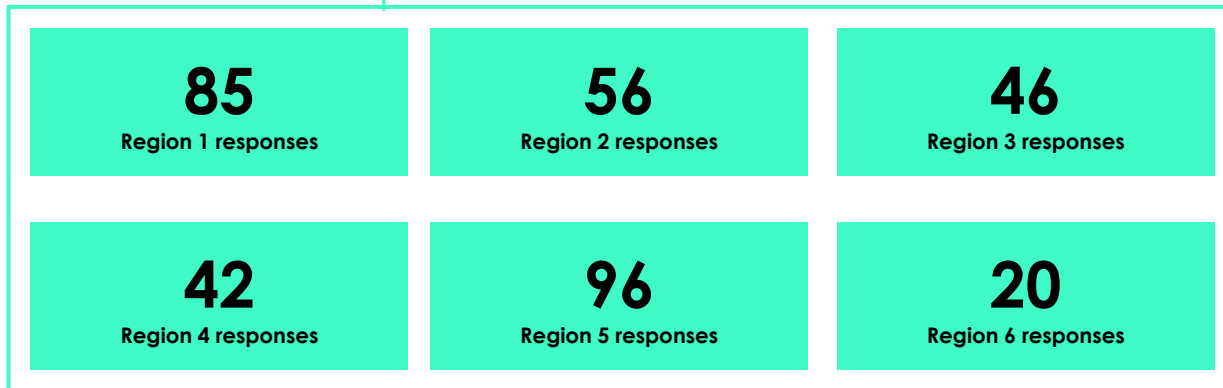
Total Responses



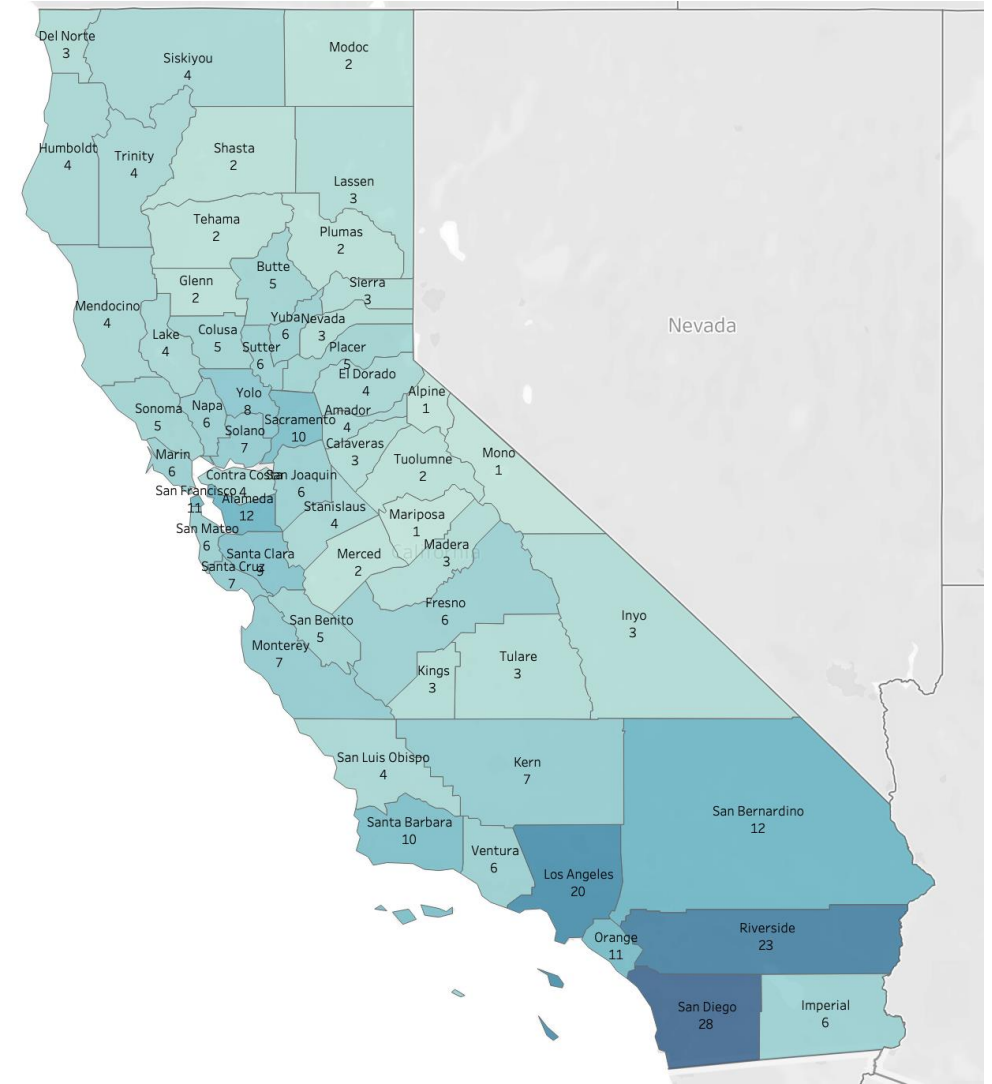
Community Types*



CalSAWS Region*



Number of Responses by County



*Assisters can select multiple counties served. Response numbers reflect all community types and regions selected.

Assister Survey Overview

Survey Respondents: What counties do you serve? (Select all that apply)

County	% of Respondents	Count
San Diego	26.70%	28
Riverside	21.90%	23
Los Angeles	19.00%	20
Alameda	11.40%	12
San Bernardino	11.40%	12
Orange	10.50%	11
San Francisco	10.50%	11
Sacramento	9.50%	10
Santa Barbara	9.50%	10
Santa Clara	8.60%	9
Yolo	7.60%	8
Kern	6.70%	7
Monterey	6.70%	7
Santa Cruz	6.70%	7
Solano	6.70%	7
Fresno	5.70%	6
Imperial	5.70%	6
Marin	5.70%	6
Napa	5.70%	6
San Joaquin	5.70%	6

County	% of Respondents	Count
San Mateo	5.70%	6
Sutter	5.70%	6
Ventura	5.70%	6
Yuba	5.70%	6
Butte	4.80%	5
Colusa	4.80%	5
Placer	4.80%	5
San Benito	4.80%	5
Sonoma	4.80%	5
Amador	3.80%	4
Contra Costa	3.80%	4
El Dorado	3.80%	4
Humboldt	3.80%	4
Lake	3.80%	4
Mendocino	3.80%	4
San Luis Obispo	3.80%	4
Siskiyou	3.80%	4
Stanislaus	3.80%	4
Trinity	3.80%	4
Calaveras	2.90%	3

County	% of Respondents	Count
Del Norte	2.90%	3
Inyo	2.90%	3
Kings	2.90%	3
Lassen	2.90%	3
Madera	2.90%	3
Nevada	2.90%	3
Sierra	2.90%	3
Tulare	2.90%	3
Glenn	1.90%	2
Merced	1.90%	2
Modoc	1.90%	2
Plumas	1.90%	2
Shasta	1.90%	2
Tehama	1.90%	2
Tuolumne	1.90%	2
Alpine	1.00%	1
Mariposa	1.00%	1
Mono	1.00%	1
Total Responses		105

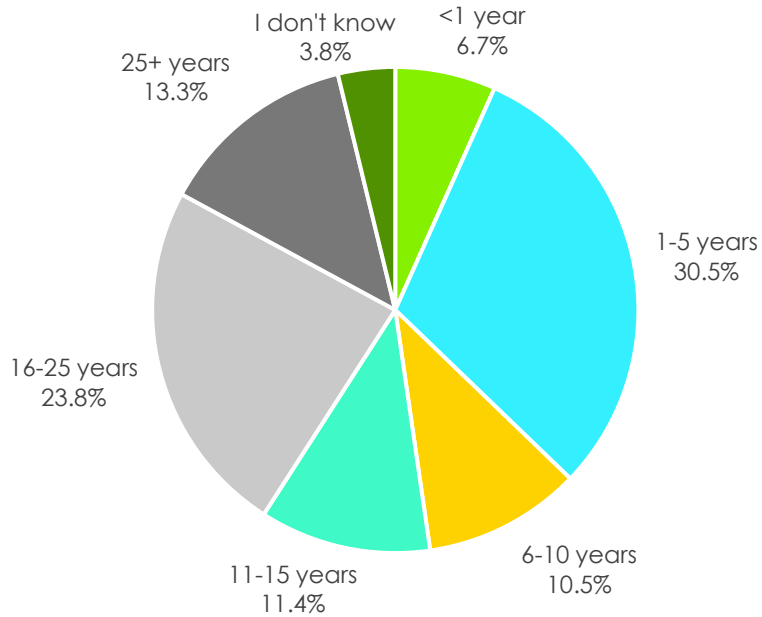


Assister Demographics

Assister Demographics

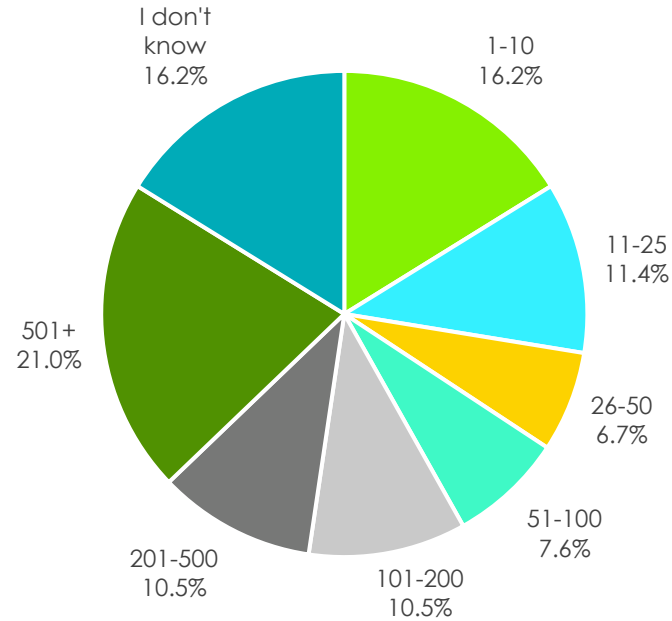
CBO/FBO Information

How many years have you been serving the customers of California?



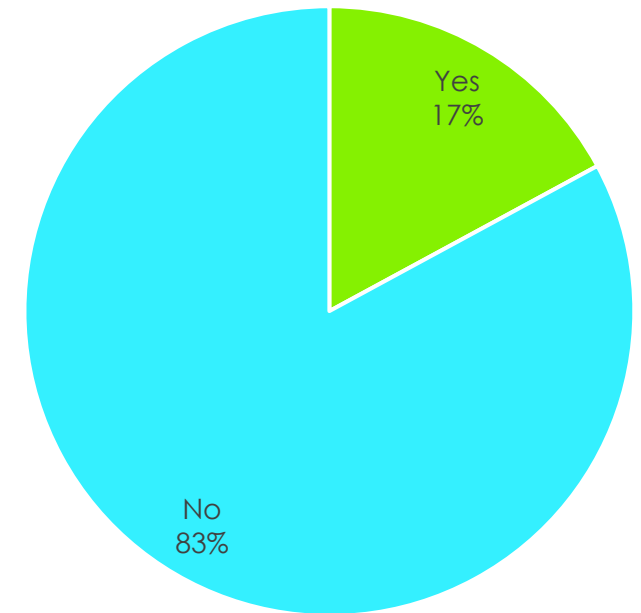
Most respondents have served customers of California for either 1-5 years (30.5%) or 16-25 years (23.8%).

How many people work for your organization (including volunteers)?



Most respondents either work at smaller organizations with 1-10 workers (16.2%) or at much larger organizations with 501+ workers (21.0%).

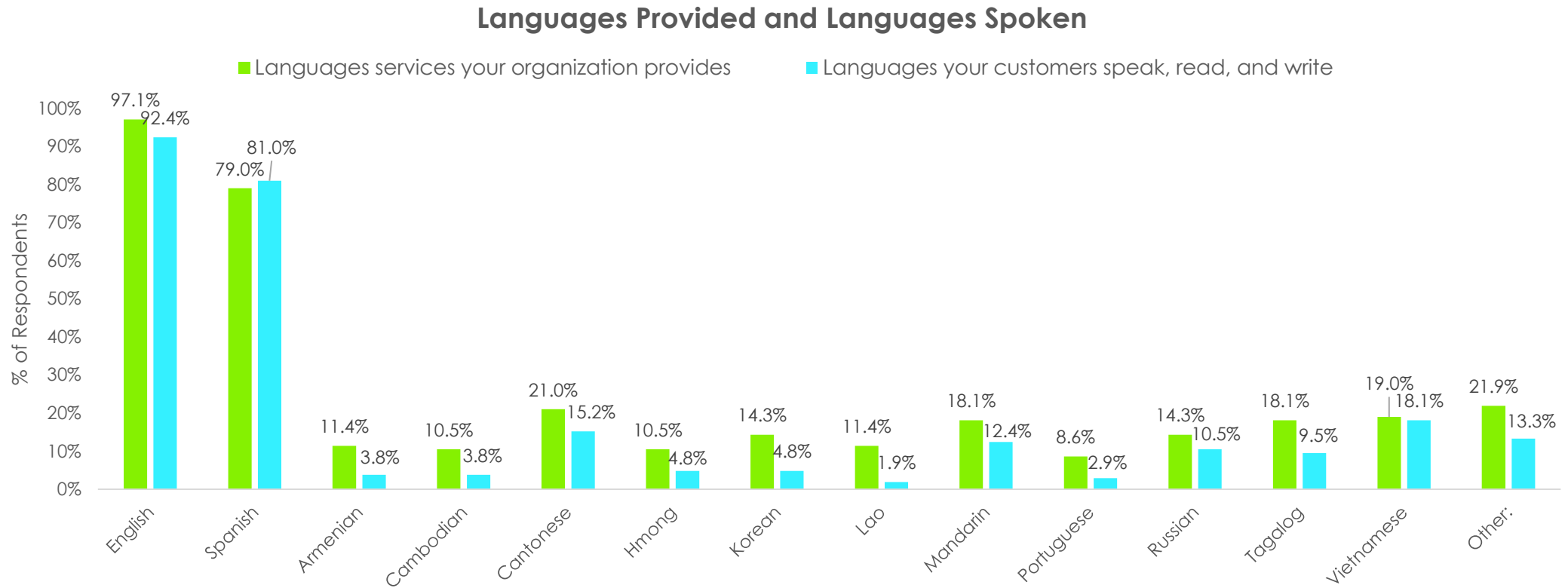
Does your organization identify as a faith-based organization?



Majority of respondents are from community-based organizations that do not identify as faith-based organizations (83%).

Assister Demographics

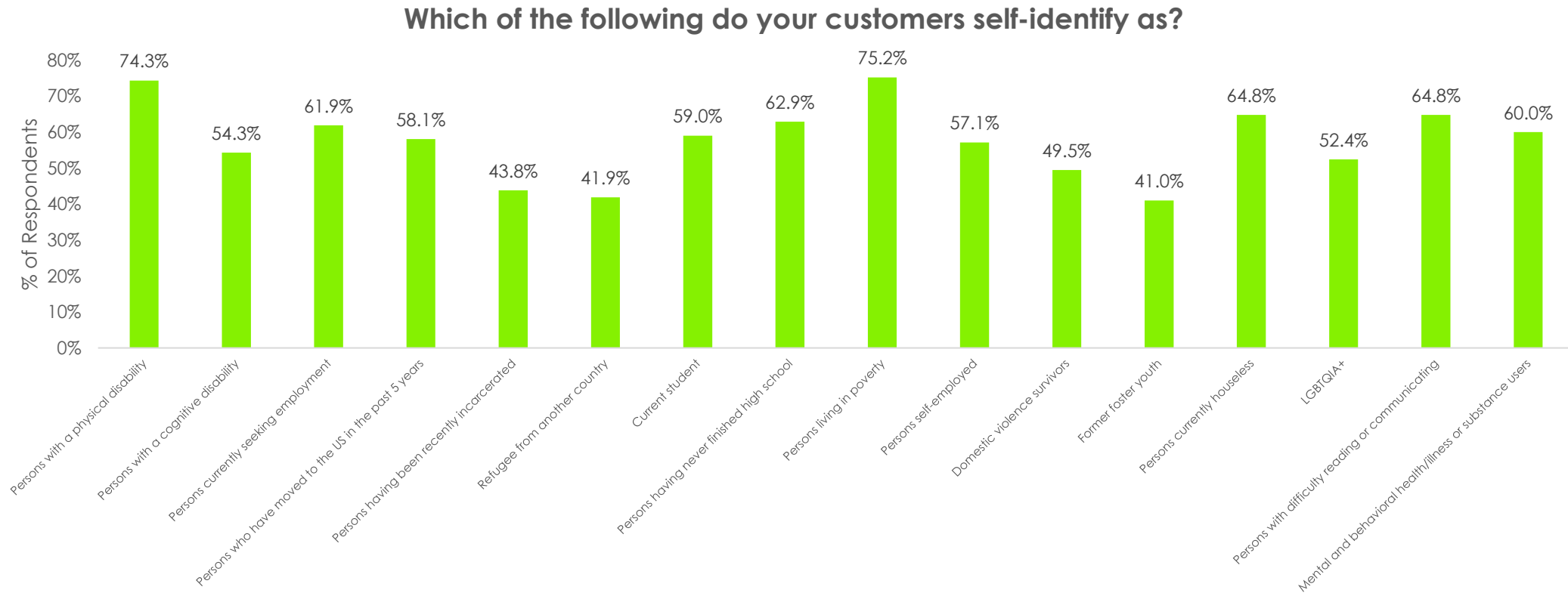
Languages Provided by CBO/FBOs and Languages Spoken by Customers



The demand of languages spoken by customers seems to be **well matched by the supply of language services offered by CBO/FBOs, with the exception of Spanish**. This is important to note since **Spanish is the second most-spoken language by benefits customers in California**.

Assister Demographics

Customers Served



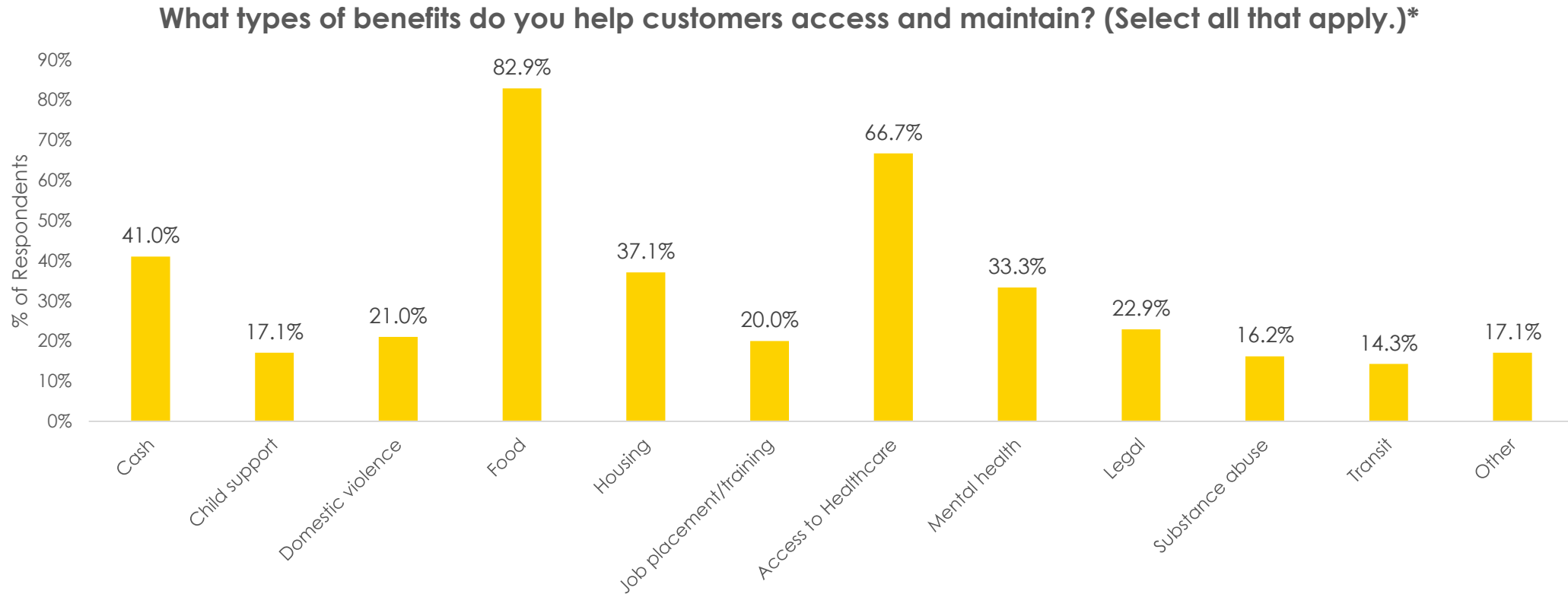
Most of the customers that respondents assist identify as persons living in poverty (75.2%), persons with a physical disability (74.3%), persons currently houseless (64.8%), and persons with difficulty reading or communicating (64.8%). Still, respondents assist customers from various user groups.



Benefits and Assistance

Benefits and Assistance

Benefits and Assistance Offered

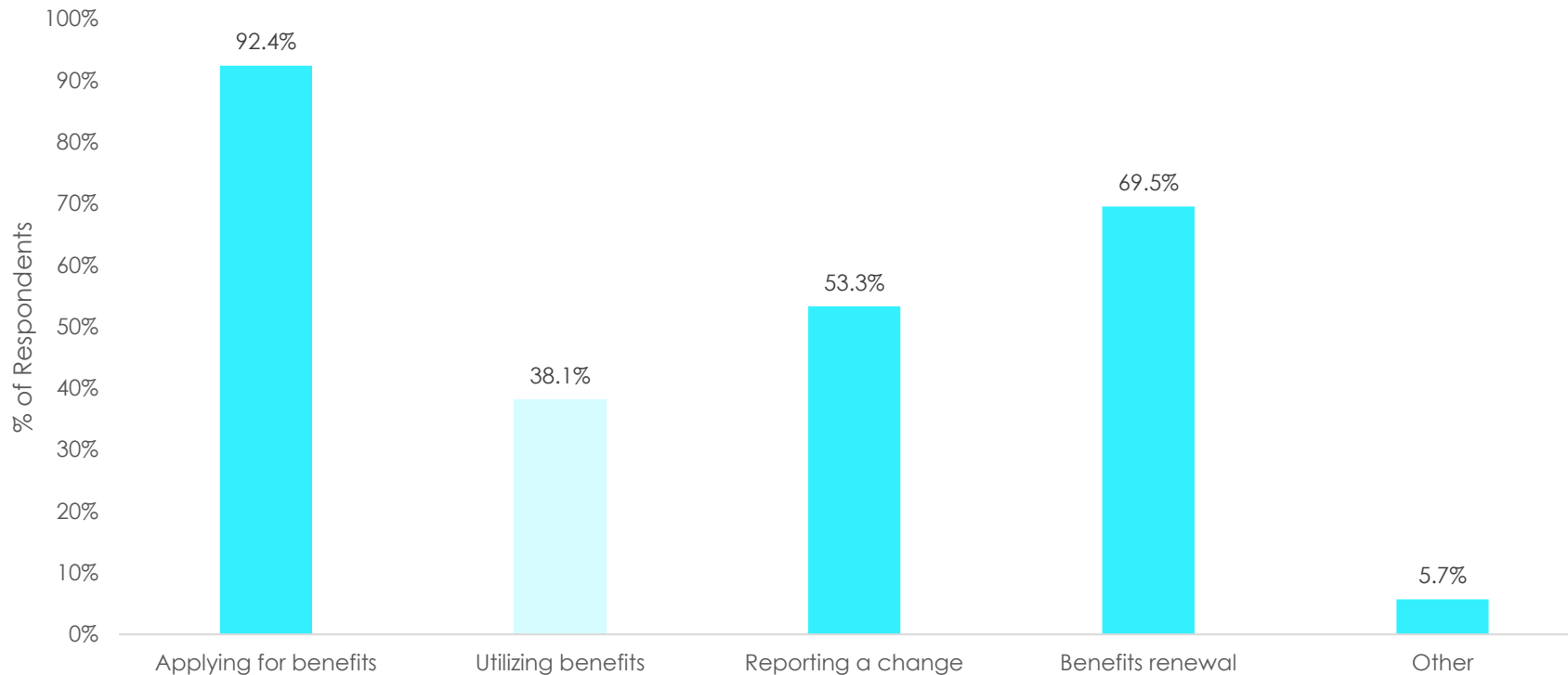


Respondents help customers the most with food assistance (82.9%), finding access to healthcare (66.7%), and cash assistance (41.0%). This is representative of CalFresh, MediCal, and CalWORKS respectively.

Benefits and Assistance

Assistance with the Benefits Process

Which benefits processes do you assist with the most? (Select all that apply.)



“There are services that help people who are EBT recipients, but people don’t know this. **It would be helpful for [the county] to advertise these resources.**”
– Customer, MyBCW

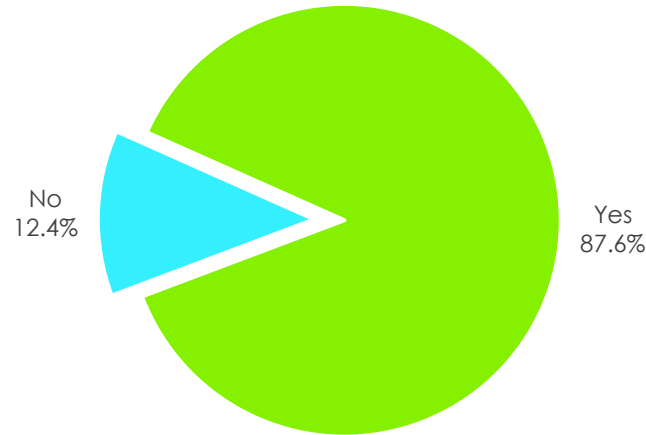
“I would like to see **where EBT food and EBT cash are accepted** and the differences between these.” –Customer, YBN

Most Respondents help customers with applying for benefits (92.4%), and another 69.5% assist with benefits renewal. However, **only 38.1% assist customers with utilizing benefits (i.e., information on food banks, where customers can use EBT).** In field research, customers stated that they would want more resources on how they can better utilize their benefits. These results may show that customers do not know they can go to CBO/FBOs for these resources or that there is a need for these resources to be available on the Statewide Portal/Mobile.

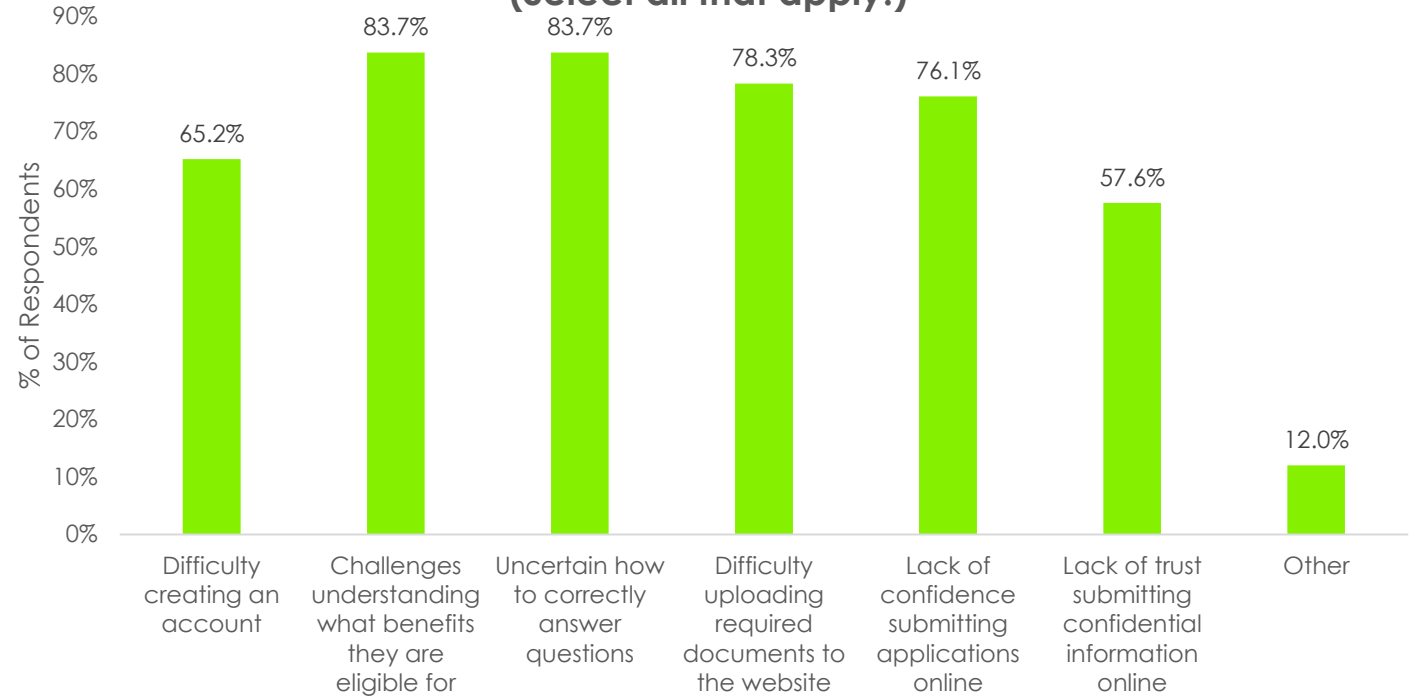
Benefits and Assistance

Customer Challenges

Have clients you assisted ever expressed trying to apply on their own before reaching out to you for assistance?*



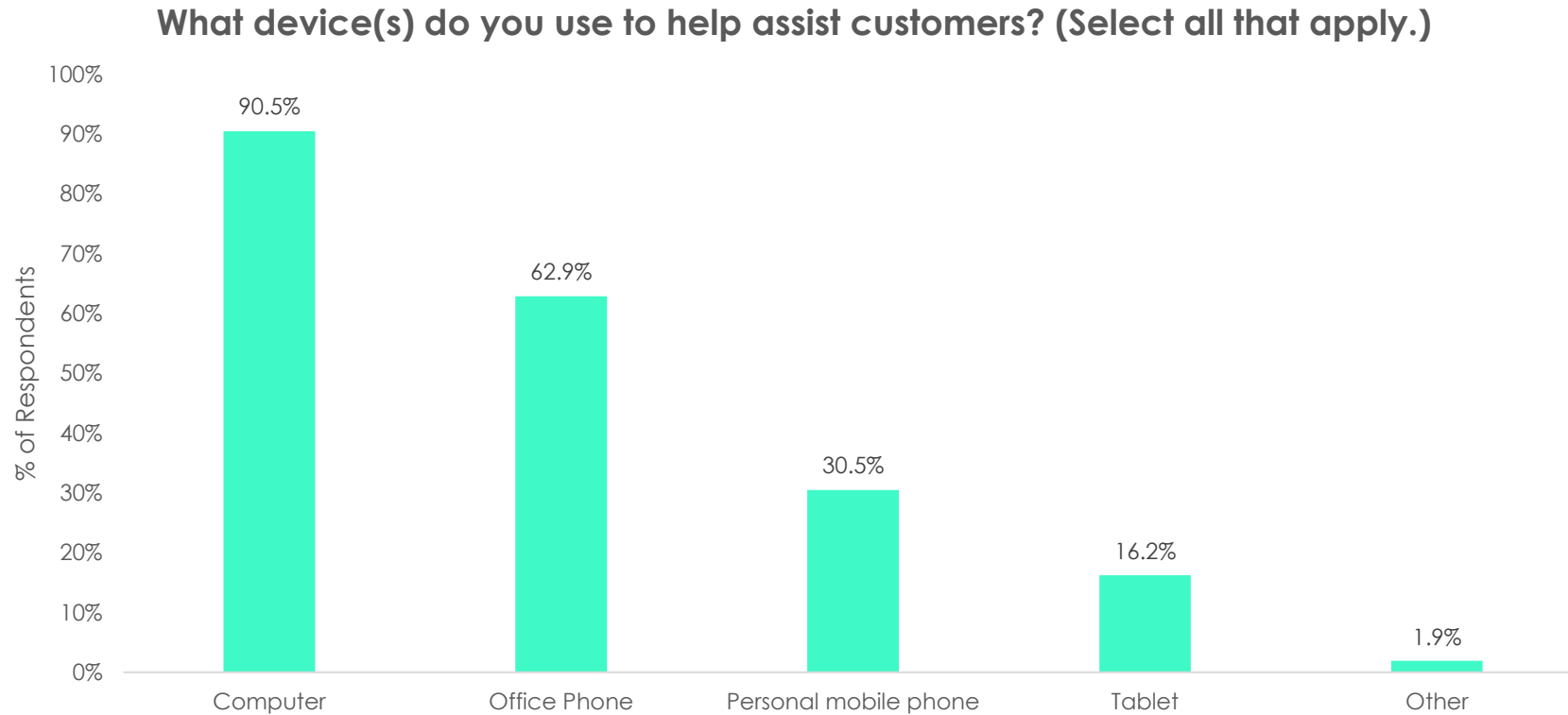
If so, what challenges have they expressed experiencing? (Select all that apply.)



87.6% of respondents noted that customers have attempted applying for benefits on their own before reaching out to them for help. Of these respondents, most customers have trouble understanding what benefits they are eligible for (83.7%), are uncertain how to correctly answer questions on their applications (83.7%), and have difficulties uploading required documents to the website (78.3%).

Benefits and Assistance

Devices Used to Assist Customers



The majority of respondents use a computer (90.5%) and an office phone (62.9%) to assist customers.

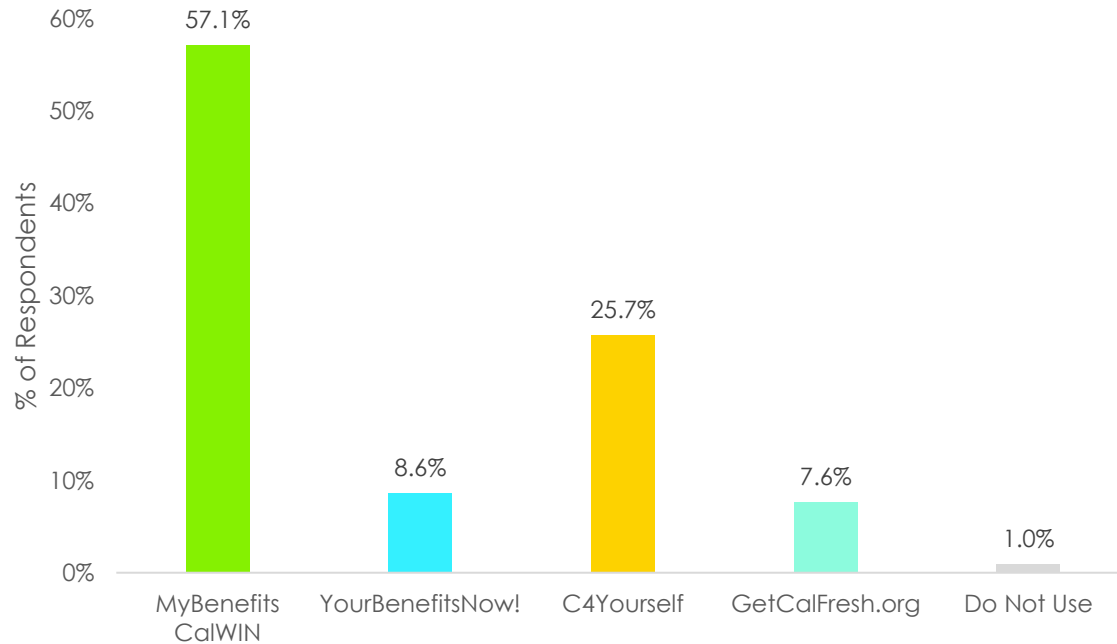


CA Benefits Website Experience

CA Benefits Website Experience

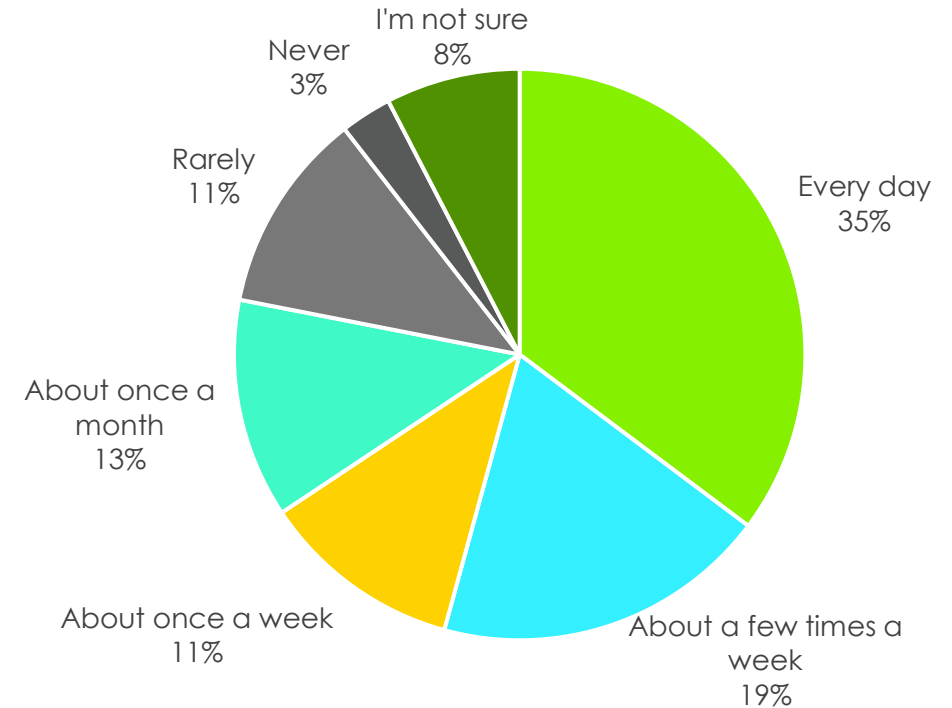
CA Benefits Website Usage

Which CA Benefits Website did you last use to assist customers?



Majority of respondents use MyBCW to assist customers (57.1%). 7.6% of respondents use GCF.org. This may mean that GCF.org is easier and more convenient to use for CalFresh than existing CA Benefits Websites (YBN, MyBCW, and C4Y) when assisting customers.

How often do you use a CA Benefits Website?

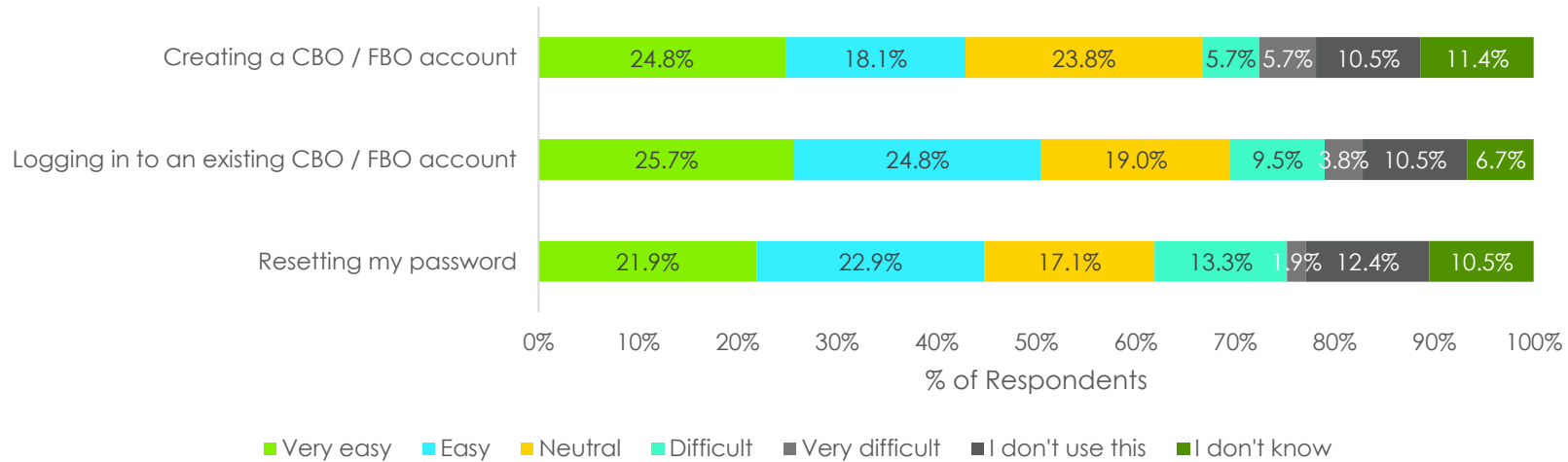


About one-third of respondents use a CA Benefits Website every day, with another 19% using it about a few times a week. **22% of respondents “rarely,” “never,” or are “not sure” often they use a CA Benefits Website.**

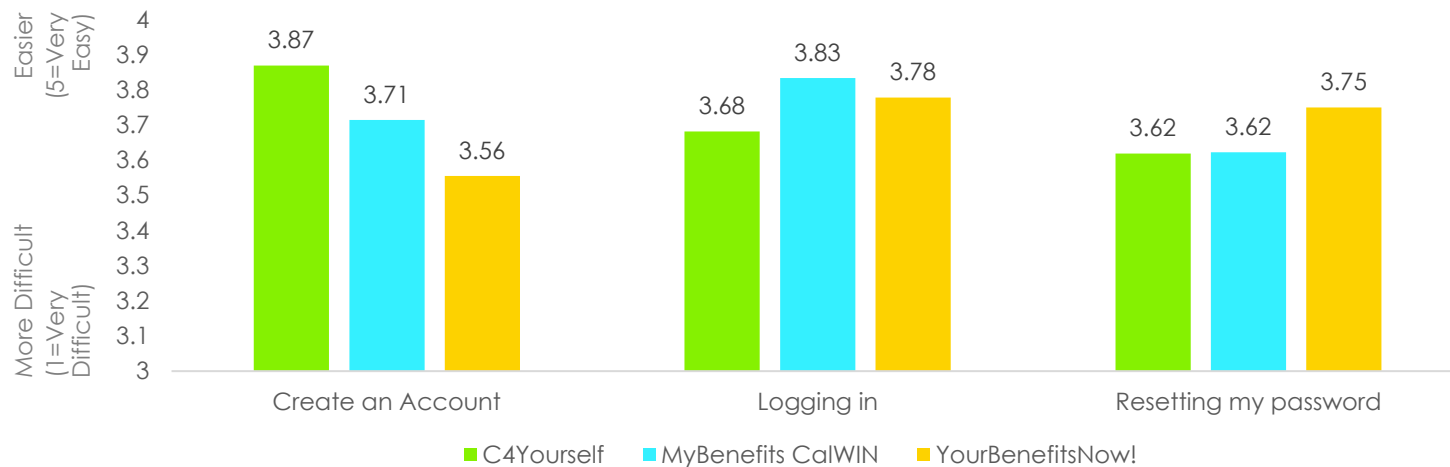
CA Benefits Website Experience

Account Access Satisfaction

What was your experience like completing each step?



Experience by CA Benefits Website

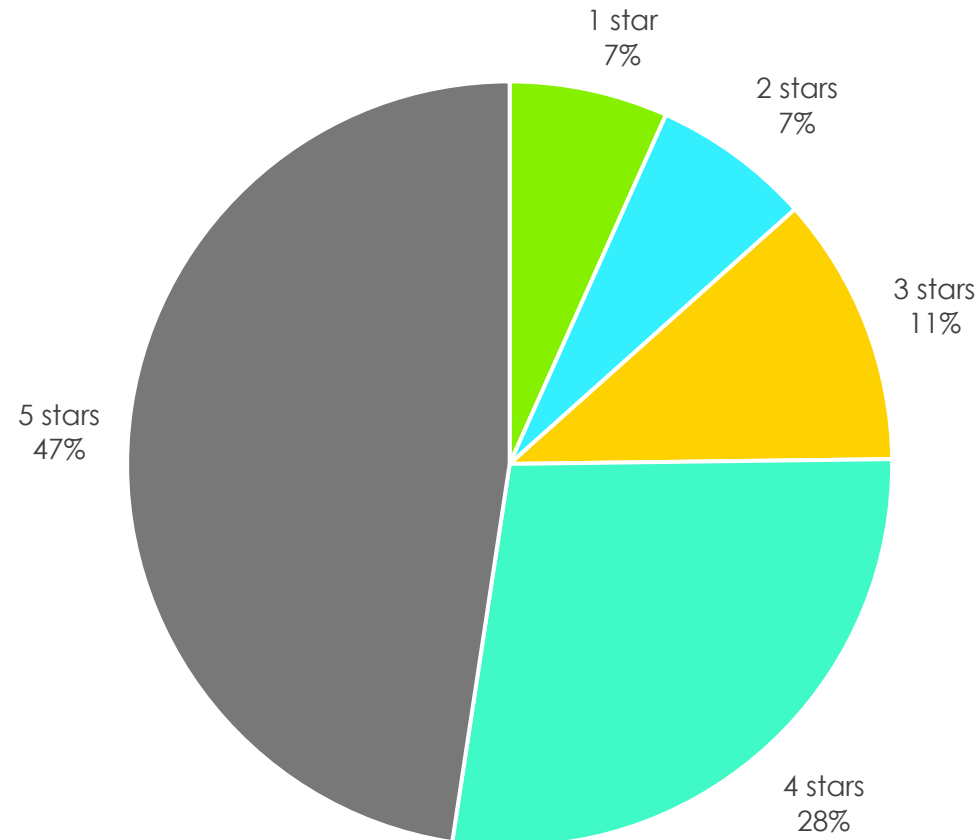


- Respondents are most satisfied with logging into an existing account, with 50.5% saying this step is either 'easy' or 'very easy'.
- Respondents are the least satisfied with resetting their passwords, with 15.2% finding it either 'difficult' or 'very difficult' to complete this step.
- Respondents find creating an account to be easiest on **C4Y**, logging into an account to be easiest on **MyBCW**, and resetting a password to be easiest on **YBN**.

CA Benefits Website Experience

Trust

On a scale of 1-5, how secure do you feel submitting information on the CA Benefits Website?

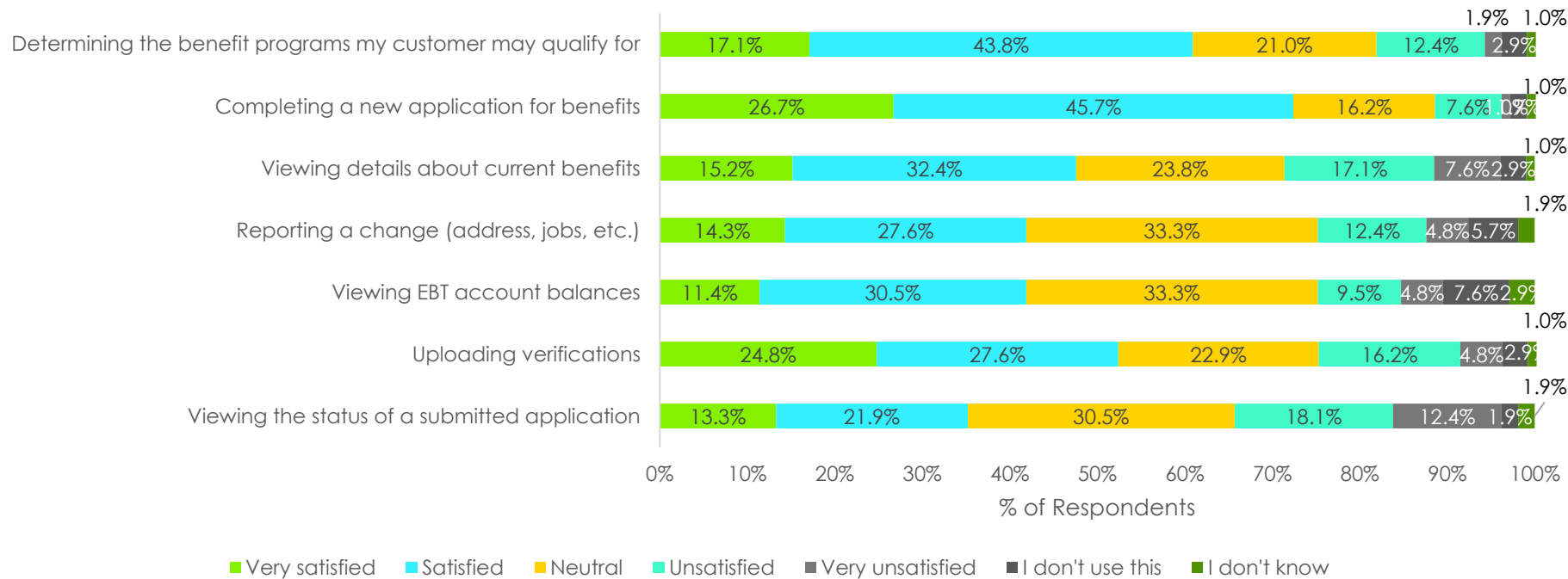


- **Majority of respondents feel secure submitting information on the CA Benefits Websites**, with 75% of assisters saying they either feel 'secure' or 'very secure.'

CA Benefits Website Experience

CA Benefits Website Features

Please rate your satisfaction when using the following website features when assisting customers.



"It would be really nice to get **real-time updates with the applications.**

For example, [seeing] what documents need to be submitted, what has been submitted, what is needed, [have] interviews been completed, and knowing exactly what stage we're at [in the process] is really important." –Assister, YBN

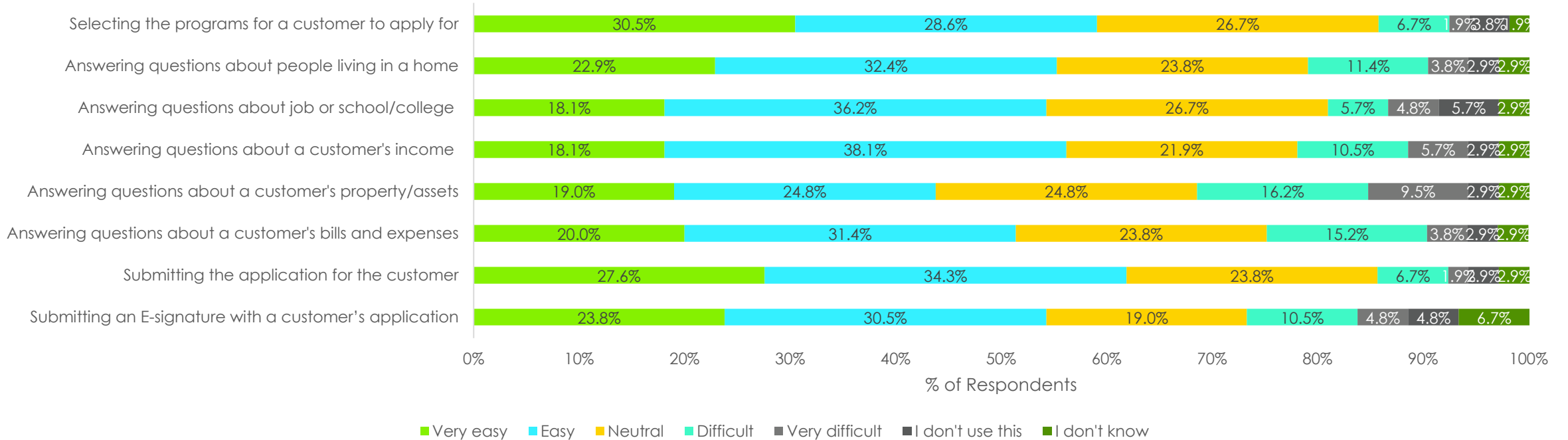
"One of the other things I've heard, and I'm speaking for our CBOs, they get really frustrated because they can't see very much detail about the information they have submitted. **Just if [the application] has been approved or denied, nothing else.**"
–Manager, C4Y

- Respondents are the most 'satisfied' and 'very satisfied' with completing a new application for benefits (72.4%), uploading verifications (52.4%), and determining the benefit programs customers may qualify for (60.9%) when using the CA Benefits Website. This means that Assisters are able to give customers the assistance they need in the three tasks customers complete most often.
- Respondents are the most 'unsatisfied' and 'very unsatisfied' with viewing the status of a submitted application (30.5%) and viewing details about current benefits (24.7%). This is consistent with field research, where assisters mentioned wanting to see the status of customers' applications.

CA Benefits Website Experience

CA Benefits Website Experience Applying for Benefits

Please rate your experience when completing each step while helping customers to apply for benefits using the CA Benefits Website.

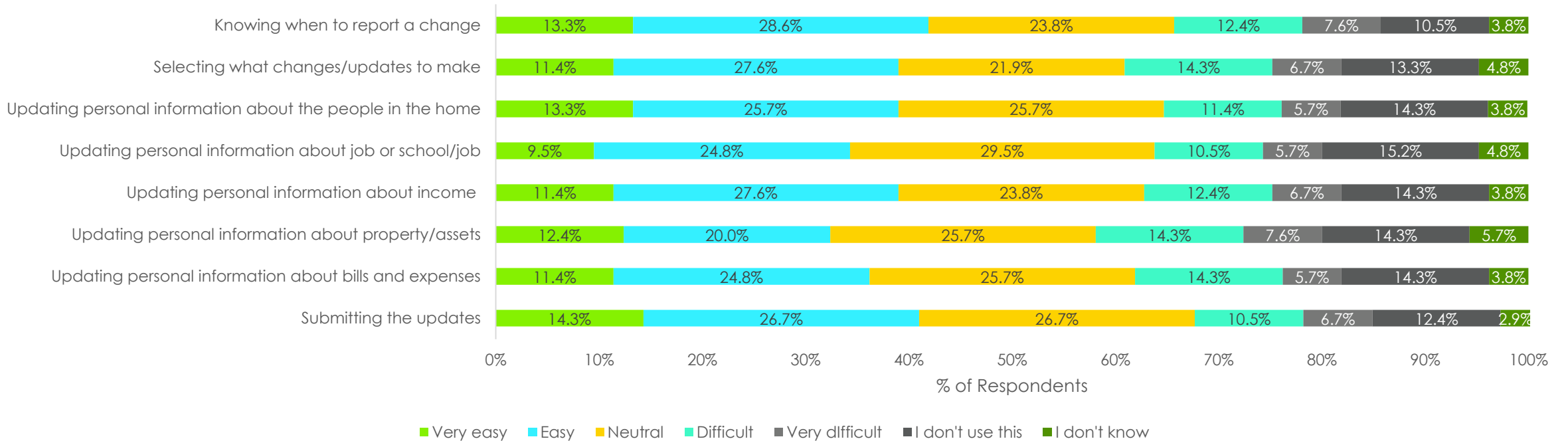


Respondents are the most 'satisfied' and 'very satisfied' with selecting programs for a customer to apply for (59.1%) and submitting the application for the customer (61.9%). They find it the most 'difficult' or 'very difficult' to answer questions about a customer's property/assets (25.7%) and a customer's bills and expenses (19.0%). There needs to be clarification on what counts as property/assets and bills and expenses so that assisters can help customers fill out their applications as accurately as possible.

CA Benefits Website Experience

CA Benefits Website Experience Reporting a Change

Please rate your experience when using the CA Benefits Website to help customers to report a change to the following personal information?

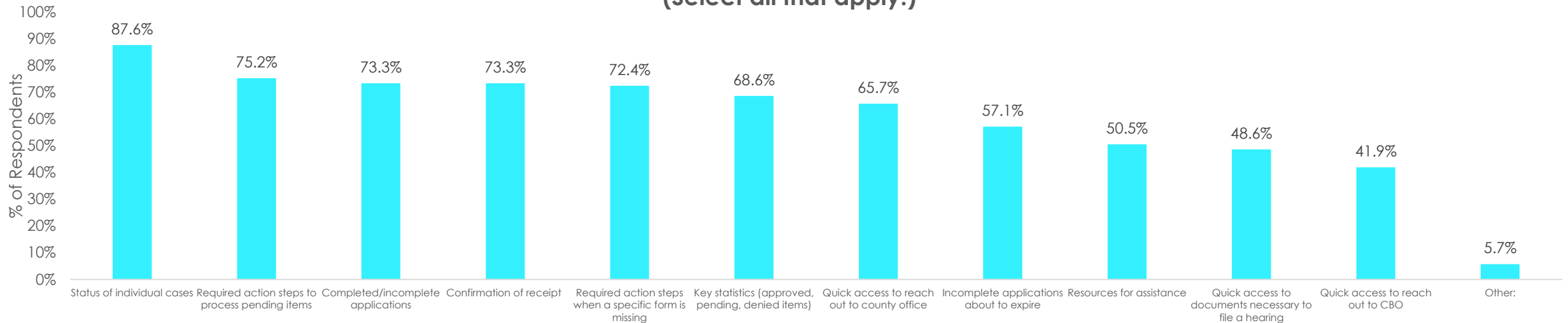


Respondents find selecting what changes/updates to make (21.0%), updating personal information about property/assets (21.9%), and updating personal information about bills and expenses (21.0%) the most 'difficult' or 'very difficult.' Assisters need more clarity around when customers should be reporting changes to help them maintain their benefits. Consistent with applying for benefits, assisters need more clarity on what counts as property/assets and bills and expenses to best help customers.

CA Benefits Website Experience

Dashboard View

What information would you like to be available to view on a dashboard after logging in to your account?
(Select all that apply.)



“A big ask would be seeing individual statuses of individual applications. **If we can see individual applicant information by case number or name with a status, that would be very helpful.**”
–Assister, MyBCW

“**We have no way of seeing that customers aren’t following through with the necessary steps until they’re actually dropped off their benefits.** Many customers do not understand why they are losing their benefits.” –Assister, MyBCW

Respondents want the status of individual cases (87.6%), required action steps to process pending items (75.2%), details on complete / incomplete applications (73.3%), and a confirmation of receipt (73.3%) to be viewable on their dashboard the most. Through field research, we found that assisters want to be able to track customers’ applications throughout the entire benefits process to help customers maintain their benefits.

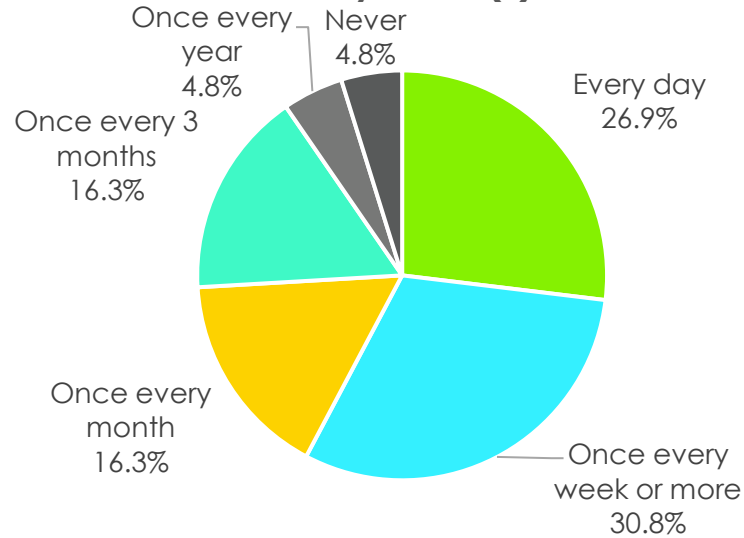


Assisters – County Interaction

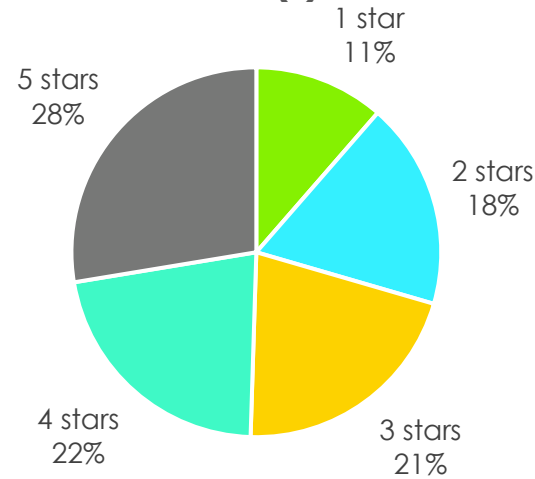
County Interactions

County Office Communication

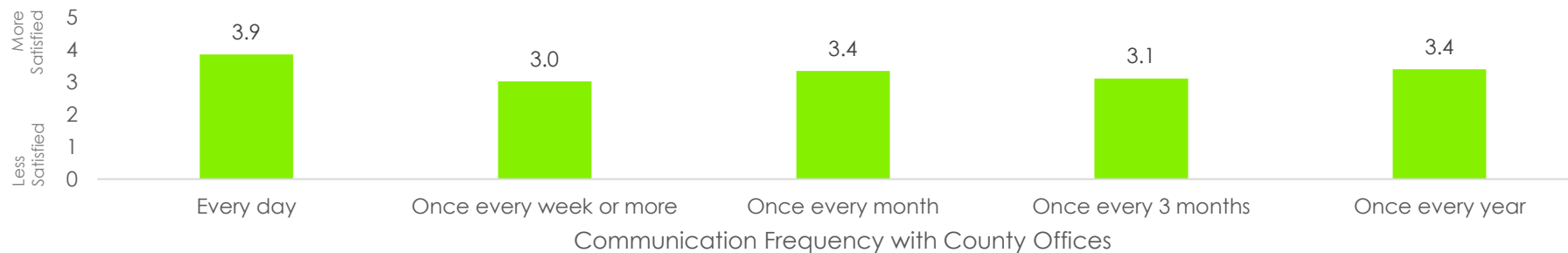
How often do you communicate with the county office(s)?



On a scale of 1-5, how would you rate your experiences communicating with the county office(s)?



Experience Communicating with County Offices by Communication Frequency



- 30.8% of respondents communicate with the county offices once or more every week and 26.9% do so every day, this shows high rates of communication. Still, **about 30% of respondents find communicating with the county office less than satisfactory (< 3 stars).**
- Satisfaction did not seem to change with frequency of communication with county offices. **Those who communicate with the county office every day are slightly more satisfied** (average 5-point rating of 3.9).