

CalSAWS | Welcome to BenefitsCal

DRAFT



Spring 2021

Customer Dashboard

What we heard during our research

Insight

Customers **want to use their accounts as a one-stop shop** to review their case information and manage their benefits, but find it challenging to locate important information about their case.

“Just even looking at the home page, there is a lot of stuff on the homepage that can be filtered like frequently asked questions list and the resources don’t need to be on the whole page. It’s a little cluttered.” – Customer

“These things kind of pop up out of nowhere. It would be **great if there was some online instruction or how-to guide of this is what you need to do.** Hey you are on CalFresh, you are going to need to submit this information every 3 months or do this every year.” – Customer

“I think the most important thing is just **have a one-stop shop to apply for all of your benefits at one time** and not be driven anywhere else. Just you **log in to your account... and you fill it out, update it, there is a clear and concise way that says “check your benefits”** not just food but check the benefits you have...” – Customer

Customer Dashboard

Feature Highlights and Usability Testing Insights

New Design Highlights

- To-Do List Nudges – completion of important tasks.
- Notifications - receiving a message or an appointment is upcoming.
- Expanded EBT Information – amount of benefits, EBT balance and recent transactions.
- Enhanced View – program details, including household member status and renewal dates.
- Caseworker/County - contact information.

Impact: Goals and Outcomes

- Increase Portal Use – manage their benefits, view benefits details, submit changes and renewals, etc.

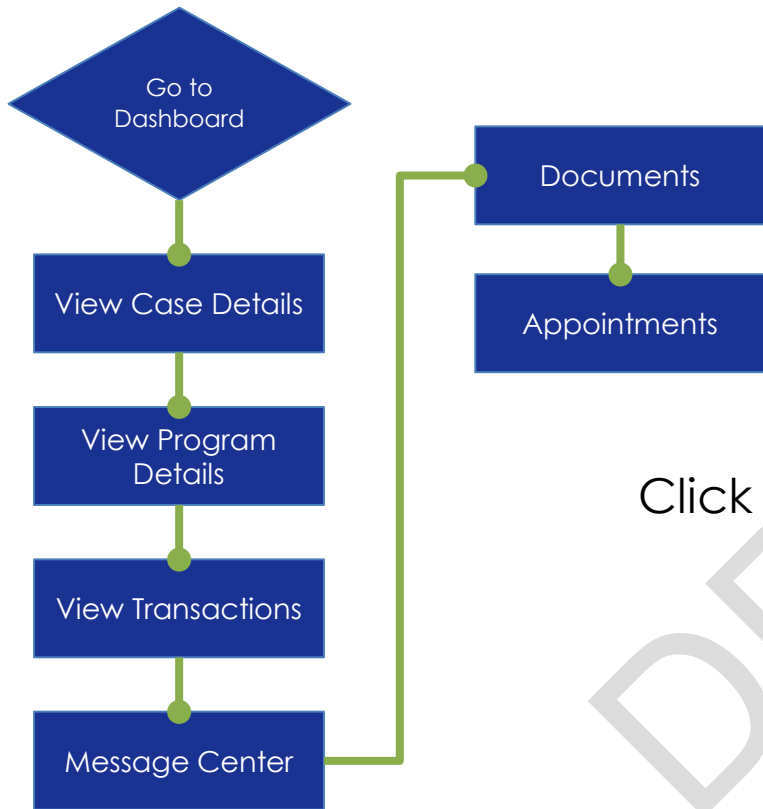
“This is really good. It has **more stuff than I thought it might have.**” – Customer

“It looks pretty nice. It looks like you can **click on whatever you need...** It looks good to me” – Customer

“I think it **looks pretty good I would just ask maybe for language options?...** Yes, that is very important [that she can she the website in a different language]” – Customer

Customer Dashboard

Demo



Click to add text

Hover on the image to play video

