

# Code of America

Wright County Financial Services

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# Overview

- History
- Advancements
- County Metrics
- Survey Results
- Questions

# Background

- Pilot Project: One of Four Counties

Deployed December 2020

- Hennepin
- Olmsted
- Wabasha
- Wright

# MNBenefits.org

## Online Application for Public Assistance Programs

- SNAP
- Cash Assistance
- Emergency Assistance
- Child Care Assistance
- Housing Support

# Advancements

## Benefits

### Easy Application Process

- Applicant is not required to create an account
- Average time to complete application is 7 minutes
- Applications received electronically

## New Release

### 2nd County Deployment

- Anoka, Carver, Clay, Cook, Dodge, Morrison, Ottertail, Sherburne, Steele, and St. Louis

### LaterDoc

- The ability for the client to submit verifications electronically at a later date

## Future

### Limited Time:

End of the Year

## Application for Health Care

# Metrics

## Overall Summary

Total Applications

21,805

Documents Uploaded

5,133

## Application per County

County			County	
Anoka	1,131		Olmsted	2,455
Carver	100		Ottertail	49
Clay	66		Sherburne	215
Cook	5		Steele	15
Dodge	13		St Louis	97
Hennepin	15,637		Wabasha	114
Morrison	20		Wright	520

# Survey Results

## Satisfaction Survey Results:

Happy	71.1%
Meh	27.9%
Sad	Less than 1%

## Client Comments:

“Thank you for your help”

“It is a lot better than the paper application. I like the ease of completing online.”

“I love the new way of applying”

“One of the best website designs I’ve seen-made simple.”

“Excellent application. Easy to understand for people with poor vision, like myself.”

# Questions

Thank you