

[ Please stand by for realtime captions. ]

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Hello everyone. We will start in about six minutes. While I have year I went to talk about upcoming events. Legislative branch resource 101, tomorrow, May 12. Librarianship Texas ready to control expenses federal science library on May 13 and not just in English anymore locating and using government resources and other languages on May 14. If interested in any of those webinars, go to F GOP.gov and sign up for those presentations.

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[ Captioner standing by. ]

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I want to do a final audio check. We are getting to about the top of the hour. A few more minutes and the presentation will start. A friendly reminder, today's presentation is being recorded and you will receive a link to the wording in your email.

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[ Captioner standing by. ]

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Good afternoon and welcome to the DLP navigating benefit.gov resources for community advocates my name is Jamie Hason with me today is Ashley Don who will do tech support. And we also have presenters from benefit.gov and since 2002 benefits.gov have served at the official benefit website of the US government. Benefits.gov is an educational citizen center platform designed to make it easier for people in need to access information on government benefits. The site host information on over 1000 assistance programs and new center to keep citizens up-to-date on government benefit and benefit binder tool which helps users discover benefits they may be eligible for. The site is operated managed and supported through multidigit partnership of federal agencies with the primary managing agency being the US Department of Labor. With us today to present the Ellery Rush [ Inaudible ] and Ellery Rush has supported the years and extensive knowledge surrounding benefit.gov. [ Inaudible ] and Rachel have two years of benefits Department of Labor experience and all very excited to be here and present in the virtual environment. Before we get started I will walk you through a few housekeeping reminders and first if you have any questions you would like to ask presenters or if you have any technical issues, please feel free to chat in the chat box which for people on desktop computers or laptops is located on the bottom right-hand corner of the screen. I will keep track of all questions that come in and at the end of the presentation preceptors will respond to each of them. We were also recording today's session and email a link to the recording and slides to everyone who registered for the webinar will also send a certificate of participation using the email you used to register for today's webinar and if anyone needs additional certificates because multiple people are watching the webinar with you, please email a CLP outreach and GOP.gov and will include the title to today's webinar with the names and email addresses of those needing certificate. Desktop computer or laptop users may zoom in on the slides being resented. Click on the fullscreen button in the bottom left side of the screen. To enter fullscreen mouse over blue bar at the top of the screen so it expands and click on the blue return button and get back to the default view. At the end of the session we will share webinar satisfaction survey with you and let you know when the survey is available in the URL will appear in the checkbox and we appreciate your feedback after the session including comments

of the presentation style and value of the webinar. Finally presenters will screen share the presentation today. That means once they start talking you will no longer be able to see the chat box and if you want to ask questions or just want to watch the chat traffic as they present, once a screen sharing begins mouse over the blue bar at the top and when the menu drops, click on the chat to enable the chat box. This is it for me so I will cook it to the presenters.

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Thank you Jamie and thank you everyone for joining it if it.gov for today's webinar and today we will discuss the following from an introduction to benefit.gov and mission and a walk through the site mean tools to benefit finder and the demonstration of other ways to find benefits an introduction to the compass newsletter and social channel and a walk-through of the health center and resource pages created specifically for the [ Inaudible ] virus outbreak and then we'll have a question-and-answer portion of the presentation since 2002 and served as the [ Inaudible ] website as a US website and its educational center problem to make it easier for citizens in need to access information on government benefits and the sites available in English and Spanish to access [ Inaudible ] site simply select [ Inaudible ] at the top of the screen. We host information of over 1000 governments and programs in the center [ Inaudible ] government benefits and benefit under tool which helps govern benefits that they are eligible for in the site operated and managed through multi agency partner of federal agencies with primary managing agent being Department of Labor. [ Inaudible ] 2002 benefits.gov helped millions find easy online access to benefit information for more information on history and mission of the site, please visit the website. It's a great resource for the people you work with to find assistance programs who are eligible for this and so let's start by using the benefit binder.

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The purpose is to help benefits they may be eligible for based on the answers to a series of confidential prescreening questions. The benefit finder is a great place to start if you're not sure what government assistance tool to look for recently had a change in circumstance and want to see if your olefin for different programs and you were previously benefit finder takes about 5 to 25 minutes to complete the pending on questions are answered. First the questions are required and the more questions a user answers, the more accurate the results really test results will be. Users prompted to select the types they are interested in, will turn [ Inaudible ] veterans or healthcare and medical [ Inaudible ]. If the user is not sure the user can select as many or as few categories of benefits they would like even if the categories are not selected, benefit finder will still return results for all programs that a person may be eligible for. Questions Apollo will range from asking about the users marital status, income, military parents education and general circumstance in the user can answer questions and categories that follow or click the result have two view results and you can skip between remaining categories of questions and skip nonrequired questions. We recommend answering as many questions as possible for the most accurate benefit result list. If you're answering the questionnaire on behalf of someone else, answer the questions as they apply to the person looking to government assistance, you will apply as this person. After all required questions have been answered the benefit finder will [ Inaudible ] user may be eligible for based on [ Inaudible ] questionnaire to avoid losing results, the user will have the option to email themselves or print and save a hard copy. And the result tab, you can browse the program field they may be eligible

for and click to the benefit detail page to learn more. Feel free to change edit, to the questionnaire to look at different scenarios and what result will return. Clicking into a benefit detail page it will give users more information on a specific elephant program. If a user is curious about a specific benefit page such as supplemental nutrition [ Inaudible ] and a user can access this page by navigating to benefit categories and selecting food and nutrition. The results on the pager off of it is however you can also sort by some categories to narrow the results further. Click to a and if it detail page the user can view program details to understand what the program is and what it may provide. Program requirements to better understand why they are eligible. And why they may be eligible and access the application and discover [ Inaudible ] in view contact information to request more information on the program. On the benefit detail page, a user can read more about the program and review the quick info sidebar. Important information for the program and it will link to where prison can apply if an application is available. Moreover the benefit detail page indicates programs for other users how visited and after visited the detail page. For example users are interested in this particular program might also be interested in learning more about the special [ Inaudible ] program or Summer Food service program in if the suggested benefits is not quite what the users looking for they can sort by different categories to find more programs. On the benefit detail page the user can subscribe to receive emails when a particular page has been updated. And as you can see on the bottom of the benefit page, users can also quickly see if there eligible for the program without having to use the benefit finder and the questionnaires for those who know what programs they are interested in and like to quickly gauge whether or not they are eligible for that particular program. For those users there are several ways which they can find benefits. Starting from the homepage users can navigate to browse by categories. Which groups over 1000 benefit programs and type in for example you may be interested in categories such as healthcare and medical assistance or education and training and clicking into the categories will present all benefit programs to fall within that category. User can narrow the search with the filters at the top of the page and they can filter by state and use the drop-down or subcategory drop-down. For example by selecting education loans they can more easily find the federal loan program. A button at the top of the page will direct users down to the prescreening eligibility tool which we [ Inaudible ] earlier. It's available to users who want to review the benefits by managing agencies. For example a list of benefits provided by the US Department of agriculture for Department of labor. To browse by agency function allows users [ Inaudible ] specific aid of the and particular helpful for users to have specific benefit programs in mine [ Inaudible ] assistance program. There's also a feature on the homepage that shows the top four benefits by state to help users find popular programs in their area and they can also search for specific programs by typing the name or the program keywords at the bar on the top of the page. We also have other resources page that includes external links to additional resources for individuals and their families. This can be sorted by type using filter on the left inside of the page. Resources are not necessarily affiliated with US government and maybe nonprofit initiative like financial literacy and [ Inaudible ] services. I will now turn it over to speakers right to Rachel so she can talk about more of the resources that we have on benefit.gov.

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Thank you. New benefits.gov have a robust newsroom and frequently publishes articles on the benefit program on the site. To stay in [ Inaudible ] you can subscribe to the compass

newsletter to receive email updates when a new article is published. Users also have the option of subscribing to specific benefit program pages to get the most updated information on program changes. To receive even more updates from benefit.gov, you can follow the social media channel on twitter and Facebook as well as YouTube account. We very recently developed a new video that demonstrates how a user can use benefit.gov to find radical assistance grants. We getting ready to release a new video within the next couple weeks. We encourage you to share video resources, they are extremely accessible and help demonstrate how to use the resources available on benefits.gov. On the social media channel, for Facebook and twitter, you will find daily engagement that are trending either on the platform or in user searches and many post feature nasal death easily be -- easily [ Inaudible ] questions about benefit.gov, call center was recently redesigned to offer more intuitive experience. Within the Health Center users can access answers to forget only ask questions that are grouped by category. For example if users have questions about a benefit program they are currently enrolled in they would select from the drop-down label a benefit [ Inaudible ] then the user is prompted to select a more specific question such as why didn't I receive a benefit payment? Selecting this question will immediately bring the user down the page to their answer. Users can also expand the accordions to several other related questions to view their answers from this page. If users cannot find the answers to the questions within the help center they can enter a question into how can we help you. For all results they are select contact at the bottom of the page. Please note and if it.gov cannot accept any personal viable information such as name address, telephone number or Social Security number. Moreover benefits.gov does not have the ability to respond to inquiries regarding personal situations or individual benefit applications or case. Over the past few weeks, and if it's.gov have seen a significant increase in traffic and engagement with the record three point the record 3.8 million sessions in the month of March. We received over 1000 emails with questions and citizen users and many people are experiencing unexpected difficulties during this time and committed to helping people to find correct assistance and we continue to monitor the situation as needed and enroll more information over the forthcoming weeks as new programs are created by the partner agency. We continuously sharing out information regarding the coronavirus and including on the benefit program as well as individuals and families that can take and stay safe and healthy. You notice we added an alert banner to the benefit.gov homepage. This will direct people to the CDC coronavirus.gov and Health Center we developed a new section to answer questions on available resources and continue to monitor the government assistance iPhoto agencies and content as new information as it becomes available in prior to the closing want to highlight or get involved page. This is a wealth of resources for community advocates. You can access helpful fact sheets and brochures and instructions on using the website to find the resources that you may need. This page may be a good one to bookmark as it contains materials that go over most of the tips that we just discussed. If you're able to share out information about benefit.gov, we encourage you to use the local -- logo and link to any information on the website. If you're curious about more proportional materials [ Inaudible ] and hope that use benefit.gov as a resource for the people that you assist with every day and 18 years has helped over on hundred and 30 million people and in their path to finding government benefits. We would like to open the line and start answering some questions you might have. I will pass it back over to [ Inaudible ].

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Thank you Rachel.

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This is actually, are we having technical glitch? We are all on mute.

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Are there any questions to answer?

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We might want to return and have people typing questions and go back out live should you need to. If anyone has any questions for the presenters on the right-hand side you see a checkbox and we are seeing participants where everyone can see it and we have a question so far from Victoria and will you show the COVID-19 resources?

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Those resources are listed, if you see at the top of the homepage, there is a banner that will link you to the coronavirus resources.

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The resources include the Health Center that we went over in the webinar. We also just recently published a new article about unemployment resources and resources for small businesses. From the newsroom. And we will continue to publish new articles and continuously update the Health Center resources as new information comes available.

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Another question from Brenda. Are the listed benefits for federal and state level only or does it get specific to regions or counties?

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That is a great question. For the programs currently hosted on benefits.gov, it is primarily federal and state level program. Over the years we have developed relationships with various more local community outreach types of programs. And those are primarily found within other resources section of the website. But we are always open to adding more information to the site. It would also offer up if there's anyone on the line that has or knows of resources in your local area that could be applicable to and benefits.gov than we encourage you to reach out to us and. Were looking for more content to post the website to continue to be the most helpful resource for finding government and if it's.

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The latest compass I see is January. It is supposed to be out quarterly. When does the new one come out?. That's a great question. Right now the area that we are updating the most frequently within the newsroom is the monthly news article. We are currently refreshing the design of the compass page so that it will be a monthly distribution as opposed to quarterly. Really to start pushing out more frequent content for benefits.gov and will shift to a monthly distribution instead of quarterly so you a few click to the newsroom from the homepage you should see the more recent articles and some being the coronavirus resource article that [ Inaudible ] mentioned.

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Did I hear no personal information is taking down in the question section? Is any of this information used for any other purpose?

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Great question. We do not store personal information. The benefit finder and information that you enter into the benefit finder questionnaire is not saved at this time. Those resort test those results are confidential to the person taking it. We don't share any types of information that the benefit finder collects. Strictly used to Chuck against the eligibility of programs currently on the site.. Is there any help available for couples needing therapy? And how can we find that on benefits.gov?

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That is a good question. Off the top of my head, I don't know the program that we have on our site specific to helping couples. I know we have, I have to do some digging but I know we have information on some bearing level of social service help for people in the area. I do encourage of course anyone that is looking for specific efforts to go through that questionnaire and a great way to find program information on the site that is applicable to the person taking the questionnaire. Is there a submit benefit function or do we need to find an individual contact information?

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We can sure the email if you would like to reach out to us about adding particular program.

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To the other resource page. I'm happy to share my email.

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Larry clarified with regard to state local benefits and interest in gathering more one. Yes. If you can chat it out it would be good.

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Sure.

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We will give a couple more seconds for any last lingering questions. We also go ahead and put up the satisfaction survey in the chat box. If you would not mind filling that out it helps us with program at GPO to know what type of webinars you want and thoughts about this webinar or if there's anything more you want to know about benefits.gov. With no more questions. I want to thank Ellery, Gibby and Rachel for presenting on benefits.gov. Especially on COVID-19 . I know it's helpful for people to use with committees of the country so thank you so much.

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Thank you.

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We appreciate you taking the time to listen in and we encourage everyone to check out benefits.gov.

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We want everyone who has signed in, thank you. We will see you at the next one. Thank you.

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[ Event Concluded ]