

GovBenefits.gov: Your One-Stop Access To Government Benefits



**Presentation By Denis Gusty
GovBenefits.gov Program Manager**



GovBenefits.gov Overview

Where We Are Now

Where We Are Going



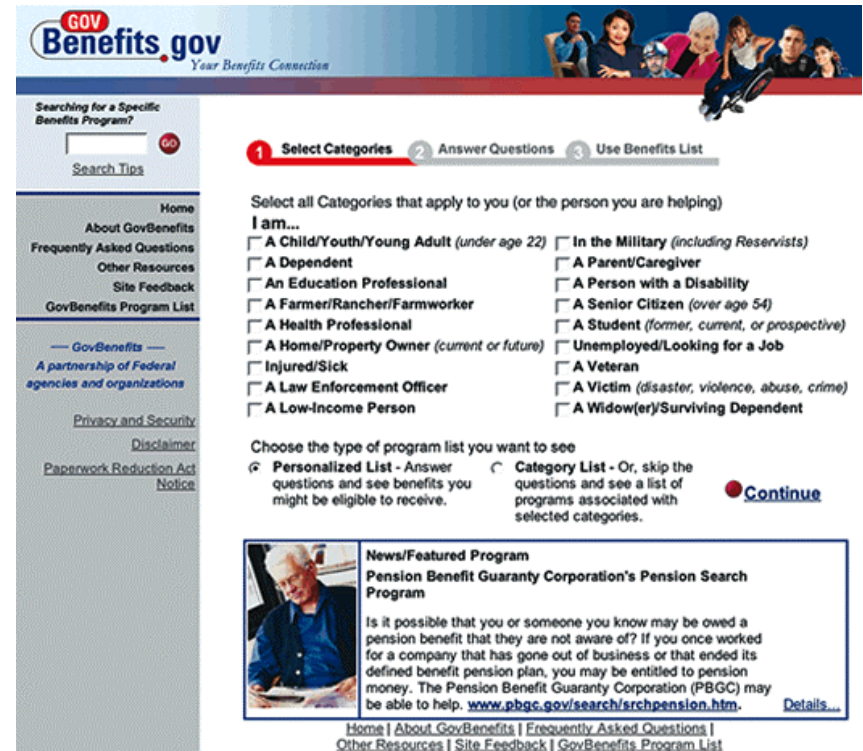
GovBenefits.gov Is A Partnership Of Ten Federal Agencies

- **Established by President Bush's Management Agenda**
 - ❑ Outlined all ten partner agencies with Department of Labor as the managing partner
 - ❑ Designed to improve citizen access to the government
- **Partners commit time and resources**
 - ❑ Links, funding, site improvement and promotion
- **GovBenefits.gov needed to get "buy-in" from federal partners**
 - ❑ Collaboration – new way of doing business in the government
 - ❑ Asked partners to go outside of fulfilling agency mission to serve citizens
 - ❑ Constant communication was required to keep partners involved



GovBenefits.gov Demonstrates A Change In The Way Government Does Business

- GovBenefits.gov improves citizen access to the government by helping them find benefits they may be eligible to receive
- GovBenefits.gov consolidates information previously spread across 31 million web pages into one site
- Agencies work together for the benefit of the citizen
- Provides a single access point for citizens to use in finding government benefits



GOV Benefits.gov
Your Benefits Connection

Searching for a Specific Benefits Program?
[Search Box] [GO]

Search Tips

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About GovBenefits
Frequently Asked Questions
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Site Feedback
GovBenefits Program List

— GovBenefits —
A partnership of Federal agencies and organizations

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1 Select Categories 2 Answer Questions 3 Use Benefits List

Select all Categories that apply to you (or the person you are helping)

I am...


<input type="checkbox"/> A Child/Youth/Young Adult (under age 22)	<input type="checkbox"/> In the Military (including Reservists)
<input type="checkbox"/> A Dependent	<input type="checkbox"/> A Parent/Caregiver
<input type="checkbox"/> An Education Professional	<input type="checkbox"/> A Person with a Disability
<input type="checkbox"/> A Farmer/Rancher/Farmworker	<input type="checkbox"/> A Senior Citizen (over age 54)
<input type="checkbox"/> A Health Professional	<input type="checkbox"/> A Student (former, current, or prospective)
<input type="checkbox"/> A Home/Property Owner (current or future)	<input type="checkbox"/> Unemployed/Looking for a Job
<input type="checkbox"/> Injured/Sick	<input type="checkbox"/> A Veteran
<input type="checkbox"/> A Law Enforcement Officer	<input type="checkbox"/> A Victim (disaster, violence, abuse, crime)
<input type="checkbox"/> A Low-Income Person	<input type="checkbox"/> A Widow(er)/Surviving Dependent

Choose the type of program list you want to see

Personalized List - Answer questions and see benefits you might be eligible to receive.

Category List - Or, skip the questions and see a list of programs associated with selected categories.

[Continue](#)



News/Featured Program
Pension Benefit Guaranty Corporation's Pension Search Program

Is it possible that you or someone you know may be owed a pension benefit that they are not aware of? If you once worked for a company that has gone out of business or that ended its defined benefit pension plan, you may be entitled to pension money. The Pension Benefit Guaranty Corporation (PBGC) may be able to help. www.pbgc.gov/search/srchpension.htm. [Details...](#)

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How Does GovBenefits.gov Work?

- Provides the first point of contact for citizens to use when seeking information and resources for government benefits
 - Three Step Process:
 1. Access the site at www.govbenefits.gov
 2. Select categories that apply to their life situation (e.g., parent/caregiver, unemployed, farmer/rancher, senior citizen)
 3. Answer eligibility screening questions based on those categories
- = Receive a list of benefit programs you may be eligible to receive, and details on how to apply



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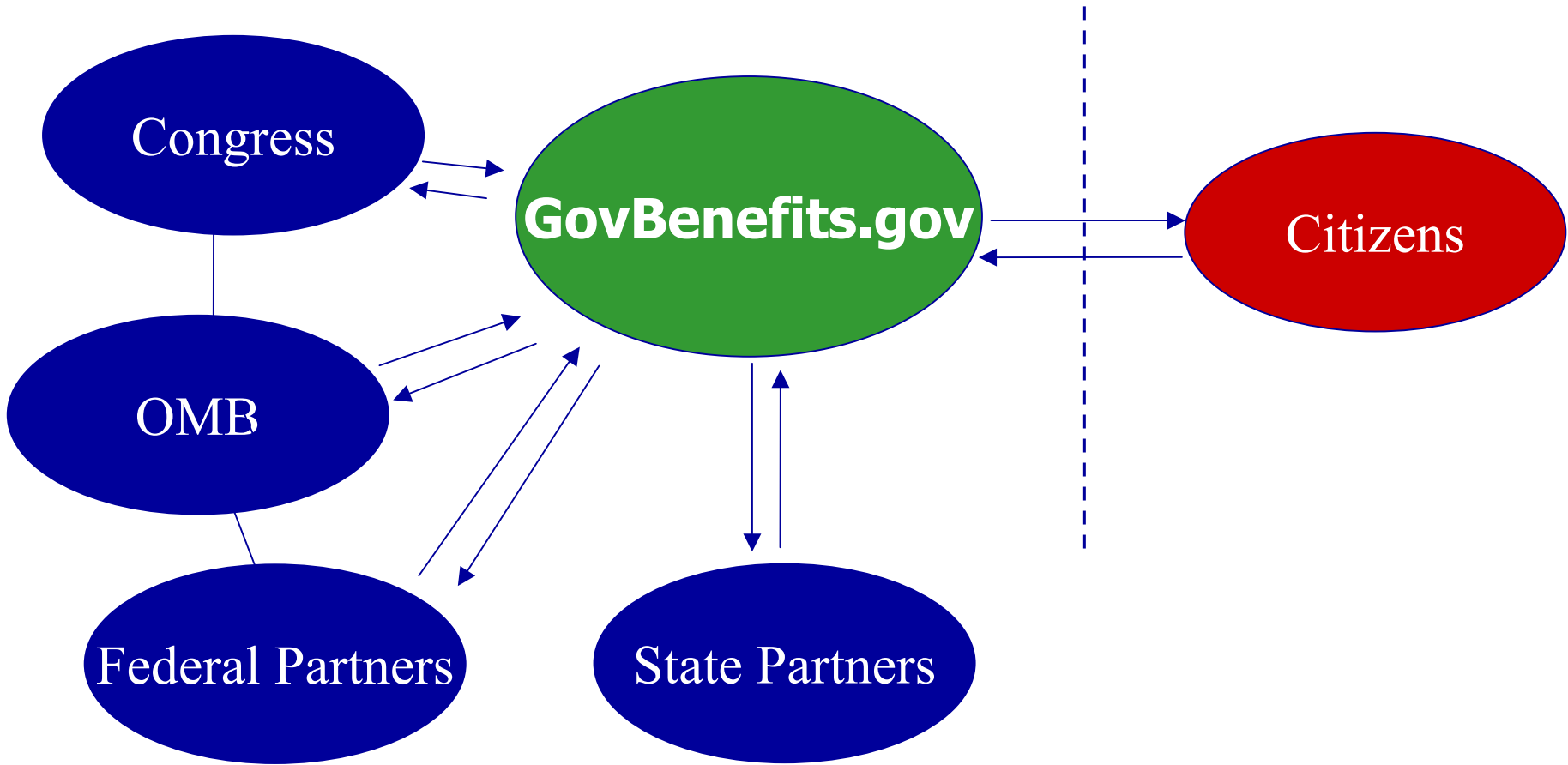


GovBenefits.gov Pulse Check

- **All citizen-focused federal benefits programs are available on the site**
- **Citizens will find State-specific benefits on the site in the near future**
- **Outreach to grassroots organizations has increased the scope of the Website**
- **GovBenefits.gov has received over 4 million site visits**



GovBenefits.gov Is A Partnership With Many Stakeholders



GovBenefits.gov Is Breaking Down The Barriers Of Bureaucracy For Citizens

- No single project has the power to eliminate government stovepipes
- GovBenefits.gov has made these stovepipes invisible to citizens by consolidating information from several agencies into a single location for citizens to use
- GovBenefits.gov has found ways to work around traditional government barriers to collaborate with the 10 partner agencies involved in the project



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GovBenefits.gov Strives To Make It Easier For Citizens To Find Benefits

- Adding state benefit programs
- Revising the technology foundation to align with the Federal Enterprise Architecture (FEA) reference models
 - ❑ Implementing reusable COTS/GOTS components
- Providing an online application for benefits



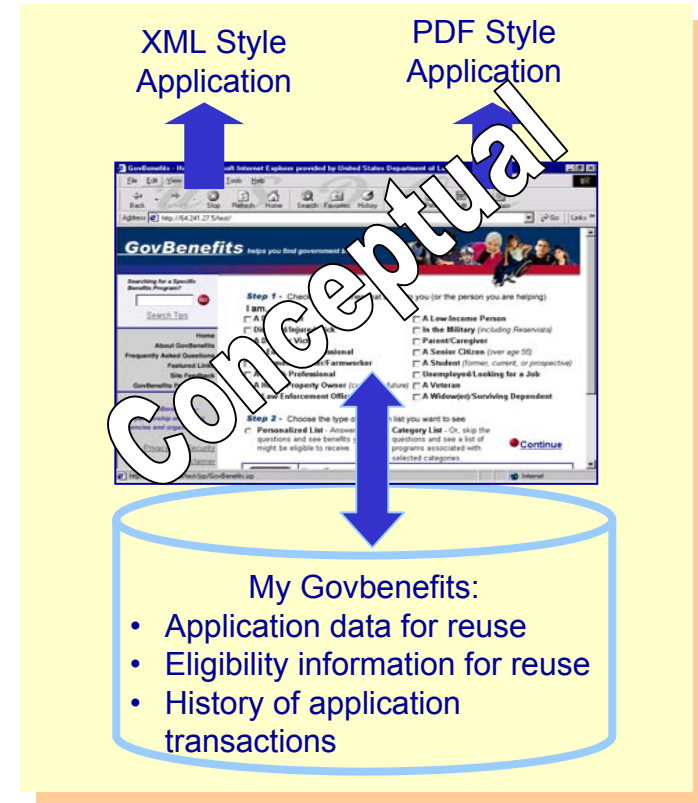
We Continue To Develop New Partnerships

- **Working with existing federal partners to**
 - ❑ Identify new ways to bring GovBenefits.gov to their constituents
 - ❑ Continue to improve the quality of site content
- **Forging new partnerships with state governments to extend our benefit program inventory**
- **Driving grassroots outreach into the state and local levels to increase citizen awareness**



We Are Working To Implement On Line Benefit Applications

- Developing the strategy with State and Federal partners
- Defining the application information requirements through joint State-Federal working groups
- Collecting lessons learned from successful State on line application activities



We Continue To Measure For Success

Citizen Satisfaction

Measure the extent to which we help citizens identify government benefits they may be eligible to receive

- Site Feedback Page collects direct feedback from citizens
- Web statistics report on levels of usage and technology performance
- Number of Federal and State benefit programs available on the site

Business Results

Measure the extent to which we execute according to plan and remain compliant with relevant mandates

- OMB Quarterly dashboard monitors cost, schedule and impact
- Section 508 of Rehabilitation Act assessments report accessibility
- Privacy Impact Assessment report compliance
- Security evaluations report compliance

Partner Satisfaction

Measure the extent to which partners perceive a value to the agency

- Quarterly survey collects partner perceptions
- Monthly meetings collect issues and concerns
- The number of links from GovBenefits.gov to partner agency sites



For More Information



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