

## Timely Delivery of Social Service Benefits

A poll of state, county, and local government officials on monitoring for relevant beneficiary life changes that may affect benefit eligibility.

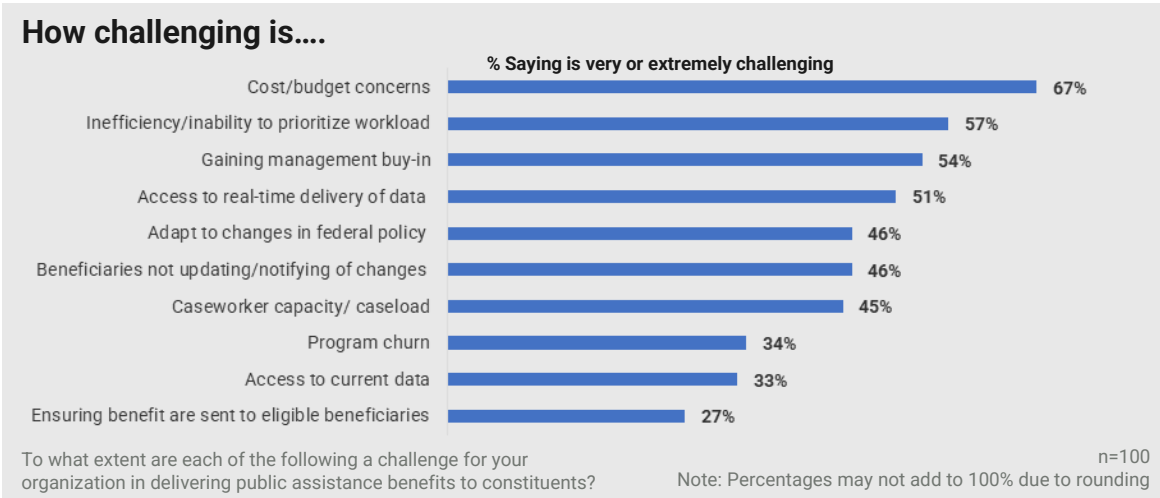
### Current Environment

As the country exits pandemic driven public health regulations, are social service agencies prepared to track, update, and deliver benefits to their constituents? Between January and February 2023, Government Business Council (GBC) polled a random sample of state, county, and local government employees to answer this question and more. In this poll, GBC surveyed 100 state, county, and local government employees, after screening for involvement with social service benefits administration and policy.

### Challenges to Providing Public Assistance Services

As in most government programs cost/budget concerns is a major challenge. More than half also find gaining management buy-in and access to real-time delivery of data for benefit determinations challenging.

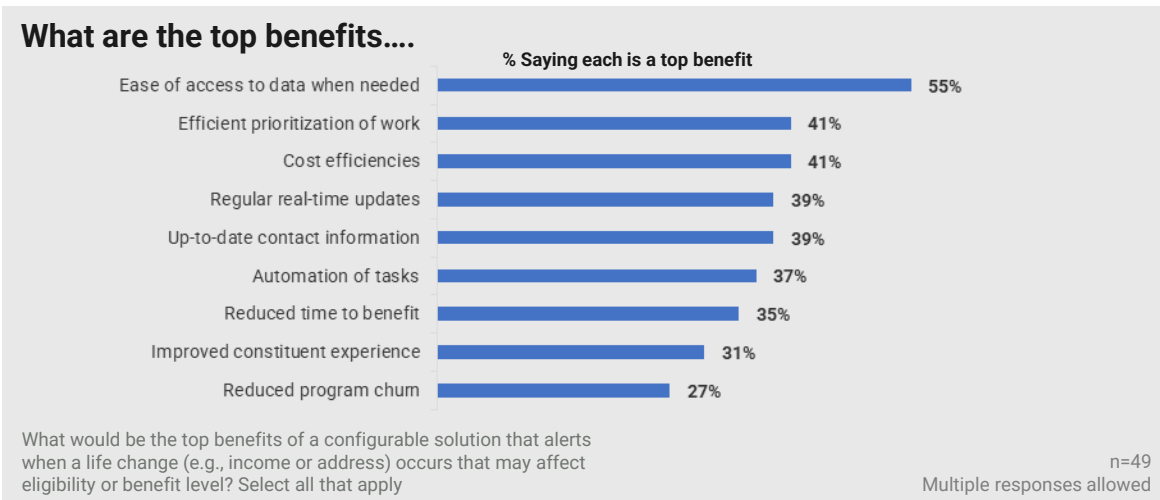
**6 in 10** respondents cited **inefficiency/inability to prioritize workload** as a challenge



### Benefits to Monitoring for Life Changes

**More than half** rated **ease of access to data when needed** as a top benefit

**4 in 10** said **efficiency, up-to-date information** are top benefits

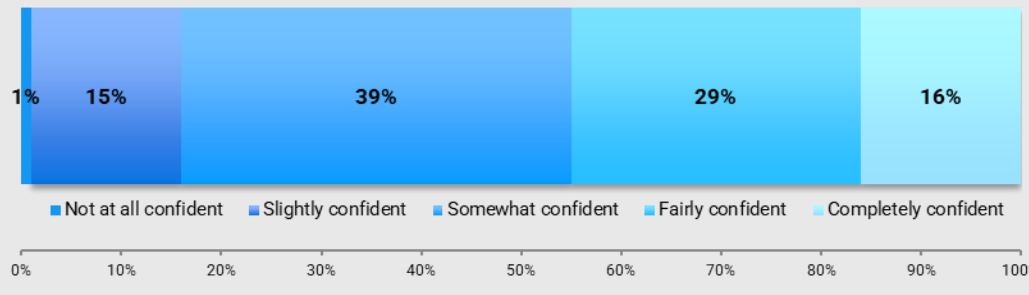


## Confidence in Managing Change

### Fewer than half

of respondents are confident in their organization's ability to manage regulations and waivers changes

How confident are you in your organizations ability to manage the change in regulations and waivers following the end of the federal public health emergency extensions?



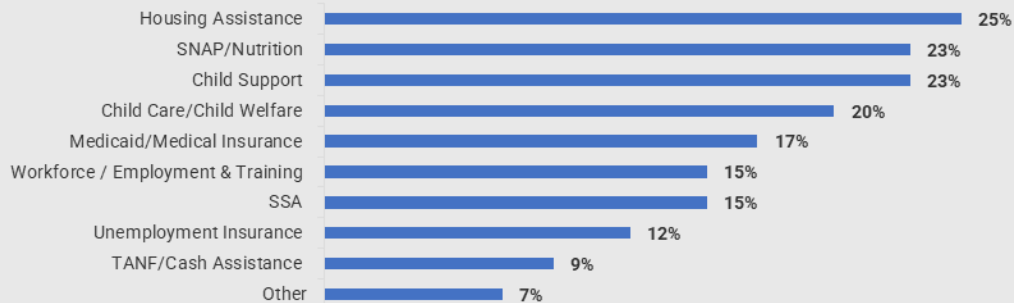
## The Equifax Perspective

Social service agencies perform a critical function in administering benefit programs to our nation's most vulnerable populations. However, beneficiaries are burdened with the requirement to self-report life changes affecting eligibility from income, employment, or address changes as well as incarceration status updates. Without real time insights into these changes, agencies are challenged to efficiently process initial determinations, periodic recertifications, and renewals to deliver timely benefits to eligible applicants. This challenge can lead to reduced program efficiency, fewer 'right-sized' benefits, and greater churn as recipients fall off programs only to have to re-apply for assistance. When promoting continuity of benefits, Equifax recommends using program and policy-specific alerts on beneficiaries' life changes to support timely decision-making across the benefit lifecycle. [Learn How Monitoring for Life Changes Can Help Government Agencies Deliver Benefits More Effectively.](#)

## Respondent Information

One quarter work in three prime areas: housing assistance, SNAP/ Nutrition and child support

### Social service areas represented



n=100  
Multiple responses allowed

### Methodology

GBC deployed a 4-question poll to a random sample of government employees. The poll was fielded in January and February 2023.

### About Government Business Council

As GovExec's research division, Government Business Council (GBC) is dedicated to advancing the business of government through analysis, insight, and analytical independence. An extension of Government Executive's 50 years of exemplary editorial standards and commitment to the highest ethical values, GBC studies influential decision makers from across government to produce intelligence-based research and analysis.

### About Equifax Government Solutions

Equifax assists social service agencies in performing real-time verifications for eligibility, renewal and recertification with comprehensive data solutions. Whether an agency needs to process individual queries, submit larger 'batch' searches, or monitor for relevant life changes, Equifax offers various datasets such as income and employment, address, deceased status, incarceration tip-and-lead data, and more. For more information visit our [web page](#).