# Transform the experience and efficiency of government benefit programs

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Applying for benefits are among the most tangible interactions people have with their government. For many of individuals and their families, finding and applying for the right public assistance programs can be challenging, which in turn prevents them from getting the support they need in a timely fashion.

This is why Salesforce introduced Public Sector Solutions Benefit Management. It's designed to help governments connect eligible individuals to the right social safety net programs faster by increasing access to essential public assistance program information and reducing administrative burden on both case workers and the constituents they serve.
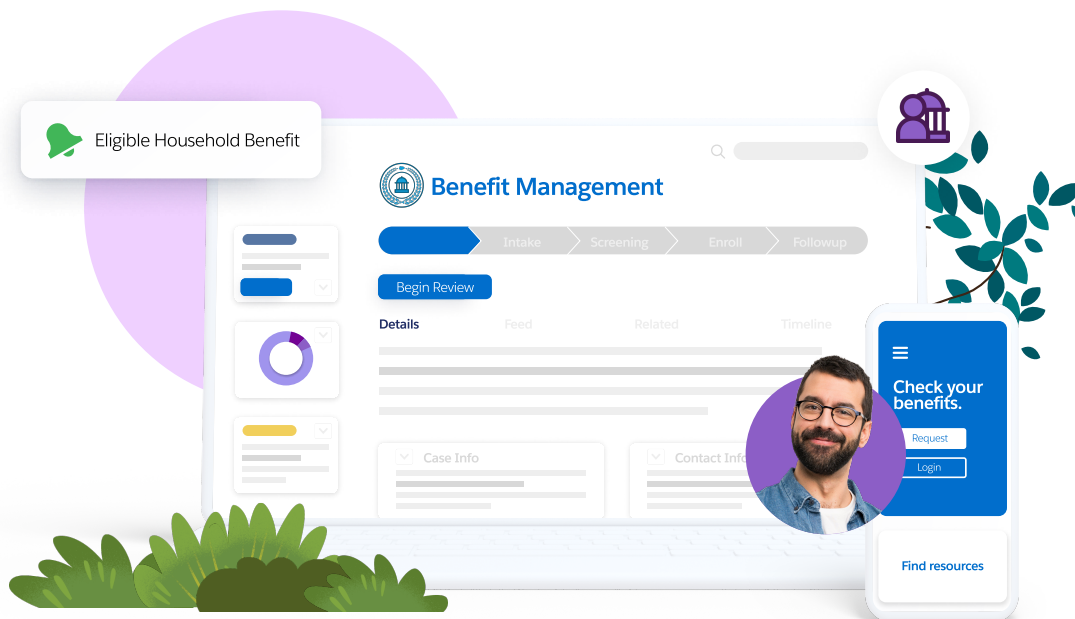
Focus on people, not processing paper.

Simplify benefit search, enrollment, and notification
Improve the applicant experience with guided pre-screening and application processes

Automate eligibility determination and benefit disbursement
Eliminate manual processing errors with rules-based logic and guided workflows

Boost case worker productivity with data
Minimize administrative burden with digital-first case management

Serve the people faster with AI and insights
Help case workers prioritize work and understand program performance

Features and Benefits

Accelerate time to value
Launch benefit programs quickly with best practice data models and site templates for government.

Serve individuals on their preferred channel
Allow individuals to update information from anywhere – eliminating the need for office visits.

Scale impact with self service capabilities
Share public benefit program details and eligibility requirements via searchable articles.

Recommend relevant government benefits
Help individuals quickly determine which government programs benefit to apply for with guided prescreening.

Reduce administrative burden
Provide responsive forms so applicants only have to enter data once, reducing duplication.

Help applicants submit the right information the first time
Eliminate back-and-forth with intelligent document checklists and digital uploads.

Share eligibility determination quickly
Explain benefit eligibility and calculation decisions with individuals.

Provide a single view of the participant
Deliver essential insights to case workers, from life events through engagement history.

Surface meaningful relationships
Get a better understanding of individual's situation by tracking family, community, employment, provider relationships and more.

Speed up benefit reviews
Drive caseworker efficiency with prioritized lists, task notifications, and a rules engine to help with accessing eligibility.

Reduce benefit calculation errors
Use best practice rule sets to guide eligibility determination and benefits calculations.

Automate benefit disbursements
Ensure timely distribution of benefit entitlements with scheduling based on benefit policy.

Provide holistic service
Define, manage, and measure multiple benefits, services, and care plans in a single system.

Capture every case detail
Help case workers document interactions and access information faster with digital-first notes and collaboration tools.

Digitize supporting documents
Transform paper into searchable digital records with AI.

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