

# R&D Shortlist FY24-25, draft for consideration

This document provides a high level overview of the solutions/interventions the Public Benefits Studio is evaluating for investment in FY24-25.

	Solution	What it is	Technical considerations	Who owns a version now
1	Income Verification as a Service	A suite of pilot services aimed at simplifying income verification for select programs	USDS effort is immature, pilots are wide ranging in scope <a href="#">18F evaluated this for SNAP in 2022 and recommended not to build.</a>	USDS Facing Financial Shock
2	Multilingual Glossary Tool	A listing of commonly used words in benefits eligibility that is available in multiple languages	Unclear where this would live in publicly accessible space, how federal and state agencies would use it	10x evaluating with usa.gov USDR worked on UI specific glossary with DoL
3	Direct Payment System	A federal payment processing system to move money from federally funded programs more easily to participants	Integrations heavy, unclear how multi-program benefits would work, how it connects to existing banking infrastructure	10x evaluating
4	Document Uploader	A tool that enables digital file sharing between applicants and/or participants and caseworkers.	Multiple implementation options; exists as a shareable component vs full service	Varied. Many programs have built this tool as part of larger digital efforts.
5	Forms as a Service	A ‘quick-start’ for digital eligibility forms	This was a TTS offering that was shut down/never fully launched.	TTS used to have something like this gov.UK has something similar USDR has done user research around this space
6	Digital Locker	A storage and sharing solution to maintain key proof documents.	Data storage is complex and high investment. Also unclear if this would work without a document uploader component	This was an AWS <a href="#">pilot project in Baltimore</a> and MyFile NYC also related to 10x’s “tell us once” project.
7	User research as a Service	Managed and supported access to users for agencies to conduct user research	Could would be a wrapper for existing recruitment tools. Managed service more complex to manage than product component	TTS provides this (kind of) as an internal tool (access and support for usertesting.com) USDA has cited this as a need

Additional investment ideas crowd sourced from others in the field

	What it is	Technical Considerations	Basis of Need	Potential for Studio
<b>Adjunct Income Verifier</b>	A tool that demonstrates an applicant to one program is already participating in another one with shareable or relevant eligibility criteria.	Privacy and data sharing restrictions can make this hard	Major income based programs (Medicaid, SNAP, WIC, etc) have a requirement to check for adjunct income. Methodologies and tools vary widely, and are owned by state agencies. Processes add barrier for applicants and caseworks which slow enrollment.	Sits in the in-between space amongst programs. Can help use inter-agency position to solve shared need
<b>AI supported decision tool</b>	An AI based tool (could be generative or not) to help caseworkers or applicants or both enroll in one or many benefits programs	Regulation around AI in govt use is evolving and varies by agency	Caseworkers may make inconsistent decisions for applications based on varying understandings of program rules.	Unclear that this matches our unique positioning, or expertise. GSA is not an AI leader or practice setter w/n govt
<b>Benefits Management App</b>	A tool that helps participants track and manage their benefits within or across programs	Integrations heavy.	Understanding the scope of benefits within and across programs requires a lot of expertise. Hard to keep abreast of benefits status moment to moment. Many benefits go unused. Exists in SNAP and WIC from industry, but hasn't scaled. Is repeatedly purchased by state agencies.	Studio could help collapse barriers between programs from its position
<b>Digital ID credential</b>	A digital proof of identity acceptable across programs for enrollment	We have Login.gov but as of yet this digital identity credential is not as a proof of identity specifically in benefits eligibility.	Programs require varying proofs of identity to enroll, nearly all are paper or physical credential based, even when digital options exist. This creates a barrier for applicants and slows enrollment. Many other governments (foreign, state, etc) have a digital proof of identity/ digital credential.	Unclear. This seems like a better application for Login to explore later/
<b>User research as a service</b>	Structured support to recruit users and conduct research across govt programs	Less technical product	FNS State agencies have limited to no internal capacity to actually do user research when they want to, and FNS doesn't have the expertise to help them.	10x evaluating this
<b>Managing participant communication</b>	Agencies need help understanding how to comprehensively manage omni-channel communications to participants	Practice offering, not product	Agencies are working on incorporating plain language in specific places, and/or using text messages, but these efforts aren't coordinated and there's a wider need to understanding how to manage all comms to participants to get the most effective outcome	Advice/consulting based vs product orientation, could be an add-on guidance with Notify.gov
<b>Support access</b>	Guidance to state and local governments on who is available to help them with what	Practice tool, not product	Agencies don't know who to turn to for support with innovation; there are a ton of actors in the space that aren't always differentiated, and there's few to no central hubs to coordinate	Unclear
<b>AI supported two-way texting for application support</b>	Text support line for benefits applications support.			

Mobile-friendly site builder	Basically pages.gov for states.			Cloud.gov is looking at turning Pages into a site builder
Gov Shortcode registry	Similar to the .gov registry but for texting shortcodes	Product and service	Agencies are trying to establish credibility when texting. Shortcodes are a secure way to do that which also may give gov more negotiating power with carriers.	An extension of the lessons we are learning from Notify.gov
Reducing manual entry for case workers	PDF to script conversion (this is one idea, I bet there are others in this space)	Product and service likely needed - not sure if code output is useful w/out integration	Improvements in the application and document submission process sometimes lead to an increase in case worker's backlogs of things to process. Many forms and doc uploaders just create PDFs which case workers then have to manually input. I think there are some agencies (like the IRS) that have tools that convert PDF to code that can then be processed or at least reduce the amount of manual input.	This is a pain felt acutely by benefits agencies who have high case worker turn over rates as well as high backlogs.