



empower

AI Policy Agent to Help
Fast Track Benefit Decisions

CURATING RELEVANT POLICY INSIGHT TO MAKE ELIGIBILITY DETERMINATIONS MORE QUICKLY AND ACCURATELY

Shaped by a vast universe of policies, procedures, and clarification documents developed and compiled over years, public assistance programs are complex.

Managing this universe of documents that is constantly changing is just one of the many challenges that human services agencies responsible for delivering public assistance – such as SNAP – have to navigate every day. Staffing constraints, lack of fully trained staff, evolving customer needs, and increased benefit demand only add to this complexity. As new federal requirements go into effect, more frequent determinations will further add to this complicated mix. More than ever, agencies must ensure they are making the most of every minute to move their mission forward and serve those in their moments of need. But, how best can this reality be achieved?

The answer is for agencies to “empower” their teams.

empower is eWorld's AI Policy Agent designed specifically to simplify the process of ensuring compliance requirements are met for each customer served. By compiling an agency's up-to-date policy, procedures and clarification documents needed to make a determination regarding a specific customer's situation, and delivering this snapshot straight to each worker's computer, **empower** significantly reduces the time needed to research and make an eligibility determination. Delivering the relevant policy insights helps overcome the training deficit of new hires, allowing them to become productive workers – serving customers – more quickly.

By curating and compiling all relevant policy insights into a single source, **empower** helps strengthen compliance and drive consistency across an agency.

empower helps you:



Increase
access



Improve
timeliness



Improve
accuracy



Avoid
penalties



*Policy snapshots
designed to help you
deliver brighter days
to those you serve*



Want to empower your team with the insights they need to serve customers when it matters most? Contact us today.

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