Jackson Care Hub

Application Support

BARRIERS TO CARE

THEMES

- Confusing processes
- Lack of client support
- Access to technology

Most agencies have resources to help clients with applications and forms.
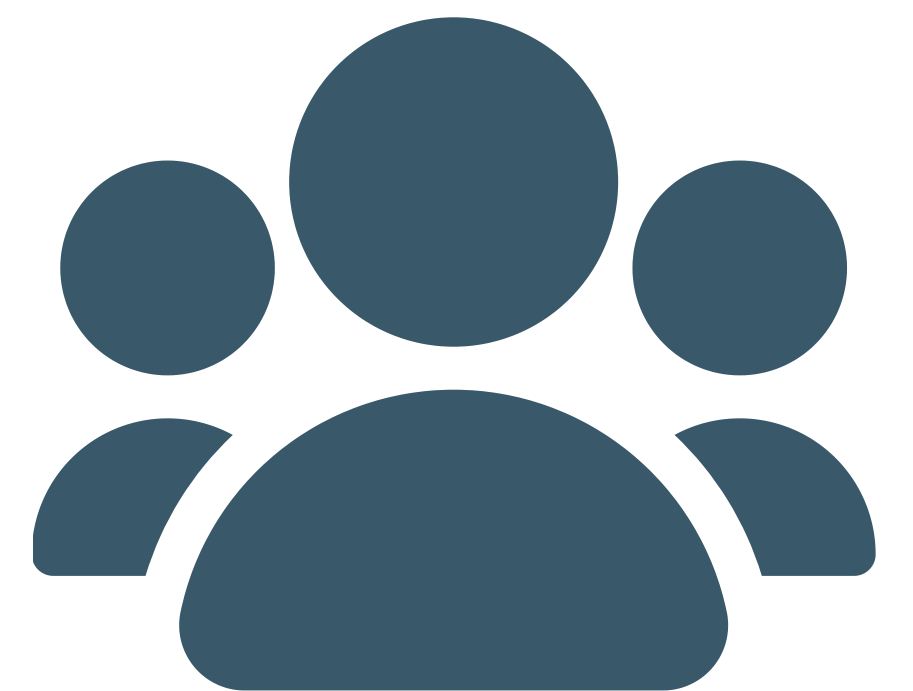
However, the resources are often not enough.

People need more support to be able to access available services.

We asked homeless people about the things that make it difficult for them to get help. They said there often isn't enough support available to help navigate the system to access benefits. People offered ideas about what would help them.

POPULATIONS

- Homeless
- Reentering Citizens
- Low Income Residents

WHAT WOULD HELP

Allocate more resources to supporting clients with all applications and forms.

Remove unnecessary requirements. Ask clients how to meet agency info needs without creating barriers that prevent people from getting services.

Stats & Stories
Application Support

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Meet people where they are at

People are told to apply online but they don't have internet access or experience using technology.

People are asked to physically come to the office but don't have transportation to get there.

People show up needing support but are told to wait for a call-back despite not having a phone or stable contact info

13% of households in the city of Jackson do not have internet.