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Customer Success

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Supportive Services Solution

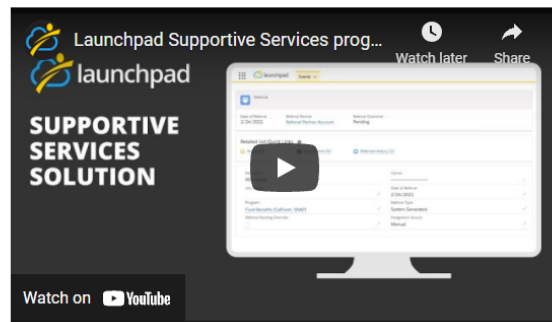
Provide recipients with the **supportive services** they need during these difficult times.

With Launchpad's Supportive Services Solution, you can match benefits recipients and program participants with essential supportive services such as food assistance (SNAP), cash aid (TANF), housing and child care, and make referrals to service providers.

Request a Demo

demand for **supportive services**.

As a result of the most recent economic crisis, tens of millions of people have had to file for unemployment and other financial assistance programs. Although unemployment benefits help constituents in the short term, they may need additional supportive services, including food assistance, cash aid, housing, and child care, as part of more ongoing aid. Unfortunately, the current processes for matching recipients with these supportive services is a very manual and paper-driven.



technology driven approach.

Kayla Espinoza
Unemployment Recipient



Supplemental Nutrition Assistance Program



Temporary Assistance for Needy Families



Department of Housing & Urban Development



With the Launchpad Supportive Services Solution, States can help individuals and families get the services they need faster, moving them to financial stability more quickly. Recipients are automatically matched with available and eligible supportive services programs in their area, including food assistance, cash aid, housing, and child care.

Recipients can view available supportive services on their mobile devices and request to apply for those programs.

key features.

The Launchpad Supportive Services Solution can:

- Connect with existing benefits and UI systems
- Match recipients to supportive services including SNAP & TANF
- Provide mobile access for recipients to view and submit requests for services
- Automate the creation of a referral record, and send to service providers
- Provide a 360° case record with real-time status of referrals
- Provide the agency with real time analytics on demand for supportive services

unemployment insurance & benefits system integrations

Launchpad can integrate with your state's existing unemployment insurance or benefits systems leveraging APIs, and pull in recipient information, to match with available supportive services. A recipient participant record would be created, and using that data, our program and services engine would match with available supportive services.

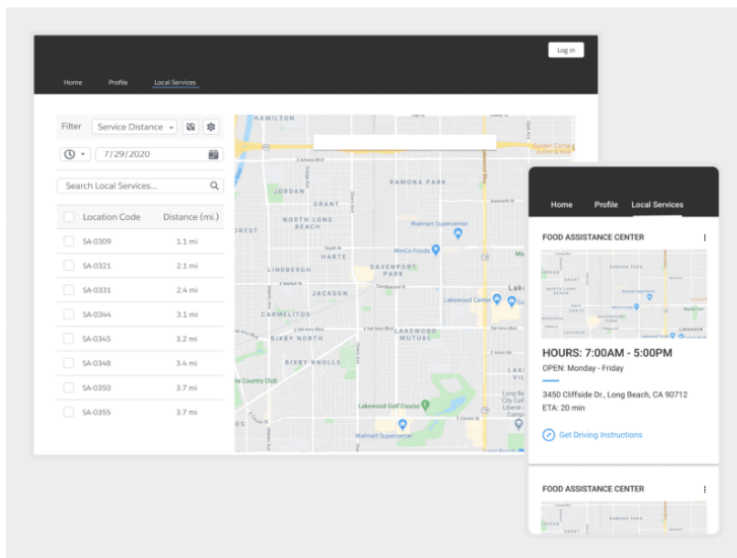
programs & supportive services.

The Launchpad Supportive Services Solution is a flexible, and extendable platform, that can match recipients with multiple federal, state and local programs.

- *Federal & State Programs* - Recipients can be matched with common programs such as food assistance (SNAP), cash aid (TANF), housing and homeless (HUD), and child care programs.
- *Local programs* - In addition to common federal and state programs, Launchpad can match recipients with local supportive services, extending the availability and variety of services recipients can take advantage of.

Geographic Mapping

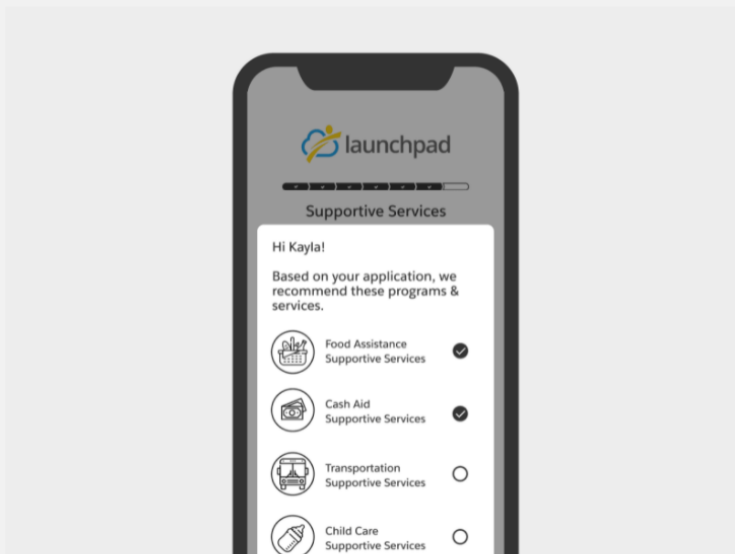
Leveraging Launchpad's built-in mapping technology, recipients can be matched to supportive services in their local geographic area, minimizing travel time to access services.



Self Service & Mobile Access

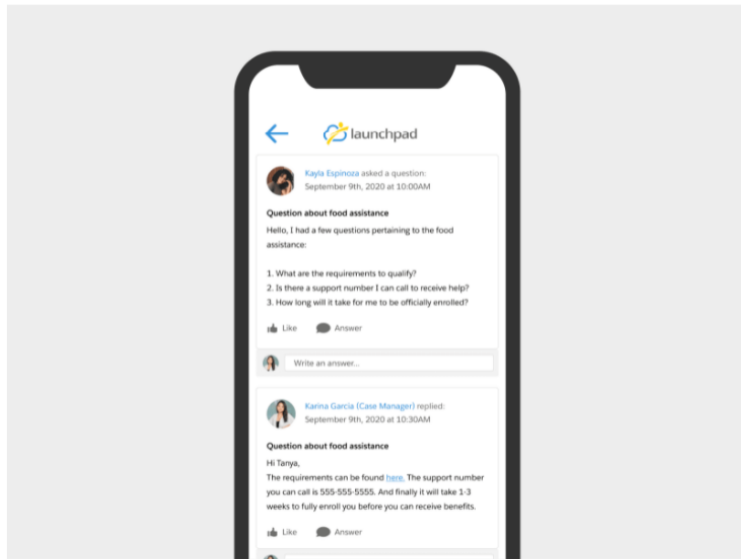
Launchpad provides mobile access from any mobile-enabled device, so recipients can receive an email or text message directing them to the mobile site, log in to their account, and view supportive services they're eligible for.

Recipients can either select services which will generate a referral record or be provided with contact information for the service providers. Recipients can also communicate directly with service providers using a messaging system built into the application.



Automated Referrals

As recipients are matched to supportive services, referral records are created and automatically sent out to service providers. Service providers can receive these referrals via email, as well as notifications in the service provider portal.

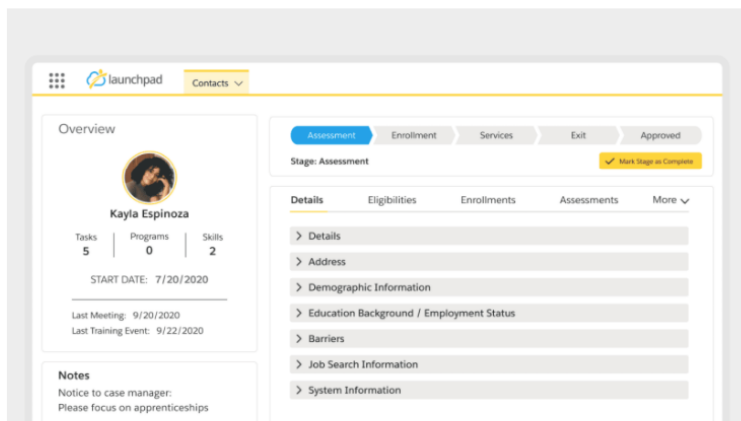


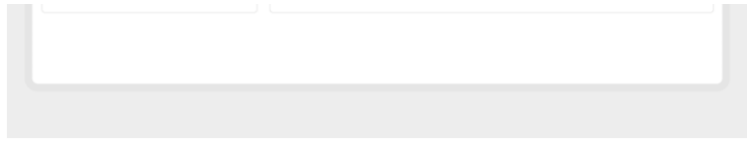
Get Real-time Data Analytics & Reporting

With Launchpad's built-in data analytics platform, agencies can gather a wide range of data on supportive services and referrals to understand their states' needs better. For example, agencies can see how many people have been referred to supportive services over a specified period, which supportive services are in greatest demand, and overlay data on a map to see which regions see the greatest needs.

360° Case Record

In addition to matching recipients with supportive services and making referrals, caseworkers can view a 360-degree view of the recipient's profile, including eligible supportive services, referrals, and case notes.





Are you ready to Launch? Request a demo today.

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