Google Cloud

Supporting Social Safety Net Organizations in light of COVID-19

The socio-economic impacts of COVID-19 are quickly emerging - more than 38.5 million Americans have already applied for unemployment benefits. As the need continues to grow, social services agencies are priming for an unprecedented number of citizens to apply for food, cash, medical and other critical public assistance programs. Google Cloud and our ecosystem of partners are focused on delivering a set of modular solutions that can help state and local governments address their most pressing needs while they work to support citizens impacted by COVID-19.

Manage Website & Call Center Volume

Virtual Waiting Room

Our fast, reliable content delivery network is helping government agencies ensure websites don't crash. We can help agencies create virtual waiting rooms that regulate traffic to critical websites, inform citizens of wait times and provide much-needed information. It can be used to seamlessly redirect groups of new or hard-to-serve applicants to a new or temporary business process--improving services and reducing traffic.

Rapid Response Support

Increase your agency's capacity to address the influx of questions related to your program and COVID-19. Using a rapid response virtual agent, you can quickly disseminate quality information to your constituents with multi-channel support (voice, chat, and social). Virtual agents can be deployed on both web portals and call centers. Using Contact Center AI, provide chat and voice support in 23 languages to address the influx of questions. Give customers the information they need and alleviate pressure on your contact center. Learn more.

Automate Paper Processing

Significantly reduce the staff time needed to process paper applications and verification documents. Using artificial intelligence and machine learning we can automate the scanning, extraction of data, matching and indexing of paper applications and documents--enabling you to assign limited staff resources to more critical activities.
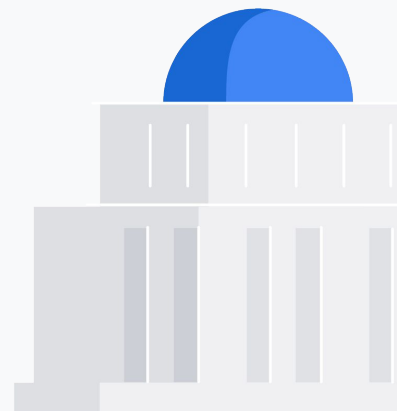
Respond to Evolving Requirements

Alternate Data Collection

Increase your agency's agility to serve newly eligible populations and distribute COVID related benefits by rapidly deploying alternate data collection. Using Google products, we can quickly and seamlessly implement on-line data collection, then route to a new or existing eligibility process. This reduces traffic to your existing portals and call centers and eliminates the need for costly and complex changes to existing systems for short-term rule/benefit changes.

Micro Application

Quickly address emerging needs through micro application development. Small, discrete applications that address needs such as:

- Eligibility for Pandemic Unemployment Assistance
- Matching licensed child care providers to essential workers eligible for subsidized or emergency child care
- Alerting child welfare agencies when foster/kinship and other out-of-home care providers test positive for COVID-19 or are in quarantine.
- Evolving community needs and legislative stimulus efforts.

These applications can be developed, implemented and integrated quickly to serve citizens and reduce the burden on existing state and local systems.

Virtual Engagement

Remote Work Solutions

Google Meet offers video conferencing, chat, email, and shared documents, allowing your team to efficiently work together remotely and in real-time. Share and collaborate with external partners—anytime, anywhere, and across a broad range of devices. Caseworkers can conduct virtual visits with children and families. Access remote working resources.

Rapid Deployment

Serverless & Secure Solutions

Google enables existing state and local systems to adapt and serve citizens quickly and effectively. Our serverless modules can be implemented within one to three weeks, with no onsite infrastructure, and can scale to petabytes of data to meet demand. Data is encrypted by default.

Explore how Google Cloud is helping the public sector during COVID-19 through our our blog