



FAQs

JobsNOW! Digital Screening Tool: Stakeholder Frequently Asked Questions (FAQs)

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April 2026

These FAQs were developed by Aspen Policy Academy leaders while participating in the 2026 Tech Executive Leadership Initiative (TELI). The City and County of San Francisco (CCSF) could share these FAQs with staff to help them understand the JobsNOW! Digital Screening Tool, should it be adopted. The full project, including a policy brief explaining the leaders' core recommendations, is [available here](#). Please note that all authors' opinions published here are their own. This publication does not reflect the views of the Aspen Policy Academy or the Aspen Institute.

Why are we proposing a digital screening tool for the JobsNOW! intake process?

The current JobsNOW! intake system will be unable to scale with the expected increase in demand. Recent federal legislation (One Big Beautiful Bill Act, also known as H.R. 1) introduced new 80-hour monthly work requirements for many Medi-Cal recipients ages 19 to 64. In San Francisco, an estimated 40,000 to 50,500 residents could lose coverage as a result of the new requirements. CCSF expects an increase in the number of residents seeking employment to meet the new requirements. We propose a set of changes to help manage that increase.

Will these changes address the entirety of the increased need?

No. With a fixed level of staffing and a short timeline (the H.R. 1 requirements take effect on January 1, 2027), the JobsNOW! program will likely be unable to support all new clients. Without action, the program will see large and unmanageable backlogs, and many potential clients will be unable to access services. The goal of the screening tool is to enable access for as many affected residents as possible given time and budget constraints. Additionally, the changes are designed to allow the system to handle overload

gradually, so that simple cases can proceed as self-service and the limited staff capacity can be allocated to those with the highest need first.

Will CCSF reduce in-person services?

No. The digital intake system is intended to supplement, not replace, in-person support. Residents who prefer in-person assistance, or who require additional support due to language barriers, disability, or complex exemption review, will continue to have access to staff and community-based assistance. The system will allow staff to prioritize high-need residents while enabling job-ready individuals to move efficiently through the process.

How will the new digital screening tool work?

Residents who are requesting job support will complete a digital screening tool (accessible online by mobile phone or computer, in San Francisco's primary languages). Based on their responses, the system will:

- Identify potential exemptions.
- Route job-ready residents to self-service intake and onboarding.
- Direct high-need residents to case managers.
- Provide immediate next steps and compliance guidance.

This tiered approach is intended to reduce bottlenecks and ensure that limited staff capacity is focused where it is most needed.

Will this system increase the administrative burden on residents?

The goal is the opposite. The system is designed to:

- Make it easier for residents to access the JobsNOW! program.
- Reduce repetitive paperwork.
- Provide real-time status updates.
- Offer clear explanations of qualifying work or volunteer activities.

By automating routine steps, residents will receive faster guidance and experience fewer delays.

How will the program protect residents with limited English proficiency?

The intake tool will be accessible in the program's primary languages. In addition:

- Trusted community-based organizations will be empowered to assist residents using the system.
- Residents may complete intake in person with support.
- Equitable access is a core design requirement.

What role can community organizations play?

Because the tiered intake and triage system can be accessed digitally by mobile phone or computer, residents can complete the intake and triage system with trusted peers, case managers, or other supporters. Community organizations are essential partners.

In the future, CCSF anticipates:

- Training the staff of partnering community-based organizations to assist residents with intake.
- Allowing enrollment support in familiar community settings.
- Incorporating feedback during the pilot phase.
- Potentially developing peer navigator roles.

The system is intended to expand capacity, not centralize control.

Is resident data protected?

The system will leverage existing CCSF-approved technical infrastructure and adhere to all relevant privacy and data security standards.

Data protection and confidentiality are non-negotiable requirements.

How will the program be set up for success?

Piloting the program with a select group of residents will mitigate risk and allow staff and clients to provide feedback before the full rollout. The program will track key success metrics, such as enrollment completion rates and client experience for both virtual and in-person intake processes, to inform the larger roll-out. The tiered intake system may also utilize existing CCSF technical systems as an initial prototype before investing in additional platforms that may have more customizations, such as automation tools, ability to add additional languages, option to escalate to support in the flow itself, and more situational help-text.

What is the high-level implementation plan?

1

Design and pilot a “minimum viable product” system with a select set of residents.

2

Soft-launch the minimum viable product.

3

Refine the tool before full-scale implementation.

4

Carry out Version 1 full launch.

5

Carry out Version 2 with additional features.

Photo by Clément Proust

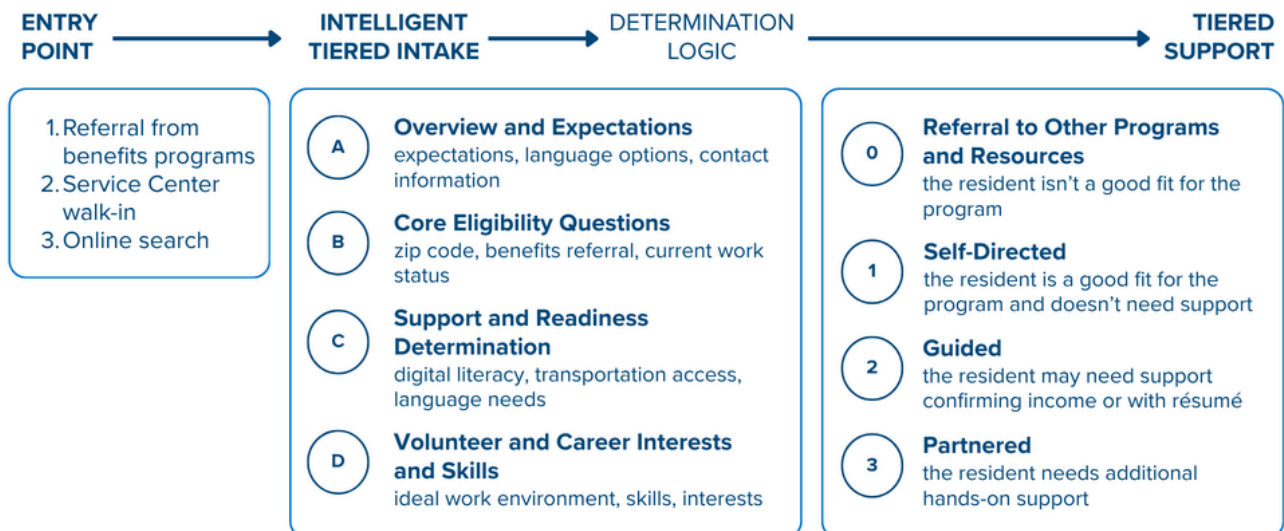


What is the suggested user flow for the solution?

The screener is organized into two main sections. The first section covers eligibility, determining whether a resident meets basic program criteria such as service area and income thresholds. These questions will need to be refined to reflect the program's specific policy requirements. The second section covers barriers and readiness, assessing employment, digital, and communication barriers to determine the appropriate level of JobsNOW! support for the resident's onboarding to the program.

Based on responses to these sections, residents will be assigned to one of four tiers of onboarding and intake support:

- **Tier 0 – Screen out:** Residents do not meet the JobsNOW! eligibility criteria and are redirected to other resources such as CalJOBS, America's Job Center, BenefitsCal.
- **Tier 1 – Self-directed:** Residents are eligible with no significant barriers and proceed independently with account creation, document upload, and virtual onboarding.
- **Tier 2 – Guided:** Residents are eligible with some barriers (e.g., low income, no transportation, dependent care) and receive self-directed access plus a scheduled staff check-in.
- **Tier 3 – Partnered:** Residents face significant barriers (e.g., housing instability, legal history, limited work experience, digital access challenges) and are connected directly with a caseworker for one-on-one support throughout the remaining intake and onboarding steps. You can view more details on the logic flow and prototype below.



What are the tiers of support and how might this solution affect staff capacity?

Digital intake and tiering: 3 pathways to jobs and volunteer opportunities to meet work requirements.

	Self-directed	Guided	Partnered
Tier	1	2	3
Who they are	<ul style="list-style-type: none"> No major barriers Can navigate JobsNOW! services independently 	<ul style="list-style-type: none"> Some barriers Has positive signals Would benefit from check-ins 	<ul style="list-style-type: none"> Significant barriers Needs a caseworker working alongside them
What triggers it	<ul style="list-style-type: none"> Default self-service No barrier flags raised during screening 	<ul style="list-style-type: none"> Extremely low income No transportation No tech access Dependent care responsibilities Unclear on benefits impact 	<ul style="list-style-type: none"> Housing instability, legal barriers, or not working No recent work history Not feeling ready
What they get	<ul style="list-style-type: none"> Virtual orientation JobsNOW! portal access Customer service line 	<ul style="list-style-type: none"> Self-directed offerings Scheduled staff check-ins Barrier-specific support 	<ul style="list-style-type: none"> Intake session with caseworker One-on-one coaching Ongoing guidance sessions Regular check-ins until stable
Staff time	~0 hrs	~0.5 hrs	~2 hrs
Est. share	~40% of clients	~30% of clients	~20% of clients

We estimate that approximately 10% of applicants will be redirected to other resources before entering the system (e.g., outside service area, over income limit, not enrolled in applicable benefits program).

If you'd like to learn more, see the full project, including a policy brief explaining the leaders' core recommendations, at aspempolicyacademy.org/project/sf-digital-screening-tool-2026.



About the Tech Executive Leadership Initiative (TELI)

This project was completed as part of TELI, a partnership between the Aspen Institute's Policy Academy and the Tech Talent Project. TELI is a multiweek skills-building initiative that prepares experienced technology leaders to engage effectively with public sector challenges. Learn more at aspempolicyacademy.org/teli.