



## Prototype Guide

# JobsNOW! Digital Screening Tool: Logic Flow and Prototype Guide

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*This guide was developed by Aspen Policy Academy leaders while participating in the 2026 Tech Executive Leadership Initiative (TELI). It outlines the process of building a prefilled JobsNOW! intake form to streamline eligibility and support Medi-Cal recipients ahead of 2027 requirements. 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.*

## Purpose

This document walks through the design and logic of the JobsNOW! digital screening tool. It includes logic flows, user interface screens, and details on how residents would be assigned to each of the four tiers.

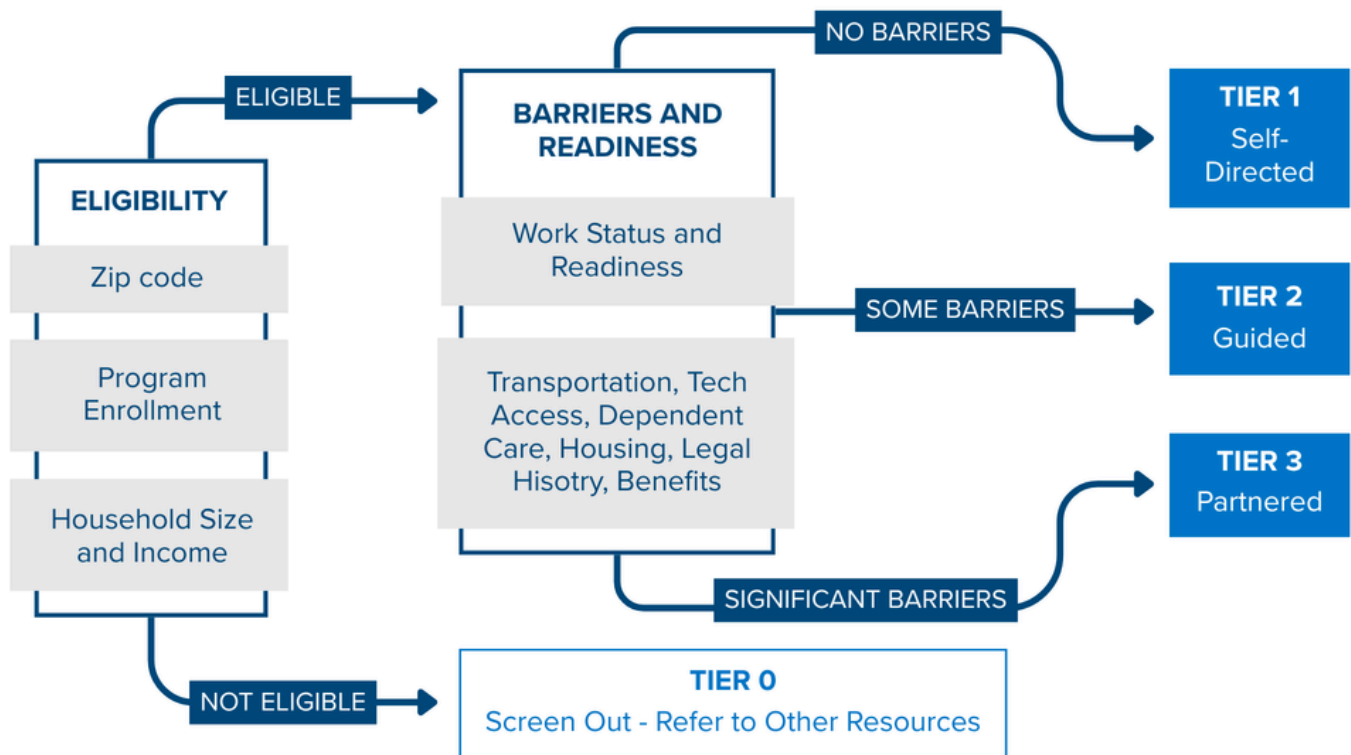
The flows shown here illustrate how the screening tool would function. The questions and logic in any production version of this tool should be validated by CCSF. View the Refinement and Implementation Needs section of this document below for details.

## Tool Overview

The JobsNOW! digital screening tool would route residents to the appropriate level of workforce development support based on their situation, barriers, and readiness. The screener is designed to be completed in 3 to 5 minutes on a mobile phone or computer, in any of San Francisco's primary languages.

The digital screener would collect information in two segments:

- **Eligibility:** Determines basic eligibility and screens out residents who fall outside the service area or income thresholds.
- **Barriers and readiness:** Assesses barriers to employment to determine the level of support that JobsNow! provides for the intake and onboarding steps.



Based on the resident's inputs in each of the eligibility, barriers, and readiness sections, the screener would assign residents to one of four tiers:

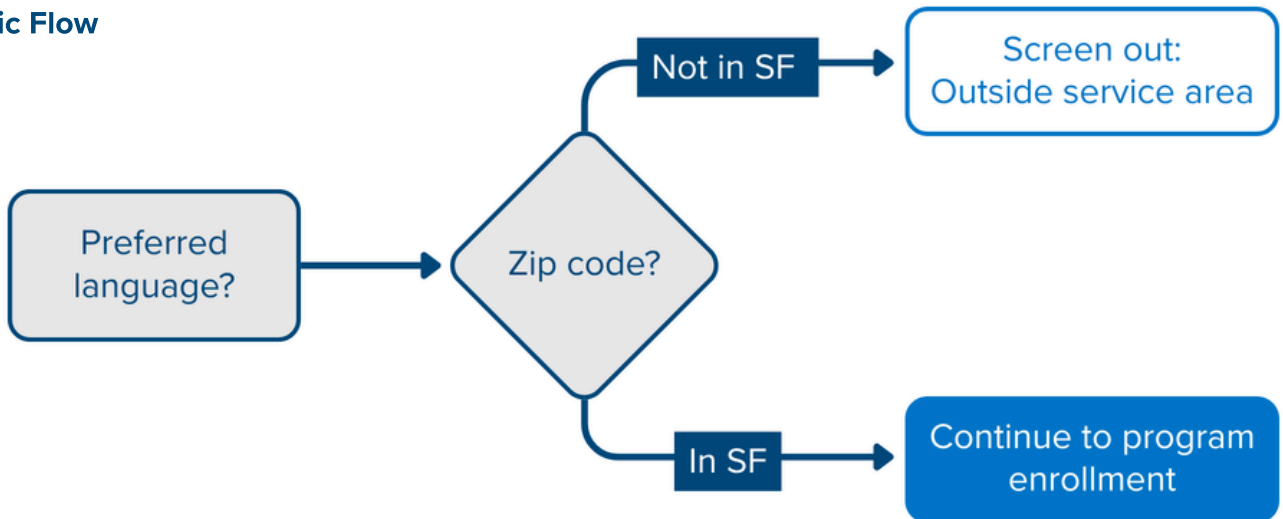
- **Tier 0: Screen out:** The resident is outside the service area, not enrolled in a qualifying program, or above the income threshold. They are redirected to other resources.
- **Tier 1: Self-directed:** The resident is eligible and has no significant access barriers. They proceed independently with virtual onboarding through the JobsNOW! portal.
- **Tier 2: Guided:** The resident is eligible for services and has some barriers (e.g., low income, no transportation, or dependent care responsibilities). They receive some self-directed onboarding plus a scheduled staff check-in.
- **Tier 3: Partnered:** The resident faces significant barriers (e.g., housing instability, legal history, no recent work experience, digital barriers, and not feeling ready). They are connected directly with a caseworker for one-on-one support to navigate the full onboarding process.

## Logic and User Interface

### Tier 0: Screen Out

**Example:** A resident begins the screener but enters a zip code outside San Francisco. The screener determines they are not in the JobsNOW! service area and redirects them to statewide resources (CalJOBS, America's Job Center, BenefitsCal).

## Logic Flow



## Screenshots

**JobsNOW! Intake Screener** </>

### JobsNOW! Intake Screener

This tool helps connect you with the right workforce services in San Francisco.

It takes about **3-5 minutes**. Your answers are not saved or shared. This is just to figure out how we can best help you.

[Get Started](#)

### What is your preferred language?

- English
- Español
- 中文
- Filipino
- Русский
- Tiếng Việt
- Other

[Continue](#)

## What is your zip code?

Zip code



Continue

## This tool is for San Francisco residents.

Based on your zip code, it looks like you may be outside our service area. JobsNOW! serves residents of San Francisco.

### Other resources that may help:

- **CalJOBS** ([caljobs.ca.gov](http://caljobs.ca.gov)) – California’s statewide job matching system
- **America’s Job Center of California** – find your local center at [americasjobcenter.ca.gov](http://americasjobcenter.ca.gov)
- **BenefitsCal** ([benefitscal.com](http://benefitscal.com)) – apply for and manage your benefits online

*This screener is a prototype for the TELI 6.0 course project.*

## Tier 1: Self-Directed

**Example:** A resident completes the screener with no access barriers. They are enrolled in CalFresh, live in San Francisco, and are currently working part-time. They have reliable transportation and tech access, no dependent care needs, stable housing, no legal barriers, and understand how working affects their benefits. The screener routes them to self-service onboarding and resources.

### Logic Flow



### Screenshots

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### Are you currently working?

This includes part-time, gig work, or contract work.

Yes, 40 or more hours per week

Yes, 20 to 39 hours per week

Yes, less than 20 hours per week

No, I am not currently working

Continue

### Do you have reliable transportation?

It could be public transit, a car, or something else.

Yes

No

## You're all set to get started on your own.

Based on your answers, you can move forward with JobsNOW! services.

### Your next steps:

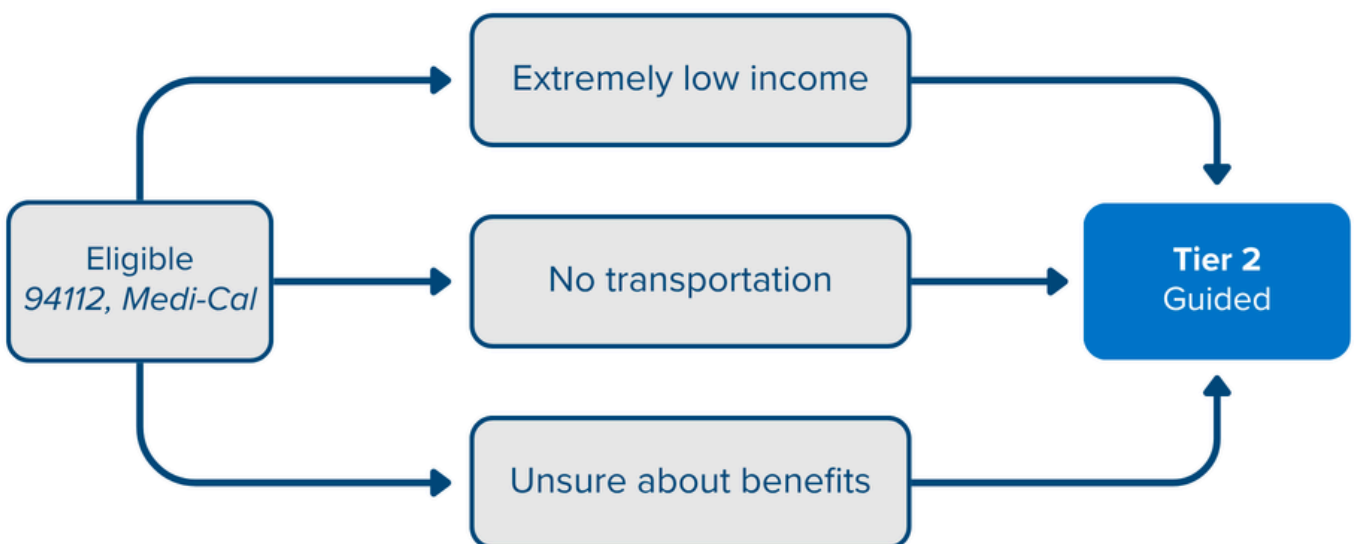
1. **Virtual orientation** – a short online session to learn about available programs and services
2. **JobsNOW! portal** – browse and get matched to job and volunteer opportunities
3. **Customer service** – if you have questions along the way, call (877) 562-1669

*This screener is a prototype for the TELI 6.0 course project. For current information, contact JobsNOW! directly.*

## Tier 2: Guided

**Example:** A resident completes the screener with some barriers that indicate they could benefit from staff follow-up alongside self-service tools. In this example, the resident is enrolled in Medi-Cal, has extremely low income, lacks reliable transportation, and is unsure how working affects their benefits. Based on these factors, they are routed to at least Tier 2. Because the resident has no access barriers that would qualify them for Tier 3, they are routed to Tier 2.

### Logic Flow



## Screenshots

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### Do you have reliable transportation?

It could be public transit, a car, or something else.

Yes

No

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### Do you understand how working may affect your Medi-Cal or SNAP benefits?

Yes, I understand

No, I'm not sure

I'd like to learn more

[Continue](#)

## We'll get you started with some extra support.

Based on your answers, we'd like to set you up with JobsNOW! services **plus a check-in with a staff member** to make sure things are going smoothly.

### Your next steps:

1. **Virtual orientation** – a short online session to learn about available programs and services
2. **JobsNOW! portal** – browse and get matched to job and volunteer opportunities
3. **Scheduled check-in** – a staff member will follow up with you to answer questions and help with any barriers

### Available services include:

- Job matching and placement
- Computer training and digital access support
- Resume and interview help
- Help with transportation, childcare, and other barriers

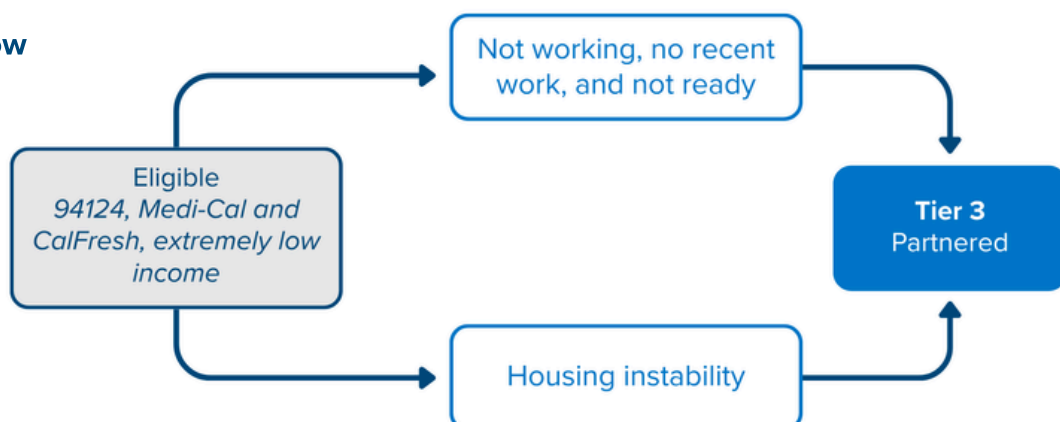
### To get started:

- **Call:** (877) 562-1669
- **Visit:** Any of four SFHSA service center locations

## Tier 3: Partnered

**Example:** A resident's screener responses include significant barriers. This indicates they need direct caseworker support. In this example, the resident is enrolled in Medi-Cal and CalFresh, has extremely low income, is not currently working, has not worked in the past year, is not feeling ready to start work, and is experiencing housing instability. They are directed to the Tier 3 landing page for the highest level of support from JobsNOW! staff.

### Logic Flow



## Screenshots

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Have you worked at all in the past 12 months?

Yes

No

**JobsNOW! Intake Screener** [</>](#)

How do you feel about starting work?

I feel ready to start working

I could use some training or support first

I'm not sure

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In the past year, have you had trouble finding or keeping a place to live?

This includes staying with others temporarily, being at risk of eviction, living in a shelter, or not having a place to stay.

Yes

No

## Let's connect you with someone who can help.

Based on your answers, we'd like to connect you **directly with a caseworker** who can work with you one-on-one.

### What to expect:

1. **Intake session** – a caseworker will review your situation and build a plan with you
2. **Orientation** – a short session to learn about available programs (about 15 minutes)
3. **Guidance sessions** – ongoing support to help you find work, training, or volunteer opportunities (about 45 minutes each)
4. **Regular check-ins** – your caseworker stays with you until you're set up and stable

### Available services include:

- One-on-one career coaching
- Job matching and subsidized placement (up to 6 months)
- Training and education program referrals
- Help with transportation, childcare, housing, and other barriers

### To get started:

- **Call:** (877) 562-1669
- **Visit:** Any of four SFHSA service center locations

A staff member can schedule your intake session.

## Tier Assignment Logic In Screener Questions

Every resident who passes the eligibility checks would start at Tier 1 (self-directed). The screener would then evaluate their answers to the barrier and readiness questions. Each answer that indicates a barrier would raise a flag. Flags can raise the tier but never lower it. This logic is illustrative for the tool and could be changed as needed to support JobsNow! goals.

Two high-level rules govern the tier assignments:

1. A resident does not need multiple barriers to be raised to a higher tier. One Tier 2 flag results in Tier 2. One Tier 3 flag results in Tier 3.
2. The highest tier question determines the outcome. If a resident has both Tier 2 and Tier 3 flags, they are assigned to Tier 3.

## Tier 0: Screen out

Tier 0 is determined before barrier questions are asked. These could be modified to meet the specific eligibility criteria of CCSF and the JobsNOW! program. In this prototype, a resident would be screened out if any of the following are true:

- Zip code is outside San Francisco
- Not enrolled in a qualifying program (Medi-Cal, CalFresh, CalWORKs, Medicare, SSI/SSDI, or other public benefit)
- Household income is above the US Department of Housing and Urban Development (HUD) moderate income limit for their family size

## Tier 1: Self-directed (default)

Tier 1 would be determined if no flags are raised. The resident is eligible and has no barriers that would require staff involvement.

## Tier 2: Guided

Any one of the following would raise a resident to at least Tier 2:

Trigger	Question and Response
Extremely low income	Household income is at or below the HUD extremely low threshold for their family size
No transportation	"Do you have reliable transportation?" - No
No tech access	"Do you have reliable access to any of these?" - None selected
Dependent care	"Does caring for others affect how much you can work?" - Yes
Unsure about how employment would affect their benefits	"Do you understand how working may affect your Medi-Cal or SNAP benefits?" - No or Not sure
Not working, with some positive signal	Not currently working, but worked in the last year OR feels ready to start

## Tier 3: Partnered

Any one of the following would raise a resident to Tier 3:

Trigger	Question and Response
Work readiness (compound)	Not currently working AND has not worked in the past year AND does not feel ready to start. All three conditions must be true. If any of those is positive, this would drop the resident to a Tier 2 flag.
Housing instability	"In the last year, have you had trouble finding or keeping a place to live?" - Yes
Legal barriers	"Is there anything in your legal history that makes it harder to get hired?" - Yes

## Refinement and Implementation Needs

To implement this work, CCSF should consider the following:

1. The specific criteria for eligibility in the JobsNOW! program.
2. The specific criteria that determine whether a resident should be directed to Tier 1, 2, or 3.
3. What program referral, income, or identity documentation is required, if any, in the screener process versus in the later onboarding.
4. The infrastructure for setting up digital and in-person onboarding for Tier 3 and 4 support directly from the JobsNOW! intake screener.
5. The possibility to expand the screener to include job and volunteer preferences.
6. The technical feasibility to eventually connect a resident directly to self-service volunteer and job pairing opportunities.

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](https://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](https://aspempolicyacademy.org/teli).

Photo by Dmitry Kropachev