

## Using MyFriendBen in Relational Community Organizing: Role Play

NC Nonprofits' Conference November 20, 2025

You are a community organizer and you are helping to organize and attend a food giveaway event for Thanksgiving. You are talking to people about the work of your organization and explain you are using MyFriendBen-NC to help families find out about benefit programs and tax credits they might be eligible for.

You complete the screener and offer to follow-up. If they are willing to share their contact information, you can enter it into the Empower app along with the screener results link, so you can follow-up with the community member at a future point to help them apply and further engage them in the work and events of your organization.

**Post application follow-up:** The community member you screened qualified for Medicaid and you helped them apply. You want to follow-up with them in 45 days to see if they got a decision about their application.

**STEP 1:** In the Notes section answer the following:

- Date
- Your name
- Your organization

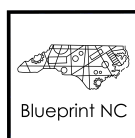
**STEP 2:** Start by answering the initial TWO questions:

1. Question 1 - Your results showed that your household was eligible for **Medicaid**. Did you apply for this program?
  - YES - Proceed to Question 3
  - NO - Proceed to next question
2. Question 2 - Why did you decide not to apply for Medicaid?
  - Did not know how
  - Did not have time
  - It did not seem worth it
  - Applied, proceed to Question 3
  - Other: write reason in Notes section

*NOTE: If they did not apply to Medicaid, the survey is now **complete**. Otherwise, proceed to Questions 3 through 13.*

**STEP 3:** Answer the following questions:

3. How did you apply?
  - (a) Online (if yes, ask if they used EPASS)
  - (b) Over the phone
  - (c) In person at the program office
  - (d) Mailed or used a drop box for a paper application
  - (e) Faxed a paper application
4. How long did it take you to complete and submit your application?
  - (a) 15 minutes or less
  - (b) 15-30 minutes



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- (c) 30-45 minutes
  - (d) 45-60 minutes
  - (e) 60 minutes or more
5. How soon after submitting your application did you receive a decision about your application?
- (a) Within one week
  - (b) 1-2 weeks
  - (c) 2-4 weeks
  - (d) More than 4 weeks
6. What was the outcome of your household's application for Medicaid?
- (a) Everyone was approved
  - (b) Everyone was denied
  - (c) Some people were approved and some people were denied.
7. How many people in the household were approved for Medicaid?
- (a) Everyone was denied
  - (b) Enter the number of people approved in the Notes section (ex. "Question 6: 3 approved")
  - (c) Unsure
8. If APPROVED, how soon after applying did you receive the benefit?
- (a) Was denied
  - (b) 1-2 weeks
  - (c) 2-4 weeks
  - (d) 4-6 weeks
  - (e) Still have not received the benefit
9. How many people in the household were denied?
- (a) Everyone was approved
  - (b) Enter the number of people denied in the Notes section (ex. "Question 9: 2 denied")
  - (c) Unsure
10. Please select the reason or reasons the people in your household were denied for Medicaid?
- (a) Do not understand why you were denied
  - (b) Household income is over the limits for the program
  - (c) Did not have an eligible immigration status
  - (d) Failed to provide requested verification
  - (e) was approved
  - (f) Other. Please explain in the Notes section (ex. "Question 11: filled form out incorrectly")

