

WaTech Washington State Resident Portal Roadmap



Journey Vision Cast: Manuela

October 04, 2024

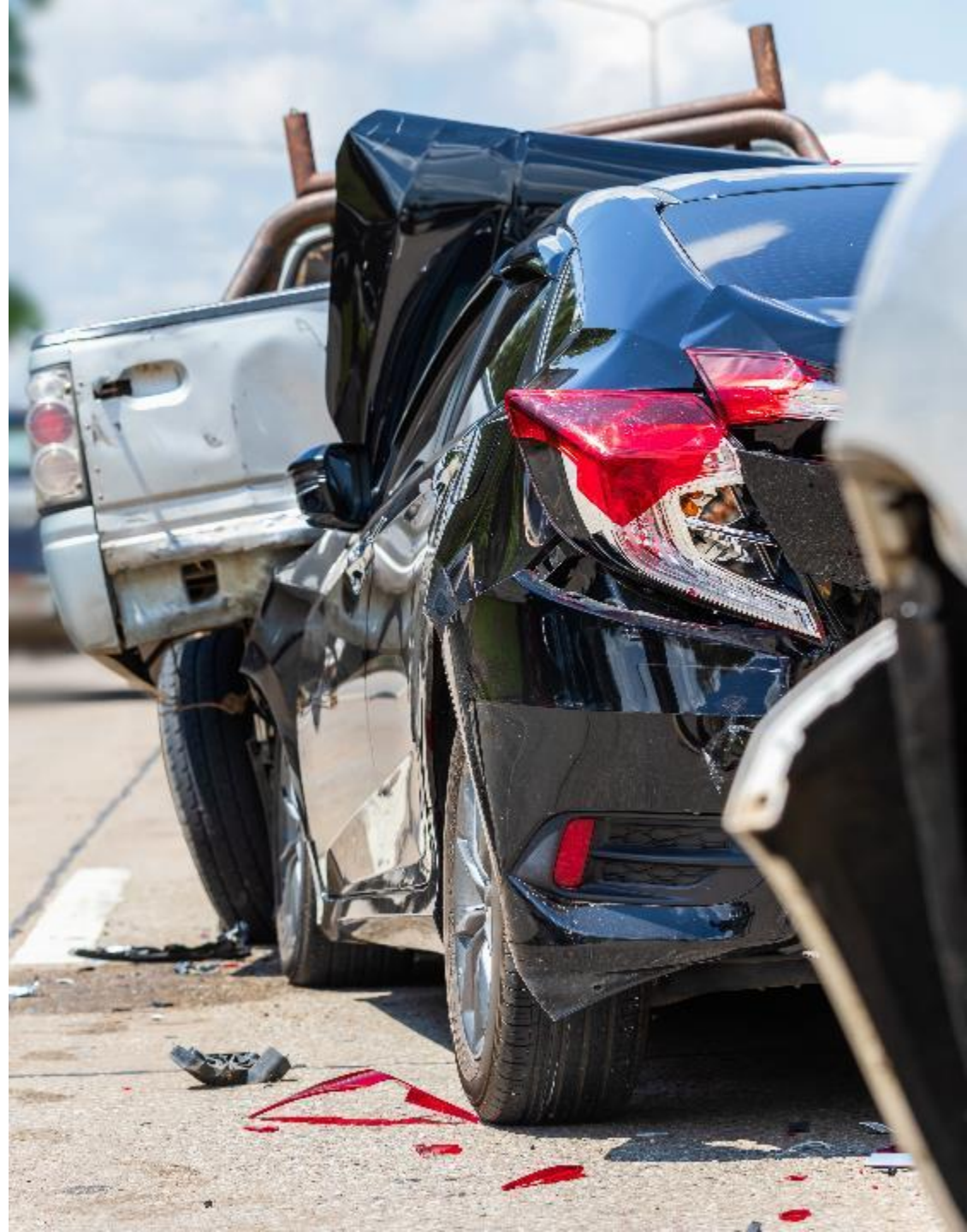


Introduction to Manuela's Journey

This deliverable explores the journey of **Manuela**, a resident whose life was profoundly changed by an accident that resulted in the loss of her sight. It highlights how **the Washington State Resident Portal** helped her regain confidence through the resources available in the State.

Manuela's journey illustrates two key user personas:

- Casual Until Concerned Resident
- Public Benefits Recipient



“

Hi! My name is Manuela
An accident changed my life.

I lost my sight...

So many things that I took for granted before the accident were gone. I felt so alone. I felt so lost. I had to learn to live without my sight, which was heartbreaking.

I was no longer independent; I no longer could do my home healthcare job.

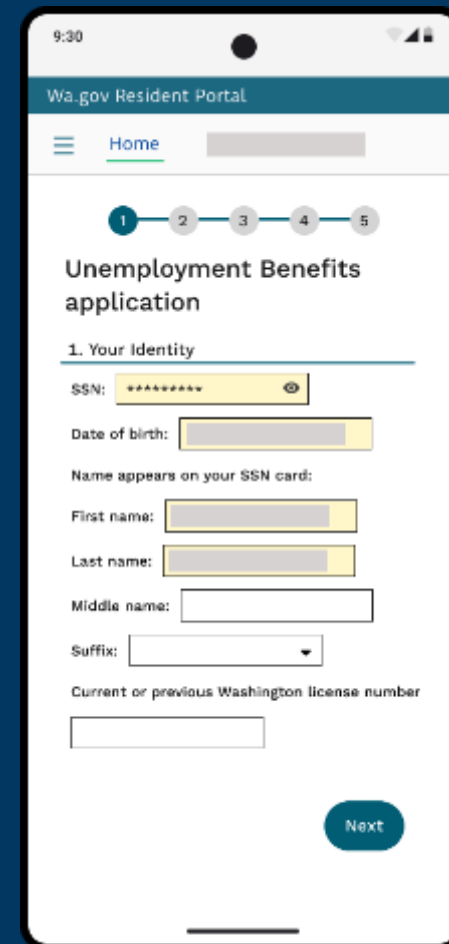
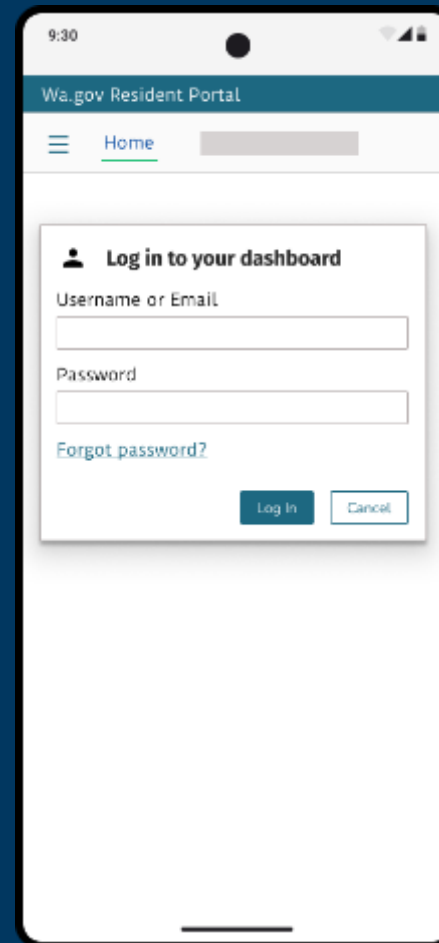


“

A friend helped me apply for Unemployment Insurance.

Thankfully, the new sign-in for WA Resident Portal that I'd made for my driver's license worked for Unemployment Insurance.

With her help, I was able to apply for unemployment easily.





“

The WA.gov Resident Portal has a chatbot that works with voice interaction!

The portal's chatbot was helpful because, aside from the voice prompt I gave, it asked me some questions about my life and circumstances. Then, it returned a whole bunch of services that I had no idea the state offered!

 **BigFootBot will help you find it...**

“

The portal listed Housing Assistance and Food Assistance, among other things[†].

I could apply for the Food Assistance Program via voice chat and portal navigation using my laptop microphone & headset.

[†] Services and content recommended to Manuela are cross-agency content and services such as HCA, DSHS, WSDOT, DSB, DVH, and the USA FCC

 **BigFootBot will help you find it...**

 What can I help you with, Manuela?

 I want to Apply for Food Assistance

 You want to apply for food assistance for yourself. Is this correct?

 Yes

 I can help you with that. Will you answer some application questions?

 Yes

 To confirm, your household consists of only yourself. No other persons reside with you?

 Just myself

 Do you have a blind or low vision disability?

 Yes, I have a blind disability

[See past transcripts](#)

“

My eye specialist completed the online Department of Services for the Blind (DSB) Patient Referral Intake form.

- The next day, I received a call from a DSB agent to schedule an appointment.
- During my appointment, the agent, with my permission, linked my WA Resident Portal profile to her case file.
- Because we linked my profile, I was able to complete the onboarding without anyone needing to re-enter all my personal information.

I was so worried about having to deal with all the forms without my sight.

It was such a relief to have the system streamlined!



“

Through DSB I am learning how to use assistive devices that I didn't even know existed!

Through the Dept of Services for the Blind training I'm able to use public transportation to get to my appointments and training.

WA Portal has bus pass information that is easy for me to access with the assistive devices.



“

DSB referred me to the Department of Vocational Rehabilitation (DVR). I can use the Portal to monitor the status of that referral and be informed who my case worker is.

I was given access to services I never would have found on my own, including DVR job training as a medical transcriptionist.

I'm regaining my confidence and independence!

