

FORWARD

FORWARD Ally: A clearer front door for program access

FORWARD Ally is a responsible, privacy-first AI navigation tool built for government agencies and nonprofits.

FORWARD Ally gives organizations a more accessible way to connect people to available programs. Instead of asking people to search across scattered websites, confusing eligibility pages, or disconnected intake paths, Ally helps guide them toward the right starting point.

What Ally does



Program discovery and navigation



Likely eligibility guidance



Guided intake



Document preparation



Multilingual and accessible support



Web, chat, and voice experiences



Routing to the right program or next step



Human-governed decision-making

Challenges Ally helps address

- People do not know where to start.
- Staff spend time answering repetitive navigation questions.
- Program eligibility and intake steps are confusing.
- Outreach does not always convert into completed intake.
- Residents need clearer guidance before staff involvement.

FORWARD Ally helps organizations reduce front-door confusion and make program access easier to navigate. It supports people before they reach staff, helping them understand possible next steps while keeping eligibility, approvals, and program decisions with the appropriate human team.

Best fit for

Human services agencies

Cities, counties, and states

Nonprofits with multiple programs

Coalitions and service networks

Organizations managing resident or client access

See how FORWARD Ally can create a clearer front door for your programs.

www.forwardplatform.com