



FY2022 SNAP Process and Technology Improvement Grants Project Summaries

- **Colorado Department of Human Services (CO) – \$517,961**

The Colorado Department of Human Services will build an Interactive Voice Response (IVR) system to handle recurring inquiries and provide personalized information and general FAQ responses via call or text. The project will improve customer service by reducing long call-back and hold times and will provide the foundation for a single statewide contact center for all counties in Colorado.

- **Dakota County Department of Employment and Economic Assistance (MN) – \$623,950**

The Dakota County Department of Employment and Economic Assistance will implement a modern, robust contact center. The project will modernize and expand the agency's self-service and communication options for clients, including language access.

- **Montana Department of Health and Human Services (MT) – \$1,530,000**

The Montana Department of Health and Human Services will design and implement infrastructure and functionality that integrates with the State's eligibility system to automate SNAP Employment and Training (E&T) data processing. The project will improve internal workflow by reducing manual SNAP E&T recording, tracking, and reporting and will allow the State to improve E&T services for clients, including expanding services to more counties.

- **New Hampshire Department of Health and Human Service (NH) – \$675,000**

The New Hampshire Department of Health and Human Services will analyze barriers and enablers of digital adoption among SNAP clients in the State's online platform, NH Easy, and will use the results to implement tailored outreach and accessibility strategies for digitally underserved groups. The project will increase program access for SNAP clients, especially for underserved populations.

- **New York City Human Resources Administration (NY) – \$1,649,845**

The New York City Human Resources Administration will develop and deploy a new web "Virtual Assistant" and live agent chat to assist customers on web and mobile SNAP applications. The project will improve customer service by reducing long call wait times and will improve staff efficiency.

FY2021 SNAP Process and Technology Improvement Grants Project Summaries

- **Albany County Department of Social Services (NY) – \$853,751**

The Albany County Department of Social Services will implement a live call center in combination with case status tracking technology and workflow management tools. The project will enhance customer service and improve internal workflows.

- **Commonwealth of Kentucky (KY) – \$914,400**

The Commonwealth of Kentucky will implement a State-wide analytics platform to unite demographic data and data from existing State systems. The project will enable better understanding of racial inequities and inform the design of solutions to target SNAP outreach and improve the quality and efficiency of program operations.

- **Kern County Department of Social Services (CA) – \$686,600**

The Kern County Department of Social Services will build a technology-enabled mobile community service office, including equipment to conduct all eligibility and certification activities. The project will increase access to rural residents and migrant farmworkers.

- **Maine Department of Health and Human Services (ME) – \$509,594**

The Maine Department of Health and Human Services will create an online portal for authorized representatives and application assistants and enhance notices to promote the existing online portal for client self-service. In collaboration with community partners, the project will increase access and efficiency for clients with disabilities, elderly customers, and Limited English Proficient (LEP) households.

- **Michigan Department of Health and Human Services (MI) – \$574,339**

The Michigan Department of Health and Human Services will implement intelligent character recognition software, in combination with robotic process automation, to help process mid-certification and recertification forms. The project will reduce manual data entry and streamline internal workflow for SNAP caseworkers.

- **Monroe County Department of Social Services (NY) – \$662,000**

The Monroe County Department of Social Services will install an interactive voice response phone system to answer client calls, provide answers to client questions, and route calls to a live agent, if necessary. The project will improve customer service by reducing long call wait times.



- **SC Thrive (SC)** – *\$600,000*

SC Thrive, a SNAP partner organization, will enhance their existing online system to match the South Carolina Department of Social Services client SNAP recertification data. The project will improve customer service for SC Thrive clients during the recertification process.



FY2020 SNAP Process and Technology Improvement Grants Project Summaries

- **Colorado Department of Human Services (CO) – \$558,068**

The Colorado Department of Human Services will implement intelligent character recognition software, in combination with robotic process automation, that aids in processing periodic report forms. The project will reduce the need for manual data entry by the caseworker and allow for workers to move through backlogs.

- **Cuyahoga County Job and Family Services (OH) – \$131,787**

The Cuyahoga County Job and Family Services will enhance the development of a remote work environment that is capable of supporting ongoing telework, as needed. The project will solve immediate challenges the department is facing as a result of the COVID-19 pandemic as well as better prepare the department for future public health emergencies.

- **Info Line of San Diego (CA) – \$161,421**

Info Line of San Diego will integrate the CalFresh client portal within the organization's already existing mobile-friendly web application. Info Line will enhance existing assistance channels that allow the system to send clients automatic updates for document due dates and interviews.

- **Louisiana Department of Children and Families (LA) – \$634,143**

The Louisiana Department of Children and Families will implement an intelligent nudge engine that seeks to reduce churn by pushing clients to complete steps in their SNAP case. The project will utilize technology that sends nudges based on the unique characteristics and historical background of each client.

- **New Jersey Department of Human Services (NJ) – \$944,810**

The New Jersey Department of Human Services will redesign the online application portal and create a new customer service portal and text message notification system that alerts clients to key case updates. The new features will improve customer service by increasing functionality that allows clients to have more access to real-time case information.

- **New Mexico Human Services Department (NM) – \$284,953**

The New Mexico Human Services Department will implement electronic notices (e-notices) to improve the customer experience and reduce churn. The project will provide customers with the ability to receive real-time notification of when documents are available for viewing.

- **Rhode Island Department of Human Services (RI) – \$723,412**

The Rhode Island Department of Human Services will implement automated text messaging notifications to remind households of key updates and actions that are required to maintain benefits. The project will reduce churn in the state and provide clients with reminders for appointments, verification documents and other critical notices.

- **San Francisco Human Services Agency (CA) – \$489,763**

The San Francisco Human Services Agency will partner with community organizations to help limited English speakers access existing technology and add a chat function to the website that will provide assistance from a bilingual caseworker. The project will utilize human-centered design principles and feature a collaboration with a professor from the University of Chicago to tailor digital services to Spanish and Cantonese speakers.

- **University of Alabama (AL) – \$1,071,643**

The University of Alabama will redesign Alabama's SNAP portal to include updated technology that improves mobile device responsiveness and scalability. The University will partner with the State to incorporate human-centered design to improve usability for applicants and caseworkers and improve the efficiency of the application process.

FY2019 SNAP Process and Technology Improvement Grants Project Summaries

- **Massachusetts Department of Transitional Assistance (MA) – \$815,250**

The Massachusetts Department of Transitional Assistance will implement and evaluate a pilot to test the effectiveness of a text messaging intervention at reducing SNAP churn. The text messaging intervention will send reminders to simplified reporting SNAP clients who have upcoming reevaluation process requirements such as submitting interim reports or recertification forms, verifications and/or completing interviews.

- **Mississippi Department of Human Services (MS) – \$1,366,223**

The Mississippi Department of Human Services will use the FNS-developed SNAP Model Notice Toolkit to modernize the notice-generation process and improve the State's CAPER rate. Mississippi will transition to a notice-generation platform that connects with real-time data in the eligibility system and automatically generates a notice based on eligibility staff action on a case. The current system requires many decisions and redundant manual input by eligibility workers, leading to errors.

- **Illinois Department of Human Services (IL) – \$658,705**

The Illinois Department of Human Services will take advantage of the State's new Voice over Internet Protocol (VoIP) infrastructure to develop a single telephonic entry point for customers, create a new centralized case maintenance call center, and develop a robust phone call data monitoring system. This will address a significant problem in Illinois, where customers contact offices directly which causes a large volume of unanswered calls leading to walk-ins and unhappy customers.

- **Nevada Division of Welfare and Supportive Services (NV) – \$776,000**

The Nevada Division of Welfare and Supportive Services will increase awareness and access to Education and Training (E&T) activities by developing an online assessment that SNAP recipients will access through an existing self-service portal. The assessment will support case managers in developing an individualized E&T service plan for recipients to access services.

- **Michigan Department of Health and Human Services (MI) – \$538,116**

The Michigan Department of Health and Human services will address the SNAP payment error rate by developing an error-prone profiling system that will nudge specialists based upon the error profile assigned to them. The specialist will then be able to review the case paying special attention to the error and then it will be flagged to the supervisors for additional review before benefits are issued.

- **Hennepin County Human Services and Public Health Department (MN) – \$845,706**

The Hennepin County Human Services and Public Health Department will develop and implement tools to improve application processes such as requesting information/verification



in an electronic workflow and designing, developing, and implementing an online self-service portal.



FY2018 SNAP Process and Technology Improvement Grants Project Summaries

- **Alabama Department of Human Resources (AL) – \$1,184,608**

The Alabama Department of Human Resources (DHR) will develop a process to store individual notices that were sent to clients automatically, including both the automation of adding these notices to their document management system, as well as linking them electronically to individual casefiles. DHR will also create a worker dashboard to help caseworkers track and process cases more timely and efficiently, including providing worklists to workers to prompt them on next steps in an application, the ability to query previously difficult to obtain historical data, as well as providing a variety of metrics and statistical data on the current caseload.

- **Broome County (NY) – \$39,000**

Broome County will improve case processing by shifting their current document imaging processes whereby they store casefiles in their local document repository system (OnBase), to now be able to begin to use the New York State Office of Temporary and Disability Assistance's new system for electronic document records, the Imaging & Electronic Document Repository (I/EDR). Clients will be able to electronically upload their documents and have the totality of their case record be in one place, and caseworker processing will become more efficient.

- **District of Columbia Department of Human Services (DC) – \$220,942**

The District of Columbia Department of Human Services will create a mobile application called SNAP SENTral. The initial version of this mobile app will allow customers to take a photo of their signed mid-certification forms and upload it directly into the document management system. That report will then be able to be associated with their casefile, and a caseworker will be alerted that a customer has submitted new documents to review. This mobile app will have the capacity to be expanded to accept recertification forms and verification documents in the future.

- **Kansas Department for Children and Families (KS) – \$1,475,303**

The Kansas Department for Children and Families will use a human centered design approach to develop, implement, and evaluate a strengths-based mobile-enabled website to improve communication between work registrants (and Able Bodied Adults Without Dependents, or ABAWDS) and State staff. The website will include appointment reminders, goal-setting and achievement tracking tools, task lists with reminders and alerts, document submission, and a place to house and easily access job search tools, among other items.



- **New Mexico Human Services Department (NM) – \$525,701**

The New Mexico Human Services Department (NM-HSD) will purchase and implement a lobby management system that includes self-service kiosks, overhead monitors, audio guidance, and associated software. These lobby management tools will announce the queue position of waiting customers, allow customers to schedule appointments online, check customers in when they arrive at the field office, automatically route customers to the appropriate staffer based on their individual needs, and capture data about field office visits. The project will be undertaken at all 33 NM-HSD field offices.

- **New York City Human Resources Administration (NY) – \$1,237,950**

The New York City Human Resources Administration (HRA) will invest grant funds to better manage the approximately 60,000 SNAP documents that they receive on a daily basis. HRA will develop and implement a customized Document Identification technology that will automatically identify, index, and extract text from 24 of the most frequently submitted types of documents by SNAP applicants and clients, including birth certificates, pay stubs, and Social Security cards. This project will reduce the number of documents that need to be manually indexed, improving the efficiency of the process.

- **Pitt County (NC) – \$316,496**

Pitt County will improve lobby management, document processing and case management by: (1) purchasing a confidential self-registration system to avoid long lines and allow customers to see wait times; (2) providing scanners for SNAP staff and kiosks for client self-scanning of verification documents in order for documents to be entered into the State's automated system more quickly; and (3) implementing recertification communications, including text messages and email reminders to help clients avoid an interruption in benefits.

FY2017 SNAP Process and Technology Improvement Grants Project Summaries

- **Benefits Data Trust (NY)– \$500,000**

Benefits Data Trust will leverage SNAP data from the New York City Department of Social Services to send text and phone messages to households who meet one or more of the following conditions: SNAP single issuance cases that have completed the interview but have not submitted documents required for ongoing benefits; Current SNAP enrollees who are up for recertification within the next 60 days; SNAP applicants who have not yet completed the interview; SNAP applicants who have not submitted their documents.

- **Code for America, Inc. (MI) – \$1,000,000**

Code for America will work with the Michigan Department of Health and Human Services to design a mobile-enabled website that will allow Michiganders to apply for SNAP, submit verification documents, and periodic reports using their smartphone or computer. A real-time SMS chat system to support general inquiries and text reminders will also be developed. Code for America will build off of their knowledge and experience from their development of the digital enrollment system known as “GetSNAP”, which is currently being used in California by people applying for CalFresh, and design a website that meets the needs of SNAP applicants and participants in Michigan.

- **County of Atlantic (NJ) – \$746,131**

Atlantic County will invest grant funds in improvements to its phone management system by employing robo-calls, SMS, Interactive Voice Response (IVR), and skills based phone routing to provide more self-service options and better customer service to its clients. These improvements are designed to significantly enhance the County’s ability to capture key metrics in accordance with BPR principles, automate tasks where possible for self-service information, and ultimately reduce churn. Additionally, temporary staff members will be employed to take calls as existing staff currently tasked with processing and filing using a paper based case management system is retrained.

- **County of El Paso Department of Human Services (CO) – \$614,736**

The Counties of El Paso, Adams, and Pueblo will partner to implement the Automated SNAP Assistance Processing project (ASAP!), which includes a new workflow management system, HSConnect. HSConnect overlays with the State eligibility system so that caseworkers spend less time searching for documents and managing eligibility activities and promotes greater efficiency and transparency across divisions of the county’s Department of Human Services (DHS) through use of document imaging. Arapahoe County DHS originally developed HSConnect. Arapahoe County will provide the three partnering counties with technical expertise about the configuration of the proposed system in each county, respectively. This work will also include supporting each county in its business process reengineering work.

- **County of Fresno Department of Social Services (CA) – \$900,000**

Fresno County Department of Social Services will establish various self-service options for their clients by providing them with the ability to check their case status and receive updates through an online portal, mobile app, or via phone using Interactive Voice Response (IVR). Clients will also be able to submit documents using an online portal or app.

- **Mississippi Department of Human Services (MS) – \$710,000**

Mississippi Department of Human Services will partner with the National Strategic Planning and Analysis Research Center (NSPARC) to implement enhancements to MyDHS mobile application. These enhancements will improve the recertification process by allowing SNAP clients to receive notices, case status updates, upload verification documents, receive push notifications, and also check their EBT balance.

- **Wyoming Department of Family Services (WY) – \$529,133**

Wyoming Department of Family Services (DFS) will use grant funds to create a document management system. This system will include document imaging and workflow functionality which will enable document sharing of case file records among local offices across the State and provide the capability to assign eligibility workers to various SNAP certification related tasks. Currently, DFS operates using a paper-based system to maintain and store all documents and narratives used to reach an eligibility decision for its SNAP cases. Creating an electronic based system to manage and store SNAP case file information will greatly improve overall efficiency of case management by providing SNAP eligibility workers and managers with immediate access to case material when performing reviews, discussing inquiries with clients, resolving complaints, and distributing caseloads.



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- **Delaware Department of Health and Social Services (DE) – \$667,618**

The Delaware Department of Health and Social Services will design, develop, and implement a triage solution in each of its 18 local SNAP offices. A Triage Specialist will be stationed in the lobby area of each location to welcome clients as they enter and perform “triage” on the purpose for their visit. Triage Specialists will be equipped with a tablet that has a camera and wireless access which will enable them to connect to DE Worker Web application and view case status information. The Triage Specialist will be able to take photos of the client’s supporting documentation and email the photos to the Document Imaging System (DIS) Inbox, renewals Inbox, or other designated email inboxes. One of the applications available on the tablet will be a cloud-hosted rules-based expert system that will contain rules and decision logic to assist the Triage Specialist in addressing clients’ needs. The application will prescreen for potential eligibility but will not determine benefit amounts. This will help Triage Specialists accurately address a wide variety of client questions.

- **Florida Department of Children and Families (FL) – \$447,282**

The Florida Department of Children and Families will use grant funds to improve the EBT card replacement and address change reporting process for SNAP recipients. System programmers will make changes to existing software to allow clients to report if their EBT card was Lost, Stolen, or Damaged and submit a request for a replacement EBT card in the web-based self-service portal. The EBT vendor will make changes to existing software to interface with the State’s eligibility system to allow the EBT system to accept the transmission of a replacement card request, change the status accordingly, and also create the necessary logs for tracking and reporting purposes. This will streamline the replacement EBT card process and improve the accuracy of the mailing addresses on file for clients. In turn, this will reduce the amount of returned mail and provide replacement cards to customers in a timely manner.

- **Maryland Department of Human Resources (MD) – \$723,065**

The Maryland Department of Human Resources (DHR) will use grant funds to better coordinate case management service across American Job Centers, community-based SNAP E&T providers, and local Departments of Social Services. DHR will pilot the implementation of ICF Incorporated’s proprietary tool, wQ®, in Baltimore City and the eight Maryland counties that have implemented FNS Able-bodied Adults Without Dependents (ABAWD) time-limit waivers. DHR will integrate wQ® with the existing Maryland Workforce Exchange (MWE) and a suite of SNAP E&T tools. By sharing key client information collected in wQ® with the MWE system, DHR hopes to increase the rate of referral to MWE by SNAP caseworkers and partners, simplify the registration of clients into MWE, improve the usage of MWE by SNAP clients, and ultimately help SNAP clients meet their work requirements on their pathways to self-sufficiency.

- **Missouri Department of Social Services (MO) – \$955,035**

The Missouri Department of Social Services will use grant funds to rewrite the MO Benefit Center platform using Microsoft .NET to enable mobile capability. The project will also expand the customer portal to offer self-service functionality which will include the ability to submit a SNAP application, report changes in household circumstances, and provide the option to receive automated reminder calls or text messages. New geographic information will also be available on the MO Benefit Center website to help clients locate the nearest food bank, resource centers, Veteran’s Affairs facilities and Workforce Development Job Centers.

- **Nebraska Department of Health and Human Services (NE) – \$607,000**

The Nebraska Department of Health and Human Services' project consists of three initiatives to achieve customer service outcomes to improve access to SNAP benefits by eligible applicants. 1) Workforce optimization software will be purchased to provide information to managers and supervisors needed for scheduling or forecast staffing. 2) Communication boards will be purchased and a network will be developed to connect the dashboard programming to the operating systems (phone, document management, and eligibility). Changes to the N-FOCUS eligibility system will be made to create automated lists of clients who consent to receive text message alerts along with their phone number and a daily file of text messages to be sent. Text reminders will be sent to clients to alert them if verification is needed, if recertification is due, changes in case status, and other changes affecting eligibility. This will serve as a complement to mailed or emailed notices for those who have opted to receive electronic notices through Nebraska's FNS approved Electronic Notice waiver.

- **Info Line of San Diego 2-1-1 (CA) – \$100,000**

Info Line of San Diego 2-1-1 (CA) will use funding to connect three systems as part of the region-wide data exchange. Through this project, the telephone system (inContact), the appointment setting system (TimeTrade), and a new text messaging system will auto-populate information into 2-1-1's Client Management System (Salesforce). This information will interface and ultimately 2-1-1's client records will be accessible to the County of San Diego as part of a community-wide initiative to streamline client access to services and to share client data across stakeholders. The County will be able to see relevant pieces of work completed prior to an application being submitted by 2-1-1 along with relevant data that the client shared.

- **Washington Department of Social and Health Services (WA) – \$1,500,000**

The Washington Department of Social and Health Services (DSHS) will use grant funds to develop a mobile app that will provide SNAP clients and applicants with the ability to upload documents, review, and update their case information using an app designed for smartphones and tablets. This project will also enable DSHS to use web platforms to send text message alerts and reminders to clients informing them of upcoming appointments or needed documentation.

FY2015 SNAP Process and Technology Improvement Grants Project Summaries

- **NYC HRA DEPT OF SOCIAL SERVICES (NY) – \$1,548,065**

The City of New York Human Resources Administration/Department of Social Services (HRA) will develop a mobile application for smartphones and tablets that will make it easier and more efficient for SNAP clients to complete their SNAP applications and recertification, access their case status and benefit issuance information, upload required documents, and communicate with the agency. This project seeks to improve the ways low-income New Yorkers can interact with HRA and will help to address the persistent challenge of clients missing deadlines to complete the SNAP eligibility process.

- **COUNTY OF YOLO (CA) – \$99,979**

The Yolo County Department of Employment and Social Services (DESS) will contract with a telecommunications vendor to create and implement a web platform that the Yolo County DESS will use to send text message directly to CalFresh (SNAP) recipients who opt-in to this communication service. Utilizing the existing Yolo County DESS database, the awarded telecommunications vendor will be responsible for creating, installing, and maintaining the text messaging platform to provide text messaging service and delivery. The vendor will also provide training, technical guidance, and technical support to Yolo County DESS staff. Lastly, the vendor will collect usage data on the Text Alert Program and provide this information to the Yolo County DESS staff for program analysis and evaluation. SNAP applicants and recipients will benefit by receiving text message alerts, in addition to the standard mailed notifications, when action is needed to receive or continue their benefits. The project will also include a marketing and outreach campaign to promote the program during its implementation and to ensure that eligible participants are aware of their opportunity to receive CalFresh renewal notices via text message.

- **NEW JERSEY DEPARTMENT OF HUMAN SERVICES (NJ) – \$1,445,528**

The Department of Human Services/Division of Family Development (DHS/DFD) will use grant funds to integrate their Digital Imaging Management System (DIMS) with the New Jersey Tracking and Reporting System (SNAPTrac). This system integration will improve client services by streamlining business processes facilitated by document imaging. This initiative will allow for the incorporation of barcodes in all outgoing SNAP notices, direct links to allow caseworker access to electronic content management and case files, and will allow for Business Process Reengineering (BPR) of new applications, interim reports, and recertification. Furthermore, the DIMS/SNAPTrac Integration Project will leverage existing systems to address gaps that often lead to application processing delays or eventual churn due to flaws in the recertification.

- **CALIFORNIA SAWS CONSORTIUM IV JOINT POWERS AUTHORITY (CA) – \$853,326**

Thirty-nine of California's fifty-eight counties currently comprise the Statewide Automated Welfare System (SAWS) Consortium IV (C-IV) which have implemented the online application, C4Yourself®. These counties include: Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Plumas, Riverside, San Benito, San Bernardino, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tuolumne and Yuba. This project will provide funding for continued improvement of the C4Yourself® application tool by adding technical

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enhancements through a C4Yourself® mobile application. These enhancements include notifications and reminders to clients, the addition of real-time, secured two-way messaging between the eligibility worker and clients, the capacity to check benefit amounts and submit documentation all through the C4Yourself application. These enhancements will enable C-IV to improve and sustain SNAP participation, reduce “churn”, and increase participation in self-service usage as well as keep C-IV relatively current with technological advances and public expectations.

- **SC THRIVE (SC) – \$911,386**

SC Thrive is partnering with South Carolina Department of Social Services (SCDSS) to build SNAP Assist which is: (1) a mobile device Apps so clients can complete SNAP applications on their smart phones, (2) an expansion of the Contact Center to take SNAP applications by telephone (with electronic signature and real-time electronic submission to SCDSS), and (3) a backup system to keep eligibility work flowing through SCDSS in times of outage. The 2 counties that will benefit most from the new services are Oconee and Pickens (the most northwestern counties in SC). The mobile App will support all stages in the application process, from the initial “check your eligibility” screener through to final application and electronic submission. It will also include a camera-based image scanning of required documents from the client’s device (including secure storage) and reminder alerts for recertification and missing data to help reduce churn.

- **COUNTY OF JEFFERSON (NY) – \$141,716**

Jefferson County Department of Social Services (JCDSS) will purchase 4 Kiosks that will provide a variety of functions for clients and purchase software so that the Kiosks can communicate with their current systems; 2 in the JCDSS lobby, 1 located at the Watertown Urban Mission, and 1 located at the Community Action Planning Council. The Kiosks will enhance the customer experience, improve our systems, and increase efficiency of processing cases through the following functions: 1) Customers will have the option to check-in vs stand in line, 2) Customers can scan documents into the Kiosks which will be sent directly to their case, 3) Customers can apply/recertify for SNAP benefits on-line and scan documents simultaneously, 4) Applicants will be screened for expedited SNAP benefits, 5) Kiosks will reduce wait time and the number of customers waiting in the lobby and 6) Reduce and measure “churning.”

FY2014 SNAP PROCESS AND TECHNOLOGY IMPROVEMENT GRANT SUMMARIES

1. Monroe County Department of Human Resources (NY)

Monroe County Department of Human Resources will purchase Integrated Auto-Dialer Telephone Software to implement a robo-call system. The system will be used to remind SNAP recipients to submit recertification documents and periodic reports in a timely manner as well as to remind recipients of the date and time of their scheduled recertification phone interview. The software will help improve efficiency and decrease churning by a predicted minimum of 10% the first year. Awarded \$6,682.

2. Florida Department of Children and Families, Economic Self-Sufficiency (FL)

Florida Department of Children and Families will purchase scan station software with Optical Character Recognition (OCR) and reporting capabilities. OCR can associate most documents with the appropriate case by extracting information from the document, such as the name, SSN, or case number, to automatically search and index to the proper case. This new technology will allow staff to spend less time on data entry resulting in faster processing of applications and recertifications. The estimated error rate for the OCR software is one percent which is an estimated benchmark based on prior contracts with mail and scanning vendors. The use of OCR can be replicated by other States. Awarded \$150,757.

3. Oklahoma Department of Human Resources (OK)

Oklahoma Department of Human Resources will improve the quality and efficiency of Connect Oklahoma by enhancing technology for staff and clients using mobile devices. The project includes the development of a mobile enabled OKDHSLive! to increase using adapted software applications to reduce wait time. Workers will have the ability to use mobile devices at disaster recovery centers. The project will utilize a State wide appointment setting system. Awarded \$1,415,712.

4. Oregon Department of Human Services (OR)

The Oregon Department of Human Services (DHS) will expand the Employment and Training (E&T) services in three new geographic locations, with four project partners, to provide services to veterans, military service members, and Native Americans. The project will serve a total of 752 SNAP participants in the Counties of Lane, Jackson, Klamath and Lake, and with the Klamath Tribes. Project services will include assessments, GED completion, job search training, work experience, E&T resources, job search, work experience, and job retention. Awarded \$646,000.

5. City of New Human Resources Administration Department of Social Services (NY)

The City of New York Human Resources Administration Department of Social Services (HRA) will improve the effectiveness and efficiency of the SNAP office processes through a comprehensive skills gap analysis of staff core competencies and the development and delivery of a targeted core competencies training program that will re-align SNAP staff skills to more effectively and efficiently serve SNAP clients. Through its SNAP Core Competencies Initiative (SCCI), HRA will train 62 staff trainers who will deliver the SCCI curriculum to 1,200 SNAP Center staff. The training will prepare the staff with the operational, technical, and customer service skills needed to effectively support clients. Awarded \$720,239.

6. Steuben County Department of Social Services (NY)

Steuben County Department of Social Services will increase access within a rural county by placing two workstations in the County offices, three application stations in the Pro Action's One Stop Career Search centers in Bath, Corning, and Hornell; and two mobile workstations for use by two outreach workers, one each from Catholic Charities and the Steuben County Office of Aging. The additional work stations will increase application and recertification access, reduce application errors, loss and/or damage of original documents, and improve timeliness. Awarded \$20,692.

7. County of Suffolk (NY)

The County of Suffolk will implement SKIP, the Suffolk Kiosk Interactive Process. The grant will be used to purchase and install a series of four kiosks which include a touch screen computer and an integrated high speed scanner within the lobbies of each of the County's four centers. SNAP applicants will receive a detailed printed receipt of all scanned and submitted documents. Awarded \$175,000.

8. County of San Diego (CA)

The County of San Diego will enhance its current E&T program by creating an online learning component to the existing E&T program to improve access for SNAP recipients as well as a means to communicate with potential employers. In addition the project will provide equipment for 48 self-service stations which will increase access points to assist in submitting electronic CalFresh applications and the job application process. The project will serve approximately 1,100 SNAP participants monthly. Awarded \$1,000,000.

9. Erie County Department of Social Services (NY)

Erie County Department of Social Services will establish a call center for real-time case processing of income maintenance changes and to develop an OnBase electronic case and work assignment tracking system. The call center will enable the Agency to respond immediately to customer inquiries and provide better customer service. The technology will allow supervisors to monitor call activity and wait times in real time, increasing the ability to evaluate performance outcomes and identify training needs. Awarded \$41,609.

10. State of Connecticut Department of Social Services (CT)

The State of Connecticut Department of Social Services will modify various components of their SNAP E&T program in an effort to increase participation in the program. The enhancements include expanding the number and location of E&T contractors; aligning current and future workforce and training needs of SNAP participants; modifying the intake/assessment and case management process; and implementing strategies to increase participation and track retention. The project will connect with community colleges for training opportunities and the University of Connecticut will provide cultural competency training. Awarded 75,100.

11. Jackson Medical Mall Foundation (MS)

Jackson Medical Mall Foundation will provide comprehensive E&T services targeting counties in central Mississippi to launch a Community Training and Employment Collaborative targeting SNAP recipients. The SNAP participants that complete the training program will be placed in living wage jobs for sustained periods of time. The collaborative consists of community based organizations and academic institutions. The project will use a case management design where Family Support Workers will meet in-person with SNAP participants 1 day per week for the first 3 months, provide coaching, and provide participant follow-up for 12 months. Awarded \$748,209.