

## 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.