

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.