

**FY2015 SNAP PROCESS AND TECHNOLOGY IMPROVEMENT GRANT
PROJECT SUMMARIES**

NYC HRA DEPT OF SOCIAL SERVICES (NY)

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. Awarded \$1,548,065

COUNTY OF YOLO (CA)

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. Awarded \$99,979

NEW JERSEY DEPARTMENT OF HUMAN SERVICES (NJ)

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. Awarded \$1,445,528

CALIFORNIA SAWS CONSORTIUM IV JOINT POWERS AUTHORITY (CA)

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 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. Awarded \$853,326

Jefferson County (NY)

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.” Awarded \$141,716

SC THRIVE (SC)

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. Awarded \$911,386