

**FY2013 SNAP PROCESS AND TECHNOLOGY IMPROVEMENT GRANT  
PROJECT SUMMARIES**

**Delaware Department of Health and Social Services** will implement a pilot project serving the ABAWD population within New Castle County utilizing wrap around support services. The pilot project will assess participants skill level, reduce employment barriers, and offer access to job related services to support participants in meeting their identified employment and career goals. Awarded: \$2,800,000

**Jefferson County Department of Social Services (NY)** will purchase call center software to utilize with their current “task based” system. The software will monitor all phone calls in real time to better manage the volume of calls and staff coverage. Awarded: \$24,157

**City of New York Human Resources Administration/Department of Social Services** in partnership with the Metropolitan Council on Jewish Poverty (*Met Council*) will pilot Electronic Application and Scanning Express (EASE) Service Areas at SNAP Centers and Community Based Organizations (CBOs) in fifteen target communities. EASE Service Areas will enhance New York City residents’ ability to file SNAP applications online as well as scan and upload eligibility documentation electronically. Awarded: \$650,000

**Florida Department of Children and Families, Economic Self-Sufficiency** will implement an interactive video recording with American Sign Language (ASL) for the Department’s online user interface to SNAP benefits. The new technology that will improve access to SNAP benefits for Limited English Proficiency individuals, including deaf, hard of hearing, and illiterate applicants and recipients using interactive video. Awarded: \$71,612

**Massachusetts Department of Transitional Assistance (DTA)** will implement a multilingual online client interface to improve access to SNAP benefits for Limited English Proficiency applicants. The Massachusetts Executive Office of Health and Human Services (EOHHS) in conjunction with DTA will construct, implement, and assess a Multilingual Virtual Gateway SNAP Online Application. Awarded: \$666,356

**City and County of San Francisco Human Services Agency** will develop a data system designed to improve workflow processes by collecting and tracking data on CalFresh Employment and Training (CFET) participants using a new database system. The database system will enable the City to evaluate the effectiveness of the CFET, make decisions regarding improvements to the program design, and document program results both internally and externally (to policymakers, funders and other stakeholders). The proposed database will be modeled on the eJAS system developed by the State of Washington. Awarded: \$600,000

**Arvada Community Food Bank (CO)** will implement the Bridges to Opportunity Program to provide application assistance, GED instruction, and employment readiness skills for participants. The program will partner with faith based agencies and will provide family

advocacy services to support self-sufficiency for able-body SNAP eligible households in Northern Jefferson County. Awarded: \$187,875