

**FY2014 SNAP PROCESS AND TECHNOLOGY IMPROVEMENT GRANT
PROJECT SUMMARIES**

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

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

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

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

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

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

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

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

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

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

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