

FY2021 SNAP Process and Technology Improvement Grants Project Summaries

- **Albany County Department of Social Services (NY) – \$853,751**

The Albany County Department of Social Services will implement a live call center in combination with case status tracking technology and workflow management tools. The project will enhance customer service and improve internal workflows.

- **Commonwealth of Kentucky (KY) – \$914,400**

The Commonwealth of Kentucky will implement a State-wide analytics platform to unite demographic data and data from existing State systems. The project will enable better understanding of racial inequities and inform the design of solutions to target SNAP outreach and improve the quality and efficiency of program operations.

- **Kern County Department of Social Services (CA) – \$686,600**

The Kern County Department of Social Services will build a technology-enabled mobile community service office, including equipment to conduct all eligibility and certification activities. The project will increase access to rural residents and migrant farmworkers.

- **Maine Department of Health and Human Services (ME) – \$509,594**

The Maine Department of Health and Human Services will create an online portal for authorized representatives and application assistants and enhance notices to promote the existing online portal for client self-service. In collaboration with community partners, the project will increase access and efficiency for clients with disabilities, elderly customers, and Limited English Proficient (LEP) households.

- **Michigan Department of Health and Human Services (MI) – \$574,339**

The Michigan Department of Health and Human Services will implement intelligent character recognition software, in combination with robotic process automation, to help process mid-certification and recertification forms. The project will reduce manual data entry and streamline internal workflow for SNAP caseworkers.

- **Monroe County Department of Social Services (NY) – \$662,000**

The Monroe County Department of Social Services will install an interactive voice response phone system to answer client calls, provide answers to client questions, and route calls to a live agent, if necessary. The project will improve customer service by reducing long call wait times.



- **SC Thrive (SC)** – *\$600,000*

SC Thrive, a SNAP partner organization, will enhance their existing online system to match the South Carolina Department of Social Services client SNAP recertification data. The project will improve customer service for SC Thrive clients during the recertification process.