

FY 2024 Process and Technology Improvement Grant (PTIG) Award Summaries

- **Maine Department of Health and Human Services (ME)** – \$605,950
The Maine Department of Health and Human Services will integrate text and email messaging to send secure electronic notices, case updates, and reminders, and allow households to manage their EBT card using their online portal. This project will enhance customer service.
- **Larimer County Department of Human Services (CO)** – \$653,226
The Larimer County Department of Human Services will launch a mobile office to improve SNAP access for underserved and hard-to-reach populations, especially underserved communities in rural areas. This project will enhance customer service.
- **Oklahoma Department of Human Services (OK)** – \$1,165,907
The Oklahoma Department of Human Services will use Robotic Processing Automation (RPA) to automate data matches and assist caseworkers in documenting and clearing data discrepancies. This project will improve internal workflows for caseworkers and improve customer service.
- **Jefferson County Department of Social Services (NY)** – \$140,491
The Jefferson County Department of Social Services will Implement a virtual assistant to triage calls and answer questions, read rights and responsibilities to a client, and record their response. This project will enhance customer service.
- **Arkansas Department of Human Services (AR)** – \$874,076
The Arkansas Department of Human Services will create an application status tracker and integrate text and email messaging for reminders and secure case updates. This project will enhance customer service.
- **Washington State Department of Social and Health Services (WA)** – \$597,748
The Washington State Department of Social and Health Services will adapt their Optical Character Recognition (OCR) software and use RPA to automate data entry and process no-change periodic reports. This project will improve internal workflows for caseworkers and improve customer service.
- **Dallas County Health and Human Services (TX)** – \$398,371
The Dallas County Health and Human Services will purchase a client management software to identify potentially SNAP-eligible individuals who participate in other assistance programs. This project will enhance customer service and improve cross-program collaboration.

- **Illinois Department of Human Services (IL)** – \$564,231

The Illinois Department of Human Services will utilize an RPA to automate data entry tasks and process no-change mid-certification reports. This project will improve internal workflows for caseworkers and improve customer service.