

Alabama



SNAP Mobile Communication Strategy

Mobile Communication Strategy



Developing a mobile app to allow clients to identify job training and employment resources in their communities



No text messaging capabilities



Clients can apply and recertify, view case information, report changes, and upload documentation through a mobile-optimized website

Alabama is developing a mobile app, has no text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Alabama. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	373,834
SNAP Participants	752,652
SNAP Benefits	\$160,930,399

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status			●
	Schedule interview			
	Sign/submit application			●
	Start/save application			●
	Submit documentation			●
Benefits and EBT	Balance inquiry			●
	Card replacement			●
	PIN management			
Change reporting	Report household change			●
	Report income change			●
	Report other change			●
	Submit documentation			●
Client inquiries	Chat			
	FAQs			
	File complaint			●
	Locate community partners/resources	●		
	Office hours/locations			●
	Submit questions			●
Notifications	Account changes			
	Certification notification			
	Office status			
	Report income change			
	Verifications needed			
Other Features	Calendar/due date			
	Information tailored to personal needs	●		●
	Promised security of personal data			
	Spanish (or other) language option			●

Broadband Coverage

10 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Alaska



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Website failed mobile-friendly test because (1) viewport not set, (2) text too small to read, (3) clickable elements too close together

Alaska has no mobile app, has no text messaging capabilities, and its website is not mobile-optimized.

SNAP Characteristics

SNAP Households

SNAP Participants

SNAP Benefits

Functionality of MCS

The table below presents the various types of MCS functionalities in use by other States.

Application and Recertification	Benefit estimator
	Check application status
	Schedule interview
	Sign/submit application
	Start/save application
	Submit documentation
Benefits and EBT	Balance inquiry
	Card replacement
	PIN management
Change reporting	Report household change
	Report income change
	Report other change
	Submit documentation
Client inquiries	Chat
	FAQs
	File complaint
	Locate community partners/resources
	Office hours/locations
	Submit questions
Notifications	Account changes
	Certification notification
	Office status
	Report income change
	Verifications needed

Broadband Coverage

8 mobile broadband carriers

91.2% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Arizona



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messaging to notify clients about case-related actions, including missed appointments, case status, and reminders for required documents and verifications



Clients can apply and recertify, view case information, report changes, and upload documentation through a mobile-optimized website

Arizona has no mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	383,770
SNAP Participants	816,207
SNAP Benefits	\$174,552,532

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		●
Benefits and EBT	Balance inquiry		
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		●
Client inquiries	Chat		
	FAQs		●
	File complaint		
	Locate community partners/resources		
	Office hours/locations		
Notifications	Account changes	●	
	Certification notification	●	
	Office status		
	Report income change	●	
	Verifications needed	●	
Other Features	Calendar/due date	●	
	Information tailored to personal needs	●	
	Promised security of personal data		
	Spanish (or other) language option		

Broadband Coverage

9 mobile broadband carriers

98.9% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/ Mobile-Broadband) as of April 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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Arkansas



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply and recertify, view case information, report changes, and upload documentation through a mobile-optimized website that is currently being updated

Arkansas has no mobile app, has no text messaging capabilities, and has a mobile-optimized website that is in the process of being updated. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Arkansas. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	152,749
SNAP Participants	306,489
SNAP Benefits	\$46,712,165

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		●
	Chat		
	FAQs		●
	File complaint		●
	Locate community partners/resources		●
Notifications	Office hours/locations		●
	Submit questions		
	Account changes		●
	Certification notification		●
	Office status		
Other Features	Report income change		
	Verifications needed		●
	Calendar/due date		
Other Features	Information tailored to personal needs		●
	Promised security of personal data		●
	Spanish (or other) language option		●

Broadband Coverage

9 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022. Access Arkansas (www.access.arkansas.gov/Learn/Help).

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition. Access Arkansas (www.access.arkansas.gov/Learn/Help).

California



SNAP Mobile Communication Strategy

Mobile Communication Strategy



County-based system with multiple mobile apps (MyBenefits CalWIN and C4Yourself) that allow clients to check application status and benefits, submit documentation, locate local offices, and receive notifications and reminders



Uses text messaging, but varies by county; most send clients reminders about upcoming appointments or when required documents are due



In certain counties, clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

California has mobile apps, has text messaging capabilities, and its website is mobile-optimized. With an FY 2017 Process and Technology Improvement Grant (PTIG), Fresno County developed a mobile application to allow clients to check case status and receive updates. With an FY 2015 PTIG, Yolo County created a platform to send text messages directly to CalFresh clients who opt in to receive such communication. Messages alert the client when an action is needed. With an FY 2015 PTIG, California's consortium of 58 counties made enhancements to the C4Yourself mobile app that included notifications and reminders to clients, communication between clients and caseworkers, information on benefit issuance, and submission of documents. With an FY 2011 PTIG, the California consortium of 18 counties (CALWIN) developed a mobile app for the MyBenefits Portal.

SNAP Characteristics

SNAP Households	2,592,917
SNAP Participants	4,572,651
SNAP Benefits	\$1,185,212,491

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator	●		
	Check application status	●		●
	Schedule interview			●
	Sign/submit application			●
	Start/save application			●
	Submit documentation			●
Benefits and EBT	Balance inquiry	●		
	Card replacement			
	PIN management			
Change reporting	Report household change			●
	Report income change			●
	Report other change			●
	Submit documentation	●		●
Client inquiries	Chat			
	FAQs	●		
	File complaint			
	Locate community partners/resources	●		
	Office hours/locations	●		
	Submit questions			
Notifications	Account changes		●	
	Certification notification			
	Office status			
	Report income change			
	Verifications needed	●		
Other Features	Calendar/due date	●	●	
	Information tailored to personal needs	●	●	
	Promised security of personal data	●		
	Spanish (or other) language option	●		

Broadband Coverage

13 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Screenshot of California SNAP website (www.mybenefitscalwin.org and www.c4yourself.com/c4yourself/index) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Colorado

SNAP Mobile Communication Strategy

Mobile Communication Strategy



MyCOBenefits mobile app allows clients to apply and recertify, check application status, update information, upload documents, view benefit details, view EBT balances and EBT card transactions, and find the nearest Human/Social Services Office and Workforce centers



Uses text messaging to remind clients of upcoming appointments or verification due dates



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

Colorado has a mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	275,851
SNAP Participants	532,046
SNAP Benefits	\$121,711,919

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			●
	Check application status	●		●
	Schedule interview			●
	Sign/submit application	●		●
	Start/save application	●		●
	Submit documentation	●		●
Benefits and EBT	Balance inquiry	●		
	Card replacement			
	PIN management			
Change reporting	Report household change	●		●
	Report income change	●		●
	Report other change	●		●
	Submit documentation	●		●
Client inquiries	Chat			●
	FAQs	●		●
	File complaint			●
	Locate community partners/resources	●		●
	Office hours/locations	●		●
	Submit questions			●
Notifications	Account changes	●		●
	Certification notification	●	●	●
	Office status			
	Report income change			●
	Verifications needed		●	
Other Features	Calendar/due date	●	●	●
	Information tailored to personal needs	●	●	●
	Promised security of personal data	●		
	Spanish (or other) language option	●		●

Broadband Coverage

13 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition. Colorado PEAK (www.peak-coloradopeak.force.com/peak/s/benefit-information).

Connecticut

SNAP Mobile Communication Strategy



Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply and recertify, view case information, report changes, and upload documentation through a mobile-optimized website. Connecticut is in the process of transitioning to MyDSS, a new, mobile-focused website.

Connecticut has no mobile app, has no text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	218,334
SNAP Participants	374,648
SNAP Benefits	\$98,218,088

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		●
	Chat		
	FAQs		●
	File complaint		
	Locate community partners/resources		
Notifications	Office hours/locations		●
	Submit questions		●
	Account changes		
	Certification notification		
Other Features	Office status		
	Report income change		
	Verifications needed		
	Calendar/due date		●
	Information tailored to personal needs		●
	Promised security of personal data		●
	Spanish (or other) language option		●

Broadband Coverage

7 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022. MyDSS (www.mydss.ct.gov/dmg/#faq).

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Delaware

SNAP Mobile Communication Strategy



Mobile Communication Strategy



No mobile app



Uses text messaging to notify clients of account changes and updates, and to find the nearest food pantry or distribution site



Clients can apply and recertify, view case information, and report case changes through a mobile-optimized website

Delaware has no mobile app, has text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Delaware. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	58,345
SNAP Participants	117,809
SNAP Benefits	\$28,171,060

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		
Benefits and EBT	Balance inquiry		
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		
Client inquiries	Chat		
	FAQs		●
	File complaint		●
	Locate community partners/resources	●	●
	Office hours/locations		●
Notifications	Account changes	●	
	Certification notification		
	Office status		
	Report income change		
	Verifications needed		
Other Features	Calendar/due date		
	Information tailored to personal needs		●
	Promised security of personal data		●
	Spanish (or other) language option		

Broadband Coverage

9 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information and report

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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District of Columbia

SNAP Mobile Communication Strategy

Mobile Communication Strategy



District Direct mobile app allows clients to submit applications for food, cash, and medical benefits; recertify; upload documents; update personal or household changes; or view notices



No text messaging capabilities



Clients can apply and recertify, view case information, and report changes through a mobile-optimized website

The District of Columbia has a mobile app, has no text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	91,993
SNAP Participants	147,846
SNAP Benefits	\$37,608,785

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status	●		●
	Schedule interview			
	Sign/submit application	●		●
	Start/save application	●		●
	Submit documentation	●		●
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change	●		●
	Report income change	●		●
	Report other change	●		●
	Submit documentation			
Client inquiries	Chat			
	FAQs			
	File complaint			
	Locate community partners/resources			●
	Office hours/locations			●
	Submit questions			●
Notifications	Account changes			
	Certification notification			
	Office status			
	Report income change			
	Verifications needed			
Other Features	Calendar/due date			
	Information tailored to personal needs			
	Promised security of personal data			
	Spanish (or other) language option			●

Broadband Coverage

9 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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Florida



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



The homepage is mobile-optimized, but clients cannot apply, recertify, or manage their case through a mobile-optimized site

Florida has no mobile app or text messaging capabilities, and its website is partially mobile-optimized.

SNAP Characteristics

SNAP Households	1,542,040
SNAP Participants	2,781,226
SNAP Benefits	\$399,838,553

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator Check application status Schedule interview Sign/submit application Start/save application Submit documentation		
Benefits and EBT	Balance inquiry Card replacement PIN management		
Change reporting	Report household change Report income change Report other change Submit documentation		
Client inquiries	Chat FAQs File complaint Locate community partners/resources Office hours/locations Submit questions		● ● ●
Notifications	Account changes Certification notification Office status Report income change Verifications needed		
Other Features	Calendar/due date Information tailored to personal needs Promised security of personal data Spanish (or other) language option		●

Broadband Coverage

9 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Screenshot of Florida SNAP website (www.dcf-access.dcf.state.fl.us/access) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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Georgia



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply and recertify, view case information, and report changes through a mobile-optimized website

Georgia has no mobile app, has no text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Georgia. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	799,486
SNAP Participants	1,619,056
SNAP Benefits	\$393,413,751

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		
	Chat		
	FAQs		
	File complaint		
	Locate community partners/resources		
Notifications	Office hours/locations		
	Submit questions		
	Account changes		
	Certification notification		
Other Features	Office status		
	Report income change		
	Verifications needed		
Other Features	Calendar/due date		
	Information tailored to personal needs		
	Promised security of personal data		●
Other Features	Spanish (or other) language option		●

Broadband Coverage

10 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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Guam

SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Mobile-optimized website, but clients cannot apply or manage cases through the site

Guam has no mobile app, has no text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households

SNAP Participants

SNAP Benefits

Functionality of MCS

The table below presents the various types of MCS functionalities in use by other States.

Application and Recertification	Benefit estimator
	Check application status
	Schedule interview
	Sign/submit application
	Start/save application
	Submit documentation
Benefits and EBT	Balance inquiry
	Card replacement
	PIN management
Change reporting	Report household change
	Report income change
	Report other change
	Submit documentation
Client inquiries	Chat
	FAQs
	File complaint
	Locate community partners/resources
	Office hours/locations
	Submit questions
Notifications	Account changes
	Certification notification
	Office status
	Report income change
	Verifications needed

Broadband Coverage

2 mobile broadband carriers

98.8% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

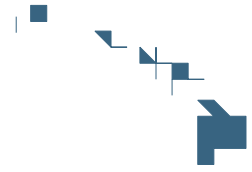
Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Hawaii



SNAP Mobile Communication Strategy

Mobile Communication Strategy



Mobile app under development



Text messaging capabilities under development



Clients can apply and recertify, upload documents, and view issued benefits through a mobile-optimized website

Hawaii is developing a mobile app, is developing text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	96,178
SNAP Participants	173,054
SNAP Benefits	\$76,888,921

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		●
	Card replacement		●
Change reporting	PIN management		●
	Report household change		
	Report income change		
	Report other change		
Client inquiries	Submit documentation		●
	Chat		
	FAQs		
	File complaint		
	Locate community partners/resources		
Notifications	Office hours/locations		
	Submit questions		
	Account changes		
	Certification notification		
Other Features	Office status		
	Report income change		
	Verifications needed		
Other Features	Calendar/due date		
	Information tailored to personal needs		
	Promised security of personal data		
Other Features	Spanish (or other) language option		●

Broadband Coverage

8 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: Hawaii website (www.pais-benefits.dhs.hawaii.gov).

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Idaho



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Text messaging capabilities under development



The homepage is mobile-optimized, but clients cannot apply, recertify, or manage their case through a mobile-optimized site

Idaho has no mobile app, is developing text messaging capabilities, and its website is partially mobile-optimized.

SNAP Characteristics

SNAP Households	61,094
SNAP Participants	124,668
SNAP Benefits	\$18,589,301

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status			
	Schedule interview			
	Sign/submit application			
	Start/save application			
	Submit documentation			
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change			
	Report income change			
	Report other change			
	Submit documentation			
Client inquiries	Chat			
	FAQs			
	File complaint			●
	Locate community partners/resources			●
	Office hours/locations			
Notifications	Submit questions			
	Account changes			
	Certification notification			
	Office status			
	Report income change			
Other Features	Verifications needed			
	Calendar/due date			
	Information tailored to personal needs			
	Promised security of personal data			
	Spanish (or other) language option			●

Broadband Coverage

12 mobile broadband carriers

99.4% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: Idaho website (www.healthandwelfare.idaho.gov/services-programs/food-assistance/apply-snap).

Illinois



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messaging to alert clients about notifications posted to their ABE Manage My Case accounts



Clients can apply and recertify, view case information, report changes, and upload documentation through a mobile-optimized website that can be translated into Spanish

Illinois has no mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	1,083,730
SNAP Participants	2,010,324
SNAP Benefits	\$470,155,392

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		●
Benefits and EBT	Balance inquiry		●
	Card replacement		
	PIN management		
Change reporting	Report household change		
	Report income change		
	Report other change		
	Submit documentation		
Client inquiries	Chat		
	FAQs		
	File complaint		
	Locate community partners/resources		
	Office hours/locations		
Notifications	Account changes	●	
	Certification notification		
	Office status		
	Report income change		
	Verifications needed		
Other Features	Calendar/due date		
	Information tailored to personal needs		
	Promised security of personal data		
	Spanish (or other) language option		●

Broadband Coverage

13 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Indiana



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply, view case information, view notices, and report case changes through a mobile-optimized website

Indiana has no mobile app, has no text messaging capabilities, and its website is mobile-optimized. The city of Indianapolis plans to launch a third-party mobile app called Food Compass. The app will be designed to help individuals navigate SNAP, and will include a chat bot and text messaging platform for users.

SNAP Characteristics

SNAP Households	292,997
SNAP Participants	625,513
SNAP Benefits	\$156,032,888

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		
Benefits and EBT	Balance inquiry		
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		
Client inquiries	Chat		
	FAQs		
	File complaint		
	Locate community partners/resources		
	Office hours/locations		
Notifications	Submit questions		
	Account changes		
	Certification notification		
	Office status		
	Report income change		
Other Features	Verifications needed		
	Calendar/due date		
	Information tailored to personal needs		
	Promised security of personal data		
	Spanish (or other) language option		

Broadband Coverage

10 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply only



Online Case Management:

View case information and report

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Iowa



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply for benefits and check eligibility through a mobile-optimized website

Iowa has no mobile app, has no text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	140,403
SNAP Participants	284,803
SNAP Benefits	\$69,171,743

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification			●
			●
			●
Benefits and EBT			
Change reporting			
Client inquiries			
Notifications			
Other Features			

Broadband Coverage

11 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply only



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Kansas

SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply and recertify, view case information, report changes, and upload documentation through a mobile-optimized website

Kansas has no mobile app, has no text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ebtEDGE, developed by the EBT vendor, FIS, is available in Kansas. Clients can check EBT balances and recent transactions through ebtEDGE.

SNAP Characteristics

SNAP Households	96,232
SNAP Participants	194,897
SNAP Benefits	\$46,480,209

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		●
	Chat		
	FAQs		●
	File complaint		●
	Locate community partners/resources		●
Notifications	Office hours/locations		●
	Submit questions		●
	Account changes		●
	Certification notification		●
	Office status		
Other Features	Report income change		●
	Verifications needed		●
	Calendar/due date		●
	Information tailored to personal needs		●
	Promised security of personal data		●
	Spanish (or other) language option		●

Broadband Coverage

11 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022. Kansas DCF Self-Service Portal (www.cssp.kees.ks.gov).

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition. Kansas DCF Self-Access Portal (www.cssp.kees.ks.gov).

Kentucky

SNAP Mobile Communication Strategy



Mobile Communication Strategy



No mobile app



Uses text messaging to notify clients about case-related actions, including missed appointments, case status, and reminders for required documents and verifications



Clients can apply, view case information, report changes, and upload documents through a mobile-optimized website that can be translated into Spanish

Kentucky has no mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	250,789
SNAP Participants	543,483
SNAP Benefits	\$114,210,680

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		●
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		●
	Chat		
	FAQs		
	File complaint		●
	Locate community partners/resources		
Notifications	Office hours/locations		
	Submit questions		●
	Account changes	●	●
	Certification notification	●	●
	Office status		
Other Features	Report income change	●	●
	Verifications needed	●	●
	Calendar/due date		●
	Information tailored to personal needs	●	●
	Promised security of personal data		●
	Spanish (or other) language option		●

Broadband Coverage

19 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Louisiana



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messaging to notify clients to check the customer portal for updates



Clients can apply and recertify, view case information, report changes, and upload documentation through a mobile-optimized website

Louisiana has no mobile app, has text messaging capabilities, and its website is mobile-optimized. A third-party app, LifeInCheck EBT, is available in Louisiana. Clients can check EBT balances and recent transactions through LifeInCheck EBT.

SNAP Characteristics

SNAP Households	379,561
SNAP Participants	774,366
SNAP Benefits	\$192,968,433

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		●
Benefits and EBT	Balance inquiry		●
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		●
Client inquiries	Chat		●
	FAQs		●
	File complaint		
	Locate community partners/resources		
	Office hours/locations		●
	Submit questions		
Notifications	Account changes	●	●
	Certification notification		
	Office status		
	Report income change		
	Verifications needed		●
Other Features	Calendar/due date		
	Information tailored to personal needs	●	●
	Promised security of personal data	●	●
	Spanish (or other) language option		●

Broadband Coverage

9 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition. Louisiana DCFS Customer Service Chatbot (www.dcms.louisiana.gov/page/dcms-chatbot).

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Maine



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messaging to alert clients about notices posted to their accounts



Clients can apply and recertify, view case information, and report case changes through a mobile-optimized website

Maine has no mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	95,026
SNAP Participants	168,512
SNAP Benefits	\$41,407,812

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		
Benefits and EBT	Balance inquiry		
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		
Client inquiries	Chat		
	FAQs		●
	File complaint		
	Locate community partners/resources		
	Office hours/locations		●
	Submit questions		
Notifications	Account changes	●	●
	Certification notification		
	Office status		
	Report income change		
	Verifications needed		●
Other Features	Calendar/due date		●
	Information tailored to personal needs	●	●
	Promised security of personal data		●
	Spanish (or other) language option		

Broadband Coverage

11 mobile broadband carriers

99.4% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information and report

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition. My Maine Connection User Guide as of May 2022.

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. G510F0136X-12319818F0109.

Maryland



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply, view case information, report case changes, and upload documentation through a mobile-optimized website

Maryland has no mobile app, has no text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Maryland. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	490,039
SNAP Participants	859,848
SNAP Benefits	\$193,938,972

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		●
	Chat		
	FAQs		
	File complaint		
	Locate community partners/resources		
Notifications	Office hours/locations		
	Submit questions		
	Account changes		
	Certification notification		
Other Features	Office status		
	Report income change		
	Verifications needed		
	Calendar/due date		
	Information tailored to personal needs		●
	Promised security of personal data		
	Spanish (or other) language option		●

Broadband Coverage

14 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply only



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Massachusetts

SNAP Mobile Communication Strategy



Mobile Communication Strategy



DTA Connect mobile app allows clients to view case information; receive notifications, appointment reminders, and case updates; request and track an EBT card; check EBT balances; report changes; update contact information; and submit documentation



Uses text messaging to notify clients about case-related actions, including missed appointments, case status, and reminders for required documents and verifications



Clients can apply, view case information, report case changes by submitting an interim report, and upload documentation through a mobile-optimized website

Massachusetts has a mobile app, has text messaging capabilities, and its website is mobile-optimized. Massachusetts is collecting information on its DTA Connect mobile app and conducting regression analyses to determine if the app reduced the number of incoming calls. Data are being collected on the number of downloads and user feedback. The DTA Connect mobile app has additional functionalities under development, including information regarding office closures and locations of vendors and offices.

SNAP Characteristics

SNAP Households	615,784
SNAP Participants	1,026,956
SNAP Benefits	\$261,154,203

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			●
	Check application status	●		●
	Schedule interview			●
	Sign/submit application			●
	Start/save application			●
	Submit documentation	●		●
Benefits and EBT	Balance inquiry	●		●
	Card replacement	●		●
	PIN management			●
Change reporting	Report household change	●		
	Report income change	●		
	Report other change	●		
	Submit documentation	●		●
Client inquiries	Chat			●
	FAQs			●
	File complaint			●
	Locate community partners/resources	●		●
	Office hours/locations	●		●
	Submit questions			●
Notifications	Account changes	●	●	●
	Certification notification	●	●	●
	Office status	●		
	Report income change		●	
	Verifications needed	●	●	●
Other Features	Calendar/due date	●		●
	Information tailored to personal needs	●	●	●
	Promised security of personal data	●		●
	Spanish (or other) language option	●		●

Broadband Coverage

10 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022. Massachusetts website (www.mass.gov/guides/how-to-contact-dta).

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition. Massachusetts website (www.mass.gov/guides/how-to-contact-dta).

Michigan



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messaging to alert clients about notifications posted to their MI Bridges accounts and has a real-time chat feature to answer general inquiries



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

Michigan has no mobile app, has text messaging capabilities, and its website is mobile-optimized. With an FY 2017 Process and Technology Improvement Grant, Michigan developed a mobile-optimized website to allow clients to apply, submit verification documents, and receive periodic reports. The grant also funded the development of text messaging capabilities to support general inquiries and text reminders.

SNAP Characteristics

SNAP Households	708,613
SNAP Participants	1,328,374
SNAP Benefits	\$426,515,034

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		●
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		●
	Chat		
	FAQs		
	File complaint		
	Locate community partners/resources		
Notifications	Office hours/locations		
	Submit questions	●	
	Account changes	●	
	Certification notification		
	Office status		
Other Features	Report income change		
	Verifications needed		
	Calendar/due date		
Other Features	Information tailored to personal needs		
	Promised security of personal data		
	Spanish (or other) language option		

Broadband Coverage

12 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Minnesota



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses texts to notify clients of information about their account



Clients can apply and recertify, upload documentation, and chat through a mobile-optimized website

Minnesota has no mobile app, has text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ebtEDGE, developed by the EBT vendor, FIS, is available in Minnesota. Clients can check EBT balances and recent transactions through ebtEDGE.

SNAP Characteristics

SNAP Households	224,840
SNAP Participants	438,521
SNAP Benefits	\$99,211,617

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status			
	Schedule interview			
	Sign/submit application			●
	Start/save application			●
Benefits and EBT	Submit documentation			●
	Balance inquiry			
	Card replacement			
Change reporting	PIN management			
	Report household change			
	Report income change			
	Report other change			
Client inquiries	Submit documentation			●
	Chat			●
	FAQs			
	File complaint			
	Locate community partners/resources			
Notifications	Office hours/locations			
	Submit questions			
	Account changes		●	
	Certification notification			
	Office status			
Other Features	Report income change			
	Verifications needed			
	Calendar/due date			
	Information tailored to personal needs			
	Promised security of personal data			
	Spanish (or other) language option			

Broadband Coverage

11 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: Minnesota website (www.mn.gov/dhs/people-we-serve/adults/economic-assistance/food-nutrition/programs-and-services/supplemental-nutrition-assistance-program).

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Mississippi



SNAP Mobile Communication Strategy

Mobile Communication Strategy



myMDHS mobile app allows clients to apply for SNAP, TANF, and LIHEAP benefits; check EBT balances; view case information; change account settings; and receive notices, case status updates, and push notifications



No text messaging capabilities



Clients can apply, recertify, and view case information through a mobile-optimized website. There is now a webpage for document upload that is also mobile-optimized: www.ea-upload.mdhs.ms.gov

Mississippi has a mobile app, has no text messaging capabilities, and its website is mobile-optimized. With an FY 2017 Process and Technology Improvement Grant, Mississippi is making improvements to its MyDHS mobile application. The enhancements will allow clients to receive notices, review case status, upload documents, receive notifications, and check benefit issuance information. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Mississippi. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	205,225
SNAP Participants	405,813
SNAP Benefits	\$62,175,904

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			●
	Check application status	●		
	Schedule interview			
	Sign/submit application	●		●
	Start/save application	●		●
	Submit documentation			●
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change			
	Report income change			
	Report other change			
	Submit documentation			
Client inquiries	Chat			
	FAQs			
	File complaint			
	Locate community partners/resources			
	Office hours/locations			
Notifications	Account changes	●		●
	Certification notification	●		●
	Office status			
	Report income change	●		●
	Verifications needed	●		●
Other Features	Calendar/due date			
	Information tailored to personal needs	●		●
	Promised security of personal data			
	Spanish (or other) language option			●

Broadband Coverage

11 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Missouri



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messages to send reminders to clients for appointments and interviews



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

Missouri has no mobile app, has text messaging capabilities, and its website is mobile-optimized. With an FY 2016 Process and Technology Improvement Grant, Missouri developed a mobile-optimized website to allow clients to apply, report household changes, and receive automated appointment reminders and text messages. The website also allows clients to identify the nearest food banks, resource centers, Veterans Affairs facilities, and Workforce Development Centers. A third-party mobile app called ebtEDGE, developed by the EBT vendor, FIS, is available in Missouri. Clients can check EBT balances and recent transactions through ebtEDGE.

SNAP Characteristics

SNAP Households	324,224
SNAP Participants	662,058
SNAP Benefits	\$108,905,541

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		●
	Card replacement		●
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		●
	Chat		●
	FAQs		●
	File complaint		●
	Locate community partners/resources		●
Notifications	Office hours/locations		●
	Submit questions		
	Account changes		●
	Certification notification		●
	Office status		
Other Features	Report income change		
	Verifications needed	●	●
	Calendar/due date	●	●
	Information tailored to personal needs		●
	Promised security of personal data		●
	Spanish (or other) language option		●

Broadband Coverage

11 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition. MyDSS (www.mydss.mo.gov/food-assistance/food-stamp-program).

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Montana



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

Montana has no mobile app, has no text messaging capabilities, and its website is mobile-optimized. Montana is in the process of moving online functionality to an updated mobile-optimized website, www.login.MT.gov. A third-party mobile app called Bnft is available in Montana.

SNAP Characteristics

SNAP Households	45,515
SNAP Participants	90,370
SNAP Benefits	\$13,632,211

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		●
Benefits and EBT	Balance inquiry		
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		●
Client inquiries	Chat		●
	FAQs		●
	File complaint		●
	Locate community partners/resources		●
	Office hours/locations		●
	Submit questions		●
Notifications	Account changes		●
	Certification notification		
	Office status		
	Report income change		
	Verifications needed		
Other Features	Calendar/due date		
	Information tailored to personal needs		●
	Promised security of personal data		●
	Spanish (or other) language option		

Broadband Coverage

6 mobile broadband carriers

99.1% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Nebraska

SNAP Mobile Communication Strategy



Mobile Communication Strategy



As of November 2021, the iServe Nebraska initiative is working on creating a mobile application



Uses text messages to send important information and reminders to clients



The homepage is mobile-optimized, but clients cannot apply, recertify, or manage their case through a mobile-optimized site

Nebraska is developing a mobile app, has text messaging capabilities, and its website is partially mobile-optimized. Nebraska is in the process of transferring from AccessNebraska, a non-mobile-optimized website, to the mobile optimized website iServe Nebraska. All online capabilities are expected to be available through a mobile-optimized website as of May 2022.

SNAP Characteristics

SNAP Households	75,142
SNAP Participants	156,210
SNAP Benefits	\$23,068,893

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status			
	Schedule interview			
	Sign/submit application	●		●
	Start/save application			●
	Submit documentation			●
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change			●
	Report income change			●
	Report other change			●
	Submit documentation			●
Client inquiries	Chat			
	FAQs			●
	File complaint			
	Locate community partners/resources			●
	Office hours/locations			●
	Submit questions			
Notifications	Account changes		●	●
	Certification notification		●	
	Office status			
	Report income change		●	
	Verifications needed		●	●
Other Features	Calendar/due date		●	
	Information tailored to personal needs		●	
	Promised security of personal data			●
	Spanish (or other) language option			●

Broadband Coverage

13 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022. Nebraska State Options Report 2021.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Nevada



SNAP Mobile Communication Strategy

Mobile Communication Strategy



Developing a mobile app to allow clients to view case information



No text messaging capabilities



Clients can apply, view case information, and upload documentation through a mobile-optimized website available in English and Spanish

Nevada is developing a mobile app, has no text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	238,611
SNAP Participants	452,466
SNAP Benefits	\$106,112,231

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status	●		●
	Schedule interview			●
	Sign/submit application			●
	Start/save application			●
	Submit documentation			●
Benefits and EBT	Balance inquiry			●
	Card replacement			
	PIN management			
Change reporting	Report household change			
	Report income change			
	Report other change			
	Submit documentation			●
Client inquiries	Chat			
	FAQs			
	File complaint			
	Locate community partners/resources			
	Office hours/locations			
Notifications	Submit questions			
	Account changes			
	Certification notification			
	Office status			
	Report income change			
Other Features	Verifications needed			
	Calendar/due date			
	Information tailored to personal needs	●		
	Promised security of personal data			
	Spanish (or other) language option			●

Broadband Coverage

14 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply only



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition. Nevada website (www.accessnevada.dwss.nv.gov/public/landing-page).

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

New Hampshire

SNAP Mobile Communication Strategy



Mobile Communication Strategy



No mobile app



Uses text messaging to alert clients about notices posted to their NHEasy accounts



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

New Hampshire has no mobile app, has text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ebtEDGE, developed by the EBT vendor, FIS, is available in New Hampshire. Clients can check EBT balances and recent transactions through ebtEDGE.

SNAP Characteristics

SNAP Households	35,823
SNAP Participants	68,622
SNAP Benefits	\$16,692,264

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		●
Benefits and EBT	Balance inquiry		
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		●
Client inquiries	Chat		●
	FAQs		●
	File complaint		●
	Locate community partners/resources		●
	Office hours/locations		●
	Submit questions		●
Notifications	Account changes	●	●
	Certification notification		
	Office status		
	Report income change		
	Verifications needed		
Other Features	Calendar/due date		
	Information tailored to personal needs	●	●
	Promised security of personal data		●
	Spanish (or other) language option		●

Broadband Coverage

9 mobile broadband carriers

99.8% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022. NHEasy (www.nheasy.nh.gov).

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

New Jersey

SNAP Mobile Communication Strategy



Mobile Communication Strategy



No mobile app



Developing text messaging capabilities to send notifications to clients in Atlantic County



Clients can determine eligibility through a mobile-optimized website that can be translated into Spanish, but they cannot apply, recertify, or manage their case through a mobile-optimized website

New Jersey has no mobile app, is developing text messaging capabilities, and its website is partially mobile-optimized. With an FY 2017 Process and Technology Improvement Grant, Atlantic County is making improvements to its phone management system, including adding text messaging. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in New Jersey. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	467,575
SNAP Participants	900,996
SNAP Benefits	\$225,922,918

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			●
	Check application status			
	Schedule interview			
	Sign/submit application			
	Start/save application			
	Submit documentation			
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change			
	Report income change			
	Report other change			
	Submit documentation			
Client inquiries	Chat			
	FAQs			
	File complaint			
	Locate community partners/resources			
	Office hours/locations			
Notifications	Submit questions			
	Account changes			
	Certification notification			
	Office status			
Other Features	Report income change			
	Verifications needed			
	Calendar/due date			
	Information tailored to personal needs			
	Promised security of personal data			
	Spanish (or other) language option			●

Broadband Coverage

9 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Screenshot of New Jersey SNAP website (www.oneapp.dhs.state.nj.us/Forms/SignIn) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

New Mexico



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messages as reminders



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website in English and multiple other languages

New Mexico has no mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	271,538
SNAP Participants	525,010
SNAP Benefits	\$130,733,560

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		●
Benefits and EBT	Balance inquiry		
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		●
Client inquiries	Chat		●
	FAQs		●
	File complaint		●
	Locate community partners/resources		●
	Office hours/locations		●
	Submit questions		●
Notifications	Account changes	●	
	Certification notification		
	Office status		
	Report income change		
	Verifications needed	●	
Other Features	Calendar/due date		
	Information tailored to personal needs		●
	Promised security of personal data		●
	Spanish (or other) language option		●

Broadband Coverage

13 mobile broadband carriers

99.6% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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New York



SNAP Mobile Communication Strategy

Mobile Communication Strategy



NYDocSubmit enables clients in many New York State counties to upload documents related to their case. NYC ACCESS HRA mobile app allows clients in New York City to review case status and benefit issuance, apply and recertify, and upload required documents. The app is available in multiple languages.



Uses text messaging capabilities to notify clients in New York City to complete interviews, submit application documents, submit outstanding documents after certification, or recertify



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

New York has a mobile app, has text messaging capabilities, and its website is mobile-optimized. New York State's mobile app is only for document uploading. New York City has a mobile app with extensive functionality. With a FY 2017 Process and Technology Improvement Grant (PTIG), NYC implemented text messaging for clients who have single-issuance cases but have not submitted the needed documents to receive benefits. With a FY 2015 PTIG, NYC developed a mobile app for smartphones and tablets that supports clients in completing applications and recertifications, reviewing case status and benefit issuance information, uploading documents, and communicating with the SNAP agency.

SNAP Characteristics

Broadband Coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator Check application status Schedule interview Sign/submit application Start/save application Submit documentation		
Benefits and EBT	Balance inquiry Card replacement PIN management		
Change reporting	Report household change Report income change Report other change Submit documentation		
Client inquiries	Chat FAQs File complaint Locate community partners/resources Office hours/locations Submit questions		
Notifications	Account changes Certification notification Office status Report income change Verifications needed		
Other Features	Calendar/due date Information tailored to personal needs Promised security of personal data Spanish (or other) language option		

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

North Carolina



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messaging for multi-factor authentication and to notify clients a notice is ready to view



Clients can apply, view case information, and upload documents through a mobile-optimized website

North Carolina has no mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	817,152
SNAP Participants	1,609,101
SNAP Benefits	\$393,376,203

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		●
Client inquiries	Chat		
	FAQs		
	File complaint		●
	Locate community partners/resources		
	Office hours/locations		
Notifications	Submit questions		
	Account changes	●	
	Certification notification	●	
	Office status		
	Report income change		
Other Features	Verifications needed	●	
	Calendar/due date	●	
	Information tailored to personal needs	●	
	Promised security of personal data		
	Spanish (or other) language option		●

Broadband Coverage

9 mobile broadband carriers

99.8% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply only



Online Case Management:

View case information and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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North Dakota

SNAP Mobile Communication Strategy



Mobile Communication Strategy



No mobile app



Uses text messaging to remind clients to recertify



The homepage is mobile-optimized, but clients cannot apply, recertify, or manage their case information through a mobile-optimized site

North Dakota has no mobile app, has text messaging capabilities, and its website is partially mobile-optimized. A third-party mobile app called ebtEDGE, developed by the EBT vendor, FIS, is available in North Dakota. Clients can check EBT balances and recent transactions through ebtEDGE.

SNAP Characteristics

SNAP Households	23,845
SNAP Participants	47,766
SNAP Benefits	\$7,781,625

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator Check application status Schedule interview Sign/submit application Start/save application Submit documentation		
Benefits and EBT	Balance inquiry Card replacement PIN management		
Change reporting	Report household change Report income change Report other change Submit documentation		
Client inquiries	Chat FAQs File complaint Locate community partners/resources Office hours/locations Submit questions		● ●
Notifications	Account changes Certification notification Office status Report income change Verifications needed	●	
Other Features	Calendar/due date Information tailored to personal needs Promised security of personal data Spanish (or other) language option	● ●	

Broadband Coverage

8 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition. North Dakota Human Services (www.nd.gov/dhs/services/financialhelp/foodstamps).

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Ohio



SNAP Mobile Communication Strategy

Mobile Communication Strategy



Clients can learn how to apply, save case information, schedule personal reminders, and receive push notifications



Uses text messaging, but varies by county



Clients can apply and recertify, view case information, report changes, and upload documentation through a mobile-optimized website that can be translated into Spanish

Ohio has a mobile app, has text messaging capabilities, and its website is mobile-optimized. Ohio's mobile app, Oh SNAP - Ohio, is for information purposes only.

SNAP Characteristics

SNAP Households	757,921
SNAP Participants	1,497,948
SNAP Benefits	\$360,407,114

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator	●		●
	Check application status			●
	Schedule interview			●
	Sign/submit application			●
	Start/save application			●
	Submit documentation			●
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change			●
	Report income change			●
	Report other change			●
	Submit documentation			●
Client inquiries	Chat			
	FAQs	●		
	File complaint			
	Locate community partners/resources	●		
	Office hours/locations			●
Notifications	Submit questions			
	Account changes			
	Certification notification			
	Office status			
	Report income change			
Other Features	Verifications needed			
	Calendar/due date			
	Information tailored to personal needs	●		
	Promised security of personal data			
	Spanish (or other) language option			●

Broadband Coverage

11 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Oklahoma



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

Oklahoma has no mobile app, has no text messaging capabilities, and its website is mobile-optimized. With an FY 2014 Process and Technology Improvement Grant, Oklahoma developed a mobile-optimized version of the OKDHSLive! Website. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Oklahoma. Clients can check their balances, track spending, and change their EBT personal identification number (PIN). The app is available in English and Spanish.

SNAP Characteristics

SNAP Households	301,484
SNAP Participants	637,221
SNAP Benefits	\$152,627,843

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		●
	Chat		
	FAQs		
	File complaint		
	Locate community partners/resources		
Notifications	Office hours/locations		●
	Submit questions		
	Account changes		
	Certification notification		
	Office status		
Other Features	Report income change		
	Verifications needed		
	Calendar/due date		
	Information tailored to personal needs		●
	Promised security of personal data		●
	Spanish (or other) language option		

Broadband Coverage

20 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Oregon



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messages to inform clients they have a new message in their online account



Clients can apply and recertify, and view and manage case information through a mobile-optimized website

Oregon has no mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	426,807
SNAP Participants	740,520
SNAP Benefits	\$173,776,904

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		
	Check application status		
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
Benefits and EBT	Submit documentation		●
	Balance inquiry		●
	Card replacement		
Change reporting	PIN management		
	Report household change		●
	Report income change		●
	Report other change		●
Client inquiries	Submit documentation		●
	Chat		
	FAQs		
	File complaint		
	Locate community partners/resources		
Notifications	Office hours/locations		
	Submit questions	●	
	Account changes	●	
	Certification notification		
	Office status		
Other Features	Report income change		
	Verifications needed		
	Calendar/due date		
Other Features	Information tailored to personal needs		
	Promised security of personal data		
	Spanish (or other) language option	●	

Broadband Coverage

11 mobile broadband carriers

99.9% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

Report changes, view messages, and manage appointments

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: Oregon website (www.one.oregon.gov).

Pennsylvania

SNAP Mobile Communication Strategy



Mobile Communication Strategy



myCOMPASS mobile app allows clients to check application status, view case information, report case changes, check EBT balances, check renewal dates, and submit documents for verification



Uses text messaging to receive updates and alerts about benefits



Clients can apply and recertify, view case information, report changes, and upload documentation through a mobile-optimized website that can be translated into Spanish

Pennsylvania has a mobile app, has text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Pennsylvania. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	987,280
SNAP Participants	1,859,781
SNAP Benefits	\$382,561,816

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			●
	Check application status	●		●
	Schedule interview			
	Sign/submit application			●
	Start/save application			●
	Submit documentation			●
Benefits and EBT	Balance inquiry	●		
	Card replacement			
	PIN management			
Change reporting	Report household change			●
	Report income change			●
	Report other change	●		●
	Submit documentation	●		
Client inquiries	Chat			
	FAQs			●
	File complaint			
	Locate community partners/resources			●
	Office hours/locations			
	Submit questions			
Notifications	Account changes			
	Certification notification	●	●	
	Office status			
	Report income change			
Other Features	Verifications needed	●	●	
	Calendar/due date	●	●	
	Information tailored to personal needs	●		●
	Promised security of personal data	●		●
	Spanish (or other) language option		●	●

Broadband Coverage

12 mobile broadband carriers

99.9% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Rhode Island



SNAP Mobile Communication Strategy

Mobile Communication Strategy



HealthyRhode app allows clients to view EBT balance, check case status, and submit documents



Uses text messaging to receive updates and alerts about benefits



Clients can apply, view case information, and upload documents through a mobile-optimized website

Rhode Island has a mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	84,931
SNAP Participants	138,953
SNAP Benefits	\$36,904,756

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			●
	Check application status	●		●
	Schedule interview			●
	Sign/submit application			●
	Start/save application			●
	Submit documentation	●		●
Benefits and EBT	Balance inquiry	●		
	Card replacement			
	PIN management			
Change reporting	Report household change			●
	Report income change			●
	Report other change			●
	Submit documentation	●		●
Client inquiries	Chat			
	FAQs			●
	File complaint			
	Locate community partners/resources			
	Office hours/locations			●
	Submit questions			
Notifications	Account changes		●	●
	Certification notification			
	Office status			
	Report income change			
	Verifications needed			
Other Features	Calendar/due date			
	Information tailored to personal needs			●
	Promised security of personal data			
	Spanish (or other) language option			●

Broadband Coverage

7 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply only



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

South Carolina



SNAP Mobile Communication Strategy

Mobile Communication Strategy



Developing a mobile app called SNAP Assist for clients primarily in Oconee and Pickens County



Text messaging capabilities under development



Clients can apply and recertify, view case information, and upload documents through a mobile-optimized website

South Carolina is developing a mobile app, is developing text messaging capabilities, and its website is mobile-optimized. With an FY 2015 Process and Technology Improvement Grant, South Carolina is developing a mobile app called SNAP Assist for clients primarily in Oconee and Pickens County to support them through all stages of the application process, send them reminders about recertification, and allow them to submit documents via a camera-based image scanner. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in South Carolina. The app allows SNAP participants to check their balances, track spending, and change their EBT personal identification number (PIN). The app is available in English and Spanish.

SNAP Characteristics

SNAP Households	304,226
SNAP Participants	619,070
SNAP Benefits	\$153,583,189

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator	●		●
	Check application status			●
	Schedule interview			●
	Sign/submit application	●		●
	Start/save application	●		●
	Submit documentation	●		●
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change			●
	Report income change			●
	Report other change			●
	Submit documentation	●		
Client inquiries	Chat			
	FAQs			
	File complaint			
	Locate community partners/resources			
	Office hours/locations			
	Submit questions			
Notifications	Account changes			
	Certification notification	●		
	Office status			●
	Report income change			
Other Features	Verifications needed	●		
	Calendar/due date			
	Information tailored to personal needs	●		●
	Promised security of personal data	●		●
	Spanish (or other) language option			●

Broadband Coverage

16 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition. South Carolina website (www.dss.sc.gov/assistance-programs/report-a-snaptanf-change).

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

South Dakota



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Website failed mobile-friendly test because (1) viewport not set, (2) text too small to read, (3) clickable elements too close together

South Dakota has no mobile app, has no text messaging capabilities, and its website is not mobile-optimized. A third-party mobile app called ebtEDGE, developed by the EBT vendor, FIS, is available in South Dakota. Clients can check EBT balances and recent transactions through ebtEDGE.

SNAP Characteristics

SNAP Households

SNAP Participants

SNAP Benefits

Functionality of MCS

The table below presents the various types of MCS functionalities in use by other States.

Application and Recertification	Benefit estimator
	Check application status
	Schedule interview
	Sign/submit application
	Start/save application
	Submit documentation
Benefits and EBT	Balance inquiry
	Card replacement
	PIN management
Change reporting	Report household change
	Report income change
	Report other change
	Submit documentation
Client inquiries	Chat
	FAQs
	File complaint
	Locate community partners/resources
	Office hours/locations
	Submit questions
Notifications	Account changes
	Certification notification
	Office status
	Report income change
	Verifications needed

Broadband Coverage

9 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly/) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov/).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband/) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Tennessee



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply and recertify, view case information, and report case changes through a mobile-optimized website

Tennessee has no mobile app, has no text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Tennessee. The app allows SNAP participants to check their balances, track spending, and change their EBT personal identification number (PIN). The app is available in English and Spanish.

SNAP Characteristics

SNAP Households	426,380
SNAP Participants	843,906
SNAP Benefits	\$136,113,636

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status			●
	Schedule interview			
	Sign/submit application			●
	Start/save application			●
Benefits and EBT	Submit documentation			●
	Balance inquiry			
	Card replacement			
Change reporting	PIN management			
	Report household change			
	Report income change			
	Report other change			
Client inquiries	Submit documentation			
	Chat			●
	FAQs			●
	File complaint			●
	Locate community partners/resources			
Notifications	Office hours/locations			●
	Submit questions			
	Account changes			
	Certification notification			
Other Features	Office status			●
	Report income change			
	Verifications needed			
Other Features	Calendar/due date			
	Information tailored to personal needs			●
	Promised security of personal data			●
Other Features	Spanish (or other) language option			●

Broadband Coverage

12 mobile broadband carriers

99.9% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Screenshot of Tennessee SNAP website (www.onedhs.tn.gov/csp) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Texas



SNAP Mobile Communication Strategy

Mobile Communication Strategy



Your Texas Benefits mobile app allows clients to review case information, view alerts, report case changes, and upload documentation



Uses text messaging to notify clients about case-related actions, including missed appointments, case status, and reminders for required documents and verifications



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

Texas has a mobile app, has text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	1,532,754
SNAP Participants	3,483,575
SNAP Benefits	\$848,058,759

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			●
	Check application status	●		●
	Schedule interview			
	Sign/submit application			●
	Start/save application			●
	Submit documentation	●		●
Benefits and EBT	Balance inquiry	●		
	Card replacement			
	PIN management			
Change reporting	Report household change	●		●
	Report income change	●		●
	Report other change	●		●
	Submit documentation	●		●
Client inquiries	Chat			
	FAQs			
	File complaint			
	Locate community partners/resources	●		
	Office hours/locations	●		
Notifications	Submit questions			
	Account changes	●	●	
	Certification notification	●	●	
	Office status			
	Report income change		●	
Other Features	Verifications needed		●	
	Calendar/due date	●		
	Information tailored to personal needs	●	●	●
	Promised security of personal data			●
	Spanish (or other) language option			●

Broadband Coverage

15 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Utah



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messaging to notify clients to recertify



Clients can apply and recertify, view case information, report case changes, and upload documentation through a mobile-optimized website

Utah has no mobile app, has text messaging capabilities, and its website is mobile-optimized. ConnectEBT, developed by the EBT vendor, Conduent, is available in Utah. Clients can check their balances, track spending, and change their EBT personal identification number (PIN). The app is available in English and Spanish.

SNAP Characteristics

SNAP Households	74,545
SNAP Participants	157,443
SNAP Benefits	\$38,382,989

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status			●
	Schedule interview			
	Sign/submit application			●
	Start/save application			●
Benefits and EBT	Submit documentation			●
	Balance inquiry			
	Card replacement			
Change reporting	PIN management			
	Report household change			
	Report income change			
	Report other change			
Client inquiries	Submit documentation			●
	Chat			●
	FAQs			●
	File complaint			
	Locate community partners/resources			
Notifications	Office hours/locations			
	Submit questions			
	Account changes			
	Certification notification		●	
Other Features	Office status			
	Report income change			
	Verifications needed			
	Calendar/due date		●	
	Information tailored to personal needs		●	●
	Promised security of personal data			●
	Spanish (or other) language option			●

Broadband Coverage

15 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Vermont



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply and recertify and upload documentation through a mobile-optimized website

Vermont has no mobile app, has no text messaging capabilities, and its website is mobile-optimized but does not offer case management. According to the Northeast Regional Office, Vermont has plans to develop a mobile app after its integrated eligibility system is complete. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Vermont. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	40,047
SNAP Participants	68,557
SNAP Benefits	\$17,601,246

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status			
	Schedule interview			
	Sign/submit application			●
	Start/save application			●
	Submit documentation			●
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change			
	Report income change			
	Report other change			
	Submit documentation			●
Client inquiries	Chat			
	FAQs			
	File complaint			
	Locate community partners/resources			
	Office hours/locations			●
	Submit questions			
Notifications	Account changes			
	Certification notification			
	Office status			
	Report income change			
	Verifications needed			
Other Features	Calendar/due date			
	Information tailored to personal needs			
	Promised security of personal data			●
	Spanish (or other) language option			●

Broadband Coverage

8 mobile broadband carriers

99.7% of population has mobile wireless coverage

Online Functionality

Online Application:
Apply and recertify

Online Case Management:
No online management



Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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Virgin Islands

SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Website failed mobile-friendly test because (1) viewport not set, (2) text too small to read, (3) clickable elements too close together

The Virgin Islands has no mobile app, has no text messaging capabilities, and its website is not mobile-optimized. A third-party mobile app, ebtEDGE, developed by the EBT vendor, FIS, is available in the Virgin Islands. Clients can check EBT balances and recent transactions through ebtEDGE.

SNAP Characteristics

SNAP Households

SNAP Participants

SNAP Benefits

Functionality of MCS

The table below presents the various types of MCS functionalities in use by other States.

Application and Recertification	Benefit estimator Check application status Schedule interview Sign/submit application Start/save application Submit documentation
Benefits and EBT	Balance inquiry Card replacement PIN management
Change reporting	Report household change Report income change Report other change Submit documentation
Client inquiries	Chat FAQs File complaint Locate community partners/resources Office hours/locations Submit questions
Notifications	Account changes Certification notification Office status Report income change Verifications needed

Broadband Coverage

8 mobile broadband carriers

59.2% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Virginia



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



Uses text messaging to notify clients about case-related actions, including missed appointments, case status, and reminders for required documents and verifications



Clients can apply and recertify, view case information, and report case changes through a mobile-optimized website

Virginia has no mobile app, has text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ConnectEBT, developed by the EBT vendor, Conduent, is available in Virginia. Clients can check EBT balances and recent transactions through ConnectEBT.

SNAP Characteristics

SNAP Households	403,352
SNAP Participants	799,803
SNAP Benefits	\$142,614,982

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		
Benefits and EBT	Balance inquiry		
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		
Client inquiries	Chat		
	FAQs		
	File complaint		
	Locate community partners/resources		
	Office hours/locations		
Notifications	Account changes	●	
	Certification notification	●	
	Office status		
	Report income change	●	
	Verifications needed	●	
Other Features	Calendar/due date		●
	Information tailored to personal needs	●	
	Promised security of personal data		
	Spanish (or other) language option		●

Broadband Coverage

14 mobile broadband carriers

99.9% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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Washington



SNAP Mobile Communication Strategy

Mobile Communication Strategy



Developing a mobile app to allow clients to check case information and upload documents



Developing text messaging capabilities to alert and remind clients about upcoming appointments and needed documentation



The homepage is mobile-optimized, but clients cannot apply or manage their case through a mobile-optimized site

Washington is developing a mobile app, is developing text messaging capabilities, and its website is partially mobile-optimized. With an FY 2016 Process and Technology Improvement Grant, Washington is developing a mobile app to allow clients to upload documents and review and update case information. Washington is also developing text messaging capabilities to alert and remind clients about upcoming appointments or needed documentation.

SNAP Characteristics

SNAP Households	500,593
SNAP Participants	313,719
SNAP Benefits	\$208,329,539

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status	●		
	Schedule interview			
	Sign/submit application			
	Start/save application			
	Submit documentation		●	
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change			
	Report income change			
	Report other change			
	Submit documentation	●		
Client inquiries	Chat			
	FAQs			
	File complaint			
	Locate community partners/resources			
	Office hours/locations			
Notifications	Submit questions			
	Account changes			
	Certification notification			
	Office status			
	Report income change			
Other Features	Verifications needed			
	Calendar/due date		●	
	Information tailored to personal needs	●	●	
	Promised security of personal data		●	
	Spanish (or other) language option			

Broadband Coverage

11 mobile broadband carriers

99.9% of population has mobile wireless coverage

Online Functionality

Online Application:

No online application



Online Case Management:

No online management

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

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West Virginia



SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Clients can apply and recertify, view case information, and report case changes through a mobile-optimized website

West Virginia has no mobile app, has no text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ebtEDGE, developed by the EBT vendor, FIS, is available in West Virginia. Clients can check EBT balances and recent transactions.

SNAP Characteristics

SNAP Households	167,583
SNAP Participants	696,998
SNAP Benefits	\$7,339,611

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator		●
	Check application status		●
	Schedule interview		
	Sign/submit application		●
	Start/save application		●
	Submit documentation		
Benefits and EBT	Balance inquiry		
	Card replacement		
	PIN management		
Change reporting	Report household change		●
	Report income change		●
	Report other change		●
	Submit documentation		
Client inquiries	Chat		
	FAQs		●
	File complaint		
	Locate community partners/resources		●
	Office hours/locations		
Notifications	Submit questions		
	Account changes		
	Certification notification		
	Office status		
	Report income change		
Other Features	Verifications needed		
	Calendar/due date		
	Information tailored to personal needs		
	Promised security of personal data		
	Spanish (or other) language option		

Broadband Coverage

14 mobile broadband carriers

99.4% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information and report

Sources:

Mobile Communication Strategy: Screenshot of West Virginia SNAP website (www.identity.optumgovid.com) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

Wisconsin



SNAP Mobile Communication Strategy

Mobile Communication Strategy



MyACCESS mobile app allows clients to view the status of their application, review reminders such as those for recertifications and verifications, and submit documentation



No text messaging capabilities



Clients can apply using the mobile-optimized website, view case information, report changes, and submit documents

Wisconsin has a mobile app, has no text messaging capabilities, and its website is mobile-optimized.

SNAP Characteristics

SNAP Households	366,621
SNAP Participants	696,998
SNAP Benefits	\$169,881,607

Functionality of MCS

		Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator			
	Check application status	●		
	Schedule interview			
	Sign/submit application			●
	Start/save application			●
	Submit documentation			●
Benefits and EBT	Balance inquiry			
	Card replacement			
	PIN management			
Change reporting	Report household change			●
	Report income change			●
	Report other change			●
	Submit documentation	●		●
Client inquiries	Chat			
	FAQs	●		
	File complaint			
	Locate community partners/resources			
	Office hours/locations			
	Submit questions			
Notifications	Account changes	●		
	Certification notification	●		
	Office status			
	Report income change			
	Verifications needed	●		
Other Features	Calendar/due date	●		
	Information tailored to personal needs	●		
	Promised security of personal data	●		
	Spanish (or other) language option	●		

Broadband Coverage

17 mobile broadband carriers

100.0% of population has mobile wireless coverage

Online Functionality

Online Application:

Apply and recertify



Online Case Management:

View case information, report, and upload

Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of May 2022.

Online Functionality: SNAP State Options Report, 14th edition.

This profile was developed in June 2022 for the Modernizing Channels of Communication With SNAP Participants project funded by the U.S. Department of Agriculture's Food and Nutrition Service under contract no. GS10F0136X-12319818F0109.

Wyoming

SNAP Mobile Communication Strategy

Mobile Communication Strategy



No mobile app



No text messaging capabilities



Mobile-optimized website, but clients cannot apply or manage cases through the site

Wyoming has no mobile app, has no text messaging capabilities, and its website is mobile-optimized. A third-party mobile app called ebtEDGE, developed by the EBT vendor, FIS, is available in Wyoming. Clients can check EBT balances and recent transactions.

SNAP Characteristics

SNAP Households	14,451
SNAP Participants	30,714
SNAP Benefits	\$7,455,541

Functionality of MCS

	Mobile App	Text Messaging	Website
Application and Recertification	Benefit estimator Check application status Schedule interview Sign/submit application Start/save application Submit documentation		
Benefits and EBT	Balance inquiry Card replacement PIN management		
Change reporting	Report household change Report income change Report other change Submit documentation		
Client inquiries	Chat FAQs File complaint Locate community partners/resources Office hours/locations Submit questions		● ●
Notifications	Account changes Certification notification Office status Report income change Verifications needed		
Other Features	Calendar/due date Information tailored to personal needs Promised security of personal data Spanish (or other) language option		

Broadband Coverage

10 mobile broadband carriers

99.2% of population has mobile wireless coverage

Online Functionality

Online Application:
No online application

Online Case Management:
No online management



Sources:

Mobile Communication Strategy: Google Mobile Friendly-Test (www.search.google.com/test/mobile-friendly) as of May 2022.

SNAP Characteristics: State Level Participation & Benefits for March 2022 as of June 2022 (www.fns.usda.gov).

Broadband Coverage: Broadband NOW (www.broadbandnow.com/Mobile-Broadband) as of June 2022.

Online Functionality: SNAP State Options Report, 14th edition.