FY2018 SNAP Process and Technology Improvement Grants
Project Summaries

- **Alabama Department of Human Resources (AL) –** *$1,184,608*

The Alabama Department of Human Resources (DHR) will develop a process to store individual notices that were sent to clients automatically, including both the automation of adding these notices to their document management system, as well as linking them electronically to individual casefiles. DHR will also create a worker dashboard to help caseworkers track and process cases more timely and efficiently, including providing worklists to workers to prompt them on next steps in an application, the ability to query previously difficult to obtain historical data, as well as providing a variety of metrics and statistical data on the current caseload.

- **Broome County (NY) –** *$39,000*

Broome County will improve case processing by shifting their current document imaging processes whereby they store casefiles in their local document repository system (OnBase), to now be able to begin to use the New York State Office of Temporary and Disability Assistance's new system for electronic document records, the Imaging & Electronic Document Repository (I/EDR). Clients will be able to electronically upload their documents and have the totality of their case record be in one place, and caseworker processing will become more efficient.

- **District of Columbia Department of Human Services (DC) –** *$220,942*

The District of Columbia Department of Human Services will create a mobile application called SNAP SENTral. The initial version of this mobile app will allow customers to take a photo of their signed mid-certification forms and upload it directly into the document management system. That report will then be able to be associated with their casefile, and a caseworker will be alerted that a customer has submitted new documents to review. This mobile app will have the capacity to be expanded to accept recertification forms and verification documents in the future.

- **Kansas Department for Children and Families (KS) –** *$1,475,303*

The Kansas Department for Children and Families will use a human centered design approach to develop, implement, and evaluate a strengths-based mobile-enabled website to improve communication between work registrants (and Able Bodied Adults Without Dependents, or ABAWDS) and State staff. The website will include appointment reminders, goal-setting and achievement tracking tools, task lists with reminders and alerts, document submission, and a place to house and easily access job search tools, among other items.

- **New Mexico Human Services Department (NM)** – *$525,701*

The New Mexico Human Services Department (NM-HSD) will purchase and implement a lobby management system that includes self-service kiosks, overhead monitors, audio guidance, and associated software. These lobby management tools will announce the queue position of waiting customers, allow customers to schedule appointments online, check customers in when they arrive at the field office, automatically route customers to the appropriate staffer based on their individual needs, and capture data about field office visits. The project will be undertaken at all 33 NM-HSD field offices.

- **New York City Human Resources Administration (NY)** – *$1,237,950*

The New York City Human Resources Administration (HRA) will invest grant funds to better manage the approximately 60,000 SNAP documents that they receive on a daily basis. HRA will develop and implement a customized Document Identification technology that will automatically identify, index, and extract text from 24 of the most frequently submitted types of documents by SNAP applicants and clients, including birth certificates, pay stubs, and Social Security cards. This project will reduce the number of documents that need to be manually indexed, improving the efficiency of the process.

- **Pitt County (NC)** – *$316,496*

Pitt County will improve lobby management, document processing and case management by: (1) purchasing a confidential self-registration system to avoid long lines and allow customers to see wait times; (2) providing scanners for SNAP staff and kiosks for client self-scanning of verification documents in order for documents to be entered into the State's automated system more quickly; and (3) implementing recertification communications, including text messages and email reminders to help clients avoid an interruption in benefits.