



FY2016 SNAP Process and Technology Improvement Grant Project Summaries

- **Delaware Department of Health and Social Services (DE) – \$667,618**

The Delaware Department of Health and Social Services will design, develop, and implement a triage solution in each of its 18 local SNAP offices. A Triage Specialist will be stationed in the lobby area of each location to welcome clients as they enter and perform “triage” on the purpose for their visit. Triage Specialists will be equipped with a tablet that has a camera and wireless access which will enable them to connect to DE Worker Web application and view case status information. The Triage Specialist will be able to take photos of the client’s supporting documentation and email the photos to the Document Imaging System (DIS) Inbox, renewals Inbox, or other designated email inboxes. One of the applications available on the tablet will be a cloud-hosted rules-based expert system that will contain rules and decision logic to assist the Triage Specialist in addressing clients’ needs. The application will prescreen for potential eligibility but will not determine benefit amounts. This will help Triage Specialists accurately address a wide variety of client questions.
- **Florida Department of Children and Families (FL) – \$447,282**

The Florida Department of Children and Families will use grant funds to improve the EBT card replacement and address change reporting process for SNAP recipients. System programmers will make changes to existing software to allow clients to report if their EBT card was Lost, Stolen, or Damaged and submit a request for a replacement EBT card in the web-based self-service portal. The EBT vendor will make changes to existing software to interface with the State’s eligibility system to allow the EBT system to accept the transmission of a replacement card request, change the status accordingly, and also create the necessary logs for tracking and reporting purposes. This will streamline the replacement EBT card process and improve the accuracy of the mailing addresses on file for clients. In turn, this will reduce the amount of returned mail and provide replacement cards to customers in a timely manner.
- **Maryland Department of Human Resources (MD) – \$723,065**

The Maryland Department of Human Resources (DHR) will use grant funds to better coordinate case management service across American Job Centers, community-based SNAP E&T providers, and local Departments of Social Services. DHR will pilot the implementation of ICF Incorporated’s proprietary tool, wQ®, in Baltimore City and the eight Maryland counties that have implemented FNS Able-bodied Adults Without Dependents (ABAWD) time-limit waivers. DHR will integrate wQ® with the existing Maryland Workforce Exchange (MWE) and a suite of SNAP E&T tools. By sharing key client information collected in wQ® with the MWE system, DHR hopes to increase the rate of referral to MWE by SNAP caseworkers and partners, simplify the registration of clients into MWE, improve the usage of MWE by SNAP clients, and ultimately help SNAP clients meet their work requirements on their pathways to self-sufficiency.
- **Missouri Department of Social Services (MO) – \$955,035**

The Missouri Department of Social Services will use grant funds to rewrite the MO Benefit Center platform using Microsoft .NET to enable mobile capability. The project will also expand the customer portal to offer self-service functionality which will include the ability to submit a SNAP application, report changes in household circumstances, and provide the option to receive automated reminder calls or text messages. New geographic information will also be available on the MO Benefit Center website to help clients locate the nearest food bank, resource centers, Veteran’s Affairs facilities and Workforce Development Job Centers.



- **Nebraska Department of Health and Human Services (NE) – \$607,000**
The Nebraska Department of Health and Human Services’ project consists of three initiatives to achieve customer service outcomes to improve access to SNAP benefits by eligible applicants. 1) Workforce optimization software will be purchased to provide information to managers and supervisors needed for scheduling or forecast staffing. 2) Communication boards will be purchased and a network will be developed to connect the dashboard programming to the operating systems (phone, document management, and eligibility). Changes to the N-FOCUS eligibility system will be made to create automated lists of clients who consent to receive text message alerts along with their phone number and a daily file of text messages to be sent. Text reminders will be sent to clients to alert them if verification is needed, if recertification is due, changes in case status, and other changes affecting eligibility. This will serve as a complement to mailed or emailed notices for those who have opted to receive electronic notices through Nebraska’s FNS approved Electronic Notice waiver.
- **Info Line of San Diego 2-1-1 (CA) – \$100,000**
Info Line of San Diego 2-1-1 (CA) will use funding to connect three systems as part of the region-wide data exchange. Through this project, the telephone system (inContact), the appointment setting system (TimeTrade), and a new text messaging system will auto-populate information into 2-1-1’s Client Management System (Salesforce). This information will interface and ultimately 2-1-1’s client records will be accessible to the County of San Diego as part of a community-wide initiative to streamline client access to services and to share client data across stakeholders. The County will be able to see relevant pieces of work completed prior to an application being submitted by 2-1-1 along with relevant data that the client shared.
- **Washington Department of Social and Health Services (WA) – \$1,500,000**
The Washington Department of Social and Health Services (DSHS) will use grant funds to develop a mobile app that will provide SNAP clients and applicants with the ability to upload documents, review, and update their case information using an app designed for smartphones and tablets. This project will also enable DSHS to use web platforms to send text message alerts and reminders to clients informing them of upcoming appointments or needed documentation.