



FY2020 SNAP Process and Technology Improvement Grants Project Summaries

- **Colorado Department of Human Services (CO) – \$558,068**

The Colorado Department of Human Services will implement intelligent character recognition software, in combination with robotic process automation, that aids in processing periodic report forms. The project will reduce the need for manual data entry by the caseworker and allow for workers to move through backlogs.

- **Cuyahoga County Job and Family Services (OH) – \$131,787**

The Cuyahoga County Job and Family Services will enhance the development of a remote work environment that is capable of supporting ongoing telework, as needed. The project will solve immediate challenges the department is facing as a result of the COVID-19 pandemic as well as better prepare the department for future public health emergencies.

- **Info Line of San Diego (CA) – \$161,421**

Info Line of San Diego will integrate the CalFresh client portal within the organization's already existing mobile-friendly web application. Info Line will enhance existing assistance channels that allow the system to send clients automatic updates for document due dates and interviews.

- **Louisiana Department of Children and Families (LA) – \$634,143**

The Louisiana Department of Children and Families will implement an intelligent nudge engine that seeks to reduce churn by pushing clients to complete steps in their SNAP case. The project will utilize technology that sends nudges based on the unique characteristics and historical background of each client.

- **New Jersey Department of Human Services (NJ) – \$944,810**

The New Jersey Department of Human Services will redesign the online application portal and create a new customer service portal and text message notification system that alerts clients to key case updates. The new features will improve customer service by increasing functionality that allows clients to have more access to real-time case information.

- **New Mexico Human Services Department (NM) – \$284,953**

The New Mexico Human Services Department will implement electronic notices (e-notices) to improve the customer experience and reduce churn. The project will provide customers with the ability to receive real-time notification of when documents are available for viewing.



- **Rhode Island Department of Human Services (RI) – \$723,412**

The Rhode Island Department of Human Services will implement automated text messaging notifications to remind households of key updates and actions that are required to maintain benefits. The project will reduce churn in the state and provide clients with reminders for appointments, verification documents and other critical notices.

- **San Francisco Human Services Agency (CA) – \$489,763**

The San Francisco Human Services Agency will partner with community organizations to help limited English speakers access existing technology and add a chat function to the website that will provide assistance from a bilingual caseworker. The project will utilize human-centered design principles and feature a collaboration with a professor from the University of Chicago to tailor digital services to Spanish and Cantonese speakers.

- **University of Alabama (AL) – \$1,071,643**

The University of Alabama will redesign Alabama’s SNAP portal to include updated technology that improves mobile device responsiveness and scalability. The University will partner with the State to incorporate human-centered design to improve usability for applicants and caseworkers and improve the efficiency of the application process.