



## FY2022 SNAP Process and Technology Improvement Grants Project Summaries

- **Colorado Department of Human Services (CO) – \$517,961**

The Colorado Department of Human Services will build an Interactive Voice Response (IVR) system to handle recurring inquiries and provide personalized information and general FAQ responses via call or text. The project will improve customer service by reducing long call-back and hold times and will provide the foundation for a single statewide contact center for all counties in Colorado.

- **Dakota County Department of Employment and Economic Assistance (MN) – \$623,950**

The Dakota County Department of Employment and Economic Assistance will implement a modern, robust contact center. The project will modernize and expand the agency's self-service and communication options for clients, including language access.

- **Montana Department of Health and Human Services (MT) – \$1,530,000**

The Montana Department of Health and Human Services will design and implement infrastructure and functionality that integrates with the State's eligibility system to automate SNAP Employment and Training (E&T) data processing. The project will improve internal workflow by reducing manual SNAP E&T recording, tracking, and reporting and will allow the State to improve E&T services for clients, including expanding services to more counties.

- **New Hampshire Department of Health and Human Service (NH) – \$675,000**

The New Hampshire Department of Health and Human Services will analyze barriers and enablers of digital adoption among SNAP clients in the State's online platform, NH Easy, and will use the results to implement tailored outreach and accessibility strategies for digitally underserved groups. The project will increase program access for SNAP clients, especially for underserved populations.

- **New York City Human Resources Administration (NY) – \$1,649,845**

The New York City Human Resources Administration will develop and deploy a new web "Virtual Assistant" and live agent chat to assist customers on web and mobile SNAP applications. The project will improve customer service by reducing long call wait times and will improve staff efficiency.