Analysis of Robotic Process Automation (RPA) in Supplemental Nutrition Assistance Program (SNAP)
## *Findings From Georgia*

What Is RPA?
RPA is software, usually requiring little code, that can be used to automate repetitive, rule-based processes.

Background

Georgia's RenewalBOT helps workers process online SNAP recertifications that do not require an interview (i.e., alternate recertifications). The RPA imports data, checks interfaces, documents case notes, and creates red flags for inconsistent elements. Figure 1 illustrates the number of cases processed by the RPA as a proportion of total alternate recertifications.

Figure 1. Number of RPA Cases
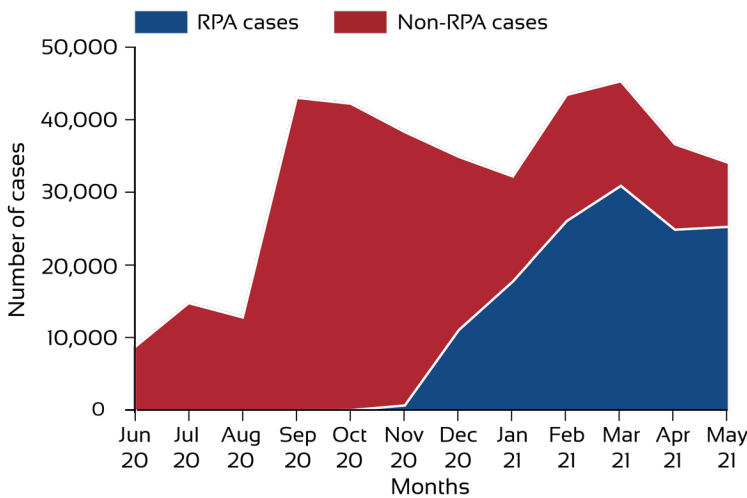
Facilitators to RPA Implementation and Operations

Buy-in from senior leadership meant the SNAP agency had the funds and approvals to move quickly to acquire and implement the RPA.

In-house RPA competency enabled the State to be nimble in its operations and saved costs compared with working with an outside party.

Comprehensive staff training helped minimize initial mistrust of the new technology.

RPA Outcomes

Georgia implemented the RPA to save worker time and increase accuracy. Results indicate the RPA implementation was not associated with a statistically significant change in the number of days it takes a worker to process a case, though this analysis has several limitations. Findings from an analysis of quality control (QC) administrative reports suggest that using an RPA to help process recertifications may be associated with lower payment error rates. Figure 2 compares mean monthly error rates in an RPA and overall sample.

Figure 2. Mean Monthly Error Rate for RPA and Overall QC Sample
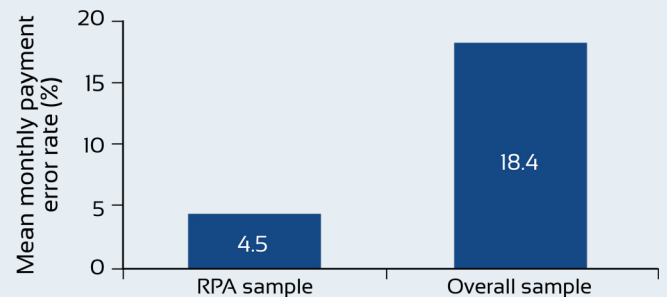
RPA Costs and Benefits

Georgia's RPA cost approximately $1.1 million (figure 3). A cost-benefit ratio incorporated estimated eligibility worker time saved using anecdotal interview data and improvements to the payment error rate from the QC data. The results indicated the benefits of the RPA exceeded the costs within 1 year of implementation (figure 4).
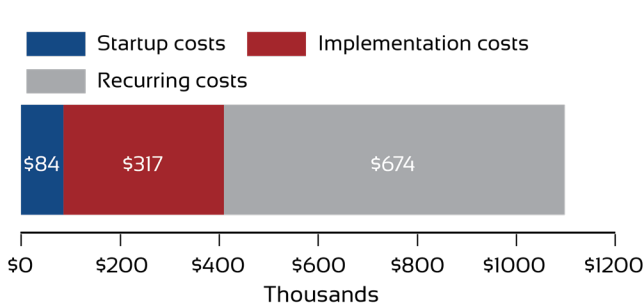
Figure 3. Total RPA Costs, in Thousands of Dollars

Figure 4. Results of Cost-Benefit Analysis