

FISCAL YEAR 2009 SNAP PARTICIPATION GRANT SUMMARIES FOR WEBSITE

New Hampshire Department of Health and Human Services in partnership with Southern New Hampshire Services, Inc. (SNHS) on behalf of the New Hampshire Community Action Association and the New Hampshire Local Welfare Administrators Association (NHLWAA) received a grant to expand their existing electronic application system to allow individual low-income citizens to both apply and recertify their eligibility for SNAP from anywhere with an Internet connection. In addition, system enhancements would allow for document imaging to capture verifications and a fully-features online user account for applicants and recipients.

Michigan Department of Human Services received a grant to implement self-service kiosks in 107 of Michigan's most populated field offices field offices.. The online eligibility and application process will allow Michigan residents to verify eligibility for Food Assistance Program (FAP) benefits: submit a formal application for assistance; track and receive personalized information about their current FAP benefits; and report household or income changes to their local DHS office.

Oklahoma Department of Human Services received a grant to implement the "Oklahoma Access Project (OAP) that includes the development of an online system for SNAP applications and for recipients to access and update their personal data. The OAP will build a Website that enables online access to: 1) Self-service pre-screening for SNAP benefits eligibility; 2) Apply for benefits online; 3) Review ongoing eligibility or review existing cases; 4) Give the client a confirmation that the application has been received; 5) Provide a verification checklist to the client that reduces processing time; 6) Provide better access for citizens to access OKDHS services during working and non-working hours; and 7) Enable clients to report changes in household circumstances – twenty-four/seven.

Ohio Department of Job and Family Services in partnership with the Ohio Association of Second Harvest Foodbanks and the Ohio Benefits Bank received funding for the Ohio SNAP Online Web-based Application and Change Reporting Electronic Submission system. The project incorporates the expansion of the existing counselor-assisted electronic system offered to clients and county staff while further streamlining processes by allowing clients to apply for new SNAP benefits or submit changes to their current cases via the internet twenty-four/seven.

Florida Department of Elder Affairs (FDOEA) in partnership with The Florida Department of Children and Families (FDCF) received a grant to operate a SNAP Participation telephone-based pilot project utilizing Web-based and telephone-signature technology. The pilot project will

target elders age 60 and older that are likely to be eligible for SNAP benefits but do not participate in the program. Plans are to target the five Planning and Service Areas, comprising 35 of Florida's 67 counties where elder non-participation in SNAP is highest. In these counties, 72 percent of eligible elders do not participate. FDOEA proposes to use its existing network of toll-free Elder Helplines to support the project in the five targeted Planning and Service Areas, each of which has an Elder Helpline staffed by Area Agency on Aging information and referral specialists.

Georgia Department of Human Resources received funding to improve access to SNAP benefits by eligible clients by enhancing the Common Point of Access to Social Services (COMPASS), Georgia's online application system. The State intends to expand the level of accessibility and automation currently available through COMPASS to the review process thereby, improving the retention of eligible clients and reducing some of the "manual" office processes. The State proposes to add functionality that will give: 1) Clients the ability to complete SNAP reviews online with a telephone interview; and 2) Clients the ability access and submit the SNAP Semi-Annual Report (SAR) form online. These system enhancements are expected to improve the retention rate of eligible SNAP recipients who would otherwise potentially be closed due to access-related barriers.

City of New York Human Resources Administration in partnership with the Food Bank for New York and the New York City Coalition Against Hunger received a grant to implement the Food Stamp Recertification Improvement Project (FS RIP) which will streamline the SNAP recertification process and improve the retention of eligible participants. The project proposes to enhance the Food Stamp Paperless Office System (POS) by developing new electronic interfaces to improve the recertification process. The interfaces will pre-populate client data on the POS terminal, saving time for staff and clients and minimizing the verification documents required for recertification.