

RESOLUTION NO. 247

AUTHORIZING THE SUBMISSION OF A GRANT APPLICATION REGARDING THE 2020 SNAP PROCESS AND TECHNOLOGY IMPROVEMENT GRANT FOR IMPLEMENTATION OF A CENTRALIZED CALL CENTER

Introduced: 8/10/20

By Social Services Committee:

WHEREAS, The Commissioner of the Department of Social Services has requested authorization to submit a 2020 SNAP Process and Technology Improvement Grant application to the United States Department of Agriculture (USDA) in the amount of \$856,403 in grant funding for the implementation of a SNAP Centralized Call Center with Interactive Voice Response Technology, and

WHEREAS, The Commissioner has indicated the grant funding will cover the cost of five new staff salaries and fringe for two years, the implementation of a call center phone system, call center data collection software and necessary user licenses, and essential furniture needed to establish the call center, and

WHEREAS, The Commissioner has also indicated that the call center will provide significant efficiencies in the processing of SNAP cases, and will allow the department to develop new SNAP work processes, resulting in an enhanced level of customer service to SNAP recipients and applicants, now, therefore be it

RESOLVED, By the Albany County Legislature that the County Executive is authorized to submit a grant application from funding with the USDA, in the amount of \$856,403 regarding the cost of five new staff salaries and fringe for two years, the implementation of a SNAP Centralized Call Center phone system, call center data collection software and necessary user licenses, and essential furniture needed to establish the call center, and, be it further

RESOLVED, That the County Attorney is authorized to approve said application as to form and content, and, be it further

RESOLVED, That the Clerk of the County Legislature is directed to forward certified copies of this resolution to the appropriate County Officials.