



County of Albany

Harold L. Joyce
Albany County Office
Building
112 State Street - Albany,
NY 12207

Legislation Text

File #: TMP-2521, **Version:** 1

REQUEST FOR LEGISLATIVE ACTION

Description (e.g., Contract Authorization for Information Services):

Contract Authorization for Social Services

Date: 6/2/2021
Submitted By: Joseph DeAngelis
Department: Social Services
Title: Contract Administrator
Phone: 518-447-7583
Department Rep.
Attending Meeting: Michele G. McClave

Purpose of Request:

- ☐ Adopting of Local Law
- ☐ Amendment of Prior Legislation
- ☐ Approval/Adoption of Plan/Procedure
- ☐ Bond Approval
- ☐ Budget Amendment
- ☒ Contract Authorization
- ☐ Countywide Services
- ☐ Environmental Impact/SEQR
- ☐ Home Rule Request
- ☐ Property Conveyance
- ☐ Other: (state if not listed) Click or tap here to enter text.

CONCERNING BUDGET AMENDMENTS

Increase/decrease category (choose all that apply):

- ☐ Contractual
- ☐ Equipment
- ☐ Fringe
- ☐ Personnel
- ☐ Personnel Non-Individual

☐ Revenue

Increase Account/Line No.: Click or tap here to enter text.

Source of Funds: Click or tap here to enter text.

Title Change: Click or tap here to enter text.

CONCERNING CONTRACT AUTHORIZATIONS

Type of Contract:

☐ Change Order/Contract Amendment

☐ Purchase (Equipment/Supplies)

☐ Lease (Equipment/Supplies)

☐ Requirements

☐ Professional Services

☐ Education/Training

☒ Grant

New

Submission Date Deadline 6/22/2021

☐ Settlement of a Claim

☐ Release of Liability

☐ Other: (state if not listed) Click or tap here to enter text.

Contract Terms/Conditions:

Party (Name/address):

NYS OTDA, SNAP Bureau Bonus Award Plan

40 North Pearl Street, 11C

Albany, NY 12243

Additional Parties (Names/addresses):

Click or tap here to enter text.

Amount/Raise Schedule/Fee: Click or tap here to enter text.

Scope of Services: Albany County Department of Social Services is requesting permission to apply for funding from the U.S. Department of Agriculture Food and Nutrition Service for a 2021 SNAP Process and Technology Improvement Grant for funding for a SNAP System Call Center and SNAP workflow management and status tracking software.

Bond Res. No.: Click or tap here to enter text.

Date of Adoption: Click or tap here to enter text.

CONCERNING ALL REQUESTS

Mandated Program/Service: Yes ☐ No ☒

If Mandated Cite Authority: Click or tap here to enter text.

Is there a Fiscal Impact: Yes ☐ No ☒

Anticipated in Current Budget: Yes ☐ No ☒

County Budget Accounts:

Revenue Account and Line: Click or tap here to enter text.

Revenue Amount: Click or tap here to enter text.

Appropriation Account and Line: Click or tap here to enter text.

Appropriation Amount: Click or tap here to enter text.

Source of Funding - (Percentages)

Federal: 100%

State: .

County: .

Local: .

Term

Term: (Start and end date) TBD

Length of Contract: TBD

Impact on Pending Litigation

Yes ☐ No ☒

If yes, explain: Click or tap here to enter text.

Previous requests for Identical or Similar Action:

Resolution/Law Number: Click or tap here to enter text.

Date of Adoption: Click or tap here to enter text.

Justification: (state briefly why legislative action is requested)

Justification: (State briefly why legislative action is requested) Albany County Department of Social Services (DSS) is requesting permission to apply for a USDA 2021 SNAP Process and Technology Improvement Grant for funding for a SNAP Centralized Call Center and Ventek, Inc. workflow management and status tracking software. Albany County receives approximately 25,000 SNAP calls annually. Our staffing levels are such that we are not able to address the high volume of calls we receive each day. This delay in returning calls or inability to return a call at all further increases the number of duplicate calls and creates unnecessary traffic in our Reception Area. The volume of calls and in-person visits to have questions answered and conduct interviews, takes staff away from processing applications in a timely and efficient manner. In addition to the challenges with call volume, Albany County Department of Social Service's SNAP Division operates a manual "task-based" workflow process for 18,208 cases, whereby work is distributed in batches by task to various staff and completion/status is tracked through individual work logs. This manual "task-based" process is arduous when tracking down a case to answer the questions of SNAP clients via telephone. Albany County requires a more efficient workflow process to better distribute, monitor and manage SNAP cases. In order to improve our overall workflow, increase our ability to respond to calls, and better meet the needs of the individuals we serve, we have determined that establishing a SNAP Centralized Call Center with the addition of six dedicated staff and the implementation of technology, software and training would help us achieve this important goal. This SNAP Centralized Call Center will also promote efficiencies in making case changes immediately when a call is received and meeting case processing requirements in a timely manner. DSS is requesting \$692,357 from the USDA SNAP Process and Technology Improvement Grant, which will cover staff salaries and fringe for six staff for the first year of the grant, the purchase of a call center phone system, call center data collection software, workflow management and status tracking software, and essential training and furniture, needed to establish the call center. The development of a call center and implementation of a workflow management system will significantly improve our SNAP work processes and provides an enhanced level of customer service to the individuals we serve. We expect less "churn" of clients calling multiple times or visiting the DSS Reception area unnecessarily when most issues can be handled over the phone for SNAP.