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July 7, 2020

Hon. Andrew Joyce, Chairman  
Legislative Clerk's Office  
112 State St., Room 710  
Albany, NY 12207

Dear Chairman Joyce,

The Department of Social Services respectfully requests legislative approval for the following:

Albany County Department of Social Services (DSS) is requesting permission to apply for funding from the U.S. Department of Agriculture Food and Nutrition Service for a 2020 SNAP Process and Technology Improvement Grant for funding for a SNAP Centralized Call Center with Interactive Voice Response Technology.

DSS requests approval for submission of a grant application for a \$856,403 federal grant which will cover staff salaries and fringe to hire five new staff for two years, the purchase of a call center phone system, call center data collection software and necessary user licenses, and essential furniture needed to establish the call center. Establishment of the call center will provide significant efficiencies in the processing of SNAP cases, and will allow us to develop new SNAP work processes, resulting in an enhanced level of customer service to the individuals we serve.

Sincerely,

Michele G. McClave  
Commissioner

cc: Dennis A. Feeney, Majority Leader  
Frank A. Mauriello, Minority Leader  
Brandon Russell, Deputy Majority Counsel  
Minority Counsel