



Office of Temporary and Disability Assistance

ANDREW M. CUOMO
Governor

MICHAEL P. HEIN
Commissioner

BARBARA C. GUINN
Executive Deputy Commissioner

June 11, 2020

Ms. Michele McClave
Commissioner
Albany County Department of Social Services
162 Washington Avenue
Albany, New York 12210

Dear Commissioner McClave:

This letter is to provide the New York State Office of Temporary and Disability Assistance's (OTDA's) acknowledgement and support for the Albany County Department of Social Services (ACDSS) proposal to apply for a Supplemental Nutrition Assistance Program (SNAP) Process and Technology Improvement Grant.

ACDSS is requesting an approximately \$800,000 grant to develop and implement a SNAP Call Center to handle incoming client phone calls, provide current case information, and perform functions needed to address client requests.

OTDA fully supports ACDSS's proposed use of grant funding, which will improve efficiencies and enhance customer service. If you wish to discuss further, please contact Tom Hedderman or Wendy Demarco at (518) 473-1469.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Hein", written over a light gray rectangular background.

Michael P. Hein
Commissioner

cc: Kimberly Shields
Jeffrey Gaskell
Tom Hedderman
Wendy Demarco