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June 9, 2021

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 2021 SNAP Process and Technology Improvement Grant for funding for a SNAP System Call Center and SNAP workflow management and status tracking software in the amount of \$692,357.

This funding would cover 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.

Sincerely,

Michele G. McClave  
Commissioner

cc: Dennis A. Feeney, Majority Leader  
Frank A. Mauriello, Minority Leader  
Rebekah Kennedy, Majority Counsel  
Minority Counsel