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January 13, 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:

Authorization is requested to amend an agreement with Nanonation to extend the contract so we may fully implement the Kiosks. The Kiosks provide the ability for clients and applicants to self-scan required documents through walk-in service at multiple locations throughout Albany County and to also apply directly for SNAP benefits on-line through myBenefits.gov. Nanonation will supply 4 Kiosks with one to be installed at DSS and the others at other community based locations within Albany County.

The kiosks will have the ability to interface with other County and New York State information systems and software applications which provides local social service districts with real-time access to documents through a single user interface. The documents are scanned and indexed and can be shared across the entitlement program areas. This will allow for more streamlined access to SNAP benefits as well as a more efficient client service program.

We are requesting to extend the contract end date one additional year until 2/28/22 due to the complications in establishing the connectivity to the Local SOS Welfare Management System (WMS) Server as well as delays in deployment of the community based kiosks as potential community sites are currently closed to the public. Additionally, the community locations pose additional connectivity challenges which will need to be worked through with NYS Office of Temporary Disability Assistance and NYS Information Technology Services. The one kiosk located at DSS is scheduled for implementation January 2021. We will work with the provider to deploy and implement the other three kiosks during the extended contract period.

Sincerely,

Michele G. McClave
Commissioner

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