County of Albany

Legislation Text

File #: TMP-3973, **Version:** 1

REQUEST FOR LEGISLATIVE ACTION

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

Date:	1/4/2023
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
     Choose an item.
     Submission Date Deadline Click or tap to enter a date.
☐ 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):
     Ventek, Inc.
     19 Crest Hollow Lane
     Albertson, NY 11507

Amount/Raise Schedule/Fee: 0
Scope of Services: Albany County Department of Social Services is requesting permission to contract with the Provider for a supplemental Nutrition Assistance Program (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: 18 NYCRR 387.1

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:	-
State:	-
County:	-
Local:	-

Term

Term: (Start and end date)	9/30/2021-9/30/2024
Length of Contract:	36 months

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:	337, 205
/Date of Adoption:	10/11/21, 7/12/21

Justification: (state briefly why legislative action is requested)

Via Resolution 337 Adopted 10/11/22 authorization was approved to accept a grant from the USDA 2021 SNAP Process and Technology Improvement Grant (PTIG). Pursuant to the submission package associated with the previous RLA request Albany County Department of Social Services (DSS) is requesting permission to contract with Ventek, Inc. to provide workflow management and status tracking software for our SNAP Centralized Call Center. No additional funding is requested as the original grant funding includes the Ventek contract amount of $170,000.

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 over 18,000 cases and 16,000 new applications annually, 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.

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 implementation of technology and software would help us achieve this important goal.

The workflow management and tracking tools include:

- General Client Inquiry (GCI) software provides an easy search function tool to look up NYS Welfare Management System case information including transactions, payments, and budgets. The software has a comments section for Call Center and other SNAP staff to add comments on a case as well as activities section which all provide information on whether a case is pending, has been completed, etc. and which staff the case has been assigned to. Workers will also have the ability to

upload electronic documents directly into the mandated NYS Imaging Enterprise Document Repository (IEDR) without having to print out and scan.

- Status Tracking software is a work management application that provides Supervisors with a tool to assign case tasks to individual workers and tracks what work has been completed and what remains to be done. This software allows for the addition of case review dates and prioritization of tasks and provides an easy mechanism for Supervisory review and sign off on cases. Workers are also able to generate Document Requirement forms for clients directly from Status Tracking. This software will enable supervisory staff to see in real time what is being processed and what needs to be done. The Status Tracking software also has links to GCI and IEDR. Supervisors will also be able to use this software as a monitoring tool for overall SNAP case activity, inbound/outbound client contacts, and case activity by individual staff person or as a Division as a whole.

Both of these software applications have various reporting features so Supervisors can run reports, analyze data for trends, address any workload issues or workflow issues, and identify staff training needs. Both GCI and Status Tracking software applications are being utilized by a number local Department of Social Services (Onondaga, Erie, Dutchess, Fulton, Schenectady, etc.) across NYS for their eligibility programs and call centers.

The development of a call center and implementation of a workflow management system will improve our SNAP work processes and provides an enhanced level of customer service to the individuals we serve.