

RESOLUTION NO. 205

AUTHORIZING THE SUBMISSION OF A GRANT APPLICATION
REGARDING THE 2021 SNAP PROCESS AND TECHNOLOGY
IMPROVEMENT GRANT FOR THE IMPLEMENTATION OF A
CENTRALIZED CALL CENTER

Introduced: 7/12/21

By Social Services Committee and Mr. A. Joyce:

WHEREAS, The Commissioner of the Department of Social Services has requested authorization to submit a 2021 SNAP Process and Technology Improvement Grant application to the United States Department of Agriculture (USDA) in the amount of \$692,357 in grant funding for the implementation of a SNAP Centralized Call Center with Interactive Voice Response Technology, and

WHEREAS, The Commissioner has indicated the grant funding will cover the cost of six staff salaries and fringe 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, and

WHEREAS, The Commissioner has also indicated that the call center will provide significant efficiencies in the processing of SNAP cases, and will allow the department to develop new SNAP work processes, resulting in an enhanced level of customer service to SNAP recipients and applicants, now, therefore be it

RESOLVED, By the Albany County Legislature that the County Executive is authorized to submit a grant application to the USDA regarding the purchase of a call center phone system, the cost of six staff salaries and fringe for the first year of the grant, call center data collection software, training, and furniture necessary to establish the call center in the amount of \$692,357, and, be it further

RESOLVED, That the County Attorney is authorized to approve said application as to form and content, and, be it further

RESOLVED, That the Clerk of the County Legislature is directed to forward certified copies of this resolution to the appropriate County Officials.

Adopted by unanimous vote – 7/12/21