

RESOLUTION NO. 27

AUTHORIZING AN AGREEMENT WITH VENTEK, INC. REGARDING THE IMPLEMENTATION OF A SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM CENTRALIZED CALL CENTER

Introduced: 2/13/23

By Social Services Committee:

WHEREAS, By Resolution No. 205 for 2021, this Honorable Body authorized the submission of a grant application to the United States Department of Agriculture (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

WHEREAS, By Resolution No. 337 for 2021, this Honorable Body authorized an agreement with the USDA regarding the 2021 Supplemental Nutrition Assistance Program (SNAP) Process and Technology Improvement Grant in the amount of \$853,751 for a term commencing September 30, 2021 and ending September 30, 2024, and

WHEREAS, The Commissioner of the Department of Social Services has requested authorization to enter into an agreement with Ventek, Inc. regarding the implementation of a SNAP Centralized Call Center with Interactive Voice Response Technology in the amount of \$170,000 for a term commencing September 30, 2021 and ending September 30, 2024, and

WHEREAS, The Commissioner has indicated that the call center will provide significant efficiencies in the processing of SNAP cases, and will allow the department to develop new 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 enter into an agreement with Ventek, Inc., Albertson, NY 11507 regarding the implementation of a SNAP Centralized Call Center with Interactive Voice Response Technology in the amount of \$170,000 for a term commencing September 30, 2021 and ending September 30, 2024, 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.