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January 11, 2023

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:

Via Resolution 337 Adopted 10/11/22 authorization was approved to accept a grant from the USDA 2021 SNAP Process and Technology Improvement Grant. Pursuant to the submission package associated with the aforementioned 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 Supplemental Nutrition Assistance Program (SNAP) Centralized Call Center.

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. 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.

No additional funding is requested as the original grant funding includes the Ventek contract amount of \$170,000.

Sincerely,

Michele McClave (15)

Michele G. McClave
Commissioner

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