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REQUEST FOR LEGISLATIVE ACTION

RLA #: Contract Authorization for Social Services

DATE: Wednesday September 16, 2021
DEPARTMENT: Social Services
Contact Person: Joe DeAngelis, Contract Administrator
Telephone: 518-447-7583
Dept. Representative Attending
Committee Meeting: Michele G. McClave, Commissioner

PURPOSE OF REQUEST:

Adopting of Local Law	_____
Amendment of Prior Legislation	_____
Approval/Adoption of Plan/Procedure	_____
Bond Approval	_____
Budget Amendment (see below)	_____
Contract Authorization (see below)	X
Environmental Impact	_____
Home Rule Request	_____
Property Conveyance	_____
Other: (State briefly if not listed above)	_____

CONCERNING BUDGET AMENDMENTS

STATE THE FOLLOWING:

Increase Account/Line No. _____
Source of Funds: _____
Title Change: _____

CONCERNING CONTRACT AUTHORIZATION

STATE THE FOLLOWING:

TYPE OF CONTRACT:

Change Order/Contract Amendment	_____
Purchase (Equipment/Supplies)	_____
Lease (Equipment/Supplies)	_____
Requirements Professional Services	_____
Education/Training	_____
Grant:	X
New	X
Renewal	_____
Submission Deadline Date	9/22/21
Settlement of a Claim	_____
Release of Liability	_____
Other: (State briefly)	_____

CONCERNING CONTRACT AUTHORIZATION (Cont'd)**STATE THE FOLLOWING:**Contract Terms/Conditions:

Party (Name/Address)	United States Department of Agriculture 1320 Braddock Place, Alexandria, VA 22314
Amount/Raise Schedule/Fee	\$853,751
Scope of Services	Albany County Department of Social Services is requesting permission to accept funding from the U.S. Department of Agriculture Food and Nutrition Service for a 2021 SNAP Process and Technology Improvement Grant for funding for a SNAP System Call Center and SNAP workflow management and status tracking software.

Contract Funding:

Bond Res. No.:	
Date of Adoption:	

CONCERNING ALL REQUESTS:

Mandated Program/Service:	Yes
If Mandated Cite: Authority	18 NYCRR 387.1
Anticipated in Current Adopted Budget	No

County Budget Accounts:

Revenue	See attached budget worksheet
Appropriation	

Fiscal Impact - Funding: (Dollars or Percentages)

Federal	100%
State	
County	
Local	

Term/Length of Funding:	9/30/2021-9/30/2024 3 years
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<u>Impact on Pending Litigation</u>	No
If yes, please explain:	

Previous Requests for Identical or Similar Action

Resolution/Law Number	205
Date of Adoption	7/12/21

Justification: (State briefly why legislative action is requested)

Via Resolution 205 Adopted 7/12/21 authorization was granted to apply for a USDA 2021 SNAP Process and Technology Improvement Grant (PTIG). **Albany County Department of Social Services (DSS) is requesting permission to accept a USDA 2021 SNAP Process and Technology Improvement Grant and to contract with the US Department of Agriculture for funding for a SNAP Centralized Call Center and**

Ventek, Inc. workflow management and status tracking software.

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, 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. Albany County requires a more efficient workflow process to better distribute, monitor and manage SNAP cases.

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 addition of five staff and utilizing three current staff dedicated to the call center and the implementation of technology, software and training would help us achieve this important goal. This SNAP Centralized Call Center will also promote efficiencies in making case changes immediately when a call is received and meeting case processing requirements in a timely manner.

Our original grant application requested funding for \$692,357, During the grant application process, USDA offered additional funding in the amount of \$164,900 for grant purposes. We made additions to the grant compliment of staffing and services which fully support the Call Center. Our request was approved.

DSS is requesting to accept an award in the amount \$853,751 from the USDA SNAP Process and Technology Improvement Grant, which will cover staff salaries and fringe for the five additional staff for the first year of the grant, the purchase of a call center phone system, call center data collection software, workflow management, data reporting and status tracking software, and essential training and furniture, needed to establish the call center. The grant period covers 2021-2024. The development of a call center and implementation of a workflow management system will significantly 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.

Back-up Material Submitted: (*i.e.*, application/approval notices from funding source, bid tabulation sheet, civil service approval notice, program announcement, contracts and/or any materials which explain or support the request for legislative action.)

Submitted by:	Michele G. McClave
Title:	Commissioner