Human Resources Administration
Department of Social Services
Steven Banks, *Commissioner*

HRA Pilots New, Easy Method for Submitting Documents in a SNAP Application

Washington Heights SNAP center director Barry Akins takes time out from explaining the center's pilot Electronic Document Submission program to help a client submit her documents.

"I'm glad everyone is so nice here," the client says. "You're so polite. I had a doctor's appointment nearby so I stopped in to drop off my documents."

Washington Heights, along Concourse, Coney Island, Jamaica and Richmond SNAP Centers, is piloting a new, easy way for clients to submit the documents required for Supplemental Nutrition Assistance Program (SNAP, commonly called Food

Electronic Document Submission Scanners at Washington Heights SNAP Center

Stamps) applications. In addition to mailing in documents, or photocopying and submitting documents in a secure drop box, clients at Washington Heights SNAP Center can now electronically submit their documents directly to HRA using several easy-to-use document scanners.

"Once a client has a case number, after they've had an in-person or telephone interview, they can submit their documents here using either their case or Social Security number," Mr. Akins explains. "If clients have documents on hand before they have a case number, they can still use the secure drop box."

Several HRA staff members are on hand to help clients through the process. When a client is finished scanning their documents, they receive a temporary receipt, then an official receipt in the mail once the documents have been indexed.

"I'm so proud of my team," says Mr. Akins. "We've had twelve weeks in a row with no backlog of items to be indexed since we've implemented this pilot. Everyone's been willing to be flexible to achieve this."

"It's wonderful that the Agency is embracing this," says SNAP Deputy Regional Manager for the Manhattan Region Carolyn Howard, "We serve a lot of young people, and this is what they know."

HRA is still working on more ways to make document submission even easier for both clients and staff. New improvements on the back end will make it even easier and faster to submit and index documents with an application. All of this is part of a larger effort by the Agency to give clients more and easier

August 21, 2014

ways to apply for and manage their benefits, and to ease the burden on our staff by using the latest technology. Check back on HRA's website for more updates coming soon.

August 21, 2014