

# IMPROVING SNAP SERVICE DELIVERY IN MISSOURI

## Summary

The Supplemental Nutrition Assistance Program (SNAP) is a vital federal resource administered by Missouri's Department of Social Services (DSS). It provides monthly food assistance to over 320,000 households—approximately 10% of the state's population. Despite its scale, the program faces persistent operational challenges that hinder efficiency and negatively impact applicant experience. To address these issues and enhance service delivery, we propose the following:

1

### Improve Communication with SNAP Applicants

- **Current Issue:** DSS uses automated text alerts to notify applicants of their upcoming interviews, but nearly 60% of calls to applicants are missed and 47% of calls to the Family Support Division (FSD) are from individuals who missed these calls.
- **Proposed Solution:** Implement additional, timed follow-up notifications as interview windows approach, using contact center data to alert applicants when they are near the top of the queue.
- **Expected Impact:** Reduces missed interviews, call center congestion, and delays in application processing.

2

### Standardize Training Across Call Centers

- **Current Issue:** New staff training can take up to six months and varies widely by location, leading to inefficiencies and inconsistent service quality.
- **Proposed Solution:** Develop a standardized training program based on high-performing call centers, with clear protocols and supervisor support.
- **Expected Impact:** Enhances staff preparedness, reduces interview times, and ensures a consistent experience for applicants statewide.

3

### Develop a Unified SNAP Processing System

- **Current Issue:** Staff must navigate an average of 12 separate systems—many lacking single sign-on or modern interfaces—to process applications.
- **Proposed Solution:** Partner with ITSD or a third-party vendor to create a single, integrated platform for all phases of SNAP application and verification.
- **Expected Impact:** Increases processing speed, simplifies training, reduces error rates, and improves user experience for both staff and applicants.

## Conclusion

Modernizing SNAP operations will deliver a more efficient, customer-focused experience for Missourians in need. DSS and FSD can accomplish this by implementing these three recommendations in part or in their entirety.

## Capstone Team

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