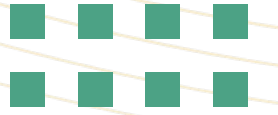# Citizen's Journey: Food Assistance

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A Citizen's First Approach to Processing

Food Assistance Applications

An Introduction

In 2023, the Department of Social Services (DSS) completed a customer journey map titled "Financial Assistance with Food". Since then, DSS has made strides to address the pain points that the map identified, but some issues persist. This presentation aims to address ongoing pain points.

Program Overview: Supplemental Nutrition Assistance Program (SNAP)

1 in 10 Missourians receive SNAP Benefits.

Center on Budget and Policy Priorities, Missouri SNAP FY 2024 Factsheet

Average Monthly Participation

326,590

Missouri Households, FY 2025

USDA FNS Program Participation Dashboard

Average Monthly Benefit

$192

Per household member, FY 2024

Center on Budget and Policy Priorities, Missouri SNAP FY 2024 Factsheet

Eligible Household Participation

84%

Percentage of eligible households participating in SNAP

Center on Budget and Policy Priorities, Missouri SNAP FY 2024 Factsheet

Methodology

To identify ongoing pain points, this team:

- Validated the existing journey map

- Met with DSS officials

- Conducted research

- Shadowed call center employees

- Explored training and reference materials

- Compared Missouri's administration of the SNAP program to other states

Pain Points

01 **Lack of Clear Communication**

02 **Inconsistent Training**

03 **Multiple Software Programs Needed to Process Applications**

Our Recommendations

Solution 1	Solution 2	Solution 3

Improved Communication

Family Support Division (FSD) should provide applicants with a more specific timeframe.

Universal Training

FSD should develop a new, universal training program for all call center staff.

SNAP Portal

FSD should explore more efficient software solutions for call center staff.

Improved Communication

Solutions

Use average call time data to narrow down a smaller timeframe that applicants should expect the phone call.

Create an automated text system that alerts applicants when they are approaching the top of the queue to receive a call from FSD.
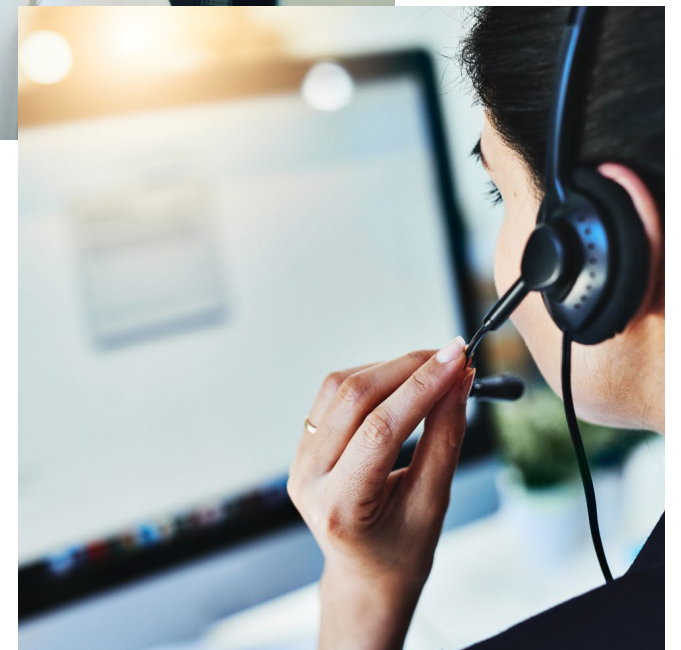
Universal Training

Solutions

Evaluate the training programs at call centers to create a comprehensive, universal training plan.

Instruct supervisors on how they should train new call center staff in accordance with updated guidelines.

SNAP Portal

Solution

Partner with ITSD to develop a single software that is capable of processing the entire application, reducing the time it takes to complete an application and simplifying the process for call center staff.

Conclusion

DSS can improve the customer experience of SNAP applicants by:

- Implementing measures to improve communication with SNAP applicants
- Creating universal training standards for call center staff and supervisors
- Developing a single software solution to processing SNAP applications

Thank You For Your Time!

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