Hunger Advisory Council Meeting Highlights

12:30 – 2:30 PM (MST)

July 26, 2024

1. Client Portal (Presented by Kellyanne Beck)

- Allows all DES programs to interface with each other through central client portal
    - Will allow clients to discover all eligible Department of Economic Security services at once
        - Also referred to as: "a single digital front door."
- Removes as many hurdles as possible for clients (facilitating easy application to all programs – requiring no time off work or travel from clients, for example.)
    - The Client Portal **will not** remove any application methods
    - The Client Portal will reduce fraud, rework, redundancy, and other types of waste
- All features have been designed with accessibility in mind
- Features included at launch:
    - Sign up and login
    - User Dashboard
    - User profile
    - Account management
    - Program directory
    - Pre-screening capabilities
    - Partner location finder on map
    - Artificial Intelligence chatbot
    - User feedback
- Planned features:
    - Application intake and management
        - Ability to file appeals
- **Question:** How might this look from the point of view of St. Mary's or

Pinnacle Prevention?

- ■ **Answer:** The Client Portal Application provides organizations with a single, standard place to direct clients, reducing operational complexity.
- ○ **Question:** Will we have standard reasons for denial language and calculation breakdowns?
  - ■ **Answer:** No – these changes will be internal.
- ○ **Question:** Are application-specific notifications formatted differently from programmatic notifications?
  - ■ **Answer:** Yes – this will be the only significant change on a programmatic/divisional level.
- ○ **Question:** Can clients potentially store their information and other documents on their account?
  - ■ **Answer:** Yes – this will be part of the profile and profile-management functionality.
- ○ **Question:** Will there be a way to log hours for people relying on work participation for eligibility?
  - ■ **Answer:** Yes – this will be included in the app's functionality at launch.

2. State and Federal Updates (Various Speakers)

- ○ Summer Nutrition (SUN) Bucks – **Jessica Eliason**
  - ■ The Summer Nutrition Bucks program now has a dedicated website and multiple web pages dedicated to answering questions for various demographics including families, school staff, and other interested parties
- ○ Changes to Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN) – **Adele Anaya**
  - ■ Reduced barriers simplified process to expedite application review, including a new referral process
    - ● Must be eligible for benefits
    - ● Must be referred by employee or existing member
    - ● Must be 16 years of age or older
  - ■ SNAP CAN's North American Mid Approval Contact (NA MAC)

and Able-Bodied Adult Without Dependents (ABAWD) reporting requirements have been simplified and their barriers reduced
- Added dedicated personnel and expanded home-based interview processes

3. Breakout Sessions: "How can we better collaborate with clients and include them in our processes?"

- ○ Postponed: will introduce a poll to establish conventions at next session, Friday, October 25, 2024

4. Question-and-Answer period

- ○ No additional speakers – adjourned