

SNAP Intelligent Interview Assistant

The SNAP Intelligent Interview Assistant is a real-time guidance tool that delivers prompts and checklists to staff during SNAP interviews, assisting caseworkers in collecting data thoroughly and consistently.

Addresses SNAP PER Error Drivers



Processing Errors



Insufficient Staff Knowledge

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SOLUTION

The **SNAP Intelligent Interview Assistant** provides guidance and support to workers throughout the interview process – before, during and after the interview.

The solution facilitates thorough client interviews and performs aggregation, validation, and consolidation of data post-interview to minimize errors, prevent inaccurate payments, and streamline staff workload. Aggregated system actions (such as income and household actions) are presented to the worker for review and approval before data entry.

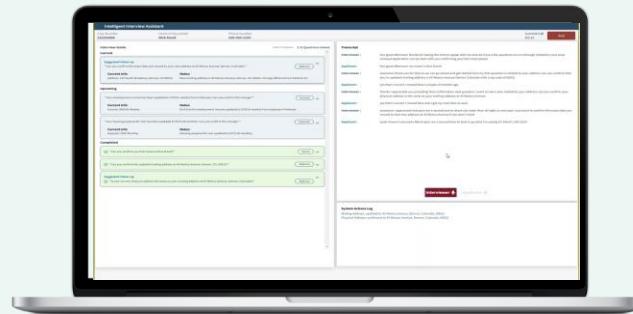


Diagram for illustration only

KEY FEATURES



Pre-Interview Aggregation

Aggregates client-submitted data and case information pre-interview.



Real-time Data Validation

Performs real-time data checks during the interview, analyzes conversation data for validation.



Intelligent Suggestions & Prompts

Utilizes a large language model and context-based learning AI to provide real-time suggestions and prompts for workers during live client interactions.



Post-Interview Consolidation

Consolidates all collected information post-interview to ensure completeness and accuracy.

IMPACT

- **Improves data quality, accuracy, and completeness** of information collected during interviews.
- **Streamlines case processing workflow** through a more efficient SNAP Interview and Renewal process.
- **Reallocates staff workload** through a reduced focus on transcription and note taking during interviews.
- **Serves as a virtual support**, offering over-the-shoulder tips and guidance to staff throughout the process.



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