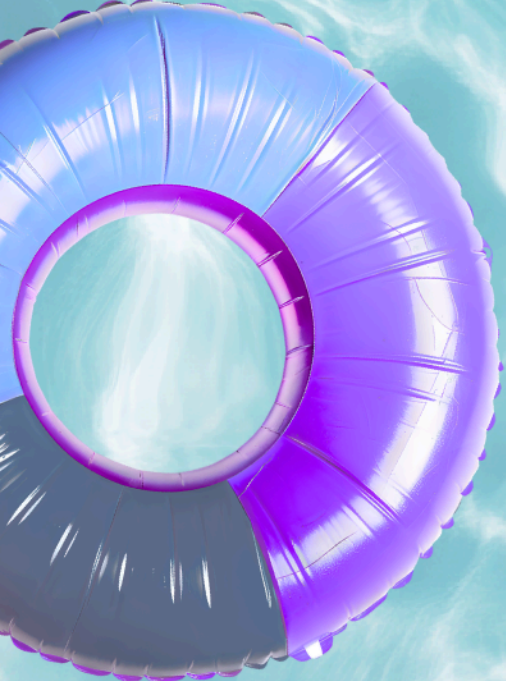




FSD Virtual Town Hall



We will begin shortly

The background of the image is a close-up, high-resolution shot of water ripples. The water is a vibrant turquoise color, and the ripples create a complex, organic pattern of light and dark blue-green swirls and lines. The lighting appears to be coming from above, creating bright highlights on the crests of the ripples and darker shadows in the troughs.

**Welcome
to the
FSD Town Hall**

Agenda

- **Healthy Snap**
- **HR-1**
- **Tech & Systems Things to Come**
- **IM Updates**
- **CS Updates**
- **RSB Updates**
- **Closing remarks**

Healthy SNAP

Jeremy L. Bowman
Assistant Deputy Director

Healthy SNAP Introduction

Executive Order 25-30

- Required waiver to the United States Department of Agriculture (FNS), Food and Nutrition (FNS) to authorize Missouri to operate SNAP in a manner that;
 - prioritizes healthy foods and nutritional value,
 - discourages foods that are high in added sugar and ultra processed,
 - supports local Missouri agriculture.

FNS approved Missouri's waiver request on December 10, 2025.

Healthy SNAP Implementation

- Missouri is one of 23 states with approved waivers.
- Waiver request includes an implementation date of 10/01/2026.
- DSS staff have monthly implementation calls with FNS
- DSS hosts monthly Healthy SNAP Stakeholder sessions
 - Next call is June 5, 2026.
 - Call is open to SNAP participants, health and medical professionals, grocer associations, advocates, etc.
- As a result of the Stakeholder sessions, Missouri is developing more detailed, specific definitions to make implementation easier for retailers.

Healthy SNAP Implementation

- DSS is developing a comprehensive communications plan for participants and retailers.
- Retailer training and compliance is required and monitored by FNS.
- Missouri DSS is required to provide a pre implementation survey to SNAP participants.
- Missouri is required to do ongoing evaluation of effectiveness of program.

Healthy SNAP Information

Visit <https://mydss.mo.gov/healthy-snap> for more information.



H.R.1 Update

Justin Logan
IM Deputy Director

H.R.1 Introduction

Known by many names - H.R.1, One Big Beautiful Bill (OBBBB), or Work Requirements

Visit <https://mydss.mo.gov/hr1> for information and to stay updated.

Pending Federal Guidance from CMS

H.R.1 Changes

- Community Engagement (Work Requirements) for AEG Population
- 6-month Renewals period for AEG population with exceptions and exemptions
- Non-citizenship changes
- Available funding for technology enhancements
- Funding based on SNAP and Medicaid Error Rates

Non-Citizenship Changes

October 1, 2026

- Work underway for DSS to notify individuals
- Letters will mail about Reasonable Opportunity Period to provide updated non-citizen status or risk closing coverage due to not being eligible status. Benefits will stay active until 09/30/2026.
- Memo with processes and updates are soon to be released

Community Engagement

January 1, 2027

- Individuals identify in the AEG population who do not meet an exception/exclusion must participate in a qualified Community Engagement activity (work, education, etc.)
- Begins with applications received January 01, 2027, and renewals initiated in January 2027
- Affected individuals will receive outreach in the coming months

AEG 6-Month Renewals

January 1, 2027

- AEG population only
- Starts with renewals initiated in January 2027
- Will determine eligibility and confirm Community Engagement within the current period to continue to receive coverage for the next period.

H.R.1 Information

For more information and to stay updated, visit:

<https://mydss.mo.gov/hr1>



Tech & Systems

Jason Comer
Systems Deputy Director

CECE - Citizen Enhancement & Community Engagement

Project Focus

- All required work planned to be completed by December 2026
- Update front-end and middle-tier systems for caseworkers and citizens
- Use ServiceNow to improve work steps
- Make data easier to share
- Improve user experience for caseworkers and citizens
- Streamline work for caseworkers
 - Support on-time data submission
 - Real-time identity checks with ID.me
 - Automated income and citizen engagement checks with SteadyIQ

CECE - Citizen Enhancement & Community Engagement

Project Goals & Outcomes

- Meet near-term HR1 rules
- Build a long-term plan to modernize systems
- Reduce paperwork and make work easier
- Improve data quality
- Make access to services more user-friendly
- Support future growth and new ideas

Automated IVR

Project Focus

- Build a smart chatbot that can answer questions
- Let citizens get quick help without needing to wait for a live person
 - Help citizens report a change, schedule interviews, and application status
 - Help features to complete an application, annual renewal, and complete mid-cert
- Proactive communications with citizens
- Connect the chatbot to state systems so it can give correct answers
- Reduce long wait times for phone and in-person support
- Give caseworkers more time to work on harder cases

Automated IVR

Project Goals & Outcomes

- Make it easier for citizens to get help online
- Improve customer service
- Reduce workload on caseworkers by handling simple questions automatically
- Give accurate information through real-time data connections
- Make processes more efficient by guiding citizens through the right steps

MACSS Modernization - Missouri Automated Child Support System

Project Focus

- Create a new web-based front-end for caseworkers
- Make the front-end easier to use, faster to navigate, and more modern
- Help caseworkers find information quickly with cleaner layouts
- Reduce the number of clicks and confusing steps

MACSS Modernization - Missouri Automated Child Support System

Project Goals & Outcomes

- Give caseworkers a cleaner, easier front-end tool
- Reduce training time with a more intuitive design
- Help caseworkers process cases faster by removing confusing screens
- Support long-term modernization

Income Maintenance

Toni Sneller
Deputy Director

Income Maintenance Field Operations

- Streamlining Processes within Vendor, MRT, Division of Assets, and SAB/BP
- Streamlined Interviews
- Resource Centers served 20,513 families for the month of April 2026
- SNAP Application rejected for no interview April 2026 – 9% compared to April 2025 we were at 28%
- Customer Service Center Average Wait Time Comparison

Apr 2025		Apr 2026	
Tier 1	37 minutes	Tier 1	15 minutes
Tier 3	43 minutes	Tier 3	13 minutes

Child Support

Carrie Broniec
Deputy Director

Child Support Field Operations

- MACSS Modernization
 - Phase 1 Pilot happening now
 - Go live October 5
- Customer Service
 - Call Center info
 - Process Mapping

Rehabilitation Services for the Blind (RSB)

**Keith Roderick
Deputy Director**

RSB Field Operations

- Policy Changes
- Training
- Success Story Newsletter
- Projects Update

Wrap Up & Next Steps



Register



Thank You

We appreciate you attending.