

Alaska reinvigorates SNAP, helping constituents apply 75% faster.

SUCCESS STORY / EGOVERNMENT / TRANSACTION MANAGEMENT

State of Alaska
Div. of Public Assistance



Strategic Initiative

Alaska’s Division of Public Assistance (DPA) was struggling to process applications for the state’s Supplemental Nutrition Assistance Program (SNAP) in a timely fashion. The paper form was long, complicated, and could take an hour or more to fill out – causing 40% of benefits seekers to submit incomplete applications. Processing stalled while staff waited on supporting documents, causing a case backlog and a food crisis for Alaskans in need.

Solution Plan

ImageSource helped DPA transform its SNAP application process with an ILINX eForm. The application was streamlined from 28 paper pages to one online, responsive questionnaire accessible from any device including mobile phones. The eForm uses conditional logic to tailor fields to each applicant. It captures and indexes information from supplemental documentation using ILINX Capture and Intelligent Workflow.

Investment Return

Alaska’s SNAP eForm reduces completion time to an average of just 20 minutes and flags errors and omissions to help prevent incomplete submissions. ILINX moves applications into the determination queue faster by using indexing and workflows to relieve the manual processing burden on DPA staff. The ILINX-powered SNAP solution has enabled the DPA to address its application backlog and speed vital benefits to Alaskan families.

ILINX CAPTURE AND INTELLIGENT WORKFLOW

This foundational workflow automation module lets you capture data quickly and easily from any source and any device. With no page-count licensing, capturing and utilizing data is fast and cost-effective.

ILINX EFORMS

Create and use electronic forms on a website or within business applications – accessible from any device for input, routing, and workflow of data to your business systems.



Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world’s most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.