



HRA's Lauren Aaronson Wins Leadership Award for Excellence in Human Service Information Technology

HRA's Assistant Deputy Commissioner for Business Process Innovations, Lauren Aaronson, was the first recipient of the prestigious Jerry Friedman Excellence in Leadership Award from the Information Technology Solutions Management for Human Service (ISM) organization for her career-spanning efforts to use the latest technology to help New Yorkers in need get easier access to vital benefits and services.

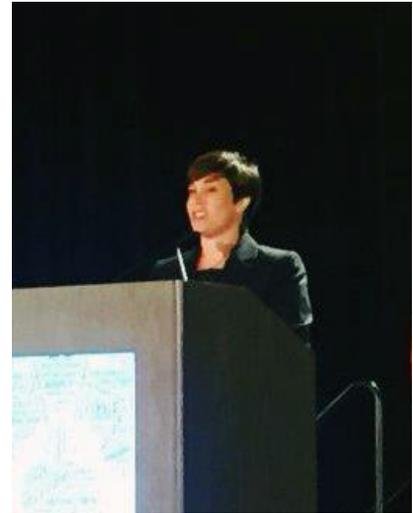
Under Ms. Aaronson's leadership, HRA's Office of Business Process Innovations has worked closely with HRA's Family Independence Administration and Management Information Systems, as well as other city agencies, to implement groundbreaking reforms that have revolutionized the way HRA interacts with clients. Self-service computer banks at HRA SNAP centers and a newly-redesigned online application have made it much easier for clients to apply for and recertify their SNAP benefits. Dedicated scanners at HRA locations have also made it much easier for clients to submit their documents as part of the application process and self-service check in kiosks are now being piloted at HRA centers.

Ms. Aaronson and her team have also worked closely with HRA's program areas to improve and streamline the agency's internal systems for processing applications, making work easier for staff and improving the agency's response time.

In her previous role as Director of Client Solutions at HHS-Connect, Ms. Aaronson helped guide the implementation of ACCSS NYC, the City's web-based benefit application and screening portal, which includes the online application and recertification for SNAP benefits, as well as online applications for rent-freeze programs for seniors and New Yorkers with disabilities and screening tools for over 35 different health and human services programs available in seven languages. She also worked on implementing the Worker Connect and DHS CARES case management system.

"I'm honored the ISM selected me for this award, and I'd like to thank everyone I've worked with in New York City government who has helped us use technology to better serve those who need assistance," said Ms. Aaronson.

The Jerry Friedman Excellence in Leadership Award, which honors individuals who demonstrate "innovative leadership to promote sound information technology solutions, policies and practices," was presented at the 48th annual ISM conference in Philadelphia, PA. ISM is an association of Health and



Assistant Deputy Commissioner for Business Process Innovations Lauren Aaronson accepts the award

Human Services information technology professionals working in federal, state and local governments, and is an affiliate of the American Public Human Services Association (APHSA). This is the first year ISM has offered this award, which is named for former APHSA Executive Director Jerry Friedman, who passed away in March of 2015.

The Office of Business Process Innovation has many more important advances in the works at HRA, including a mobile app for uploading documents with a smartphone and on-demand interviews, allowing clients to call HRA whenever they want to complete the phone interview portion of their SNAP applications.