

Daniel R Giacomi

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EXPERIENCE

2017 – Present: Social Services Program Administration Manager, CT Dept of Social Services

- Responsible for the day-to-day operations of the Supplemental Nutrition Assistance Program (SNAP) policy team, including activities related to eligibility policy, employment and training, nutrition education, outreach, Commodity Supplemental Food Program, and The Emergency Food Assistance Program
- Program oversight over Connecticut's SNAP program that assists nearly 373,100 individuals monthly in over 217,300 households and brings in over \$648 million annually to the state
- State SNAP liaison to the USDA's Food and Nutrition Service (FNS) as well as other state agencies and community partners including coordinating all monitoring visits, ensuring programmatic compliance, waiver requests and waiver monitoring, corrective action development and responses, and programmatic questions
- Administrative oversight of SNAP related contracts for over 30 community partners totaling over \$6 million dollars
- Development of agency testimony, reports, and presentations as well as appear regularly before State Legislature and general public as agency SNAP Subject Matter Expert with considerable knowledge of relevant state and federal laws, statutes, and regulations
- Oversee State of Connecticut SNAP COVID-19 response efforts including:
 - Plan development and implementation of the distribution of over \$714 million in Emergency SNAP Allotments
 - Plan development and implementation of the distribution of over \$459.5 million in Pandemic EBT benefits for school children and children in child care
 - Plan development, implementation, and coordination of SNAP online shopping and delivery platform
 - Plan development, coordination, and reporting for SNAP administrative flexibilities
- Coordinate and assist in the development and implementation of new or improved SNAP technology advancements such as automation of SNAP forms and processes, text messaging, a progressive web application, and interfaces
- Coordinate and development of public facing web content and social media campaigns regarding SNAP program
- Development, review, communication, and implementation of new SNAP laws, regulations, and policies on a state level
- Direct supervisory responsibilities, staff training, and performance evaluations for SNAP policy consultants as well and quality control staff.

2014– 2017: Public Assistance Consultant – User Support Group, CT Dept of Social Services

- Lead User Helpdesk support for implementation of State's multimillion-dollar ImpaCT integrated eligibility system and State's Balancing Incentive Program – Universal Assessment Tool
- Provided support to regional office and central office operations by translating business and program requirements into data system specifications and testing and releasing changes in operating systems based on changes
- Prepared comprehensive reports on the status of planning and program development efforts
- Developed requests for proposals, selected or participated in the selection of vendors, developed vendor contracts, monitored contracts, and approved vendor payments
- Analyzed federal and state statutes, and regulations for program and technology impacts
- Provided technical assistance to field staff regarding Cobalt based EMS eligibility system and ImpaCT system
- User Acceptance test script writer and tester for ImpaCT integrated eligibility system

2013 – 2014: Eligibility Services Supervisor, CT Dept of Social Services

- Scheduled, assigned, oversaw, and reviewed work of 2 eligibility specialists and 9 eligibility workers
- Determined work and staff priorities, planned unit work, established, and maintained unit procedures
- Developed office wide trainings on SNAP application processing and interviews

- Provided staff training and assistance including identifying, planning, and implementing training of newly hired employees as well as ongoing training for all staff
- Conducted annual performance evaluations of all staff members under direct supervision
- Participated in Joint Application Design (JAD) sessions regarding eligibility system and Integrated Voice Response system modernization projects
- Participated in User Acceptance Testing (UAT) for ConneCT Worker Portal and Document Repository

2007 – 2013: Eligibility Services Worker and Eligibility Services Specialist, CT Dept of Social Services

- Processed applications for State of Connecticut welfare benefits: SNAP, Medicaid, Title XIX, State Administered General Assistance, and other related programs
- Conducted in-depth interviews with applicants experiencing difficulty in meeting program eligibility requirements
- Evaluated clients' financial, medical, and nutritional needs providing necessary assistance and services
- Worked with unit supervisor to plan unit workflow and determine priorities
- Oversaw and reviewed work of newly hired/assigned unit staff members
- Established and maintained unit procedures while providing staff training and assistance including monitoring and assessing current and projected needs
- Assisted in the development of staff performance evaluations with unit supervisor
- Served as unit liaison with outside units, agencies, and officials such as third-party providers, social services agencies, and attorneys

Committees

- American Association of SNAP Directors Executive Advisory Council
- Connecticut Food Policy Council
- Governor's Workforce Council
- CT Emergency Support Function #6 Food Working Group
- SNAP R01 Research Study Advisory Board