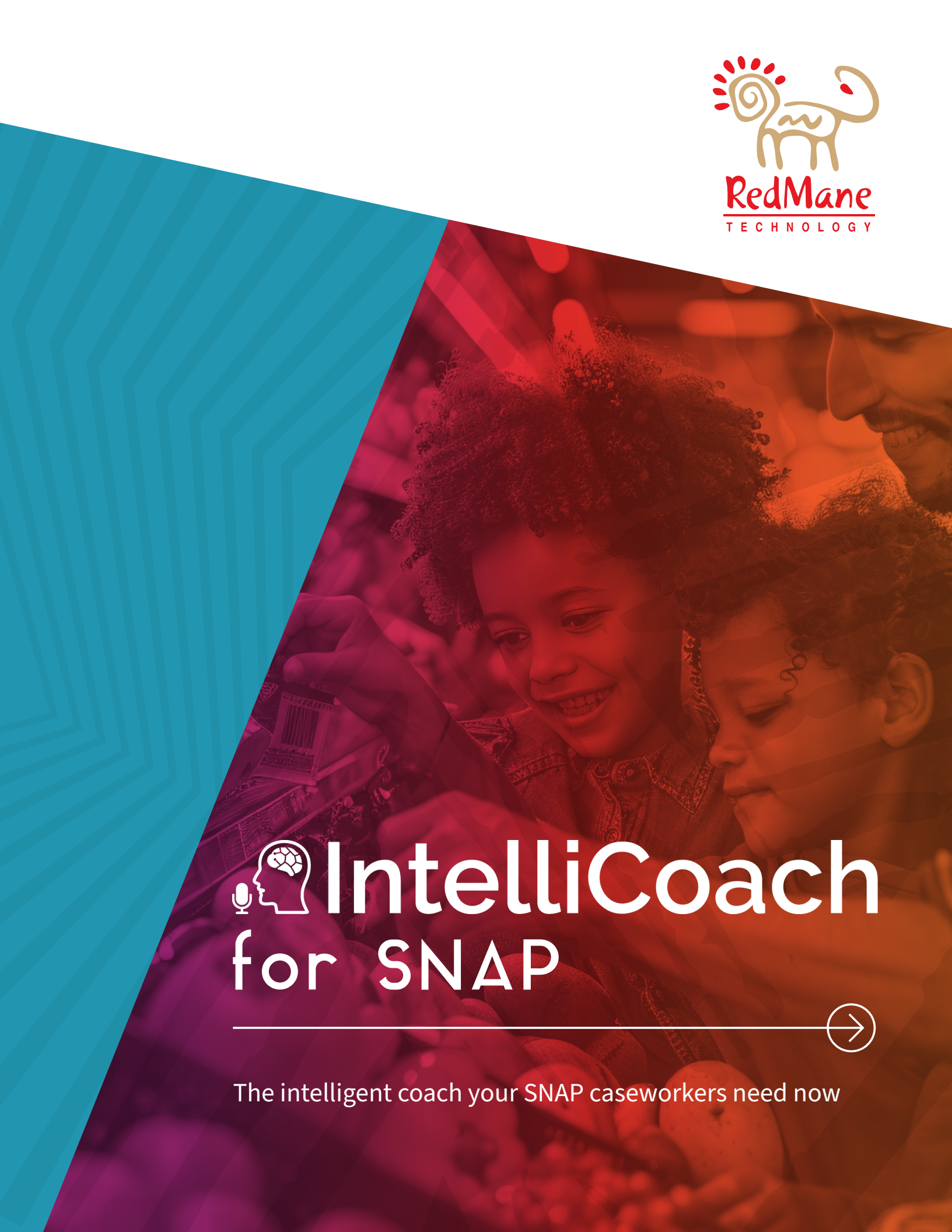


The background of the slide is a photograph of a family—a man, a woman, and two young children—looking at a smartphone together. The image is overlaid with a semi-transparent orange and red gradient. On the left side, there is a blue geometric pattern consisting of concentric, slightly offset lines.

IntelliCoach for SNAP



The intelligent coach your SNAP caseworkers need now

Navigate H.R. 1 Changes and Reduce SNAP Errors—in Real Time

Lower Error Rates. Master New Laws and Policies. Empower Your Caseworkers.

State and local agencies face dual pressures: reducing Payment Error Rates (PER) low while adapting to rapidly shifting federal mandates like H.R. 1.

With work requirements evolving and documentation standards rising, relying on memory alone is a risk. IntelliCoach by RedMane offers a real-time solution—an intelligent, non-intrusive "coach" that guides your staff through the intricacies of modern eligibility, delivering accuracy at the point of contact.

Report — Discovery

SaveRegenerate...Mark FinalDownload PDFClose

Status: draft • Version 1

Narrative Summary

John Doe, born on August 3, 1998, resides in Southside Richmond, Virginia, with his household comprising his spouse and two children. Mr. Doe is applying for SNAP benefits for himself, his spouse, and his children. He is a lawful permanent resident since October 20, 2023, and his children are U.S. citizens. His spouse is undocumented and thus not eligible for SNAP benefits, though his income will be considered in the eligibility determination. Mr. Doe served in the U.S. Army from January 15, 2022, to January 14, 2026, receiving an honorable discharge. This military service may qualify him for exemptions to the five-year residency

Verification Checklist

4 verification item(s) identified

Conflicts to Resolve

The caller stated their active duty service ended on January 14th, 2026, which is a future date, conflicting with their claim of being a civilian now.

Ask: "Can you clarify your current military status and confirm the end date of your active duty service?"

Supporting Documents

Citizenship and Immigration

To verify the lawful permanent resident status and grant date.

Docs: Green Card (Permanent Resident Card), USCIS Notice of Action

To confirm military service and discharge details for exemption eligibility.

Docs: DD-214 (Certificate of Release or Discharge from Active Duty), Military Service Records

Household Composition

To verify household composition and relationships.

Docs: Birth Certificates for Children, Marriage Certificate

Flags / Notes

CONTRADICTIONS (1)

HIGHCitizenship and Immigration

Show details

The caller stated their active duty service ended on January 14th, 2026, which is a future date, conflicting with their claim of being a civilian now.

Next Steps

Tip: check an item to mark it done; it moves below and can be unchecked to restore.

☐

Verify household composition with provided documentation.

x

☐

Confirm Mr. Doe's lawful permanent resident status and grant date.

x

☐

Assess eligibility exemptions related to Mr. Doe's military service.

x

☐

Request income verification for all household members.

x

☐

Ensure proper documentation of Mr. Doe's military discharge and service dates.

x

☐

Provide instructions for uploading required documents to the application system.

x

+ Add item

From flagged items to narrative summaries, keep your payment accuracy high and your checklists organized.

Crushing SNAP Error Rates

The Problem: High error rates are often caused by missed questions, incomplete documentation, or data entry errors during the interview.

The IntelliCoach Solution:

In-Interview Quality Control: IntelliCoach listens to the interview in real-time. If a caseworker forgets to ask about a critical income source or a household member change, the system gently nudges them immediately.

Accurate Documentation: By auto-generating summaries, IntelliCoach removes the "he-said, she-said" variability. You get a standardized, accurate record and audit-trail for every case, drastically reducing Quality Control (QC) findings later.

Adapting to H.R. 1 Law and Policy Shifts

The Problem: When laws and policies change—such as the new work requirements and Able-Bodied Adults Without Dependents (ABAWD) age adjustments under H.R. 1—retraining staff takes months. Mistakes happen while the "new rules" sink in.

The IntelliCoach Solution:

Hard-Coded Compliance: You don't need to wait for staff to memorize the new H.R. 1 exemptions. IntelliCoach is updated centrally; it instantly prompts staff with the new required questions regarding work history, exemptions, and requirements.

Consistent Application: Whether a caseworker has 10 years of experience or 10 days, IntelliCoach standardizes application of the latest federal laws, helping protect your agency from errors and audit risks.

The screenshot displays the IntelliCoach interface during a live session titled "New Session - 2/17/2026". The interface is divided into several sections:

- Topics:** A navigation bar with tabs for "Special Households", "Household Composition", "Citizenship and Immigration", "Work Requirements", and "Income & Resources".
- Required Questions (Discovery):** A list of questions on the left, including "Can you confirm your preferred language for this call?", "Do you need an interpreter or any other assistance today?", "Please list everyone who sleeps in the dwelling most nights and confirm who shares food with whom, Clarify names, relationships, and ages.", "Are there any roommates or unrelated adults living in the home?", "Are you under age 22 and living with a parent?", "Is any child under 18 living with you under your parental control?", "Do you usually buy your own groceries, or do you and the other person buy food together?", "Do you keep your food separate or have your own food budget?", "Are you married to anyone you live with?", "Are you a U.S. citizen?", "An undocumented household member is not eligible for SNAP, but their income is counted. Does that match your household situation?", and "If no, are you a Lawful Permanent Resident (green card holder)?".
- Contextual Questions (Discovery):** A list of questions on the right, including "Are you generally able to shop and cook for yourself when needed?", "Is this arrangement expected to continue, or is it temporary?", "Has this food arrangement been your usual practice, or is it new?", "Do you share groceries or food preparation on holidays or special occasions?", "Does anyone in the household choose not to apply for SNAP?", "Does the household include both applicants and non-applicants?", "Is the applicant applying only for themselves, only for children, or for multiple household members?", "Is the applicant's status based on lawful permanent residence?", "Was the applicant's LPR status granted through adjustment of status or consular processing?", "Has the applicant ever had a break or change in immigration status since becoming an LPR?", and "Would the applicant be ineligible for SNAP without an exemption?".
- Answered Questions:** A list of questions on the far right, including "Can you confirm your name and dob for me please?", "What's the reason for your call today—new application, recertification, or reporting a change?", "Who lives in the household and shares meals?", "Is anyone staying here temporarily (for example, a guest, couch-surfing, or short-term), or does anyone usually live here but is currently away (school, work, hospitalization, military)?", "Which household members are applying for SNAP?", "Are there any household members who are not applying for benefits for?", "What is the immigration or citizenship status of each household member?", "On what date did USCIS grant your lawful permanent resident status?", "Have you been a lawful permanent resident for five years or more as of today?", "If you have been an LPR for fewer than five years, do any exemptions to the five-year rule apply?", "Have you ever served on active duty in the U.S. Armed Forces?", "Did your military service occur after you became a lawful permanent resident?", and "Did the applicant's military service occur after becoming an LPR?".

View required compliance questions and dynamic contextual prompts alongside captured answers, all updated live during the call.



Features Breakdown

Feature	What it Does	Action Steps	SNAP Benefit
Policy-Based Questions	Suggests key follow-up questions or policy checks based on live conversation.	Worker receives a quiet nudge: "Client age is 52. Ask for ABAWD exemption status."	IntelliCoach as the Compliance Guardrail: Verifies critical H.R. 1 requirements are covered and never missed.
Real-Time Transcription	Converts spoken conversation into text instantly.	Worker glances at the screen to verify income figures are captured, without typing a word.	IntelliCoach as the Fact Checker: Eliminates manual note-taking errors that lead to payment variances (PER).
Real-Time Translation	Instantly translates conversations between languages.	Caseworker speaks in English; client reads or hears the question in their native language simultaneously.	IntelliCoach as the Language Bridge: Breaks down barriers ensuring every client is fully understood.
Auto Summaries	Generates concise summaries, decisions, and action items.	Worker reviews and clicks "Save" to finalize the case note immediately after the call.	IntelliCoach as the Efficiency Engine: Drastically cuts admin time, freeing up professionals for more interviews.
Proactive Alerts	Flags contradictory information or missing critical verifications.	System highlights a conflict: "Reported rent is higher than reported income. Probe for contributions."	IntelliCoach as the Quality Shield: Notifies users of the potential errors for followup.

The Impact: Empowered Professionals, Improved Outcomes

For Your Caseworkers:

Reduced anxiety. They no longer have to fear missing a new regulation or calculation. IntelliCoach acts as their safety net, reducing burnout and cognitive load.

For Your Agency:

Data-driven insights into interview quality, lower error rates, and the agility to implement new legislation instantly.



To book a demo and learn how IntelliCoach can empower your agency and the people you serve, contact us at:
hhsmodernization@redmane.com
or visit redmane.com.

U.S.
8614 W. Catalpa Ave., Suite 1001
Chicago, IL 60656
T 773.331.0000

Canada
608-4180 Lougheed Highway
Burnaby, BC V5C 6A7
T 604.428.9840