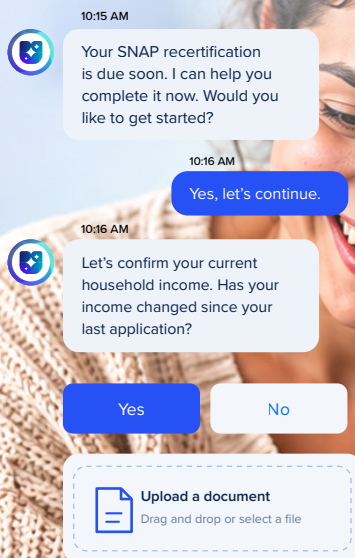
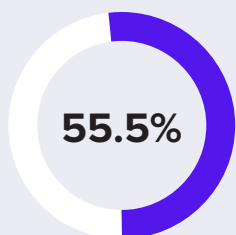


Reduce SNAP payment errors at the source — without adding staff resources.

Reduce payment errors by improving how households provide, validate, and submit the information states rely on to determine SNAP benefits.



The challenge



of SNAP payment errors
are due to income errors.

Wages, household changes, shelter costs, utilities, and supporting documentation all affect benefit determinations—and incomplete, outdated, or incorrectly entered information can create errors that are costly to correct downstream.

A BETTER FRONT DOOR FOR SNAP

One experience. Every household.

Ushur AI Agents guide households through recertification, change reporting, document collection, and other critical SNAP journeys across voice and digital channels in one synchronized experience.

Households can speak, type, tap, and upload documents as they go. Spoken responses appear on screen for confirmation, on-screen actions are acknowledged by voice, and the AI Agent keeps the household on track through required questions and follow-up steps until the journey is complete.

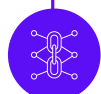
Built to reach, support, and complete SNAP journeys.

Ushur AI Agents combine proactive outreach, guided self-service, and secure document processing to help households complete what's required—accurately and on time.



Outbound

Proactively notify households before a recertification, interim report, or other requirement is due, triggered automatically by case-management data.



Inbound

Give households a way to answer eligibility questions, report income or household changes, and submit documents such as pay stubs and ID across SMS, email, voice, or web. Ushur automatically extracts and structures information from submitted documents, reducing manual re-keying and the errors it can introduce.



Audit trail

Capture every interaction, response, and submission end to end, giving agencies a clear record to support eligibility determinations and USDA quality-control review.



Access

Support households in 74 languages, automatically detect the language being spoken, and provide ADA-accessible experiences so self-service works across the full caseload.

BUILT FOR REGULATED GOVERNMENT PROGRAMS

Security. Accountability. Trust.

Ushur provides the governance, security, and auditability required for sensitive government programs, including configurable guardrails, human oversight, visibility into AI Agent behavior, complete interaction records, and secure handling of PII and case data.



Let's Walk Through It

See a live SNAP recertification or change-reporting journey built around your state's scenarios—and how Ushur can work alongside your existing case-management systems.

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