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SCDSS receives the AASD Impact Award for Excellence in Human Services at EMWB Conference

Arlington, VA: The American Public Human Services Association (APHSA) and the American Association of SNAP Directors (AASD), an APHSA affinity group, awarded the South Carolina Department of Social Services (SCDSS) the AASD Impact Award for Excellence in Human Services during its [Economic Mobility and Well-Being \(EMWB\) Conference 2025](#). The award is in recognition of the agency's groundbreaking Benefits Online Notification and Verification Initiative (BONVI) Project—which delivered real-time services for SNAP and TANF clients.

Tony Catone, State Director of SCDSS praised the BONVI Project and its team for their transformative impact on service delivery. "Their commitment to efficiency while also enhancing customer satisfaction has set a new standard for responsive human services," said Catone.

The BONVI Project introduced a client-centered communication platform that allows individuals to opt-in for text or email updates on their case status. Within just five weeks of implementation, the system proved critical support during Hurricane Helene, serving as a primary communication method during the state's Disaster SNAP response.

Bruno Delage, Principal at Chatham Consulting and Project Manager for SCDSS's statewide Family Court Case Management System stated, "This functionality has dramatically reduced processing time from application to interview—from 3–7 days to just 24–36 hours." He continued, "Connecting quickly and efficiently with our citizens has directly contributed to South Carolina's success in achieving over a 95 percent timeliness benchmark over the past two months."

The AASD Impact Award celebrates initiatives that demonstrate innovative partnerships to reduce hunger and improve access to nutritious food. SCDSS's BONVI Project is an exceptional example of that goal and of how the thoughtful use of technology can elevate the human services experience.

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About APHSA: The American Public Human Services Association (APHSA) supports leaders from state, county, and city human services agencies to advance the well-being of individuals, families, and communities nationwide. As a bipartisan membership association, they work with their members to generate pragmatic solutions grounded in lived experience. Visit www.aphsa.org to learn more.