

LEGISLATIVE SERVICES AGENCY
OFFICE OF FISCAL AND MANAGEMENT ANALYSIS
FISCAL IMPACT STATEMENT

LS 6557

BILL NUMBER: HB 1394

NOTE PREPARED: Jan 5, 2026

BILL AMENDED:

SUBJECT: Social Service Benefit Kiosk Pilot Program.

FIRST AUTHOR: Rep. Summers

BILL STATUS: As Introduced

FIRST SPONSOR:

FUNDS AFFECTED: **GENERAL**
 DEDICATED
 FEDERAL

IMPACT: State

Summary of Legislation: This bill requires the Division of Family Resources (DFR) of the Office of the Secretary of Family and Social Services (FSSA) to establish a pilot program under which the DFR develops, deploys, and determines the effectiveness of electronic kiosks that allow an individual to do any of the following:

- (1) Determine the balance remaining in the individual's Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance to Needy Families (TANF) account.
- (2) Apply to the FSSA for a new EBT card.
- (3) Apply for SNAP or TANF benefits, subject to verification through in person communication with the DFR.

Effective Date: July 1, 2026.

Explanation of State Expenditures: The pilot program represents an indeterminate, but likely significant, additional workload and expenditure outside of the DFR and FSSA's routine administrative functions, and existing staffing and resource levels, if currently being used to capacity, may be insufficient for full implementation. The additional funds and resources required could be supplied through existing staff and resources currently being used in another program or with new appropriations. Ultimately, the source of funds and resources required to satisfy the requirements of this bill will depend on legislative and administrative actions.

Additional Information - SNAP benefits are provided solely by the federal government. The state is responsible for 50% of the administrative costs of the SNAP program, which will increase to 75% starting October 1, 2026. TANF is a block grant from the federal government that allows states to spend no more than 15% on administrative costs. [*Information technology costs are generally excluded from this 15% cap.*] TANF also has state maintenance of effort requirements.

FSSA issues monthly SNAP and TANF benefits via electronic benefits transfer (EBT) card (Hoosier Works). Individuals can currently apply for SNAP and TANF via the FSSA Benefits Portal or can apply in person at a local DFR office. Recipients can use a toll-free number or use the FSSA Benefits Portal to check their

SNAP or TANF account balance.

The cost of kiosks varies depending on purchase or rental. Other cost considerations include annual maintenance and access. The Social Security Administration recently provided kiosks for benefits determination and review in their local offices.

The provisions of the bill expire on January 1, 2029.

Explanation of State Revenues:

Explanation of Local Expenditures:

Explanation of Local Revenues:

State Agencies Affected: Division of Family Resources, Family and Social Services Administration.

Local Agencies Affected:

Information Sources: <https://fssabenefits.in.gov/bp/#/>;
www.in.gov/fssa/dfr/ebt-hoosier-works-card;
blog.ssa.gov/social-security-installs-private-accessible-kiosks-to-improve-customer-check-in-process.

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