FY 2019 SNAP PROCESS AND TECHNOLOGY IMPROVEMENT GRANTS (PTIG)

MAY 2019
THIS WEBINAR IS BEING RECORDED

Presented by Alice McKenney and Libby Hazzard, SNAP Program Analysts

Webinar Agenda

- PTIG Basics
- Fiscal Year (FY) 19 Funding Priority Areas
- Review Criteria
- Application Submission
- Questions

Purpose

Develop and implement projects that improve the quality and efficiency of SNAP operations and processes

Eligible Entities

- 53 State agencies that administer SNAP
- State or local governments
- Agencies providing health or welfare services
- Public health or educational entities
- Private non-profit entities

New this year: entities that received a PTIG award in FY18 are ineligible to apply

Award Information

- Up to $5 million in FY 2019
- Grants awarded through competitive process
- No cost sharing or matching required
- Anticipated number of awards: 6 to 11
- Anticipated funding per award: $20,000 – $2,000,000
- Grant project period: September 30, 2019, through September 30, 2022

Funding Restrictions

- No pre-award cost
- New projects only
- No waiving SNAP regulations
- Funds for SNAP's share of project costs only
- No more than 25% of grant funds are for outreach activities

Key Dates

- Application due: June 10, 2019, by 11:59pm EST

- Grant awards announced: by September 30, 2019

- Project Periods: September 30, 2019 through September 30, 2022

FY 2019 FUNDING PRIORITY AREAS

FY 2019 PTIG Priorities

1. Improve and/or modernize notices

2. Improve customer service

3. Improve the application and interview process

Priority One:
Improve and/or Modernize Notices

- Projects that improve and/or modernize client notices

Examples:
- Improve the clarity of language on notices
- Utilize the new FNS SNAP Notice Toolkit
- Implement electronic notices
- Implement text message reminders and/or mobile push notifications to clients

Priority Two:
Improve Customer Service

- Projects that improve the client's experience

Examples:
- Modernize or improve call centers
- Create technological improvements to help eligibility workers successfully process applications more timely and accurately
- Improve local office lobby management

Priority Three:
Improve the Application and Interview Process

- Projects that enhance conversations during household interviews or improve applications

Examples:

  - Train Eligibility Workers to enhance conversations that occur during interviews to ensure households are screened for relevant deductions or understand work requirements when applicable

  - Improve applications and make them easier to understand and complete

Bonus Points

□ **New in FY19:** Up to 3 points available (beyond a possible 100) for data driven proposals

□ Examples:
  ▫ Incorporating user experience testing
  ▫ Conducting research in advance of submitting a proposal

Recap:
Purpose, Priorities, & Deadline

Purpose:

❑ Develop and implement projects that improve the quality and efficiency of SNAP operations and processes

Priorities:

1. Improve and/or Modernize Notices
2. Improve Customer Service
3. Improve the Application and Interview Process

Due Date:

❑ Application must be submitted to www.Grants.gov by **June 10, 2019**, by 11:59pm EST

REVIEW CRITERIA

Technical Evaluation Criteria

Review Criteria

- Project Design (35 points)

- Organizational Experience, Staff Capability and Management (10 points)

- Evaluation (20 points)

- Budget Appropriateness and Economic Efficiency (30 points)

- Presentation (5 points)

- Bonus points: up to 3 points for data driven proposals

Note: Review criteria is based on application content as outlined in the RFA. For more information, please see the RFA posted on grants.gov.

Review Criteria:
Applied Example

- To better understand the review criteria, this section includes an example project.

- DO NOT copy this project verbatim for your State; however innovative, well researched projects of this type are welcome to enter the grant competition.

- Example Project: create a worker dashboard to better monitor applications.

Review Criteria:
Project Design

- The proposal clearly defines the problem, the solution, and provides evidence that the proposed project will solve the problem.

- The Project Design section should include:
  - Problem Analysis
  - Impact
  - Implementation
  - Sustainability
  - Letters of Commitment or Endorsement

Review Criteria:
Project Design Example

- Bad Example
  - Proposal identifies what will be created (worker dashboard), but does not include evidence of why it is needed
  - Effort is not made to show how dashboard will be implemented
  - Letters of commitment/endorsement are perfunctory and template

- Good Example
  - Proposal lays out how dashboard will improve application processing timeliness for project area/State, including measureable and attainable quantifiable goals in problem/solution format
  - Full project timeline is included showing sufficient time is allotted for each activity
  - Letters of commitment/endorsement are personalized and show the foundation of a good, strong partnership

Special Instructions:
Letters of Commitment

A **Letter of Commitment** is required if the grant proposal is from a State agency working in partnership with another organization(s).

The letter(s) of commitment must describe:

- The organization's role in the project, and
- The amount of time the partner organization intends to commit to the project and an attestation that it will cooperate with the grant applicant in implementing the project.

Special Instructions:
Letter of Endorsement

A **Letter of Endorsement** is required if an applicant is not partnering with a State agency.

The State agency's letter of endorsement must:

- Explain that the State agency is aware of the projected impact on its eligibility system and is supportive of the project

- Acknowledge whether the project creates any additional work for the State agency and identify the State agency's capacity to address this work

- Describe how the project will support State's current or planned technology and/or business process improvement efforts and priorities

Review Criteria:

Organizational Experience, Staff Capability and Management

- Proposal describes a plan for effective and consistent oversight by qualified project managers

- Includes organizational chart for the project

- Internal communications plan is included, and external plan is included if necessary

- Resumes and proposed project job descriptions for all involved employees

- Identifies key project staff and outlines the amount of time they will commit to the project

Review Criteria:
Organizational Experience, Staff Capability and Management Example

- Bad Example
  - A list of employees that will work on the project is provided, without specific roles for each
  - No staff resumes or job descriptions are included
  - Communications plan just mentions that they will do regular check-ins; no other internal communication is mentioned

- Good Example
  - Proposal clearly identifies all parties to be involved, with a short project job description for each and percentage of their time that they will devote to the project
  - Communications plan includes which team members will meet, how often, and what topics will generally be discussed (partner feedback, draft reviews, etc.)

Review Criteria:
Evaluation

- All proposals must include a comprehensive evaluation process that is specific, data-driven, and measures whether the problem identified is addressed by the proposed project intervention and tracks activities and indicators using the Activities Tracker included in the RFA.

- Evaluation will fall into two buckets this year

Review Criteria:
Evaluation continued

1. Activities Tracker

- Process measures
- Map proposed activities and indicators of success to the Program Objectives/priority area(s) you choose
- For example:
  - **Objective:** Priority Area 2, Improve Customer Service
  - **Proposed Activity:** Provide iPads to lobby staff
  - **Indicator 1:** 16 iPads purchased
  - **Indicator 2:** wireless connectivity added to 6 buildings

Objective <enter #>:	*Must be one of the three objectives from pages 1-2 of the RFA*
Proposed Activity 1:	
Indicator 1:	
Indicator 2:	

2. Overall Success

- Outcome measures
- Outline how overall success will be measured at completion of the project
- For example:
  - Reduction in lobby wait times
  - Increase in completed tasks in lobby

Review Criteria:
Evaluation continued

Activities tracker is REQUIRED

Please use the format provided in the RFA

Review Criteria:
Evaluation Example

- ## Bad Example
  - Evaluation plan is one paragraph, discussing that at the completion of the dashboard creation, caseworkers will be surveyed for feedback

- ## Good Example
  - Evaluation plan is detailed, including pre- and post-dashboard launch surveys from caseworkers, measured targets for triaging applications for expedite and those that have been waiting the longest, and comparison of pre- and post- timeliness rates (including target goals as appropriate)
  - Evaluation plan includes use of in-house or contracted out evaluation consultant for most rigorous analysis. All efforts must be made to conduct successful evaluation in order to gauge success and ways in which project could have been improved

Review Criteria:

Budget Appropriateness and Economic Efficiency

Budgets must include:

- All required budget forms
  - See page III of RFA, "Application Checklist"
- Budget narrative
  - How funds will be spent, by whom, and for what purpose?
  - Narrative should align with itemized budget, discuss how costs were determined and how they relate to project goals
  - Budget estimates should be justified
- Line item budget
  - Full checklist in RFA of what to include (page III)

Review Criteria:

Budget Appropriateness and Economic Efficiency *(continued)*

If applicable or desired, budgets may include:

- ☐ Approved Negotiated Indirect Cost Rate Agreement for indirect costs

- ☐ How costs are allocated among benefiting programs and demonstrate that this grant will only fund SNAP's share

- ☐ Tiered budgets and the corresponding narrative discussing different possible funding levels

- ☐ 501(c)(3) letter for non-profits

Review Criteria:
Budget Appropriateness and Economic Efficiency *(continued)*

Contractual and Consultant Costs:

Applicants who wish to hire a consultant or contract work out must provide the following information:

- Consultants name and description of service
- Itemized list of direct costs and fees
- Salaries with the number of personnel and position titles
- Specialized qualifications
- Number of estimated hours and hourly wage

Review Criteria:

Budget Appropriateness and Economic Efficiency Example

- Bad Example
  - Budget narrative is non-descriptive
  - Items from budget checklist in RFA are missing from line-item budget
  - Justification is not provided for cost estimates. Anticipated hours worked by staff seems random without explanation

- Good Example
  - Budget narrative addresses all substantial or notable portions of the line item budget, including reasoning for all consultants or employees involved, equipment and supply purchases, and explanation of how costs were estimated (industry standard, quotes from vendors, etc.)
  - Line item budget is clear, easy to understand, and includes all anticipated costs, and total aligns with the amount on the SF-424A
  - Travel costs are all inclusive and justification for travel is provided

Budget Checklist:
Things to Consider

□ Does the project and budget meet the bona fide needs of the RFA?

□ Is the budget summary included?

  ▫ Does it agree with the calculations shown on the OMB budget form (SF-424A)?

  ▫ Is the budget in line with the project description?

□ Are budget figures consistent across displays and narratives?

□ Did you use the Budget RFA Checklist found on pages III-V of the RFA?

Review Criteria:
Presentation

- Proposal is well written, well presented and void of grammatical errors

- Grant application should not exceed 25 pages (not including appendices and forms)

- Applications should include a cover sheet, table of contents, and executive summary at the beginning of proposal

Reminder: Bonus Points

- ❑ Up to 3 points available (beyond a possible 100) for data driven proposals

APPLICATION SUBMISSION & ADDITIONAL INFORMATION

New Reporting Requirements

- New reporting form this year

- Example located in the appendix of the RFA for your reference

- Training on the form will be provided to grantees after the PTIG grants are awarded

PERFORMANCE PROGRESS REPORT

The public burden statement: According to the Paperwork Reduction Act of 1995, an agency may not conduct not required to respond to, a collection of information unless it displays a valid OMB control number. The valid for this information collection is 0584-0512. The time required to complete this information collection is estimat response, including the time for reviewing instructions, searching existing data sources, gathering and maintain completing and reviewing the collection of information. Send comments regarding this burden estimate or any collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, F Services, Office of Policy Support, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302, ATTN: PRA (0 return the completed form to this address.

1. Recipient Organization			
a. Name:			2. Grant Federal Fiscal
b. Address:			3. Program Information Program Area:
City:	State:	Zip:	Program:
			5. Recipient Account N
4. Primary POC:			
a. Name:	b. Title:		
			6. Type of Report (Selec Final Quarterl
c. Telephone (Area Code & Number):	d. Email Address:		Semi-Annual
7. Federal Grant Agreement Number:			
8. Additional POC (Optional)			
a. Name:	b. Title:		9. Certification I certify to the best of my
c. Telephone (Area Code & Number):	d. Email Address:		is correct and complete f purposes set forth in the
10. Authorized Certifying Official			

Forms:
Required

- **Non-Construction Grant Projects Forms: SF-424 Family**

1. Application for Federal Assistance (SF-424)

2. Budget Information and Instruction Form (SF-424A)

3. Assurance for Non-Construction Programs (SF-424B)

- SF LLL (Disclosure of Lobbying Activities)

- AD-3030: Required if your organization is not a State agency

Forms can be found at:
https://www.grants.gov/web/grants/forms.html

Grant Program Accounting System & Financial Capability Questionnaire

- Responses to this questionnaire are used to assist Food and Nutrition Service Agency's (FNS) in evaluation of your accounting system to ensure the adequate, appropriate, and transparent use of Federal funds.

- Complete the questionnaire on pages 27 – 29 of the RFA and submit with your application package
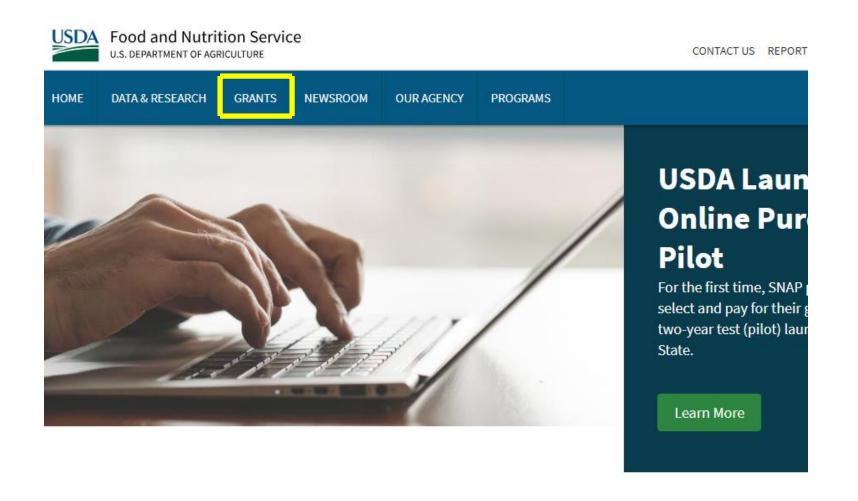
PLEASE BE AWARE

- Obtaining a Data Universal Numbering System (DUNS) number takes several days.

- To register in Systems for Award Management (SAM), the applicant's DUNS number, Tax ID Number (TIN), and taxpayer name are required.

- SAM registrants, and those updating or renewing their registration, must mail in a notarized letter identifying that you are the authorized Entity Administrator for the entity associated with the DUNS number. This letter must be received by SAM before the registration will be activated in the system.

- Verification takes at least 48 hours after registration is submitted to SAM.

- Applicants must have a valid SAM registration no later than 3 days prior to the application due date.

- If your organization is not a State agency, you are required to submit an AD-3030.

- Registration process for www.Grants.gov generally takes between 3-5 business days.
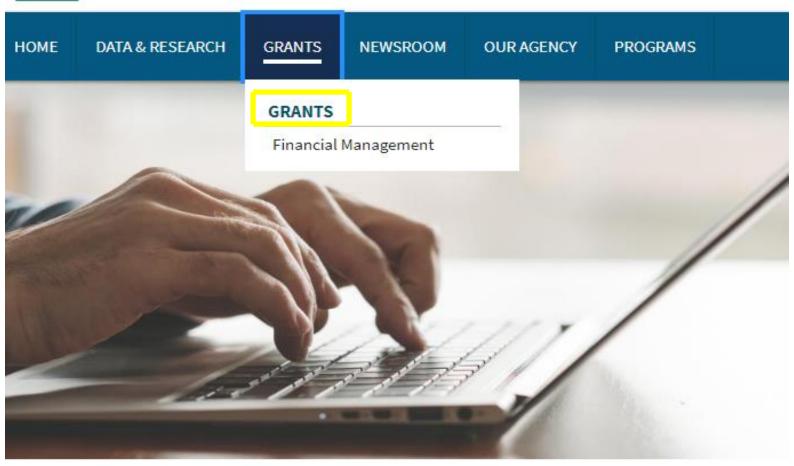
Special Characters **Not** Supported

- Follow the guidance provided in the grants.gov Frequently Asked Questions (FAQ)
- File attachment names longer than approximately 50 characters can cause problems processing packages
- Limit file attachment names
- Do not use any special characters in naming the attachments
  - Special characters example: &,–,*,.,%,/,#,', -

FNS Homepage → Click on Grants

Click Grants in Dropdown

Click on PTIG Link

Open Date	Opportunity Title	Funding Opportunity #
04/11/2019	FY2019 SNAP Process and Technology Improvement Grants	USDA-FNS-SNAP-PTI-FY
03/18/2019	FY 2019 NSLP Equipment Assistance Grants for School Food Authorities	

PTIG Landing Page

Open (Posted) Date
2019-04-11

Funding Opportunity #
USDA-FNS-SNAP-PTI-FY19

More Information Grants.Gov Link
https://www.grants.gov/web/grants/view-opportunity.html?oppId=314806

FY2019 SNAP Process and Technology Improvement Grants

The FY2019 application submission period is now open. The FY2019 RFA is now available on Grants.gov.

Purpose

This grant competition supports efforts by state agencies and their community-based and faith-based partners to develop and implement projects that focus on improving the quality and efficiency of SNAP operations and processes.

Critical Dates for FY2019 Process and Technology Improvement Grants (PTIG)

April 11, 2019	Request For Application posted on Grants.gov
May 6, 2019	Webinar Registration
May 14, 2019	Webinar Registration

Quick Reference Links

- For information regarding previous PTIG Grantees and Project Summaries – FY 2019 PTIG website

- Questions regarding the RFA: Kimberly Shields, Grant Officer – Kimberly.Shields@fns.usda.gov

- To submit your completed application: www.Grants.gov by June 10, 2019, 11:59pm EST

QUESTIONS ?

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