

# FY 2026 SNAP Process and Technology Improvement Grants (PTIGs)



---

# Webinar Agenda

- PTIG Basics
- Fiscal Year (FY) 2026  
Objective Areas
- Review Criteria
- Application Submission
- Questions

# FY 2026 PTIG Purpose

- Develop and implement projects that use technology to improve the quality and efficiency of SNAP application and eligibility determination systems.

# Eligible Entities

- 53 State agencies that administer SNAP
- State or local governments
- Agencies providing health or welfare services
- Indian Tribal Organizations (ITOs)
- Public health or educational entities
- Private non-profit entities

**Note:** Entities that received a PTIG award in FY24 or FY25 are ineligible to apply.

# Award Information

- Up to \$5 million in FY 2026
- Grants awarded through competitive process
- No cost sharing or matching required
- Anticipated number of awards: Up to 12
- Anticipated funding per award: \$20,000 – \$2,000,000
- Anticipated grant project period: September 2026 through September 2029

# Funding Restrictions

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

---

## Key Dates

- Application due: June 29, 2026, by 11:59 pm EDT on [Grants.gov](https://www.grants.gov)
- Grant awards announcement: September 2026
- Project period: September 2026 through September 2029

# FY 2026 Funding Objective Areas



# FY 2026 PTIG Objective Areas

1. Modernize SNAP customer service and client communication to improve efficiency, transparency, and accuracy in application processing and eligibility determinations.
2. Improve administrative infrastructure and day-to-day SNAP operations in processing applications and determining eligibility.
3. Invest in technology and systems to coordinate application and eligibility determination processes, including verification practices, between SNAP and other Federal, State, and local assistance programs.

# Objective One:

Modernize SNAP customer service and client communication.

Proposals will use technology-based tools to improve the customer experience and allow households to manage their cases.

Examples:

- Creating or improving client self-service options;
- Improving communication with applicants and participants with electronic notices (eNotices) and text messaging reminders;
- Ensuring applications, verification requirements, notices, and other client communications are clear, in plain language, and easy to understand;
- Reducing technology-based barriers to improve service delivery; or
- Developing and/or enhancing mobile responsive websites, mobile applications, online applications, and online portals.

# Objective Two:

Improve administrative infrastructure and day-to-day SNAP operations.

Proposals will employ technology to improve service levels, reduce administrative burden, and accurate and timely case processing, as required by law.

Examples:

- Increasing State call center capacity;
- Improving paper document processing using intelligent or optical character recognition (I/OCR), or robotic process automation (RPA) technology;
- Developing workload management dashboards or data analysis tools;
- Creating a hard-coded or scripted policy chat bot that would give eligibility workers answers to SNAP policy questions;
- Enhancing eligibility systems and applications; or
- Developing workload management dashboards, data analysis tools, or risk assessment tools.

# Objective Three:

Invest in technology and systems to coordinate application and eligibility determination processes.

Proposals will improve administrative efficiency, as allowable by program requirements, when processing combined applications.

Examples:

- Developing combined applications and partnerships across State-operated assistance programs;
- Enhancing cross-program enrollment through integrated mobile applications, online portals, and automated technologies for data population;
- Improving data sharing and verification between SNAP and other Federal, State, and local assistance programs within the State agency; or
- Creating a technology improvement plan to enhance or develop accurate cross-enrollment or administration, as permitted by law.

# Bonus Points

Proposals may receive up to nine total bonus points; up to three bonus points will be available for each bonus point area:

- Proposals that are particularly data-driven;
- Proposals from grantees that have never received a PTIG;
- Proposals that approach solutions from a human-centered design (HCD) perspective.

# Recap

## **Purpose:**

- Develop and implement projects that use technology to improve the quality and efficiency of SNAP application and eligibility determination systems.

## **Objectives:**

1. Modernize SNAP customer service and client communication.
2. Improve administrative infrastructure and day-to-day SNAP operations.
3. Invest in technology and systems to encourage cross-collaboration and cross-enrollment.

## **Due Date:**

- Applications must be submitted to [www.Grants.gov](http://www.Grants.gov) by **June 29, 11:59 pm EDT**

# Advanced Automation

Federal law and SNAP regulations require that States use employees hired under a merit system of personnel administration to conduct SNAP certification functions.

SNAP certification functions include:

- Conducting interviews;
- Determining households' eligibility and benefit levels; and
- Making changes to participants' cases that may affect their eligibility and benefits.

# Advanced Automation

Type	Description
<b>No-Change Periodic Reports</b>	Uses RPA to automatically process no-change periodic reports and create a task for a merit worker to process reports that are incomplete or indicate changes
<b>Data Population</b>	Uses optical character recognition (OCR) or other automation to streamline uploading case information
<b>Interactive Voice Response</b>	Uses pre-recorded messages or text-to-speech technology to engage callers, allowing them to provide and access information without a worker
<b>Chatbots</b>	Uses a scripted bot to respond to general inquiries about case status
<b>Baby Bot</b>	Uses information from Presumptive Eligibility Determiners in hospitals to populate the case file

# Advanced Automation

- Outline the scope and type of advanced automation your project includes
- Questions to consider:
  - Does your project include generative AI?
  - What level of access would the advanced automation have in your system(s)?
  - Are there case identifiers to track when advanced automation is used for a case?

# Advanced Automation Resources

- [Advanced Automation in SNAP Memo](#)
- [March 2024 Nonmerit Toolkit and Memo](#)
- [Major Change Resources](#)

# Review Criteria



# Review Criteria

- Project design (35 points)
- Impact and evaluation (30 points)
- Budget and economic efficiency (20 points)
- Organizational experience, staff capability, and management (15 points)
- Bonus points (up to 9 points)

**Total points: 109**

**Note:** Review criteria is based on application content as outlined in the RFA. For more information, please see the RFA posted on [Grants.gov](https://www.grants.gov).

# Review Criteria: Project Design

The proposal clearly defines the problem, the solution, the intended impact and outcomes, and demonstrates that the solution is innovative.

The Project Design section should include:

- Problem Analysis
- Implementation
- Innovative Aspect(s)
- Sustainability
- Letters of Commitment or Endorsement

# Special Instructions: Letter 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;
- 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

Grant proposals from entities other than a State agency must demonstrate that the State SNAP agency strongly endorses and/or is involved in the proposed project through a **Letter of Endorsement**.

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

# Review Criteria: Impact & Evaluation

The proposal must:

- Clearly quantify the proposed project's impact on the SNAP application and eligibility determination processes listed in the RFA;
- Provide measurable evidence that the proposed changes will benefit the applicant, recipient, or caseworkers; and
- Identify how the proposed project will impact one or more of the following aspects of SNAP and propose how to evaluate its impact:

# Review Criteria: Impact & Evaluation

All proposals must include a comprehensive evaluation process that:

- Is specific and data-driven;
- Measures if the problem identified is addressed by the proposed project;
- Identifies how the applicant proposes to measure the outcomes of the project;
- Details who will measure progress towards the goal of the project;
- Explains what criteria will be evaluated and how those criteria will be evaluated; and
- Tracks activities and indicators using the Activities Tracker included in the RFA.

# Review Criteria:

## Activities tracker

Maps proposed activities and indicators of success to the Objective(s) you choose.

<b><u>Objective #2</u></b>	<b>Improve administrative infrastructure and day-to-day SNAP operations in processing applications and determining eligibility, including by employing technology to improve service levels, and accurate and timely case processing, as required by law.</b>
<b><u>Activity 1</u></b>	<b>Implement IVR system (System Build)</b>
<b>Indicator 1.1</b>	Number of phases (or percent) of implementation completed.
<b>Indicator 1.2</b>	Test Execution Status: Progress of test execution against the schedule.
<b>Indicator 1.3</b>	Defect Metrics: Number of defects identified, severity, and resolution status.
<b><u>Activity 2</u></b>	<b>Data Analysis Post-Implementation of IVR (Demonstrate Impact).</b>
<b>Indicator 2.1</b>	Data collection and analysis of call wait time.
<b>Indicator 2.2</b>	Data collection and analysis of calls abandoned.
<b>Indicator 2.3</b>	Data collection and analysis of dropped calls.

# Review Criteria:

## Budget Appropriateness and Economic Efficiency

Budgets must include:

- All required budget forms;
- Line-item budget narrative, formatted in a table:
  - How funds will be spent, by whom, and for what purpose?
  - Narrative should discuss how costs were determined and how they relate to project goals.
- Budget estimates should be justified and demonstrate that project costs are comparable to industry standards.
- Budget narrative should provide evidence that the project is cost-effective.

Refer to RFA for what to include.

# Review Criteria:

## Budget Appropriateness and Economic Efficiency

### Cost Allocation:

- If necessary, identify programs other than SNAP that may benefit from the project and allocate project costs across the benefiting programs.

### Sub-Project Costs:

- If necessary, provide a funding breakdown for each sub-project identified in the application.

### Contractual and Consultant Costs:

- If necessary, applicants who hire a consultant or contract work out must provide information contained on page 17 of the RFA.

### Budget Table as Appendix:

- The budget narrative table must also be attached as a spreadsheet (e.g., Microsoft Excel, .csv, etc.) to the application as an appendix with all costs listed and which aligns to the categories on the SF-424.

# Review Criteria: Budget Appropriateness and Economic Efficiency

If applicable or desired, budgets may include:

- Approved Negotiated Indirect Cost Rate Agreement for indirect costs
- Tiered budgets and the corresponding narrative discussing different possible funding levels
- 501(c)(3) letter for non-profits

# Review Criteria: Budget Checklist

- 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 Checklist found in Appendix B of the RFA?
- Did you upload the budget narrative as a separate spreadsheet?

# Review Criteria:

## Organizational Experience, Staff Capability and Management

The proposal must:

- Describe a plan for effective and consistent oversight by qualified project managers;
- Include the organizational chart for the project;
- Include an internal communications plan, and external plan if necessary; and
- Include resumes and proposed project job descriptions for all involved employees.

# Review Criteria:

## Organizational Experience, Staff Capability and Management

The proposal must also:

- Identify key project staff and outline the amount of time they will commit to the project; and
- Delineate how all data and client personally identifiable information (PII) would be protected in accordance with Section 11(e)(8) of the Food and Nutrition Act of 2008, Federal regulations at 7 CFR 272.1(c), and the Privacy Act of 1974.

# Application Submission



# Pre-Application Requirements

- Applicants must have a current Unique Entity ID (UEI) number generated by SAM.gov.
- New entities can get their UEI and register in SAM by selecting the purpose of the registration and providing the requested information.
- Existing entities can find their UEI on the SAM.gov website.

# Pre-Application Requirements

- Enter the following information to get a Unique Entity ID:
  - Legal Business Name
  - Physical Address (PO boxes may not be used)
  - Date of Incorporation
  - State of Incorporation
- It may take 7-10 business days to register, complete migration of permissions, or renew an entity record.
- We strongly encourage applicants to begin the process **at least 3 weeks** before the due date, **June 29**.

# Grants.gov Information

- Follow the guidance provided in the [grants.gov FAQ page](#)
- Limit file attachment name lengths
  - File attachment names longer than approximately 50 characters can cause problems processing packages
- Special Characters are not supported
  - Special characters example: &, -, \*, ,, %, /, #, ', -
- Contact the Grants.gov help desk with any submission issues
  - 1-800-518-4726
  - Support@grants.gov

# Grants.gov Required Forms

## All applicants:

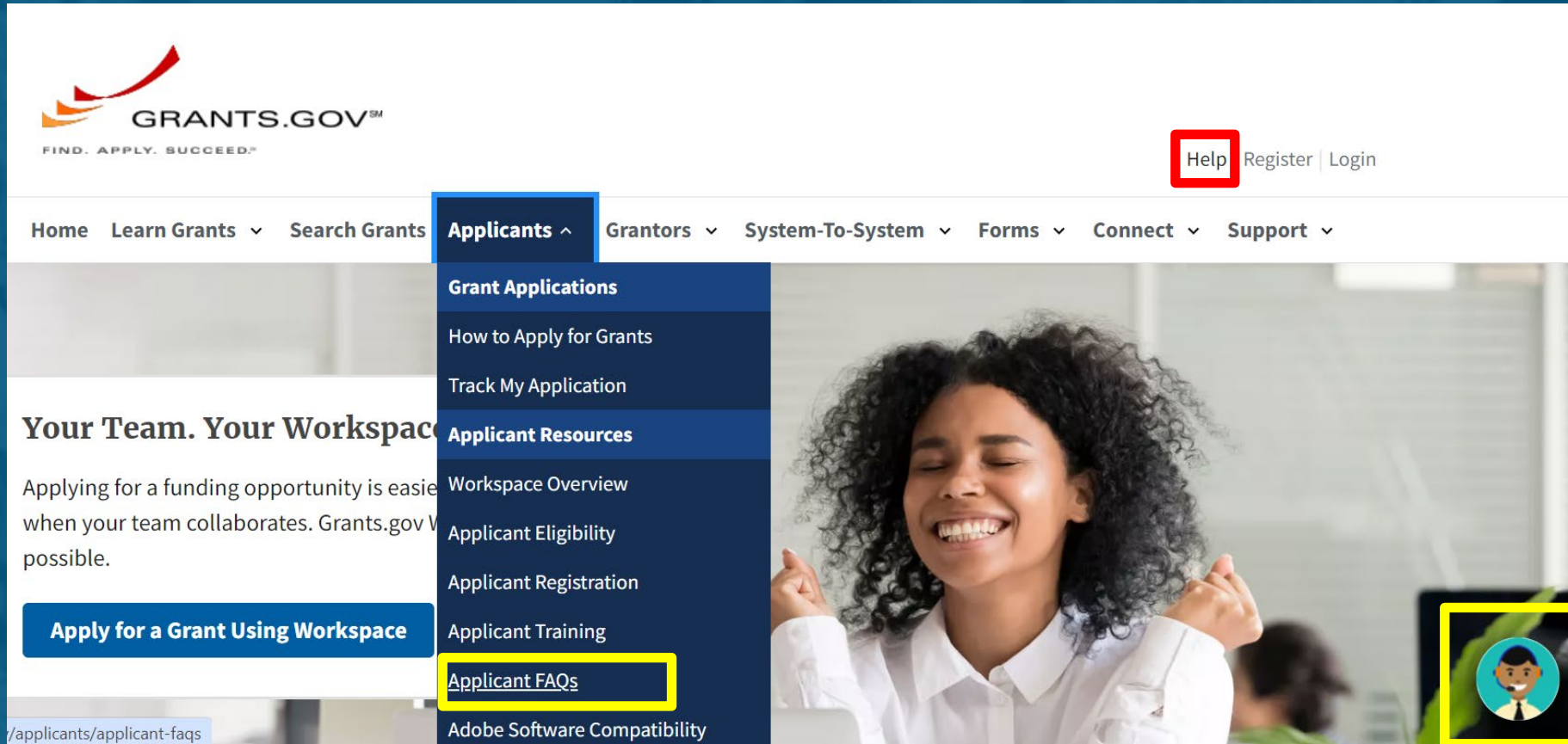
- SF-424 Family:
  - Application for Federal Assistance (SF-424)
  - Budget Information and Instruction Form (SF-424A)
  - Assurance for Non-Construction Programs (SF-424B)
- SF-LLL (Disclosure of Lobbying Activities)
- FNS-906 – Grant Program Accounting System & Financial Capability Questionnaire

## If applicable:

- Negotiated Indirect Cost Rate Agreement
- AD-3030 – Representations Regarding Felony Conviction and Tax Delinquent Status for Corporate Applicants

Forms can be found at: [grants.gov/forms](https://grants.gov/forms)

# Grants.gov Help



The screenshot shows the Grants.gov website interface. At the top left is the logo for GRANTS.GOV with the tagline "FIND. APPLY. SUCCEED." and the URL "GRANTS.GOV". To the right of the logo are links for "Help", "Register", and "Login". Below the logo is a navigation bar with links: "Home", "Learn Grants", "Search Grants", "Applicants", "Grantors", "System-To-System", "Forms", "Connect", and "Support". The "Applicants" link is highlighted, and a dropdown menu is open, listing several options: "Grant Applications", "How to Apply for Grants", "Track My Application", "Applicant Resources", "Workspace Overview", "Applicant Eligibility", "Applicant Registration", "Applicant Training", "Applicant FAQs", and "Adobe Software Compatibility". The "Applicant FAQs" option is highlighted with a yellow box. On the left side of the page, there is a section titled "Your Team. Your Workspace" with a sub-heading "Applying for a funding opportunity is easier when your team collaborates. Grants.gov makes it possible." and a button that says "Apply for a Grant Using Workspace". On the right side of the page, there is a large image of a smiling woman with curly hair. In the bottom right corner of the image, there is a small circular icon of a person's head and shoulders, which is also highlighted with a yellow box.

GRANTS.GOV<sup>SM</sup>  
FIND. APPLY. SUCCEED.<sup>®</sup>

Help Register | Login

Home Learn Grants ▾ Search Grants Applicants ▾ Grantors ▾ System-To-System ▾ Forms ▾ Connect ▾ Support ▾

**Grant Applications**

- How to Apply for Grants
- Track My Application

**Applicant Resources**

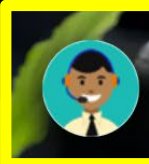
- Workspace Overview
- Applicant Eligibility
- Applicant Registration
- Applicant Training
- Applicant FAQs**
- Adobe Software Compatibility

**Your Team. Your Workspace**

Applying for a funding opportunity is easier when your team collaborates. Grants.gov makes it possible.

**Apply for a Grant Using Workspace**

/applicants/applicant-faqs



# Additional Information



# Reporting Requirements

- An example FNS-908 form is in Appendix C of the RFA for reference
- Training on the form will be provided to grantees after the PTIG grants are awarded
- Progress AND financial reports due on a quarterly basis

# Quick Reference Links

- PTIG Landing Page: [fns.usda.gov/snap/ptig](https://fns.usda.gov/snap/ptig)
- Submit your completed application to [Grants.gov](https://www.grants.gov) by June 29, 2026, 11:59 pm EDT.

---

# Questions?

## Key Contacts

Dawn Addison – Grants Officer

[Dawn.Addison@usda.gov](mailto:Dawn.Addison@usda.gov)

PTIG Inbox

[SM.fn.SNAP-PDB-PTIG@usda.gov](mailto:SM.fn.SNAP-PDB-PTIG@usda.gov)