



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

# FY 2026 Nutrition Assistance Program

## *State Plan of Operations*



# PR NAP STATE PLAN OF OPERATIONS FY 2026



**STATE DESIGNATION 03**



**EXECUTIVE SUMMARY 05**



**AGREEMENTS & MOUs 08**



**GOALS & OBJECTIVES 10**



**NEEDS ASSESSMENT & STATISTICS 14**



**PROGRAM PARTICIPANTS 23**



**NAP ADMINISTRATION 43**



**PROPOSED STRATEGIES 68**



**BUDGET 101**



**FEDERAL & STATE AGREEMENT 103**

## TABLE OF CONTENT



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Designation of State Agency*

The Puerto Rico Department of Social Services (DSS) was established on June 30th, 1968, by P.L. 171, as amended. Twenty-seven years later, on July 27th, 1995, it was incorporated into a broader administrative reorganization under “Administrative Reorganization Plan #1.” As part of this restructuring, DSS was divided into four administrations, each responsible for various children, adult, and family social services programs. Legislation also changed the legal name of DSS to the Puerto Rico Department of the Family (DF).

The four administrations established are:

- The Administration for the Socioeconomic Development of the Family (ADSEF)
- The Administration for Children and Families (ADFAN)
- The Child Care and Integral Development Administration (ACUDEN)
- The Administration for Child Support (ASUME)

The Administration for the Socioeconomic Development of the Family (ADSEF) is the designated agency within the Department of the Family responsible for administering federal and state welfare nutrition programs, including the Nutrition Assistance Program (NAP). ADSEF operates eighty-eight local offices—at least one in each municipality—and shares ten regional offices with the other three administrations.

ADSEF’s contact information is:

**Physical Address:**

Administration for Socioeconomic Development of Family (ADSEF), Department of the Family  
800 Capitol Office Building  
Ponce de Leon Avenue – 9th Floor, San Juan, Puerto Rico

**Mailing address:**

Administration for Socioeconomic Development of Family (ADSEF)  
PO Box 8000  
San Juan, P. R. 00910-0800

**Phone Numbers:**

(787) 289-7600 Ext. 2433, 2314  
(787) (787) 289-7651



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

*Executive Summary*  
**FY 2026 State Plan of Operations**



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Executive Summary*

Food insecurity remains a pressing issue in Puerto Rico, particularly among low- and moderate-income households across the island. The need for food assistance has surged due to various economic and natural challenges that have impacted our society over the past decade.

Despite significant economic recovery and record-low unemployment rates in the last four (4) years, addressing food insecurity remains a top priority for the administration. The population continues to grapple with the lingering effects of an 18-month-long COVID-19 pandemic, three (3) major hurricanes, and seven (7) years of economic instability that have profoundly affected the social and economic well-being of Puerto Ricans.

- Government's Bankruptcy- 2017
- Implementation of the Financial Oversight & Management Board established by the PROMESA law of 2016
- Hurricane Irma -2017
- Hurricane Maria -2017
- South Region Earthquakes – 2020
- COVID-19 Pandemic- 2020
- Hurricane Fiona- 2022

To meet the food and nutrition needs of the affected population, the ADSEF's 2026 State Plan of Operations (SPO) includes comprehensive solutions and strategies to address food insecurity among eligible families and individuals. The agency is committed to enhancing and refining the delivery of services under the NAP program in alignment with funding allocations and regulations set by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS). Additionally, ADSEF will actively support and assist NAP ABAWDs participants during their transition from welfare dependency to employment and training opportunities as part of their program phase-out. Collaborative initiatives will continue with partners such as the PR Department of Economic Development (DDEC) and the PR Workforce Innovation and Opportunity Act Program (WIOA) across various local areas throughout the island. The SPO will also provide updates on the progress and advancement of FY 2025 initiatives implemented during the last NAP state plan of operations.

The FY 2026 NAP-SPO provides valuable insights into Puerto Rico's economic landscape, including data on key indicators such as the unemployment rate, the distribution of personal and family income, the socioeconomic and demographic profile of NAP participants, and the essential cost of living for families. It also underscores the critical need for distributing nutrition assistance benefits in Puerto Rico.

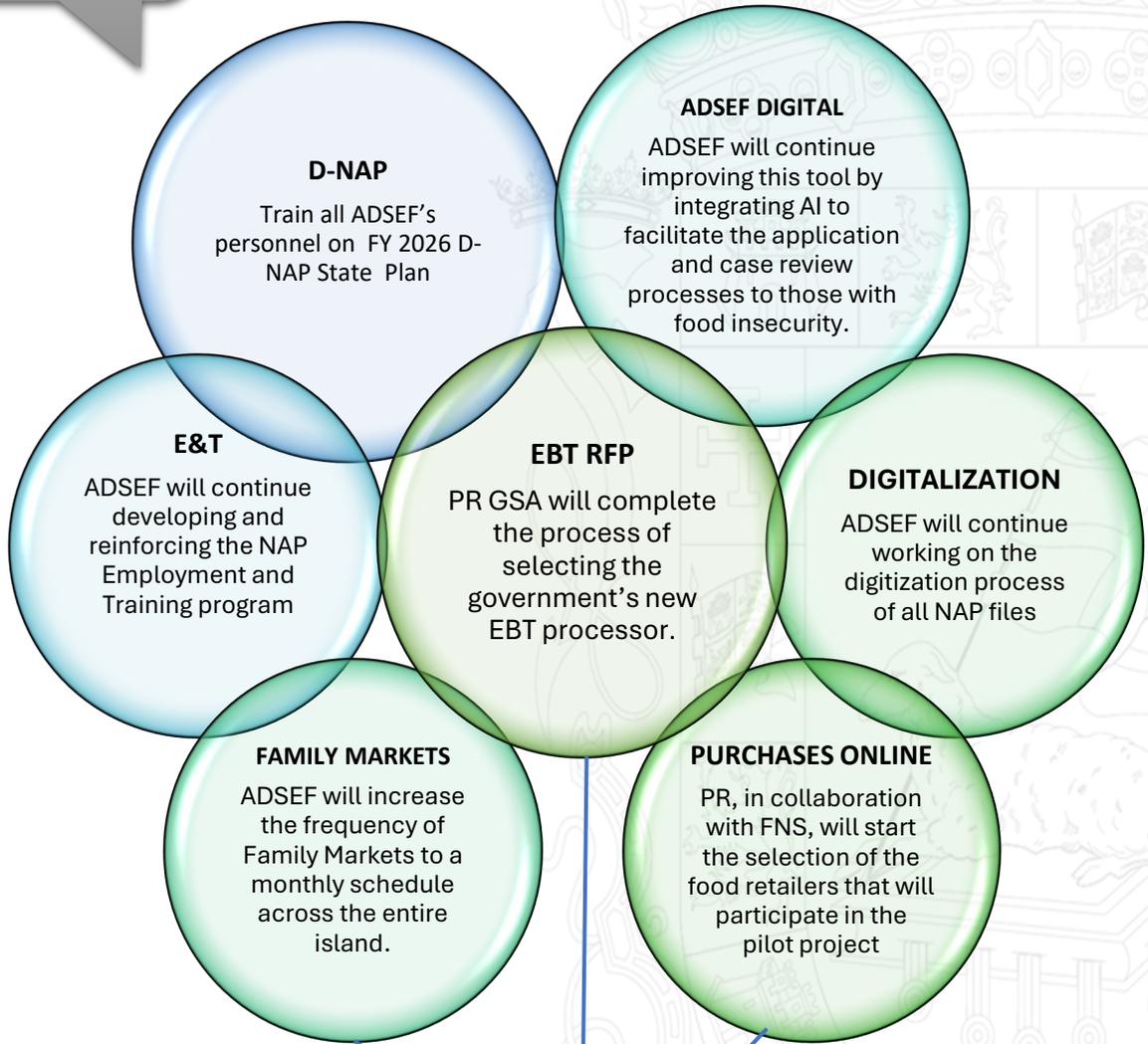
In the subsequent section, we offer a concise overview of the agency's proposed continuation and new initiatives for FY 2026.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## NAP CONTINUATION PROJECTS

### *Executive Summary*

ADSEF will continue the development or improvement of the following initiatives for FY 2026





ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

*Memorandums of Understanding*  
FY 2026 State Plan of Operations



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Agreements*

The following table provides details of the active, in progress or draft memorandums of understanding (MOUs), between ADSEF and other state /federal agencies related to NAP operations or projects.

AGENCY	DESCRIPTION	STATUS: SIGNED	STATUS: PENDING	PERIOD
PR DOL, DDEC, & ADSEF	MOU to provide ADWDs E&T Collaborative Services	X		Until December 31 <sup>st</sup> , 2027
PR Dept. Agriculture ADSEF (Family Markets)	MOU to coordinate monthly family markets for NAP participants.	X		Until June 30, 2026
Homeland Security	MOU (SAVE)		X	
Social Security Administrator (SSA)	MOU with SSA for data Exchange FILES ON Death participants. An amendment was made to include PRIS as the host to receive and send the data files.		X	Pending to signed agreement between PRIS and the SSA
PR Demographic Registry (DR)	MOU with the PR-DR for data exchange on death files	X		Until June 30 <sup>th</sup> , 2026
PR Department of Corrections & Rehabilitation Services (DCR)	MOU with the PR-CDR for establishing monthly data exchanges on convicted felons. The draft was sent to the PR-DCR for review.		X	
PR Lottery/ Treasury Dept	MOU with the PR Lottery for establishing monthly data exchanges on participants that have received additional income due to lottery		X	



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

*Goals and Objectives*  
**FY 2026 State Plan of Operations**



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Statement of Goals and Objectives*

The Food Stamp Act of 1977, as amended, and the American Recovery and Reinvestment Act of 2009, authorize Puerto Rico's participation in the Nutrition Assistance Program (NAP) to provide food assistance to households and individuals living below the poverty line in Puerto Rico. This program not only helps eligible populations address food insecurity by providing benefits for purchasing food but also aims to enhance nutrition levels, promote healthy eating habits, and improve the health and well-being of participants.

Given the Puerto Rico Department of Family's responsibility for overseeing and enhancing the overall health and well-being of our children and families, as well as supporting individuals, families, and communities in achieving economic self-sufficiency, the agency is designated to administer the NAP.

The Department of the Family's fundamental commitments are:

1. Family Violence Prevention, particularly children and adolescents' abuse.
2. Strengthening families and preventing child abuse and neglect
3. Protecting children when abuse or neglect has occurred
4. Ensuring that every child and youth has a permanent family or family connection.
5. Safety—Preventing and responding to child abuse.
6. Permanency—Stabilizing children's living situations and preserving family relationships and connections.
7. Well-Being—Enhancing families' capacity to meet their children's physical, mental health, and educational needs.
8. Support Families to promote self-reliance and development.
9. Dignifying life for seniors and people with special needs.
10. Empower individuals, families, and communities.
11. Support homeless.
12. Developing opportunities for women heads of family and domestic violence survivors.
13. Developing transparency in management of all finances.
14. Using technology for efficiency and effectiveness of processes and services given to the community.
15. Promoting fair and adequate alimony.
16. Making a fair Puerto Rico with equal opportunities for all.
17. Assist Able Bodies without dependents to transition from welfare to work.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Statement of Goals and Objectives (cont.)*

ADSEF's **VISION** is to empower low-income families and individuals to enhance their quality of life and access social justice.

The agency's **MISSION** is to offer social and economic development opportunities to disadvantaged families, enabling them to attain self-sufficiency and integration within society.

ADSEF'S Key Priorities



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Statement of Goals and Objectives (cont.)*

The Department of the Family has significantly transformed its service delivery approach in recent years. Recognizing the need to upgrade, develop, and implement new strategies to meet the evolving demands of society, ADSEF has adapted and restructured its delivery of NAP services.

Consequently, during year 2020, the agency introduced "**ADSEF Digital**," a virtual application offering NAP participants an accessible and convenient alternative to receive remote services without the need to visit a local office. This innovation not only streamlines the agency's operations by reducing overcrowding in offices but also accelerates processes, ensuring the program's objectives are met.

While this system has boosted staff productivity, there is ongoing work to enhance performance further.

For this fiscal year, FY 2026 NAP State Plan of Operations (SPO), ADSEF has outlined the following goals:

1. Continue enhancing "ADSEF Digital" by integrating AI to innovate and strengthen application modules to maximize efficiency and accuracy.
2. Expand the capacity of **Turnos.PR** online service tools.
3. Continue the digitization process of NAP files in all local areas.
4. Continue improving the NAP integrity division by revising protocols, strengthen investigation processes, and reinforce monitoring.
5. Continue coordinating and improving the Family Markets in partnership with the PR Department of Agriculture.
6. Continue the annual certification and revision processes of NAP's participants.
7. Reinforce the NAP Employment and Training program to assist the ABAWDs transition to economic self-sufficiency.
8. Continue training of NAP personnel on the E&T requirements and processes.
9. Follow-up on PR EBT-RFP process run by ASG to select the government's new provider.
10. Enhance the NAP Nutrition Education Program.
11. Complete the NAP Online Purchases pilot program full implementation.
12. Change the name of the Measurement of Efforts and Results System (MER) to Quality Control (QC).
13. Improve NAP's Management Evaluation and Quality Control (MER/QC) system for collecting and processing payment error data to ensure compliance with FNS mandates and support the program's performance goals.
14. Continue NAP Mobile unit visits to hard-to-reach communities, Farmers Markets, and any other eligible activities to assist new and current participants with program basic services.
15. Continue monitoring visits to all NAP food retailers to ensure compliance with NAP regulations.
16. Continue with the hiring process of NAP's new caseworkers, technicians, and support staff.
17. Provide training to local, regional, and headquarters' offices on the FY 2026 PR D-NAP plan.
18. Launch a comprehensive outreach campaign to educate participants on changes in benefits, new and existing services, recertification and certification processes, Family Markets locations, eligibility for work requirements, and other NAP-related services and enhancements.



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

# *Needs Assessment & Statistics*

## **FY 2026 State Plan of Operations**



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Needs Assessment & Current Statistics*

### PUERTO RICO'S ECONOMIC SITUATION\*

Puerto Rico's economy is showing promising signs of growth, albeit at a moderate pace, bolstered by federal funds allocated to reconstruction efforts. However, the economy is facing external challenges that are impacting production, including geopolitical events such as conflicts between Israel and Hamas and between Russia and Ukraine, as well as natural disasters that are disrupting supply chains. Additionally, there is a need to maintain more stringent monetary policies to manage inflation effectively.

These challenges are compounded by internal factors stemming from the economic downturn experienced since 2006. These factors involve structural changes in the economy, such as a declining working-age population, the necessity to sustain a robust business sector that contributes to local production to mitigate price increases in consumer goods and raw materials, and the burden of high energy costs.

### **ECONOMIC ACTIVITY INDEX**

The Economic Activity Index (IAE-BDE) recorded in December 2024 was 126.7 points, 126.8 in January 2025, and 127.5 in February 2025 .

Year-over-year changes: December 2024 (-1.4%), January 2025 (-1.6%), February 2025 (-0.9%).

Month-over-month changes: December 2024 (-0.4%), January 2025 (+0.1%), February 2025 (+0.5%).

### **ECONOMIC TRENDS**

EDB-EAI increased by 2.4% in FY2023 and 2.9% in FY2024.

For July-February FY2025, EDB-EAI declined by 0.7%.

Calendar year 2023 saw a growth of 3.0%, while 2024 had a modest increase of 0.6%.

January-February 2025 showed a 1.2% decline compared to the same period in 2024.

### **Employment and Payroll**

Total non-farm payroll employment averaged 963,200 jobs in February 2025, a 0.2% increase from January.

Year-over-year employment growth was 1.2% in February 2025.

Employment figures for January 2025 were 961,400 jobs, and December 2024 had 941,200 jobs.

### **Electric Power Generation**

Electric power generation for February 2025 totaled 1,558 million kWh, a 0.6% increase from January.

Year-over-year growth in electric power generation was 0.2% in February 2025.

The January 2025 generation was 1,548.8 million kWh, and December 2024 was 1,559.9 million kWh.

### **Gasoline Consumption**

Preliminary gasoline consumption in February 2025 was 71.2 million gallons, a 2.0% decrease from January.

Year-over-year gasoline consumption fell by 11.0% in February 2025.

January 2025 consumption was 72.7 million gallons, and December 2024 was 70.7 million gallons.

### **Cement Sales**

Cement sales in February 2025 totaled 1.27 million 94lb bags, a 1.1% increase from January.

Year-over-year cement sales grew by 17.8% in February 2025.

January 2025 sales were 1.25 million bags, and December 2024 sales were 1.22 million bags.

*\* Economic information provided by the PR Department of Economic Development's annual report for FY 2024-25.*

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Needs Assessment & Current Statistics*

### PUERTO RICO'S ECONOMIC SITUATION (cont)

#### **EMPLOYMENT AND UNEMPLOYMENT April 2025**

The estimate of employed people in Puerto Rico seasonally adjusted for April 2025 was 1,167,000. This data did not reflect change when compared to the estimated figure for the month of March 2025 (1,167,000). However, when we compare it with the same month in 2024, the data in Graph 2 show an increase of 25,000 people in the labor market.

The percentage distribution of employed people by educational level in April 2025, not seasonally adjusted, was as follows: with a university degree, 57.7%; with non-university post-secondary studies, 5.9%; with a high school diploma, 30.2%; with one or two high school degrees completed, 2.7%; with intermediate level, 1.2%; with elementary level, 0.8%; with another degree or did not know how to report, 1.5%.

By main occupation group, the non-seasonally adjusted data reflected the following distribution of employment: Professionals, Executives, and Managers, 28.7%; Technicians, Salespeople and Administrative Support Personnel, 26.8%; Service Occupations, 19.6%; Operators and Related Workers, 9.2%. The remaining 15.7% corresponds to the sum of the following categories: Artisans, Foremen and Related Workers, Agricultural Workers and General Work Workers.

#### **Unemployment**

The seasonally adjusted unemployment figure stood at 68,000 people in April 2025, which represented an increase of 1,000 compared to March 2025 (67,000).

In April 2025, non-seasonally adjusted data showed the following distribution of the unemployed by weeks looking for work: with less than 5 weeks, 50.2%; 5 to 14 weeks, 30.5%; 15 weeks and older, 19.3%. On the other hand, the data for this month reflected that 45.9% of unemployed people had involuntarily terminated their employment. Also standing out among the unemployed are those people looking for work after completing a temporary job with 21.4%.

#### **Unemployment rate**

The seasonally adjusted unemployment rate in April 2025 was estimated at 5.5%. This rate did not represent a variation when compared to March 2025 (5.5%). Compared to April 2024 (5.9%), the unemployed as a percentage of the working group reflected a reduction of 0.4 percentage point.

#### **Worker group**

The estimate of the seasonally adjusted worker group in April 2025 was 1,235,000 people. This data, equivalent to the sum of employed people and unemployed people who are actively looking for work, reflected a slight increase of 1,000 people when compared to March 2025 (1,234,000). Compared to the same month in 2024, Graph 5 reflects an increase of 22,000 people in the labor force.

#### **Participation rate**

The non-seasonally adjusted participation rate in April 2025 stood at 44.9%. This percentage remained the same as that recorded in March 2025 (44.9%). However, when we compare it with April 2024 (44.0%), the participation rate reflected an increase of 0.9 percentage point.

By age group, the survey data reflected that the 35- to 44-year-old segment had the highest level of labor participation in April 2025, with a rate of 78.3%. Regarding gender, the estimated participation rate for men was 52.0% compared to 38.7% for women.

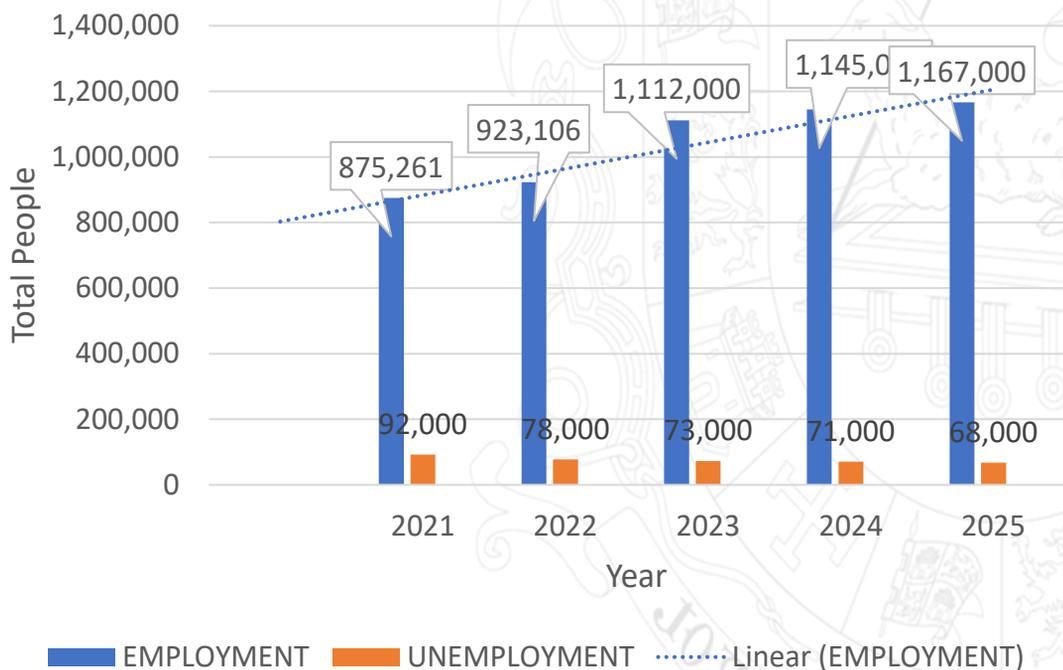
# PR NAP STATE PLAN OF OPERATIONS FY 2025

## *Needs Assessment & Current Statistics*

TOTAL PEOPLE EMPLOYED	
APRIL 2025	1,167,000
APRIL 2024	1,145,000
APRIL 2023	1,112,000
APRIL 2022	923,106
APRIL 2021	875,261

TOTAL PEOPLE UNEMPLOYED	
APRIL 2025	68,000
APRIL 2024	71,000
APRIL 2023	73,000
APRIL 2022	78,000
APRIL 2021	92,000

### Employment vs Unemployment FY 2021 -2025



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Needs Assessment & Current Statistics*

### ECONOMIC PERSPECTIVE

While there have been slight improvements in certain aspects of the economy, Puerto Rico still grapples with escalating economic challenges. Persistent labor-market weaknesses, coupled with fiscal constraints, continue to hinder the local economy's recovery. Nevertheless, the string of natural disasters that have struck the island over the past decade has provided us with the opportunity to revamp key elements of Puerto Rico's critical infrastructure. This includes investing in the quality and resilience of both public and private buildings, modernizing systems, and reimagining the delivery of public services.

***The Diagram below illustrates the Puerto Rico Government's Economic priorities.***



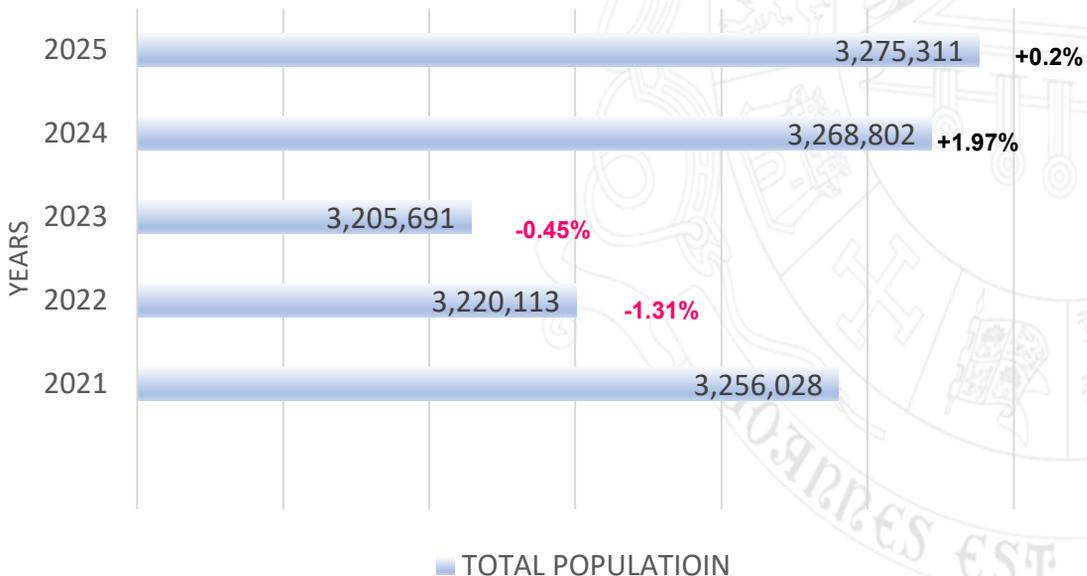
# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Needs Assessment & Current Statistics*

### POPULATION

The total population estimated for 2025, per the US Census is **3,275,311**. This represents a 0.2% increase from year 2024. Puerto Rico has been contending with fluctuating annual population growth over the past eight years, a trend that has far-reaching implications for the island's economy, society, and political landscape. While a modest uptick in population has noticed in 2024 (+1.97%) and 2025 (+0.2%), the years 2020, 2021, 2022 and 2023 saw a decline ranging from -0.65% to -0.11%. These shifts can be linked to a string of natural disasters from 2017 to 2020, compounded by the prolonged impact of the COVID-19 pandemic, sluggish economic recovery, limited job opportunities, and low wages. These challenges have driven many residents to seek better prospects elsewhere, leading to an outflow of individuals, notably young professionals and skilled workers. This outmigration poses the risks of a shrinking tax base, strained public services, and an increasingly aging population. Consequently, Puerto Rico is proactively implementing new strategies to address these population fluctuations by revitalizing its economy, enacting comprehensive policy reforms, and cultivating an environment that can attract investments and support its workforce while ensuring the delivery of essential services.

### POPULATION GROWTH 2021-2025



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Needs Assessment & Current Statistics*

### POPULATION AND POVERTY

The Nutrition Assistance Program (NAP) plays a crucial role in the government's efforts to alleviate hunger and food insecurity in Puerto Rico. Despite a significant rise in the cost of living over the past seven years, NAP not only offers food assistance to low to moderate-income individuals and working families but also ensures access to a nutritious diet.

Puerto Rico territory covers 13,790 km<sup>2</sup> (5,324 square miles) of land and water, has a coastline of 501 km (311 miles) and a population of approximately **3,275,311** (Census – Annual Estimates for 2026). This is broken down as **52.74% women** and **47.26% men**. From these **17.6% are under 18** years old and **30.22%** of the population is **over 60** years old. The population density reflects 323 people per square kilometer. Puerto Rico's population density is among the ten (10) Highest in the United States, above states such as Florida and New York. Current estimates show a decrease of approximately 0.11% of the population. For more than 50 years, Puerto Ricans have been migrating mostly to the United States due to the low job wages, disparity in federal benefits and very low food support benefits, among others.

**38.02%** of Puerto Rico's population is currently receiving NAP benefits. From this total, ninety point five per cent (90.5%) of the females' head of families depend on TANF and NAP benefits as their main sources of income.

From the total of NAP participants (**1,245,410**):

1. There are **729,700** households, **58.6%**
2. **726,622** are women, **58.0%**
3. **518,738** are men, **42.0%**
4. **430,603** are age 60+, **35.0%**
5. **72,395** have some type of disability, **5.81%**
6. **3,024** are homeless, **0.24%**



These figures highlight that older adults in Puerto Rico are the demographic most impacted by food insecurity and live below the poverty line, with women heading households closely behind.

Despite a decrease in the total number of participants from the previous year in 2024, food insecurity remains a significant challenge in Puerto Rico. Families in Puerto Rico living below the poverty line have a monthly income of less than four hundred eighty dollars (\$480.00), including any government assistance.

The next page table compares Puerto Rico's NAP participants income levels with SNAP's participants income in states and territories.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Needs Assessment & Current Statistics*

### POPULATION AND POVERTY (cont.)

When comparing the annual income of Puerto Rico’s economically disadvantaged households to those in the continental US and territories, it emerges as the poorest. Families living below the poverty line have lower qualifying income thresholds compared to households in other states. The following table compares income levels across states and territories.

Puerto Rico Annual Income Compared to the continental U.S. and Territories				
Household Composition	Puerto Rico	Continental States, DC, Guam and Virgin Islands	Alaska	Hawaii
1	\$7,596	\$15,060	\$18,816	\$17,316
2	\$14,148	\$20,448	\$25,548	\$23,508
3	\$20,472	\$25,824	\$32,280	\$29,700
4	\$26,472	\$31,200	\$39,000	\$35,880
5	\$32,388	\$36,588	\$45,732	\$42,072
6	\$40,068	\$41,964	\$52,464	\$24,264
7	\$47,748	\$47,340	\$59,196	\$54,456
8	\$55,428	\$52,728	\$65,928	\$60,648
9	\$63,108	\$58,116	\$72,660	\$66,840
10	\$70,788	\$63,504	\$79,392	\$73,032
11	\$78,468	\$68,892	\$86,124	\$79,224
12	\$86,148	\$74,280	\$92,856	\$85,416
13	\$93,828	\$79,668	\$99,588	\$91,608
14	\$101,508	\$85,056	\$106,320	\$97,800
15	\$109,188	\$90,444	\$113,052	\$103,992
16	\$116,868	\$95,832	\$119,784	\$110,184
17	\$124,548	\$101,220	\$126,516	\$116,376
18	\$132,228	\$106,608	\$133,248	\$122,568

The maximum NAP allotment for an individual in Puerto Rico is **\$183.00 monthly**. For each family member **60 years old and over**, they receive an additional **20% totaling a maximum of \$220.00**. In the municipalities of Vieques and Culebra, the maximum allotment is \$219 monthly for individuals and \$256 for those 60 years old and over.

Participants might receive a slight increase in benefits per month, depending on the monthly percentage adjustment.



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

*Program Participants*  
**FY 2026 State Plan of Operations**



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Program Participants*

### NUTRITION ASSISTANCE PROGRAM PARTICIPANTS

The following table represents the average number of household units, household members, and monthly benefits distributed from **October 2024 to June 2025**.

Number of Household Units, Members, and Month Benefits Distributed from October 2024 to June 2025				
YEAR	MONTH	TOTAL HOUSEHOLDS' UNITS	TOTAL HOUSEHOLD'S MEMBERS	TOTAL MONTHLY BENEFITS DISTRIBUTED
2024	OCTOBER	370,589	1,248,485	\$221,513,949.00
	NOVEMBER	733,074	1,254,159	\$236,871,529.51
	DECEMBER	731,271	1,252,071	\$238,589,851.18
2025	JANUARY	726,930	1,243,386	\$238,216,391.43
	FEBRUARY	726,168	1,240,935	\$237,971,951.87
	MARCH	728,041	1,244,085	\$239,499,095.90
	APRIL	726,580	1,239,616	\$238,424,259.85
	MAY	732,805	1,251,507	\$231,378,438.36
	JUNE	729,830	1,245,410	\$245,020,252.92

The **NAP 2026 State Plan of Operations** (SPO) lays out the essential needs and criteria for the distribution and administration of nutrition assistance funds to participants. This comprehensive plan outlines the Administration's policies and standard procedures for determining eligibility, distributing benefits, calculating methods, organizing, and implementing administrative control systems to ensure the efficient operation of the program. The majority of eligibility requirements detailed in this SPO are verified through the Automated Case Management System (SAIC, Spanish acronym), significantly enhancing the quality of the eligibility assessment process and thereby reducing the incidence of errors and fraud.



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

*Program Participants*  
**FY 2026 State Plan of Operations**

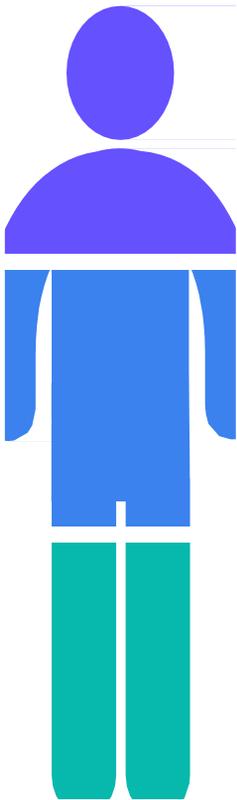


# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Program Participants*

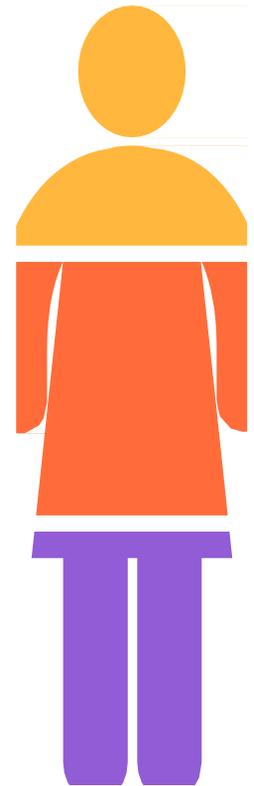
### NAP PARTICIPANTS BY GENDER AS OF JUNE 2025

The graphic below demonstrates the percent of NAP participants by gender. Females are the leading group with 58% (**726,622**) of the total participants, and males represent the 42% (**518,738**) of NAP participants.



#### **MALES**

42 % OF ALL NAP  
PARTICIPANTS ARE  
MALES



#### **FEMALES**

58 % OF ALL NAP  
PARTICIPANTS ARE  
FEMALES

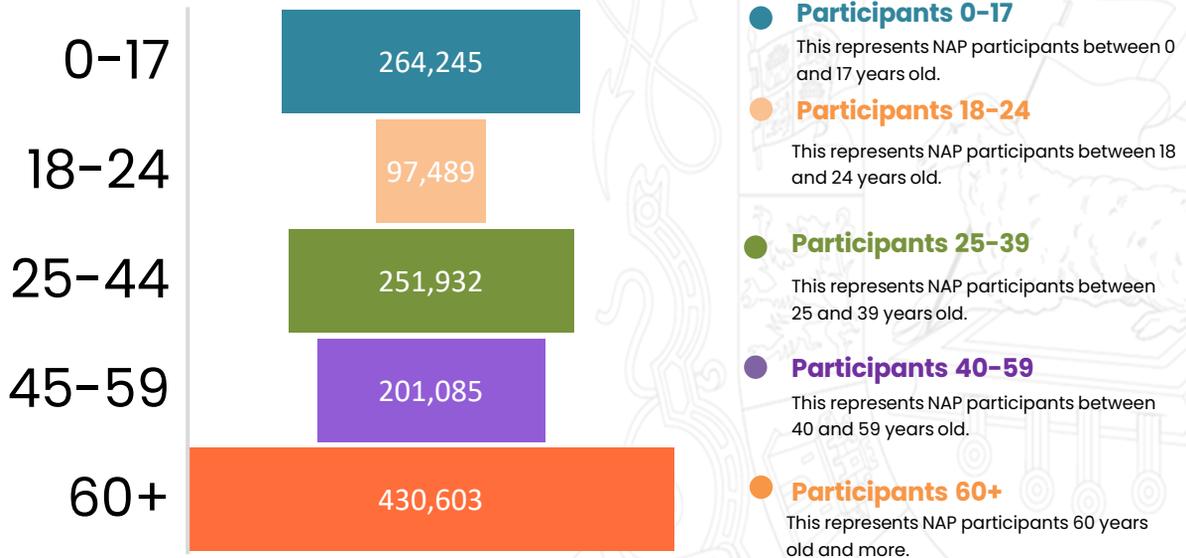
# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Program Participants*

### NAP PARTICIPANTS AGE GROUPS

In June 2025, **35%** of the total NAP participants or **430,603** were aged **60 years or older**, representing the **largest** percentage within a specific age group. This age bracket has experienced the most significant increase compared to other groups, which have seen declines. Puerto Rico has seen an overall decline in the birth rate over the decades, according to “Politics Stack Exchange”. Factors such as migration to the continental US and changes in family preferences have contributed to this trend. The distribution of participants across other age groups is as follows: **0 to 17 years old** at 21% (264,245), **18 to 24 years old** at 8% (97,489), **25 to 44 years old at 20%** (251,952), 45 to 59 years old at 16% (201,085), and **60 years or older** at 35% (430,603).

### TOTAL NAP PARTICIPANTS BY AGE GROUP



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Funding Distribution Criteria*

ADSEF Digital is a web-based platform designed to streamline the prequalification and application process for NAP and other assistance programs. After prequalification, participants can submit their applications and schedule interviews with an ADSEF Social and Family Assistance Technician to determine eligibility for NAP and additional support programs.

Since its launch in Fiscal Year 2020, the system has been continuously updated and enhanced. Originally developed as a contactless application method to support benefits enrollment while promoting social distancing and reducing the spread of COVID-19, the platform was mandated by the Government of Puerto Rico during the initial year of the pandemic.

Criteria for funding distribution includes the following:



Eligibility for participation is primarily determined by individuals' income levels and available resources. To streamline the process and reduce the risk of fraud, minor adjustments have been implemented to simplify the eligibility criteria. The SAIC system plays a crucial role in establishing these eligibility parameters. Detailed eligibility requirements are outlined on the following page.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

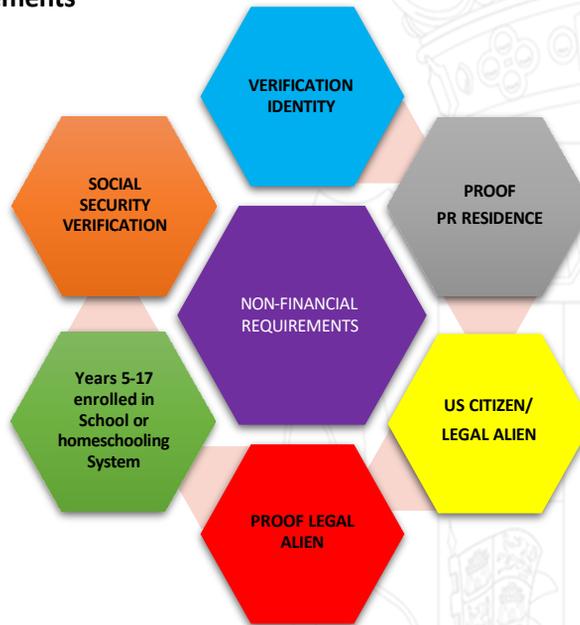
## *Criteria for Funding Distribution*

### ELIGIBILITY CRITERIA

#### NON-FINANCIAL REQUIREMENTS

The following diagram demonstrates the non-financial requirements for NAP benefits Eligibility.

#### **SAIC Eligibility Requirements**



#### FINANCIAL REQUIREMENTS

Financial eligibility for NAP benefits is based on the household's size and net income. Applicable income deductions are employed before final benefit determination, in accordance with Regulation No. 8684. On September 2018, ADSEF incorporated special deductions for unemployment and earned incomes, and 50% for retirement, veterans, and Social Security pensions, as approved by FNS in August 2018.

#### SPECIAL DEDUCTIONS

##### **Child Support Deduction:**

The Child Support Deduction enables households to subtract the expenses related to legally-obligated child support payments made by a household member for a non-household member. This includes payments made to a third party on behalf of the non-household member, as well as amounts paid towards arrearages. It's important to note that alimony payments for a non-household member are not eligible for the Child Support Deduction.

In cases where a parent voluntarily provides child support without a court order, these informal payments are not considered deductible when calculating income.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### ELIGIBILITY CRITERIA (cont.)

The table below details the participants' eligible deductions. Changes of July and August 2024 due to the increase of the minimum wage from \$9.50 to \$10.50. Maximum Deduction of 50%, salary increases from \$1,100 to \$1,400 Maximum Net Income, and Standard Deduction from \$198 to \$279.

SOURCE	DEDUCTIONS
Earned Income: Wages/Salaries/Trainings/Self-employment/unemployment	50% up to \$100 or maximum \$1,400 (new August 2024) or Fixed \$100 if 50% is less than \$100
Standard Deduction	From \$198 to \$279 (August 2024)
Income from Agriculture (Bonafede farmers and farm workers)	\$760
Income from approved products during harvest (coffee, tomatoes, plantains, bananas, green bananas, cassava, oranges, watermelon, mango and pineapple)	\$100 of income
Other Income	\$100

Since FY 2015, ADSEF has been qualifying college students with at least one parent sixty years old or more (60 +) or disabled for NAP benefits. They are considered economically independent therefore eligible for benefits. This was approved by FNS on September 1<sup>st</sup>, 2015.

SOURCE	DEDUCTION
Student	\$100
Dependent for each child 2 years or less	\$225
Dependent: each child / adult 2 or older	\$200
Elderly (60 years and older)	\$100*
Totally Disabled	\$100*
Recurrent Medical Expenses (Elderly and/or Disabled or Children)	\$100
Terminally Ill	\$100
Standard Deduction	\$100

\* Cannot take both Elderly and Disabled deductions

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### RESOURCES AND NAP MAXIMUM BASIC BENEFITS

The maximum monthly income allowable for a one-participant household is \$633.00. Disability benefits under the Social Security Act, Temporary Assistance for Needy Families (TANF), or disability retirement benefits from a governmental agency will not be included for eligibility determination purposes.

The following table represents a comparison between Puerto Rico’s allowable income per household to be eligible to receive NAP benefits and the US continental, Hawaii, and Alaska’s SNAP allowable income to receive SNAP benefits per household’s composition.

<b>Comparison of Puerto Rico’s Allowable Income for Household Size to SNAP Allowable Income</b>				
<b>Household</b>	<b>Puerto Rico</b>	<b>Continental States, DC, Guam and Virgin Islands</b>	<b>Alaska</b>	<b>Hawaii</b>
1	\$633	\$1,255	\$1,568	\$1,443
2	\$1,179	\$1,704	\$2,129	\$1,959
3	\$1,706	\$2,152	\$2,690	\$2,475
4	\$2,206	\$2,600	\$3,250	\$2,990
5	\$2,699	\$3,049	\$3,811	\$3,506
6	\$3,339	\$3,497	\$4,372	\$2,022
7	\$3,979	\$3,945	\$4,933	\$4,538
8	\$4,619	\$4,394	\$5,494	\$5,054
9	\$5,259	\$4,843	\$6,055	\$5,570
10	\$5,899	\$5,292	\$6,616	\$6,086
11	\$6,539	\$5,741	\$7,177	\$6,602
12	\$7,179	\$6,190	\$7,738	\$7,118
13	\$7,819	\$6,639	\$8,299	\$7,634
14	\$8,459	\$7,088	\$8,860	\$8,150
15	\$9,099	\$7,537	\$9,421	\$8,666
16	\$9,739	\$7,986	\$9,982	\$9,182
17	\$10,379	\$8,435	\$10,543	\$9,698
18	\$11,019	\$8,884	\$11,104	\$10,214

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### RESOURCES AND NAP MAXIMUM BASIC BENEFITS

The Table below details PR Maximum Monthly benefits levels by household's composition effective date July 1<sup>st</sup>, 2025)

**Puerto Rico Maximum Monthly Benefit Levels by Household Composition, effective July 1, 2025**

Household Members	Puerto Rico	Vieques & Culebra	Continental States & DC	Alaska	Hawaii	Guam	Virgin Islands
1	\$183	\$219	\$281	\$545	\$538	\$415	\$362
2	\$337	\$404	\$516	\$1,000	\$987	\$761	\$664
3	\$482	\$578	\$740	\$1,432	\$1,413	\$1,090	\$951
4	\$612	\$734	\$939	\$1,819	\$1,794	\$1,385	\$1,208
5	\$727	\$872	\$1,116	\$2,160	\$2,131	\$1,644	\$1,434
6	\$873	\$1,047	\$1,339	\$2,592	\$2,557	\$1,973	\$1,721
7	\$965	\$1,158	\$1,480	\$2,865	\$2,826	\$2,181	\$1,903
8	\$1,103	\$1,323	\$1,691	\$3,274	\$3,230	\$2,493	\$2,175
9	\$1,241	\$1,489	\$1,902	\$3,683	\$3,634	\$2,805	\$2,447
10	\$1,379	\$1,654	\$2,113	\$4,092	\$4,038	\$3,117	\$2,719
11	\$1,517	\$1,820	\$2,324	\$4,501	\$4,442	\$3,429	\$2,991
12	\$1,655	\$1,986	\$2,535	\$4,910	\$4,846	\$3,741	\$3,263
13	\$1,792	\$2,150	\$2,746	\$5,319	\$5,250	\$4,053	\$3,535
14	\$1,930	\$2,316	\$2,957	\$5,728	\$5,654	\$4,365	\$3,807
15	\$2,068	\$2,481	\$3,168	\$6,137	\$6,058	\$4,677	\$4,079
16	\$2,206	\$2,647	\$3,379	\$6,546	\$6,462	\$4,989	\$4,351
17	\$2,344	\$2,812	\$3,590	\$6,955	\$6,866	\$5,301	\$4,623
18	\$2,482	\$2,978	\$3,801	\$7,364	\$7,270	\$5,613	\$4,895

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### INCOME ELIGIBILITY

Electronic Benefits are distributed on a monthly basis in a staggered manner between the 4th and 22nd of the month, based on the last digit of the participants' Social Security Number. These benefits, which cover 100% of eligible food purchases, are allocated according to the Table of Benefits to ensure fair and efficient distribution.

A cut-off date is established for the local offices by the Office of Technology Information (OTI) to process benefits issuance for the next month. OTI executes the programs to obtain the total monthly number of eligible households, persons, benefits, retroactive payments, and claims deductions. This program also calculates the 20% increase for the elderly persons (60 years and older).

### BENEFIT CALCULATION METHOD

The process of calculating benefits within the NAP considers both the number of household unit members and their net income. Here's how it works:

Net income is a key factor in determining the eligibility of all household units for benefits.

If the household's monthly net income falls below or is equal to the set limits, the corresponding benefits for that household unit are then determined.

As approved by FNS the income exemption schedule for NAP recipients who start a new job has been extended. Their schedule of benefit is now for 18 months as follows:



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### CERTIFICATION PROCESS

ADSEF has been working to improve, facilitate, and agile the NAP participants' certification process by constantly improving the digital-online system. In March 2020, the agency was forced to change the mechanisms available for individuals and households to apply for food support benefits under the Nutrition Assistance Program (NAP) without leaving their homes due to the COVID-19 pandemic restrictions.

To ensure uninterrupted services for NAP applicants and participants, the agency launched ADSEF Digital. This online platform enables applicants to submit their food assistance applications without the need to visit a local office.

ADSEF Digital is complemented by "Turnos PR," an online system that coordinates appointments for NAP participants with program caseworkers. This system facilitates the re-certification process, allows for reporting household changes, and offers additional support services.

During FY 2025, ADSEF successfully reduced the backlog of cases across all local offices and regions that were behind on participant case revisions. However, in June 2024, headquarters identified a significant number of cases that had not been reviewed due to staffing shortages in several local offices. As a result, the agency was compelled to implement strategies to ensure that participant benefits remained unaffected. This evaluation is conducted monthly as part of our customer service analysis.

The local offices that had the delays were: Bayamón, Caguas, Mayaguez, Rio Piedras 2, and San Juan.



### **Older Adults Recertification Process**

ADSEF continues to actively manage the recertification and certification processes across all regions, despite the approval of a waiver for older adults during FY 2023 and 2024 SPOs.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### DISASTER/EMERGENCY

Special benefits are provided to applicants and participants who have an immediate need for food due to disasters such as, hurricanes, storms, flooding, earthquakes, landslides, Pandemic, fire, or lack of energy because of a disaster, and if no other public or private entity has provided the same aid.

These Benefits must be issued no later than five (5) days from the date of the application. The amount to be received will be prorated according to the date the application has been filed. If the household applies between the 1<sup>st</sup> and the 15<sup>th</sup> of the month, will be entitled to receive up to 100% of the benefits. If the household applies between the 16<sup>th</sup> and the 31<sup>st</sup> of the month will be entitled to receive up to 50% of the benefits. If a household was already participating at the time of the disaster and already received its regular benefits but needs immediate food, it is entitled to receive an additional 50% of the regular benefit amount. Benefits are effective the month following the eligibility determination. ADSEF will only issue NAP-Disaster benefits once a Presidential Disaster Declaration has been signed. In addition, ADSEF will request FNS budget approval prior to any D-NAP issuing of benefits. ADSEF will be presenting an updated disaster plan with the SPO. (Emergency Plan Included)

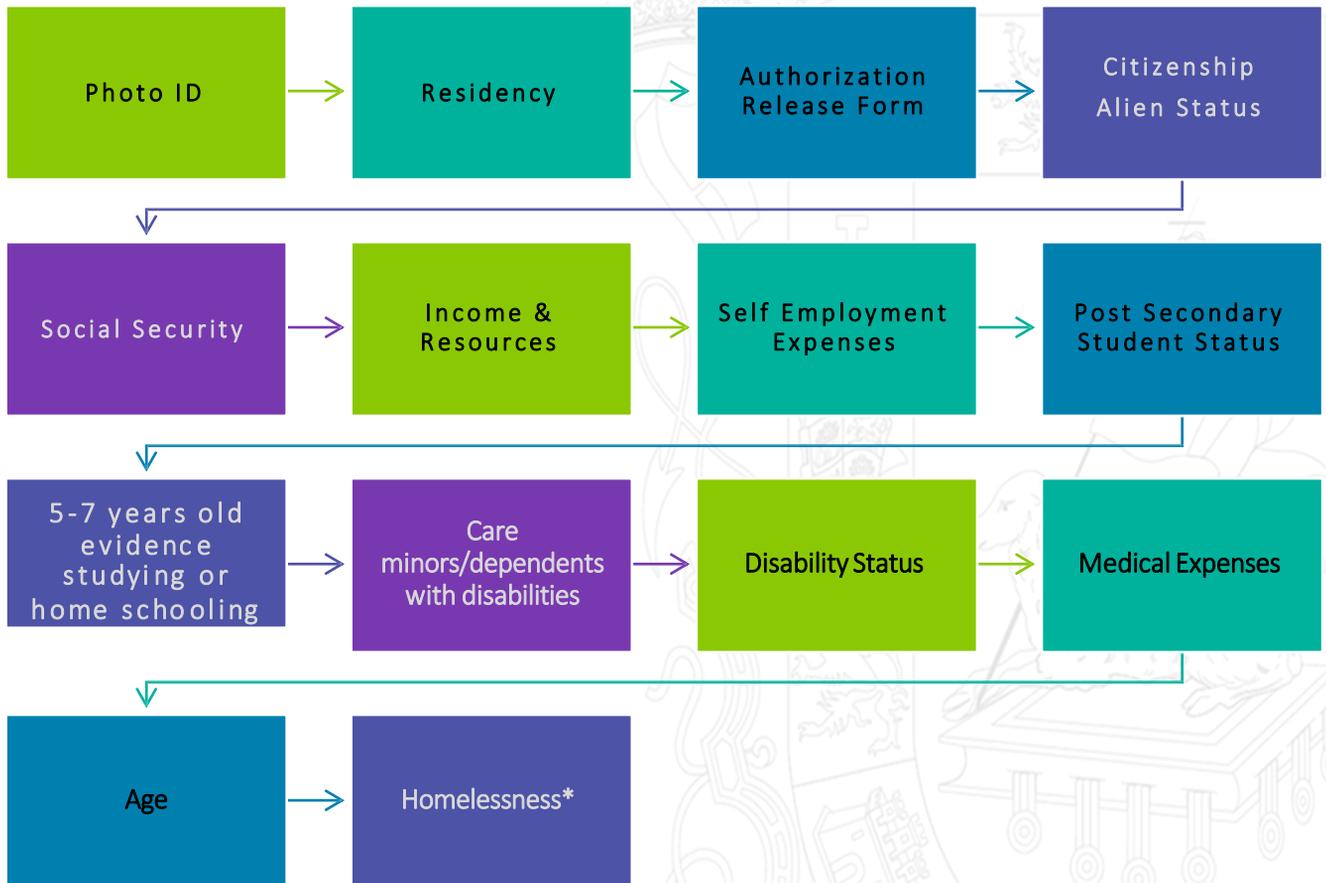


# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### VERIFICATION

ADSEF will require participants to provide necessary documentation in order to verify applicant/participants identity, income, address, and family composition, among others. The following is the list of documents required for the regular verification process:



\* If the homeless person does not have the social security card, it can be verified through other official documents such as checks, official letters, Medicare card or a referral requesting social security card. Under this circumstance, the homeless person is referred to the Administration of Children and Families (ADFAN by acronyms in Spanish). Nevertheless, ADSEF will provide that person 30-days to present social security evidence, as described above. Their identity and residence will be verified with any source of identification available, such as an official letter of an institution offering other services. Residence can be an emergency shelter, welfare hotel, hall, park, plaza, shelter and transitional housing programs, and a home visit is not a requirement for granting aid.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### VERIFICATION

ADSEF will continue to evaluate and incorporate collaborative agreements to assist in the verification of client information throughout the NAP certification process.

- Agreement with the **PR Health Department Demographic Registry**. This agreement permits the exchange of information regarding death certificates. Status: the agreement was signed ADSEF is waiting for the Health Department's data exchange.
- Social Security Administration** – Social Security Number Verification System (currently we are waiting for response to a request for meeting for program updates to do the exchange). This agreement is under evaluation.
- Beneficiary and Earnings Data Exchange with the Department of Labor. This agreement is under evaluation.
- Referral of fraud investigations to Internal Revenue Service, Department of Justice and Department of Treasury of Puerto Rico. ADSEF is in the process of negotiating with the federal agencies an MOU to include fraud investigations.

### APPEAL PROCESS

The Administration will provide applicants/participants, who have been adversely affected by an action, the opportunity to be heard in an administrative or appellate process, which must be ruled by the terms and procedures included on the Regulation Number 7757, titled: "Regulation for the Establishment of Procedures for the Adjudication of Controversies before the Adjudicative Board of the Department of the Family".

# PR NAP STATE PLAN OF OPERATIONS FY 2026

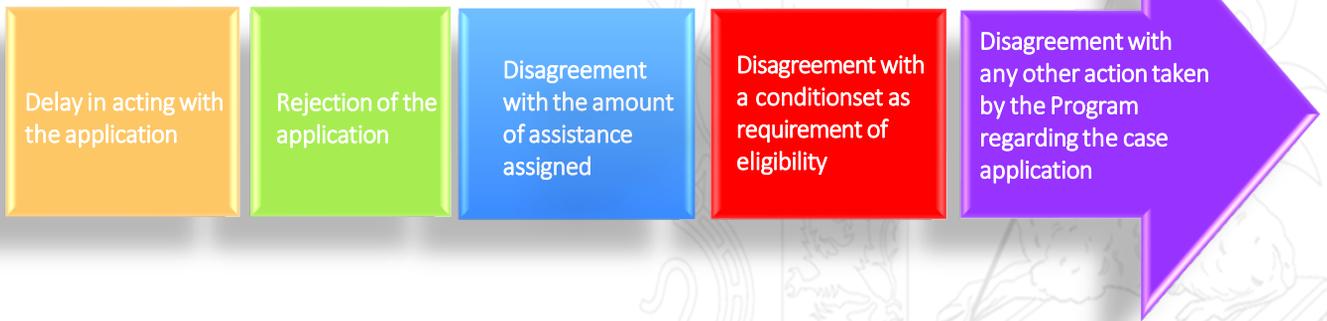
## *Criteria for Funding Distribution*

### APPEAL PROCESS (cont.)

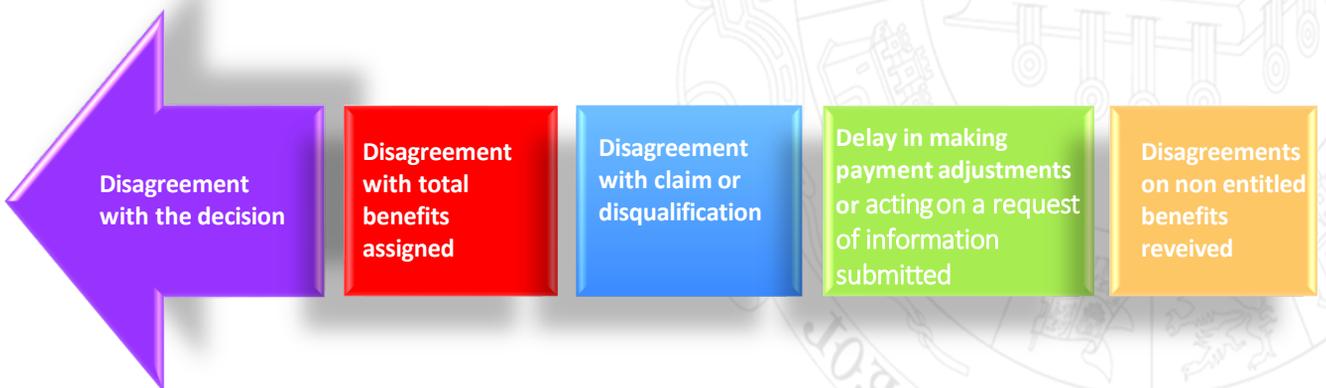
The Administration will provide applicants/participants, who have been adversely affected by an action, the opportunity to be heard in an administrative or appellate process, which must be ruled by the terms and procedures included in the Regulation Number 7757, titled: "Regulation for the Establishment of Procedures for the Adjudication of Controversies before the Adjudicative Board of the Department of the Family". In this case, recipients have the right to appeal any action or inaction affecting eligibility, benefits' determination, or condition of payment, within fifteen (15) days of the adverse notification date.

Applicants, participants, or their authorized representatives shall be entitled to file an appeal when any of the following occurs:

#### **Applicants**



#### **Participants**



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### **Filing an Application Appeal**

The applicant, participant, or authorized representative has the right to appeal an application. The agency will consider any verbal or written expression from the applicant or participant expressing their desire to appeal the agency's decision within fifteen (15) calendar days of receiving the written notice of action.

1. The applicant will have the opportunity to indicate whether they wish to maintain their benefits without alterations until the appeal decision is made. The relevant office will act in accordance with the petitioner's choice.
  - a. Participants will be notified that, should they choose to continue receiving benefits without adjustments, while the Board of Appeals reviews the case, they may be required to repay any benefits received during the appeal process if the Board confirms the initial decision.
  - b. The appellant will be informed that if they accept the recommended action and the decision is in their favor, any benefits that were not issued during the process will be restored to them.
2. Once the appeal application has been received, the Board Director or the Examiner will have thirty (30) days to select a date and send a notification to all concerned parties indicating the date, time, and place where the adjudicative hearing will take place. The notification must be sent at least fifteen (15) days prior to the date selected.
  - a. Usually, as an informal process, the hearings will be celebrated at the regional offices, but also can be arranged at the Department of the Family Headquarters, or At any other place chosen near the local office, depending upon participants' or location availability.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### **Filing an Application Appeal (cont.)**

- c. Once the hearing process has concluded the Examiner officer will have thirty (30) days to prepare a resolution draft or a written report with recommendations, facts, determinations, and legal conclusions for the Board members consideration.
- d. The members of the Adjudicative Board can approve or deny the recommendations and conclusions included in the draft resolution and expose another opinion about the matter. The final decision should be made within ninety (90) days of the initial hearing.
- e. Any petitions for reconsideration related to the Board's decisions must be presented within twenty (20) days from the Board's resolution notification. The Board shall consider any petitions within fifteen (15) days of filed.
- f. As stated before, the final resolution must be presented and filed within ninety (90) days of the petition for reconsideration is filed.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### ELECTRONIC BENEFIT TRANSFER (EBT) – FAMILY CARD (FC)

Benefits are issued and deposited electronically into an EBT account. The EBT service is provided by EVERTEC Group, LLC. NAP benefits deposited in the EBT account can only be accessed by using the Family Card (FC) issued to the head of household or authorized representative. It is important to state that the Family Card cannot be used outside of Puerto Rico.

Transactions made at authorized retailers involving eligible food purchases are free of charge or additional fees. Each authorized cardholder selects a personal identification number (PIN) at the Point of Sale (POS) terminal in the local office. A single card and PIN are required to access remaining benefits in EBT accounts. The FC is mailed to the participant's address, and the PIN number is mailed separately with the activation instruction. Recipient orientation includes the use of an audio response unit (ARU) and access to a Customer Service Representative (CSR) using a 1-877-467-4832; available 7 days a week, 24 hours a day.

The guidance provides:

- How to report a stolen or lost card.
- How to inquire about account balances.
- How to obtain information about previous transactions.
- The participant can change the pin number by calling our customer services representative.

Homeless participants are given a NAP benefits Family Card and PIN number, when they visit a local office to apply for the benefits.

As part of the NAP benefits assignment process, the Article 51(G) of NAP Regulation Number 8684, (as amended) states that if a participant's NAP account has been inactive for a period of six (6) months, from the day of its deposit, the funds in the account will expire and returned to NAP Program.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### STATUS NEW RFP EBT PROVIDER

PR General Services Administration (ASG- Spanish Acronym) opened the Bid for potential companies interested in becoming the government's new EBT provider. Three (3) companies have requested additional information and/or sent questions regarding the RFP requirements. ADSEF in collaboration with the rest of the agencies that would receive the EBT services have been answering the bidder's enquiries.

Milestone	Responsibility	STATUS
Issue RFP; Manage EBT and EFT Services Procurement	ASG	COMPLETED
Conduct Mandatory Bidders' Conference	ASG	COMPLETED
Q/A	ASG - Treasury/EBT Agencies/ EVERTEC	COMPLETED
Proposals Due	ASG	COMPLETED
Oral Presentations (Optional)	ASG	COMPLETED
Complete Proposal Evaluation and Bidder Selection	ASG - EBT Agencies - Evaluation Team Members	ASG requested bidders a "Best & Final Offer" . This process still ongoing.
Award Core Services Contract	ASG	<b>PENDING</b>
Execute Core Services Contract	ASG, Treasury	<b>PENDING</b>
Obtain USDA/FNS Contract Approval of ADSEF EBT/EFT Services Addendum (Core Services Contract)	ADSEF	<b>PENDING</b>
Execute EBT/EFT Addenda - ADSEF/FNS EBT and Cash	ADSEF	<b>PENDING</b>
Execute EBT Agency/Program EBT/EFT Addenda - Non-USDA/FNS EBTand Cash	EBT Agencies	<b>PENDING</b>
Milestone	Responsibility	<b>PENDING</b>
Issue RFP; Manage EBT and EFT Services Procurement	ASG	<b>PENDING</b>
Conduct Mandatory Bidders' Conference	ASG	<b>PENDING</b>
Q/A	ASG - Treasury/EBT Agencies/ EVERTEC	<b>PENDING</b>
Proposals Due	ASG	<b>PENDING</b>
Oral Presentations (Optional)	ASG	<b>PENDING</b>
Complete Proposal Evaluation and Bidder Selection	ASG - EBT Agencies - Evaluation Team Members	<b>PENDING</b>
Award Core Services Contract	ASG	<b>PENDING</b>
Execute Core Services Contract	ASG, Treasury	<b>PENDING</b>
Obtain USDA/FNS Contract Approval of ADSEF EBT/EFT Services Addendum (Core Services Contract)	ADSEF	<b>PENDING</b>
Execute EBT/EFT Addenda - ADSEF/FNS EBT and Cash	ADSEF	<b>PENDING</b>
Execute EBT Agency/Program EBT/EFT Addenda - Non-USDA/FNS EBTand Cash	EBT Agencies	<b>PENDING</b>

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Criteria for Funding Distribution*

### FAMILY MARKETS

In terms of the Family Markets benefits, if the set aside benefits (usually a 4%) are not used within a 180 days period, these funds will expire and will be withdrawn from the participant's account and transferred back to the NAP program.

ADSEF will continue supporting the Family Markets by setting aside a 4% of benefits exclusively to purchase nutritious fresh food at the Family Markets in participating regions and municipalities. The 4% portion is included in the monthly adjustment as an "electronic voucher" and is calculated by applying the formula of the monthly adjustment.

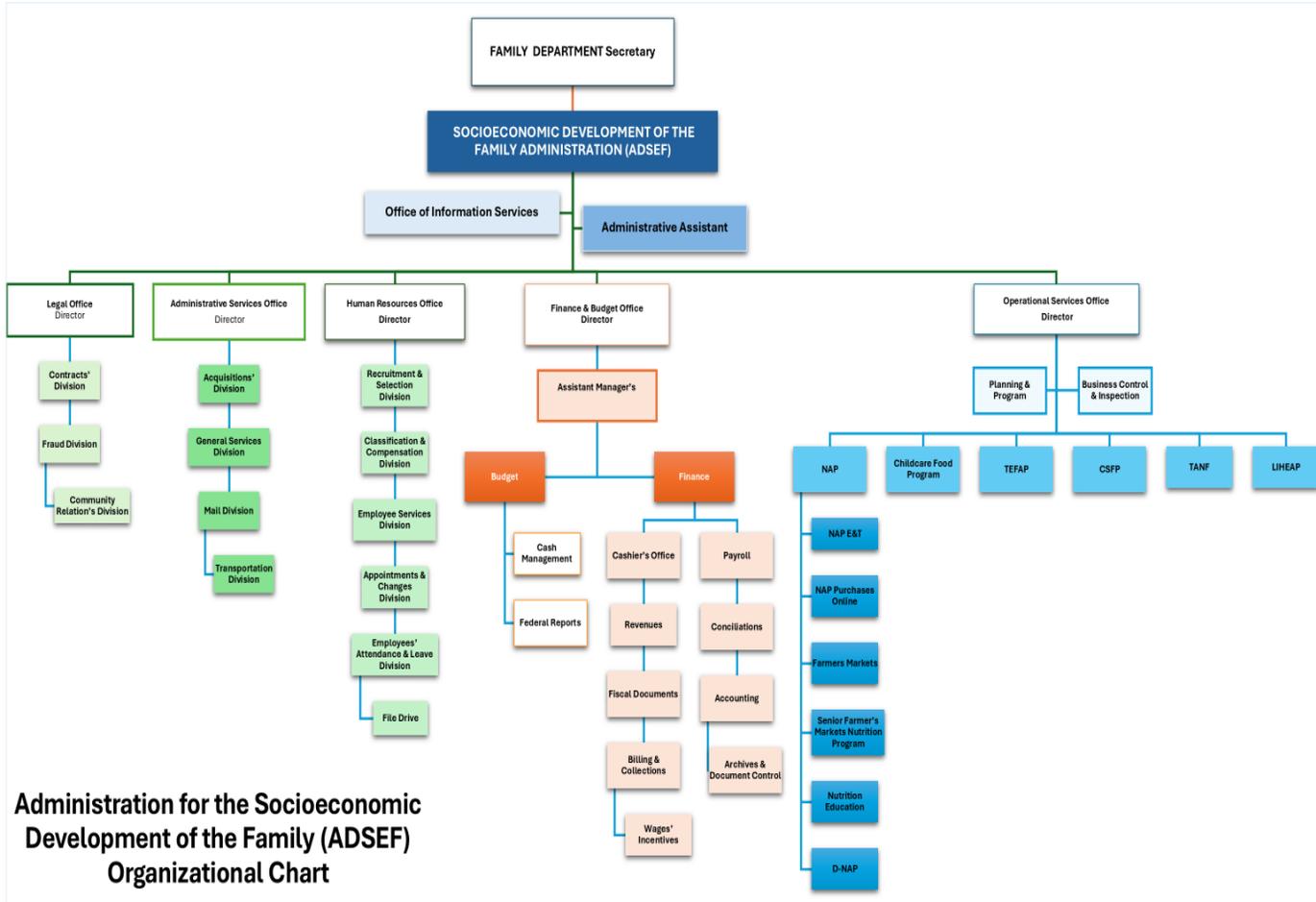
What follows is an example of how the formula is determined:

1. The monthly percentage adjustment amount is calculated and 4% of the Family Market portion is subtracted from that number. If the total percentage adjustment is 10%, a 4% will be part of the Family Market portion and the remaining 6% is given as regular benefits among all the participants during that month.
2. If a participant does not reside in a region with Family Market, will receive their regular benefit (base) plus a 10% of monthly percentage adjustment as his regular benefit; but if the participant lives in a region with Family Market, will receive the regular benefit (base) plus 4% for the Family Market portion and 6% of monthly percentage adjustment.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Agency's Organizational Chart*

### Administration for the Socioeconomic Development of the Family



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Agency's Organizational Chart*

### 10 Regions & 88 Local Offices

REGION ● AGUADILLA ● ARECIBO ● BAYAMÓN ● CAGUAS ● CAROLINA ● GUAYAMA ● HUMACAO ● MAYAGÜEZ ● PONCE ● SAN JUAN



Aguadilla	Arecibo	Bayamón	Caguas	Carolina
<ul style="list-style-type: none"> <li>• Aguada</li> <li>• Aguadilla I</li> <li>• Aguadilla II</li> <li>• Isabela</li> <li>• Las Marías</li> <li>• Moca</li> <li>• Rincón</li> <li>• San Sebastián</li> </ul>	<ul style="list-style-type: none"> <li>• Arecibo I</li> <li>• Arecibo III</li> <li>• Barceloneta</li> <li>• Camuy</li> <li>• Ciales</li> <li>• Florida</li> <li>• Hatillo</li> <li>• Lares</li> <li>• Manatí</li> <li>• Morovis</li> <li>• Quebradillas</li> <li>• Utuado I</li> </ul>	<ul style="list-style-type: none"> <li>• Bayamón I</li> <li>• Bayamón II</li> <li>• Cataño</li> <li>• Corozal</li> <li>• Dorado</li> <li>• Naranjito</li> <li>• Toa Alta</li> <li>• Toa Baja I</li> <li>• Vega Alta</li> <li>• Vega Baja I</li> </ul>	<ul style="list-style-type: none"> <li>• Aguas Buenas</li> <li>• Barranquitas</li> <li>• Caguas I</li> <li>• Cidra</li> <li>• Comerío</li> <li>• Gurabo</li> <li>• San Lorenzo</li> </ul>	<ul style="list-style-type: none"> <li>• Canóvanas</li> <li>• Carolina I</li> <li>• Loíza</li> <li>• Luquillo</li> <li>• Río Grande I</li> <li>• Trujillo Alto I</li> </ul>
Guayama	Humacao	Mayaguez	Ponce	San Juan
<ul style="list-style-type: none"> <li>• Arroyo</li> <li>• Cayey</li> <li>• Guayama</li> <li>• Patillas</li> <li>• Salinas</li> <li>• Santa Isabel</li> </ul>	<ul style="list-style-type: none"> <li>• Ceiba</li> <li>• Culebra</li> <li>• Fajardo</li> <li>• Humacao</li> <li>• Juncos I</li> <li>• Las Piedras</li> <li>• Maunabo</li> <li>• Naguabo</li> <li>• Vieques</li> <li>• Yabucoa</li> </ul>	<ul style="list-style-type: none"> <li>• Añasco</li> <li>• Cabo Rojo</li> <li>• Guánica</li> <li>• Hormigueros</li> <li>• Lajas</li> <li>• Maricao</li> <li>• Mayaguez I</li> <li>• Sábana Grande</li> <li>• San Germán</li> </ul>	<ul style="list-style-type: none"> <li>• Adjuntas</li> <li>• Aibonito</li> <li>• Castañer</li> <li>• Coamo</li> <li>• Guayanilla</li> <li>• Jayuya</li> <li>• Juana Díaz</li> <li>• Orocovis</li> <li>• Peñuelas</li> <li>• Ponce I</li> <li>• Ponce II</li> <li>• Ponce III</li> <li>• Villalba</li> <li>• Yauco</li> </ul>	<ul style="list-style-type: none"> <li>• Cupey</li> <li>• Guayanbo I</li> <li>• Río Piedras I</li> <li>• Río Piedras II</li> <li>• Río Piedras IV</li> <li>• San Juan I</li> </ul>



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

*Program's Administration*

**FY 2026 State Plan of Operations**



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Agency's Organizational Chart*

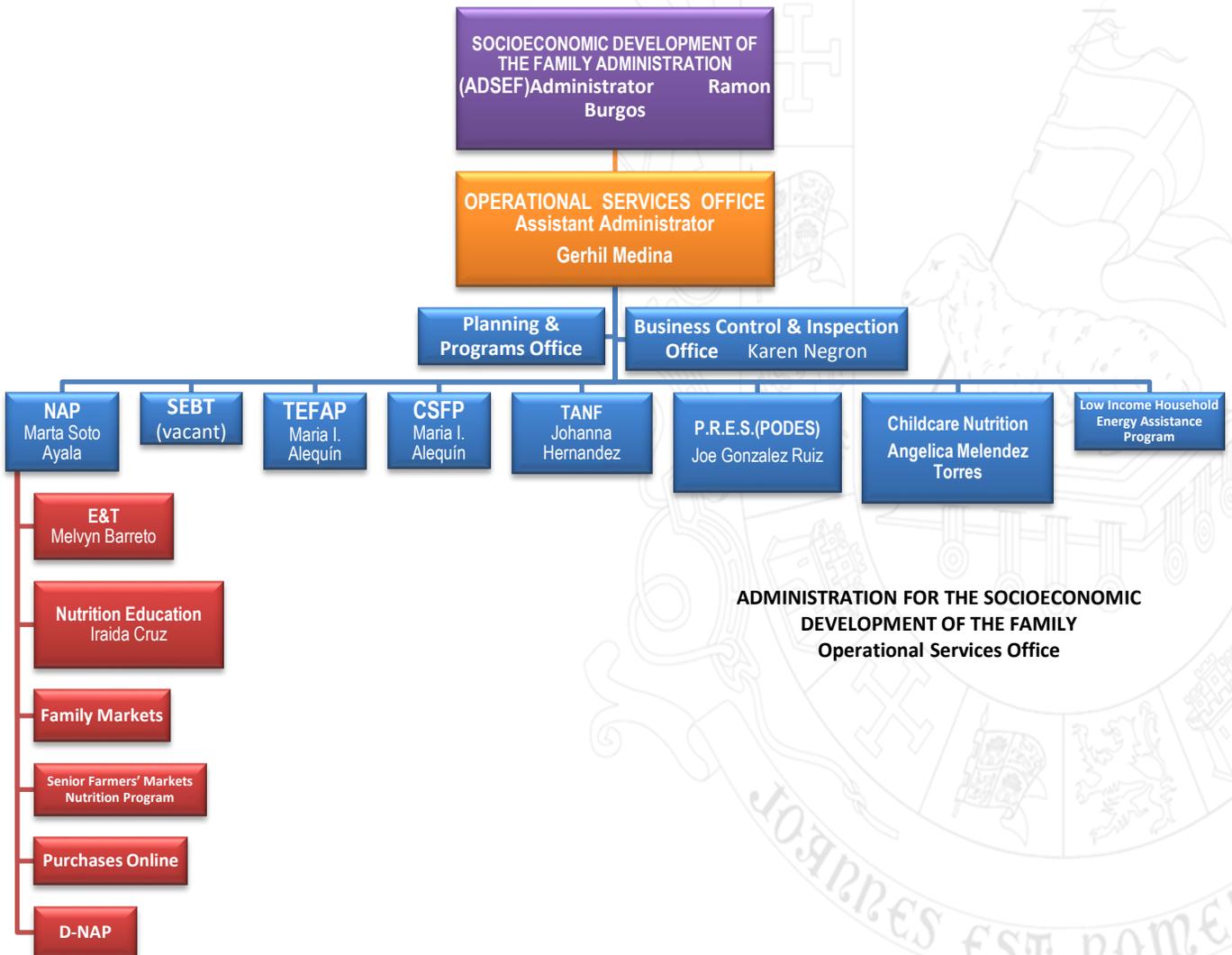
### PROGRAM ADMINISTRATION

ADSEF Administers the Nutrition Assistance Program (NAP) for the Department of the Family.

(Please refer to the previous two pages for the organizational chart and the distribution of regional and local offices.)

#### A. The Office of the Assisting Administrator for Operational Services (OAAOS).

OAAOS is responsible for the planning, coordination, organization, direction, supervision, and evaluation of the administrative, operational, and programmatic performance of all related activities. OAAOS consists of two (2) Divisions: Program Administration and Strategic Planning. The Assistant Administrator for Operational Services participates actively with the Administrator in the formulation of public policies and is responsible for the State Plan of Operations. The Division is responsible for implementing any policy changes and for developing regulations and procedures required for the state plan operation. The following are the Programmatic and Administrative units assigned to this division:



**ADMINISTRATION FOR THE SOCIOECONOMIC DEVELOPMENT OF THE FAMILY**  
Operational Services Office

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### OAAOS-Programs and Planning Unit

#### MEASURE OF EFFORTS & RESULTS

This Unit responds directly to the Assisting Administrator of Operational Services and has the responsibility of planning, evaluating, measuring, and producing the programs' statistics of the Office of the Assisting Administrator for Operational Services and any other Administrative units within ADSEF. Some of the responsibilities of the Planning and Programs Unit are:

1. Ensures the compliance with the execution standards as established in the work plans of each area.
2. Administers the Measures of Efforts and Results System (MER).
3. Identifies the areas that must be improved to request the Program Directors
4. the preparation of strategies and Corrective Action Plans (CAP's).
5. Develops evaluation strategies to measure quality and quantity of ADSEF's services.
6. Administers the Random Moment Sampling System (RMS) for Cost Allocation.
7. Evaluates the application of the Federal Regulations, Instructions and Procedures of NAP.
8. ADSEF is responsible for compliance at the sub-grantee level. In addition, it is responsible
9. Of informing the sub-grantee of the applicable federal requirements and any administrative requirement.

#### Measures of Efforts and Results System (MER)

The MER System is used to evaluate the accessibility, accuracy, and timeliness of services provided by the NAP through case reviews conducted by the ADSEF.

The objectives of the reviews are to provide a:

1. Systematic measuring method plus the accuracy and timeliness of eligibility and benefits determinations.
2. Basis for determining a payment error rate of active and negative cases.

The ADSEF is responsible for conducting quality control reviews of NAP cases. The focus of this review depends on the selection of a sample. MER results are used to assess the accessibility, accuracy and timeliness of the services offered by the NAP case reviews.

The Office of Technology and Information (OTI) selects a sample of all the nucleus of service centers that are participating in the NAP. The sample consists of 1,800 cases; 1,200 of those are active cases and 600 negative cases. The total sample is divided into number of 450 cases per quarter four times in the FY (December, March, June, and September). The sample of active cases is reviewed to determine if the nucleus of service is eligible and is receiving the correct total of benefits. The negative cases are reviewed to determine whether the decision to deny or terminate the services was correct. The budget month is used as the basis to verify all elements of eligibility resulting in the sample month. For example, we use monthly samples of December and budget month of October. The data obtained from the research is shared with the regional and local offices through the ADSEF MER-01-C and 01-D for reporting detected errors.

The local office prepares a corrective action plan to address the mistakes and reports the actions taken through the ADSEF-213. The Regional Office follows up on the findings by checking the MER Findings Control Sheet.

The reviews include the examination and verification of eligibility elements (examples: resources, income, identity, address, household composition, citizenship/residency, social security number, work registration and school attendance). The benefit calculation is reviewed (examples: deductions and household composition) through contacts with collateral sources of information, face-to-face interviews to all clients and data exchanges with other agencies.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### MER (Cont.)

The percent of error established on the tolerance level is 4.5% for positive samples (active cases) and 6% for negative cases. Certification of the error percent obtained is sent to FNS, 6 months after the end of the federal Fiscal Year. MERS's annual report findings are submitted 90 days after the error's percent is certified.

The local office prepares a corrective action plan to address the mistakes and reports the actions taken through the ADSEF-213. The Regional Office follows up on the findings by checking the MER Findings Control Sheet.

The reviews include the examination and verification of eligibility elements (examples: resources, income, identity, address, household composition, citizenship/residency, social security number, work registration and school attendance). The benefit calculation is reviewed (examples: deductions and household composition) through contacts with collateral sources of information, face-to-face interviews to all clients and data exchanges with other agencies.

**The percent error established on the tolerance level is from 4.5% to 6.0% for positive samples (active cases) and from 20% to 6% for negative cases.** Certification of the error percent obtained is sent to FNS, 6 months after the end of the federal Fiscal Year. MERS's annual report findings are submitted 90 days after the error's percent is certified.

### FY 2025 MER PROPOSED ACTIVITIES

Below are the activities and modifications recommended by MER for FY 2026:

1. Completion of the digitization of records (digital files).
2. Creation of a central digital archive for PR.
3. Development or completion of information exchange between agencies (Data Exchange) via PRITS.
4. Consideration of a pilot program before final implementation.
5. Clearer definition of the matter concerning visits conducted by MER as part of regular procedures.
6. Ongoing training for staff and supervisors to ensure that files are processed in accordance with PAN standards and to achieve a digital culture in ADSEF procedures.
7. Engagement with other FNS jurisdictions where work is being carried out in the proposed manner to exchange information and insights on challenges faced and plans made for achievement.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### PROGRAMS' ADMINISTRATION (cont.)

#### **Random Moment Sampling** (RMS)

The Random Moment Sampling System (RMS) is a procedure that scientifically gathers information to distribute costs among assistance programs administered by ADSEF. The number of samples required for RMS are 3,300 distributed between the ten (10) Regions.

The Office of Technology Information Systems (OTI Spanish, Acronym) provides digital samples divided by four (4) quarters in the year. Hence, it is necessary to keep the system functioning efficiently in order to obtain exact and real results that make it possible to distribute the operating expenses of programs financed with federal funds, since all the activities are concentrated on the Social and Family Assistance Technicians, who carry out the task for all the programs.

The fact that this system is available at the Central Offices helps expedite the management, collection, distribution, and tabulation of data samples through RMS. The improvements achieved helped to improve significantly the required efforts to manually prepare and classify the hand-written forms by means of eliminating the information interchange between case workers and Central ADSEF.

To guarantee that the process is performed according to the RMS Procedures Manual, we conduct local offices reviews with the RMS Coordinator at the agency's headquarters. The responsibility of the RMS is assigned to the RMS Headquarters Coordinator. This employee evaluates results, provides follow up on the sample cases response process and periodically evaluates that the RMS is has been applied accordingly by checking the data entry, among other responsibilities.

The Random Moment Sample for ADSEF's central office started in January 2020. Currently the agency has completed 3,300 samples.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### PROGRAMS' ADMINISTRATION (CONT.)

#### Office of Inspection and Certification

The Office of Inspection and Certification (OIC) is responsible for developing, implementing, and managing systems, procedures, and personnel to enable retailer and wholesaler control and inspection functions. OIC accomplishes its mission mainly carrying out two main activities: education and orientation, and on-site inspections.

**OIC is responsible of preparing the agency's monthly reports to FNS. The reports will be sent on the 15 day of the following month. The following reports are included:**

1. Monthly Retailers-SDEC and NAP Family markets Reports
2. Non-Redeeming Report (also known as Zero Redeemers)
3. Complaints Report (complaints against retailers)
4. NAP Retailer Status Report
5. NAP Family Markets

The OIC 2024 state plan is included with this SPO in the attachments.

#### Education and Orientation

OIC is focus on keeping retailers, wholesalers, and beneficiaries informed of the NAP's objectives and requirements. The fraud prevention education is provided through on-site visits and at special workshops.

During the on-site monitoring reviews, OIC personnel ensures that all personnel working at the establishment are aware of NAP rules and regulations. New retailers and wholesalers must sign a certification that they have received and understand Regulation Number 8857, dated November 23, 2016, for the Commercial Establishments certification, which will give them authorization to debit NAP Program Funds from the participants Family Card.

On-site Authorizations, Reauthorizations and Monitoring Regulation Number 8857 establish that the agency must provide an inspection visit as a requirement for the initial authorization and bi- annual recertification.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### PROGRAMS' ADMINISTRATION/ Education & Orientation (Cont.)

OIC visits and evaluates all new retailers and wholesalers, to verify that the information provided on the application is accurate. Also, ensures that the food inventory is adequate and compatible with the Program goals. Periodically, the OIC personnel visits retailers and wholesalers randomly to verify that the Electronic Benefit Transfer (EBT) management process is in accordance with procedures.

At the same time, the OIC employees or contractors will verify through the establishments on-site visits, that the Authorization Certificate and orientation/informative posters are visible to the public. During the visit, OIC verifies NAP redemptions for at least a 12-month period prior to the visit. This will demonstrate if the redemptions comply with program requirements. OIC personnel are required to take pictures of food inventory and facilities during their visits.

ADSEF might disqualify an authorized food retailer if by any instance a violation occurs as a result of an on-site investigation, findings on inconsistent redemption data, evidence obtained through an EBT system transactions report, or a retailer's disqualification from the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), based on 7 CFR 278.6.

As part of the Regulation 8857 penalties, ADSEF could fine or disqualify a retailer if it does not comply with NAP policies. Sanctions could fluctuate, starting with an initial fine and could end with the revocation of the retailer's NAP certification, in the case that fraud is proven or persists. Decisions will be subject to a full analysis and interpretation of the program's regulation. In case of re-occurrence the penalties will be as follows:

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### PROGRAMS' ADMINISTRATION/ Education & Orientation

- a. For one (1) previous determination of regulation's violation, the suspension will be extended up to six (6) months and a fine will be applied.
- b. For two (2) previous determinations of regulations' violation, the suspension will be extended for up to twelve (12) months and a fine will be applied.
- c. For three (3) or more previous determinations of regulation's violation, the suspension will permanent and a fine will be applied.

ADSEF has developed a system to determine merchants' eligibility and case management for those interested on NAP funds. The Commerce Eligibility Determination System (acronyms in Spanish as SDEC). This application provides filters for any information displayed on the monitor, shows case numbers and authorizations, the persons that have been recently working at a retailer, retailers integration as ADSEF's merchants and print any information needed. ADSEF will continue monitoring the institutions (group homes/rehabs, etc.) that have been certified by OIC.

The following are the requirements for the Debit Nutrition Assistance Program (NAP) Funds Family Card (FC)

- i. Any owner or operator of an eligible business, as established in Regulation Number 8857 that requests authorization to debit Nutrition Assistance Program (NAP) funds from the Family Card (FC), will have the obligation to request a certification for such purposes. Certification is issued by ADSEF.
- ii. Any establishment that wants to participate or renew its certification must file an application. ADSEF has the authority to approve or deny the application or request additional information within thirty (30) days of the application's receipt. ADSEF will visit the retailers/wholesale at least once a year to confirm that the establishment complies with Article 13(B) and 15(C) from the Regulation Number 8857.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### PROGRAMS' ADMINISTRATION / Education & Orientation

Retailer with an expired certification could have its EBT cards privilege removed at ADSEF at anytime.

Subsection 3. Sale of ineligible items, as defined in Article 5 (6) of this regulation and collected from the NAP beneficiary's Department of the Family EBT card. This practice will be penalized with a minimum fine of five hundred dollars (\$500.00) and a maximum fine of three thousand dollars (\$3,000.00) for each item sold.

Subsection 11. In the case of certified institutions, use all or part of the funds for the purchase of products that are not eligible food or for any other purpose other than the purchase of eligible items. This practice will be penalized with a minimum fine of five hundred dollars (\$500.00) and a maximum fine of three thousand dollars (\$3,000.00).

Subsection 12. In the case of farmers, use the POS to carry out transactions other than the Family Markets. This practice will be penalized with a minimum fine of two hundred fifty dollars (\$250.00) and a maximum fine of five hundred dollars (\$ 500.00).

### Legal Affairs Office ADSEF

The Legal Division Office is responsible for matters concerning legal claims; contracts; agreements; investigations of complaints concerning retailers and employees; meetings with retailers because of investigations; community relations; and fraud cases.

#### Contracts and Agreements

The Legal Division Office is responsible for preparing the contracts and agreements related to ADSEF. The office's responsibilities include contracts/agreements drafts; request funds and authorization to the Office of Management and Budget; and ensure that the contracts or agreements comply with all federal and state laws, as well as with any Administrative Orders that may exist; among others.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### ADMINISTRATION/LegalAffairsDivision (cont.)

#### Investigation, Meetings and Sanctions of Authorized Retailers

The Legal Affairs Office evaluates complaints regarding possible violations to Regulation Number 8857, received by phone, letter, and/or email, among other ways, and investigates them (undercover visits, transaction analysis, and other information on the retailers file). If as a result of an investigation a meeting with the retailer is needed to explain findings, applicable fines and disqualification, notifications will be sent and meeting held with the legal counselors of the ADSEF, specifically contracted for evaluated that type of cases and to make sure that all the investigation it's been done with due process of law. Afterwards, the Legal Office makes a recommendation to the Administrator about the imposition of monetary penalties and/or disqualification. The Administrator's decision is duly notified to retailers who may: accept and pay the fine, accept the disqualification or request a review before the Adjudicative Board of the Department of the Family, ADSEF's legal counselors act on behalf of the Agency during the appeal process. A monthly retailer's meetings, fines, sanctions, and collection report is issued to MARO-FNS.

#### Investigation, Meetings and Sanctions of Authorized Retailers

The criteria for determining that a retailer is in breach of the provisions of the Regulation are settled on the Article 21:

- 1) Not to notify in writing to the ICO, on or before fifteen (15) days of occurrence any change related to the data of the commercial establishment or institution.
- 2) Do not keep items eligible with the selling price properly adhered or labeled.
- 3) Sale of ineligible items, as defined in Article 5 (6) of this regulation and collected with NAP funds from the holder of the Family Card (FC).
- 4) Failure to deliver the cash register and/or POS (fixed or wireless) receipt that reflects the transaction made to the person holding the FC.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### ADMINISTRATION/Legal Affairs Division(cont.)

- 5) Collection of sales and use tax (IVU) on transactions with the Family Card.
- 6) Credit purchase to the person holding the FC. Any transaction made with NAP funds must reflect the sale at the date and time the eligible food was purchased.
- 7) Sales of alcoholic beverages, and tobacco in any of its forms of consumption, pornographic material and / or electronic games or lottery tickets with NAP funds to the person in possession of the FC.
- 8) Hold the Family Card for any reason.
- 9) In the case of certified institutions, allow the use of all or part of the NAP funds to purchase non eligible foods or any other transaction not related to the purchase of eligible items.
- 10) In the case of farmers, use the POS to conduct transactions outside the Family Markets.
- 11) Commit fraud, as defined in Article 5 (15) of the Regulation.
- 12) Failure to comply with any other obligation or duty set forth in Article 18, which is not specifically contemplated in this Article 21.

### COMMUNITY RELATIONS OFFICE

The office staff provides guidance on NAP's eligibility, policies, and procedures to citizens and program participants. In addition, assists regional and local offices with participants' inquiries and complaints, received at the office via phone, letter or email. In addition, responds to the any information requested by subpoenas and court orders.

Interagency Cases: this is a subdivision within the office which offers support in PARIS Match processing, by answering states/territories requests, and any other issue related to matching a participant's information in Puerto Rico. Also, verifies TANF time participation for category C - applicants.

Immigration Status: This office Staff is responsible of using the SAVE application to verify benefits status for immigrants.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### ADMINISTRATION (Cont.)

#### Programmatic Integrity Division

The Programmatic Integrity Division (“DIP” Spanish acronym) within the Legal Affairs Office is responsible for monitoring EBT transactions and redemption by using the data warehouse as a tool to identify and prevent participants and retailers’ possible fraud. This Division is responsible for analyzing and processing participants, retailers or institutions violations to NAP regulations in coordination with local and regional offices.

For FY 2026, we intend to continue strengthening the headquarters and regional offices’ DIP. The NAP claims process indicates that in all cases where it is determined that a household or the institution received and/or used benefits to which it was not entitled, a claim shall be made. Once the claim is presented, the Department of the Family will start a collection process, against the household’s person responsible. A notification including the following information will be sent or delivered:

1. Reasons for the claim and the period covered.
2. Classification of the claim.
3. Amount owed.
4. Compensation for retroactive benefits that reduced or paid off the debt, if applicable.
5. Right to file an appeal with the Department's Adjudicating Board and term.

This office will also investigate the cases to determine Intentional Program Violations and will with claim’s collections that result from the investigation. A potential intentional violation is a claim in which the person responsible for the household, his/her spouse or an authorized representative, or the authorized representative of the institution intentionally with a misleading intent and voluntarily, incurs in one or more of the following:

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### PROGRAMS' ADMINISTRATION

#### Program Integrity (cont.)

- Presents a false or incorrect written statement about the circumstances of the service core.
- Hides information about changes, as established in these Regulations, for a period exceeding thirty (30) days as of the date of the change.
- It presents altered documents.
- Makes a false representation.
- The amount of the claim is \$ 500.01 or more.

The DIP is also responsible of preparing monthly reports to FNS on: Participant Claims (monthly and annual reports) and Retailer Actions (actions against retailers for NAP Program violations).

As part of this 2026 SPO ADSEF developed a DIP State Plan, which is included in the attachments of this document.

### OFFICE OF THE ASSISTING ADMINISTRATOR FOR FINANCE AND BUDGET

#### **FINANCE DIVISION**

The Office of the Assisting Administrator for Finance and Budget offers part of the administrative support for the programs. In coordination with the EVERTEC, Group LLC, is responsible for implementing and operating the required systems to process payment to beneficiaries. It prepares the annual budget to be submitted to local, federal agencies and as well as the Legislature. The office responds directly to the Administrator.

#### **Reconciliation Method used with EBT Systems (EBT)**

The EBT services provider makes payments to authorized retailers, network, third party providers, and financial institutions on behalf of the Government of Puerto Rico for benefits accessed and distributed to recipients daily. The EBT services provider is reimbursed as authorized by the Banco Popular de Puerto Rico (BPPR).

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

ADMINISTRATION/ Finance Division

- Payments are recorded and compared to the Daily Activity File and Daily Payments Summary File prepared by the EBT services provider for the Department of the Family. EBT system reports provide these, and other standardized computer reports as well as ad hoc access to EBT system data to perform the following key reconciliation:
  1. Benefits authorized= benefits posted.
  2. Benefits accessed by recipients (net EBT account debits/credits) = benefit amount transactions approved by the EBT services provider.
  3. Net EBT account debits/credits = amount paid to merchants and financial institutions, "+/-" authorized adjustments.
  4. Amount paid to merchants and financial institutions = funds requested by the EBT services provider, "+/-" authorized adjustments.

### Collections Section

- Receive, review, analyze and register the deposits of all monies collected from claims corresponding to NAP by the Assistant Collector at the local offices. The Assistant Collector collects claimed monies from local offices weekly.
- Receive monies collected at the Department of Justice corresponding to NAP claims.
- Prepare and submit the deposits, for accounting purposes, to the Department of Treasury, which has an exclusive account called NAP Coll (one account is opened for each fiscal year). When the account reaches certain quantity, all funds are transferred back into the NAP participants benefit account so it can be funneled back to the participants. This quantifies the account needs before benefits are reverted. The claims are made daily or weekly depending on the local office and the available Assistant Collector.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### ADMINISTRATION/Collections

- The assistant collector is designated directly by the Treasury Department. The official definition for Assistant Collector is staff in a regular, transitory or by contractor position in any agency of the government, designated by the Treasury Department Secretary, to act as a substitute for the Official Collector when this person is absent because of vacation, sickness, or other short terms.
- The official collector is the person that deposit the money recovered from the claims all Mondays. If Monday is a holiday the deposit will be on Tuesday. Money is kept in a safety deposit box. ADSEF has established policies and procedures at the Central Office regarding the safety of the money and its deposits and follows the Department of Treasury policies and procedures regarding deposits.
- Review and submits to the Department of the Treasury, the documents related to the persons nominated for official, assistant, and Assisting collector.
- Reconcile the deposit forms after their accounting to ensure correctness.
- Distribute official receipts and deposit forms to regional and local offices.
- Review and consolidate island-wide data, which includes reports submitted by local and regional offices for collection. This is the data ADSEF uses to feed FNS-209-PR.

### Accounts Payable

The Accounts Payable Section of the Finance Division generates and maintains control of the obligations of payments for contracted and non-contracted services. Prepares payment vouchers for disbursements of all programs attached to the agency. Among other things, it assigns the number of travel orders and application and authorization for private car use (Models SC 1231 and 1232). The application for admission to the register of suppliers is received through form SC 730 and refers to Accounting in the Department of the Treasury. The accounts payable section records the payment vouchers and obligations in the PRIFAS system of the Department of the Treasury.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### ADMINISTRATION/Budget Division

- Prepares the annual budget to be submitted to local, federal agencies and the Legislature.
- Prepares fiscal reports.
- Evaluates the availability of funds for the acquisition of goods and services for the operation of the program.
- Prepares the Monthly Operational Cost Budget for the NEP.
- Managing the Operational Cost

The Monthly Operational Cost is based on current expenditures for those items that apply to the operation of the NAP as submitted to Puerto Rico's Budget and Management Office, for FY 2026. A description of those operational costs follows:

1. Salaries: Included Regular Employees, Transitory Employees, Irregular Employees, Professional, and Consultant Services Government's contribution to Social Security, Retirement Plan, and Christmas Bonuses.
2. Travel expense estimates and out-of-the country official travel.
3. Unemployment Insurance is based on procedures established by the Department of Labor of the Government of Puerto Rico.
4. State Insurance Premiums are those related to work compensation insurance for employees.
5. Insurance for employees in travel status.
6. Medical Plans are the government's participation of the employees' medical plan premiums.
7. Public Building Rent.
8. Rent of non-public building and other equipment.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### ADMINISTRATION/Budget (cont.)

9. Postage – includes mailing of communication related to the Program.
10. Printing of all forms required for NAP.
11. Electricity for central, regional, and local offices.
12. Building repairs and conservation.
13. Miscellaneous services.
14. Material, supplies, and parts.
15. Telephone services.
16. Equipment includes the purchase of replacement of furniture or additional equipment.
17. Water and sewer services.

### **Cash Management**

The Cash Management Section is responsible for claiming daily disbursements corresponding to Federal Programs activities managed by ADSEF. These funds request is based and ruled by the Cash Management Improvement Act and is issued by the United States Treasury Department.

Once the funds are requested, Cash Management Section is responsible of submitting the financial documents that allow the proper accountability of fund on the federal accounts created on the State Treasury Department. Cash Management is also responsible for preparing and submitting to the Treasury Department, U.S Department of Health and Human Services and Federal Reports Section, the required reports detailing all the requests of funds made.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### ADMINISTRATION/Budget Division (cont.)

#### Federal Reports

1. 7 CFR 3016.25 (b) = Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments.
2. Program Income: Program income means gross income received by the grantee or sub-grantee directly generated by a grant-supported activity or earned only because of the grant agreement during the grant period.
3. Benefit cash collections will be deposited back into NAP benefit account and reissued as benefits and be reported as program income on the SF-425/778, Financial Status Report.
4. In the SF – 425/778 (Financial Report for NAP), ADSEF submits quarterly (December, March, June and September) the information to FNS. Submits claim reports (FNS-209-PR) to the USDA, Food and Nutrition Service and to the Federal Reports Section.
5. Prepares the actual operating cost reports on a quarterly basis to allow management to compare against the budgeted cost to take the proper corrective actions. The USDA, Food and Nutrition Service authorize the portion of funds from the Block Grant used to cover the fifty percent (50%) of the allowable administrative cost of the program.
6. The Federal Reports Division performs the following duties:
  - Prepare and execute reports about the use of funds as required by Federal Government Agencies.
  - Review considered transactions to verify that they have been coded correctly.
  - Calculate the amount claimed to Federal Agencies relating to indirect costs and the Random Moment Sampling (RMS) application. This federal indirect cost rate is negotiated through the Department of the Family and is submitted to the Department of Health and Human Services Division of Cost Allocation using their guidelines.
  - FNS-209-PR, Monthly Claims Report to be reported quarterly on FPRS. The purpose of this report is to notify the number of claims and recoveries recovered by the claims of the Nutrition Assistance Program (cash, check, money order, reduction of benefits, retroactive benefits). Must be submitted and certified in the system on or before 30 days after the end of the quarter of which it is being reported.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### ADMINISTRATION

#### Federal Reports

- ❑ **SF-425/778, Financial Status Report:** Since October 1, 2013, the agency has been submitting this report through the Food Program Reporting System (FPRS), which facilitates data integration into the National Data Bank (NDB). The report details the administrative and benefits expenses incurred by ADSEF. It is submitted within 30 days after the end of each fiscal quarter, with a comprehensive closing report due 120 days after the end of the fiscal year.
- ❑ **FNS-388 PR Monthly Participation and Benefits Report:** This report is submitted through the Food Program Reporting System (FPRS), enabling data to be integrated into the National Data Bank (NDB). The report summarizes the total number of cases, individuals served, and benefits issued by ADSEF each month, including both regular and complementary payments.

#### OFFICE OF THE ASSISTING ADMINISTRATOR FOR HUMAN RESOURCES

The Office of the Assisting Administrator for Human Resources oversees the administrative support for the program's personnel and human resources functions. This office manages personnel matters across headquarters, regional, and local offices, including personnel requests. It also assesses staffing needs and offers recommendations to address staffing requirements.

Additionally, the office coordinates staff training programs and provides information on any amendments or new proposals for implementation. The Assisting Administrator for Human Resources reports directly to the Program Administrator.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

### Office of the Assisting Administrator for Administration Services

The Administration Services area provides essential support to the agency and its programs. It is responsible for ensuring compliance with administrative rules and procedures across all locations. Additionally, it oversees the planning, organization, management, and control of administrative services, offering recommendations to enhance operational efficiency. The office also participates in the development and updating of the agency's administrative procedures manuals.

This office handles supply requisitions and requests for goods and services generated by the Department of the Family's headquarters, regional, and local offices. It reproduces agency forms and distributes requested materials through requisition orders to all offices. It manages the distribution of all mail sent to ADSEF's divisions, the Office of the Secretary, regional and local offices, as well as other government agencies. The office also coordinates transportation for official personnel visits to regional and local offices, oversees vehicle fleet maintenance, and manages property at ADSEF headquarters, including preparing inventory reports required by the Puerto Rico Treasury Department.

The Assisting Administrator monitors and maintains ADSEF's food assistance supplies, collaborating with other FNS programs and coordinating with the PR Emergency Management Services and the Census in case of natural disasters. The office also oversees the agency's document warehouse and manages the disposal process for documents and computers. Furthermore, it is responsible for facilities maintenance coordination in partnership with the building manager.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

ADMINISTRATION/ Office of Information and Technology (OTI- Spanish acronym))

This office is responsible for verifying input data for ADSEF's programs, including benefits calculations, payment issuance, computer matching, and updates to participant master files and databases. It electronically transfers benefit files to the EBT system and manages operational and detailed cost tracking, such as the benefits certified by local offices and the total benefits disbursed across the island. Additionally, it maintains the agency's technology infrastructure, develops programming, and manages the Automated Case Management System (SAIC). Since the system was created in the 1980s and contains the NAP participants' database, ongoing updates are gradually implemented to ensure its functionality.

To ensure service continuity, ADSEF has established an alternative Data Recovery Center (DRC), consisting of multiple servers that contain updated versions of our databases and applications. These servers can be activated in case of an emergency and are located at the "Minillas" facilities, which are closely monitored by ADSEF for data security and network integrity. Access to this backup system requires a live communications line. The Office of Technology and Information (OTI) is also responsible for processing, analyzing, and responding to information requests related to NAP participants, whether from within ADSEF, other state and federal agencies, or federal courts.

Furthermore, the OTI issues the PARIS list to local offices four times a year (February, May, August, and November). This list compares beneficiary information between Puerto Rico and the United States, facilitating the detection of improper participation in the NAP and TANF programs.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Administration*

ADMINISTRATION/ OTI(cont.)

The information provided in the list will appear in the case numerical order as follows:

<b>Region-Municipality-Office</b>	<b>It indicates where the case is active in Puerto Rico</b>
SSN MUF/JUF PR	Social Security Number is verified to enter accurate information with the participants' eligibility documents, name, and date of birth of the person.
SSN JUF/ENC	Social Security and Name of Head of Household or Service Manager.
Type of Service	Nutrition Assistance Program or Temporary Assistance for Needy Families.
Beginning and Closing Dates	Year-Month-Day.
Social Security	Social Security, name, and date of birth.
State	Name of the State where it is reflected to receiving benefits, case, and contact phone number.
Address	Address in the United States.
Type of Service	Indicates the type of benefit received in the United States (Example: SNAP, TANF, Medicaid)

To review and update the information above, the participant requests an appointment through TURNOS.PR which will be scheduled with their local office staff to review the participants' information. The local office will contact the participant and schedule a virtual or in-person appointment, in case that there is a hit on PARIS to review and update the information above. If the participant does not respond or attend the appointment, the Social and Family Assistance Technician proceeds to close the case and completes form: Action Taken (ADSEF-109) in the NAP.



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

*Proposed Initiatives*  
**FY 2026 State Plan of Operations**



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## NAP INITIATIVE

*Family Markets*



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Family Markets*

The Family Markets initiative was approved by FNS as a permanent project on April 15, 2016. Family Markets are product of a collaborative agreement between the Department of Agriculture and the Administration for Agricultural Business Development (ADEA) with the Department of Family and the ADSEF. The Family Market resides in the Regulation Number 8775, "Regulation for the Organization and Development of Agricultural Family Markets in Puerto Rico" of July 22, 2016. The regulation 8775 is a of the Administration of Agricultural Business Development (ADEA) of the Department of Agriculture. ADEA responsible of the Family Market operation authorizing eligible products, selecting farmers, and promoting the markets. ADSEF certifies the eligible farmers for the acceptance of NAP benefit payments and sets aside a portion of the NAP grant administrative costs for the ADEA to cover part of their operational expenses. The ADEA will provide documentation to support their state matching funds of 50%, mainly from self-generated revenues. This agreement included in the new collaborative agreement between the ADSEF and ADEA.



For this fiscal year, ADSEF will increase the Family Markets to a monthly basis.

Over the past years, ADSEF has significantly increased the frequency of Family Markets. In 2023, a total of **530** in **2024**.

This increase was attributed to the participants' demand for more Family Markets throughout the Island.

For FY 2026 we are planning Family Markets in twelve (30) municipalities on a permanent basis.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Family Markets*

The municipalities listed below are the ones hosting monthly Family Markets on a permanent basis:

Aguada	Salinas
San Sebastián	Patillas
Rincón	Fajardo
Manatí	Yabucoa
Lares	Cabo Rojo
Quebradillas	Añasco
Corozal	San Germán
Dorado	Yauco
Vega Alta	Adjuntas
Gurabo	Juana Díaz
Cidra	Guaynabo
Loíza	Aibonito
Canóvanas	Guánica
Cayey	



For the upcoming fiscal year, spanning from October 2025 to March 2026, we are pleased to announce the expansion of our monthly Family Markets initiative.

Effective April 1, 2026, Family Markets will be held on a monthly and permanent basis in all 78 municipalities of Puerto Rico, encompassing 100% coverage.

With the anticipated expansion of Family Markets as projected by municipalities, the following outcomes are expected:

PERIOD	TOTAL, FAMILY MARKETS
October 1 <sup>st</sup> , 2024, to March 31 <sup>st</sup> , 2025 (Family Markets increases to 27 municipalities monthly)	354 Family Markets
April 1 <sup>st</sup> , 2025, to December 31 <sup>st</sup> , 2025 (Family Markets increases to 40 municipalities monthly, including Castañer, for a total of 78 municipalities reaching a 100%)	890 Family Markets
January 1 <sup>st</sup> , 2025, to December 31 <sup>st</sup> , 2025	Are projected <b>1,068</b> Family Markets

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Family Markets*

Farmers who participate in the Family Market are authorized by the Department of Agriculture, accordingly to the regulations of the ADEA and are certified by ADSEF as required by Regulation Number 8857. The ADEA has been meeting with participating farmers regarding these requirements.

### FARMER'S CERTIFICATION PROCESS

To become a certified farmer, individuals must meet all requirements set forth by the Office of Inspections and Certification for Retailers (OIC), known by its Spanish acronym.

Participants are able to purchase fresh agricultural products at Family Market venues using their EBT Family card, which includes benefits amounting to 4% of the monthly adjustment.

In order to safeguard the proper utilization of program benefits, transactions at Family Markets are closely monitored by the Office of Inspections and Control (OIC) within ADSEF. This office is dedicated to overseeing EBT system usage, providing program supervision, and conducting on-site monitoring visits to Family Markets. Furthermore, the OIC is responsible for certifying farmers' EBT card transactions to ensure compliance.



NAP participants receive a monthly communication that includes program information, the total benefits received that are available for spending, and the schedule of Family Markets.

Furthermore, partners of the Family Markets program engage in collaborative efforts through the dissemination of information via program-related posters, local and national media outlets (including print and radio), banners, speakers, social media posts, and various other channels.

# PR NAP STATE PLAN OF OPERATIONS FY 2025

*Family Markets*

## FAMILY MARKETS CLAIM PROCESS

### For participants

The following is the process that has been established to present claims from NAP participants and Farmers.

1. If an NAP participant needs to file a claim at a Family Market, they should promptly approach the claims inspector situated at the Department of the Family's tent or any official from the Department of Agriculture who is present (properly identified/in uniform).
2. In case of overpriced sales: the Department of Agriculture inspector weighs the products, and the money is refunded to the participant's card, or the participant chooses to acquire additional products.
3. The participant has the option to make any complaint by calling 311.
4. Complaint cases referred through social media and personnel from different local offices are channeled through the Associate Directors for direct communication with the participants (local offices) to gather complete and detailed information. Once referred to the central level, it is immediately referred to the Office of Inspection and Certification (OIC), Program Integrity Division (DIP), Auxiliary Administration of Operational Services, and PAN Program Director. Once the findings of the investigation are obtained, actions are taken in accordance with the agency's regulations and also referred to the Department of Agriculture for appropriate action.
5. Participants who directly complain to the Department of Agriculture have their case reported by the agency's personnel to the inspectors in charge if the Farmers' Market is ongoing; otherwise, it is referred to the OIC of the ADSEF to investigate the transactions of the business and the participant. Both agencies, upon finding irregularities, proceed in accordance with their current regulations.
6. In case of overpriced sales: the Department of Agriculture inspector weighs the products, and the money is refunded to the participant's card, or the participant chooses to acquire additional products.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Family Markets*

### FAMILY MARKETS CLAIM PROCESS

#### FARMERS

Here is the claims process for farmers who need to file a claim related to the Farmers' Markets:

1. Complaints made by certified businesses (farmers and processors) are referred to the OIC (issues with POS systems or certification status).
2. Written complaints made by certified businesses (farmers and processors) regarding administrative issues or dissatisfaction with program processes are directly referred to the Administrator of the ADSEF, the Secretary of the Department of Agriculture, and the Assistant Administrator of ADEA.
3. Certified businesses under the program (farmers and processors) can also consult their complaints directly with the staff assigned to the regional offices of the Department of Agriculture, through program inspectors, and/or through personnel at the central offices of ADEA.
4. The Department of Agriculture is responsible for sharing and providing all information related to any ongoing complaints or investigations so that the ADSEF can take preventive and corrective measures. Conversely, the ADEA can apply the necessary actions according to its regulations and established procedures. - Complaints made by certified businesses (farmers and processors) are referred to the OIC (issues with POS systems or certification status).



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Family Markets*

ADSEF is currently working on the Family Markets calendars from October 2025 to September 2025. Once completed will be forwarded to FNS.



**PR NAP STATE PLAN OF OPERATIONS FY 2026**  
**NAP INITIATIVE**

*Nutrition Education*



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

For FY 2025 the Department of Family (ADSEF) will continue providing NAP recipients with a Nutrition Education Program (NEP).

This statewide nutritional NEP promotes education to NAP prevent participants to obesity in Puerto Rico through interventions, specifically, among low-income adult-aged communities. ADSEF's program principal goal is continued outreach for eligible individuals for NAP benefits; to teach them how to make healthy food choices within a limited budget and choose physically active lifestyles consistent with the "Dietary Guidelines for Americans for 2020-2025" (DGA, 9th edition), "Healthy Eating and Physical Activity Guide for Puerto Rico" and the objectives set in "Action Plan for the Prevention of Obesity in Puerto Rico", reviewed recently. With human and educational material resources, NEP is designed with the goal of promoting good health, the improvement of nutritional status, and therefore, the quality of life of the population.

To support and reinforce nutritional education messages for fiscal year 2025, ADSEF will continue to bring information to NAP participants through the NEP components in community-oriented activities to promote healthy habits. NEP will take this message to the communities by using mass public media, social networks, information booths and through conferences.



NEP educators' goals are related with the following objectives:

- ✓ Make half your plate fruits and vegetables, at least half your grains whole grains and switch to fat-free or low-fat milk and milk products as shown My Plate for Healthy Puerto Rico.
- ✓ Maintain appropriate calorie balance during each stage of life, limiting simple sugars and high sodium products.
- ✓ Help recipients stretch their benefits and prepare low cost easy, nutritious, and tasty meals, and take advantage of seasonal foods.
- ✓ Make the communities aware of proper nutrition can help prevent and manage chronic and acute condition in Puerto Rico through NEP.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

NEP component goals during their activities are related to the following objectives:

1. Help beneficiaries make a list and stretch benefits by taking advantage of planning tasty meals, drawing up a food shopping list, and selecting seasonal food products.
2. Include at least 5 servings of fruits and vegetables every day, consume half of your grains from “whole grain sources” and the remainder from enriched grains, and switch to fat free or low-fat dairy products as shown “Dietary Guidelines for Americans for 2020-2025” (DGA) (9th edition).
3. Reduce the time spent in sedentary behavior as part of healthy lifestyle, promoting physical activity in outdoor spaces.
4. Promote limiting simple sugars and high sodium products.
5. Making the communities aware of proper nutrition can help prevent and manage chronic and acute diseases in Puerto Rico.

### **Target Population Needs Assessment**

Since the target population is NAP recipients, the characteristics described in the NAP State Plan of Operation remain the same. Nevertheless, as a nutrition education program, other factors that are explained below are considered.

#### **Dietary Patterns**

Despite the increased public awareness of the vital role that food consumption and physical activity have on health, most of Puerto Ricans do not meet with the recommendations of DGA. On the other hand, many Puerto Ricans do not meet the Recommended Daily Allowances (RDA) for key requirements, leading to an increasingly

overweight population. NEP educators provide conferences, orientations, and informative sheets to give nutritional health tools and empowerment to participants.



There's a need to educate people on how they can do a menu plan, food selection on markets, know the cooking options that they have with the same food product, select the fresh seasonal food products, and how to consume a diet low in refined sugars, fats, and sodium. The menu selection must change a bit to stretch the money without putting the person and family at nutritional risk. The lack of nutritional education may contribute to the higher incidence of obesity among low-income families. One of Puerto Rico's greatest challenges is the lack of information collected regarding our population's obesity problem and the situation worsens when we consider our culture and information sources requested. Parallel to a healthy and balanced diet, physical activity is an essential component in health and human wellness. Physical activity is defined as any body movement produced by skeletal muscles resulting in energy expenditure. Regular physical activity at any stage and age makes an important contribution to one's health, as it gives a sense of well-being and maintenance of a healthy body weight.

#### **Obesity Trends**

In the past century, most people kept a healthy weight. Kids walked to and from school, used bicycles, walked more during the day, meals were home-cooked with reasonable portion sizes, and they always included vegetables and fruits on the plate. Previously, eating out was rare and snacking was an occasional treat

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

Unfortunately, portion sizes are now two to five times larger than they were in past years. Beverage portion sizes have grown as well. In the mid 70's the average size of a sugar-sweetened beverage was 13.6 ounces, compared to today with an average of 20 ounces. Good practices are no longer in place and today continues being a challenge regarding current habits that allows us to plan and develop new and different strategies.

### Health Consequences

People who are overweight or obese, compared to those who are a healthy weight, are at an increased risk for many serious diseases and health conditions, such as:

1. High blood pressure (hypertension).
2. Dyslipidemia (High LDL cholesterol, low HDL cholesterol, or high levels of triglycerides).
3. Type 2 diabetes.
4. Coronary Heart Disease.
5. Stroke.
6. Gallbladder disease.
7. Osteoarthritis (a breakdown of cartilage and bone within a joint).
8. Sleep apnea and breathing problems.
9. Many types of cancer.
10. Low quality of life.
11. Mental illness such as clinical depression, anxiety, and other mental disorders.
12. Body pain and difficulty with physical functioning.

To be overweight or obese could mean a predisposition to develop diseases. Therefore, it is important to educate the importance of adopting daily nutritional habits and physical activities, that are not necessarily restricted to specific skills of sports.

### Nutrition Education

Nutrition education is the process of teaching or communicating the science of nutrition to an individual or group. Health professionals have a different role in educating an individual in the clinic, community, or long-term healthcare facility



In addition, nutrition education can be defined as any set of learning experiences designed to facilitate the voluntary adoption of eating and other nutrition-related behaviors conducive to health and well-being. The relationship among diet, health, and disease prevention has become clearer, nutrition education and the promotion of healthy eating behaviors and lifestyles continues to receive increased attention. Nutrition education providers must conduct nutrition education activities, consistent with the goals and content described below, at a minimum of two times per calendar year at each site. Providers are encouraged to use existing nutrition education resources from the “Dietary Guidelines for Americans for 2020-2025” (DGA, 9th edition), “Guía de Sana Alimentación y Actividad Física para-Puerto Rico: Guía Alimentaria” and My Plate. Nutrition education is delivered through different settings and involves activities geared at the individual, community, and public policy levels.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## Nutrition Education

### Methodology

The NEP will use different methods of creation and dissemination, one to one, interactive groups, informative capsules, and use of food customs are among approaches used to deliver nutrition education to NAP recipients. All the interventions will be previously coordinated between ADSEF administration and NAP to prevent any inconvenience.

Nutritionist will work most of the time creating and/or developing methods and materials for NEP. On the other hand, they will visit different municipalities through PR to learn and observe nutritional behaviors during family markets and food boxes distributions of TEFAP.

Additionally, consider starting weight control clinics at the agency's local offices and older adults daily care centers. Home economists used to travel island wide to provide nutrition lectures and presentations in different work sites such as local offices, senior care centers, schools, supermarkets, family markets, etc. A nutrition education wellness campaign helps recipients integrate better habits and physical activities. This site visits will reiterate a message easily understood by all ages, taking into consideration the poor writing, and reading skills of some participants. Orientations will focus on reinforcing the good use of benefits to achieve adequate eating habits and the managing of economic resources.

In addition, resources evaluations and questionnaires will be given to the participants to focus strategies and evaluate knowledge.

NEP home economist and nutritionist encourage their efforts on the following behaviors associated with the reduction of the risk of obesity tendencies and chronic diseases:



- Related to 4 food groups: Eat 5 fruits and vegetables; whole grains; and fat-free or low-fat milk products every day using DGA's.
- Be physically active every day as part of a healthy lifestyle based on "*Guía de Sana Alimentación y Actividad Física para PR*" from Commission of Food and Nutrition of PR (Department of Health).
- Decrease sugar consumption from early stages and control food portions served at any stage of life.
- Educate NAP recipients to use their benefits in nutrient dense foods acquisitions and to take advantage of seasonal foods.
- Make people and communities aware that proper nutrition can help prevent and manage chronic diseases in PR.

### Strategies for FY 2025

Education services can be a direct intervention and use health promotions strategies through in-person interventions. Research demonstrates that programs targeted to offer nutrition education must be lively, entertaining, enjoyable, and simple, to better capture the attention of all age groups. Nutrition education focuses on teaching the person and/or family the empowerment of good eating habits, specifically good eating habits for adults and the adequate development of good eating habits in children. The message needs constant reiteration and must exploit all means of public broadcasting.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

The goal of nutrition education is to improve the nutritional status of individuals through positive behavior change, and to prevent nutritional deficiencies and development of chronic diseases, and therefore, improve the quality of life. The NEP provides NAP recipients education and promotion strategies that help maximize food resources and make healthy food choices to support and promote good health within a limited budget.

Nutrition education consists of activities which provide visual and verbal information and directions to NAP participants and/ or caregivers in a group or individual setting. The presentations or activities may be led by home economists and in occasions by the nutritionist, or someone else overseen by an RD or an individual with comparable expertise (ICE; see definition under Section VIIB Staffing). The minimum length of a one-to-one nutrition education presentation is five minutes. Examples of nutrition education one to one activities include questions/answer and information booths. Planning and evaluating menus, recipes guides, and the use of food models as a healthy meal promotion are another example. The NEP aims to facilitate the voluntary adoption of good eating and other nutrition related behaviors conducive to good health. Through DGA, 9<sup>th</sup> edition and the "Healthy Eating and Physical Activity Guide for-Puerto Rico: Dietary Guide" created by the Department of Health /Food and Nutrition Commission of Puerto Rico.

For fiscal year **2026** our work plan includes the following:

- ADSEF will continue to train the NEP components through continued education to maintain actualized knowledge in nutrition themes.
- Site visits to several certified supermarkets to provide food purchases alternatives, promote weekly menu plans and provide guidance on how to prepare a grocery shopping list.

- Site visits to the Family Markets to reach NAP participants and provide nutritional information about nutritional benefits of local food products purchases.
- Provide alternative print recipes and nutritional information to the TEFAP participants of food distribution box.
- Continue the annual support to the Child Care Home Food Program in ADSEF with the menu and education of care providers.
- The use of food customs to communicate nutritional information and captivate the audience, specifically children, during field activities.
- The use of technology to promote nutritional information in PR through social networks to reach NAP participants. A goal this year includes a QR Code for nutritional and physical activity information that participants can scan during site visits or as the agency determines and a nutrition video for projection all throughout tv's in government offices.
- Continue preparing important nutritional information brochures about specific themes for the program.
- Administrate a questionnaire to know food practices of NAP participants and special communities.
- Establishment of collaborative efforts Between ADSEF, Recreation, and Sport Department, and Department of Agriculture of PR to promote good nutritional and physical activities through the communities.



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

The aim of nutrition education is to enhance individuals' nutritional well-being by fostering positive behavior change, preventing nutritional deficiencies, and reducing the risk of chronic diseases, ultimately leading to an improved quality of life.

The Nutritional Education Program (NEP) offers NAP recipients educational and promotional strategies to optimize food resources and make healthy food choices that support and enhance good health, even within budget constraints.

Nutrition education encompasses activities that offer visual and verbal guidance to NAP participants and/or caregivers, conducted in either group or individual settings. These presentations or activities are typically led by home economists and occasionally by nutritionists or other individuals supervised by a Registered Dietitian (RD) or someone with equivalent expertise (ICE; refer to the definition in Section VIIB Staffing). The minimum duration for a one-on-one nutrition education presentation is five minutes.

One-on-one nutrition education activities include interactive question-and-answer sessions and information booths. Planning and evaluating menus, recipe guides, and utilizing food models to promote healthy meal choices are additional examples of such activities. The NEP is committed to promoting the voluntary adoption of healthy eating habits and other nutrition-related behaviors conducive to overall well-being. This is guided by resources such as the Dietary Guidelines for Americans, 9th edition, and the "Healthy Eating and Physical Activity Guide for Puerto Rico: Dietary Guide" developed by the Department of Health/Food and Nutrition Commission of Puerto Rico.

In fiscal year 2025, our work plan entails the following:

➤ ADSEF will continue providing training for NEP components through ongoing education to ensure up-to-date knowledge in nutrition topics.

- Conduct visits to Family Markets to engage with NAP participants, offering them valuable nutritional information on the benefits of purchasing local food products.
- Provide alternative print recipes and nutritional information to NAP participants
- Maintain annual support for the Child Care Home Food Program within ADSEF, focusing on menu planning and providing education to care providers.
- Utilize food customs to convey nutritional information and engage the audience, particularly children, during field activities.
- Utilize technology to disseminate nutritional information in Puerto Rico via social networks to engage NAP participants.
- We will introduce QR Codes for easy access to nutritional and physical activity information, allowing participants to scan them during site visits or as instructed by the agency.
- Continue creating informative nutritional brochures on specific topics for the program.
- Conduct a survey to understand the food practices of NAP participants and special communities.
- Establish collaboration efforts between ADSEF, Recreation and Sports Department, and the Department of Agriculture to promote good nutritional and physical activities in communities.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

<b>Calendar for FY 2026</b>	
<b>October 2025</b>	NEP Annual visits Report and Questionary administrated report (2024-25); continue site visits to local offices and farmers markets.
<b>November 2025</b>	Visits to local offices and family markets, food boxes distribution (site visits); Prepare a questionnaire for 2026.
<b>December 2025</b>	Nutritionists review the needs of educational materials.
<b>January 2026</b>	Site visits to continue nutritional education; questionnaire administration on the food distribution sites.
<b>February 2026</b>	Site visits to continue nutritional educations; questionnaire administration on the food distribution sites
<b>March 2026</b>	Nutrition Month; Nutritional training for NEP staff. Site visits for nutritional education.
<b>April 2026</b>	Site visits to family markets, offer talks on the proper use of resources for purchasing food to the present audience in local offices
<b>May 2026</b>	Site visits to family markets, local offices; questionnaire administration on Food distribution sites
<b>June 2026</b>	Site visits to family markets, local offices; questionnaire administration on Food distribution sites
<b>July 2026</b>	Nutritional training for NEP staff and educational materials reviewing.
<b>August 2026</b>	Site visits to continue nutritional educations
<b>September 2026</b>	Site visits to continue nutritional educations, Monthly report.

### **PUBLIC AWARENESS NAP NUTRITION CAMPAIGN**

Targeted public awareness campaigns will be launched to highlight the importance of nutrition and promote the availability of food education programs particularly during March aligned with the commemoration of the Nutrition Month and during the Summer, when family gatherings and events are more frequent.

Our Nutritional Education Program initiative aims to enhance nutritional awareness among target populations by equipping individuals with the knowledge and skills necessary to make informed food choices.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

Our Nutritional Education Program initiative aims to enhance nutritional awareness among target populations by equipping individuals with the knowledge and skills necessary to make informed food choices. The primary objectives of the outreach campaign are as follows:

1. Develop food education programs tailored to different target populations such as children, adults, and the elderly.
2. Enhance participants' understanding of nutrition, food preparation, and meal planning.
3. Encourage positive behavior changes towards adopting healthier eating habits.
4. Expand partnerships with schools, community centers, and local organizations to facilitate a multimedia approach to the outreach program.

### **PANECO AND THE NUTRIPANAS**

NAP Nutrition Educational characters Paneco (bread) and the Nutripanas, Teo(milk), Ría (carrot) and Mate (tomato) will continue to visit schools, elderly centers and public events to encourage healthier eating habits. Families may adopt healthy eating habits with the support of a nutrition education program that emphasizes the benefits of good food choices promoted by these four characters. Paneco and the Nutripanas is part of the NAP Nutrition Education program toolkit providing positive and critical information to the various target populations.

### **COLORING BOOK & RECIPE CARDS**

We will create a coloring book featuring nutrition information, utilizing Paneco and the Nutripanas characters to effectively convey the message. These coloring books will be produced and distributed at events and during school orientation visits.

Additionally, our nutrition education initiatives will include the use of digital and print recipe cards showcasing a range of healthy Puerto Rican recipes, to be shared via social media and distributed at events to NAP recipients. These recipes will incorporate USDA Foods available in food distributions. The recipe cards will undergo regular review and updates, introducing new recipes that aid in menu planning and educate all family members on making improved nutritional choices.

### **Online Nutrition Education Program**

We will develop educational content for social media platforms to promote positive messages and healthy lifestyles. Each month, a specific topic will be selected to encourage healthy nutritional choices, covering areas such as menu planning, food quality and safety, food preparation, healthy snack habits, and suitable food options for the elderly. These topics will be tailored to the cultural context of the communities we serve. Our Facebook, Instagram, and Twitter pages will serve as channels to reinforce the educational campaign, advocate for the appropriate utilization of NAP benefits, combat fraud, and promote healthy choices.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

Educational information also includes other key elements such as promotional items, posters, standing banners, brochures, and coloring books, to increase the reach and impact of the messages. Educational items can include information of the different food groups, placemats, table cutters, measuring cups and shopping bags with the ADSEF Nutrition Education Program logo. This tool will be used and extended to local offices, schools, supermarkets, Family Markets, special presentations that impact low moderate-income communities and other official events. All developed items will have a direct connection to nutrition education and general wellbeing.

### **Web Sites**

The ADSEF portal will have a section solely dedicated to nutrition education accessible to NAP participants and non-participants. This section will include educational videos, recipes, nutritional information, in pdf, promoting healthy choices and active lifestyles for a better wellbeing. The information shared in the portal will have updated nutritional information for all family members with a link to other relevant sites. This link will also be available through a mobile application, that will be developed for those that do not have access to a computer but have a mobile phone.

### **Nutrition Capsules**

Educational capsules are an online tutoring platform with qualified tutors, that uses professionals in the nutrition field, chefs, and trainers to reinforce positive messages and lifestyles. The capsule is targeted to all the population and uses social media. The educational campaign will also use a multimedia approach with paid media strategies in radio, television and digital media intended to promote the proper use of NAP benefits and promote healthy choices. Themes used are from USDA and CANPR.

Recipes cards, calendar, and food purchasing planning notebook

The nutrition educational efforts use print handbook recipes and card recipes with a variety of healthy Puerto Rican plates to be shared through events of social impact and social media to be distributed among the NAP recipients. In addition, a calendar promoting Family Markets, seasonal products, harvest, and public nutritional habits will be recommended to give healthy alternatives and motivation.

### **Educational Structure and Activities**

In FY 2026 the NEP resources will continue providing orientations to the NAP recipients, taking advantage of digital media.

Nutritionists and home economics will use methods like oral presentations with PowerPoint, posters, food planning notebooks, recipes of easy and nutritional plates, food model presentations, child coloring books etc. All these ideas are to invite family members to eat healthier foods and be physically active every day.

The materials will be used as a guide for the NEP educators to train NAP recipients, this includes take home handouts designed to help recipients commit to healthy eating habits and physical activities. It will be distributed during food distributions to low-income communities, certified supermarkets, and retailers, schools and summer camps, daycare centers for elderly people and institutions that have NAP recipients described below. Hand-printed materials use nutrition-based information from the USDA and CANPR.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

- ❑ Food distributions (The Emergency Food Assistance Program): The NEP educators will participate in creations of recipes and planning the menu of the box for TEFAP, to provide educational material and the contact reference in case of additional information needed.
- ❑ Low-income communities: The NEP educators will visit communities during social support fairs, coordinated with The Department of Family and other state agencies and non-profit organizations.
- ❑ Certified supermarkets and Retailers: The NEP educators will visit the certified supermarkets and retailers to guide the NAP recipients to the correct use of the EBT card, to purchase healthy foods and use the nutrition facts as a tool to make an informed decision on better food choices.
- ❑ TANF Program (Temporary Assistance for Needy Families): The NEP educators will distribute educational and promotional materials to the participants. The NEP educators have the responsibility to promote educational lectures to reach the participants, provide a Q&A, and the improvement of nutritional strategies.
- ❑ Schools: Each semester and summer NEP will develop nutritional presentations so the information regarding nutritious and healthy eating habits gets to the scholar NAP community.
- ❑ Day care centers for elderly population: The NEP educators will visit these centers. Visits will be coordinated as needed.
- ❑ Family Markets: As farmers and seasonal products are available, the NEP educators will visit the markets island wide to distribute educational materials, promotions and short orientations to the people present that receive NAP benefits for the purchase of fresh products directly from Puerto Rican farmers.
- ❑ Other Agencies: The NEP will work with other State and Local Agencies as the Department of Family and ADSEF determines it.

### NEP Program Structure

#### Nutritionist and Home Economist

Responsible for the supervision of the education program that currently consists of one nutritionist that responds directly to the NAP Director and, currently, one Home Economist. Both the nutritionist and the home economist receive general instructions from the supervisor who, in turn, receives common directions of the Auxiliar Administrator and Agency Administrator.

The nutritionist shall exercise the duties with initiative and independence in accordance with rules, regulations, techniques, and procedures already established. Their work will be evaluated by verifying the results accomplished in the program.

In this process, they will review resources and materials presented to direct the efforts to the more vulnerable people like elderly and adults with children.

ADSEF will be hiring the professional services of 3 household economists to cover the 10 PR regions and impact more NAP participants considering the prevalence of overweight and obesity.

#### Assessment of Effectiveness of Nutrition Education

ADSEF acknowledges the importance of establishing evaluation procedures for accountability, planning, and learning how to improve nutrition education for low-income families. Due to the lack of the NEP components and COVID, the FY 2023 activities, like outfield visits, have been limited.

The efforts listed in this document and subsequent projects described within PR NAP-NEP State Plan are designed to achieve both the desired behavioral outcomes and physical and social environment outcomes of the statewide NAP-NEP goals and objectives:

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Nutrition Education*

### Evaluation

Community change is a multilevel strategy approach effective in advancing the statewide goals of PR's NEP. NEP evaluation activities address state-level goals and objectives and satisfy the reporting requirements of USDA-FNS. In FY 2026, PR's NEP evaluation will be streamlined to provide meaningful and impactful data information and guide future decision-making and NAP-NEP service delivery.

### Regular employees and professional services

The nutritionist dedicates 60% of their time to in-office and administrative work, and 40% to outfield visits with public-private alliance services. In terms of hours per week, two days out in the field and three days in-office. The home economist dedicates 75% of their time to direct delivery of the services and 25% of their time to in-office work. In terms of hours per week this is approximately two days of office work and three days of direct service in the outfield.

### Travel

To meet the goals and objectives of the NEP, the attendance of the Nutritionist and Home economist or Consumer of Nutrition and Food Sciences professional is very important, and they must travel island-wide to provide orientations at the ADSEF local offices, supermarkets, food distributions, schools, senior citizen centers, health fairs, and community activities where NAP recipients gather and other places where our services are requested.

1. **Justification for travel:** The NEP representatives can use their own vehicles to meet the goals and objectives of the program, subject to previous authorization by a supervisor. ADSEF covers the expenses related to per diem and car allowance when applicable.
2. **Travel:** To meet the goals and objectives of the NEP, both professionals combine efforts to reach NAP recipients and impact on good nutritional habits. Travelling island-wide to provide orientations at the ADSEF local offices, food distributions, schools, senior citizen centers, health fairs, communities activities where NAP recipients gather.
3. **Justification for travel:** NEP staff may use their own vehicles for official program visits, provided their supervisor has given prior authorization. ADSEF covers subsistence and vehicle allowance costs, if applicable.
4. **Travel destination:** NEP staff can travel to various municipalities in Puerto Rico to visit and contribute to community development.
5. **Number of staff travelling:** Nutritionist and Home economist
6. **Cost of travel for this purpose:** We have a budget of \$20,000.00 for FY 2026.

**PR NAP STATE PLAN OF OPERATIONS FY 2026**  
**NAP E&T INITIATIVE**

*Cuna de Talentos*



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## Work Requirement- E&T

### *Cuna de Talentos*

ADSEF Work Requirement and E&T program, “*Cuna de Talentos*” transitioned from a two (2) region pilot project to an Island wide program.

Last year the agency signed the last MOUs in order to cover all eight (8) Regions under the Department of the Family. In addition, in July 2025 the ADSEF signed the collaboration agreement with the WIOA with all regions to provide employment and training services to eligible NAP ABAWDS.

During FY 2025 Cuna de Talentos accomplished the following:

- A. The program continued operating at the American Job Center (AJC) in Carolina, Puerto Rico.
- B. March 2025 a job fair was held in conjunction with DDEC, campaigning for the “Cuna de Talentos” program. More than 1,000 participants attended, of which 317 went on to a second interview and 170 were recruited.
- C. ADSEF, along with Softek (which owns the Platform that is used for the program), continued training MER (Quality Control Personnel) personnel at regional offices of the Department of Family. Twenty (20) participants were trained, out of those thirteen (13) were technical staff and seven (7) were supervisors.
- E. The Work Requirement has been activated in all 10 regions. Collaboration agreements have been signed between ADSEF and DDEC for their Labor Connection program in the local areas of Ponce, North Central, Southeast, Mayaguez - Las Marias, Southwest, San Juan, South Central.
- F. Monthly meetings are held with the following regional offices to discuss agreements to be signed and available trainings for PR NAP Work Requirement/E&T program implementation : Caguas-Guayama, Manatí-Dorado, Northeast, Mayaguez-Las Marias, Ponce, Southeast region.
- G. Participants have received services under the Pilot Project.



**PR NAP STATE PLAN OF OPERATIONS FY 2026  
NAP INITIATIVE**

*Adres Digital*



# PR NAP STATE PLAN OF OPERATIONS FY 2026



For FY 2025-26, the following key components are included to support the operation and improve the citizen experience

The objective of this proposal is to support ADSEF in the development of Update the Digital ADSEF System to allow applicants and participants to have all the services offered by ADSEF available online and have accessibility from any device 24/7 to maintain, modify and adjust the functionalities according to the needs of the daily operation of the ADSEF Programs.

Will focus on the user experience (UX) in such a way that we create digital products that are simple, intuitive, efficient and visually appealing to the end user. Prioritizing the human being to create pleasant and easy-to-use experiences.

## Visual and “Branding”

The changes will be made with the standards and compliance of the Puerto Rico Innovation & Technology Service Design Guide – PRITS and with Law No. 229-2003 on Accessibility to promote a pleasant and attractive experience that facilitates intuitive interaction for users.

## Architecture Change

The proposed solution will be designed on a microservices architecture. This approach aligns with modern software development best practices and offers several key advantages that fit ADSEF's operational culture.

Modern web application: An application with new technologies represents a cutting-edge approach to building interactive and dynamic user interfaces. Leveraging the power of C# on both the server and client side, new technologies speed up development and improve performance.

Seamless data access with APIs and MS SQL Server: At the heart of the application is a robust data management system. A secure and well-structured MS SQL Server database stores critical information. To interact with this data, the application employs a set of APIs, built with ASP.NET Core Web API.

These APIs provide a standardized interface for retrieval, updating, and managing data, ensuring efficient communication between the front-end and back-end services.

## Modular architecture with microservices:

The backend of the application is designed using a microservices architecture. This approach breaks down complex functionalities into smaller, standalone services. Each microservice focuses on a specific capability, such as user authentication, request management, or document processing. This modularity improves scalability, maintainability, and resiliency. It enables independent development, deployment, and scaling of individual services, ensuring that the application can adapt to changing requirements and handle increased traffic.

ADSEF Digital will integrate artificial intelligence for the automatic download and validation of documents. It will also integrate machine learning and deep learning capabilities to solve problems that facilitate productivity and interaction with the system.

AI (Artificial Intelligence) can help case management web applications become more efficient, intelligent, and customer-centric. By automating tasks, improving decision-making, and optimizing the customer experience, AI enables ADSEF to manage cases more effectively, reduce costs, and improve satisfaction for both applicants and employees. Among the steps in which you can help:

Case Classification: AI can analyze the content of incoming cases and automatically classify them according to their type of service or available background. This streamlines case routing and reduces manual workload.

Data Extraction: AI can extract relevant information from documents and forms, such as names, dates, ID numbers, etc., and automatically populate the corresponding fields in ADSEF. This saves time and reduces data entry errors.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

*Adsef Digital*

Automatic Response Generation: For common queries or requests for basic information, AI can generate personalized automatic responses, freeing technicians to focus on more complex cases.

1. Case Classification: AI can analyze the content of incoming cases and automatically classify them according to their type of service or available background. This streamlines case routing and reduces manual workload.
2. Data Extraction: AI can extract relevant information from documents and forms, such as names, dates, ID numbers, etc., and automatically populate the corresponding fields in ADSEF. This saves time and reduces data entry errors.
3. Automatic Response Generation: For common queries or requests for basic information, AI can generate personalized automatic responses, freeing technicians to focus on more complex cases.

Development of New Solutions and Functionalities  
Economic and Social Development Opportunities Program (PODES)

Development of a complete digital solution for the management of this program, currently managed manually. The platform will allow registration, follow-up and evaluation of participant applications in an efficient and transparent manner.

## Community Relations System

Design and implementation of a tool that facilitates interaction with communities, the follow-up of special cases and the registration of social interventions, currently managed without a structured system.

SAPRE

Development of an IT solution to structure and automate processes related to the Finance Department.



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## NAP INITIATIVE

*Mobile & Emergency Services*



# PR NAP STATE PLAN OF OPERATIONS FY 2025

## *Mobile & Emergency Services*

For this FY 2026 State Plan of Operations, ADSEF aims to continue taking the mobile unit to orientations, Family Markets, and to community services activities sponsored by the Government.

In addition, the mobile unit will be ready for the hurricane season which started June 1<sup>st</sup>, 2025.

ADSEF will send the Mobile Unit's calendar late October 2025.

The mobile office will provide the following services:

1. applications
2. EBT NAP card on site
3. Verify NAP benefits status
4. Verify balances
5. Household's composition changes.
5. Establish appointments
6. Coordinate other program services

### **Project Outreach**

Once the Mobile Unit Office is ready, ADSEF will prepare and disseminate an outreach campaign in collaboration with municipalities, to announce the services that will be available.



ADSEF will use public media, free media and other resources to inform about calendars, services, and locations where the unit will be assisting participants.

### Monitoring Reviews

ADSEF will assign monitoring reviews of the use of the mobile office unit to ensure that all activities strictly comply with NAP's regulations as well as federal and state regulations.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## NAP INITIATIVE

*Purchases Online*



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Purchases Online*

For FY 2026, ADSEF will complete the full implementation of the Purchases Online project.

During FY 2025 NAP participants could only select their groceries at selected food retailers through their online sites. These transactions had to be completed at the retailers' location.

ADSEF has been holding by weekly meetings with the EBT provider EVERTEC, and FNS staff to discuss the program's implementation, clarify doubts, and receive advise on programming issues. Will train and certificate retailers.

ADSEF estimates that the project could be launched by November 2025.

### Purchases Online Details

Food retailers participating in this pilot program will have to ensure that NAP EBT cards are not use to pay for delivery services and any other charges that are not related to the direct cost of food. If a participant requests the delivery of the goods, the cost of This service will have to be paid using other payment method.



ADSEF will monitor the retailers and participants use of the NAP EBT card to ensure that they fall into the program's regulations.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## NAP INITIATIVE

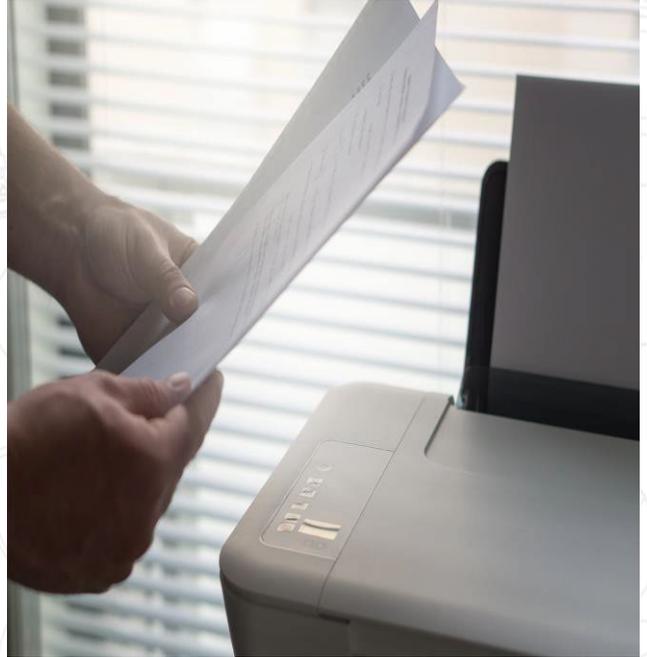
*Documents Digitalization*



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Digitalization*

ADSEF is in the process of digitalization of all NAP documents. The agency aims to complete this process this fiscal year 2026



*Outreach & Communications*



ADMINISTRATION FOR THE SOCIOECONOMIC  
DEVELOPMENT OF THE FAMILY

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Outreach & Communications*

A comprehensive media plan will be designed for dissemination of the NEP in mass media throughout the Island using diverse outlets based on its efficiencies. This plan will include strategies and tactics to impact all population segments. It will use both paid and non-paid media strategies. The main objectives are educating families on the proper use of NAP benefits, preventing fraud, best nutritional choices and staying physically active.

Outreach efforts include all public relation strategies in owned media, earned media and paid media. Using the programs and other data to create compelling content that can impact our target audiences, through local media and digital media to enhance the educational efforts. Creating awareness based on our audiences' values and needs will help to tell stories that connect with their ideals and relate to their unique situations.

The plan includes finding partners in media and in social media to effectively communicate essential information that can help our audiences to make informed decisions regarding their nutritional choices. Our PR strategy will be inclusive but also targets segmented populations.

Major local media outlets will be used to achieve the most exposure, supplementing our media involvement with regional efforts and local digital media sources that our target audiences follow and trust both in earned and paid media efforts.

Paid efforts will reinforce nutrition and healthy lifestyle information and main messages. These can include digital-programmatic advertising, billboards, traditional news outlets such as tv, newspapers, and their digital properties, radio, tv and radio integrations, among others. Some of the efforts may include, but are not limited to

- Video Capsules
- Development, production, and dissemination of nutritional capsules through official social media of the Department of Families and WIPR (Government of Puerto Rico TV station).
- Paid tv and radio integrations
- Paid Media in tv and newspapers and their digital properties (articles about healthy lifestyles, etc.)
- Billboards
- Magazines
- Paid social media content.
- NUTRITIONAL WEBSITE
- Promotional Items Will Include Different Useful Items Such As Cups, Recipe Cards, Recipe Book, Food Purchasing Planning Notebook, Coloring Books, Etc. Will Be Distributed In Services Fairs, Local Offices, Schools, Supermarkets, Elderly Homes, Special Presentations, Adsef's Family Markets, And Other Events To Be Determined That Can Impact Low Moderate-income Communities. All Developed Items Will Have A Direct Connection To Nutrition Education And General Wellbeing, With ADSEF Logo, NAP Branding And Look And Feel.
- CALENDAR  
May include promotion of the family markets, seasonal products, harvest, and public nutritional habits to encourage healthy alternatives and motivation.  
  
To maximize these efforts, resources such as licensed nutritionists, chefs, personal trainers, and public figures will be integrated to better disseminate the key messages. The public figures will be selected to appeal to different segments of the populations, for example, infants and young children, adolescents and young adults, and older adults. They can be renown local celebrities like athletes, television presenters or actors with a recognition factor for each of these population segments.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Outreach & Communications*

### Activities Timetable

PROJECTS	OCTOBER 2025	NOVEMBER 2025	DECEMBER 2025
<b>Project 1</b> NAP Nutrition Educational visits with PANECO characters	A total of 3 PANECO VISITS	A total of 3 PANECO VISITS	A total of 3 PANECO VISITS
<b>Project 2</b> Improvement of ADSEF Portal's Nutrition Section			
<b>Project 3</b> Design and production of informative nutritional brochures.	Develop brochures' informational content and create designs.		Content revision & printing
<b>Project 4</b> NAP Nutrition Capsules for social media			
<b>Project 5</b> Coloring Book and Recipe Cards			
<b>Project 6</b> Nutrition Month Event			

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Outreach & Communications*

### Activities Timetable

PROJECTS	JANUARY 2025	FEBRUARY 2025	MARCH 2025
<b>Project 1</b> NAP Nutrition Educational visits with PANECO characters	A total of 3 PANECO VISITS	A total of 3 PANECO VISITS	A total of 3 PANECO VISITS
<b>Project 2</b> Improvement of ADSEF Portal's Nutrition Section			
<b>Project 3</b> Design and production of informative nutritional brochures.	Content revision & printing		
<b>Project 4</b> NAP Nutrition Capsules for social media		Create social media posts' content	
<b>Project 5</b> Coloring Book and Recipe Cards			
<b>Project 6</b> Nutrition Month Event	Coordination of Nutrition Month Events		Nutrition Month Events

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Outreach & Communications*

### Activities Timetable

PROJECTS	APRIL 2026	MAY 2026	JUNE 2026
<b>Project 1</b> NAP Nutrition Educational visits with PANECO characters	A total of 3 PANECO VISITS	A total of 3 PANECO VISITS	A total of 3 PANECO VISITS
<b>Project 2</b> Improvement of ADSEF Portal's Nutrition Section	Design and Coordination		Website Launching
<b>Project 3</b> Design and production of informative nutritional brochures.			
<b>Project 4</b> NAP Nutrition Capsules for social media	Create social media posts' content		
<b>Project 5</b> Coloring Book and Recipe Cards			Create content & Design
<b>Project 6</b> Nutrition Month Event			

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Outreach & Communications*

### Activities Timetable

PROJECTS	JULY 2026	AUGUST 2026	SEPTEMBER 2026
<b>Project 1</b> NAP Nutrition Educational visits with PANECO characters	A total of 3 PANECO VISITS	A total of 3 PANECO VISITS	A total of 3 PANECO VISITS
<b>Project 2</b> Improvement of ADSEF Portal's Nutrition Section			
<b>Project 3</b> Design and production of informative nutritional brochures.			
<b>Project 4</b> NAP Nutrition Capsules for social media		Create social media posts' content	
<b>Project 5</b> Coloring Book and Recipe Cards	Create content & Design		Recipe Cards Launching
<b>Project 6</b> Nutrition Month Event			

# PR NAP STATE PLAN OF OPERATIONS FY 2026

*Budget*



# PR NAP STATE PLAN OF OPERATIONS FY 2026

**FOR BUDGET AND DETAILS PLEASE REFER TO ATTACHED  
EXCEL DOCUMENTS.**



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

## ADSEF

GOBIERNO DE PUERTO RICO



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

# *Federal & State Agreement*

## **FY 2026 State Plan of Operations**



# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Federal and State Agreement*

### I. FEDERAL-STATE AGREEMENT

#### Federal-State Agreement

The NAP Puerto Rico Department of the Family (DF)/Socioeconomic Development of the Family's Administration (ADSEF) and the Food and Nutrition Service (FNS), U.S. Department of Agriculture (USDA), hereby agree to act in accordance with the provisions of the Food and Nutrition Act of 2008, as amended, implementing regulations and the FNS approved State Plan of Operation. The DF/ADSEF and FNS USDA further agree to fully comply with any changes in Federal law and regulations. This agreement may be modified with the mutual written consent of both parties.

#### PROVISIONS

Puerto Rico agrees to:

1. Administer the program in accordance with the provisions contained in the Food and Nutrition Act of 2008, as amended, and in the manner prescribed by regulations issued pursuant to the Act; and to implement the FNS-approved State Plan of Operation.
2. Assurance of Civil Rights Compliance: Comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq. ), Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq. ), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq. ), section 11(c) of the Food and Nutrition Act of 2008, as amended (7 U.S.C. 2020), Title II and Title III of the Americans with Disabilities Act (ADA) of 1990 as amended by the ADA Amendments Act of 2008 (42 U.S.C. 12131-12189) as implemented by Department of Justice regulations at 28 CFR part 35 and 36, Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000), and all requirements imposed by the regulations issued by the Department of Agriculture to the effect that, no person in the United States shall, on the grounds of sex, including gender identity and sexual orientation, race, color, age, political belief, religious creed, disability, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subject to discrimination under SNAP. This includes program-specific requirements found at 7 CFR part 15 et seq. and 7 CFR 272.6.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Federal and State Agreement*

3. This assurance is given in consideration of and for the purpose of obtaining any and all Federal assistance extended to the State by USDA under the authority of the Food and Nutrition Act of 2008, as amended. Federal financial assistance includes grants, and loans of Federal funds; reimbursable expenditures, grants, or donations of Federal property and interest in property; the detail of Federal personnel; the sale, lease of, or permission to use Federal property or interest in such property; the furnishing of services without consideration, or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient; or any improvements made with Federal financial assistance extended to the State by USDA. This assistance also includes any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of cash assistance for the purchase of food, cash assistance for purchase or rental of food service equipment or any other financial assistance extended in reliance on the representations and agreements made in this assurance.

By accepting this assurance, the DF/ADSEF agrees to compile data, maintain records, and submit records and reports as required, to permit effective enforcement of nondiscrimination laws and permit authorized USDA personnel during hours of program operation to review and copy such records, books, and accounts, access such facilities, and interview such personnel as needed to ascertain compliance with the nondiscrimination laws. If there are any violations of this assurance, USDA, FNS, shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the State agency, its successors, transferees, and assignees as long as it receives assistance or retains possession of any assistance from USDA. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the State agency.

# PR NAP STATE PLAN OF OPERATIONS FY 2026

## *Federal and State Agreement*

FNS agrees to:

1. Pay administrative costs in accordance with the Food Stamp Act, implementing regulations, and an approved Cost Allocation Plan.
2. Carry-out any other responsibilities delegated by the Secretary in the Food and Nutrition Act of 2008, as amended.

Date:

---

Ramon Burgos Bermudez, Esq.  
Administrator ADSEF

Date :

---

Signature

(Regional Administrator, FNS)



ADMINISTRACIÓN DE  
DESARROLLO SOCIOECONÓMICO  
DE LA FAMILIA

**ADSEF**

GOBIERNO DE PUERTO RICO

