



# Developing Partnerships and Onboarding New Providers

Louisiana SNAP Employment & Training

Robertine Stewart, Ricardo Williams, Tynesha King, Rhonda Cook

# “I’m From Louisiana”



# Louisiana Facts



- Louisiana Department of Children and Family Services
  - State Office Located in Downtown Baton Rouge, LA
- Home to The Southern University
- Home to Louisiana State University
- Louisiana Population 4.624 million (2021)
  - Source: U.S. Census Bureau
- 389,185 SNAP Cases in June 2022
  - Source: LA DCFS Program Statistics  
<https://www.dcfslouisiana.gov/page/program-statistics-20212022#snap>



# Welcome

In this session, Louisiana Department of Children & Family Services Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) staff will identify effective methods that have proven to be successful in developing partnerships and onboarding new providers in their SNAP E&T program. The session will explain the importance of leveraging key partnerships in order to bring quality training programs to all areas of the state to grow the SNAP E&T program. In addition, Louisiana's SNAP E&T program will explain the development and implementation of accountability measures for partners that will ensure the success and sustainability of the SNAP E&T program over time.



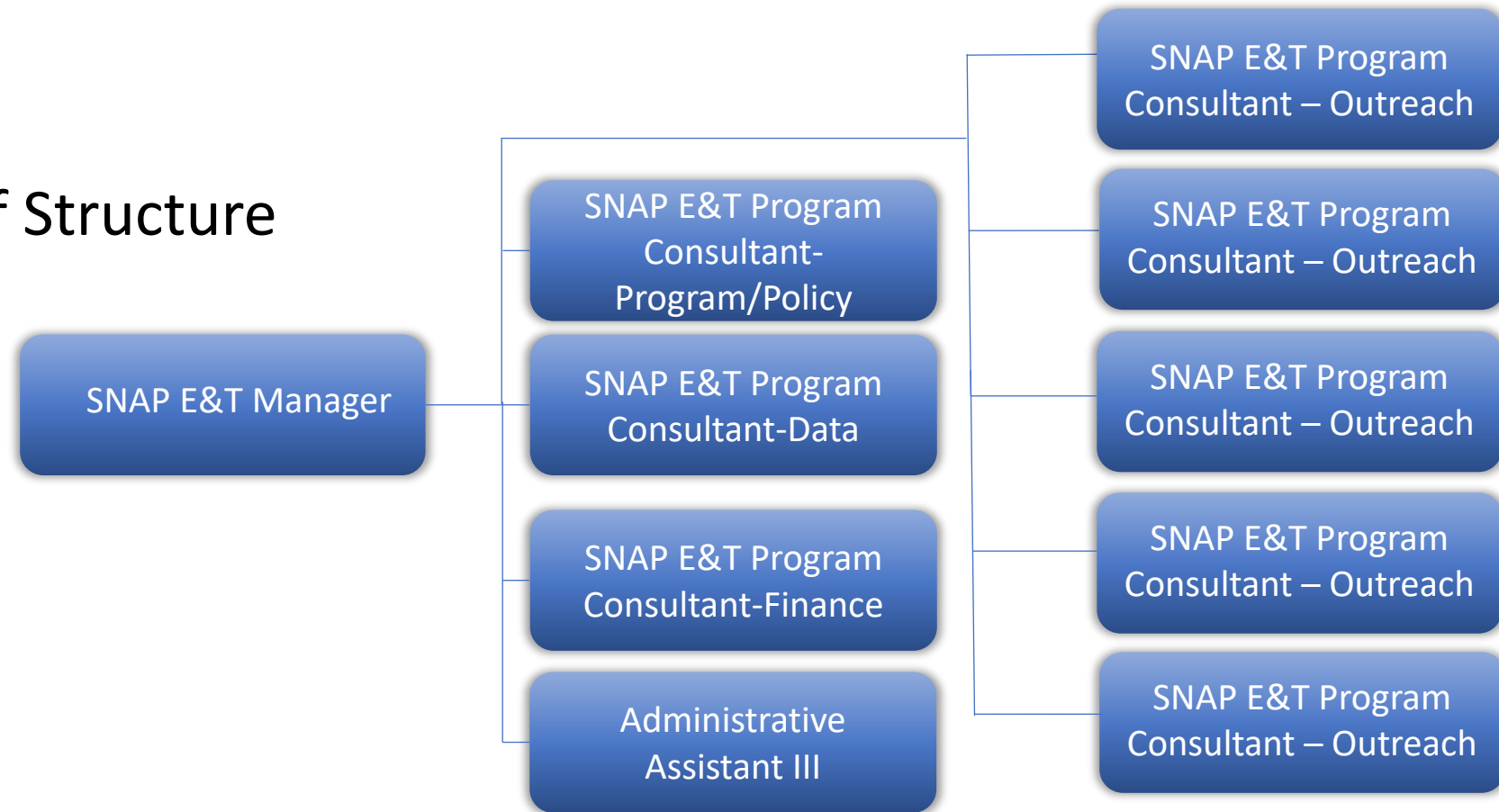
# Introductions

- **Robertine Stewart**
  - SNAP E&T Manager
- **Ricardo Williams**
  - SNAP E&T Program Consultant - Policy/Program
- **Tynesha King**
  - SNAP E&T Program Consultant – Data
- **Rhonda Cook**
  - SNAP E&T Program Consultant - Finance



# SNAP E&T Staff Structure

## SNAP E&T Staff Structure



# History of SNAP E&T in Louisiana

- Louisiana operated a small mandatory SNAP E&T program for many years
  - Louisiana Workforce Commission
    - Subcontractor - Louisiana Jobs Employment and Training (LaJET) around :
    - ABAWD Mandate by Governor John Bel Edwards



# History of SNAP E&T in Louisiana 2016

- 2016 - Louisiana began operating a voluntary SNAP E&T program.
  - Liberty's Kitchen of New Orleans was the first SNAP E&T partner May 1, 2016
  - Calcasieu Parish Police Jury July 1, 2016
  - 1 State agency staff person, SNAP E&T Consultant to administer the program
  - Under Economic Stability





# History of SNAP E&T in Louisiana 2018-2019

- 2018 – 4 Providers, 1 full time, 1 part time
- 2019 – 11 Providers
  - SNAP E&T Manager, 1 Consultant, 1 Program Specialist (part-time 50% SNAP 50% SNAP E&T)
  - Technical assistance from FNS, Jason Turner Southwest Region
  - Assisted with the development of Flow charts, financial processes, mandatory and voluntary referrals



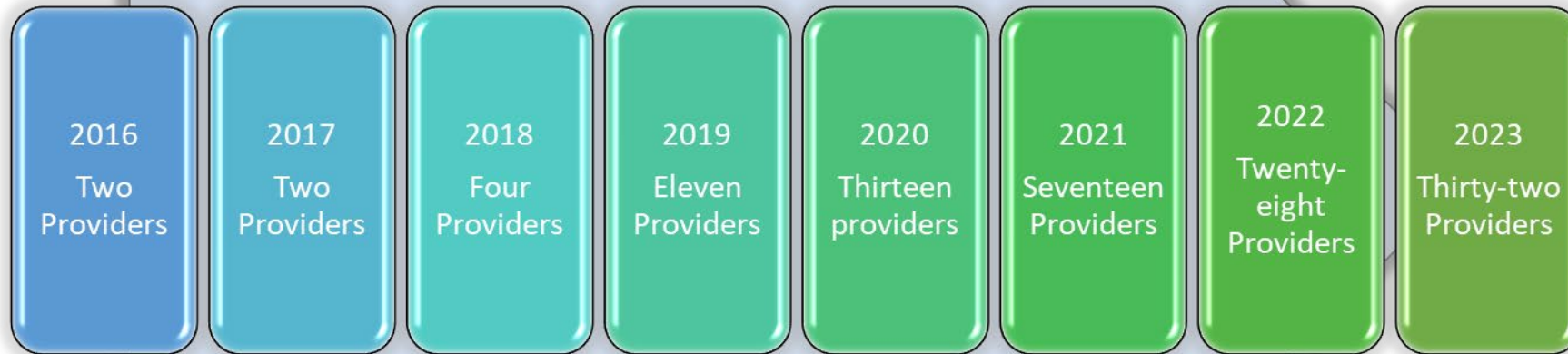
# History of SNAP E&T in Louisiana 2020-2023

- 2020 - Louisiana began operating a voluntary SNAP E&T program
  - No longer mandating SNAP recipients to participate
  - Workforce Development Section created, New Secretary for Family Support
  - 13 Providers
- 2021 – 17 Providers
- 2022 – 28 Providers
- 2023 – 32 Providers



# History of SNAP E&T in Louisiana - Providers

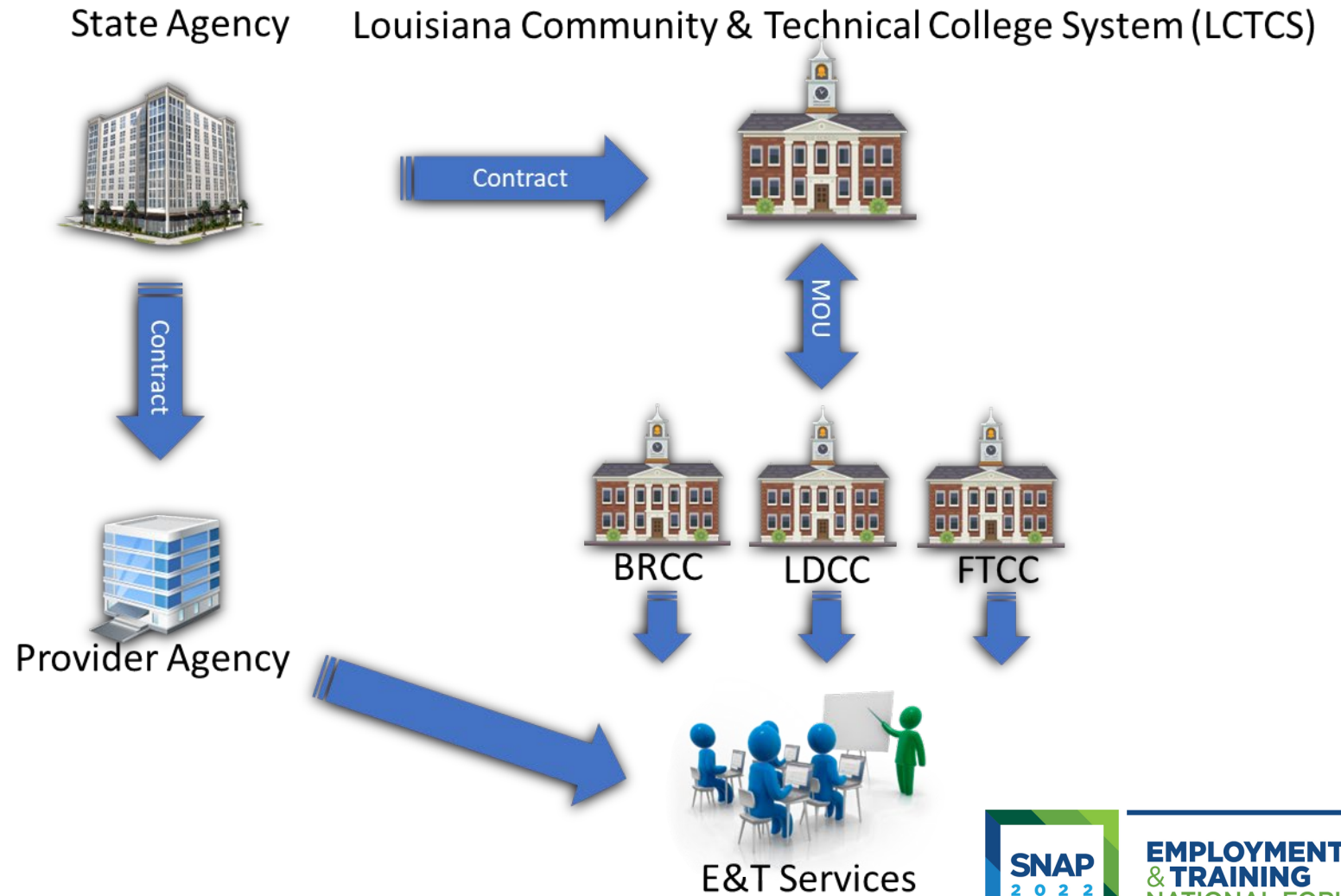
SNAP E&T services are offered by State contracted providers.



Number of SNAP E&T providers by year.

# SNAP E&T Program Structure

- State Administered
- Reverse Referral process



# Best Practices for Identifying Potential Providers

# Best Practices for Identifying Potential Providers

- SNAP E&T Consultants play a key role in identifying potential providers
- SNAP E&T informational/listening sessions for providers and participants
- Identify 501c3 organizations that provide workforce development programs
- Identify provider capacity to serve participants
- Identify providers with funds that are free and clear (grants, private donations, city/local/state funds, etc.)
- Application Process

# Best Practices for Identifying Potential Providers - Considerations

## Provider Considerations

- Non-profit organizations that provide workforce development programs
- Service delivery
- Administration of potential providers
- Funding sources
- Potential provider staffing & capacity building to serve participants

# Best Practices for Identifying Potential Providers

- Potential provider is identified and provided Louisiana's SNAP E&T Quick Start Guide and SNAP E&T Toolkit
- Consultation with SNAP E&T Staff
  - Overview of SNAP E&T is provided
  - Potential provider explains their program
  - Question & Answer
- Application Packet is sent
- Follow-up





# Best Practices for Identifying Potential Providers - Application

- Application packet
  - SNAP E&T Application
  - SNAP E&T Instructions
  - SNAP E&T Application Definitions
  - SNAP E&T Timeline for State Plan Inclusion



# Best Practices for Identifying Potential Providers – Application Phases 1 & 2

## Application Process

- Phase 1
  - A request for information is received from organization for participation or identified by DCFS as a potential provider
    - DCFS sends application packet
- Phase 2
  - Application received and reviewed
    - Scored with scoring rubric
  - Application consultation is scheduled
    - Discuss the capacity of organization to meet the absolute priorities

# Best Practices for Identifying Potential Providers – Application Phase 3

## Application Process

- Phase 3
  - SNAP E&T team determines if the provider would be a good fit to partner with Louisiana's SNAP E&T program
  - If approved, provider is sent an approval letter and request initial contract documents
  - After FNS approval of SNAP E&T State Plan, a contract is executed between DCFS and the organization
  - If not approved, provider is sent a letter explaining why they were not a good fit for Louisiana's SNAP E&T program

# Best Practices for Identifying Potential Providers - Discussion



## Open Discussion

# Leveraging Partnerships



# Leveraging Partnerships

- Set clear expectations
- Understand and consider provider needs
- Encourage participation in the decision-making process
- Engage with provider
- Maintain strong & consistent communication
- Ongoing technical assistance
- Acknowledge providers



# Intermediary Partnerships

- United Way of Southeast Louisiana
  - Partnered with Louisiana in October 2018 as an intermediary with 7 subcontracts
- Current Role:
  - Intermediary
  - Capacity building
  - Career Ladder Identifier Financial Forecaster (CLIFF)
  - Financial literacy
  - Technical Assistance



# Intermediary Partnerships

- Louisiana Community & Technical College System (LCTCS)
  - Partnership began in January 2021
- 12 Colleges
- 3 Colleges currently providing E&T services
  - Baton Rouge Community College
  - Louisiana Delta Community College began partnership October 1, 2018
  - Fletcher Technical Community College





# SNAP E&T Partners

- AimHigh Education
- Ben D. Johnson Educational Center
- Café Hope
- Cafe Reconcile
- Calcasieu Parish Police Jury
- Catholic Charities of the Diocese of Baton Rouge
- Center for Employment Opportunities (CEO)
- Covenant House
- Family Promise of St. Tammany
- Goodwill Industries of Southeastern Louisiana
- Hope Ministries
- Louisiana Green Corps
- Liberty's Kitchen
- Mirror of Grace

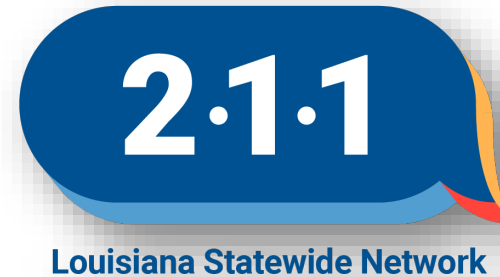


# SNAP E&T Partners

- Mission Rebirth
- New Orleans Career Center
- New Orleans Mission
- New Orleans Family Justice Alliance
- NOTEP
- NOVA Workforce Institute of Northeast Louisiana
- New Orleans Women and Children Shelter
- Propel America
- Operation Restoration
- Operation Spark
- United 1<sup>st</sup> Steps
- Youth Empowerment Project

# Other Partnerships

- 211 Louisiana
- Unite Us
- Louisiana Workforce Commission
  - Workforce Boards
- Strategies to Empower People (STEP)
- Child Support Enforcement (CSE) Employment & Training (CSE E&T)
- Federal Reserve Bank of Atlanta
- FNS Southwest Regional Staff



# Provider Onboarding & Development

# Provider Onboarding & Development

- Provider on-boarding held bi-annually
  - Prior to the start of the Federal Fiscal Year
  - April through the Federal Fiscal Year
- Quarterly provider calls
- Spotlight high performing providers
- Web Based Training For Providers



# Streamlining Processes

- Streamline operational practices to improve program delivery, efficiency and effectiveness
  - SNAP Works, the Management Information System that is used to capture participant data, component information, participant reimbursement information, and submit invoices
  - SNAP E&T Application, created to enhance outreach and provider onboarding. The SNAP E&T application clarifies the provider application process, establishes timelines, and defines performance expectations
  - Quick Start Guide, created for potential partners to assist in providing information about SNAP E&T in the State of Louisiana as well as steps to becoming a SNAP E&T provider

# Streamlining Processes

- Performance Outcomes Measures Report, developed to track and record provider's projected as well as actual participant totals
  - Tracks the number of participants who entered employment as a result of participation with the provider
- Cost per participant per component tab added to the Budget to assist providers with determining the cost per participant per component
  - This is also used so that providers can provide justification if the cost exceeds \$2500.00 per participant per component which ensures cost efficiency
- Staff development to cross train SNAP E&T staff
- Contracts restructure to accelerate approval of contracts

# Streamlining Processes – Financial

- Finance
  - Utilization of SNAP Works financial suite
  - Provider budgets are uploaded into SNAP Works at the beginning of the Federal Fiscal Year
    - Provider monthly invoices and supporting documentation are submitted in SNAP Works
    - E&T staff and provider staff can review and make changes to submitted invoices
    - Providers are able to see their status of the invoice
    - Provider can view expenditures for the current year and available budget in real time
    - Provide real-time analysis of spending for a given report period
    - Provide guidance on the next Federal Fiscal Year's budget



# Streamlining Processes – Case Management

- SNAP Works
  - Reverse referral process initiated in SNAP Works
  - Uniformed comprehensive assessment
  - Tracking of participant components and component hours
  - Case notes tab for providers
  - Recording and tracking of participant reimbursements
  - Announcement feature
  - Citizen Portal



# Question & Answer



# Questions?

# Contact Information

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**THANK YOU!**

LAISSER  
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TEMPS ROULER