

FY 2023 SNAP
PROCESS AND
TECHNOLOGY
IMPROVEMENT GRANTS
(PTIGS)



MAY 2023

THIS WEBINAR IS BEING RECORDED

Webinar Agenda



- PTIG Basics
- Fiscal Year (FY) 2023 Funding Objective Areas
- Review Criteria
- Application Submission
- Questions

Purpose



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

Eligible Entities

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

Note: Entities that received a PTIG award in FY21 or in FY22 are ineligible to apply.

Award Information

- Up to \$5 million in FY 2023
- Grants awarded through competitive process
- No cost sharing or matching required
- Anticipated number of awards: 4 to 12
- Anticipated funding per award: \$20,000 – \$2,000,000
- Anticipated grant project period: September 1, 2023, through September 30, 2026

Funding Restrictions

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

Key Dates



- Application due: June 15, 2023, by 11:59 pm EDT
- Grant awards announcement: August 31, 2023
- Project Period: September 1, 2023, through September 30, 2026

FY 2023
FUNDING OBJECTIVE
AREAS

FY 2023 PTIG Objective Areas

1. Modernize SNAP customer service and client communication to improve accessibility, transparency, and responsiveness in processing applications and determining eligibility.
2. Improve administrative infrastructure and day-to-day SNAP operations in processing applications and determining eligibility.
3. Invest in technology and systems to encourage cross collaboration and cross enrollment between SNAP and other Federal, State, and local assistance programs.

Objective One:

Modernize SNAP customer service and client communication.

Proposals will use technology-based tools to help improve the customer experience and access to SNAP.

Examples:

- ❑ Engaging in business process improvement efforts that identify technology needed to enhance the client experience;
- ❑ Creating or improving client self-service options, such as Question and Answer (Q&A) bots, updating personal information via a client portal, or tracking application status online;
- ❑ Reducing technology-based barriers to entry for persons with a disability or Limited English Proficiency; or
- ❑ Developing and/or enhancing mobile responsive websites, mobile applications, online applications, and online portals.

Objective Two:

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

Proposals will employ technology to maintain or improve service levels, ease administrative burden, and incorporate lessons learned about effective use of technology and new ways of working from the COVID-19 pandemic.

Examples:

- ❑ Establishing or enhancing telephonic interview and telephonic or electronic signature capabilities;
- ❑ Creating a policy bot that would allow eligibility workers to consult a SNAP policy database;
- ❑ Enhancing eligibility systems and applications to eliminate duplicate entry or prepopulate eligibility systems from the online application;
- ❑ Improvement of call centers, such as increasing State call center capacity;
- ❑ Investing in or modernizing tools for Disaster SNAP (D-SNAP) operations.

Objective Three:

Invest in technology and systems to encourage cross collaboration and cross enrollment.

Proposals will improve access to benefits for eligible populations and improve State administration between programs, as allowable by program requirements.

Examples:

- ❑ Developing combined applications and partnerships across State operated assistance programs;
- ❑ Enhancing cross-program enrollment through integrated mobile applications and online portals;
- ❑ Improving data sharing and verification between SNAP and other assistance programs within the State agency; or
- ❑ Creating a technology improvement plan to enhance or develop easy cross-enrollment or administration between SNAP and other programs.

Bonus Points:

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

- Proposals that are particularly data-driven, such as:
 - Planning to incorporate user experience testing;
 - Conducting surveys, interviews, or other data collection pre-proposal to demonstrate project need.
- Proposals that have never received a PTIG and demonstrates a:
 - High need in program design section;
 - Quantifiable and significant impact.
- Proposals that incorporate Human-Centered Design, such as:
 - Usability testing, focus groups, user research, or other methods.

Recap:

Purpose:

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

Objectives:

1. Modernize SNAP customer service and client communication to improve application processing and eligibility determination.
2. Improve administrative infrastructure and day-to-day SNAP operations.
3. Invest in technology and systems to encourage cross collaboration and cross enrollment between assistance programs.

Due Date:

- ❑ Application must be submitted to www.Grants.gov by **June 15, 2023**, by 11:59 pm EDT

REVIEW CRITERIA

Review Criteria

- Project Design (45 points)
- Organizational Experience, Staff Capability, and Management (15 points)
- Evaluation (20 points)
- Budget Appropriateness and Economic Efficiency (20 points)
- Presentation
- Bonus points: up to 9 points for data driven, first-time applicants, and/or incorporating human-centered design

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

Review Criteria:

Project Design

- The proposal clearly defines the problem, the solution, and provides evidence that the proposed project will solve the problem.
- The Project Design section should include:
 - Problem Analysis
 - Impact
 - Implementation
 - Racial Equity and Inclusion
 - Sustainability
 - Letters of Commitment or Endorsement

Review Criteria:

Project Design Example

- **Bad** Example
 - Proposal identifies what will be created, but does not include evidence of why it is needed
 - Effort is not made to show how the project will be implemented
 - Letters of Commitment/Endorsement are boiler-plate and not detailed
- **Good** Example
 - Proposal lays out how the project will help solve the problem, provide measurable and attainable quantifiable goals in problem/solution format, and how SNAP processes will be impacted
 - Full project timeline, thoughtful REI analysis, and sustainability plan
 - Letters of commitment/endorsement are personalized and show the foundation of a good, strong partnership

Review Criteria:

Racial Equity and Inclusion (REI)

- Applicants must outline and analyze the project's impact on racial equity and inclusion.
- The RFA includes guiding questions, such as:
 - How will the project reduce racial/ethnic disparities in access to SNAP? How will the project promote equity as defined in Executive Order 13985?
 - Does your project design include consultation with the SNAP participants that your project intends to serve? What type of consultation?

Review Criteria:

Racial Equity and Inclusion Example

- **Bad** Example
 - Proposal includes statistics on how people from marginalized communities are affected but does not include analysis on how the Project will reduce systematic barriers to SNAP access for underserved or marginalized communities.
- **Good** Example
 - Proposal includes well-researched data that speaks to structural inequities and provides an in-depth analysis on the Project's impact and outcomes.
 - The applicant partners with community organizations that are well-positioned to reach people with particularly significant barriers to accessing support.

Special Instructions:

Letters of Commitment

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

The letter(s) of commitment must describe:

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

Special Instructions:

Letter of Endorsement

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

The State agency's letter of endorsement must:

- Explain that the State agency is aware of the projected impact on its eligibility system and is supportive of the project;
- Acknowledge whether the project creates any additional work for the State agency and identify the State agency's capacity to address this work, and;
- Describe how the project will support the State's current or planned technology and/or business process improvement efforts and priorities.

Review Criteria:

Organizational Experience, Staff Capability and Management

- Proposal describes a plan for effective and consistent oversight by qualified project managers;
- Includes organizational chart for the project;
- Internal communications plan is included, and external plan is included if necessary;
- Resumes and proposed project job descriptions for all involved employees, and;
- Identifies key project staff and outlines the amount of time they will commit to the project.
- Delineates how all data and client personally identifiable information (PII) would be protected in accordance with Section 11(e)(8) of the Food and Nutrition Act of 2008, Federal regulations at 7 CFR 272.1(c), and the Privacy Act of 1974.

Review Criteria:

Organizational Experience, Staff Capability and Management Example

□ **Bad** Example

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

□ **Good** Example

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

Review Criteria:

Evaluation

- All proposals must include a comprehensive evaluation process that:
 - Is specific and data-driven;
 - Measures if the problem identified is addressed by the proposed project intervention;
 - Assesses project's impacts on underserved communities;
 - Details who will measure progress towards the goal of the project;
 - Explains what criteria will be evaluated and how those criteria will be evaluated, and;
 - Tracks activities and indicators using the Activities Tracker included in the RFA.

Review Criteria:

Evaluation: Activities Tracker

- Maps proposed activities and indicators of success to the Program Objectives/priority area(s) you choose

Activities tracker is REQUIRED

Please use the format provided in the RFA

- Example:

| | |
|--------------|--|
| Objective # | 1. Identify needs for worker dashboard |
| Activity | Interview staff for needs and suggestions |
| Indicator(s) | Number of staff interviewed |
| Activity | Data collection and analysis of quantifiable needs |
| Indicator(s) | Ranked needs identified |
| Activity | Minimum Viable Product created and evaluation |
| Indicator(s) | MVP evaluation outcomes and suggested improvements |

Review Criteria:

Evaluation continued

Outcome measures

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

Review Criteria:

Evaluation Example

- **Bad** Example

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

- **Good** Example

- Evaluation plan is detailed, including pre- and post- data, measured targets, and analysis of available data related to your project.

All efforts must be made to conduct a successful evaluation to gauge success and ways in which project could have been improved.

Review Criteria:

Budget Appropriateness and Economic Efficiency

Budgets must include:

- All required budget forms;
 - See RFA “Application Checklist”
- Line-item budget narrative, formatted in a table;
 - How funds will be spent, by whom, and for what purpose?
 - Narrative should discuss how costs were determined and how they relate to project goals, and;
 - Budget estimates should be justified.
- Refer to RFA for what to include.

Review Criteria:

Budget Appropriateness and Economic Efficiency (*continued*)

If applicable or desired, budgets may include:

- Approved Negotiated Indirect Cost Rate Agreement for indirect costs;
- How costs are allocated among benefiting programs and demonstrate that this grant will only fund SNAP's share;
- Tiered budgets and the corresponding narrative discussing different possible funding levels, and;
- 501(c)(3) letter for non-profits.

Review Criteria:

Budget Appropriateness and Economic Efficiency (*continued*)

Contractual and Consultant Costs:

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

- Consultant's name and description of service;
- Itemized list of direct costs and fees;
- Salaries with the number of personnel and position titles;
- Specialized qualifications, and;
- Number of estimated hours and hourly wage/rate.

Review Criteria:

Budget Appropriateness and Economic Efficiency Example

□ **Bad** Example

- Line-item budget narrative, formatted in a table, is non-descriptive;
- Items from budget checklist in RFA are missing from line-item budget narrative, and;
- Justification is not provided for cost estimates.

□ **Good** Example

- Line-item budget narrative addresses reasoning for **all** consultants or employees involved, equipment and supply purchases, and explanation of how costs were estimated (industry standard, vendor quotes, etc.);
- A line-item budget is also formatted in a table for reference, and;
- Line-item budget narrative is clear, easy to understand, and includes all anticipated costs, and total aligns with the amount on the SF-424A.

Budget Checklist:

Things to Consider

- Does the project and budget meet the bona fide needs of the RFA?
- Is the budget summary included?
 - Does it agree with the calculations shown on the OMB budget form (SF-424A)?
 - Is the budget in line with the project description?
- Are budget figures consistent across displays and narratives?
- Did you use the Budget Checklist found in Appendix B of the RFA?

Review Criteria:

Presentation

- Proposal is well written, free from grammatical errors, and submitted in the correct order;
- Grant application should not exceed 25 pages (not including appendices and forms), and;
- Applications should include a cover sheet, table of contents, and executive summary at the beginning of proposal.

Note: Executive Summary should not exceed one page.

APPLICATION
SUBMISSION

Pre-Application Requirements

- Applicants must have a current Unique Entity Id (UEI) number (generated by SAM.gov).
- Existing registered entities can find their Unique Entity ID by following the steps on www.sam.gov (follow online steps when prompted on the website).
- New entities can get their Unique Entity ID at SAM.gov and, if required, complete an **entity registration**:
 - After you select your purpose of the registration (All Awards) and your entity type, you will enter the following information to get a Unique Entity ID:
 - Legal Business Name;
 - Physical Address (A post office box may not be used as your physical address);
 - Date of Incorporation;
 - State of Incorporation (Entities outside the U.S. may need to provide alternate information);
 - National Provider Identifier (NPI) (Non-U.S. entities only).

Pre-Application Requirements

- ❑ **It may take up to 7-10 business days** or more to register and/or complete the migration of permissions and/or the renewal of an entity record.
- ❑ All applicants must have current SAM status at the time of application submission and throughout the duration of a Federal Award in accordance with 2 CFR Part 25. This must be active in order to submit through grants.gov.
- ❑ We strongly encourage applicants to begin the process **at least 3 weeks** before the due date, **June 15**.

Note: You can begin your registration by going to the SAM.gov website. Make sure that when you begin the SAM registration that you choose **REGISTER ENTITY** instead of GET A UNIQUE ENTITY ID. Choosing GET A UNIQUE ENTITY ID would make you a Non-SAM Registrant, resulting in you being ineligible for most opportunities on Grants.gov. You must be fully registered in SAM to apply via Grants.gov (per www.Grants.gov).

Special Characters **Not** Supported

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

Required Forms

All Applicants:

- SF-424 Family:
 1. Application for Federal Assistance (SF-424);
 2. Budget Information and Instruction Form (SF-424A);
 3. Assurance for Non-Construction Programs (SF-424B).
- SF-LLL (Disclosure of Lobbying Activities);
- Negotiated Indirect Cost Rate Agreement (PDF - Upload using the “Add Attachments” button under SF-424 item #15).
- FNS-906 – Grant Program Accounting System & Financial Capability Questionnaire (Appendix C);

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

Grants.gov Help

The screenshot shows the Grants.gov website interface. At the top, there is a search bar with the text "SEARCH: Grant Opportunities" and a "GO" button. Below the search bar is a navigation menu with the following items: HOME, LEARN GRANTS, SEARCH GRANTS, APPLICANTS (highlighted), GRANTORS, SYSTEM-TO-SYSTEM, FORMS, CONNECT, and SUPPORT. The main content area features a large banner image of the U.S. Capitol building with the text "FOR APPLICANTS" overlaid in large blue letters. Below the banner, there are eight help topics arranged in a 2x4 grid:

- Check Your Eligibility**: Are you or your organization eligible for a grant? Learn how to check your eligibility here. [Check Your Applicant Eligibility »](#)
- Get Registered**: To apply, you need to register an account with Grants.gov. Begin registering today. [Applicant Registration »](#)
- Apply for Grants**: Ready to apply? Create a workspace to apply for a grant. [Apply for a Grant Opportunity Today »](#) [Workspace Overview »](#)
- Track Your Application**: Enter your Grants.gov tracking number to follow the progress of up to five applications at a time. [Track Your Application »](#)
- Adobe Compatibility**: Ensure your Adobe Reader or Acrobat software is compatible with Grants.gov. [Adobe Compatibility Tip Sheet »](#)
- Applicant Training**: Access training materials, tips and other resources that will help you successfully navigate Grants.gov. [Applicant Training »](#) [Grants.gov Online User Guide »](#)
- Applicant FAQs**: If you have questions, you are not alone. Here are the answers to frequently asked questions. [Applicant FAQs »](#)
- Manage Subscriptions**: Subscribe to funding opportunities, saved searches, RSS feeds, and communications. [Sign Up Now »](#)

At the bottom of the page, there is a footer with the following information:

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Frequently Asked Questions [CHAT NOW \(BETA\)](#)

Grants.gov Help Desk



Contact the Grants.gov help desk with any submission issues.

- 1-800-518-4726
- Support@grants.gov

ADDITIONAL
INFORMATION

Reporting Requirements

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

SNAP Homepage

An official website of the United States Government. Here's how you know!

USDA Food and Nutrition Service
U.S. DEPARTMENT OF AGRICULTURE

COVID-19 CONTACT US REPORT FRAUD ASK USDA USDA.GOV

HOME DATA & RESEARCH GRANTS NEWSROOM RESOURCES OUR AGENCY PROGRAMS

Ending Hunger and Moving People Forward to Self Sufficiency

Supplemental Nutrition Assistance Program (SNAP)

PROGRAMS - SNAP



Nutrition Assistance

SNAP provides nutrition benefits to supplement the food budget of needy families so they can purchase healthy food and move towards self-sufficiency.

[Am I Eligible?](#)

[Frequently Asked Questions](#)



Scroll to Spotlights, Select PTIG

Spotlights



USDA Modernizes the Thrifty Food Plan, Updates SNAP Benefits

USDA today released a re-evaluation of the Thrifty Food Plan, used to calculate SNAP benefits. As a result, the average SNAP benefit – excluding additional funds provided as part of pandemic relief – will increase for fiscal year 2022 beginning on Oct. 1, 2021.

[Stores Accepting SNAP Online](#)

[SNAP Eligibility](#)

[Disaster Supplemental Nutrition Assistance Program \(D-SNAP\)](#)

[What is FNS Doing to Fight SNAP Fraud?](#)

[Joint Letter on Public Charge](#)

[Supplemental Nutrition Assistance Program Education \(SNAP-Ed\)](#)

[Process and Technology Improvement Grants Program](#)



COVID-19 Resources for Individuals and Families

In addition to our work to ensure that children and low-income Americans maintain access to food, FNS nutrition education programs have consumer resources to help individuals and families during this exceptional time.

Select Grant Applicant Resources, then FY 2023 PTIG RFA

Supplemental Nutrition Assistance Program (SNAP)

Process and Technology Improvement Grants Program

HOME > SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Spotlights

Addressing Stolen SNAP Benefits

USDA moderniza el Plan Económico de Alimentos “Thrifty” actualizaciones a los beneficios del SNAP

USDA Modernizes the Thrifty Food Plan, Updates SNAP Benefits

Resources

Policy

Technical Assistance & Guidance

Research, Analysis & Background

About the Process and Technology Improvement Grants Program

On an annual basis, USDA awards competitive Process and Technology Improvement Grants (PTIG) that support efforts by state agencies and their community-based and faith-based partners to develop and implement projects that use technology to improve the quality and efficiency of SNAP operations and processes.

Important Resources

▼ [Grantee Resources](#)

▲ [Grant Applicant Resources](#)

- The [FY 2023 PTIG RFA](#) was released on April 14, 2023 and is due on June 15, 2023.
- A two-page infographic on the history of the grant competition from 2013 to 2019 can be found [here](#).

▼ [Grant Awards to Date](#)

FY2023 PTIG Landing Page

Open (Posted) Date

2023-04-14

Grants Publish Date

2023-04-14

Funding Opportunity #

USDA-FNS-SNAP-PTI-2023

More Information Grants.Gov Link

<https://www.grants.gov/web/grants/view-opportunity.html?oppld=347510>

SNAP Process and Technology Improvement Grants 2023

Purpose

The Process and Technology Improvement Grant (PTIG) program supports efforts by state agencies and their community-based and faith-based partners to develop and implement projects that used technology to improve the quality and efficiency of SNAP application and eligibility determination systems. The FY 2023 Request for Applications (RFA) is available on [Grants.gov](#).

Please visit the [PTIG webpage](#) for more information on the program and to view past years' awardees.

Critical Dates for FY 2023 Process and Technology Improvement Grants (PTIG)

| | |
|-----------------------|---|
| April 14, 2023 | Request for applications (RFA) posted on Grants.gov |
| May 1, 2023, 3pm EDT | Webinar #1 -- Register Here |
| May 15, 2023, 1pm EDT | Webinar #2 -- Register Here |
| June 15, 2023 | Applications due to Grants.gov |
| August 2023 | PTIGs awarded |

Quick Reference Links

- For information regarding **previous** PTIG Grantees and Project Summaries – [FY 2022 Awardees](#).
- To submit your completed application: www.Grants.gov by June 15, 2023, 11:59 pm EDT.

QUESTIONS?

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PTIG Inbox

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