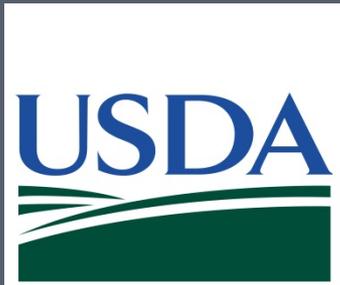


# FY 2020 SNAP PROCESS AND TECHNOLOGY IMPROVEMENT GRANTS (PTIG)



APRIL 2020

THIS WEBINAR IS BEING RECORDED

Presented by Libby Hazzard, SNAP Program Analyst

# Webinar Agenda



- PTIG Basics
- Fiscal Year (FY) 20 Funding Priority Areas
- Review Criteria
- Application Submission
- Questions

# Purpose



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

# Eligible Entities



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

**Note:** Entities that received a PTIG award in FY19 are ineligible to apply.

# Award Information



- Up to \$5 million in FY 2020
- Grants awarded through competitive process
- No cost sharing or matching required
- Anticipated number of awards: 6 to 11
- Anticipated funding per award: \$20,000 – \$2,000,000
- Grant project period: September 30, 2020, through September 30, 2023

# Funding Restrictions



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

# Key Dates



- Application due: June 15, 2020, by 11:59pm EST
- Grant awards announced: by September 30, 2020
- Project Periods: September 30, 2020 through September 30, 2023

FY 2020  
FUNDING PRIORITY  
AREAS



# Public-Private Partnerships



- FNS is particularly interested this year in projects in any of the priority areas that take advantage of existing or create new public-private partnerships to increase food security in a cost-efficient and accountable manner.

# FY 2020 PTIG Priorities



1. Increase the use of human-centered design in SNAP applications and notices
2. Improve preparedness for public health emergency and pandemic response
3. Improve SNAP customer service responsiveness and effectiveness

# Priority One:

Increase the use of human-centered design in SNAP applications and notices

- Projects that increase the use of human-centered design

Examples:

- ▣ Improve applications and make them easier to understand, shorter, plain language, more user friendly
- ▣ User testing to identify common errors on notices or applications
- ▣ User testing to identify new ways to ask application questions, improve clarity

# Priority Two:

Improve preparedness for public health emergency and pandemic response

- Projects that improve day to day SNAP operations and increase adaptability and responsiveness of SNAP processes.

Examples:

- Improvements to telephone interview capabilities
- Development and/or enhancement of mobile responsive websites and online applications
- Modernization of verification processing
- Staff training for public health emergency and pandemic response

# Priority Three:

Improve SNAP customer service responsiveness and effectiveness

- Projects that improve SNAP customer service response and effectiveness

Examples:

- ▣ Modernizing call centers
- ▣ Increasing effective partnerships with community partners
- ▣ Engaging stakeholders in user testing, focus groups, or other methods to determine ways to improve SNAP customer service

# Bonus Points – Data Driven

- Up to 3 points available (beyond a possible 100) for proposals that are particularly data driven
- Examples:
  - ▣ Incorporating user experience testing
  - ▣ Conducting research in advance of submitting a proposal

# Bonus Points – Collaboration

- **New in FY20:** Up to 3 points available (beyond a possible 100) for proposals that demonstrate a plan to collaborate with a previous PTIG grantee who completed a similar project
  
- **Examples:**
  - ▣ Partnering with a previous grantee to learn best practices and lessons learned
  - ▣ Collaborating during the application process to identify helpful tools and develop a project plan

# Recap:

## Purpose, Priorities, & Deadline

### **Purpose:**

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

### **Priorities:**

1. Increase the use of human-centered design in SNAP applications and notices
2. Improve preparedness for public health emergency and pandemic response
3. Improve SNAP customer service responsiveness and effectiveness

### **Due Date:**

- ❑ Application must be submitted to [www.Grants.gov](http://www.Grants.gov) by **June 15, 2020**, by 11:59pm EST

# REVIEW CRITERIA

**Technical Evaluation Criteria**

# Review Criteria

- Project Design (35 points)
- Organizational Experience, Staff Capability and Management (15 points)
- Evaluation (20 points)
- Budget Appropriateness and Economic Efficiency (30 points)
- Presentation
- Bonus points: up to 6 points for data driven and collaborative proposals

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

# Review Criteria:

## Applied Example

- To better understand the review criteria, this section includes an example project.
- DO NOT copy this project verbatim for your State; however, innovative well researched projects of this type are welcome to enter the grant competition.
- Example Project: create a worker dashboard to better monitor applications.

# Review Criteria:

## Project Design

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

# Review Criteria:

## Project Design Example

### □ **Bad** Example

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

### □ **Good** Example

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

# Special Instructions:

## Letters of Commitment

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

The letter(s) of commitment must describe:

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

# Special Instructions:

## Letter of Endorsement

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

The State agency's letter of endorsement must:

- Explain that the State agency is aware of the projected impact on its eligibility system and is supportive of the project
- Acknowledge whether the project creates any additional work for the State agency and identify the State agency's capacity to address this work
- Describe how the project will support 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
- Identifies key project staff and outlines the amount of time they will commit to the project

# Review Criteria:

## Organizational Experience, Staff Capability and Management Example

### □ **Bad Example**

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

### □ **Good Example**

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

# Review Criteria:

## Evaluation

- All proposals must include a comprehensive evaluation process that is specific, data-driven, and measures whether the problem identified is addressed by the proposed project intervention and tracks activities and indicators using the Activities Tracker included in the RFA
- Evaluation will fall into two buckets this year

# Review Criteria:

## Evaluation continued

### 1. Activities Tracker

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

### 2. Overall Success

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

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

# Review Criteria:

## Evaluation continued

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**Activities tracker is REQUIRED**

Please use the format provided in the RFA

# Review Criteria:

## Evaluation Example

### □ **Bad** Example

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

### □ **Good** Example

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

# Review Criteria:

## Budget Appropriateness and Economic Efficiency

Budgets must include:

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

# Review Criteria:

Budget Appropriateness and Economic Efficiency (*continued*)

If applicable or desired, budgets may include:

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

# Review Criteria:

Budget Appropriateness and Economic Efficiency (*continued*)

## **Contractual and Consultant Costs:**

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

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

# Review Criteria:

## Budget Appropriateness and Economic Efficiency Example

### □ **Bad** Example

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

### □ **Good** Example

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

# Budget Checklist:

## Things to Consider

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

# Review Criteria:

## Presentation

- Proposal is well written, well presented and void of grammatical errors
- Grant application should not exceed 25 pages (not including appendices and forms)
- Applications should include a cover sheet, table of contents, and executive summary at the beginning of proposal

# Reminder: Bonus Points



- Up to 6 points available (beyond a possible 100) for data driven proposals (3 points) and proposals that demonstrate a plan to collaborate with a previous PTIF grantee who completed a similar project (3 points)

APPLICATION  
SUBMISSION &  
ADDITIONAL  
INFORMATION



# Reporting Requirements

- Example form located in the appendix of the RFA for your reference
- Training on the form will be provided to grantees after the PTIG grants are awarded

## PERFORMANCE PROGRESS REPORT

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

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

# Forms: Required

- **Non-Construction Grant Projects Forms: SF-424 Family**
  1. Application for Federal Assistance (SF-424)
  2. Budget Information and Instruction Form (SF-424A)
  3. Assurance for Non-Construction Programs (SF-424B)
  
- SF LLL (Disclosure of Lobbying Activities)
  
- AD-3030: Required if your organization is not a State agency

Forms can be found at:

<https://www.grants.gov/web/grants/forms.html>

# Grant Program Accounting System & Financial Capability Questionnaire

- Responses to this questionnaire are used to assist Food and Nutrition Service Agency's (FNS) in evaluation of your accounting system to ensure the adequate, appropriate, and transparent use of Federal funds.
- Complete the questionnaire on pages 27 – 29 of the RFA and submit with your application package

# PLEASE BE AWARE



- ❑ Obtaining a Data Universal Numbering System (DUNS) number takes several days.
- ❑ To register in Systems for Award Management (SAM), the applicant's DUNS number, Tax ID Number (TIN), and taxpayer name are required.
- ❑ SAM registrants, and those updating or renewing their registration, must mail in a notarized letter identifying that you are the authorized Entity Administrator for the entity associated with the DUNS number. This letter must be received by SAM before the registration will be activated in the system.
- ❑ Verification takes at least 48 hours after registration is submitted to SAM.
- ❑ Applicants must have a valid SAM registration no later than 3 days prior to the application due date.
- ❑ If your organization is not a State agency, you are required to submit an AD-3030.
- ❑ Registration process for [www.Grants.gov](http://www.Grants.gov) generally takes between 3-5 business days.

# Special Characters **Not** Supported

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

# FNS Homepage → Click on Grants

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## FNS Response to COVID-19

USDA is granting states significant program flexibilities and contingencies to best serve program participants across our 15 nutrition programs.

[Learn More](#)

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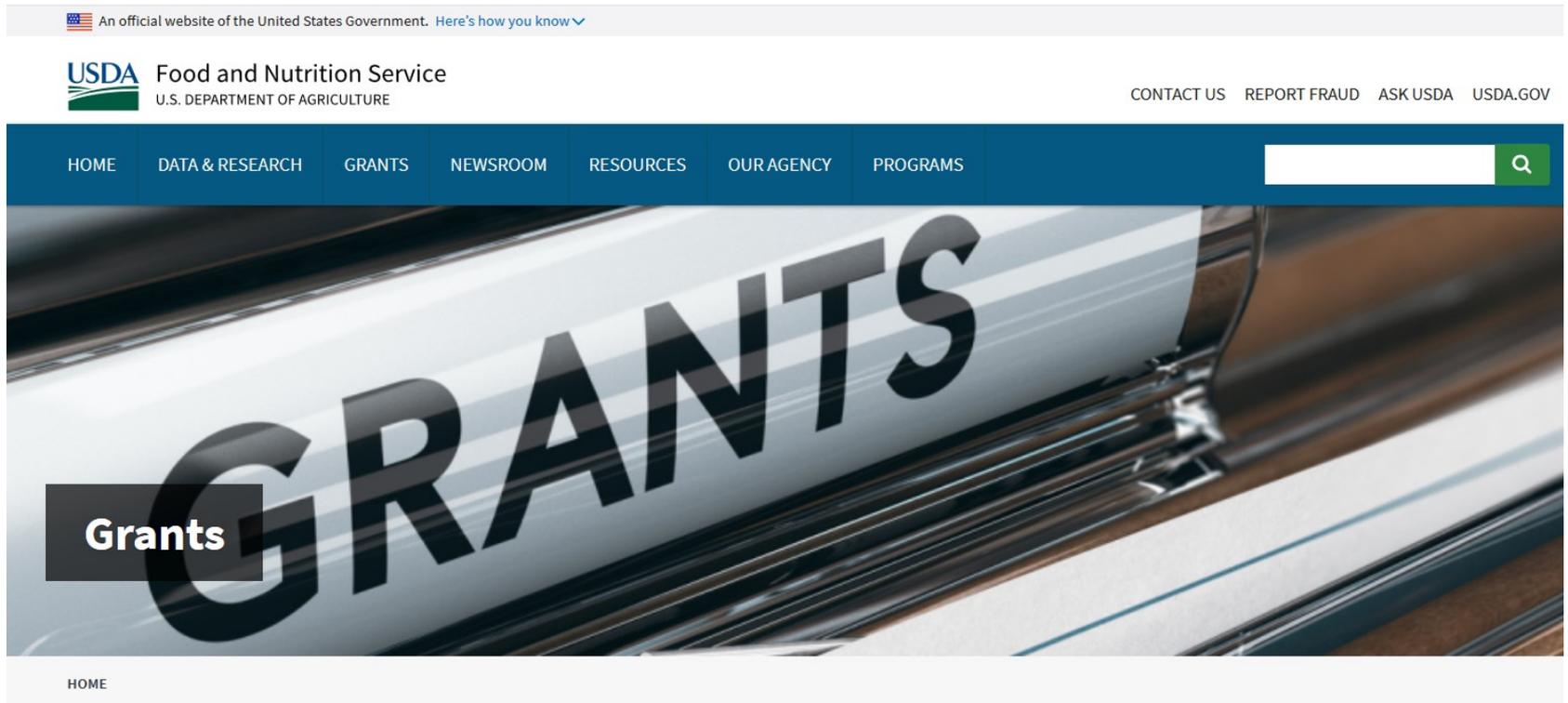
Financial Management

## FNS Response to COVID-19

USDA is granting states significant program flexibilities and contingencies to best serve program participants across our 15 nutrition programs.

[Learn More](#)

# Click on PTIG Link



<a href="#">Open Date</a>	<a href="#">Opportunity Title</a>	<a href="#">Funding Opportunity #</a>	<a href="#">Close Date</a>
04/15/2020	<a href="#">FY 2020 SNAP Process and Technology Improvement Grants</a>	USDA-FNS-SNAP-PTIG-FY2020	06/15/2020
01/27/2020	<a href="#">FY 2021 Team Nutrition Training Grant for School Meal Recipe Development</a>	USDA-FNS-CNTN-FY2020	05/27/2020

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**Open (Posted) Date**

2020-04-15

**Grants Publish Date**

2020-04-15

**Funding Opportunity #**

USDA-FNS-SNAP-PTIG-FY2020

## FY 2020 SNAP Process and Technology Improvement Grants

### Purpose

This grant competition supports efforts by state agencies and their community-based and faith-based partners to develop and implement projects that focus on improving the quality and efficiency of SNAP operations and processes. The FY 2019 grantees can be found [here](#). The RFA is available on [Grants.gov](#). A two-page infographic on the history of the grant competition from 2013 to 2019 can be found [here](#).

### Critical Dates for FY 2020 Process and Technology Improvement Grants (PTIG)

April 15, 2020	<a href="#">Request For Application posted on Grants.gov</a>
April 20, 2020 3:00 PM EST	Registration for PTIG webinar #1

# Quick Reference Links

- For information regarding previous PTIG Grantees and Project Summaries – [FY 2020 PTIG website](#)
- Questions regarding the RFA: Kimberly Shields, Grant Officer – [Kimberly.Shields@fns.usda.gov](mailto:Kimberly.Shields@fns.usda.gov)
- To submit your completed application: [www.Grants.gov](http://www.Grants.gov) by June 15, 2020, 11:59pm EST

# QUESTIONS ?

Kimberly Shields – Grants Officer

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