

STATE OF RHODE ISLAND
DEPARTMENT OF HUMAN SERVICES

THE UNIVERSITY OF RHODE ISLAND
FEINSTEIN CENTER FOR A HUNGER FREE
AMERICA

SUPPLEMENTAL NUTRITION ASSISTANCE
PROGRAM (SNAP) OUTREACH PLAN
OCTOBER 1, 2018 – SEPTEMBER 30, 2019
FY 2018, **2019**, 2020

TABLE OF CONTENTS

SECTION 1 – COVER PAGE3

SECTION 3 – OUTREACH PLAN SUMMARIES.....4

SECTION 4 –OUTREACH PROJECT DETAILS.....8

SECTION 5– OUTREACH PROJECT STAFFING DETAILS18

SECTION 6 – OUTREACH PROJECT BUDGET19

 BUDGET JUSTIFICATION20

3RD PARTY MATCH: ACTIVE PARTNERS.....26

 Budget.....34

 Active Partner Letters (separate file)

APPENDIX A. Accomplishment Chart July 1, 2017 – June 30, 2018.....41

APPENDICES (all appendices can be located at
<http://web.uri.edu/endlunger/fy2019-appendices/>

Appendix A. Accomplishment Chart July 1, 2017 – June 30, 2018

Appendix B. Update Mailing

Appendix C. Policy/Procedural Changes

Appendix D. Cross Promotion efforts

Appendix E. Application Assistance General

Appendix F: Sample Specific Population Flyers

Appendix G. Direct Mail Postcard

Appendix H. Evaluation forms/weekly reports

Section 1: Cover Page/Contact Information /Signature

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
Annual Plan for Outreach**

State: Rhode Island

Agency: Department of Human Services

Fiscal Year: 2019

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Certified By:

State SNAP Agency Director

Date

Certified By:

State SNAP Agency Fiscal Reviewer

Date

3. Outreach Plan Summaries

Executive Summary:

The current grant cycle (FY 2018-2020) is entering its second year. This past year has continued to be a challenge, with significant declines in participation, many of which are thought to be related in part to the ongoing UHIP difficulties. While some declines may be the result of an improved economy, the inability of the system to provide us with accurate data continues to leave many questions unanswered. The work of SNAP Outreach continues to be focused on two complementary goals: participation and retention in SNAP. Specifically, we identify those in need to provide assistance in accessing SNAP benefits as well as work with current (or recent) SNAP recipients who for a variety of reasons are experiencing difficulties with their cases.

Our general goals remain consistent with past years: we continue to do broad based outreach throughout the state and attempt to reach potentially eligible clients through an extensive array of partners and community agencies. We continue to build our relationships with state agencies (RI Departments of Labor and Training, Education, Health, Office of Child Support, Office of Veteran's Affairs, and the RI Division of Elderly Affairs) as well as the emergency food network, homeless populations, and the vast number of faith-based and community agencies throughout the state. Additionally, we continue to focus on building our relationships with community agencies that work with particular at-risk populations (e.g., CODAC, Dialysis Centers) as well as expand efforts with existing community groups (e.g., RI Health Equity Zones, Food on the Move, Meals on Wheels). Additionally, we work with Health Source RI during open enrollment periods and attend their SHIP events. As a result of the challenges facing all of the agencies working with low-income populations due to the launch of Bridges, we have been able to strengthen our partnerships as we collectively try to increase access to services.

Additionally, we expect to continue and strengthen recent efforts to conduct outreach with all of our ongoing outreach activities. For example, we continue to develop and disseminate a wide range of informational materials to serve the clients and social service agencies with whom we work. We continue to offer a variety of trainings targeted to the specific needs of our many partners. Further, we continue to utilize various strategies aimed at targeted populations (e.g., SNAP-themed Bingo to enhance our outreach with seniors as well as implementing a variety of canvassing efforts to public housing sites). And when possible, we conduct home visits, particularly for home-bound elderly and disabled individuals, with appropriate referrals. Taken together, these activities generate hundreds of calls to our toll-free hotline, which in turn increase requests for application assistance. Appendix A provides a list of highlights/ accomplishments for the past 12 months (July 1, 2017- June 30, 2018).

In summary, we continue to work hard to strengthen and grow our relationships with our active partners (i.e., those agencies who are able to identify sources of funding to contribute to 3rd party match). For Fiscal Year 2019, all of the goals and activities proposed are based on the primary objective of assisting the Department of Human Services in the administration of the Supplemental Nutrition Assistance Program in ***order to improve access to, and participation and retention in, SNAP.*** With a total of 49 active partners, along with close to 500 collaborating agencies, we are committed to working towards 3 key goals of the RI SNAP Outreach Project: Information Dissemination, Trainings, and Direct Client Assistance: Direct Outreach and Hotline. A narrative of each of the goals is included below, with more details included in Tables 4.1-4.3b.

In terms of ***information dissemination***, we will continue to create and disseminate information as need dictates and continue to maintain our communications with all of the individuals, agencies, and organizations (now numbering around 1500) who share our mission. We communicate with these varying agencies through a growing email listserve, an electronic newsletter, as well as via traditional mailings, and through direct contact at outreach events. The UHIP/BRIDGES system has resulted in multiple systems changes at DHS in terms operating procedures and assistance delivery. From internal changes at the level of staff workloads, to the actual physical location of different services, to scanning, the call center, and functionality of the system -- all of these changes need to be communicated to clients. As in the past, the outreach project fills a need by helping translate complex processes into language and instructions that SNAP clients can access and utilize. All of these changes affect how clients can communicate with DHS and we continue to work to document and to disseminate this information. In addition, we continue to develop targeted messaging to specific populations that require more nuanced information (e.g. people living in group homes, eligible immigrants, laid-off workers). This year, we anticipate a surge in efforts around ABAWDS as the statewide waiver has been lost and SNAP recipients in 13 cities/towns will be subject to time limits. We are actively engaged in developing training materials, outreach flyers, and materials for referrals that we will be able to use to assist those clients subject to time limits in need of services.

To the extent possible, given availability of funding, we will continue efforts to connect with hard-to-reach populations and those not typically familiar with social service agencies. Further, we will continue to increase dissemination of key messages to existing community/agency newsletters. Finally, we continue to maintain the website, EatBetterToday.com that provides up-to-date information on all aspects of SNAP, outreach initiatives, nutritional information, and links to additional services. One highlight of this website is that all of our partners are able to access all of the outreach materials on-line and to download them directly. This not only saves on cost and time, but facilitates a much easier communication feedback loop with our partners and keeps them up-to-date.

Training schedules continue to adapt to the growing diversity of client needs. While the majority of trainings are focused on social service agency staff (e.g., community action

agencies, food bank affiliates, resident service coordinators, United Way employees, etc), other trainings are designed for particular populations: individuals working in job training and unemployment specialists, health care advocates, non-traditional education specialists. Additionally, we have developed partnerships with programs directed to low-income families (e.g., financial literacy programs conducted at community libraries). Finally, we provide presentations to groups of potentially eligible clients (e.g., seniors) as well as statewide trainings that provide refresher opportunities to community partners.

Direct Client Assistance involves two main components: face-to-face ***direct outreach*** and telephone assistance via the ***hotline***. In our direct outreach efforts, we continue to test new venues, and customize our work with specific populations (e.g., seniors, people with disabilities, homeless, families with young children). In addition, we are continuously adapting outreach efforts to correspond with policy changes and new partnerships. We will expand on our work with specific ethnic and cultural groups, and continue to build relationships with the agricultural community and local markets.

Additionally, hotline calls continue to be an important evaluation tool but also an outreach goal on its own merit. The hotline provides individuals an opportunity to call and ask questions in an easily accessible and anonymous setting as well as to seek out not only application assistance but assistance with issues arising from ongoing SNAP case concerns (e.g., change reports, recertification, benefit changes, unanticipated closures). Many individuals who have been helped initially in the field use the hotline for additional assistance and many SNAP participants also utilize the hotline when they are unable to reach DHS.

It is important to point out that for all of the activities we maintain a robust process of ***evaluation***. All of the informational materials we disseminate are tracked, including those developed in response to requests from community partners. Trainings are evaluated for participant satisfaction as well as for scope, reach and follow-up requested. In terms of our evaluation of direct outreach, we collect extensive data on who we speak with, the issue for which we have provided assistance, and whatever additional follow up occurs. All of this information is compiled and reviewed weekly to help guide our decisions about where to place outreach workers as well as areas of increased training needs for outreach workers. We regularly use the information gained from evaluation to inform our work. For example, in following up with clients we found that many clients struggled to gather appropriate documentation. We then developed processes to better assist clients in procuring documents and worked to clarify with DHS exactly what was needed and what type of assistance was available for clients. Alternatively, we have used this information to alert DHS when we have identified systematic problems (e.g., clients not receiving any notification from DHS; applications not being processed in a timely manner; the SUA not being appropriately applied to cases). Finally, the toll-free hotline is an additional evaluation tool and we similarly track information on calls, reasons for calls, and resolution of calls, as well as generally monitor call volume and how it relates to services provided by DHS.

Summary of Projects:

Project Number	Title	Geographic Area	Target Audience	Contracted (list contractor) or In-House?
1	<i>Information Dissemination</i>	Rhode Island	Social service agencies, pantries, soup kitchens, CAP agencies, faith-based organizations, senior centers, Government agencies: DLT, RIDE, Health, DEA, Veteran's Affairs	URI Feinstein Hunger Center
2	<i>SNAP Outreach –Trainings</i>	Rhode Island	Social service agencies, pantries, soup kitchens, CAP agencies, faith-based organizations, senior centers, 211, WIC.	URI Feinstein Hunger Center
3a.	<i>Direct Client Assistance: Community Outreach</i>	Rhode Island	Potentially eligible individuals, seniors, low-income working families, non-English speaking households, people with disabilities, immigrant households, students and the homeless	URI Feinstein Hunger Center
3b.	<i>Direct Client Assistance: Hotline</i>	Rhode Island	Potentially eligible individuals, seniors, low-income working families, non-English speaking households, people with disabilities, immigrant households, students and the homeless	URI Feinstein Hunger Center

4. Outreach Project Details

Project Number	<i>1: Information Dissemination</i>		
Goal	To increase SNAP participation and retention by developing targeted messages/flyers/inserts that are population specific that can be distributed, mailed, or otherwise disseminated to reach large numbers of potentially eligible clients. Materials include policy updates, clarification of changes in procedures/policies, and user-friendly ways to assist clients.		
Target Audience	Social service agencies, pantries, soup kitchens, CAP agencies, faith-based organizations, government agencies, senior services; health and housing organizations, educational facilities.		
Timeline	Start	10/01/18	End 9/30/19
Description of Activity	<p><i>Provider mailings:</i> At least once a year we mail/email materials to approximately 1600 community partners from over 650 agencies throughout Rhode Island. This primary mailing is an opportunity for us to update our network regarding new income guidelines for SNAP eligibility as well as other changes to SNAP policy. The mailing includes an updated screening tool as well as materials with recent changes in policy/procedures. Additionally, major policy changes that occur throughout the year are disseminated via an electronic newsletter service (as well as directly through direct outreach).</p> <p><i>Direct mail:</i> When possible, we use direct mail to target specific hard to reach populations. These mailings have targeted different demographic groups (by zip code in areas that are difficult to reach; by age; by income). More recently we have had to limit these efforts due to budgetary concerns. The most recent mailing was in 2016 to low-income seniors throughout the state. Approximately 10,000 postcards (English and Spanish) with information on income eligibility and the hotline number were mailed.</p> <p><i>Promotional items:</i> We continue to distribute information about SNAP to participants at health fairs, community events, senior gatherings and farmers markets using flyers and promotional items. Items are selected based on particular populations. For example, seniors receive magnifying glasses and jar openers; individuals experiencing homelessness are given toothbrushes, hand sanitizers, and band aid kits, and food pantry participants are given tote bags. All materials promote SNAP and bear the outreach logo, phone number, and website.</p> <p><i>Material distribution:</i> Outreach workers distribute outreach materials at all sites they visit: food pantries, soup kitchens, senior centers, health clinics etc. In addition, all participants in SNAP</p>		

trainings receive a packet of outreach materials. Flyers describing policies and others with basic SNAP facts (e.g., typically designed for specific population or demographic) are shared with potentially eligible individuals while providing application assistance. All materials have the toll-free hot-line number and website on them and are available in Spanish and English (other languages are available upon request).

Examples of all of the informational materials are listed below, and are available on our website as well:

<http://web.uri.edu/endlunger/fy2019-appendices/>

Informational Materials

Appendix B includes the materials contained in the annual mailing:

- *New – SNAP Outreach Display Card*
- *Updated - Do you know someone who needs a little help buying food? (English/ Spanish)*
- *Updated – eligibility and screening tool (general population & elderly-disabled)*
- *Updated -What Happens Next? booklet*
- *Updated - Interactive Voice Response Flyer – explanation of automated phone system*
- *Updated - A schedule of upcoming trainings throughout the state*

Appendix C provides examples of materials addressing SNAP policy or procedural changes: *Instructions to replace an EBT card, notification regarding DHS changes during transition to RIBridges.*

Appendix D provides examples of cross promotion of SNAP with other nutrition programs: *Senior Farmers Market Voucher flyer, WIC Farmers Market flyer, School Breakfast/School Lunch award letter, SNAP use at Farmers Markets, Placemats for Meals on Wheels participants.*

Appendix E provides examples of general information about SNAP and the application process: *Do you know someone who needs a little help buying food? (English/ Spanish), double sided, general/elderly-disabled screening tools, calculating medical expense deductions, What Happens Next? Flyer, What Happens Next? Booklet, Interactive Voice Response Flyer, Using and Protecting Your SNAP benefits.*

Appendix F provides examples of materials created to address the unique concerns of a specific population such as the recently unemployed, recipients of heating assistance, seniors or eligible immigrants: *SNAP and Unemployment, SNAP facts (booklet) by Population, LIHEAP flyer.*

Subrecipient	URI Feinstein Hunger Center
Tax ID of subrecipient	EIN: 223011455
Role of the subrecipient	Create, disseminate and evaluate all materials to all active partners and collaborating agencies.
Role of state agency	Provide oversight.
State/subrecipient funding source	State of RI DHS funded from USDA/FNS; URI SNAP Outreach funded by contract from RI DHS
Volunteers	Are volunteers involved in this activity? No If yes, in what capacity?
Evaluation	<p>Evaluation of our materials includes both informal and formal assessment strategies. <i>Informally</i>, we frequently receive comments or requests for particular information. Our ability to provide the information in an easy to read, and easy to replicate way, is greatly appreciated. Many of our materials are the result of inquiries from the greater community about particular procedures. <i>Formally</i>, we document the types of materials developed and the number disseminated. For targeted mailings, we track phone calls and inquiries resulting from the mailing.</p> <p><i>In the past year, 144,295 materials were distributed to clients/staff. Over the past year, 19% of hotline calls were as a result of our information dissemination outreach.</i></p>

Project Number	2. <i>SNAP Outreach Trainings</i>		
Goals	To increase SNAP participation and retention by providing SNAP information to the widest number of people possible in ways that are useful and appropriate to their needs. The goal is to provide individuals, groups and agencies with the amount of information that they can readily use in order for them to assist others in accessing information about SNAP.		
Target Audience	Staff from social service agencies, pantries, soup kitchens, CAP agencies, faith-based organizations, government agencies, senior services; health and housing organizations, educational facilities.		
Timeline	Start 10/01/18	End	9/30/19
Description of	The trainings fall into 4 broad categories depending on the		

<p>Activity</p>	<p>audience.</p> <p>Community Education Trainings: At community information trainings basic information about SNAP is shared with organizations whose clientele may be eligible for benefits. These trainings provide managers and staff an introduction to SNAP and facilitate discussion about the most effective forms of outreach their staff could provide for their clients. Direct outreach activities or targeted message dissemination often occur following these trainings. Examples of these trainings include advisors at the community college, child care providers, foster care advocates, etc.</p> <p>Community Outreach Trainings are for staff at agencies working with potentially eligible clients. Based on past years, specific trainings will be conducted with agencies working with families (e.g., Community Care Alliance, Tri-County Community Action, Family Service of RI, etc), seniors (e.g., Division of Elderly Affairs, Cranston Senior Center, Residence Service Coordinators, etc.), homeless populations (e.g., Catholic Diocese of Providence, Crossroads RI, House of Hope, WARM, RICH, etc.) , immigrants (Progreso Latino, Center for Southeast Asians, Dorcas International), the unemployed (Network RI) and the disabled (e.g., AIDS Care Ocean State, Access Point RI). Trainings are adapted for specific population needs. Trainings typically are held annually for staff of state agencies including the Department of Health, Office of Veteran’s Affairs, Office of Behavioral Health, Developmental Disabilities & Hospitals, and the Office of Child Support Enforcement.</p> <p>Trainings with potentially eligible clients. These trainings are more targeted in nature and include general information as well as specific assistance to clients. The majority of these trainings are conducted with seniors at senior centers and high-rise sites (e.g., Stillwater Heights, Cranston Senior Center, Salvatore Mancini Senior Resource Center, St. Martin de Porres), or adults in job training programs (Year Up, AmeriCorps, Newport Skills Alliance). As many of these populations are constantly changing, these trainings are offered on an ongoing basis.</p> <p>Statewide Trainings. These trainings are held annually to update social service staff on changes to policies and procedures. These in-depth trainings provide information about SNAP eligibility, screening and the application process and are hosted by partner agencies throughout the state.</p> <p>An entire list of trainings conducted during the past year is included in Appendix A, accomplishment chart.</p>
<p>Subrecipient</p>	<p>URI Feinstein Hunger Center</p>

Tax ID of subrecipient	EIN: 223011455
Role of the Subrecipient	Develop, promote, conduct and evaluate all trainings.
Role of State Agency	Provide oversight.
State/Subrecipient Funding source	State of RI DHS funded from USDA/FNS; URI SNAP Outreach funded by contract from RI DHS
Volunteers	Are volunteers involved in this activity: No If Yes, in what capacity?
Evaluation	<p>All participants in trainings complete an evaluation form. Trainings are evaluated for their immediate effectiveness (e.g., was the information presented in a way that was clear and helpful?). In addition, data are collected on the numbers and types of clients that training participants typically work with as well as on the participants' likelihood of actually using the information distributed at the training. A summary of the results indicate that most (>97%) participants are likely to use the materials with their clients and/or to refer their clients to the Outreach office or DHS. Similarly high percentages (>91%) indicate their willingness/likelihood of conducting pre-screenings and/or assisting with applications.</p> <p><i>Last year, 30 different trainings were conducted, reaching staff from 60 different agencies/sites, with a total participation of 406 individuals.</i></p>

Project Number	<i>3a. Direct Client Assistance: Community Outreach</i>
Goal	To increase participation and retention in SNAP by providing direct assistance to potentially eligible clients. Outreach workers answer questions, conduct screenings to help people determine if they may be eligible, disseminate information, and assist with the application process, including tracking and follow up. Outreach workers aid individuals in retaining SNAP benefits by providing assistance with recertifications, change reporting, and addressing questions of current SNAP recipients.
Target Audience	Potentially eligible individuals, seniors, low-income working household members, immigrant households, and people with disabilities or currently participating SNAP recipients struggling to maintain their benefits.

Timeline	Start	10/01/18	End	9/30/19
Description of Activity	<p>Place trained staff to assist potentially eligible or participating clients at active partner sites and collaborating agencies throughout the state. Sites targeted to receive outreach workers include</p> <ul style="list-style-type: none"> Community Action Programs (8) Community Social Service Agencies Community Events/Fairs Public Library Events Community Health Centers/Dialysis/WIC Behavioral Health Care (Anchor Recovery, CODAC) Food Pantries/Soup Kitchens/Meal Sites Shelters (Homeless and Domestic Violence) Schools/Back to School Events Senior Centers/Senior Housing Low Income Housing Farmers Markets/Mobile Markets/Pop Ups Faith Based Community Agencies/Churches Network RI (Department of Labor and Training, Career One Stop) Office of Probation and Parole Individual Home Visits/by referral City/Town sponsored events Summer Food Service Program events VITA sites Veteran/Military sponsored events <p>On-site assistance is tailored to the type of site and needs of the clients present, and includes activities such as handing out information, conducting screenings, helping individuals complete a SNAP application or other SNAP-related form (e.g., recertification, interim report, change report) and answering SNAP-related questions. For example, community events that attract large numbers of people provide an opportunity to share information and increase awareness. Outreach workers distribute written materials and promotional items to introduce clients to basic SNAP information. Alternatively, locations such as senior centers or CAP agencies allow for more one-on-one assistance where outreach workers are able to sit with a client, answer their questions, and/or assist with an application.</p> <p>We partner with various organizations to be present at events geared to provide direct assistance to clients as well. For example, we continue our partnerships with National Grid and Health Source RI that allow us to have outreach workers present at their community events. At these events, clients seeking help with paying utilities or enrolling in health insurance are now able to access help applying for SNAP at the same time.</p>			

	<p>SNAP clients - Issue Assistance: For the past two years, outreach efforts to assist current SNAP clients experiencing difficulties with their SNAP cases have increased dramatically. Approximately 50% of the client we assist report a variety of concerns (e.g., unexpected drop in benefits, closures without notification, missed interviews, lost documentation, etc). Our goal then is to help them resolve their issue/reinstate/retain their benefits and thereby reduce churning at the department level. The outreach workers receive robust training on the requirements necessary for clients to remain eligible for benefits, such as providing supporting verification, completing interim reports etc. They are also able to assist clients and make them aware of the options they have at their disposal to access information about their case (e.g., utilizing the IVR system to track their benefits).</p> <p>Follow up: Direct outreach activities continue to include a follow up process whereby individuals who have been assisted with applications by outreach staff are called to ensure that the process is continuing smoothly. In order to more fully serve the client, and assist them in enrolling in SNAP, applicants are also able to provide contact information and complete a release form, to allow outreach workers to follow up on their application process.</p> <p>All applicants providing contact information are called approximately two (2) weeks after their application was submitted. During the phone call(s), the applicant is asked about the process thus far: have they received correspondence from DHS, do they have an interview date/time scheduled, have they completed the interview, do they have their required documents ready for submission, or have they already submitted them. The phone call is timed to provide an opportunity to reinforce the importance of completing the application process and to provide assistance in terms of meeting the interview and documentation requirements. The information gathered from the follow up calls is recorded and allows for tracking of outcomes.</p>
Subrecipient	URI Feinstein Hunger Center
Tax ID of Subrecipient	EIN: 223011455
Role of the Subrecipient	To identify appropriate sites, train, place and monitor outreach staff at all sites and to evaluate the effectiveness of these activities.
Role of State Agency	Provide oversight.
State/Subrecipient	State of RI DHS funded from USDA/FNS; URI SNAP Outreach

funding source	funded by contract from RI DHS
Volunteers	<i>Are volunteers involved in this activity? NO If Yes, in what capacity?</i>

Evaluation	<p>Outreach staff complete forms for each site they visit. As outreach workers engage individuals in community settings, they collect information about the number of people spoken to and the kinds of SNAP questions or concerns discussed. If a person is screened for potential eligibility, outreach workers record demographic and household size information as well as whether that person seems likely eligible or ineligible based on our screening protocol. For those individuals who are assisted with an application, if they provide follow up contact information, they are called approximately 15 days after they have completed the application. The goal of the follow-up call is to find out where individuals are in the process and to encourage them to continue and follow through. Additionally, data on “SNAP issue assistance” are tracked in a similar manner for follow up. Data are coded for the type of concern raised, and include a problem resolution or need for follow up. Further, basic demographic data are collected to determine whether we are reaching our target populations: elderly/disabled, non-English speaking, working households, as well as on the total number of household members being reached. Data are compiled weekly and reviewed in order to maintain high quality services. In addition, ongoing review of the data also allows us to identify any potential client or office issues from the field. (See copies of evaluation forms and weekly reports in Appendix G)</p> <p><i>Last year, 267 sites were visited a total of 1348 times, reaching 23,950 individuals by outreach staff. A total of 1170 individuals were screened for eligibility with approximately 91% screening likely eligible (n=1065). Of those, 91% (n=971) were assisted with completing an application. In addition, 857 current SNAP clients were assisted with issues relating to their case (July 1, 2017- June 30, 2018).</i></p>
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Project Number	<i>3b. Direct Client Assistance: Hotline</i>
Goal	To increase SNAP participation and retention by offering potential and current SNAP participants an easily accessible and anonymous avenue by which they can ask questions about

	the program, be screened for eligibility, request an application, and/or be assisted with completing an application or other SNAP forms.
Target Audience	Potentially eligible individuals, seniors, low-income working household members, immigrant households, and people with disabilities or currently participating SNAP recipients struggling to maintain their benefits.
Timeline	Start 10/01/18 End 9/30/19
Description of Activity	<p>The Hunger Center houses a toll-free information line. The phone number, 1-866-306-0270 is printed on all outreach materials and promotional items. The purpose of the hotline is to answer questions about SNAP for the general public, provide information about program eligibility, provide application assistance and/or assist SNAP participants with questions about their current case.</p> <p>The information line is “live” on Tuesdays from 8am-6pm, and messages are returned within 24 hours on every other day. Both English and Spanish calls are handled via the hotline. Outreach workers have access to a variety of written SNAP resources and a computer with internet access to facilitate timely and efficient information sharing with clients.</p>
Subrecipient	URI Feinstein Hunger Center
Tax ID of Subrecipient	EIN: 223011455
Role of the Subrecipient	Respond to all calls to the information line.
Role of State Agency	Provide oversight.
State/Subrecipient funding source	State of RI DHS funded from USDA/FNS; URI SNAP Outreach funded by contract from RI DHS
Evaluation	All calls to the hotline are logged and either answered “live” or returned within 24 hours. Information tracked includes the time and date of call, the reason for the call, whether or not the caller is screened as well as the result of the screening, demographic information, resolution of call (i.e., how client was assisted), and how the caller learned about the hotline number. Data collected from the hotline logs allow us to track results of outreach efforts as well as ensure high quality of services, including timely responses and appropriate resolutions. All individuals who are mailed applications as per a hotline request are sent a postcard 4 weeks later to determine the status of their application and to provide

them with an opportunity to seek additional assistance if needed.

Last year, the hotline received 4,478 calls from individuals throughout Rhode Island. Of those, 842 callers contacted us to enquire about SNAP eligibility or to request an application, and 1848 called with questions on an active case. Questions on active case include questions about reporting a change, benefit amounts, EBT card issues, assistance with interview process or submitting verification documents, case closures, recertification or interim reports, or information about SNAP Restaurant Meals Program.

Please refer to the Complete Guidance for complete instructions.

Section 5: Outreach Project Staffing Detail

Project Number List the project number as noted in the table in Section 3.

Staff person	Name of Staff	(a)	(b)	(c=aXb) Outreach	(d)	(e=cXd) Outreach Benefits	(f=c+e) Total
Title	Person	% FTE Outreach	Salary	Salary	Benefits Rate	Benefits	
Project Coordinator	Jennings	100	63,095	63095	65.55	41359	104,454
Outreach Supervisor	Rodriguez- Robbins	100	49862	49862	43.44	21,660	71522
Graduate Research Assistant (Level I)	Graduate Student 1	Academic Year stipend	18433	18433	12.36	2278	20711
Graduate Research Assistant (Level I)	Graduate Student 1	Summer hourly	8192	8192	7.65	627	8819
Graduate Research Assistant (Level II)	Graduate Student 2	Academic Year stipend	18803	18803	12.36	2324	21127
Graduate Research Assistant (Level II)	Graduate Student 2	Summer hourly	8358	8358	7.65	639	8997
Outreach Workers (12) Academic Yr	Students	Hourly 13hr/wk /36 wks	12.00/hr	67392	NA		67392
Outreach Workers (12) Summer	Students	Hourly 20hr/wk 16 weeks	12.00/hr	46080	7.65	3525	49605
TOTAL				\$280,215		\$72,412	\$352,627

6. Outreach Project Budget Details & Narrative

SNAP OUTREACH GRANT 2019					
DESCRIPTION	URI In-kind	Third Party In-Kind	Total In-Kind	URI BUDGET	TOTAL STATE BUDGET
Personnel					
Principal Investigator - K. Gorman 40%	49,211		49,211		49,211
Project Coordinator - P. Jennings 100%			-	63,095	63,095
Outreach Supervisor - Nicole Rodriguez-Robbins 100%			-	49,862	49,862
Senior Word Processing Typist @21.00/hr @18hr/wk	19,656		19,656		19,656
1 hourly graduate students (Level 1) Summer (\$25.60/hr for 20 hrs/16 weeks)				8,192	8,192
1 hourly graduate students (Level 2) Summer (\$26.12/hr for 20 hrs/16 weeks)			-	8,358	8,358
Graduate Research Assistant Academic Year stipend Level I (\$18,433 20hr/36 wks)				18,433	18,433
Graduate Research Assistant Academic Year stipend Level II (\$18,803 20hr/36 wks)			-	18,803	18,803
(12) Undergrad Students/Outreach workers @\$12/hr, (13 hr/wk for 36 wks) A/Y			-	67,392	67,392
(12) Undergrad Students / Outreach workers Summer-\$12/hr, (20 hrs/wk for 16wks)	-		-	46,080	46,080
			-		-
Total Salaries	68,867		68,867	280,215	349,082
			-		-
Fringe Benefits					
PI @ 28.63%	14,089		14,089	-	14,089
PC @65.55%			-	41,359	41,359
OS @ 43.44			-	21,660	21,660
SWPT 7.65FICA + 4.35 Assessed Fringe Benefit Alloc	2,359		2,359		2,359
FICA for 1 Grad. Student Summer Level 1				627	627
FICA for 1 Grad. Student Summer Level 2			-	639	639
FICA Undergrad - Summer			-	3,525	3,525
Health Benefits for GRA @12.36			-	4,602	4,602
Total Benefits	16,448		16,448	72,412	88,860
			-		-
Third Party In-kind Personnel (See Attached)	-	510,901	510,901		510,901
			-		-
Total Personnel	85,315	510,901	596,216	352,627	948,843
			-		-
Training Materials					
Promotional Items				11,000	11,000
Postage				12,000	12,000
Printing				30,000	30,000
Total Training Materials				53,000	53,000
			-		-
Travel					
In-state Travel				30,000	30,000
Conferences				3,000	3,000
Out of State Travel				2,500	2,500
Total Travel				35,500	35,500
			-		-
Other Expenses					
Tuition and fees				27,172	27,172
Direct Mail				13,000	13,000
Outreach Supplies				9,054	9,054
Broadband wireless access (6 computers)				4,800	4,800
Dedicated Toll Free Information Line				2,500	2,500
Mobile Phone for Outreach Supervisor in Field				1,000	1,000
Translation				1,500	1,500
Total Other	-		-	59,026	59,026
			-		-
Total Direct Costs	85,315	510,901	596,216	500,153	1,096,369
			-		-
Modified Total Direct Costs				472,981	472,981
			-		-
Total Indirect Costs (Overhead @25%)	-		-	118,245	118,245
			-		-
Indirect Costs on URI In-Kind (26%)	22,182		22,182		22,182
			-		-
			-		-
GRAND TOTALS	107,497	510,901	618,398	618,398	1,236,796

BUDGET JUSTIFICATION

URI –contribution (inkind)

Kathleen S. Gorman, Ph.D. Principal Investigator (40% total time as match). Dr. Gorman is the Principal Investigator for the SNAP Outreach Project. She will supervise and coordinate the contractual outreach components. In addition, she will maintain contact and collaboration with all of the active partners as well as the SNAP administrators for the state of Rhode Island.

Dr. Gorman chairs the SNAP Advisory Committee, a group of advocates and administrators that meets monthly with RI Department of Human Services to discuss SNAP issues around policy, implementation and program eligibility and outreach. She has been an active participant in DHS advisory groups including the Modernization committee and the Work Support Strategies Initiatives committee, and more recently has provided input into the discussions around system's changes, BPR, the online application, and the proposed split issuance pilot. In conjunction with RI DHS, she wrote the original Food Stamp Outreach Plan for the state of Rhode Island, approved by the USDA in 2001. She has been the recipient of the DHS contract to conduct the SNAP (formerly Food Stamp) Outreach Project for the state of Rhode Island for the past sixteen years (Project years 2002 – 2018).

Susan Campbell, Senior Word Processing Typist (100% time). Ms. Very is working as an administrative assistant to the project – involved in monitoring hiring, ordering, printing, purchasing, and all other administrative tasks involved in managing the contract.

Third Party Contributions - ACTIVE PARTNERS

Forty-nine community agencies with support from state and municipal funding are contributing match for this fiscal year (see attached list of agencies, amount of funding and contribution letters). All of these agencies currently have staff engaged in SNAP Outreach as indicated in their commitment letters for a total of \$510,901. Changes in funding and departmental restructuring resulted in the loss of 3 previous community partners; at the same time we were able to add 3 new and previous partners for an overall total of 49 partner agencies. As a result, the actual budget amount has increased slightly from last year.

USDA Request

Pamela Jennings, Project Coordinator. Project Coordinator (100%) is responsible for coordinating all outreach efforts with the Department of Human Services and the outreach sites and organizations, as well as supervising staff and students working on this project. The coordinator provides training to community and state agencies in SNAP policy and procedures, guides material development and works closely with the Outreach Supervisor to assure that community activities are having maximum potential.

Ms. Jennings is an active member of the SNAP Advisory Committee, represents Rhode Island at the NERAHN meetings and participates on two HEZ working groups established by the Department of Health. In addition, she works closely with national partners including FRAC and attends annual conferences in Washington, DC.

Nicole Rodriguez-Robbins. Outreach Supervisor (100%) The outreach supervisor is responsible for assisting in all contractual activities and specifically for supervision of the direct outreach component. The OS is responsible for scheduling community outreach activities, conducting site visits, and the training and supervision of the outreach workers as well as coordinating their site placements. The OS also assists the Coordinator in developing the targeted mailings and relationships with community-based agencies in order to continue to place outreach workers. The OS supervises all evaluation efforts of the direct outreach and is supervised by the Project Coordinator. The OS represents the Outreach Project at the monthly Basic Needs Network meetings in various regions throughout the state.

Graduate Research Assistants (GRA). Two graduate level students (20 hours per week for 12 months) will work with the Coordinator and Outreach Supervisor to design and carry out all activities related to evaluation of this project as well as to assist in the training and supervision of undergraduate outreach workers. Graduate students work 20 hours per week which is considered full time and their time is dedicated exclusively (100%) to SNAP Outreach. We track all of our work on a weekly basis, including the number of sites we visit, the number of people we speak to, the number of screenings we conduct, the number of applications we help complete, etc. Additionally, we conduct follow up with all of the clients we assist to make sure that the process continues (interview scheduled, interview attended, documentation submitted). The GRAs enter all of these data into a data base on a weekly basis, track the information (for accuracy) and generate weekly reports. These reports are then used to monitor our own progress, and make sure that the outreach workers are successful. These evaluations help inform our planning for subsequent months and guide our outreach efforts. In summary, the GRAs are responsible for maintaining the evaluative instruments up-to-date, developing new instruments, adapting data entry procedures to correspond with field changes, monitoring the undergraduates' data collection and entry, managing all data files, conducting analysis and preparing reports. The two students maintain data sets on all of the direct outreach contacts (information, screening, releases, eligibility, and demographics) as well as complete tracking of the hotline process from individual screens, to follow up plans.

Support of the GRAs includes tuition and stipend. Tuition and fees is a line item budget at URI (<https://web.uri.edu/researchcondev/files/Student-wages-and-tuition-rates-2018-2023-April-2018.pdf>). As described above, we employ 2 graduate students. They each receive a stipend (\$18,433 for non-MA level student; \$18,803 for MA level student) during the academic year and then are paid hourly for the hours they work during the summer months (approximately \$8000 each). All graduate student assistantships are awarded with tuition, fees, health benefits and a stipend. These costs are mandated by union agreements and personnel policies of the state so we do not have any discretion

about the amounts we pay the students. As noted above, the students' work is very valuable to us and we certainly need them to be able to continue with our project.

Undergraduate Students/Outreach Workers. A total of 12 undergraduate students are projected to work on the Outreach Project: 10 as outreach workers and 2 as in-office outreach staff. The **ten** undergraduate students will work approximately 13 hours/week during the academic year and an average of 20 hours/week in the summer conducting outreach in targeted areas. Outreach staff will be assigned to specific sites on a regular basis for 4-6 weeks and then rotated in order to reach as many different populations as possible. Outreach workers will be placed in the community distributing SNAP information, conducting screenings for eligibility, and providing assistance with SNAP applications for potentially eligible community members. **Two** additional undergraduates will work approximately 15 hours per week on a variety of tasks related to the project – material design, reproduction, scheduling, data entry, and evaluation activities. Office assistants manage the post card tracking, monitor and log hotline calls, and enter and maintain client contact and release forms. In addition, office assistants are responsible for maintaining the website www.eatbettertoday.com. This website provides access to information on SNAP policies, myths, prescreening materials and application assistance and has copies of all of the outreach materials as well as links to the DHS website, the RI prescreening tool, and the on-line interactive application.

On the budget, there are 2 lines: academic calendar year and summer. Given the nature of working with students and the university payroll system, we need to separate these hires into two lines. However, most of the actual workers are the same individuals, who work continuously during the semester and increase their hours during the summer.

Training Materials

Promotional Items. The nature of outreach is to identify and establish contact with populations that for a variety of reasons are often hard to reach or difficult to identify. As a consequence, we have found that promotional items are essential to helping us best reach potentially eligible populations. All promotional items contain the SNAP information hotline number and/or website on each item. For example, pens distributed in school backpacks for low-income school children at the statewide Back-to-School celebration all have the outreach project logo and hotline number printed on them and shopping bags are printed with our contact information for distribution at pantries and farmer's markets. Materials are selected to encourage interest by specific targeted demographic populations. For instance, magnifying glasses and jar openers are made available to seniors, toothbrushes and flashlights to those at homeless shelters, crayons to children at community festivals, and reusable grocery bags at farmers markets and grocery stores. All items include the SNAP Outreach toll-free hotline number and the eatbettertoday.com website.

Postage. An extensive outreach effort to targeted populations will be implemented throughout the year. Mailing costs reflect multiple mailings to our active partners and our network of over 1600 agencies and individuals to keep them updated on SNAP policy changes as well as to all individuals calling our hotline for information and/or application

assistance. Additionally more than 1800 applications are mailed either from the field or to applicants calling the hotline, as well as approximately 800 post cards used for follow up.

Printing/Paper. Outreach events require a variety of materials to inform potentially eligible individuals of the benefits, application and regulations of SNAP. Efforts to improve outreach to the immigrant community include production and distribution of bilingual materials (posters, brochures, flyers) with targeted messages specific to the immigrant population. Printing of screening tools, fact sheets, specialized flyers and informational brochures will be produced for distribution at dozens of trainings and outreach activities through the year. At any given time, there are over 50 different flyers available in both English and Spanish used regularly by outreach workers and several more created each year to reflect the most recent policy and program changes. Furthermore, well over a 100,000 flyers are printed annually and distributed to low-income households throughout Rhode Island through partnerships such as those with RI Department of Labor & Training, the RI Department of Education free/reduced meals notification, and the Community Action Agencies' LIHEAP registration. We continue to update materials in order to alert clients to changes in policies, procedures, and protocols. With the transition to Bridges, we have disseminated exceptionally large numbers of SNAP delay forms, appeals, SNAP 55s, IVR use, and Change Reports, in addition to standard outreach materials.

Direct mail. When possible, we use direct mail to target specific zip codes throughout the state by purchasing mailing lists of low-income households. Due to the positive responses to the mailings, we have tried to target these mailings and focus on a particular demographic, e.g., geographic regions where direct outreach opportunities are limited, senior populations, etc. Postcards in English and Spanish with information about income eligibility and the hotline number are then sent to those households.

Travel

Travel costs include in-state travel mileage reimbursement for ten outreach workers and one outreach supervisor.

In-state mileage projections for FY 2019 are based on our estimates from the past year. Projections for the upcoming year are based on an estimated total travel of 50,000 miles using a government reimbursement rate of \$0.545/mile, for a little under \$30,000. As in other areas, these are projections and we will continue to make a concerted effort to minimize travel of Outreach Staff (by coordinating their schedules as much as possible) and balance that with our ongoing efforts to expand to new outreach locations.

Conference costs are primarily for the cost of attending the annual FRAC conference in Washington DC, for 2 people (P.I., Outreach Coordinator) (see table) and are based on costs from last year's conference (registration and per diem). The FRAC conference has high involvement and participation by USDA and at least half of all workshops/presenters address SNAP eligibility, participation and outreach efforts. Last year, conference speakers included numerous representatives from USDA, FNS, and Center on Budget and Policy Priorities and topics included SNAP Outreach roundtables, SNAP E&T and ABAWDS,

pending Farm Bill authorization, Child nutrition reauthorization, Nutrition assistance for targeted populations (e.g., military personnel, seniors), SNAP Q&A with USDA, and general issues of food insecurity and hunger.

	PI	Outreach Coordinator	Total
Airfare	\$350	\$350	\$ 700
Hotel \$350/night	\$700	\$700	\$1400
Registration	\$400	\$400	\$ 800
Misc.(taxis/food)	\$150	\$150	\$ 300
TOTAL			\$3200

Out-of-state transportation costs include the cost of air travel to the annual FRAC conference in Washington DC (described above, currently estimated at \$350/pp) as well as for mileage reimbursement for attendance at regional meetings (North East Regional Anti-Hunger Network several times a year) as well as attendance at one meeting a year (Hunger Leader’s Conference, FRAC, Washington DC) by the Outreach Coordinator (estimated expense approximately \$ 650 – airfare, hotel). These costs are represented in the budget on two lines (conferences; out of state travel). In addition, out of state costs include occasional travel to neighboring states for informational and training opportunities. For example, round trip travel between RI and Boston is approximately 170 miles, and with reimbursements at \$0.545/mile, costs approximately \$100.00 per trip.

Additionally, there are often local/regional conferences on policies relating to our target populations that we try to attend if possible. These conferences often have a small registration fee (e.g., \$35-\$50).

Outreach supplies

Costs cover materials needed by outreach workers in the field such as pens, clipboards, binders, nametags, envelopes, folding tables, staplers, calculators, chairs, tents, display stands, as well as the paper, flash drives, cartridge toners, software for outreach material development and database maintenance.

It is important to note that most of our outreach costs, aside from personnel, are in distributing information through the state and not for use by personnel in the office. For example, we do a large amount of printing (flyers, informational handouts, instructions for application assistance, screenings) and have a mailing of over 1600 people to whom we send information on a regular basis. Last year alone we spent approximately \$30,000 in printing specific to our outreach goals.

Similarly supplies that we purchase are not for office use but rather for distribution to community sites where we work. For example, last year we spent over \$9000 on postage mailing applications to potentially eligible individuals and outreach materials for our partners. In addition, the mailings involve expenses of nearly \$900 for envelopes, \$200 for materials/folders used in trainings, and \$1500 in telephone hotline expenses.

Additionally, other supplies used in SNAP bingo outreach events (e.g. daubers, game cards) and \$9,000 in promotional items and training supplies.

Computers – with the launch of the new RI Bridges system, we have been encouraged to use the on-line portal to assist clients in completing SNAP applications. Last year, we did not purchase any computers as the system was not viable. We anticipate using computers in the upcoming year. While many of the clients we assist will likely prefer to use a paper application, we plan to purchase 6 new portable computer devices (approx. \$600 ea) for use exclusively in the field to complete SNAP applications. They will be lightweight (2 lbs) with 11” screens and the capability to photograph and upload documents directly into the online system.

Computer supplies includes the costs of wireless access (hotspots) for laptop use in the community. These costs increase our ability to conduct outreach on site throughout the state and make the on-line application available to as many people as possible.

Telephone

Mobile Phone. With large numbers of outreach staff in the field, the OS is required to be available to field a large number of calls requiring use of cell phone at all times.

Toll Free Information Line. Money is budgeted for the maintenance of an information line housed at the URI Feinstein Hunger Center and staffed by Hunger Center staff. This toll-free number will be used for this project only and will provide callers with basic SNAP information as well as an opportunity to complete a pre-screening prior to visiting a DHS office. During the past 12 months, the hotline logged almost 4500 calls.

Translation

Provides for the translation of in-house outreach materials devised for specific target populations – currently available in Spanish, Portuguese, Russian, Khmer and Laotian.

3RD PARTY IN-KIND CONTRIBUTIONS: ACTIVE PARTNERS

211 at United Way

The sixteen benefit specialists at the new 211/ The Point referral service provide information about the SNAP and make referrals to DHS for the low-income individuals who call the hotline or walk-in to the storefront center for help.

Amos House

Amos House is a meal site and service provider to Rhode Island's homeless and hungry. They provide the outreach team with space each week to conduct SNAP outreach to their clientele and conduct outreach themselves through their new Family Sufficiency Center.

Blackstone Valley Community Action

The program director and the director of education at Blackstone Valley Community Action provide information about SNAP during the intake process and on a monthly basis. They further provide assistance with the SNAP application when appropriate.

Capital City Community Centers

Capital City Community Centers' Emergency Service Coordinator devotes major portions of her time to counseling clients in need, and participating in SNAP activities. She provides valuable information to clients about SNAP and will benefit from training and information dissemination as part of the outreach plan.

Child and Family

This Newport-based social service center's information specialist conducts SNAP outreach through their elder services.

City of East Providence Senior Center

Because Rhode Island has a large senior population, we have actively engaged senior centers in SNAP Outreach. The East Providence Senior Center case worker dispels myths about the Program prevalent within the senior population.

City of Pawtucket, Division of Senior Services

The Leon Mathieu Senior Center in Pawtucket conducts SNAP Outreach with its clients through information dissemination, application assistance and recertification help.

City of Warwick, DHS, Buttonwoods

The Family Support director, along with the wellness coordinator and project coordinator are responsible for counseling and assisting Warwick's low-income residents in need. This office provides valuable information to clients about SNAP and will benefit from training and information as part of the outreach plan.

CODAC

CODAC Behavioral Healthcare provides treatment, recovery and prevention services to individuals, families and communities across Rhode Island. Two Case Managers provide information to clients about SNAP eligibility and help clients with SNAP applications. Information and training opportunities will be incorporated into current outreach efforts.

Community Action Partnership of Providence

The newly reconfigured Community Action Partnership of Providence (formerly Providence Community Action) includes 3 Case Managers and a senior manager who devote portions of their time counseling clients in need, and participating in SNAP Outreach activities. They provide valuable information to clients about SNAP and will benefit from training and information dissemination as part of the outreach plan.

Comprehensive Community Action Programs

Comprehensive Community Action includes one Social Service Coordinator and two case managers who devote a portion of their time to promoting participation in SNAP. Information and training opportunities are incorporated into their current outreach efforts.

Connecting for Children and Families

Working in Woonsocket, one of Rhode Island's four core cities, Connecting for Children and Families provides a variety of social services including SNAP outreach to their low-income, inner-city clientele.

Cranston Department of Senior Services

The four caseworkers of the Cranston Department of Senior Services provide assistance to seniors and their families. They educate seniors about the services available for them, including SNAP, explain eligibility requirements, and refer you to the agency or service that can best help you with your particular problem.

Crossroads RI

Crossroads provides permanent supportive housing to homeless individuals and families in Rhode Island. The Intake Worker screens clients for SNAP eligibility and provides them with application assistance and information about SNAP. The Case Manager helps residents with issues on current SNAP cases and provide referrals to SNAP outreach workers. Information and training opportunities will be incorporated into current outreach efforts.

East Bay Community Action

East Bay Community Action provides a variety of services to residents of the East Bay to promote the health and well-being of the community. Their housing advocate provides assistance with the SNAP application process and regularly refers clients to the SNAP Outreach Project for additional support with receiving and maintaining SNAP benefits.

Family Service of Rhode Island

The twenty caseworkers of Family Service provide behavioral health services and substance abuse treatment. As part of their developmental and mental health services for children and adults of all ages, they conduct assessments and home visits in which they provide SNAP information and application assistance.

Farm Fresh Rhode Island

Funded in part by RI Department of Environmental Management, Farm Fresh RI provides space and in kind support for outreach at their markets as well as EBT access to shoppers.

Federal Hill House

The Case Manager at Federal Hill House provides information about SNAP to potentially eligible clients. She also contacts DHS on-behalf of SNAP recipients and accompanies SNAP applicants to DHS if they request assistance.

Foster Forward

Foster Forward provides support services to individuals involved in the foster care system. Their Youth Establishing Self-Sufficiency (YESS) Aftercare Services is a program that provides individualized, youth-driven services and supports to young adults, ages 18-21 that have recently left the foster care system. YESS Youth Support Specialists assists program participants with SNAP applications and maintaining their enrollment in SNAP.

Genesis Center

As an educational facility, the Genesis Center works with new immigrants to this country to help them to learn job skills and find employment. They conduct SNAP outreach through their Family Sufficiency Center.

Johnston Senior Center

The Social Caseworker and Center Coordinator at Johnston Senior Center spend time speaking with their elderly clients about the usefulness of SNAP and ease of shopping with the EBT card.

Jonnycake Center Peace Dale

The vision of the Jonnycake Center is to eliminate hunger in their community. One of the ways they work toward their vision is through aggressive SNAP outreach work with their social service clients. Their client services coordinator talks about SNAP, distributes information, pre-screens and assists with application completion.

Jonnycake Center of Westerly

The intake worker and case coordinator at the Jonnycake Center of Westerly provide weekly SNAP assistance to clients in their Westerly community.

Lincoln Senior Center

The Lincoln Senior Center Director and Assistant Director provide clients with general information about SNAP and make referrals to the SNAP Outreach Project hotline and to the SNAP outreach worker which visits the center on a regular basis.

Martin Luther King, Jr., Community Center

The Martin Luther King Center operates a food pantry which is visited by over 3000 clients per month. The Director of Community Programs and Outreach screens clients for potential SNAP eligibility and helps complete applications. She attends SNAP Outreach Project trainings to obtain up to date information about SNAP eligibility. The Receptionist provides general information about SNAP to pantry patrons and makes referrals to SNAP outreach workers who conduct outreach at the center on a regular basis.

Meals on Wheels

Meals on Wheels delivers over 1200 meals per day to Rhode Island seniors. The Customer Service staff person prepares packets of materials for new clients which include information about the SNAP Outreach Project. The driver delivers placemats and menus which include information about SNAP.

Neighborhood Health Plan of RI

Neighborhood Health Plan of RI administers health insurance for Rhode Island's Medicaid population. Their social care coordinators and medical case managers speak to clients over the phone and conduct home visits making SNAP referrals.

North Kingstown Senior Services

The Social Service Specialists at North Kingstown Senior Services are sharing information about the benefits of SNAP with low-income seniors in the southern part of RI.

Open Doors

Open Doors assists Rhode Islanders who are soon to be released or who have recently been released from prison to reintegrate into society. Discharge Planners provide services to promote economic self-sufficiency by improving job-readiness, addressing barriers to employment, and teaching job-retention skills. Among those services, the Discharge Planners assist clients to complete SNAP applications, and make referrals to the SNAP Outreach Project for clients who face problems with maintaining their SNAP benefits.

Pilgrim Senior Services, Warwick

Seniors in the city of Warwick receive SNAP information and application assistance from the eligibility and resource specialists at the Pilgrim Senior Enrichment center.

Progreso Latino

The Wellness Center at Progreso Latino works to eliminate the disparity in access to health services that exists in the Latino community. The Wellness Coordinator provides the Latino community of Central Falls and Pawtucket with information about SNAP as well as application assistance. Information and training opportunities will be incorporated into current outreach efforts.

Providence In-town Church Association (PICA)

PICA operates a food pantry and meal site which serve over 18,000 clients per month. The supervisors provide general information about the SNAP program to clients and make referrals to the SNAP outreach workers who conduct outreach at the pantries on a regular basis.

Rhode Island Community Food Bank

The Rhode Island Community Food Bank is a non-profit, network of emergency food providers with over 150 member agencies (pantries, soup kitchens and shelters) throughout the state. The RICFB has a position of community outreach who will work primarily with seniors and assist them with SNAP applications and other SNAP related issues in addition to sharing information about SNAP to providers as well as clients, conduct informational sessions, distribute materials and assist with applications and referrals.

St. Martin de Porres Senior Center

This inner-city senior center houses a community information specialist who provides information about the SNAP program, its application process and the EBT card for its elder clients.

Silver Lake Community Center

Silver Lake Community Center includes a Social Service Coordinator and an assistant who devote portions of their time to counseling clients in need, and participating in SNAP Outreach activities. They provide valuable information to clients about the SNAP Program and will benefit from training and information dissemination as part of the outreach plan.

Town of Coventry

The Department of Human Services in the Town of Coventry includes social workers, a food assistance coordinator and an elder information specialist who all devote portions of their time to promoting participation in the SNAP Program. Information and training opportunities for these services will be incorporated into their current outreach efforts.

Town of East Greenwich

The Town of East Greenwich Senior and Social Services assists residents of East Greenwich, RI to access public benefits programs and social services. The Director of Senior and Human Services and the Case Worker assist residents with SNAP applications and regularly refer clients to the SNAP Outreach Project for additional support with receiving and maintaining SNAP benefits.

Town of Exeter

The Town of Exeter Department of Social Services assists residents of Exeter, RI to access public benefits programs and social services. The Director of Social Services works with individuals to complete SNAP applications and regularly refers clients to the SNAP Outreach Project for additional support with receiving and maintaining SNAP benefits.

Town of Foster

The Town of Foster Department of Human Services assists residents of Foster, RI to access public benefits programs and social services. The Director of Human Services works with individuals to complete SNAP applications and regularly refers clients to the SNAP Outreach Project for additional support with receiving and maintaining SNAP benefits.

Town of Scituate

The Town of Scituate Senior Services assists elderly residents of Scituate, RI to access public benefits programs and social services. The Senior Services Case Managers work with individuals to complete SNAP applications and regularly refer clients to the SNAP Outreach Project for additional support with receiving and maintaining SNAP benefits.

The staff also coordinate times for SNAP Outreach workers to visit their food pantry to provide assistance to clients.

Town of Smithfield

The Town of Smithfield Department of Human Services Director assists residents of Smithfield, RI to access public benefits programs and social services. The Director works with individuals to complete SNAP applications and re-certifications, and regularly refers clients to the SNAP Outreach Project for additional support with receiving and maintaining SNAP benefits.

Town of South Kingstown, Senior Services

Information about SNAP is distributed to South Kingstown seniors through newsletters, bulletin boards, SNAP bingo, and one on one assistance with local residents by the community information specialist.

Town of Warren

The Town of Warren Senior Services Director assists elderly residents of Warren, RI to access public benefits programs and social services. The Director works with individuals to complete SNAP applications and recertifications, and regularly refers clients to the SNAP Outreach Project for additional support with receiving and maintaining SNAP benefits.

Tri-County Community Action

Southern division (formerly South County Community Action): South County Community Action employs 10 Case Managers, all of whom provide SNAP Outreach to clients. Information and training opportunities will be incorporated into their current outreach efforts.

Northern division (formerly Tri-Town Community Action): Tri-Town Community Action employs 34 Case Managers, all of whom provide SNAP Outreach to clients. Information and training opportunities will be incorporated into their current outreach efforts.

Welcome House

Welcome House is a provider of support services for those who are homeless or at risk of homelessness in southern RI. The Housing Director screens clients for SNAP eligibility during the intake process and provides general information about SNAP. The Social Worker assist residents with SNAP applications, and the House Manager makes referrals to SNAP outreach workers who conduct outreach at the facility on a regular basis.

Westerly Area Rest Meals Center

The Westerly Area Rest Meals (WARM) Center provides a range of services to Rhode Islanders in the southern part of the state. Their programs include a homeless shelter and community meal site. WARM staff provide informational materials and assistance with SNAP applications, and regularly refer clients to speak with the SNAP Outreach Workers who are on-site several times a month.

West Warwick Senior Center

West Warwick senior center has an information specialist who provides application assistance and information about SNAP through its senior center.

Year Up

Year Up is a job training program which provides young adults living in urban areas with skills, experience, and support that will prepare them for professional careers and enrollment in higher education. The Student Services Manager and Specialist assist newly enrolled Year Up students to apply for SNAP. In addition, they provide on-going support to the students to help them stay enrolled in the program.

URI SNAP Outreach Project: FY 2019 Match

Agency	Position(s)	# Hours Per Year/% of Time	Hourly Rate/Annual Salary	Benefits	Amount	Total Contribution
211/ United Way	UW 211 and the Point Benefit Specialists	4680	19.53hr 91,400.40 annually	\$27,420	\$118,820.52	\$118,820.52
Amos House	Operations Officer	2%	\$101,500	NA	\$2,030.00	\$3,590.00
	Guest Services Manager	5%	\$15.00/hr	NA	\$1,560.00	
Blackstone Valley Community Action	Director Education	24hrs/year	\$34	30%	\$1,075.77	\$1,877.61
	Guest Services Manager	24 hrs/year	\$26	30%	\$801.84	
Capital City Community Centers	Casework Coordinator	.3FTE (30% Time) 40 Hour Work Week, 52 Weeks per year	\$12	\$3.60/hour payroll taxes	\$9,746.88	\$9,746.88
Child and Family	Information and Referral Specialist	88 hours	\$15	\$3.38	\$1,591.92	\$1,591.92
City of East Providence	1 Information Specialist	36 hours per year	\$24.98 per hour	\$10.21	\$1,266.85	\$1,266.85
City of Pawtucket Senior Center Leon Mathieu	1 Director	8%	\$67,562	NA	\$5,405.00	\$5,405.00
City of Warwick - Human	Director of Senior Services	26 hours	\$42	N/A	\$1,085.24	\$4,327.44

Services						
	Wellness Nurse	52 hours	\$30	N/A	\$1,560.00	
	Project Coordinator	52 hours	\$32	N/A	\$1,682.20	
CODAC Behavioral Healthcare	Case Manager	2.5% of 35 Work Week	\$16	25%	\$910.00	\$1,820.00
	Case Manager	2.5% of 35 Work Week	\$16	25%	\$910.00	
Community Action Partnership of Providence	1 Senior Manager	5%	\$50,000	N/A	\$2,500.00	\$9,350.00
	1 Program Coordinator	5%	\$35,000	N/A	\$1,750.00	
	3 Case Managers	5%	\$102,000	N/A	\$5,100.00	
Comprehensive Community Action	Case Manager	10%	\$35,307	\$7,061.36	\$4,236.82	\$19,801.35
	Coordinator	10%	\$74,256	\$18,563.90	\$9,281.95	
	VP of Social Services	5%	\$100,521	\$25,130.29	\$6,282.58	
Connecting for Children and Families	Basic Needs Coordinator	260 hours per year	\$14	14.0%	\$4,149.60	\$4,149.60
Cranston Department of Senior Services	Caseworker	10%	\$60,460	N/A	\$6,046.00	\$17,997.00
	Caseworker	10%	\$44,117	N/A	\$4,411.70	
	Caseworker	10%	\$31,276	N/A	\$3,127.60	

	Caseworker	10%	\$44,117	N/A	\$4,411.70	
Crossroads Rhode Island	Intake and Engagement	52 hours	\$18	25%	\$1,193.00	\$2,386.00
	Case Mgmt	52 hours	\$18	25%	\$1,193.00	
East Bay Community Action	Safety Net Advocate	42%	\$25,459	\$10,189	\$14,970.00	\$14,970.00
Family Service of Rhode Island	22 Home-based Staff	1.25%	\$22	\$6.60	\$16,359.00	\$16,359.00
Farm Fresh Rhode Island	150 Visits - Space Table % at Markets	NA	NA	\$10/Visit	\$1,500.00	\$1,500.00
Federal Hill House	Case Manager	24 hours	\$15	0	\$360.00	\$360.00
Foster Forward	YESS Yth Support Spec	4%	\$34,000	\$7,055	\$1,642.20	
	YESS Yth Support Spec	4%	\$34,000	\$4,590	\$1,543.60	\$11,897.76
	WW Skill Dev. Manager	4%	\$40,000	\$9,667	\$1,986.68	
	WW Employment Spec	4%	\$34,000	\$9,061	\$1,722.44	
	WW Employment Spec	4%	\$34,000	\$9,061	\$1,722.44	
	WW Employment Spec	4%	\$34,000	\$5,976	\$1,599.04	
	WW Employment Spec	4%	\$34,000	\$8,034	\$1,681.36	
Genesis Center	Case Manager	4hrs/wk for 208 hrs annual	\$18	\$1,055.60	\$4,695.60	\$4,695.60

Johnston Senior Center	Case worker	5%	\$15,000	NA	\$750.00	\$3,145.00
	Case worker	10%	\$11,700	NA	\$1,170.00	
	Center coordinator	5%	\$24,500	NA	\$1,225.00	
Jonnycake center of Peace Dale	Member Services Director	35	\$25	N/A	\$875.00	\$1,898.50
	Materials				\$200.00	
	Member program specialist	45	\$18	N/A	\$823.50	
Jonnycake Center of Westerly	2 Intake Workers	78 hrs/yr combined	\$11	N/A	\$840.06	\$7,230.73
	1 Fresh Start Coach	108	\$16.40/hr	N/A	\$1,771.20	
	1 Case Manager	208 hrs/yr	\$20	\$419.95	\$4,619.47	
Lincoln Senior Center	Director	1.25%	\$50,209	N/A	\$627.61	\$1,010.34
	Assistant	1.25%	\$30,619	N/A	\$382.73	
Martin Luther King, Jr. Community Center	Receptionist	306	\$15	\$1,002.02	\$5,592.02	\$9,577.58
	Case Manager	204	\$19	\$211.56	\$3,985.56	
Meals on Wheels	Customer Svc	26 hrs/yr	\$9.19/hr	\$136.26/yr	\$375.20	\$563.42
	Driver	26 hrs/yr	\$6.24/hr	\$25.98/yr	\$188.22	
Neighborhood Health Plan of Rhode Island	Community Care Coordinator	300hrs	\$29	30%	\$11,115.00	\$29,900.00

	Medical Case Manager	425 Hours	\$34	30%	\$18,785.00	
North Kingstown Senior Services	1 Social Service Coordinator	8%	\$37,648	N/A	\$3,012.00	\$5,558.00
	1 Social Service Specialist	8%	\$31,819	N/A	\$2,546.00	
OpenDoors	Operation Director	104 hrs	\$24	\$5.31	\$3,061.76	\$5,599.36
	Program director	104 hrs	\$20	\$4.40	\$2,537.60	
Pilgrim Senior Center	Resource Specialist	2%	\$41,822	N/A	\$836.00	\$2,080.00
	Eligibility Technician	4%	\$31,098	N/A	\$1,244.00	
Progresso Latino	Wellness Coordinator	65	\$18	20%	\$1,371.24	\$1,371.24
Providence In-Town Churches Association	Downtown Supervisor	36	\$21	N/A	\$739.80	\$739.80
Rhode Island Community Food Bank	Community Outreach Coordinator	25%	\$20	26% of Salary	\$13,012.00	\$13,012.00
St. Martin de Porres Senior Center	Community and POINT Specialist	20%	\$34,182	N/A	\$6,836.40	\$6,836.40
Silver Lake Community Center	Executive Director	10%	\$43,680	N/A	\$4,368.00	\$6,302.40
	Social Serv. Asst	10%	\$19,344	N/A	\$1,934.40	
Town of Coventry	1 Director, 1 Asst Director, 2 Social Workers, 2 Food Bank coordinato	15%	\$280,376	N/A	\$42,056.40	\$42,056.40

	rs					
Town of East Greenwich	Director	12	\$53	\$9.47	\$743.64	\$4,786.68
	Comm Resource Manager	104	\$25	\$3.58	\$2,944.24	
	Sr. Center Manager	40	\$27	N/A	\$1,098.80	
Town of Exeter	Director of Social Services	50%	\$6,063	NA	\$3,031.50	\$3,031.50
Town of Foster, Dept of Human Services	Director, DHS	70 hours	\$20	\$2.83	\$1,600.20	\$1,600.20
Town of Scituate	Director of Human Services	12 hrs/yr	\$8500/yr stipend	NA	\$242.88	\$242.88
Town of Smithfield	Director Human Services	20%	\$64,000	N/A	\$12,800.00	\$12,800.00
Town of South Kingstown Senior Services	Community Information Specialist	4.8%	\$39,034	\$23,728.74	\$3,012.60	\$3,012.60
Town of Warren Senior Center	Senior Center Director	160 hrs	\$22		\$3,440.00	\$3,440.00
Tri-County Community Action (South County Division)	8 Case Managers	4.0%	\$12,546	\$2,765.08	\$15,310.83	\$15,310.83
Tri-County Community Action (Northern Division)	20 employees	4%	\$43,330	\$9,549.93	\$52,879.92	\$52,879.92
Welcome House	Shelter CM	52 Hours	\$19	NA	\$962.00	\$2,574.00

	Housing CM	52 Hours	\$15	NA	\$754.00	
	Kitchen Coord	52 Hours	\$17	NA	\$858.00	
Westerly Area Rest Meals, Inc (WARM)	Community case manager	260hrs	20.44/hr	\$12.21/hourly	\$8,489.00	\$8,489.00
West Warwick Senior Center	1 Information Specialist	10%	\$28,900	N/A	\$2,890.00	\$2,890.00
Year UP	Student Services Manager	10%	\$49,000	N/A	\$4,900.00	\$11,050.00
	Student Services Specialist	15%	\$41,000	N/A	\$6,150.00	
					\$510,901.31	\$510,901.31

**UNIVERSITY OF RHODE ISLAND
SNAP OUTREACH PROJECT YEAR END REPORT
JULY 2017 – JUNE 2018
INFORMATION DISSEMINATION**

<i>Target Audience</i>	<i>Scope</i>	<i>Partnering Agency</i>
Direct Mailing/Distribution		
Annual income guideline update mailing/emailing	8000 materials mailed and emailed to community partners providing SNAP assistance	1600 partner and community agencies
Low-income Rhode Islanders seeking tax preparation help	175 posters about SNAP	VITA tax preparation sites
Recipients of unemployment insurance benefits	Distributed 30,000 letters about SNAP eligibility	RI Department of Labor and Training
Residents of the Providence Housing Authority	2600 flyers about how to maximize SNAP benefits	Providence Housing Authority and Farm Fresh RI
Recipients of WIC	Distributed 15,000 flyers about SNAP eligibility to recipients of WIC Farmers Market vouchers	RI Department of Health
Current and potential LIHEAP recipients	Distributed 30,000 fliers to CAP agencies for their annual LIHEAP mailing	CAP agencies
Low-income Rhode Islanders	4060 informational materials provided to participants of SNAP trainings	62 agencies working with low-income Rhode Islanders
Low-income Rhode Islanders	6200 informational materials provided to individuals assisted with SNAP applications	
Low-income Rhode Islanders	6535 print materials, including: 3230 informational display cards; 2170 “Do you know someone that could use a little help buying food” brochures; 1135 “You’ve completed an application for SNAP benefits: What happens next” brochures.	48 agencies working with low-income Rhode Islanders
Recipients of Back-to-School backpacks	16,000 SNAP flyers and 16,000 pens with SNAP Outreach hotline phone number and website	Rhode Island Department of Education
Low income Rhode Islanders	Distributed 9725 promotional materials including flyers, pens, key chains, pouches, can openers, etc.	Direct Outreach locations, partner and community locations
Total Materials Distributed	144,295	

SNAP OUTREACH TRAININGS

<i>Target Audience</i>	<i>Number of Events</i>	<i>Agencies/Sites Represented</i>	<i>People Attending</i>
Community Education Trainings			
Informational presentations about the SNAP Outreach Project	5	5 ^[1]	91
Community Outreach Trainings			
In-depth outreach trainings for staff of agencies working with low-income families, seniors and individuals	22	52 ^[2]	265
Direct Outreach Presentations			
Presentations to groups of potentially eligible individuals	3	3 ^[3]	50
Total Presentations and Trainings	30	60	406

¹ Statewide meeting of the Saint Vincent De Paul Society, St. Vincent De Paul East Bay District Meeting, Foster Forward, Network RI – Woonsocket, United Way Accountable Health Communities

² Neighborworks Woonsocket, Providence Housing Authority Jobs Plus, AIDSCare Ocean State, Providence Community Health Center, East Bay Community Action, West Bay Community Action, Family Service of Rhode Island, Children’s Friend, Community Action Partnership of Providence, Comprehensive Community Action, South County Community Action, East Bay Community Action, The Providence Center, City of Cranston, Charlesgate Apartments, Jonnycake Center of Peacedale, Charles Place Apartments, Community Care Alliance, Cornell Management, Cranston Child Development Center, Davenport Associates, Ferland Property Management, Foster Forward, Harris House Apts., Housing Opportunities Corp, Huntington Tower, James L Maher Center, Johnston Senior Center, Lincoln Housing Authority, Neighbor Works Blackstone River Valley, Pawtucket Housing Authority, Piceren Real Estate Group, Pilgrim Senior Center, Progreso Latino, Property Advisory Group, RI Benefit Counselors Network, RI Community Food Bank, RI Legal Services, RIPIN, Senior Services of Woonsocket, Sherlock Center, Warwick Housing authority, Westcott Terrace, PACE, Martin Luther King Jr. Community Center, Network RI – Providence, St. Vincent De Paul Society, Comprehensive Community Action Program, Westbay Community Action. 2-1-1/The Point, RIC Sherlock Center, Town of East Greenwich,

³ St. Martin De Porres, Year Up, Americorps

DIRECT OUTREACH

Sites ⁴ July 1, 2017 - June 30, 2018	# of Sites Visited	Cumulative # of Site Visits	# of People Spoken to	# of People Already Receiving	# of People Screened	% of People Screening Potentially Eligible	# of Eligible People Assisted with an Application	% of Eligible People Assisted with an Application	# of People Assisted with Other SNAP Issues
Food Pantry	58	523	10191	7999	323	88	245	86	267
Meal Site	23	247	6628	5688	143	94	120	90	152
Shelter/Halfway House/Homeless	4	25	335	255	11	100	11	100	17
Senior Center	15	73	694	433	71	96	66	97	88
Community Center/Non-Profit	4	6	56	50	0	N/A	0	N/A	3
Elderly/Low-Income Housing/Housing Authority	30	39	300	162	58	90	47	90	61
Community Event	8	8	125	75	1	100	0	0	2
CAP Agency	7	118	797	336	287	89	245	96	100
Farmer's Market	34	94	1472	943	45	93	42	100	39
Health Center/Medical	12	48	1398	1117	71	93	52	79	48
Youth/School Based	2	2	201	20	0	N/A	0	N/A	0
State/Govt Agency	2	10	119	37	4	100	4	100	0
Individual Residence	7	9	8	1	7	100	7	100	1
Workers/Employment	4	71	350	199	84	90	73	96	30
Veteran and Military	3	5	63	44	12	92	10	91	8
Adult Education/Job Training	3	3	48	12	0	N/A	0	N/A	0
SHIP events	0	0	0	0	0	N/A	0	N/A	0
Senior Farmers Market Distribution	6	8	87	44	5	100	5	100	7
National Night Out	2	2	39	1	1	100	1	100	1
Back to School events	6	6	132	102	0	N/A	0	N/A	1
City/Town Sponsored event	2	2	219	190	0	N/A	0	N/A	0
Health Fair	7	9	265	165	0	N/A	0	N/A	1
Partnership Events	17	28	297	171	10	100	9	90	10
Utility Clinics	11	12	126	67	37	95	34	97	21
TOTALS	267	1348	23950	18111	1170	91	971	91	857

HOTLINE EVALUATION

Hotline Report July 1 st 2017-June 30 th 2018		
	Number	Percent
Total # of Hotline Calls received	4478	100
Calls to determine eligibility/Request an Application	842	19
<i>Pre-Screened Callers</i>	654	78
<i>Pre-screened as potentially eligible</i>	585	89
Calls with questions on a current SNAP case	1848	41
Calls with other SNAP issues/general information	1120	25
Calls for which data are not available	668	15

⁴ Food Pantry:

Blackstone Valley Emergency Food Center, Community Food Share at First Unitarian Church, Covenant Congregational Church, Maranatha Community Center, Our Lady of the Rosary, PICA Food Pantry, Project Outreach, Salvation Army Pawtucket, St. Edwards Food Center, St. Joseph's Food Pantry – Woonsocket, St. Matthew Trinity Lutheran, St. Raymond's Church SVDP, PICA Olneyville Food Center, West Warwick Assistance, Jonnycake Center of Westerly, Jonnycake Center of Peace Dale, St. George, SVDP St. Philip, SVDP St. Phillip, Tap-In, RICAN, Martin Luther King Center Food Pantry, Connecting for Children and Families pantry, St. Peter's by the Sea, St. Charles SVDP, Lighthouse Community Outreach, St. John the Baptist Food Pantry, Bread of Life Food Pantry at Newman Congregational Church
SVDP Our Lady of Good Help, East Bay Pantry, Salvation Army Food Pantry – Newport, Scituate Food Pantry, Community Action of Providence Pantry (CAPP Pantry), New Life Assembly, East Greenwich Interfaith Food Cupboard, Westbay Marketplace, SVDP St. John Paul II Food Panty, SVDP St. John Paul II Food Pantry, Cornerstone Church Food Pantry, St. Joseph's Newport Food Pantry, CAPP Pantry at Elmwood Community Center, St. Andrew Food Pantry, Holy Family Parish Pantry, Burrillville SDA (Seventh Day Adventist) Food Pantry, Silver Lake Community Center Food Pantry, Tri-County Community Action – Westerly, St. Patrick's Food Closet – Burrillville, Northern RI Food Pantry, East Bay Community Action - Newport Food Pantry, John Hope Settlement House Pantry, Good Neighbors – Riverside, First Baptist Church of Pawtucket Food Pantry, Woodbury Union Church Food Pantry, Living Hope Assembly of God Pantry, St. Thomas Church Food Pantry, Christ Church Ministries, Sharing Locker at Westminster Unitarian Church, Little Compton Wellness Center.

Meal Site:

Amos House, St. Patrick's Meal Site / Mary House Ministries Meal Site, McAuley House Meal Site, PICA meal site, St. Joseph's Church Meal Site Newport, Community Baptist Church, Salvation Army Newport Meal Site, Supper Table at Calabrese Club, SVDP West Bay @ West Warwick Senior Center, Pawtucket Soup Kitchen, Martin Luther King Center Meal Site, Salvation Army Providence Corps Meal Site, St. Paul Lutheran Soup Kitchen, Warm Center/Anita's Kitchen, Peace Dale Dinner Table @ Peace Dale Congregational Church, Peace Dale Dinner Table @ Peace Dale Congregational Church *, Center for Southeast Asians Senior Café, St. Charles SVDP Meal Site, East Greenwich Interfaith Community Meal, Senior Meal Site at Elmwood Community Center, St. Mark's Episcopal Meal Site, St. Paul's Warm-up, St. Paul's UMC Meal Site

Shelter/Halfway House:

Crossroads, Welcome House, Crossroads Family Fun Day, Shower to Empower - House of Hope CDC

Senior Center:

Cranston Senior Center, Leon Mathieu Senior Center, Lillian Feinstein Senior Center, Pilgrim Senior Center, South Kingstown Senior Services, Westerly Senior Center, PACE Senior Center, Bristol Senior Center, Swift Community Center, Coventry Senior Center, Cumberland Senior Center, Tiverton Senior Center, Smithfield Senior Center, Senior Health Fair -Charlestown Senior Community Center, Jamestown Senior Center

Community Center:

Progreso Latino, DaVinci Center, West End Community Center, Open Doors

Elderly/Low Income Housing Site:

SNAP Bingo at Blackstone Falls, Cumberland Manor, Hancock Estates, Plaza Esperanza, Regal Court, Warren Senior Center (Kickemuit Village), Saugatucket, Jamestown Housing Authority, Fox Point Manor, Shoreside Apartments, The Meadows: North Smithfield, Olmstead Gardens, Presidential Place, Jenkswood Apartments, Wildberry Apartments, North Road Terrace, Knotty Oak Village, Charlesgate South, St. Elizabeth Terrace, Huntington Towers, Scituate Vista, Allegria Court, Canonchet Cliffs I, Sparrows Point I, Sparrows Point II, Sparrows Point III, Riverside Village, Kennedy Manor-Pawtucket, RSC at Westcott Terrace, Riverwood HousingFirst RI (Advent House).

Community Event:

Buy Nothing Day at Rhode Island State House (Providence), Smith Hill Block Party, Buy Nothing at Salvation Army Pawtucket, Thundermist Baby Shower – Wakefield, Family Block Party at Plaza Village, Buy Nothing Day at Cranston YMCA, St Martin dePorres Senior Fair, Housing Network Resource Fair

CAP Agency:

Comprehensive Community Action (CCAP), West Bay CAP, Community Care Alliance, Community Action Partnership of Providence (CAPP), Tri-County Community Action Agency-North Providence, Tri-County Community Action Agency- Providence, Tri County CAA- North Kingston

Farmer's Markets:

Armory Park Farmer's Market - Farm Fresh, Downtown Providence Farmer's Market - Farm Fresh, Haines Park Farmer's Market, Woonsocket Farmer's Market, Central Falls Farmer's

Market, Broad Street Farmer's Market, Goddard Park Farmer's Market, Slater Park Farmer's Market - Farm Fresh, Neutaconkanut Farmer's Market - Farm Fresh, Thundermist Farmer's Market - West Warwick - Farm Fresh, Burrillville Farmer's Market, Sankofa World Market, East Providence Farmers Market, Woonsocket Winter Farmer's Market, Food on the Move @ Knotty Oak, Food on the Move at Forand Manor, Food on the Move at M. Virginia Cunningham School, Food on the Move at Dominica Manor, Food on the Move at Franklin Court, Food on the Move at Charlesgate, Food on the Move at Parenti Villa, Food on the Move at Fogarty Manor, Food on the Move at Dexter Manor, Food on the Move at BVCAP – Woodlawn, Schoolyard Market, WIC Pop-Up Market at Thundermist Health Center - North Kingstown, Food on the Move at West Warwick Library, Food on the Move at Carroll Towers, Food on the Move at D' Abate Elementary School, Northside Community Market, Food on the Move at Central Falls Parks Dept., Food on the Move at West Warwick Manor, St. Paul's UMC Farmstand - EZ, B, Food on the Move at North Road Terrace

Health Center/Medical:

Fresenius Dialysis Center – Providence, CODAC Behavioral Healthcare – Providence, PCHC at Capitol Hill, PCHC at Central, HealthSource RI Enrollment Event – Portsmouth, HealthSource RI Enrollment Event – Warwick, HealthSource RI Enrollment Event - South Kingstown, Health Source RI Enrollment Event – Cranston, Anchor Recovery, HealthSource RI Enrollment Fair - Crowne Plaza, Blackstone Valley Community Health Care, East Bay Recovery Center

Youth/School Based:

Bristol/Warren Family Resource Fair, Central Falls High School Transition Fair

State/Govt Agency:

Adult Probation & Parole – Providence, Rhode Island Annual Child Support Conference

Individual Residence:

Individual Residence – Burrillville, Individual Residence – Johnston, Individual Residence – Narragansett, Individual Residence – Providence, Individual Residence – Warren, Individual Residence - West Greenwich, Individual Residence - Woonsocket

Workers/Employment:

Network RI: Providence, Network RI: West Warwick, Network RI: Woonsocket, Network RI: Wakefield

Veteran and Military:

Stand Down Weekend (Operation Stand Down), VA Outreach Event, Renaissance City Softball League Veterans Family Day

Adult Education/Job Training:

Community College of Rhode Island –Lincoln, Community College of Rhode Island –Warwick, Community College of Rhode Island – Providence

Seniors Farmers Market Distribution:

Woonsocket Senior Center – SFMV, Crepeau Court – SFMV, Chimney Hill Apartments – SFMV, Narragansett Indian Tribe – SFMV, Beechwood House (North Kingstown Senior Center) – SFMV, Leon Mathieu Senior Center – SFMV

National Night Out:

Olneyville's Summer Safety Slam 2018, National Night Out: Warwick

Back to School Events:

Back to School Celebration at New Hope Chapel, Back to School Celebration at Mary Fogarty, Providence Housing Authority Back to School Event - Chad Brown, Providence Housing Authority Back to School Event - Codding Court, Providence Housing Authority Back to School Event - Hartford Park, Providence Housing Authority Back to School Event - Manton Heights

City/Town Sponsored event:

Mayor's Senior Day in the Park, East Providence Library Resource Fair

Health Fair:

Congressman Cicilline Senior Resource Fair, Charlesgate Senior Living Center Health Fair, Health Fair at Spring Villa Apartments, CCAP Head Start Health Fair at Gansett Ave, Narragansett Health and Wellness Fair, PCHC Health Fair at Mt. Hope Neighborhood Association, Providence Housing Authority Health Fair

Partnership Events:

211 Mobile Van at Narragansett Indian Tribe, 211 Mobile Van at Narragansett Indian Tribe, 211 Mobile Van at Camp Street Ministries, 211 Mobile Van at McAuley House, 211 Mobile Van at OSCIL, 211 Mobile Van at Emmanuel House, 211 Mobile Van at Cranston Public Library, Rally for Recovery, Woonsocket Head Start Health Fair - Karen G. Bouchard Children's Center, 211 Tri-County Health Fair, Guatemalan Health Fair – 211, 211 Mobile Van at Veteran's Waterfire, 211 Mobile Van at McAuley Village, 211 Mobile Van at Open Doors, 211 Mobile Van at Open Table of Christ, 211 Mobile Van at CCAP, 211 Mobile Van at Good Neighbors Food Pantry

Utility Clinics:

National Grid Customer Outreach Expo – Woonsocket, National Grid Customer Outreach Expo - Warwick

National Grid Customer Outreach Expo- Providence National Grid Expo – Newport, National Grid Customer Service Expo - Central Falls, National Grid Customer Outreach Expo – Cranston, National Grid Customer Expo – Lincoln, National Grid Customer Assistance Expo –Pawtucket, National Grid Customer Assistance Expo - N. Providence, National Grid Customer Assistance Expo – Cumberland, National Grid Customer Assistance Expo - East Providence