

## State of Rhode Island SNAP Outreach Plan

### **1. Cover Page/Contact Information/Signatures**

#### **SNAP Annual Plan for Outreach**

**State:** Rhode Island

**State Agency:** Department of Human Services, SNAP

**Fiscal Year:** FFY 2021 – First Year of a Three-Year Plan

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## **Table of Contents**

<b>Acronym List .....</b>	<b>3</b>
<b>Statement of Need .....</b>	<b>4</b>
<b>Outreach Plan Summaries .....</b>	<b>7</b>
Executive Summary .....	7
Summary of Projects .....	10
<b>Outreach Project Details .....</b>	<b>13</b>
Project Tables.....	13
<b>Outreach Project Staffing Details .....</b>	<b>101</b>
Project Staffing Tables.....	101
Statewide Staffing Table .....	102
<b>Outreach Project Budget Details and Narratives.....</b>	<b>106</b>
Outreach Project Budget Details .....	106
Project Budget Narrative/Justification Overview.....	107
Budget Narrative/Justification by Project .....	108
<b>Statewide SNAP Outreach Budget Summary .....</b>	<b>108</b>
FFY21 Statewide SNAP Outreach Budget .....	110
<b>Assurances .....</b>	<b>111</b>
<b>Attachments .....</b>	<b>112</b>

## Acronyms

AARP	American Association of Retired Persons.
CAP	Corrective Action Plan
COA	Council on Aging
CoC	Continuum of Care
COVID-19	2019 Novel Coronavirus Disease
CSEA	Center for Southeast Asians
CSFP	Commodity Supplemental Food Program
DHS	Department of Human Services
EITC	Earned Income Tax Credit
ERS	Economic Research Service USDA
FBO	Faith Based Organization
FFY	Federal Fiscal Year
FNS	Food and Nutrition Services
FPL	Federal Poverty Level
FTE	Full Time Equivalent
GDP	Gross Domestic Product
HR	Human Resources
ICR	Indirect Cost Rate
IRS	Internal Revenue Service
MLKCC	Martin Luther King Community Center
MOU	Memorandum of Understanding
MOW	Meals on Wheels
ONE NB	One Neighborhood Builders
RI	Rhode Island
RICFB	Rhode Island Community Food Bank
SNAP	Supplemental Nutrition Assistance Program
SOW	Summary of Work
SNAP	Supplemental Nutrition Assistance Program
SFY	State Fiscal Year
US	United States
USDA	United States Department of Agriculture
60+	Sixty and Over

## **2. Statement of Need**

Prior to the COVID-19 pandemic, the United States Department of Agriculture (USDA) reported that fourteen and a half percent of American households remained food insecure. With COVID-19, the landscape for the United States (U.S.) and Rhode Island (R.I.) individuals and families has drastically changed. Economic Research Service's (ERS) "demand-oriented International Food Security Assessment (IFSA) model projects food demand and food gaps in 76 low- and middle-income countries through 2030"

([https://www.ers.usda.gov/webdocs/outlooks/99088/gfa31\\_summary.pdf?v=4490.2](https://www.ers.usda.gov/webdocs/outlooks/99088/gfa31_summary.pdf?v=4490.2)). Time will tell how the pandemic has impacted this country's economy and the rate of food insecurity in America. This is of particular concern when the country's population is getting older and the American Association of Retired Persons (AARP) Foundation reports that nationally, ten million of those facing hunger every day are people fifty and older ([aarpfoundation.org/food security](http://aarpfoundation.org/food_security), May 2020. Vol. 61. NO. 4).

A critical component to help reduce and eliminate food insecurity is an effective plan for Supplemental Nutrition Assistance Program (SNAP) outreach to inform food insecure Rhode Islanders about the availability, application process, eligibility requirements and benefits of SNAP. Given these unprecedented times, the need for resources that support food security, such as SNAP, has increased. For example: prior to COVID-19 it was estimated that 120,970 Rhode Islanders had difficulty at some time during the year providing enough food for their family members. Statistics showed that 1 in nine people and one in six children struggled with hunger in Rhode Island (<https://www.feedingamerica.org/hunger-in-america/rhode-island>). Currently, with the prevalence of COVID-19 and the high unemployment rate caused by the pandemic that necessitated the closure of businesses (<http://www.omb.ri.gov>, May 19th, 20, 3<sup>rd</sup> Quarter Report), RI DHS reports the following SNAP Quarterly participation data:

Total SNAP Recipients	137,294
Total SNAP HHLDS	84,414
# of 60+ SNAP Recipients	29,952
# of 60+ SNAP Recipients w/Medical Deduct	16,251
# of HHLDS w/60+ Receiving SNAP	27,983
# of SNAP Recipients Age 0-17	43,786
# of HHLDS w/60+ & Minor (0-17)	368
Average SNAP Benefit per HHLDS	\$213
Average SNAP Benefit per 60+ HHLDS	\$145
Average SNAP Benefit per 0-17 HHLDS	\$364
Total HHLDS w/SNAP of \$50 or more	76,076
# of 60+ HHLDS w/SNAP of \$50.00 or more	23,430
# of Individuals in SNAP HHLDS attending College	2,263

(RI DHS Office of Performance Analytics & Continuous Improvement, Data pulled: 10/1/20.)

The need for SNAP and SNAP outreach is further demonstrated by use of community resources by the population in RI. For example: last year, prior to COVID 19, the Rhode Island Community Food Bank (RICFB) distributed 9,711,718 meals to people struggling with hunger (<https://www.feedingamerica.org/find-your-local-foodbank/rhode-island-community-food-bank>)

and distributed more than 13.8 million pounds of food. With the pandemic and higher unemployment, food distribution has increased by 45% (*RICFB Virtual Tour. YouTube: July 31, 2020*). There have been weeks that the RICFB has distributed more than 400,000 pounds of food to its member agencies across the state (food pantries and meal sites). Adults over the age of 65 make up 31% of the guests at these member agencies (<https://rifoodbank.org/what-we-do/food-bank-programs/older-adult-services/>).

Similarly, when schools closed due to the pandemic, “52,000 Rhode Island children stopped receiving free or reduced-price school lunches. The Food Bank responded by ramping up production of Meals4Kids boxes, which contain five shelf-stable, kid-friendly breakfasts, lunches and snacks with information about community resources for children and families. From March through July (2020), the Food Bank distributed more than 23,000 boxes” (<https://rifoodbank.org/news-events/responding-to-covid-19/>). Similarly, chefs at community organizations prepare meals for kids through RI Community Food Bank’s Kids Café program. Each weekday more than 100 children receive healthy, fresh packaged home-made meals.

Community resources are a safety net that when coupled with SNAP, can positively impact health and healthier eating choices, reduce hunger and facilitate better outcomes for children in schools. Unfortunately, with these unprecedented times, no one knows the long-term implications of food insecurity due to the pandemic. It will take time for businesses and the economy to recover and for employees to reenter the labor force and find employment that meets their basic needs. Further studies are required to define the full implications of this virus, including the impact on the national food supply chain, local food resources and food insecurity in the U.S., globally and in Rhode Island. COVID-19, the causative agent for an economic downturn, has drastically changed the need for SNAP benefits and the need for expanded SNAP outreach activities. There has been no viral threat like this one in recent history.

Rhode Islanders who are normally self-sufficient and don’t usually require SNAP benefits, have found themselves unemployed and without the resources necessary to provide for their basic needs. With increased reasonable, allowable, and necessary SNAP outreach activities Rhode Islanders will learn about the availability, eligibility requirements, application procedures and benefits of SNAP. If newly impacted food insecure Rhode Islanders apply for SNAP and are found eligible, SNAP enrollment will increase; quality of life for recipients will be positively impacted, and Rhode Island’s economy will get a needed boost.

Since March (2020), the rate of unemployment has increased exponentially as a result of a decline in seasonal employment opportunities and business closings. With an unemployment rate of 12.5%, Rhode Islanders could benefit from a data informed and focused Statewide SNAP Outreach initiative (*GoLocalProv.com/news, September 21, 2020*) utilizing FNS approved SNAP reasonable, allowable, and necessary outreach activities targeted across demographic and geographic statewide sectors. This includes Rhode Island’s older population, which is growing dramatically.

Nationally, this country is getting older. Rhode Island however, has a higher proportion of adults age 85 and older than any other state in the nation (Healthy Aging Data Reports.org, 2016). In 2018, more than 257,992 Rhode Island residents were age 60 or older—that’s approximately

24% of the population (Census 2018). By 2040, that figure is expected to rise. “By 2040, there will be a 100% increase in persons ages 74 to 84 and a 72% increase in persons age 85 and over. The latter age cohorts are more likely to need support services to help them to remain living in the community.” Hence, RI is moving into an era where messaging around the availability of SNAP across programs and organizations is even more essential to assist the food insecure older population with making an informed decision about whether to apply for and/or receive assistance to access SNAP.

Based on statistics (summarized above), when considering all demographic information: age, medical necessity, income, unemployment rate and escalating costs across socio economic statuses, RI DHS has a responsibility to inform food insecure constituents about the availability of SNAP. Through program informational activities (SNAP Outreach) that inform low income households about the availability, eligibility requirements, application procedures and benefits of SNAP, Rhode Island can enhance the dialogue between RI DHS, community partners and food insecure constituents to help Rhode Islanders make an informed decision about SNAP participation. If SNAP is chosen and benefits received, food resources will then help support the well-being of Rhode Island’s community members. As Rhode Island continues to recover from COVID-19, the population continues to age and household incomes fluctuate, SNAP benefits will distinctively benefit low income households, their communities and local economies.

Fortunately, SNAP has been demonstrated as an economic stabilizer. “During an economic downturn (such as this one), when unemployment increases and wages fall, more individuals become eligible for SNAP and enroll in the program. As SNAP participants spend this increased Federal assistance, income is generated for those involved in producing, transporting, and marketing the food and other goods purchased by SNAP recipients. The impact of this increased spending by SNAP households “multiplies” throughout the economy as the businesses supplying the food and other goods—and their employees—have additional funds to make purchases of their own” (Source: Canning, P., Morrison, R.M, *Quantifying the Impact of SNAP Benefits on the U.S. Economy and Jobs*, July 2019).

For example: A United States Department of Agriculture (USDA) study conducted in 2019 found that \$1 in Supplemental Nutrition Assistance Program (SNAP) benefits generates \$1.54 in gross domestic product (GDP) (<https://www.ers.usda.gov/amber-waves/2019/july/quantifying-the-impact-of-snap-benefits-on-the-us-economy-and-jobs/>). During Federal Fiscal Year 2019, the overall amount of SNAP disbursed in Rhode Island was \$245,440,480.77, which translated into an economic boost of \$377,978,340.38. Now, with COVID-19 and increases in benefit issuances due to high rates of unemployment as well as the availability of P-EBT and maximum benefit allotments, the economic boost for Rhode Island for FFY20 translates into an economic boost of \$464,978,080.30. Total disbursements totaled \$301,933,818.38 for the period of 10/1/19 thru 09/30/20 (Source: RI DHS Financial Management Unit, PIVOT tables, 10/1/2020). That’s an increase of \$86,999,739.91 since the prior FFY (2019). The growth demonstrated here substantiates the need for a redefined and more robust strategy for SNAP Outreach.

*Please Note: This is a relatively conservative estimate as “new research also suggests that programs like SNAP, where Government spending goes to low-income households, have relatively high multipliers with values up to \$2 of economic activity per dollar spent.” See the*

report summary from the USDA Economic Research Service, July 2019 located at :  
[https://www.ers.usda.gov/webdocs/publications/93529/err265\\_summary.pdf?v=7418.1](https://www.ers.usda.gov/webdocs/publications/93529/err265_summary.pdf?v=7418.1).

Regardless of the multiplier, SNAP Outreach is needed more than ever given the challenges associated with the pandemic, and an aging RI population. This plan is one tool to assist Rhode Islanders during these unprecedented times and to ensure food security for all Rhode Islanders during and after the crisis caused by this pandemic.

### **3. Outreach Plan Summaries**

#### **Executive Summary:**

The State of Rhode Island Department of Human Services has hired a dedicated SNAP Outreach Coordinator responsible for the administration and coordination of a multi-faceted approach to helping low income Rhode Islanders learn about and use the Supplemental Nutrition Assistance Program. FFY21 will be the first year of this three-year plan.

All subrecipients/projects listed in this plan will operate under executed contract agreements with the State of Rhode Island to deliver SNAP outreach services. Therefore, funds held by a subrecipient /project are not considered private cash and need not be “donated” to the State agency to be expended for SNAP purposes or reimbursed by federal Food Nutrition Services (FNS). The State of Rhode Island does not compensate staff for outreach activities based on the number of people who apply for, receive or inquire about SNAP or the number of people served.

During FFY21, Rhode Island’s SNAP Outreach program will have five external partners/projects. Under this plan, Rhode Island proposes a first-year glimpse of a three-year plan including FFY21 goals and expectations from five community partner organizations i.e., Martin Luther King Community Center, Center for Southeast Asians, One Neighborhood Builders, Foster Forward, and Genesis Center. All community partner agencies/subrecipients will have executed contract agreements with the Department of Human Services before they will be allowed to conduct federally approved, reasonable, allowable and necessary SNAP outreach activities. All contracts are available for review upon request.

This plan is for year one (FFY21) of a three-year plan and includes a budget totaling \$479,066 (rounded to the nearest whole dollar per FNS guidance) with 50% or \$239,533 dollars from anticipated federal SNAP reimbursement funds. This plan does not include in-kind contributions. No State general fund dollars are included in the non-federal share of funding, only \$239,533.05 in the form of expenditures of private discretionary funds available to five subrecipients/projects. Please see attached *Statewide FFY21 RI SNAP Outreach Project Summary* for the breakdown by project and for the statewide budget detail, staffing detail and budget narrative.

The primary service for the community projects is the provision of one-on-one SNAP information, referral and application assistance to low income Rhode Island households. These community projects will be utilizing a variety of reasonable, allowable and necessary outreach

strategies to target a culturally diversified population in Rhode Island. For example, the Center for Southeast Asians (CSEA) serves the state of RI, with the most critical target population being low income nonparticipating individuals who are Cambodian, Hmong, Laotian and Vietnamese who may qualify for SNAP. They will also provide SNAP outreach services to other cultures including a sizable Latinx community and new refugees from war-torn countries, such as Syria, Burma, Bhutan, Liberia, and Nigeria. Similarly, the Genesis Center will also be targeting students and speakers of languages other than English, including current and future students and clients of the Genesis Center. Genesis Center's service area is throughout Greater Providence, including Providence, Pawtucket, Central Falls, and Cranston. However, Genesis Center serves students throughout the state. Additionally, One Neighborhood Builders (ONE|NB) will focus SNAP Outreach activities in the following service area: Central Providence with a particular emphasis on providing bilingual SNAP informational and application assistance.

Although SNAP State Outreach plans do not have to be statewide and can target specific geographic locations or populations, as mentioned above, the ultimate goal for RI DHS is to include a variety of subrecipients to implement SNAP outreach activities that in aggregate cover the whole State. To that end, some of the partners for FFY21 are providing statewide SNAP outreach services i.e., Foster Forward, Center for Southeast Asians and Martin Luther King Community Center (MLKCC) that predominantly serves Newport County but also provides services for anyone who reaches out to them from across RI State. Additionally, in the Spring of FFY21, RI DHS will open the SNAP Outreach RFP process to review more proposals for greater coverage of RI's geography and diversified demographic populations. This plan is the first part of a multi-phased approach for RI SNAP Outreach.

For FFY21, the most common SNAP Outreach strategies for all 5 SNAP Outreach projects include: A) home visits and/or 1-1 extensive phone communications in towns throughout applicable service areas, B) informational videos and/or staffed booths/tables, C) presentations at various events in person or online through meeting applications i.e., Zoom, Skype, Google Meet etc. and at senior housing sites, D) direct mailings and informational mailings to potentially eligible SNAP residents, E) face to face out-posting within community catchment areas, F) informational postings on community partner websites, H) displays and distribution of SNAP informational materials in person, online, through websites and social media postings i.e., Facebook, Twitter, LinkedIn, Instagram etc. and I) other activities to help offset the impact of food insecurity generated by the covid-19 pandemic and at brick and mortar sites. Items utilized include: SNAP posters, rack cards, brochures which are planned to be produced, printed and shared at local stores, libraries, town halls, churches, food pantries, food shelves and other sites that serve low income, food insecure clients. These methodologies are necessary to provide factual SNAP information to this clientele. In FFY21, three of the five projects have addressed non-English speaking Rhode Islanders as target audiences for SNAP outreach activities. See Outreach Project Details (section 4) of this document for specific details by project.

Additionally, RI DHS will work on the development and PDF production of two informational SNAP flyers and one poster during FFY21. One rack card/informational flyer will be targeted to food insecure older Rhode Islanders and one will be targeted to individuals and families. The



rack cards/informational flyers will be sent as separate PDF files to all SNAP Outreach community partners listed within this plan. The goal would be for the SNAP Outreach projects to print and distribute them as detailed in their work plans, tracking and recording distribution. Similarly, RI DHS will create a poster (8.5 x 11) PDF file for community organizations serving food insecure Rhode Islanders, their caregivers or family members. As much as feasibly possible and as indicated in each Project Table, the current project/partner base will distribute the PDF poster within their catchment areas to other community organizations to broaden SNAP outreach efforts throughout the State. See Project Tables for more details (section 4). At this time, there is no money built into this plan for the development, production or distribution of these SNAP outreach materials. It is however, an activity that RI DHS will implement to support community partners in their plans to distribute SNAP informational materials during FFY21. See *Section 4, Project Tables* for specifics by project.

Similarly, all five community SNAP Outreach projects are planning to create and distribute additional SNAP informational materials informing food insecure Rhode Islanders of the availability, application process, eligibility requirements and benefits of SNAP. All partners will vet their material with RI DHS SNAP program staff prior to distribution, and where feasible, RI DHS communications staff. The goal is for all SNAP outreach informational materials prepared for and designed by contracted SNAP Outreach partners to be vetted by RI DHS and designed specifically to offer accurate and descriptive information about the availability, application process, eligibility requirements, deductions, important messaging about SNAP and the benefits of SNAP, so that interested constituents can make an informed decision whether to apply. The outreach materials and activities will not attempt to coerce or inappropriately persuade someone to apply for SNAP benefits and as such, materials will not be promotional but will be informational.

Overall, with the combined efforts of all five external projects and the impact of the COVID-19 pandemic, Rhode Island will continue to see an increase in SNAP participation by food insecure Rhode Islander, including but not limited to, elderly, working poor, DCYF adults aging out, students, homeless, and non-English speaking individuals and families. Evaluation and monitoring of each project's progress will be conducted by RI DHS on a quarterly basis and include the review of subrecipient quarterly program reports (see attachments) and deliverables. These reports and the forms used to track outcomes are solely used for tracking within these contract agreements. The State of Rhode Island does not compensate based on the number of people who apply for, receive, or inquire about the benefits of SNAP.

Additionally, SNAP Outreach projects will be visited (in person or online) at least once during FFY21 by the SNAP Assistant Administrator responsible for the coordination of SNAP Outreach. The site visit will be conducted to; 1. monitor Civil Rights training and poster placement, 2. discuss best practices, 3. provide technical support and assistance, 4. break down myths and barriers to successful implementation of contract goals, 5. conduct transparent discussions about USDA SNAP State Outreach Plan Guidance (July 2017), and 6. facilitate open communication and collaboration between RI DHS and all SNAP Outreach community partners.

Site visits are also an effective process for determining current state, realizing gaps and opportunities for expanded outreach allowable, reasonable, and necessary activities and for

encouraging ongoing collaboration and conversation including technical assistance during these unprecedented times. A shared face to face interaction feels more team oriented, implicitly values and respects partnership, and is perceived by staff as a more collaborative approach to contract monitoring. The Assistant Administrator will cover universal topics, common themes and project specific nuances as applicable. Notes from the visits will be included in online SNAP Outreach contract folders and will be available to FNS upon request. See monitoring form in Attachments, Section 7.

Each Project will also be responsible to provide RI DHS quarterly deliverables i.e., SNAP Outreach Program Report, Direct Client Services Report or equivalents with supporting documents including samples of SNAP Outreach informational materials used. See Attachments, Section 8 for samples or program reporting forms. Additionally, quarterly Financial Reports and Financial Requests (Form FM-1) will also be required for expenditure reimbursement demonstrating the subrecipient share by line item of expenditures prior to federal 50% reimbursement request. See Attachments, Section 5.

Additionally, all contracts have been awarded as per RI DHS Risk assessment: Pre-Contract Uniform Grant Guidance Compliance protocols. This includes completion of a Financial Review, Program Review and Sub-Recipient versus Vendor Checklist. See Attachments, Section 5. A DHS Subrecipient Monitoring Protocol (see Attachments) will also be utilized during the contract term. Additionally, when a subrecipient does not follow activities as outlined in the contract and/or falls out of compliance with the contract agreement the SNAP Assistant Administrator who coordinates SNAP Outreach and/or RI DHS Financial liaison will contact the partner and when applicable, complete a site visit (in person, online or over the phone) to discuss the discrepancy, provide technical assistance leading to a solution and administer a Corrective Action Plan (CAP). Follow up occurs until the CAP has been successfully completed/fulfilled. Follow-up can be done in person, via meeting application or over the phone as dictated by the severity of the situation that lead to the CAP and current COVID-19 safety guidelines.

### **Summary of Projects:**

<b>Outreach Plan Summaries FFY21</b>				
<b><u>Project Number</u></b>	<b><u>Title</u></b>	<b><u>Geographic Area</u></b>	<b><u>Target Audience</u></b>	<b><u>Granted (list grantor) or In-House?</u></b>
<b>1</b>	Community Based Outreach	Statewide with a particular emphasis on the highest concentration of Southeast Asian communities located in Providence, Cranston,	The most critical target population is low income nonparticipating Rhode Islanders who are Cambodian, Hmong, Laotian and Vietnamese) who may qualify	Center for Southeast Asians (CSEA)

		Warwick and Woonsocket, RI.	for SNAP, but services will also be provided to other cultures including a sizable Latinx community and new refugees from war-torn countries, such as Syria, Burma, Bhutan, Liberia, and Nigeria. Additionally, people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements.	
2	Community Based Outreach	Statewide	The most critical target population is low income nonparticipating former foster youth, foster and biological families who are connected to the RI child welfare system (DCYF) and may qualify for SNAP, but services will also be provided to people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements. Community	Foster Forward

			partners, employer partners.	
<b>3</b>	Community Based Outreach	Greater Providence, including Providence, Pawtucket, Central Falls, and Cranston. However, Genesis Center serves students from throughout the state.	The most critical target population is low income nonparticipating Rhode Islanders, including current and future student and clients of the Genesis Center who may qualify for SNAP, but services also will be provided to people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements. Speakers of languages other than English.	Genesis Center
<b>4</b>	Community Based Outreach	Newport County and will also assist anyone else from RI who enters there center as needed.	The most critical target population is low income nonparticipating Rhode Islanders who reside in Newport County and may qualify for SNAP, but services will also be provided to other cultures including a sizable African American, Hispanic, American Indian, Asian, and Other (that do not	Martin Luther King Community Center (MLKCC)

			identify in the other categories) communities. Additionally, people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements.	
<b>5</b>	Community Based Outreach	Central Providence with a particular emphasis on providing bilingual SNAP informational and application assistance.	The most critical target population is low income nonparticipating Rhode Islanders throughout Central Providence communities who may qualify for SNAP, but services will also be provided to people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements.	One Neighborhood Builders (ONE NB)

#### **4. Outreach Project Details**

##### **Project Tables:**

Copies of subrecipient contracts for each project are available upon request. Contracts are **not** incentive, or milestone based.

<b>Project Number 1</b>	<b>Center for Southeast Asians (CSEA) – Community Based Outreach</b>		
<b>Goals</b>	<p><u>General</u></p> <ul style="list-style-type: none"> <li>• To strengthen public awareness about the availability, application process, eligibility requirements and benefits of SNAP within the Southeast Asian demographic.</li> <li>• To reduce food insecurity by increasing opportunities for application assistance so that interested eligible Rhode Islanders have access to SNAP.</li> <li>• Statewide SNAP participation in Rhode Island will exceed 150,000 individuals during FFY21.</li> <li>• At least 80% of the quantified targets and at least 80% of the direct client service caseload targets will be met by the end of the contract term.</li> </ul>		
<b>Target audience</b>	<p>The most critical target population is low income nonparticipating Rhode Islanders who are Cambodian, Hmong, Laotian and Vietnamese) who may qualify for SNAP, but services will also be provided to other cultures including a sizable Latinx community and new refugees from war-torn countries, such as Syria, Burma, Bhutan, Liberia, and Nigeria. Additionally, people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements. The Subrecipient will focus on activities in the following service area: statewide with the highest concentration of Southeast Asians communities in Providence, Cranston, Warwick and Woonsocket, RI.</p>		
<b>Timeline</b>	<b>Start</b>	2/1/21	<b>End</b> 09/30/21

<b>Description of Activity</b>	<p><u>Displays and Distribution of Factual SNAP Information</u></p> <p>During the contract term:</p> <ul style="list-style-type: none"> <li>• CSEA will ensure that its own staff and 16 partner organizations can provide culturally and linguistically appropriate SNAP outreach informational materials to Southeast Asians (SEAs) and other minority communities in RI. During the contract term CSEA will translate a minimum of 8 SNAP Outreach Informational items and disseminate 800 pieces to SEAs and other minority communities in Rhode Island.</li> <li>• To support this, CSEA staff will support other community partners' efforts to develop culturally appropriate SNAP outreach informational materials and resources about the Supplemental Nutrition Assistance Program (SNAP). During the contract term CSEA will meet with a minimum of 40 community partners to discuss this opportunity and will collaborate with at least 12 during the contract term by providing translated documents, or by translating SNAP information in person or through referral for a CSEA staff to assist in the SNAP application process using a dialect not found at the referring agency/organization. The Estimated reach for the number of SEAs assisted during the contract term is 400.</li> <li>• CSEA will design and produce 500 culturally and linguistically appropriate flyers and 250 brochures that share factual SNAP information targeted to low income Rhode Islanders and in particular Southeast Asians and other cultural minority communities at various venues/community events including but not limited to: New Year Celebration, Water Festival Celebration, Cultural Family Celebration, etc.. The estimated reach is 9,000 individuals.</li> <li>• Across the catchment area, provide factual SNAP information targeted to low income Rhode Islanders and in particular, Southeast Asians and other cultural minority communities at various meetings including but not limited to: Daily Food Offering at various temple, cultural home health care meeting, community leaders meeting, etc. This type of cross messaging will be done at least 10 times during the contract term. The estimated reach is 500.</li> <li>• CSEA will produce and distribute at least 8 different messages of culturally appropriate bilingual SNAP informational materials to ensure that SNAP information</li> </ul>
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is being communicated effectively, clearly, and accurately to all CSEA members and other service recipients, including those who are illiterate in their native language. The estimated reach for these culturally appropriate bilingual SNAP informational materials will be 1200. The subrecipient shall track, document and report where and when these materials were distributed on the SNAP Outreach quarterly program report.

Other

During the contract term:

- CSEA will Maintain a website and social media presence to disseminate up-to-date SNAP information. The website will have 4 different messages during the contract term and have 1000 views per months during the contract term. Social media (i.e., Facebook, website and twitter) will share those same messages. The subrecipient shall track, document and report where and when SNAP messages were distributed and track reach. All information will be reported to RI DHS quarterly, using the SNAP Outreach quarterly program report format. Screen shots of the SNAP informational messaging will be included in the quarterly report.
- All SNAP Outreach staff and their supervisors shall complete a Civil Rights policy training session designed by the USDA or State, as required annually by USDA. The training will last less than two hours, and individuals will be able to complete it online through a meeting application. The training will be completed by June 30th and the attendance sheet will be submitted no later than July 30th. The attendance sheet must be filled out correctly, including the names and job titles of all employees who are paid in part or in whole with funds from the contract and federal funds. If there are subsequent staff changes in the 4th quarter, the new staff are also required to take Civil Rights training by the end of the 4th quarter; CSEA will submit additional sign-in sheet(s) to the State supporting staff attendance with 4th quarter deliverables.
- The Subrecipient shall participate in the statewide SNAP Workgroup and shall attend a minimum of six of its meetings during the contract term. The Subrecipient shall record meeting participation in the “Other” section of the



	<p>quarterly report. Attendance may be done in person, by telephone or online meeting application.</p> <ul style="list-style-type: none"> <li>• The subrecipient will cross message factual SNAP information within other meetings and events as they come up and participate with other organizations to share collateral SNAP outreach informational materials the subrecipient creates internally for inclusion in another organizations e-newsletters, constituent correspondence, webpages, social media sites etc. when invited to do so. The subrecipient will report quarterly on the quantity and type of resources shared. New informational items will be vetted through RI DHS prior to distribution.</li> <li>• Prior State and Federal approval would be required for any substantial change in the workplan.</li> </ul>
<b>Subrecipient</b>	Center for Southeast Asians (CSEA)
<b>Tax ID of Subrecipient</b>	22-2914654
<b>Role of the Subrecipient</b>	Direct Service Provider with potential and current SNAP recipients
<b>Role of State agency</b>	To administer and monitor subrecipient progress.
<b>State/ Subrecipient funding source</b>	CSEA private cash and anticipated 50% reimbursement from the federal government.
<b>Volunteers</b>	<p><i><b>Are volunteers involved in this activity:</b>      Yes      No <input checked="" type="checkbox"/></i></p> <p><i>If Yes, in what capacity?</i></p>
<b>Evaluation</b>	<ul style="list-style-type: none"> <li>• The state will minimally conduct one site visit (online or in person) during FFY21 and will conduct additional on-site, online meetings i.e., Microsoft Teams or phone conference reviews if performance levels appear to differ significantly from those expected for the contract terms or at any time the State deems appropriate and within the guidelines of the RI DHS Subrecipient Monitoring Protocol.</li> <li>• The subrecipient will provide quarterly program and financial reports that will describe in specific and quantifiable terms subrecipient progress to date regarding each activity in the work plan. The State will review quarterly reports for progress and subrecipient compliance with the terms of the contract and</li> </ul>

	<p>federally approved State Outreach Plan.</p> <ul style="list-style-type: none"> <li>• The state will minimally conduct one site visit during the FFY and will conduct additional on-site or phone conference call reviews if performance levels appear to differ significantly from those expected for the contract term or at any time the State deems appropriate and within the guidelines of the RI DHS Subrecipient Monitoring Protocol.</li> <li>• Program evaluation will not be able to assess all the people reached by SNAP Outreach activities implemented by CSEA were certified or denied for SNAP benefits. Only a sample will be done as specified in the bullet below.</li> <li>• The current evaluation process requires the subrecipient to take a sample and assess how many people who were reached by SNAP outreach activities and or assisted with completion of a SNAP application were certified or denied for SNAP benefits. Therefore, the subrecipient will determine the outcomes of at least seventy (70) referrals made by the subrecipient to SNAP during contract term. The subrecipient will share the results of the <i>Referral Outcome Survey</i> with the DHS, State of Rhode Island.</li> <li>• As this RI SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn about factual SNAP information and, if interested, receive assistance with applying for SNAP and maintaining SNAP benefits: program and financial reports must omit services not eligible for funding, such as activities for nutrition education, SNAP E&amp;T or referrals to other programs.</li> </ul>
<b>Project Number 2</b>	<b>Foster Forward – Community Based Outreach</b>
<b>Goals</b>	<ul style="list-style-type: none"> <li>• To increase the target population’s awareness and knowledge of the availability, application process, eligibility requirements and benefits of SNAP.</li> <li>• To reduce food insecurity by increasing opportunities for application assistance so that interested eligible Rhode Islanders have access to SNAP.</li> <li>• Statewide SNAP participation in Rhode Island will exceed 150,000 individuals during FFY21.</li> </ul>

- To provide easily understood and handy materials to clients who may potentially be eligible for SNAP with the goal of increasing their knowledge of the program rules, eligibility requirements, application and interim reporting requirements, recertification and change reporting processes, and the benefits of SNAP.
- To screen potentially eligible clients for participation status, to assist in the completion of a SNAP application and to provide support as applicable through the application process, to help clients resolve any issues that occur that jeopardize SNAP benefit maintenance or benefit retention. To follow up with clients to learn about the application's outcome and to discuss barriers and the need for additional support.
- To provide direct client assistance that is COVID friendly and respects social distancing and the needs of Foster Forward constituents.
- At least 80% of the quantified targets and at least 80% of the direct client service caseload targets will be reached during the contract term.

#### Direct Client Services

During the contract term:

- |     |  |
|-----|--|
| 240 | Households will be screened for their SNAP participation status.   |
| 120 | Households will be identified as not taking part in SNAP.  |
| 500 | Households will be given factual SNAP information about the availability, application process, eligibility requirements and/or benefits of SNAP. |
| 120 | Households will be given one-on-one information, referral, or application assistance to facilitate their participation in RI SNAP.               |
| 100 | HHLDs will be assisted in the preparation of a SNAP application.   |
| 80  | SNAP applications will be approved.  |
| 60  | Households assisted with other activities related to maintaining their SNAP benefit or eligibility status.                                       |
| 12  | The subrecipient will provide SNAP informational material to 12 employers.   |
| 1   | Foster Forward will provide one SNAP Training to the Village for Rhode Island Foster and Adoptive Families.                                      |

<b>Target audience</b>	<p>The most critical target population is low income nonparticipating former foster youth, foster and biological families who are connected to the RI child welfare system (DCYF) and may qualify for SNAP, but services will also be provided to people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements. Community partners, employer partners. The subrecipient will focus on activities in the following service area: Statewide.</p>			
<b>Timeline</b>	<b>Start</b>	Ongoing.	<b>End</b>	Ongoing.
<b>Description of Activity</b>	<p><i>Provide a description of the activity and how it will be implemented.</i></p> <p><b><u>Service Delivery and Activities:</u></b></p> <p>Foster Forward will implement all activities in person, over the phone, online through meeting apps, (i.e., Zoom, Skype, Google Meet), via social media, Foster Forward website, email, and e-newsletters, or by other secure and confidential means following all USDA/FNS and State policies and procedures including State social distancing requirements.</p> <p>In situations where an event does not occur, Foster Forward shall implement a comparable activity targeting the same audience demographics, in the same geographic area, and with the same number reached. Foster Forward will acquire prior State and Federal approval when substituting one activity for another.</p> <p>All SNAP Outreach activities listed below will be tracked, documented and reported to RI DHS quarterly using the State's SNAP Outreach Program Reporting format. Fillable program and financial forms will be sent to the subrecipient at the beginning of the contract period once USDA/FNS approves the State of Rhode Island's SNAP Outreach Plan. Additionally, RI DHS contract requirements require quarterly financial reporting.</p> <p>Additionally, Foster Forward's Director of Evaluation &amp; Quality Improvement will be responsible for ensuring internal data systems are set up to track federally approved reasonable, allowable and necessary SNAP outreach activities, inputs, and outputs. With utilization of the Efforts to Outcomes (ETO) relational database system, Foster Forward will continually collect and review data, identify and implement needed changes, and examine whether those changes achieve the intended SNAP outreach goals and outcomes. ETO will be utilized to track staff time as it relates to federally approved SNAP Outreach reasonable, allowable and necessary SNAP Outreach activities, outcomes, individual goals attainment,</p>			

staff performance, and overall SNAP Outreach program success in relationship to specified outcomes (see below).

Direct Mail (includes email)

During the contract term minimally:

- Foster Forward will mail factual SNAP informational packets to low-income clients who may be eligible for SNAP. Foster Forward will reach at least 100 households through two mailings.
- Foster Forward will be ready to mail and email all Foster Forward program participants should there be a need to inform them about SNAP changes or other pertinent SNAP information. Foster Forward will track, document and report on any such activities quarterly.
- Staff will utilize all RI resources related to online SNAP policies and procedures, as well as follow all protocol for assisting staff with in office or paper applications.
- Outreach staff will be trained on the requirements necessary for clients to remain eligible for benefits, such as providing supporting verification, completing interim reports etc.
- Conduct follow up contact to all 120 clients provided one-on-one information, referrals, or application assistance to ensure that the process is continuing smoothly.
- Conduct follow up contact 4-6 weeks for the 120 assisted with completion of the application to assess success rate.
- Foster Forward will track, document and report quarterly to RI DHS the number and type of all SNAP informational materials disseminated i.e., brochures, posters, FAQs, direct mail, emails, other communications and any other federally approved reasonable, allowable and necessary SNAP Outreach activities including all social media communication and direct mail. Additionally, Foster Forward will track and document where these items are distributed i.e., who received the items and how many were received, the number of households who are sent SNAP informational materials and the number who call/email Foster Forward staff to learn more about SNAP or to get support with: completing a SNAP application, Interim Report, Recertification form, submitting forms, reporting changes, providing documentation to RI DHS or any other SNAP related activity or concern.

Presentations & Staffed Booths

During the contract term Foster Forward will minimally:

- Conduct at least 1 SNAP one-hour informational presentation to the Village for Rhode Island Foster and Adoptive Families.

Display and Distribution of Factual SNAP Informational Materials

During the contract term Foster Forward will minimally:

- Display SNAP informational posters with tear off tabs for Foster Forward contacts, and USDA Civil Rights posters in the Foster Forward community room (1), all classrooms (2), program/administrative offices (4) and in the Community Storefront (1) in prominent locations where customers can see them. Foster forward will track, document and report the number disseminated during the contract term.
- Display SNAP informational brochures in the Foster Forward community room for all visitors to access. Minimally (50) will be displayed and disseminated during the contract term. Foster Forward will track, document and report the number disseminated during the contract term.
- Build a SNAP outreach informational page on their website ([www.fosterforward.net](http://www.fosterforward.net)) providing critical information that is tailored to the unique population they serve, including links to critical RI and national websites and contacts. The website content will be approved by RI DHS prior to dissemination. Foster Forward will demonstrate reach on the quarterly program report based on available data sets i.e., clicks or views.
- Produce a minimum of 3 social media messages (1 per quarter) and disseminate them to all Foster Forward followers across their various platforms – Twitter, Facebook, LinkedIn, & Instagram. Foster forward will track likes, clicks, shares and other data sets as applicable to each venue to demonstrate reach on the quarterly SNAP Outreach program report.
- Distribute SNAP informational items that contain basic information about the availability, application process, eligibility requirements, and benefits of SNAP to 500 foster parents/bio families/youth at 2 community events (holiday

toy drive, career fair), all Foster Forward program classes (at least 1 per quarter), and 2 weekly ad hoc client gatherings, such as visits to the Foster Forward Community Storefront to pick up resources. These ad hoc activities will be quantified and reported on. Items will be selected based on the particular populations. For example, individuals experiencing homelessness will be given customized toiletry bags containing hygiene products and families shopping at the community storefront will be provided SNAP recipe cards. All SNAP informational materials will follow USDA/FNS guidelines and be vetted by RI DHS prior to dissemination. Foster Forward will track, document and report on the data points for these activities following the metrics required in the quarterly SNAP Outreach program report.

- Foster Forward will also target employers that tend to have a number of part-time, seasonal, and minimum wage workers. Foster Forward anticipates that 12 posters will be distributed during the contract term for this purpose.
- Provide SNAP brochures to at least 12 Works Wonders® employer partners to have available to disseminate to their workforce. Foster Forward will track, document and report the number of brochures disseminated each quarter to RI DHS on the quarterly program report. Anticipated reach for the contract term is 120 individuals.
- Developing or tailoring generic SNAP informational materials to the population we serve, including 1 SNAP Frequently Asked Questions (FAQ) flyer for foster/bio parents and 1 SNAP FAQ flyer for former foster youth.
- Sharing any developed SNAP informational materials on their website at [www.fosterforward.net](http://www.fosterforward.net), including links to public facing state and federal websites as appropriate.
- Sharing any customized SNAP informational materials at least once quarterly on social media. Minimally SNAP Informational materials will be posted quarterly on Facebook and Instagram. Screen shots of these postings will be submitted to RI DHS with quarterly deliverables.

#### Other

- Direct work with clients & partners will be performed by

Foster Forward staff; Foster Forward will develop SNAP informational materials and a communications platform. All such SNAP informational materials will be vetted and approved by RI DHS.

- During the contract term, all SNAP Outreach staff and their supervisors shall complete a civil rights policy training session designed by the State or USDA and as required annually by USDA. The training will last less than two hours. It may be completed online through a meeting application. The training will be completed by June 30<sup>th</sup> and the attendance sheet will be submitted with third quarter deliverables and no later than July 30<sup>th</sup>. The attendance sheet must be filled out correctly, including the names and job titles of all employees who are paid in part or in whole with 50% federal reimbursement funds received in support of RI's SNAP Outreach Program. If there are subsequent staff changes in the 4th quarter, the new staff are also required to take Civil Rights training by the end of the 4th quarter. Foster Forward shall submit additional sign-in sheet(s) to the State supporting their attendance with 4th quarter deliverables.
- As the approved project is exclusively to help food-insecure Rhode Islanders learn about factual SNAP information and, if interested, receive assistance with applying for SNAP or in completing activities designed to aid in maintaining SNAP eligibility, program and financial reports must omit services not eligible for funding under the contract and not detailed in the RI State SNAP Outreach Plan, such as nutrition education, SNAP E&T, or referrals to other programs.
- Each quarter: Foster Forward SNAP Outreach staff shall participate in the statewide SNAP workgroup meeting, attending at least two of its meetings each quarter. Attendance may be done by telephone, online meeting application, in-person, or by other electronic means.
- Throughout the contract term and catchment area: Foster Forward shall cross message SNAP factual information with community organizations who serve low income Rhode Islanders and other organizations or groups at Foster Forward's discretion that may support or assist low income food insecure Rhode islanders. This activity shall be tracked, documented and reported quarterly to RI DHS SNAP Outreach Program staff on the quarterly SNAP Outreach Program report.



	<ul style="list-style-type: none"> <li>As this RI SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn about factual SNAP information and, if interested, receive assistance with applying for SNAP and maintaining SNAP benefits: program and financial reports must omit services not eligible for funding, such as activities for nutrition education, SNAP E&amp;T or referrals to other programs.</li> <li>Prior State and Federal approval would be required for any substantial change in the workplan.</li> </ul>
<b>Subrecipient</b>	Foster Forward
<b>Tax ID of Subrecipient</b>	05-0486797
<b>Role of the Subrecipient</b>	Direct Service Provider with potential and current SNAP recipients.
<b>Role of State agency</b>	Administrator
<b>State/ Subrecipient funding source</b>	Foster Forward private funding and anticipated 50% reimbursement from the federal government.
<b>Volunteers</b>	<p><i>Are volunteers involved in this activity:</i>      Yes      No <b>X</b></p> <p><i>If Yes, in what capacity?</i></p>
<b>Evaluation</b>	<p><i>Explain how the project will be evaluated. Include your data collection and analysis plan. Note if your evaluation will be able to assess how many people reached by the outreach activities were certified or denied for SNAP benefits.</i></p> <ul style="list-style-type: none"> <li>The subrecipient will provide quarterly program and financial reports that will describe in specific and quantifiable terms subrecipient progress to date regarding each activity in the workplan. The state will review quarterly reports for progress and subrecipient compliance with the terms of the contract and Federally approved State SNAP Outreach Plan.</li> <li>The state will minimally conduct one site visit during the FFY and will conduct additional on-site or phone conference call reviews if performance levels appear to differ significantly from those expected for the contract term or at any time the State deems appropriate and within the guidelines of the RI DHS Subrecipient Monitoring Protocol.</li> </ul>

	<ul style="list-style-type: none"> <li>• Prior State and Federal approval would be required for any substantial change in the workplan.</li> </ul>
<b>Project Number 3</b>	<b>Genesis Center - Community Based Outreach</b>
<b>Goals</b>	<p><u>General</u></p> <ul style="list-style-type: none"> <li>• To strengthen public awareness of SNAP i.e. the availability, application process, eligibility requirements and benefits of SNAP.</li> <li>• To reduce food insecurity by increasing the number of eligible Rhode Islanders taking part in SNAP.</li> <li>• Statewide SNAP participation in will exceed 150,000 individuals during FFY21.</li> <li>• At least 80% of the quantified targets and 80% of the direct service targets will be met during this contract term.</li> </ul> <p><u>Direct Client Services</u> During the contract term (unduplicated counts):</p> <ul style="list-style-type: none"> <li>• 1,500 households will be screened to determine SNAP participation status.</li> <li>• 1,125 will be identified as not taking part in SNAP.</li> <li>• 1,500 households will be provided factual SNAP information.</li> <li>• 350 households Genesis Center staff will assist in the preparation of a SNAP application.</li> <li>• 50 households will be assisted in SNAP Outreach activities (other than application assistance) to support continued eligibility i.e., assistance with completion of Interim Reports, Recertifications, reporting changes &amp; providing documentation.</li> <li>• 800 Individuals will attend SNAP presentations conducted by Genesis Center staff.</li> <li>• 50 individuals will request further information via the web page.</li> </ul>
<b>Target audience</b>	<p>The most critical target population is low income nonparticipating Rhode Islanders, including current and future students and clients of the Genesis Center who may qualify for SNAP, but services also will be provided to people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements. Speakers of languages other than English.</p> <p>The subrecipient will focus on activities in the following service area: Greater Providence, including Providence, Pawtucket, Central</p>

	Falls, and Cranston. However, Genesis Center serves students from throughout the state.		
<b>Timeline</b>	<b>Start</b>	2/1/21	<b>End</b> 09/30/21
<b>Description of Activity</b>	<p><i>Provide a description of the activity and how it will be implemented.</i></p> <p><b><u>Service Delivery and Activities:</u></b></p> <p>Genesis Center will implement all activities in person, over the phone, online through meeting apps, (i.e., Zoom, Skype, Google Meet), via social media, Genesis Center website, email, and e-newsletters, or by other secure and confidential means following all USDA/FNS and State policies and procedures including State social distancing requirements.</p> <p>In situations where an event does not occur, Genesis Center shall implement a comparable activity targeting the same audience demographics, in the same geographic area, and with the same number reached. As applicable, Genesis Center will acquire prior State and Federal approval when substituting one activity for another.</p> <p>All activities will be tracked, documented and reported as required by State and Federal guidelines i.e., RI DHS contract requirements that require quarterly program and financial reporting.</p> <p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>• Review clients' circumstances through a basic eligibility questionnaire to identify households that may qualify for SNAP but are not currently taking part in the program.</li> <li>• Facilitate SNAP participation by advising people how the program operates or helping them with the application process or other documentation required for participation.</li> <li>• Help clients fill out and submit SNAP paper or on-line applications.</li> <li>• Conduct outreach activities to inform people about the benefits of SNAP participation and about the availability of the subrecipient to help people learn about or apply for the program.</li> <li>• The subrecipient is expected to coordinate its activities with other SNAP outreach agencies and groups serving low income Rhode Islanders and shall attend at least two meetings per quarter of the statewide SNAP workgroup. Attendance may be done by telephone rather than in-person.</li> <li>• The subrecipient shall accept SNAP training that may be required by the State during the term of this Contract and, at a minimum, will comply with the USDA annual civil rights</li> </ul>		

training requirement cited below in this section.

Direct Service

During the contract term minimally:

- 150 Individuals at Genesis Center's free income tax preparation program (VITA- Volunteer Income Tax Assistance) will be informed of the availability of SNAP benefits during our tax season that runs February through April. Of the 150 VITA participants informed, 30 will be assisted with the completion of a SNAP application.
- 50 individuals will be assisted with the SNAP renewal (recertification) process during the contract term.

Direct Mail:

- Genesis Center has moved away from sending traditional mailings. They anticipate sending direct emails to clients, mainly current and former students of Genesis Center. In addition, they will use their networks to create more exposure and reach additional individuals through email. Over the course of the contract, Genesis Center anticipates more than 1,000 emails will be sent.

Presentations & Staffed Booths

During the contract term at least:

- 30 SNAP informational classroom sessions will occur at Genesis Center targeting Genesis Center students from our ESOL classes, workforce classes, and families from our Early Learning Center. Each SNAP informational session will minimally last 30 minutes.
- 10 SNAP informational tabling sessions will occur on site at Genesis Center and in the community at: Providence Public Library, Providence Community Libraries, West End Community Center, Dorcas International Institute, Elmwood Financial Center, America's Food Basket.
- 10 opportunities for SNAP cross messaging will occur at various community meetings and conferences, such as the Whole Family Approach to Jobs, information sharing sessions with other SNAP E&T providers, RI Works Advisory Council meetings, the RI Workforce Alliance and other partnerships as they present. As the work

progresses, Genesis Center will identify, track, document and report these opportunities on the quarterly SNAP Outreach program report.

Displays & Distributions of Factual SNAP Informational Materials

During the contract term:

- Genesis Center staff will distribute 1,500 culturally and linguistically appropriate SNAP informational materials to the greater Providence community.
- Minimally, 50 SNAP informational posters will be distributed throughout the catchment area.
- Minimally, 1000 SNAP informational flyers will be distributed through the Genesis Center, local libraries, recreation centers, restaurants and markets targeting the working poor and older population. Genesis Center staff will return to locations at least twice during the contract term to replenish SNAP informational materials.
- Minimally, 3 different types of SNAP informational materials will be translated into Spanish, French-Creole, and Portuguese languages to provide these populations with culturally and linguistically relevant SNAP informational items. The availability of this service will be promoted on Genesis Center social media platforms (Facebook, Instagram) and interested parties will be linked back to the website.
- All SNAP informational material content will be vetted through RI DHS program and/or Communications staff prior to distribution.
- Genesis Center shall track, document and report on the number and types of sites they visit, the number and type of SNAP informational materials left at each location, and the sites that declined to participate. Additionally, all activities and SNAP informational material will be tracked, document and reported to RI DHS quarterly on the SNAP Outreach Program report. In instances where materials are new a sample (screen shot or copy) of the material will be included in the quarterly report as an attachment.

- Specific sites Genesis Center shall target during the contract term to distribute SNAP informational materials too include, but is not limited to: Providence Public Library, Providence Community Libraries, West End Community Center, ONE Neighborhood Builders Elmwood Financial Center, America's Food Basket Grocery Store.
- 500 people will visit Genesis Center's SNAP Outreach Website during the contract term. This will be added to Genesis Center's web page and will include basic information about the application process, eligibility requirements and benefits of SNAP, as well as contact information for the Financial Opportunity Center and a user-friendly online appointment request form. The website will be reviewed at least once quarterly by Genesis Center Staff and updated at least once during the contract term with a new SNAP outreach message. The website will contain a link to RI DHS online SNAP application portal (RIBridges). All website SNAP content will be vetted through RI DHS SNAP program and or Communications staff. Minimally, this website will embed a Google translate function so materials may be translated into Spanish at the request of the community user, during the contract term.
- The availability of this service will be promoted on Genesis Center social media platforms (Facebook, Instagram) and interested parties will be linked back to the website. Views, clicks and shares will be tracked, documented and reported quarterly to RI DHS via the SNAP Outreach quarterly program report.
- Genesis Center Staff will cross message Factual SNAP information within other meetings and collateral materials they create or are invited to contribute too, such as RI Workforce Alliance, GWB Education & Employment Advisory Council, RI Works Advisory Council and other committee and partnership meetings in which Genesis Center participates.

#### Other

- During the contract term, all SNAP Outreach staff and their supervisors shall complete a civil rights policy training session designed by the State, or USDA and required annually by the USDA. The training will last less than two-

	<p>hours and attendees will be able to complete it through an online meeting application. The training will be completed by June 30<sup>th</sup> and the attendance sheet will be submitted with third quarter deliverables and no later than July 30<sup>th</sup>. The attendance sheet must be filled out correctly, including the names and job titles of all employees who are paid in part or in whole with funds from the federal government for SNAP Outreach approved reasonable, allowable, and necessary activities. If there are subsequent staff changes in the 4th quarter, the new staff are also required to take Civil Rights training by the end of the 4th quarter; Genesis Center shall submit additional sign in sheet(s) to the State supporting their attendance with 4th quarter deliverables.</p> <ul style="list-style-type: none"> <li>• Each quarter: Genesis staff shall participate in the statewide SNAP workgroup, attending at least two of its meetings each quarter. Attendance may be completed by telephone, online meeting application, or in-person. Genesis Center will document their attendance on the quarterly SNAP Outreach program report.</li> <li>• At least 3 times during the contract term, someone from Genesis Center involved in the SNAP Outreach Program will attend the SNAP Advisory Committee meetings which occur every other month, on the second Monday of the month.</li> <li>• As this RI SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn about factual SNAP information and, if interested, receive assistance with applying for SNAP and maintaining SNAP benefits: program and financial reports must omit services not eligible for funding, such as activities for nutrition education, SNAP E&amp;T or referrals to other programs.</li> </ul>
<b>Subrecipient</b>	Genesis Center
<b>Tax ID of Subrecipient</b>	22-3001721
<b>Role of the Subrecipient</b>	Direct Service Provider with potential and current SNAP recipients.
<b>Role of State agency</b>	Administrator
<b>State/ Subrecipient funding source</b>	Genesis Center private funds and anticipated 50% reimbursement from the federal government.

<b>Volunteers</b>	<p><i>Are volunteers involved in this activity:</i>      Yes    No <b>X</b></p> <p><i>If Yes, in what capacity?</i></p>
<b>Evaluation</b>	<p><i>Explain how the project will be evaluated. Include your data collection and analysis plan. Note if your evaluation will be able to assess how many people reached by the outreach activities were certified or denied for SNAP benefits.</i></p> <ul style="list-style-type: none"> <li>• The subrecipient will provide quarterly program and financial reports that will describe in specific and quantifiable terms subrecipient progress to date regarding each activity in the work plan. The State will review quarterly reports for progress and subrecipient compliance with the terms of the contract and federally approved State Outreach Plan.</li> <li>• The state will minimally conduct one site visit during the FFY and will conduct additional on-site or phone conference call reviews if performance levels appear to differ significantly from those expected for the contract term or at any time the State deems appropriate and within the guidelines of the RI DHS Subrecipient Monitoring Protocol.</li> <li>• The current evaluation process will require the subrecipient to take a sample and assess, to the extent feasible, how many people reached by the outreach activities were certified or denied for SNAP benefits. The subrecipient will report these findings to the State. The subrecipient will determine the outcomes of at least sixty-five (65) referrals made to SNAP during the contract term and will report the outcomes of the survey. A Referral Outcome Form or its equivalent will be used by Genesis Center to track the outcomes of 65 SNAP applications that the subrecipient assisted in the completion of during the contract term.</li> </ul>

<b>Project Number</b> 4	<b>Martin Luther King Community Center (MLKCC) - Community Based Outreach</b>
<b>Goals</b>	<p><u>General</u></p> <ul style="list-style-type: none"> <li>• To strengthen public awareness of SNAP i.e. the availability, application process, eligibility requirements and benefits of SNAP.</li> <li>• To reduce food insecurity by increasing the number of eligible Rhode Islanders taking part in SNAP.</li> </ul>



- Statewide SNAP participation in will exceed 150,000 individuals during FFY21.
- At least 80% of the quantified targets and 80% of the direct service targets will be met during this contract term.

Direct Client Services (unduplicated count)

The subrecipient will fulfill the following during the contract term:

- 2000 households will be screened to determine their SNAP participation status.
- 200 households will be assisted by the subrecipient in the completion of a SNAP application.
- 1500 households/clients will be provided SNAP information about the availability, application process, eligibility requirements and/or benefits of SNAP.
- 100 of the 200 households assisted by the subrecipient in the completion of an application will be found eligible for SNAP.
- 550 households will be assisted with other aspects of their SNAP case i.e., completing and Interim report, recertification form, reporting changes, submitting documentation etc.
- 1500 families will receive factual SNAP information in the form of informational flyers, brochures through activities completed by the MLKCC and MLKCC Mobile Food Pantry Services.
- To support the aforementioned direct client service goals, throughout the contract term and while providing direct client SNAP services, a MLKCC SNAP outreach worker shall be available to assist clients during office hours at the MLKCC in Newport. MLKCC SNAP Outreach workers shall also be available to provide this assistance at outreach offices in Newport County and at Mobile Food Pantries. This may occur face to face, over the phone, online through meet apps (Zoom, Skype, social media video chat applications), email, or by other secure and confidential means.
- To support direct client services and to ensure that service recipients who are not proficient readers in English or their native language can access SNAP benefits, MLKCC SNAP Outreach Workers will have a certified Spanish interpreter, available to assist Hispanic and other non-English speaking clients with SNAP applications.

<b>Target audience</b>	<p>The most critical target population is low income nonparticipating Rhode Islanders who reside in Newport County and may qualify for SNAP, but services will also be provided to other cultures including a sizable African American, Hispanic, American Indian, Asian, and Other (that do not identify in the other categories) communities. Additionally, people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements.</p> <p>The Subrecipient will focus on activities in the following service area: Newport County and will also assist anyone from RI who enters there center (as applicable).</p>		
<b>Timeline</b>	<b>Start</b>	Ongoing.	<b>End</b> Ongoing.
<b>Description of Activity</b>	<p><i>Provide a description of the activity and how it will be implemented.</i></p> <p><b><u>Service Delivery and Activities:</u></b></p> <p>Activities may be performed in person, over the phone, online through meeting apps or other confidential means and as specified below. Comparable activities (same target audience, geographic area, and reach) may be substituted at the discretion of the subrecipient with prior Federal and State approval. Similarly, any substantial change in a work plan activity also requires prior State and federal approval.</p> <p>All SNAP Outreach activities, listed below, will be tracked, documented and reported to RI DHS quarterly using the State's SNAP Outreach Program Reporting format. Fillable program and financial forms will be sent to the subrecipient at the beginning of the contract period once USDA, FNS approves the State of Rhode Island's SNAP Outreach Plan. Additionally, RI DHS contract requirements require quarterly financial reporting.</p> <p>During the contract term MLKCC staff will:</p> <ul style="list-style-type: none"> <li>• Review clients' circumstances to identify household's participation status.</li> <li>• Discuss and disseminate factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP.</li> <li>• Assist clients in the completion and submittal of SNAP paper or on-line applications.</li> <li>• Conduct SNAP outreach activities to inform people about the availability of the subrecipient to help people learn about or apply for SNAP.</li> </ul>		

- The subrecipient is expected to coordinate its activities with other SNAP outreach agencies and groups serving low income Rhode Islanders.
- The subrecipient will participate in the statewide SNAP Workgroup meetings, attending at least two of its meetings each quarter, excluding the quarter the contract begins. Only one meeting will be required the first quarter the contract begins. Attendance may be done by phone, through a meeting application (i.e., Teams, ZOOM or other) or in person. MLKCC will have representation at the SNAP Advisory Committee at least twice during the contract term and State Outreach Plan approval period.
- Accept additional SNAP training that may be required by the State during the term of the contract and SNAP State Outreach Plan approval period.
- If the subrecipient has its own website, the subrecipient will participate in any State initiative to improve consistency in how public and private agencies in RI are using their websites to convey factual SNAP information to the public.
- Additionally, all SNAP informational materials will be vetted by RI DHS during the development phase and prior to printing and dissemination.

#### Direct Mail

During the contract term minimally MLKCC staff:

- Shall mail factual and up to date SNAP informational packets, vetted by RI DHS, to low-income clients who may be eligible for SNAP. MLKCC will reach at least 1000 households during the contract term. MLKCC will send out two separate mailings to accomplish this.
- Shall email weekly informational newsletters with a section on SNAP, to approximately 7,318 households (2,730 constant contact; 3,068 Facebook followers; 1,391 Instagram followers; 129 LinkedIn followers), informing them about SNAP and any changes made to the program. Each month, MLKCC will change the message with updated information.
- Will display three different messaged flyers on MLKCC Facebook page to inform clients of SNAP related updates and information changes a minimum of 3 times during the contract term. The anticipated reach for this activity is an average of 575 Facebook post interactions, with an

average of 9 shares.

Presentations and Staffed Booths

During the contract term, MLKCC will minimally:

- Present information about the availability, application process, eligibility requirements and benefits of SNAP at least once per contract term at each of the following meetings (virtual or online, dependent upon COVID-19 and social distancing guidelines): PTO Meeting, Newport Strings Project Parent Group, Monthly Girl Scout Council meetings. MLKCC will also share a PDF of the material with each group member if virtual, and hard copy if in person. The estimated reach for the contract term is 150 individuals i.e., PTO Meeting (10), Newport Strings Project (20), Girl Scout Council Meeting (20), Senior Lunches (10), Family Dinners (15), Community Dinners (75).
- Will present SNAP informational content about the availability, application process, eligibility requirements and/or benefits of SNAP and/or any SNAP informational updates, at least eight times during the contract term. This will occur at various events including but not limited to: monthly senior lunches, family dinners, and community dinners with presentation capabilities. SNAP Outreach representatives of MLKCC conducting the informational presentation will also have RI DHS-vetted SNAP informational flyers and brochures to pass out. The estimated reach for the contract term for the eight presentations is: 200 individuals.
- Will minimally conduct SNAP outreach informational activities to at least 10 of the breakfasts each quarter to reach clients and answer SNAP related questions. MLKCC holds a daily breakfast program with a large target of the local homeless population, most unaware that they qualify for benefits. During the contract term: estimated to reach 100 individuals. Estimated application assistance requested 60.
- Shall conduct at least two visits each quarter at senior housing sites that the MLKCC Mobile Food Pantry visits monthly. These visits will consist of determining clients' SNAP participation status, informing clients about the availability, application process, eligibility requirements and benefits of SNAP, discussing any questions they may have about their current SNAP benefits, and providing clear, factual SNAP information in the form of flyers or brochures.

MLKCC estimates reaching at least 80 clients per quarter from these personal conversations, with a minimum of 200 anticipated for the contract term.

- Note: all SNAP informational materials will be vetted by RI DHS for content prior to distribution. All SNAP informational materials distributed will be tracked, documented and reported along with a copy attached to the quarterly program reports. All **new** documents even though vetted, shall be submitted with the quarterly Program Report to RI DHS throughout the contract term. Items previously sent in do not have to be sent in again unless content has changed.

#### Displays and Distribution of Factual SNAP Information

During the contract term MLKCC staff:

- Will minimally translate three different messaged flyers, with prior approval for content from DHS, into Spanish and distribute 1000 half sheet Spanish SNAP Informational flyers during the contract term to the Spanish speaking population at MLKCC and its Mobile Food Pantry.
- Shall minimally display 20 SNAP posters with contact information at local retailers, food pantries, places of worship and other public places.
- Will minimally create, produce and print three different messaged half sheet **English** SNAP informational flyers and will distribute 1200 of them during the contract term at MLKCC and its Mobile Food Pantry to constituents and community partners they collaborate with. Message content must be approved by RI DHS prior to production and printing.
- Will minimally distribute 50 informational flyers, brochures and factual SNAP information to each program (150 total) i.e., Full Day Preschool Program, an Afterschool Program, and a Summer Camp Program. MLKCC staff will reach an estimated 150 total families.

#### Other

During the contract term:

- All SNAP Outreach staff and their supervisors shall complete a Civil Rights policy training session designed by

the USDA or State, as required annually by USDA. The training will last less than two hours, and individuals will be able to complete it online through a meeting application. The training will be completed by June 30th and the attendance sheet will be submitted no later than July 30th. The attendance sheet must be filled out correctly, including the names and job titles of all employees who are paid in part or in whole with funds from the contract and federal funds. If there are subsequent staff changes in the 4th quarter, the new staff are also required to take Civil Rights training by the end of the 4th quarter; MLKCC will submit additional sign-in sheet(s) to the State supporting staff attendance with 4th quarter deliverables.

- MLKCC staff shall meet with the RI Department of Health (DOH) to discuss collaboration and SNAP Outreach opportunities to Hispanic and non-English speaking clients. MLKCC agrees to meet at least once during the contract term with RI DOH and to report the outcome of the meeting in the quarterly program report once commenced.
- The Subrecipient shall participate in the statewide SNAP Workgroup meeting and shall attend at least two meetings per quarter and will have one MLKCC staff member available for the SNAP Outreach Advisory Committee Meetings. The Subrecipient shall record meeting participation in the “Other” section of the quarterly program report. Attendance may be done in person, by telephone or online meeting application.
- MLKCC shall display a link on the MLKCC website ([www.mlkccenter.org](http://www.mlkccenter.org)) to the RI DHS SNAP application website. MLKCC website may also post contact information for SNAP Outreach workers within the MLKCC office. MLKCC will track available website metrics not limited too: likes, shares, views. Anticipated estimated Views during the contract term: 150.
- The subrecipient will cross message factual SNAP information within other meetings and events as they come up and will participate with other organizations to share collateral SNAP outreach informational materials that the subrecipient creates and has vetted with RI DHS, for inclusion in another organizations e-newsletters, constituent correspondence, webpages, social media sites etc. when invited to do so. The subrecipient will report

	<p>quarterly on the quantity and type of resources shared.</p> <ul style="list-style-type: none"> <li>• MLKCC acknowledges that if there is a substantial change in a SNAP Outreach activity, MLKCC must get prior State and federal approval. Additionally, because of COVID-19 and social distance requirements, MLKCC acknowledges that program methods will have to be flexible with over the phone or virtual meetings online.</li> <li>• MLKCC will provide on a quarterly basis a redacted payroll ledger (to show only the participating staff involved in SNAP Outreach), and a separate spreadsheet that is kept for benefit/fringe allotment purposes by the Finance Manager. This will be combined with the Time and Effort sheets (see Attachments, Section 8) that all SNAP Outreach staff (as detailed by position title on the Staffing detail) will use to log actual time spent on SNAP Outreach approved, reasonable, allowable and necessary activities. This will be done throughout the contract year.</li> <li>• As this RI SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn about factual SNAP information and, if interested, receive assistance with applying for SNAP and maintaining SNAP benefits. Program and financial reports must omit services not eligible for funding, such as activities for nutrition education, SNAP E&amp;T or referrals to other programs.</li> <li>• Prior State and Federal approval would be required for any substantial change in the workplan.</li> </ul>
<b>Subrecipient</b>	Martin Luther King Community Center – MLKCC
<b>Tax ID of Subrecipient</b>	05-0271882
<b>Role of the Subrecipient</b>	Direct Service Provider with potential and current SNAP recipients.
<b>Role of State agency</b>	Administrator
<b>State/ Subrecipient funding source</b>	MLKCC private cash and anticipated 50% reimbursement from the federal government.
<b>Volunteers</b>	<p><i>Are volunteers involved in this activity:</i>      Yes      No <b>X</b></p> <p><i>If Yes, in what capacity?</i></p>

<b>Evaluation</b>	<p><i>Explain how the project will be evaluated. Include your data collection and analysis plan. Note if your evaluation will be able to assess how many people reached by the outreach activities were certified or denied for SNAP benefits.</i></p> <ul style="list-style-type: none"> <li>• The subrecipient will provide quarterly program and financial reports that will describe in specific and quantifiable terms subrecipient progress to date regarding each activity in the workplan. The State will review quarterly reports for progress and subrecipient compliance with the terms of the contract and approved State Outreach Plan.</li> <li>• The state will minimally conduct one site visit during the FFY and will conduct additional on-site or phone conference call reviews if performance levels appear to differ significantly from those expected for the contract term or at any time the State deems appropriate and within the guidelines of the RI DHS Subrecipient Monitoring Protocol.</li> <li>• The current evaluation process requires the subrecipient to take a sample and assess how many people who were reached by SNAP outreach activities and or assisted with completion of a SNAP application were certified or denied for SNAP benefits. Therefore, the subrecipient will determine the outcomes of at least seventy (70) referrals made by the subrecipient to SNAP during contract term. Best practice is to follow up with all who are supported through the application process. The subrecipient will share the results of a <i>Referral Outcome Survey</i> with the RI DHS, with quarter four deliverables prior to final payment of the contract term.</li> </ul>
<b>Project Number 5</b>	<b>One Neighborhood Builders (ONE NE) - Community Based Outreach</b>
<b>Goals</b>	<p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>• To strengthen public awareness of SNAP i.e. the availability, application process, eligibility requirements and benefits of SNAP.</li> <li>• To reduce food insecurity by increasing the number of eligible Rhode Islanders taking part in SNAP.</li> <li>• Statewide SNAP participation in will exceed 150,000 individuals during FFY21.</li> <li>• At least 80% of the quantified targets and 80% of the direct service targets will be met during this contract term.</li> </ul>



**Direct Client Services**

During the contract term (unduplicated counts):

- 4000 individuals will be provided factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP.
- 500 households will be screened to determine SNAP participation status.
- 400 of the 500 will be identified as not taking part in SNAP.
- 400 households ONE|NB staff will assist in the preparation of a SNAP application including contacting RI-DHS to follow up on individual SNAP applications.
- 400 SNAP applicants: ONE|NB will assist with accessing customer accounts and submitting applications via the customer portal.
- 300 SNAP applications will be approved.
- 300 households will be assisted in SNAP Outreach activities (other than application assistance) to support continued eligibility i.e., assistance with completion of Interim Reports, Recertifications, reporting changes & providing documentation.
- 1000 callers will be assisted by Community Health Workers (CHW) on a dedicated phone line. CHWs will provide basic information about the availability, application process, eligibility requirements and benefits of SNAP; Pre-screen potential applicants for SNAP participation status; Assist in the preparation of SNAP applications or certification forms; Answer questions about the Supplemental Nutrition Assistance Program.
- CHWs will primarily work with residents and households on a one-on-one basis. At times, CHWs will hold resident meetings in ONE|NB affordable housing locations for individuals to learn about SNAP with their peers. At individual or small group meetings, CHWs will review frequently asked questions and share information about the benefits of participating in SNAP. Application assistance may also be included at the request of participants in these sessions. CHWs will communicate to clients that ONE|NB cannot process their application but can provide application assistance and then help them send

	<p>in/submit their application to RI DHS. Due to Covid-19 restrictions, some presentations may be presented virtually.</p> <ul style="list-style-type: none"> <li>• Additionally, the SNAP Outreach Team/Community Health Workers will travel to local food pantries, human service organizations, community dinners, and other locations to conduct outreach activities. The CHWs will share information about SNAP outreach services and assist individuals with completing SNAP applications, verification requests, change requests, reports, and annual renewals/recertifications.</li> </ul>		
<b>Target audience</b>	<p>The most critical target population is low income nonparticipating Rhode Islanders throughout Central Providence communities who may qualify for SNAP, but services will also be provided to people who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements.</p> <p>The subrecipient will focus on activities in the following service area: Central Providence with a particular emphasis on providing bilingual SNAP informational and application assistance</p>		
<b>Timeline</b>	<b>Start</b>	2/1/21	<b>End</b> 09/30/21
<b>Description of Activity</b>	<p><i>Provide a description of the activity and how it will be implemented.</i></p> <p><b><u>Service Delivery and Activities:</u></b></p> <p>ONE NB will implement all activities in person, over the phone, online through meeting apps, (i.e., Zoom, Skype, Google Meet), via social media, ONE NB website, email, and e-newsletters, or by other secure and confidential means following all USDA/FNS and State policies and procedures, including State social distancing requirements.</p> <p>In situations where an event does not occur, ONE NB shall implement a comparable activity targeting the same audience demographics, in the same geographic area, and with the same number reached. ONE NB will acquire prior State and Federal approval when substituting one activity for another.</p> <p>All SNAP Outreach activities, listed below, will be tracked, documented and reported to RI DHS quarterly using the State's SNAP Outreach Program Reporting format. Fillable program and financial forms will be sent to the subrecipient at the beginning of the contract period once USDA, FNS approves the State of Rhode Island's SNAP Outreach Plan. Additionally, RI DHS contract requirements require quarterly financial reporting.</p>		

ONE|NB will utilize the SNAP online application process whenever possible and will capture the metrics of its use within quarterly SNAP Outreach program deliverables and reports.

#### General

- ONE|NB CHW/SNAP outreach workers will review clients' circumstances to identify households that may qualify for SNAP but are not currently taking part in the program.
- ONE|NB will facilitate SNAP participation by advising clients how the program operates or helping them with the application process or other documentation required for participation.
- ONE|NB will help clients fill out and submit SNAP paper or on-line applications.
- ONE|NB will conduct other outreach activities to inform people about the benefits of SNAP participation and about the availability of the subrecipient to help people learn about and/or apply for the program.
- The subrecipient is expected to coordinate its activities with other SNAP outreach agencies and groups serving low income Rhode Islanders and shall attend at least two meetings per quarter of the statewide SNAP workgroup. Attendance may be done by telephone rather than in-person.
- The subrecipient shall accept SNAP training that may be required by the State during the term of this Contract and, at a minimum, will comply with the USDA annual civil rights training requirement cited below in this section.

#### Direct Mail

During the contract term ONE|NB will:

- Mail factual SNAP informational packets to 2000 households twice during the contract term. The packets will be vetted by RI DHS and will be sent to low-income clients who may be eligible for SNAP. Mailings will reach at least 4000 households during the contract term. The target geographies include the 02908 and 02909 zip codes.
- Twice during the contract term, ONE|NB shall mail or email, text message or utilize social media platforms with SNAP resources and links to reach 7,000 households who reside in the catchment area of 02908 and 02909, informing them about the availability, application process, eligibility requirements and benefits of SNAP. About 50% of the residents of these zip codes are Hispanic/Latinx.

#### Presentations & Staffed Booths

During the contract term ONE|NB will:

- ONE|NB will organize and participate in five public meetings/events. These will include community meetings and meetings at our residences throughout the catchment area. Our outreach workers shall present SNAP informational materials and answer questions related to SNAP. In situations where an event does not occur, ONE|NB with prior State and FNS approval, will implement an activity targeting the same audience demographics, in the same geographic area, and with the same number reached. ONE|NB will also leverage or partner with other community-based organizations and events in the community to share SNAP factual information. These activities will produce a minimum estimated reach of up to 3,000 individuals during the contract term.

Displays & Distributions of Factual SNAP Informational Materials

During the contract term:

- ONE|NB will display 500 informational SNAP posters with tear-off contact information at local retailers, food shelves, churches, and other public places. At least 100 shall be at offices or facilities not managed by ONE|NB.
- ONE|NB will also distribute at least 1000 SNAP rack cards, brochures, or other informational items at ONE|NB offices, outpost sites, exhibits, and public events. All informational SNAP materials will be vetted by RI DHS prior to distribution.
- ONE|NB will create a wide range of SNAP informational materials and disseminate up to 5,000 pieces. Materials will address broad based SNAP questions, offer guidance and information geared to specific populations such as immigrants or working families. During the contract term, ONE|NB will minimally seek to provide 10 different informational items including:

Answers to frequently asked questions

Information about the application process

Community updates regarding new SNAP policy changes

Community resources and contacts

Information about the benefits of program participation

Information on replacing EBT cards

SNAP use at farmers' markets

SNAP and unemployment

SNAP facts by population  
Flyer describing LIHEAP for SNAP recipients

All materials will be available in English and Spanish. Other languages will be available upon request. All informational SNAP materials will be vetted by RI DHS prior to distribution. ONE|NB will report quarterly on the quantity and type of resources shared capturing the estimated reach and audience targeted. Copies of all SNAP informational materials will be attached to quarterly program reports.

- ONE|NB SNAP outreach workers will collaborate with the two RI Food Bank pantries in our catchment area throughout the contract term to help them access SNAP informational resources minimally including 200 SNAP rack cards and 200 posters. ONE|NB will report quarterly on partnerships with food distribution centers including the quantity and type of resources shared. New SNAP informational items will be vetted through RI DHS prior to distribution.
- ONE|NB will minimally involve five faith-based organizations (FBOs) in its SNAP outreach during the contract term. ONE|NB will place SNAP posters on FBO community activity boards (physical and online) or at FBOs with programs that assist low-income clients. ONE|NB shall distribute 200 posters during the contract term. All informational SNAP posters will be vetted by RI DHS prior to distribution.
- ONE|NB shall track, document and report on the number and types of sites they visit, the number and type of SNAP informational materials left at each location, and the sites that declined to participate.
- ONE|NB staff will cross message factual SNAP information within other meetings and events as they come up, and within shared collateral materials they create internally or are invited to contribute to. ONE|NB will report quarterly on the quantity and type of resources shared. New informational items will be vetted through RI DHS prior to distribution.

OUTREACH TARGETED TO NON-ENGLISH-SPEAKING AUDIENCES:

- When necessary, ONE|NB will hire professional translators to assist with non-English speaking households with SNAP applications. Notably, ONE|NB's three Community Health

Workers, who will fulfill the majority of all SNAP outreach activities, are all bi-lingual (Spanish). As referenced above ONE|NB makes written factual SNAP informational materials available in Spanish and multiple languages that meet the needs of the community. All informational items will be vetted by RI DHS prior to distribution.

Other

During the contract term:

- All ONE|NB SNAP outreach staff and their supervisors shall complete a civil rights policy training session designed by the State or USDA and required annually by the USDA. The training will last less than two-hours and attendees will be able to complete it through an online meeting application. The training will be completed by June 30<sup>th</sup> and the attendance sheet will be submitted with third quarter deliverables and no later than July 30<sup>th</sup>. The attendance sheet must be filled out correctly, including the names and job titles of all employees who are paid in part or in whole with funds from the federal government for SNAP Outreach approved reasonable, allowable, and necessary activities. If there are subsequent staff changes in the 4th quarter, the new staff are also required to take Civil Rights training by the end of the 4th quarter; ONE|NB shall submit additional Civil Rights sign in sheet(s) to the State documenting attendance with 4th quarter deliverables.
- Each quarter: ONE|NB will facilitate and participate in the statewide SNAP workgroup meetings. SNAP outreach supervisor will be the point of contact. She and all CHWs will facilitate and attend at least two workgroup meetings each quarter. Meetings may convene by telephone, online meeting application, or in-person. ONE|NB will work in collaboration with RI DHS Assistant Administrator: Community and Planning Services or other RI DHS staff for content ideas. ONE|NB will document attendance and informational content covered on the quarterly SNAP Outreach program report, in the “Other” section. Meeting minutes will be taken and shared with RI DHS with quarterly deliverables.
- ONE|NB will have at least one SNAP Outreach staff member in attendance at all SNAP Advisory Committee meetings during the contract term. SNAP Advisory Committee meetings convene every other month on the second Monday of the month, unless otherwise determined.

	<ul style="list-style-type: none"> <li>• ONE NB will display a link to a SNAP resource page on its website which will also post contact information for SNAP workers through ONE NB's dedicated line for CHWs. This page and content will be updated quarterly. Staff will also share SNAP information via social media including Facebook, Twitter and Instagram. ONE NB will develop a system to track, document and report these activities on the SNAP Outreach quarterly program report. During the FFY21 contract term ONE NB will minimally have 3 different SNAP informational messages shared across social media. Screen shots for all new SNAP informational materials will be attached to quarterly program reports. Views, clicks, shares will be reported as applicable.</li> <li>• As this RI SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn about factual SNAP information and, if interested, receive assistance with applying for SNAP and maintaining SNAP benefits, program and financial reports must omit services not eligible for funding, such as activities for nutrition education, SNAP E&amp;T or referrals to other programs.</li> <li>• SNAP outreach activities will be coded by ONE NB staff and approved by supervisors for reporting and tracking of staff time. Time and effort forms are available in the absence of an internal positive time reporting system. ONE NB will provide individual staff hours calculated daily, by month and quarterly with each quarterly report. This follows the requirements as set forth in the FNS approved Time and Effort form. See Attachments, Section 8.</li> <li>• Prior State and Federal approval would be required for any substantial change in the workplan.</li> </ul>
<b>Subrecipient</b>	One Neighborhood Builders (ONE NB)
<b>Tax ID of Subrecipient</b>	22-3010422
<b>Role of the Subrecipient</b>	Direct Service Provider with potential and current SNAP recipients.
<b>Role of State agency</b>	Administrator
<b>State/ Subrecipient funding source</b>	ONE NB Private Cash and anticipated 50% reimbursement from the federal government.
<b>Volunteers</b>	<i>Are volunteers involved in this activity:</i> Yes      No <b>X</b>

	<i>If Yes, in what capacity?</i>
<b>Evaluation</b>	<p><i>Explain how the project will be evaluated. Include your data collection and analysis plan. Note if your evaluation will be able to assess how many people reached by the outreach activities were certified or denied for SNAP benefits.</i></p> <ul style="list-style-type: none"> <li>• The subrecipient will provide quarterly program and financial reports that will describe in specific and quantifiable terms subrecipient progress to date regarding each activity in the workplan. The State will review quarterly reports for progress and subrecipient compliance with the terms of the contract and approved State Outreach Plan.</li> <li>• The state will minimally conduct one site visit during the FFY and will conduct additional on-site or phone conference call reviews if performance levels appear to differ significantly from those expected for the contract term or at any time the State deems appropriate and within the guidelines of the RI DHS Subrecipient Monitoring Protocol.</li> <li>• ONE NB staff will meet with the RI DHS annually to discuss collaboration, data informed service delivery, gaps and opportunities including SNAP Outreach opportunities to Hispanic and Non-English-speaking audiences.</li> <li>• During the contract term, the ONE NB SNAP outreach team will implement a system to follow up with clients for application outcomes. ONE NB will use the RI Referral Outcome Survey template by hand or as an online computer-based tracking tool. See attachments. The current evaluation process will require the subrecipient to take a sample and assess how many people reached by ONE NB outreach activities were certified or denied for SNAP benefits. The subrecipient will report these findings to the State during the fourth quarter of the contract term. The report will minimally determine the outcomes of at least one hundred (100) referrals made by the subrecipient to RI DHS for SNAP during the contract term and will report the outcomes for those individuals.</li> </ul>

## **5. Outreach Project Staffing Details**

### **Project Staffing Tables:**



Statewide there are forty-one positions making up 8.43 Full Time Equivalents (FTEs) that are a part of the State of Rhode Island's Outreach plan (see chart below). See attached *Statewide FFY21 RI SNAP Outreach Project Summary* for each project's staffing detail and a complete breakdown by project of position titles, FTE, salary, outreach salary, benefit rate, outreach benefits, and a combined grand total by position for outreach salary and benefit rates. All projects include descriptions of the tasks/duties for positions working on SNAP outreach in their Budget Narratives. Each project's staffing detail lists only positions participating in time studies/positive reporting of actual hours worked on SNAP Outreach federally approved, reasonable, allowable, and necessary activities.

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## Statewide Staffing Table

Statewide SNAP Outreach Project Staffing							
ALL Projects							
		(a)	(b)	(c=axb)	(d)	(e=cxd)	(f=c+e)
Staff Person Title	Initials of Staff Person	FTE Outreach - Varies see project Staffing details 37.5 or 40 hrs/week	Full Annual Salary	Outreach Salary	Benefits Rate	Outreach Benefits	Total
<b>CSEA 37.5 hrs/week</b>							
Executive Director	CC	0.20000	127,278.41	17,133.63	0.27060	4,636.36	21,769.99
Director of Programs	KP	0.25000	69,300.00	11,661.06	0.27060	3,155.48	14,816.54
Community Health Worker	MU	1.00000	36,500.00	24,567.31	0.27060	6,647.91	31,215.22
Community Health Worker	MK	1.00000	34,476.00	23,205.00	0.27060	6,279.27	29,484.27
Bookkeeper / Finance Director	EC	0.15000	66,990.00	6,763.41	0.27060	1,830.18	8,593.59
Receptionist	TS	0.25000	30,127.50	5,069.53	0.27060	1,371.82	6,441.35
<b>Foster Forward 40 hours/week</b>							
Executive Director	LG	0.03333	125000.00	4166.67	0.35000	\$1,458.33	5,625.00
Director of Programs	VF	0.05000	70000.32	3500.02	0.35000	\$1,225.01	4,725.02
Director of Evaluations & Quality Improvement	CD	0.03333	65000.00	2166.67	0.35000	\$758.33	2,925.00
Office Manager	LF	0.06667	49440.00	3296.00	0.35000	\$1,153.60	4,449.60
Development and Volunteer Coordinator	KB	0.10000	54590.12	5459.01	0.35000	\$1,910.65	7,369.67
Youth Support Specialist	ML	0.10000	35568.00	3556.80	0.35000	\$1,244.88	4,801.68
Youth Support Specialist	SP	0.08333	35568.00	2964.00	0.35000	\$1,037.40	4,001.40
Works Wonders Program Coordinator	BT	0.06667	55000.00	3666.67	0.35000	\$1,283.33	4,950.00
Works Wonders Employment Specialist	AC	0.06667	38000.00	2533.33	0.35000	\$886.67	3,420.00
Works Wonders Employment Specialist	HR	0.06667	38000.00	2533.33	0.35000	\$886.67	3,420.00
Works Wonders Employment Specialist	JP	0.06667	40000.00	2666.67	0.35000	\$933.33	3,600.00
Works Wonders Employment Specialist	RG	0.06667	38000.00	2533.33	0.35000	\$886.67	3,420.00
<b>Genesis Center 40 Hrs/Week</b>							
President/CEO	SC	0.02500	90902.00	2272.55	0.24000	\$545.41	2,817.96
VP of Programs	TMP	0.05000	77250.00	3862.50	0.23000	\$888.38	4,750.88
FOC Manager	CA	0.20000	58240.00	11648.00	0.31000	\$3,610.88	15,258.88
Income Supports Specialist	GM	0.30000	31204.00	9361.20	0.17000	\$1,591.40	10,952.60
Development Director	LJ	0.05000	74160.00	3708.00	0.23000	\$852.84	4,560.84
Student Services Director	CD	0.10000	60900.00	6090.00	0.34000	\$2,070.60	8,160.60
Early Learning Center Director	NJ	0.05000	58000.00	2900.00	0.22000	\$638.00	3,538.00
Early Learning Center Program Sp	AM	0.10000	30128.00	3012.80	0.22000	\$662.82	3,675.62
Enrollment Assistant	GV	0.15000	29725.00	4458.75	0.23000	\$1,025.51	5,484.26
Enrollment Assistant	MB	0.15000	30188.00	4528.20	0.22000	\$996.20	5,524.40
Enrollment Assistant	NC	0.15000	29316.00	4397.40	0.25000	\$1,099.35	5,496.75
Enrollment Assistant	TBH	0.15000	29000.00	4350.00	0.22000	\$957.00	5,307.00
Enrollment Coordinator	CC	0.10000	35483.00	3548.30	0.23000	\$816.11	4,364.41
Data Coordinator	CA	0.05000	43453.00	2172.65	0.19000	\$412.80	2,585.45
<b>MLKCC 40 HRS/Week</b>							
Client Support Specialist	DM	0.50000	39520.00	19760.000	0.250	\$4,940.00	24,700.00
Front Desk Administrator and Hung	JR	0.15000	37440.00	5616.000	0.250	\$1,404.00	7,020.00
Mobile Pantry Coordinator	MC	0.10000	37440.00	3744.000	0.250	\$936.00	4,680.00
<b>ONE NB 40 HRS/Week</b>							
Community Health Worker	KZ	0.50000	45000.00	22500.00	0.15000	\$3,375.00	25,875.00
Community Heath Worker	YM	0.50000	42500.00	21250.00	0.15000	\$3,187.50	24,437.50
Community Heath Worker	WS	0.50000	45000.00	22500.00	0.15000	\$3,375.00	25,875.00
Resident Enagement and Adminis	JD	0.15000	50000.00	7500.00	0.15000	\$1,125.00	8,625.00
CHW Supervisor	TBD1	0.25000	50000.00	12500.00	0.15000	\$1,875.00	14,375.00
Community Health Worker	TBD2	0.50000	45000.00	22500.00	0.15000	\$3,375.00	25,875.00
<b>Totals</b>		<b>41</b>	<b>8.43</b>				<b>408,968.490</b>

Note: this is embedded within the attached Excel Workbook: Statewide FFY21 RI SNAP Outreach Project Summary under tab Statewide Staffing Detail.

## **6. Outreach Project Budget Details and Narratives**

### **Outreach Project Budget Details**

Please see Attachments. Each project has their own Budget Detail and corresponding Budget Narrative. All subrecipients/projects listed in the plan operate under executed contract agreements with the State of Rhode Island to deliver federally approved SNAP outreach services. Therefore, funds held by a subrecipient are not considered private cash and need not be “donated” to the State agency to be expended for SNAP purposes or reimbursed by FNS. Please see attached Excel Workbook: *Statewide FFY21 RI SNAP Outreach Project Summary* for all project Budget Details.

### **Project Budget Narrative/Justification Overview:**

Any dollar amounts identified in the project budget narratives and in this plan reflect the total amount budgeted and anticipates a 50% reimbursement from the federal government. All subrecipients listed in the plan operate under executed contract agreements with the State agency to deliver SNAP outreach services. Therefore, funds held by a subrecipient are not considered private cash and need not be “donated” to the State agency to be expended for SNAP purposes or reimbursed by FNS.

The state plan budget is for the first year (FFY21) of a three-year Outreach Plan and does not include in-kind contributions. The plan excludes any costs or activity related to the use of billboards or paid television or radio ads, or any marketing activity that would otherwise include any persuasive messaging which is prohibited by FNS. This plan provides only budget data for the first year of the three-year plan (FFY21) because the availability of nonfederal reimbursement funds, or how costs may be apportioned among line items, cannot be predicted years in advance.

Please note: All subrecipients/projects listed in the plan operate under executed contract agreements with the State of Rhode Island to deliver SNAP services. Therefore, funds held by a subrecipient are not considered private cash and need not be “donated” to the State agency to be expended for SNAP purposes or reimbursed by FNS. Private cash will be provided in the form of subrecipient expenditures made from nonfederal funds for allowable SNAP services. Additionally, some private dollars will be from fund raising initiatives agencies use to generate private cash donations, as well as grants from charitable trusts from entities like: RI Foundation and Textron.

The contract agreements for agencies using private funds require them to separately report expenditures of private and public funds to assure that the private funds are: (1) verifiable; (2) not contributed to another federally assisted program; (3) necessary and reasonable for the accomplishment of program objectives; (4) charges that would be allowable; 5) in the approved contract budget; and (6) not paid for by the federal government under any other assistance agreements. See Attachments, Section 9 for an example of the form SNAP Outreach will use for this purpose.

SHARED COSTS: Costs shared by different programs (e.g., space, administrative support,

telephone, liability insurance) are budgeted in accordance with subrecipient cost allocation plans that are subject to review by state auditors and FNS upon request. Allocation processes differ among subrecipients. Most allocate shared costs according to the percentage of payroll attributable to different program areas, although some allocate space/utility costs according to the percentage of square footage used by the different programs. Please see individual project budget narratives embedded within the Excel workbook entitled: *Statewide FFY21 RI SNAP Outreach Project Summary* for further details.

### **Budget Narrative/Justification by Project:**

The state of Rhode Island holds executed contract agreements with five partner organizations for FFY21. All FFY21 Contract agreements are available to FNS for review upon request. All subrecipients/projects listed in the plan operate under executed contract agreements with the State of Rhode Island to deliver SNAP services. Therefore, funds held by a subrecipient are not considered private cash and need not be “donated” to the State agency to be expended for SNAP purposes or reimbursed by FNS.

Please find the complete narratives of each project, in the attached Excel Workbook: *RI Statewide FFY21 SNAP Outreach Project Summary*. Please note: all FFY21 budgets and budget narratives anticipate 50% federal reimbursement funds.

### **7. Statewide SNAP Outreach Budget Summary:**

The statewide FFY21 SNAP Statewide Outreach Budget (rounded to the nearest whole dollar) totals \$479,066 and includes anticipated 50% reimbursement or \$239,533 from the federal government. The budget does not incorporate any public in-kind monies. Private funding totaling \$239,533.05 is contributed to the FFY21 SNAP Outreach plan by five projects: CSEA, Foster Forward, Genesis Center, MLKCC and One Neighborhood Builders. See the individual budget details for each project for specific amounts. Subsequently, no state general funds were available to support these budgets.

Hence, the total non-federal dollars associated with the FFY21 SNAP Outreach State Plan is \$239,533 which is 50% of the grand total of the FFY21 SNAP Outreach budget. Specific line item details are noted in the tab: *Statewide Budget Narrative* within the attached Excel Workbook: *Statewide FFY21 RI SNAP Outreach Project Summary*. Details by project are also within the attached *Statewide FFY21 RI SNAP Outreach Project Summary*. See Attachments, Section 10.

Please Note: All subrecipients/projects listed in the plan operate under executed contract agreements with the State of Rhode Island to deliver federally approved SNAP Outreach reasonable, necessary, and allowable outreach activities and services. Therefore, funds held by a subrecipient/project are not considered private cash and need not be “donated” to the State agency to be expended for SNAP purposes or reimbursed by FNS.

## FFY21 Statewide SNAP Outreach Budget:

Please note: this is embedded within the attached Excel Workbook: Statewide FFY21 RI SNAP Outreach Project Summary under tab StatewideBudgetDetail.

	FFY21 RI Statewide SNAP Outreach Budget Detail					
	Non-Federal Funds			Federal	Total Funds	
	(a) Public Cash	(b) Public In-kind	(c) Private Cash	(d=a+b+c) Total Non-Federal	(e) Federal Funds	(f=d+e) Total Funds
Expenses:			\$204,484.25	\$204,484.25	\$204,484.25	\$408,968.49
(g) Personnel (Salary & Benefits)						
Other Direct Costs						
(h) Copying/Printing/Materials			\$823.00	\$823.00	\$823.00	\$1,646.00
(i) Internet/Telephone			\$2,604.00	\$2,604.00	\$2,604.00	\$5,208.00
(j) Equipment and Other Capital Expenditures			\$550.00	\$550.00	\$550.00	\$1,100.00
(k) Supplies and Non Capital Expenditures			\$968.00	\$968.00	\$968.00	\$1,936.00
(l) Building/Space			\$5,193.40	\$5,193.40	\$5,193.40	\$10,386.80
(m) Other (Admin, Audit)			\$2,091.88	\$2,091.88	\$2,091.88	\$4,183.77
(n=h+i+j+k+l+m) Subtotal Other Direct Costs	\$0.00	\$0.00	\$12,230.28	\$12,230.28	\$12,230.28	\$24,460.57
Travel						
(o) Long Distance			\$0.00	\$0.00	\$0.00	\$0.00
(p) Local			\$672.33	\$672.33	\$672.33	\$1,344.67
(q=o+p) Subtotal Travel	\$0.00	\$0.00	\$672.33	\$672.33	\$672.33	\$1,344.67
(r) Contractual			\$2,025.00	\$2,025.00	\$2,025.00	\$4,050.00
(s=g+n+q+r) Total Personnel, Direct Costs, Travel, and Contractual	\$0.00	\$0.00	\$219,411.86	\$219,411.86	\$219,411.86	\$438,823.73
(t = indirect cost rate x s) Indirect Costs *						
	\$0.00	\$0.00	\$20,121.18	\$20,121.18	\$20,121.18	\$40,242.37
(u=s+t) TOTAL	\$0.00	\$0.00	\$239,533.05	\$239,533.05	\$239,533.05	\$479,066.098
Rounded to						\$479,066
Half						\$239,533

## **8. Assurances**

<b>Check to Indicate You Have Read and Understand the Assurance Statement</b>	<b>Assurance Statement</b>
✓	The State agency is accountable for the content of the State outreach plan and will provide oversight of any subrecipients.
✓	The State agency is fiscally responsible for outreach activities funded under the plan and is liable for repayment of unallowable costs.
✓	Outreach activities are targeted to those potentially eligible for benefits.
✓	Cash or in-kind donations from other non-Federal sources have not been claimed or used as a match or reimbursement under any other Federal program.
N/A	If in-kind goods and services are part of the budget, only public in-kind services are included. No private in-kind goods or services are claimed.
✓	Documentation of State agency costs, payments, and donations for approved outreach activities are maintained by the State agency and available for USDA review and audit.
✓	Grants are procured through competitive bid procedures governed by State procurement regulations.
✓	Program activities are conducted in compliance with all applicable Federal laws, rules, and regulations including Civil Rights and OMB regulations governing cost issues.
✓	Program activities do not supplant existing outreach programs, and where operating in conjunction with existing programs, enhance and supplement them.
✓	Program activities are reasonable and necessary to accomplish outreach goals and objectives.

By signature on the cover page of this document, the State agency director (or Commissioner) and financial representative(s) certify that the above assurances are met.

## **9. Attachments**

- FNS-366A (Budget Projection)



FNS-366A R1.xls.pdf

- RI SNAP Participation Snapshot



10.1.20 SNAP  
Participation Snapsh

- Sample of FFY21 “Draft” SNAP Flyer



SNAP Info  
FlyerV3.pdf

- Sample of FFY21 “DRAFT” Outreach Poster



SNAP Info Poster  
size 18X24.pdf

- Subrecipient Monitoring Tools Pre-Award



SubrecipientContra  
ctorDeterminationTc



Program Risk  
Assessment Templat



Fiscal Risk  
Assessment Templat



Sub-recipient vs  
Vendor Checklist.dc



Sub-recipient vs  
Vendor Guidelines f

- Subrecipient Monitoring RI DHS (General)



SUBRECIPIENT  
MONITORING PROC

- SNAP Outreach General Contract Monitoring Form



RI SNAP Outreach  
General Contract M

- Samples of proposed RI SNAP Outreach Program Reporting (monitoring) Forms



RI Direct Client  
Services Form A.doc



RI SNAP Outreach  
Quarterly Report Fo



RI SNAP Outreach  
Referral Outcome S



RI SNAP Outreach  
Final Narrative Form



Time and Effort  
Report Form C.xlsx



RI  
DHSPartnerAnnualC

- Financial Reporting to Monitor Subrecipient Share of Expenditures



EXCEL Financial  
Report for Subrecipi

- Checks and Balances Sheet



FFY21 SNAP  
Outreach Checks an

- Excel Workbook: Statewide FFY21 SNAP Outreach Project Summary



Statewide FFY21 RI  
SNAP Outreach Proje