

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

**SNAP Annual Plan for Outreach**

**State:** Rhode Island

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

**Fiscal Year:** FFY 2023 – Third Year of a Three -Year Plan

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**7/8/2022**

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**Table of Contents**

**Acronym List** ..... 3

**Statement of Need** ..... 4

**Outreach Plan Summaries** ..... 12

Executive Summary ..... 12

Summary of Projects ..... 18

**Outreach Project Details** ..... 24

Project Tables..... 24

**Outreach Project Staffing Details** ..... 128

Project Staffing Tables..... 128

Statewide Staffing Table ..... 129

**Outreach Project Budget Details and Narratives**..... 131

Outreach Project Budget Details ..... 131

Project Budget Narrative/Justification Overview..... 132

Budget Narrative/Justification by Project ..... 133

**Statewide SNAP Outreach Budget Summary** ..... 133

**FFY23** Statewide SNAP Outreach Budget ..... 135

**Assurances** ..... 136

**Attachments** ..... 137

## Acronyms

AARP	American Association of Retired Persons.
AACPS	Assistant Administrator Community & Planning Services (SNAP)
CAP	Corrective Action Plan
COA	Council on Aging
CoC	Continuum of Care
C4H (LIFESPAN)	Connect for Health/Lifespan (The Miriam Hospital)
CFR	Code of Federal Regulations (Title 7 -Agriculture)
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
FF	Foster Forward
FFY	Federal Fiscal Year
FNS	Food and Nutrition Services
FPL	Federal Poverty Level
FSRI	Family Services of Rhode Island
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
mRelief	Text “Food” to 74544
ONE NB	One Neighborhood Builders
RI	Rhode Island
RIABGC	Rhode Island Alliance of Boys & Girls Clubs
RICFB	Rhode Island Community Food Bank
RISAC	Rhode Island SNAP Advisory Committee
SNAP	Supplemental Nutrition Assistance Program
SOW	Summary of Work
SNAP	Supplemental Nutrition Assistance Program
SFY	State Fiscal Year
UWRI	United Way of Rhode Island (Focus 1 and Focus 2)
US	United States
USDA	United States Department of Agriculture
60+	Sixty and Over

## **2. Statement of Need**

*SNAP — the nation’s first defense against hunger — is vital to participants’ food security, nutrition, and health, and to the economy. See: [The Case for Making SNAP Benefits Adequate: Reflections from Interviews with Older Adults - Food Research & Action Center \(frac.org\)](#). SNAP enhances food security which in turn enhances nutrition security. Poor nutrition is a leading cause of illness in the United States and is responsible for more than 600,000 deaths per year [USDA Actions on Nutrition Security | Food and Nutrition Service](#). Every community in the country is home to families who face hunger.... Hunger in African American, Latino, and Native American communities is higher because of systemic racial injustice. To achieve a hunger-free America, we must address the root causes of hunger and structural and systemic inequities [Feeding America.org/hunger-in-america](#).*

To support food security and SNAP access, the Rhode Island Department of Human Services established a SNAP Outreach program that respects and celebrates inclusion, equity, and diversity. The program is available to all Rhode Island residents to help them learn about the availability, application process, eligibility requirements and benefits of SNAP leading to food security and better health outcomes. The SNAP Outreach team’s motto is “We are here for you!” And their approach is “No wrong door!” For more details see <https://dhs.ri.gov/programs-and-services/supplemental-nutrition-assistance-program-snap/snap-outreach-toolkit>

Current statistics and the current state of food insecurity support ongoing SNAP Outreach activities in Rhode Island. As was demonstrated during the onset of the pandemic, “the Supplemental Nutrition Assistance Program (SNAP) is the nation’s most important and effective anti-hunger program. Congress made many temporary improvements to SNAP during the COVID-19 pandemic to take advantage of the program’s ability to deliver benefits quickly in response to job and income losses, including authorizing emergency allotments and certain eligibility and administrative changes. These changes have either already ended or will expire when the public health emergency ends. As of April 2022, about 40 states still issue emergency allotments, including Rhode Island...” (Rhode Island: Supplemental Nutrition Assistance Program, Center on Budget and Policy Priorities, April 25, 2022). See attachments Section 21 for complete article. When the public health emergency (PHE) ends in Rhode Island there will be a need for SNAP Outreach providers to help inform SNAP recipients of the impact of those changes and the availability (as applicable) of SNAP deductions to reduce countable income i.e., the medical deduction for those 60 and older or those with a disabling condition.

Statistics show that in FFY21 SNAP helped 13% of Rhode Island’s state population (1 in 8). Almost 54% of SNAP participants are families with children and almost 49% are families with members who have older adults or someone with a disabling condition. As such, in FFY23 Rhode Island’s SNAP Outreach program will include a prevalent focus on Rhode Island residents who are 60 and older and those with a disabling condition through an expanded SNAP Outreach partnership with United Way of Rhode Island. (Rhode Island: Supplemental Nutrition Assistance Program, Center on Budget and Policy Priorities, April 25, 2022). See attachments Section 21 for complete article.

The health and economic crisis brought on by the COVID-19 pandemic has made the Supplemental Nutrition Program (SNAP) an important resource. Additionally, higher prices for goods and services sparked by a global shipping crisis, and further impacted by the Russian-Ukraine war has contributed to a record number of people in America not having enough to eat.

Given these circumstances, it is likely that economic recovery for families who struggle with food insecurity, will take years. Similarly, new studies indicate that recovery will be particularly challenging for those groups that have suffered disproportionate harm from COVID-19. [Hunger, Poverty, and Health Disparities During COVID-19 and the Federal Nutrition Programs' Role in an Equitable Recovery - Food Research & Action Center \(frac.org\)](#)

As of May 2022, nationally “overall the number of jobs remained somewhat below pre-pandemic levels... and challenges remain to achieving a full and equitable recovery and ongoing economic expansion.” For example, “a long history of structural racism and discrimination in employment and other areas has contributed to persistently higher rates of unemployment for Black and Latino workers than for white workers.... In May 2022, Black unemployment was still 6.2 percent and Latino unemployment was 4.3 percent, while white unemployment was 3.2 percent. (In February 2020, unemployment rates for the three groups were 6.0, 4.4, and 3.0 percent, respectively.) See <https://www.cbpp.org/research/economy/tracking-the-recovery-from-the-pandemic-recession> for more details. As such some households were not getting enough to eat and that trend continues in Rhode Island. People are still out of work and struggling to afford adequate food. Individuals are still reporting that their household sometimes or often didn't have enough to eat in the last seven days (Household Pulse Survey). Black and Latino adults were more than twice as likely as white adults to report that their household did not get enough to eat. Adults who identify as American Indian, Alaska Native, Native Hawaiian, Pacific Islander, or as multiracial, taken together, were twice as likely as white adults to report that their household did not get enough to eat. See <https://www.cbpp.org/research/poverty-and-inequality/tracking-the-covid-19-economys-effects-on-food-housing-and> for more details. These disparities continue. SNAP Outreach is needed to enhance equity, inclusion, and access to SNAP (a safety net program) for all residents of the United States and Rhode Island.

Considerable time is still needed to determine how the pandemic, shipping crisis, and Russian-Ukraine war will impact this country's economy, rate of inflation, and the rate of food insecurity in America as the costs of goods i.e., food and services continues to rise. This is of particular concern when the average price of gas is reaching \$5.00 per gallon and the country's population is getting older, living on fixed incomes, 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, May 2020. Vol.61.NO.4\*](http://aarpfoundation.org/food-security)). “SNAP is a lifeline for millions of people, including the nearly 9 million older adult households participating in the program” (Food Research & Action Center, News Release, February 24, 2022).

In July of 2022, FNS released priority areas to encourage States to target Supplemental Nutrition Assistance Program (SNAP) outreach activities to certain underrepresented or particularly vulnerable populations. Those priority areas include racial equity, students, immigrant communities i.e., mixed families, older adults, veterans and supporting participants in the return to normal SNAP program operations (without COVID-19 Public Health Emergency flexibilities). Many programs within Rhode Island (RI), including the RI Department of Human Service (DHS) SNAP Outreach program are working to break down barriers to provide equitable access and up to date factual information for these sub-populations.

Rhode Island's SNAP Outreach program strives to align with equitable access and to develop meaningful and necessary SNAP Outreach priorities. For example: some community partners will be requesting feedback from SNAP constituents and applicants throughout FFY23. The "Constituent Voice" will be part of the Connect for Health bi-annual SNAP Outreach Newsletter and once during FFY23, ONE|NB will coordinate a panel of volunteer constituents who will be asked to share their experiences and insights with SNAP Outreach contracted Workgroup members regarding the SNAP Outreach process. These forums will be an opportunity to understand the constituent experience when navigating access to SNAP with support from SNAP Outreach providers, and the value of SNAP Outreach from the constituents viewpoint. In this way, constituents will help identify gaps and opportunities within SNAP Outreach for enhanced activities and customer service. Additionally, SNAP Outreach projects will learn how and where to enhance their SNAP Outreach project goals, activities, and best practices while also identifying activities that are reasonable and necessary from the constituent's frame of reference and experiences while trying to navigate processes to access SNAP.

Similarly, SNAP Outreach projects will continue to help individuals learn about the availability, application process, eligibility requirements, and benefits of SNAP. They will also continue to assist in the completion of SNAP applications or other SNAP documents and will continue to have the opportunity to attend the RI SNAP Advisory Committee (RISAC), which is comprised of advocates and community partners from across the State whose purpose is to discuss and identify ways to improve SNAP access and services (across demographics and sub-populations) by reducing barriers. In FFY23 attending RISAC meetings will be voluntary for SNAP Outreach projects albeit they may still provide information about their project's outcomes for some RISAC meetings. Additionally, the Workgroup meeting has been identified as more "value added" and SNAP Outreach projects will be attending ten (10) meetings during the FFY to receive technical support, assistance from each other and the Assistant Administrator, Community and Planning Services (RI DHS SNAP Outreach Coordinator). The RISAC meeting has been identified by community partners as more informational and that information can be shared via email allowing more time for SNAP Outreach community partners to implement federally approved SNAP Outreach activities.

A critical component to help reduce and eliminate food insecurity is an effective, focused, and targeted collaborative plan for SNAP Outreach, focused on the needs of constituents that includes activities targeted across demographic and ethnic groups, implemented by a variety of community partners that inform and assist the most vulnerable food insecure Rhode Islanders. For example: in FFY23, seven community partners have developed SNAP Outreach Work Plans with an emphasis on the needs of various disenfranchised sub-populations to include (but not limited to): students, immigrant communities and mixed status families, various races, including black, Latino, indigenous residents; various ethnicities, exiting foster youth and their families, patients at medical facilities i.e., older people accessing medical attention; veterans, those who are housing insecure, the homeless, recipients who will hit a benefit cliff, and all projects serve food insecure people of all ages. Additionally, one community partner, United Way Rhode Island (UWRI), has expanded their FFY23 work plan to include a robust and targeted project for older Rhode Islanders and those with disabling conditions (Focus II). In combination, SNAP outreach activities will be implemented across the State with inclusion and equity to inform Rhode

Islanders about the availability, eligibility requirements, application process and benefits of SNAP, while also providing opportunities for application assistance in various languages and communities to reduce barriers to SNAP participation.

For successful implementation of federally approved SNAP Outreach work plan activities, ongoing discussion, collaboration, planning, and coordination will occur monthly (10 meetings anticipated for FFY23) at SNAP Outreach Work Group meetings facilitated by ONE|NB and RI DHS. The RI SNAP Outreach Workgroup has been designed to bring together SNAP Outreach contractors, State, and federal program managers in a collaborative effort to enhance informational activities and increase SNAP participation among eligible Rhode Islanders wishing to apply. To that end SNAP Outreach Workgroup Goals include (but are not limited to):

1. Act as a gathering point where public (RI DHS) and private sector SNAP Outreach representatives (contractors) meet on a regular basis to build ways to strengthen the SNAP Outreach program and learn from each other through discussion of policy or procedural issues, gaps, trends and opportunities for SNAP Outreach activities, best practices, and lessons learned.
2. Plan for SNAP Outreach activities for eligible Rhode Islanders and identified target populations, through the development of consistent outreach strategies, messages, and materials i.e., create and maintain a SNAP Outreach Contractors Toolkit.
3. Use available data and constituent feedback to find the gaps and opportunities for SNAP Outreach activities to increase and/or expand informational and supportive services to current and potential Rhode Island SNAP constituents.
4. To learn about and disseminate the most up-to-date information about the SNAP program, including new SNAP policies, procedures, constituent tools, administrative and legislative efforts that support SNAP access, and common trends across community partners.
5. The workgroup will act as an informational hub to assure that the needs of the constituent and contracted SNAP Outreach program stakeholders are reflected in Workgroup discussions and future SNAP Outreach activities.

In FFY23 representatives from all seven community organizations will be attending Workgroup meetings. They will be implementing federally approved, reasonable, allowable, and necessary SNAP outreach activities. Three of the seven community partners (Center for Southeast Asians (CSEA), Genesis Center, and One Neighborhood Builders (ONE|NB)) will be in year three of their SNAP Outreach Project work. The remaining four community partners, (i.e., United Way Rhode Island (UWRI) /211, Connect for Health (C4H (LIFESPAN))/Lifespan (The Miriam Hospital), RI Alliance of Boys & Girls Clubs (RIABGC), and mRelief will be implementing their second Federal Fiscal Year (FFY) of SNAP Outreach activities. However, subrecipients did not have twelve (12) months in any of the prior FFYs to implement proposed work plans. This was due to the time associated with RI State systems to coordinate contract execution dates following federal approval for the RI State SNAP Outreach Plan.

Even so, with ongoing technical support and assistance, the ongoing development of their knowledge, skills, abilities, and their perspectives from vast vantage points, future Work Group meetings will be more dynamic, focused on constituent needs, and SNAP access. Work Group meetings will provide a forum for all seven community partners to brainstorm and coordinate

their activities, find opportunities for collaboration, learn about policy and process changes from RI DHS, learn best practices from each other, and to better understand the needs of constituents. These meetings will also be an opportunity to learn how to break down barriers that may arise and subsequently, deter individuals from considering SNAP as an opportunity to reduce their food insecurity.

Additionally, with the still illusive implications of COVID-19, as well as the continued slow national economic recovery, complicated by the Russian/Ukraine war and international supply chain issues, the diverse needs of a multiracial and underrepresented Rhode Island population require ongoing, planned, and coordinated SNAP outreach informational activities to inform the public of the availability, benefits of SNAP and impending changes when the Federal Public Health Emergency (PHE) is lifted. The FFY23 RI SNAP Outreach plan includes a variety of SNAP outreach activities to help inform Rhode Islanders about the availability, application process, eligibility requirements and benefits of SNAP. It also provides increased opportunity for application assistance and an attempt at a proactive process to begin an ongoing dialogue between RI DHS, constituents, and contracted SNAP Outreach community partners.

SNAP remains a critical resource to support food security and access to SNAP remains a critical need in Rhode Island. Current trends demonstrate that charitable programs alone cannot adequately support those struggling with hunger. For example: statistics show that one (1) in eleven (11) people and one (1) in seven (7) children struggle with hunger in Rhode Island (<https://www.feedingamerica.org/hunger-in-america/rhode-island>). Charity alone will not meet all the needs of the food insecure in Rhode Island particularly for a State with 1,097,379 residents (2020 Decennial Census data) with a variety of races, ethnicities, and income levels. There are gaps and opportunities for SNAP Outreach to target the underserved, underrepresented and most disenfranchised Rhode Islanders (<https://www.census.gov/quickfacts/RI>). Program informational activities, (SNAP outreach activities), are a critical tool to ensure vulnerable populations are aware of the availability, eligibility requirements, application procedures, and benefits of SNAP, so they can make an informed decision whether to apply. Similarly, SNAP Outreach projects are valued resources to assist in the completion of an application and to inform about the necessary steps that need to be completed to support a SNAP application or redetermination of eligibility by Rhode Island DHS merit staff.

RI DHS reports the following SNAP Quarterly participation data for a population of 1,097,379 (Source: 2020 Decennial Census):

Total SNAP Recipients	137,206
Total SNAP Households	84,068
# of Recipients Age 60 and over	31,375
# of Recipients Age 60 and over w/Medical Deduction	14,867
# of Households with Age 60 and over Recipient	29,286
# of Recipients w/Disabling Condition	50,325
# of Recipients w/Disabling Condition & Medical Deduction	18,523
# of Recipients Age 0-17	43,247
# of Households w/Age 60 and over with Minor(s)(age 0-17)	390
Average SNAP Benefit per Household	\$280

Average SNAP Benefit per 60 and over Households	\$189
Average SNAP Benefit per Household with Minor(s) (age 0-17)	\$493
Total Households w/Benefits of \$50 or more	77,461
# of 60 and over Households w/Benefits of \$50.00 or more	25,335
# of Individuals in SNAP Households attending College	2,393

**SNAP Individuals by Race (Statewide)**

White	53,577
Unknown	48,208
Other	17,038
Black/African American	15,063
Asian	1,507
American Indian or Alaskan Native	959
Native Hawaiian	243
Other Pacific Islander	156
Chinese	103
Asian Indian	84
Filipino	91
Vietnamese	75
Korean	30
Indian	28
Guamanian or Chamorro	30
Samoan	7
Japanese	11

**SNAP Individuals by Ethnicity**

Unknown	61,689
Non-Hispanic	55,400
Hispanic	21,784
Puerto Rican	4,724
Mexican	334
Cuban	95

(RI DHS Office of Performance Analytics & Continuous Improvement, April 1, 2022 Data pulled: 04:21 11:50 AM.)

Rhode Island’s SNAP program participation appears to have decreased compared to last year’s SNAP Outreach Plan (see blue numbers above). This speaks to the ongoing need for SNAP outreach activities and may be due to many factors including misunderstandings about SNAP which continue to discourage some groups from applying. Additionally, the data (above) indicates that there are gaps and opportunities when working with Rhode Island residents i.e., older Rhode Islanders and those with disabling conditions, to help inform them of the availability of the SNAP medical deduction.

Additionally, FNS priority areas also require enhanced SNAP outreach activities to enhance racial equity, inclusion, and access to SNAP for all underserved and underrepresented households i.e., students, veterans, immigrant communities, mixed status families, black, Latinx, older adults and to support participants in the return to normal SNAP program operations (once COVID-19 Federal PHE flexibilities end). To align with these priority areas, FFY23 RI SNAP Outreach has collaborated with UWRI/211 to expand targeted SNAP Outreach

activities to older Rhode Island residents and those with disabling conditions. SNAP Outreach informational materials and activities have expanded and become more inclusive of others who identify outside popular norms. Materials include and better represent Rhode Island's diversity. Also, the complexities associated with a lengthy application process incited the legislature require RI DHS to simplify the application for older Rhode Island residents. This creates an opportunity for utilization of more SNAP informational tools to help Rhode Islanders learn about the availability of SNAP, their potential eligibility for SNAP, and the availability of community partners to assist with the completion of an application.

This demonstrates the ongoing need for innovative ways to disseminate information about SNAP and to help the food insecure access SNAP. 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 the continuation of unprecedented times, no one knows the long-term implications of food insecurity that was heightened by the pandemic, complicated by supply chain issues and war. It will take time for businesses and the economy to fully recover and for employees to confidently reenter the labor force and find employment that meets all of their basic needs. Further studies are required to define the full implications of the pandemic, 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 increased the need for SNAP benefits, highlighted inequities in service delivery, while offering a road map to reach more populations across ethnic, minority and underserved populations enhancing the need for expanded SNAP outreach activities.

As a result, Rhode Island could benefit from a data-informed, focused and expanded statewide SNAP outreach initiative that utilizes various approaches. RI could also, benefit from the incorporation of technology as a means to learn about the likelihood of SNAP eligibility and could benefit from the expertise and talents of a variety of community partners with focused SNAP outreach activities to target various demographic, socio economic, ethnic, and geographic sectors i.e., Federal priority areas. The FFY23 RI State SNAP Outreach Plan targets all Rhode Islanders with special emphasis on Rhode Island's older population, those with disabling conditions, indigenous people, students, those with medical needs, immigrant communities i.e., mixed status families, underserved and underrepresented RI residents, the very poor, homeless, veterans, Rhode Island residents with access to the internet or cells, those in remote areas of the State and SNAP participants who will be impacted by the return to normal SNAP operations.

Emphasis on some populations is necessary to provide equal opportunity and enhance knowledge and access to SNAP for all. For example: 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, organizations, and technology is essential to inform Rhode Islanders about SNAP so they can make an informed decision about

whether to apply and/or receive assistance when completing an application. mRelief’s project text “food” to 74544 and UWRI’s Senior and Disability Services team will enhance access to all Rhode Island residents including those 60 and older and those with disabling conditions providing access where the person is (meeting the individual where they are). Similarly, the addition of Focus II from UWRI will also enhance SNAP access for this group.

In Summary, based on the statistics (highlighted above), when considering all demographic information including, but not limited to: age, race, ethnicity, medical necessity, income, socio economic statuses, and life circumstance, RI DHS has a responsibility to inform food insecure constituents about the availability, application process, eligibility requirements, changes resulting from a return to normal program operations without COVID-19 Federal PHE flexibilities and the benefits of SNAP in a variety of ways. Program informational activities (SNAP Outreach) that inform low-income households can enhance the dialogue between RI DHS, community partners and food insecure constituents to help Rhode Islanders make an informed decision about SNAP participation and to better inform the SNAP Outreach program on best practices.

With the addition of mRelief, SNAP Outreach informational activities will include access to a customized text “Food” to 74544 SNAP eligibility screening tool designed to help interested Rhode Island residents learn about their likely eligibility for SNAP. If interested the user, may voluntarily leave their name and phone number to receive a confirmation text that will have a date, time, and phone number for a call back from a RI community agency. At the time of the call, the user will be able to ask questions and receive answers about the availability, application process, eligibility requirements, and benefits of SNAP. The community partner call is generated because the texting tool user was given the option to apply on their own through the RI Customer Portal via a direct link, or to receive assistance with the completion of a SNAP application by a RI community partner. Due to the proprietary nature of this process additional details, including the steps RI DHS will take to revise and customize the texting tool for RI residents are included in a separate document. Please see the mRelief budget narrative, attachment 18B of this plan.

When SNAP is chosen and benefits received, food resources 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 and underserved households, their communities, State, and local economies. Food security is impacted further by rising food costs, supply chain barriers, and crippling gas prices. Fortunately, SNAP has been demonstrated as a safety net program and economic stabilizer. “During an economic downturn, such as that spurred by COVID-19, 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/> and <https://www.ers.usda.gov/webdocs/publications/93529/err-265.pdf?v=7262.1>). Due to increases in benefit issuances as a result of high rates of unemployment, the availability of P-EBT and emergency benefit allotments, the economic boost for Rhode Island for FFY21 translated to \$670,268,188.50. Total disbursements totaled \$446,845,459 for the period of 10/1/20 thru 09/30/21 (Source: RI DHS Financial Management Unit, PIVOT tables, 10/1/2020). That's an increase of \$205,290,180.20 in economic stimulus since the prior FFY (2020). SNAP provides an economic boost to local economies. "New research ... 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 to inform and assist under served, and underrepresented populations. It's also necessary to provide equity, inclusion, and respect for the diversity of (all) Rhode Islanders seeking SNAP so they may receive the assistance they need to apply for and maintain eligibility. Challenges associated with the pandemic, ongoing COVID-19 out breaks, the war, supply chain disruptions, an aging RI population, language barriers, housing insecurity, recessions, business closings and sporadic situational events all impact food security. SNAP outreach is key to helping people learn about and access this national safety net program. The FFY23 RI State SNAP Outreach Plan is one tool focused on assisting Rhode Island residents gain enhanced food security.

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

#### **Executive Summary:**

The State of Rhode Island Department of Human Services hired an Assistant Administrator Community and Planning Services (AACPS) as a dedicated SNAP outreach coordinator in August of 2020. This position is paid through regular SNAP administration funds not SNAP Outreach funds and continues to be responsible for the administration and coordination of a multi-faceted SNAP Outreach program to help low-income Rhode Islanders learn about the availability, application process, eligibility requirements and benefits of SNAP. All activities within the FFY23 RI State SNAP Outreach Plan follow the July 2017, *USDA Supplemental Nutrition Assistance Program State SNAP Outreach Guidance*. FFY23 is the third year of this multi-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.

Please note: FFY23 work plan activities are similar to the previous FFY(s). That is largely due to the fact, mRelief, RIABGC, Connect for Health/Lifespan (The Miriam), UWRI/211 have not yet had a full 12 months to complete their proposed SNAP Outreach workplan activities and goals. This was largely dependent upon contract execution dates. The shortest contract was executed by RI DHS in June 2022 (mRelief). Similarly, in FFY21 which was the “first” contract period for CSEA, Foster Forward, Genesis Center, ONE|NB only offered six (6) to seven (7) months to set up internal tracking systems, plan, coordinate and implement proposed SNAP Outreach activities while simultaneously begin learning about SNAP, RI DHS systems, processes, and SNAP Outreach best practices. Hence, all seven partners for FFY23 are still learning about SNAP, each other, SNAP Outreach, and coordinating internal and external SNAP Outreach activities and support systems.

During FFY23, Rhode Island’s SNAP Outreach program will have seven (7) external partners/projects. Under this plan, Rhode Island proposes a third-year glimpse of a three-year plan including FFY23 goals and expectations from seven (7) community partner organizations: Center for Southeast Asians, One Neighborhood Builders, Genesis Center, mRelief, Connect for Health (C4H (LIFESPAN))/Lifespan (The Miriam Hospital), United Way RI/211, and the RI Alliance of Boys and Girls Club (RIABGC). 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 once executed. Foster Forward has decided to take a hiatus during FFY23 citing their small client base and reduced staff size as the impetus. For FFY23, Foster Forward is being placed on hold as a SNAP Outreach community partner. RI DHS and Foster Forward will use FFY23 to investigate and discuss the possibilities and potential for value added SNAP Outreach for Foster Forward’s customer base in FFY24. In the interim, ONE|NB will collaborate with Foster Forward on SNAP Outreach.

This plan is for year three (FFY23) of a three-year plan and includes a budget totaling \$2,432,372 (rounded to the nearest whole dollar per FNS guidance) with 50% or \$1,216,186 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 \$1,216,185.92 (without rounding) in the form of expenditures of private discretionary funds available to seven (7) subrecipients/projects. Please see attached *Statewide FFY23 RI SNAP Outreach Project Summary* for the breakdown by project and for the statewide budget detail, staffing detail, and budget narrative. See Attachments, Section 15 and Section 18

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. Contracted SNAP outreach 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, but not limited to, a sizable Latinx

community and new refugees from war-torn countries, such as Syria, Burma, Bhutan, Liberia, Nigeria, Afghanistan, and Ukraine.

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. Some of the clients at Genesis Center are also Veterans. 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) SNAP Outreach service area includes: Central Providence with a particular emphasis on providing bilingual SNAP informational and application assistance to any Rhode Islander seeking their services i.e., Veterans, students, the homeless, immigrants and mixed status families. SNAP Outreach services are also provided by all SNAP Outreach community partners to anyone who may be taking part in SNAP but has questions or needs help understanding or responding to program notices or paperwork requirements i.e., recertifications and interim reports, and requests for verification.

Although State SNAP Outreach plans do not have to be statewide and can target specific geographic locations or populations, as seen above, the goal for RI DHS is to include a variety of subrecipients to implement SNAP outreach activities that in aggregate cover the whole State and provide equity and inclusion for all Rhode Island residents. To that end, four community partners i.e., mRelief, Connect for Health/Lifespan (The Miriam Hospital), United Way RI/211 and RI Alliance of Boys and Girls Club will continue to provide a broader statewide SNAP outreach presence to assist food insecure Rhode Islanders in learning about the availability, application process, eligibility requirements, and benefits of SNAP. They will also continue to provide application assistance for those interested in applying for SNAP. As a result, SNAP Outreach activities will become more prevalent in FFY23 with greater coverage of RI's geography and more targeted SNAP outreach activities to support equity and inclusion of diversified populations. Similarly, mRelief will expand access through their texting tool to any RI resident who has a mobile phone or access to a computer. Additionally, UWRI/211 added a second focus that targets seniors and those with disabling conditions. See *Outreach Plan Summaries* and *Outreach Project Tables* within this plan for more details.

Please note Foster Forward opted out of SNAP Outreach for FFY23. They will continue however, to provide SNAP application support and factual SNAP information to foster youth and youth aging out of custody. The RI DHS SNAP Assistant Administrator: Community and Planning Services for SNAP Outreach will continue to provide resources and will explore with Foster Forward any options and opportunities for return in FFY24 during FFY23. In the interim, during FFY23, ONE|NB will provide support to Foster Forward with SNAP Outreach activities.

For FFY23, the most common SNAP Outreach strategies for all seven (7) 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 or tables, at community events and via transportable means such as portable vans, buses; C) presentations at various events in person or online through meeting applications i.e., Zoom, Skype, Google Meet, Teams, 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, text, and social media postings i.e., Facebook, Twitter, LinkedIn, Instagram, etc. and I) other activities at brick and mortar sites and other accessible locations. These include but are not limited to: food shacks, schools, food distribution events, churches, supermarkets, hospital clinics, Farmer's Markets, holiday events, libraries, via cell phone or computer and also RI DHS office locations at the request of applicants/constituents (ongoing) or based on the current state at RI DHS office locations with prior FNS approval.

Items utilized for informational messaging about SNAP include (but are not limited to): SNAP posters, rack cards, brochures, articles within e-newsletters which are planned to be produced, printed, and shared at community partner sites, local stores, libraries, town halls, churches, food pantries, food shelves, mobile facilities, and other sites that serve low income, food insecure Rhode Island residents. All seven (7) community partners are aware of the four priority areas for SNAP Outreach (i.e., racial equity, students, immigrant communities and mixed status families, and veterans) and have developed activities that support inclusion and equity when targeting SNAP Outreach activities. All are aware of and implementing the USDA revised non-discrimination statement and the additional protected bases of sexual orientation and gender identity. Additionally, all seven (7) sites will be messaging the availability of the medical deduction, to potentially increase SNAP benefits, when speaking with someone age sixty (60) and over or who presents as someone with a disabling condition. This includes mRelief's RI text "Food" to 74544 screening tool which will ask questions to support medical deduction awareness for users. See *Outreach Project Tables* (Section 4) of this document for specific details by project.

Additionally, RI DHS will continue to work on the development of an updated RI DHS SNAP Outreach Toolkit <https://dhs.ri.gov/programs-and-services/supplemental-nutrition-assistance-program-snap/snap-outreach-toolkit> to continue to provide up to date SNAP informational materials to constituents, contracted community partners and the general public. All community partners will be distributing SNAP informational materials, vetted by RI DHS SNAP prior to distribution. CSEA will continue working with all SNAP Outreach community partner agencies during two SNAP Outreach Workgroup meetings in FFY23 to maintain, expand and explore SNAP informational materials for the SNAP Outreach Contractor Toolkit. These two toolkits will contain PDF informational SNAP flyers, posters, informational sheets, and SNAP related updates and tools to support RI SNAP outreach. See *Section 4, Project Tables* for specifics by project.

Similarly, all seven (7) 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. Additionally, mRelief will have any changes made to their mobile screening tool questions and security protocols vetted by RI DHS and RI State Division of Information Technology prior to roll-out. The goal is for all SNAP outreach informational materials, prepared for and designed by contracted SNAP Outreach partners to be vetted by RI DHS. The overall goal for informational materials is for them to be designed specifically to offer accurate and descriptive information about the

availability, application process, eligibility requirements, deductions, updates, and benefits of SNAP, so that interested Rhode Island residents can make an informed decision whether to apply. SNAP outreach materials and activities will not attempt to coerce, entice, or 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 seven (7) main external projects, Rhode Island will see an increase in SNAP participation by food insecure Rhode Islanders, including but not limited to, the elderly (60 and older), those with disabling conditions, working poor, DCYF adults aging out, students, homeless, non-English speaking individuals and families, veterans, immigrants i.e., mixed status families, indigenous peoples, the underserved and underrepresented. 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: Section 10) 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 community partners or staff based on the number of people who apply for, receive, or inquire about SNAP benefits.

Additionally, SNAP Outreach projects will be visited (in person or online) at least once during FFY23 by the SNAP Assistant Administrator responsible for the coordination of SNAP Outreach. Minimally, 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 and work plan 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 enhance success, future planning, collaboration, and encourage innovative strategies for increased access to SNAP in Rhode Island. Focused meetings such as these offer community partners a platform to share what's working, what's not and to explore solutions/resolutions to enhance customer service for SNAP applicants and constituents who seek out SNAP Outreach community organizations for support and assistance.

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 opportunities for technical support and assistance. 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 9.

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 disseminated. See Attachments: Section 10, for samples of 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 the Federal 50% reimbursement request. See Attachments, Section 12.

Additionally, all contracts have been procured through competitive bid procedures governed by State of Rhode Island procurement regulations and have been awarded using 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 7). A DHS Subrecipient Monitoring Protocol (see Attachments, Section 8) 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 prompted the CAP and current COVID-19 safety guidelines.

Finally, while community partners have incorporated one or more of the four USDA/FNS SNAP Outreach priority areas i.e., racial equity, veterans, students, immigrant communities and mixed status families, the FFY23 RI State SNAP Outreach Plan does not include ARPA funds and community project workplans do not include the following unallowable activities or costs:

- Radio, television, and billboard advertisements.
- Any agreements with foreign governments designed to promote SNAP benefits and enrollment.
- Determining eligibility of a SNAP applicant.
- Activities related to authorizing retailers for EBT.
- Activities that solely benefit programs other than SNAP.
- Serving as an authorized representative for an applicant or participant.
- Transportation of clients to or from the local SNAP office.
- Recruitment activities, defined at [7 CFR 277.4\(b\)](#) as “activities designed to persuade an individual who has made an informed choice not to apply for food stamps to change his or her decision and apply.”

Additionally, SNAP outreach contractors are not altering a SNAP applicant or participant’s information when assisting them in the completion of an application, interim report, or recertification form. Similarly, SNAP outreach contractors are not conducting interviews or determining eligibility when assisting in the completion of an application or recertification form. The SNAP interview and certification/eligibility determination process may only be performed by State agency employees and therefore, remain State merit system employee functions. See section 11(e)(6) of Food and Nutrition Act of 2008, as (7 USC 2020(e)(6)) and 7 CFR 272.4(a).

All SNAP Outreach community partners are aware of the afore mentioned criteria. Additionally, all community partners are aware that when at a DHS district office their role as a SNAP Outreach project is related to and must conform with approved SNAP Outreach activities as

detailed in their FFY23 FNS approved SNAP Outreach work plan in order to receive anticipated 50% federal reimbursement. Similarly, projects are aware that prior FNS approval is required for any changes or additions to FFY23 work plan goals. Best practice is that activities are focused on the constituent and applicant's need for support or assistance tied back to SNAP.

**Summary of Projects:**

<b>Outreach Plan Summaries FFY23</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>Contractor (list grantor)</u></b>
1	Community Based Outreach	Statewide with a particular emphasis on the highest concentration of Southeast Asian communities located in Providence, Cranston, Warwick and Woonsocket, RI.	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.	Center for Southeast Asians (CSEA)

2	<b>Project # Held</b>			
3	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
4	<b>Project # Held</b>			
5	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	One Neighborhood Builders (ONE NB)

			part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements.	
6	Community Based Outreach	Statewide	The most critical target population is low-income mobile users who are nonparticipating Rhode Islanders 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. Goal educating Rhode Islanders to use a mobile device and Text "Food" to 74544 to learn about their "likely" eligibility for SNAP.	mRelief
7	Community Based Outreach	Statewide	The most critical target population is low income, nonparticipating Rhode Islanders who may qualify for SNAP, but services will also be provided to people who may be taking part in	Connect For Health (C4H (LIFESPAN))/Lifespan (The Miriam Hospital)

		<p>SNAP but have questions or need help understanding or responding to program notices or paperwork requirements. The Connect for Health program is part of the Community Health Institute, which is a department of Lifespan corporate and operates across all of the Lifespan affiliates. Connect for Health serves 4 primary clinics: Hasbro Pediatric Primary Care and Adolescent Clinics and Rhode Island Hospital's Center for Primary Care and Medicine Pediatrics Clinics. Additionally, we currently have pilot sites with Lifespan's Systems of Care, Lifespan's Cardiovascular Institute, and House of Hope – a community organization. Connect for Health and the Lifespan Community Health Institute live under the Lifespan umbrella (The Miriam Hospital), but the activities</p>	
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			<p>occur across affiliates. Lifespan services are offered statewide, and clientele are from across the State of RI.</p>	
8	Community Based Outreach	Statewide	<p>The most critical target population is low income, non-participating Rhode Islanders 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. All activities will minimally include four targeted activities during the contract term (one per quarter) for each of the following priority populations: Veterans, students, immigrant communities i.e., mixed status families and historically underserved communities, to</p>	United Way/211

			<p>include, but is not limited to, Latino and black adults (racial equity). Activities will also target those 60 and older and those with disabling conditions, as well as community partners and employer partners in a collaborative effort to achieve heightened SNAP informational messaging across demographics and geographic locations.</p>	
9	Community Based Outreach	Statewide	<p>The most critical target population is low income, nonparticipating Rhode Islanders 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. The Clubs will target families directly served, as well as non-Club member families at school-based and public housing sites and families served</p>	RI Alliance of Boys & Girls Clubs

			through broader community partnerships.	
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#### **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> (All staff are bilingual/bicultural and a representation of underserved communities)
<b>Goals</b>	<p><u>General</u></p> <ul style="list-style-type: none"> <li>• To continue to strengthen public awareness about the availability, application process, eligibility requirements and benefits of SNAP within the Southeast Asian demographic with historically underserved communities, to advance racial equity and reduce barriers to SNAP participation.</li> <li>• To continue to reduce food insecurity by increasing opportunities for application assistance so that interested eligible Rhode Islanders have access to SNAP to include, but not limited to students, immigrant communities, immigrant communities with mixed status families, and other underserved communities.</li> <li>• Statewide SNAP participation in Rhode Island will exceed 150,000 individuals during FFY23.</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> <li>• To continue to strengthen SNAP Outreach activities for under-represented and underserved vulnerable populations.</li> <li>• Prior to application assistance, the subrecipient will inform the constituent/applicant of the various options for application completion i.e., paper, in-person, name address and signature, and customer portal (online application), so the applicant/constituent may make an informed decision about which method they wish to use. See CFR for more details - <a href="https://www.ecfr.gov/title-7/subtitle-B/chapter-">https://www.ecfr.gov/title-7/subtitle-B/chapter-</a></li> </ul>

	<p><a href="#">II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2(b)(1)</a> : sections (i)-(v).</p> <p><u>Direct Client Service Goals</u> (unduplicated count)  The subrecipient will (minimally) fulfill the following during the contract term:</p> <ul style="list-style-type: none"> <li>• 1500 households will be screened to determine their SNAP participation status.</li> <li>• 500 households will be identified as not currently taking part in SNAP.</li> <li>• 2500 households/clients will be provided SNAP information about the availability, application process, eligibility requirements and/or benefits of SNAP.</li> <li>• 500 households will be assisted in the preparation of a SNAP Application.</li> <li>• 10% or 50 applications the subrecipient will assist the constituent/applicant with via the customer portal, at the constituent applicant's discretion.</li> <li>• 350 households will be found eligible for SNAP.</li> <li>• 500 households will be assisted with other aspects of their SNAP case (other than application assistance) i.e., completing an Interim report, recertification form, reporting changes, submitting documentation, understanding notices etc.</li> <li>• 150 of the 500 assisted with an application will have web-based customer accounts.</li> </ul>				
<p><b>Target audience</b></p>	<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, but not limited to, a sizable Latinx community and new refugees from war-torn countries, such as Syria, Burma, Bhutan, Liberia, Nigeria, Afghanistan, and Ukraine. 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>				
<p><b>Timeline</b></p>	<table border="1"> <tr> <td><b>Start</b></td> <td><b>10/1/2022</b></td> <td><b>End</b></td> <td><b>09/30/2023</b></td> </tr> </table>	<b>Start</b>	<b>10/1/2022</b>	<b>End</b>	<b>09/30/2023</b>
<b>Start</b>	<b>10/1/2022</b>	<b>End</b>	<b>09/30/2023</b>		
<p><b>Description of Activity</b></p>	<p><u>Service Delivery and Activities</u>  <i>In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior</i></p>				

*civil rights activity.*

*This institution is an equal opportunity provider.*

General

- The subrecipient shall implement the following workplan. All activities will be implemented in person, over the phone, online through meeting apps, (i.e., but not limited to, Zoom, Skype, Google Meet, Teams), email, e-newsletters, or by other secure and confidential means following all USDA/FNS and State policies and procedures including State social distancing requirements or as specified below.
- 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 minimally reporting on the type of activity, target audience for the activity, the location the activity occurred and the reach. 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 using the RI DHS SNAP Outreach Financial Summary Sheet and FM-1 invoice.
- In situations where an event does not occur, CSEA shall implement a comparable activity targeting the same audience demographics, in the same geographic area, and with the same number reached may be substituted at the discretion of the subrecipient with prior State and Federal approval.
- CSEA will have content vetted by RI DHS prior to printing or dissemination of any new SNAP informational materials they produce.
- All SNAP Outreach activities, listed below, will be tracked, documented, and reported to RI DHS quarterly using the State's SNAP Outreach Program and Financial 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 using the RI DHS SNAP Outreach Financial Summary Sheet and FM-1 invoice
- During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility

requirements and benefits of SNAP to food insecure Rhode Islanders and when a person is age **60 or older or who presents with a disabling condition**, the subrecipient will share detailed information about the SNAP medical deduction so that an informed decision may occur whether to provide medical expenses with an application, Interim report, Recertification or as part of change reporting.

- During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person may be a student or a potential **student**, the subrecipient will share SNAP student criteria.
- 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, interim report, recertification and change reporting processes, and the benefits of SNAP.
- CSEA will have content vetted by RI DHS for accuracy prior to dissemination of any new SNAP informational materials they produce.
- The subrecipient will share SNAP information with applicants and recipients when changes occur i.e., when SNAP policies change, or RI systems or processes change that may impact a SNAP applicant or participant. This may include but is not limited to: sharing information about the impact of the end of the public health emergency (i.e., discontinuance of emergency allotments and discontinuance of the expansion of student rules), communicating information about post-pandemic operations, RI DHS office changes and new tools to support SNAP access.
- Translation services will be completed in house whenever possible. Minimally, CSEA SNAP Outreach staff will produce SNAP informational materials, in languages they are fluent in, will complete SNAP Outreach activities and attend events as outlined in this workplan and approved by FNS using non-English speaking CSEA SNAP Outreach staff. To that end: CSEA SNAP Outreach staff will minimally translate materials in the following languages: English, Spanish, Portuguese, Khmer, Thai, Laotian, Creole, Cantonese, and any other language a CSEA SNAP Outreach staff member speaks, writes, and or reads fluently.
- 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.

- As applicable, to provide direct client assistance that is COVID friendly and respects social distancing and the needs of constituents.
- As the RI Statewide SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn the availability, application process, eligibility requirements and benefits of SNAP, and if interested, receive assistance completing an application for SNAP and assistance with maintaining SNAP benefits: program and financial reports must omit services not eligible for funding, such as activities for nutrition education (SNAP-ED), SNAP E&T or referrals to other programs.
- Any substantial change in a work plan activity requires prior State and federal approval.

During the contract term CSEA staff will minimally:

- Review clients' circumstances to identify household's participation status.
- Discuss and disseminate factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP with Southeast Asians and other minority communities.
- Assist clients in the completion and submittal of SNAP paper or on-line applications.
- Conduct SNAP outreach activities to inform people about the availability of the subrecipient to help people learn about and/or apply for SNAP.
- The subrecipient is expected to coordinate its activities with other SNAP outreach agencies and groups serving low-income Rhode Islander.

Direct Client Services (unduplicated count)

To support Direct Client Service goals and outcomes, during the contract term CSEA staff will (minimally):

- Inform Southeast Asians and other clients with limited income and their family caregivers about the availability, eligibility requirements, application procedures and benefits of SNAP in their native language.
- Ensure that service recipients who are not proficient readers in English or their native language can access SNAP benefits, CSEA's multilingual staff will use their language

interpretation skills to conduct in-person outreach and direct assistance with filling out SNAP application forms and other SNAP documents.

- CSEA SNAP Outreach staff (listed on the staffing detail) are bilingual and able to translate certain languages but not all languages for the vast Southeast Asian customer base they serve. However, there are dialects and languages CSEA staff do not speak proficiently that may require additional translators or interpreters to provide support to CSEA staff for activities tied to SNAP Outreach. For this purpose and this purpose only, CSEA may subcontract with translator/interpreters who are **not** CSEA employees to fulfill the need for additional interpreters/translators at approved SNAPOR events, as a resource to complete SNAP Outreach informational materials designed for the SNAP Outreach toolkit, and while CSEA fulfills other approved, reasonable, allowable, and necessary SNAP Outreach activities as detailed in this workplan and approved by FNS.
- Operate a toll-free telephone hotline to answer questions about SNAP, which may include accessing read-only information from DHS's eligibility system and providing information regarding case status, application status, receipt of documentation, benefit amount and date, and case denial reason.

#### Direct Mail

Minimally, during the contract term:

- CSEA will provide factual SNAP information to participant families via two (2) agency mailings and share factual SNAP information about the availability, eligibility requirements, application procedures and benefits of SNAP. Minimally reaching 250 individuals with each mailing.
- Additionally, CSEA will incorporate SNAP factual information in a minimum of two (2) translated mailings during the contract term. Minimally reaching 250 individuals with each mailing. Mailings may be initiated by CSEA or in partnership with another organization within CSEA's catchment area. Direct mail may be in the form of a paper letter or notice or email directed to an individual, household or family. CSEA will track, document, and report these mailings and provide the required data points listed in the quarterly program report.

### Presentations and Staffed Booths

Minimally, during the contract term CSEA shall:

- Conduct a minimum of 16 presentations (online or in person) for staff at agencies working with potentially eligible clients, social service staff to provide information about SNAP eligibility requirements, screening for participation status and the application process. During these presentations, CSEA staff shall distribute SNAP factual information in English and other languages for Southeast Asians (SEAs). All SNAP informational materials must be vetted by RI DHS prior to use or dissemination. Cumulatively, by the end of the contract term, CSEA shall reach a minimum of 400 individuals via presentations. CSEA shall track, document, and report their presentations activities on the quarterly program report for all approved, reasonable, allowable, and necessary SNAP outreach activities including all presentations.
- Conduct a minimum of 16 additional SNAP outreach activities (staffed booths or presentation) dependent upon forum/event type and target audience. Content will minimally include information about the availability, eligibility requirements, application process and benefits of SNAP, availability of CSEA SNAP Outreach designated staff to assist with the completion of an application, Interim Report, recertification, understanding notices, assistance with change reporting etc. All sixteen additional activities will target underserved communities who may be hard to reach, such as (but not limited to) seniors, low-income working families, non-English speaking households, people with disabilities, pre-release inmates at the Adult Correctional Institution, indigenous and native communities, foster families and DCYF youth about to age-out of care, post-secondary students, graduating high school seniors, immigrant households i.e., mixed status families, and/or the homeless. Locations for these activities include, but is not limited to: Providence, Cranston, Woonsocket, and Warwick. Any items translated will become part of the SNAP Outreach Tool Kit for **FFY23**. The minimum estimated reach for these activities is 500 underserved individuals who are difficult to reach.
- During the contract term CSEA will conduct at least 16 workshops (2 per month) for community organizations (online or in person). Content will focus on: various aspects of SNAP to include factual information about the availability, application process, eligibility requirements and benefits of SNAP. Content will be focused on the SNAP needs of the organization and target audience. These workshops will be targeting Cambodian, Hmong, Laotian, Vietnamese, and other ethnic minority communities,

including RI's sizable Latinx community and new refugees from war-torn countries, such as Syria, Burma, Bhutan, Liberia, and Nigeria. Events include but are not limited to: cultural celebrations and events, Hmong Klans' family events, pop up celebrations and community events etc. The minimum estimated reach for these sixteen workshops is 200 individuals.

Note: Where a planned event is not attended by a CSEA Staff Member who is assigned to SNAP Outreach (as described above) another event/activity must be substituted for the same target audience, geographical area, and reach during the contract term. The substitution must meet USDA/FNS State SNAP Outreach Guidelines and prior State and Federal approval is required when substitutions are anticipated to occur.

#### Displays and Distribution of Factual SNAP Information

Minimally, during the contract term:

- 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 eight (8) SNAP Outreach Informational items and disseminate 800 pieces to SEAs and other minority communities in Rhode Island.
- 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. For printed materials, CSEA will have content vetted by RI DHS prior to dissemination.
- CSEA will minimally design and produce culturally and linguistically appropriate flyers 500 and brochures 250 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, CSEA food distribution events, community events CSEA collaborates on, etc. The estimated minimum reach is 9,000 individuals. For printed materials, CSEA will have content vetted by RI DHS prior to dissemination.

- Across the catchment area, CSEA will 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 temples, cultural home health care meetings, community leaders meetings, etc. This type of cross messaging will be done at least ten (10) times during the contract term. The estimated minimum reach is 500.
- CSEA will produce and distribute at least eight (8) different messages of culturally appropriate bilingual SNAP informational materials to ensure that SNAP information 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 minimum estimated reach for these culturally appropriate bilingual SNAP informational materials is 1200. The subrecipient shall track, document and report where, when, and how many of these materials were distributed on the SNAP Outreach quarterly program report.

Note: These items will become part of the RI SNAP Outreach Toolkit and will be available to FNS and the general public upon completion and no later than by the end of FFY23. The RI SNAP Outreach Toolkit is located at: <https://dhs.ri.gov/programs-and-services/supplemental-nutrition-assistance-program-snap/snap-outreach-toolkit>.

- CSEA will continue to create and minimally add ten (10) new items to the SNAP Outreach contractors toolkit during the FFY. CSEA will maintain and update the online SNAP Outreach contractor's toolkit which will continue to be accessible to SNAP Outreach contractors, constituents, and the public. To accomplish this CSEA will continue to utilize a portion of at least two (2) SNAP Outreach Workgroup meetings in FFY23 to review, edit, create, discuss items for inclusion and tool-box content (using materials from all SNAP Outreach contractors and other sources). At the discretion of the CSEA, additional time on the Workgroup meeting agenda may be requested to successfully organize and maintain the SNAP Outreach contractor toolkit during the FFY. A link will be provided to the

State with quarterly contract deliverables and FNS upon request.

Other

Additionally, during the contract term CSEA will:

- Maintain a website and social media presence to disseminate up-to-date SNAP information. The website will have four (4) different messages during the contract term and have a minimum of 1000 views, shares, clicks per month during the contract term. Social media (i.e., but not limited to, Facebook, CSEA website, and twitter) will share those same messages. The subrecipient shall track, document, and report where and when SNAP messages were distributed and provide metrics for number of individuals reached i.e., clicks, shares, views etc. All information will be reported to RI DHS quarterly, using the SNAP Outreach quarterly program report format. Screen shots of the SNAP informational messages from all venues will be included as attachments or screen shots 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(s) will be submitted no later than July 30th. The attendance sheet(s) 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 meetings, attending at least two of its meetings each quarter, and shall attend a minimum of ten (10) of its meetings during the contract term. The Subrecipient shall record meeting participation in the "Other" section of the SNAP Outreach quarterly program report. CSEA will have at least one SNAP Outreach staff member who is listed on the staffing detail attend. Attendance in person is encouraged. Attendance may be done in person, by telephone or online meeting application.
- During the contract term, someone from CSEA involved in the SNAP Outreach Program may be asked to attend one or more RI

SNAP Advisory Committee (RISAC) meetings which occur every other month, on the second Monday of the month solely to provide information about CSEA SNAP Outreach activities and outcome measures. If no information is requested by RI DHS, the subrecipient is not obligated to attend the meeting. The expectation is that someone would attend only to share the SNAP Outreach information requested. If no one is available to attend, the CSEA SNAP Outreach lead would minimally provide the information to the RI SNAP Assistant Administrator: Community & Planning Services or designee so the requested information may be shared at the RISAC meeting. Attendance at RISAC is not mandatory during FFY23 but is encouraged based on the proposed agenda and anticipated value added to support FNS approved, reasonable, allowable, and necessary SNAP Outreach activities. Time spent in attendance, preparing, and/or reporting out on SNAP Outreach activities or providing feedback, options and opportunities related to SNAP Outreach activities is also encouraged.

- 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 other 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. Minimally, this activity will be completed twenty-five (25) times during the contract term.
- The subrecipient will provide quarterly program 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.
- The subrecipient will provide quarterly financial reports that will justify the amounts expended, show the subrecipient share for each cost category and the 50% federal reimbursement request. Additionally, a narrative justification of how the cost categories were calculated and backup documentation will be included with each quarter's deliverables. The State will review quarterly financial reports in comparison to quarterly program reports monitoring for FNS compliance with CFR2 Uniform Guidance [https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl), USDA/FNS

	<p>State SNAP Outreach Guidance, progress and equitable financial expenditures within the terms of the RI DHS SNAP Outreach contract and Federally approved RI State SNAP Outreach Plan.</p> <ul style="list-style-type: none"> <li>• CSEA shall accept additional SNAP training that may be required by the State during the term of the contract and SNAP State Outreach Plan approval period.</li> <li>• If the subrecipient has its own website, the subrecipient will participate in State initiatives to improve consistency, in how public and private agencies in RI are using their websites to convey factual SNAP information.</li> <li>• Additionally, all SNAP informational materials will be vetted by RI DHS during the development phase and prior to printing and dissemination.</li> <li>• CSEA may implement a SNAP Outreach Constituent Survey to learn from SNAP constituents/applicants about current gaps and opportunities for SNAP Outreach activities. SNAP Outreach Constituent Surveys will be designed and used to enhance subrecipient SNAP Outreach activities already approved by FNS <u>and</u> the survey may be completed as part of the planning for meaningful future SNAP Outreach activities. Any subrecipient SNAP Outreach Constituent Survey must be vetted by the State and approved by FNS prior to implementation. The results of any constituent survey will be available to the State and FNS upon request. Any substantial change in SNAP Outreach activities based off the recommendations from a subrecipient constituent survey will be approved by the State and FNS <u>prior to implementation.</u></li> <li>• Prior State and Federal approval would be required for any substantial change in the workplan.</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>	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>	<i>Are volunteers involved in this activity:</i> Yes    No <b>X</b> <i>If Yes, in what capacity?</i>
<b>Evaluation</b>	<ul style="list-style-type: none"> <li>● The state will minimally conduct one site visit (online or in person) during <b>FFY23</b> and will conduct additional on-site, or 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, <b>as part of technical support or assistance or as needed for a corrective action plan.</b> As applicable, COVID -19 social distancing practices will be followed.</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 CFR2 Uniform Guidance, <b>CFR</b>, SNAP State Outreach Plan Guidance, and applicable federally approved State Outreach Plan.</li> <li>● The subrecipient will complete a (bulleted) Final Narrative and submit it with fourth quarter deliverables. The Final Narrative will include: Accomplishments, Major Challenges and Solutions Developed, Evaluation Methodology and findings; Promising Practices &amp; Lessons Learned. RI DHS will provide the template for this (bulleted) report.</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. 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</li> </ul>

	<p>assisted with completion of a SNAP application by the subrecipient 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 at time of 4<sup>th</sup> quarter deliverables.</p>
<p><b>Project Number 2</b></p>	<p><b>No project assigned to this number - Holding Number</b></p>
<p><b>Project Number 3</b></p>	<p><b>Genesis Center - Community Based Outreach</b></p>
<p><b>Goals</b></p>	<p><u>General</u></p> <ul style="list-style-type: none"> <li>● To continue to strengthen the target population’s awareness and knowledge of the availability, application process, eligibility requirements and benefits of SNAP.</li> <li>● To continue to provide SNAP Outreach services to Rhode Islanders who are part of an underrepresented or particularly vulnerable population i.e., but not limited to: students, veterans, immigrants i.e., mixed status families, those with disabling conditions, older Rhode Islanders.</li> <li>● To continue to serve all underserved communities interested in SNAP, advancing racial equity while reducing barriers to SNAP participation through federally approved, reasonable, allowable, and necessary SNAP Outreach activities.</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 FFY23.</li> <li>● At least 80% of the quantified targets and 80% of the direct service targets will be met during this contract term.</li> <li>● Prior to application assistance, the subrecipient will inform the constituent/applicant of the various options for application completion i.e., paper, in-person, name address and signature, and customer portal (online application), so the applicant/constituent may make an informed decision about which method they wish to use. See CFR for more details - <a href="https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2(b)(1) : Sections (i)-(v).">https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2(b)(1) : Sections (i)-(v).</a></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>• 10% or 35 of SNAP applications Genesis Center staff assisted with will be filed electronically on the RI DHS Customer Portal at the constituent/ applicant’s discretion.</li> <li>• 15% or 53 (in addition to the above) of those assisted with a SNAP application (not through the customer portal) by Genesis Center staff will be assisted in creating an account on the RI DHS Customer Portal at the constituent/applicant’s discretion.</li> <li>• 65 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>				
<p><b>Target audience</b></p>	<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 Falls, and Cranston. However, Genesis Center serves students from throughout the state.</p>				
<p><b>Timeline</b></p>	<table border="1"> <tr> <td><b>Start</b></td> <td>Ongoing</td> <td><b>End</b></td> <td>Ongoing</td> </tr> </table>	<b>Start</b>	Ongoing	<b>End</b>	Ongoing
<b>Start</b>	Ongoing	<b>End</b>	Ongoing		
<p><b>Description of Activity</b></p>	<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><i>In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.</i></p> <p><i>This institution is an equal opportunity provider.</i></p>				

- The subrecipient shall implement the following workplan. 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.
- 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.
- 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.

#### General

- Review clients' circumstances through a basic questionnaire to identify households that may qualify for SNAP but are not currently taking part in the program.
- Facilitate SNAP participation by advising people how the program operates or helping them with the application process or other documentation required for participation.
- Help clients fill out and submit SNAP paper or on-line applications.
- Conduct outreach activities to inform people about SNAP participation and about the availability of the subrecipient to help people learn about 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.
- The subrecipient shall accept SNAP training that may be required by the State during the term of this Grant and, at a minimum, will comply with the USDA annual civil rights training requirement cited below in this section.
- The subrecipient will discuss and/or distribute information about the SNAP Medical Deduction in instances where people who have a disabling condition or are 60 and over, are present.
- Events where potential and potentially eligible post-secondary students are present Genesis Center staff will discuss student SNAP eligibility requirements and disseminate the DHS SNAP College Outreach Flyer. Reaching a minimum of 150 students during the

contract term. See attachments.

- The subrecipient will share SNAP information with applicants and recipients when changes occur i.e., when SNAP policies change, or RI systems or processes change that may impact a SNAP applicant or participant. This may include but is not limited to: sharing information about the impact of the end of the public health emergency (i.e., discontinuance of emergency allotments and discontinuance of the expansion of student rules), communicating information about post-pandemic operations, RI DHS office changes and new tools to support SNAP access.

Direct Service Other

Minimally, during the contract term:

- 200 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 tax season that runs February through April. Of the 200 VITA participants informed, 30 will be assisted with the completion of a SNAP application.
- 6 times during the contract term, Genesis Center will provide support at DHS offices in Providence during the first week of the month for at least three hours in each instance in order to assist with the high volume of constituents visiting the sites. Trained Genesis SNAP Outreach staff will be on site to provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP, as well as assist with the completion of SNAP applications, recertifications, or other SNAP related paperwork. In no case will it be a requirement for someone to meet with Genesis Center SNAP Outreach staff prior to applying for SNAP or prior to meeting with RI DHS staff or before starting the application process which may begin with just their name, address, and signature. Assistance from Genesis Center SNAP outreach staff is voluntary and potential applicants/current constituents will still be allowed to file an application the same day with or without support from the subrecipient.

Direct Mail:

Minimally, during the contract term:

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

### Presentations & Staffed Booths

Minimally, during the contract term:

- **Thirty** (30) SNAP informational classroom sessions will occur at Genesis Center targeting Genesis Center students from our **English for Speakers of Other Languages** (ESOL) classes, workforce classes, and families from our Early Learning Center. Each SNAP informational session will minimally last 30 minutes.
- **Ten** (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.
- Genesis staff will minimally cross message factual SNAP information about the availability, application process, eligibility requirements, benefits of SNAP, Genesis Center's planned and in process SNAP Outreach activities at **fifteen** (15) community meetings and conferences which will include (but is not limited to): Whole Family Approach to Jobs, RI SNAP Advisory Committee meetings, the RI Workforce Alliance, and other partnerships as they present i.e., information sharing sessions with other providers with a focus on the availability of SNAP Outreach at Genesis Center i.e., Genesis Center's role in helping individuals learn about the availability, application process, eligibility requirements and benefit of SNAP. Genesis Center's role to assist people with the completion of SNAP applications, Interim Reports, Recertifications, change reporting and understanding and responding to SNAP notices and requests for SNAP benefit maintenance. During the FFY as the work progresses, opportunities will be identified, and SNAP Outreach quarterly program reports will document these activities.
- Genesis Center will not bill for activities that benefit the SNAP E&T or SNAP-ED programs and will only bill for activities that support approved, reasonable, allowable, and necessary SNAP Outreach activities.

### Displays & Distributions of Factual SNAP Informational Materials

**The subrecipient will minimally complete the following** during the contract term:

- 2000 culturally and linguistically appropriate SNAP informational materials to the greater Providence community.
- 50 SNAP informational posters will be distributed by the

subrecipient throughout the catchment area.

- 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.
- Three (3) different types of SNAP informational materials will be translated by the subrecipient 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 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, and West End Community Center.
- 500 people will visit Genesis Center's SNAP Outreach Website during the contract term. This will be maintained on Genesis Center's web page and will continue to include basic information about the availability, 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 four times (once per quarter) during the contract term with a new SNAP outreach message. The website will contain a link to the RI DHS online SNAP application customer portal (RIBridges). All website SNAP content will be vetted through the RI DHS SNAP program

staff. Minimally, this website will have a Google translate function embedded into the page to promote equitable and inclusive communication about SNAP.

- 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. Estimated reach is a combined 500 views, clicks, shares across non website platforms during the contract term.
- Genesis Center Staff will cross message factual SNAP information about the availability, application process, eligibility requirements, benefits of SNAP and Genesis Center’s planned and in process SNAP Outreach activities with a minimum of ten (10) additional collateral contacts. This may occur with SNAP informational materials they create or are invited to contribute too. Genesis Center will, but is not limited to, collaborating with: RI Workforce Alliance, GWB Education & Employment Advisory Council, RI Works Advisory Council, RI SNAP Advisory Committee meetings, and other committee and partnership meetings in which they participate. Cross messaging activities will be tracked, documented, and reported to RI DHS quarterly. Estimated minimum reach is 500 food insecure individuals who could benefit from SNAP.

Other

Additionally, during the contract term:

- All Genesis Center SNAP Outreach staff and their supervisors shall complete annual 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 annual 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.

- Each quarter: Genesis Center staff shall participate in the statewide SNAP workgroup, attending at least two (2) of its meetings each quarter (minimally attending ten (10) meetings during the contract term). Attendance may be completed by telephone, online meeting application, or in-person. Attendance in person is encouraged. Genesis Center will document their attendance in the “other” section of the quarterly SNAP Outreach program report.
- During the contract term, someone from Genesis Center involved in the SNAP Outreach Program may be asked to attend one or more RI SNAP Advisory Committee (RISAC) meetings which occur every other month, on the second Monday of the month solely to provide information about Genesis Center SNAP Outreach activities. If no information has been requested the subrecipient is not obligated to attend the meeting. The expectation is that someone would attend only to share the SNAP Outreach information requested. If no one is available to attend, the Genesis Center SNAP Outreach lead would minimally provide the information to the RI SNAP Assistant Administrator: Community & Planning Services or designee so the requested information may be shared at the RISAC meeting. Attendance at RISAC is not mandatory during FFY23 but is encouraged based on the agenda and anticipated value added to support FNS approved, reasonable, allowable, and necessary SNAP Outreach activities. Time spent in attendance, preparing, and/or reporting out on SNAP Outreach activities or providing feedback, options and opportunities related to SNAP Outreach activities is also encouraged.
- The subrecipient shall accept additional SNAP training that may be required by the State during the term of the contract and SNAP State Outreach Plan approval period.
- As this RI SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn about the availability, application process, eligibility requirements and benefits of SNAP i.e., factual SNAP information and, if interested, receive assistance with applying for SNAP and/or completing paper work or responding to verification requests to support maintaining SNAP benefits: program and financial reports must omit services not eligible for funding: such as activities for SNAP-ED (nutrition education), SNAP E&T or referrals to other programs.
- The subrecipient may only bill for activities that support

	<p>approved, reasonable, allowable, and necessary SNAP Outreach activities.</p> <ul style="list-style-type: none"> <li>• The subrecipient may implement a SNAP Outreach Constituent Survey to learn from SNAP constituents/applicants about current gaps and opportunities for SNAP Outreach activities. SNAP Outreach Constituent Surveys will be designed and used to enhance subrecipient SNAP Outreach activities already approved by FNS and the survey may be completed as part of the planning for meaningful future SNAP Outreach activities. Any subrecipient SNAP Outreach Constituent Survey must be vetted by the State and approved by FNS prior to implementation. The results of any constituent survey will be available to the State and FNS upon request. Any substantial change in SNAP Outreach activities based off the recommendations from a subrecipient constituent survey will be approved by the State and FNS prior to implementation.</li> <li>• Prior State and Federal approval would be required for any substantial change in the workplan.</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>	<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 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</li> </ul>

USDA/FNS State outreach Plan Guidance, the terms of the contract and federally approved FFY23 RI State Outreach Plan.

- The subrecipient will provide quarterly financial reports that will justify the amounts expended, show the subrecipient share for each cost category and the 50% federal reimbursement request. Additionally, a narrative justification of how the cost categories were calculated and backup documentation will be included with each quarter's deliverables. The State will review quarterly financial reports in comparison to quarterly program reports, monitoring for FNS compliance with CFR2 Uniform Guidance, found at: [https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl) [ecfr.gov] progress and equitable financial expenditures within the terms of the RI DHS SNAPOR contract and Federally approved RI State SNAP Outreach Plan.
- The state will minimally conduct one site visit (in person, via the phone or online meeting app) 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.
- The subrecipient will complete a (bulleted) Final Narrative and submit it with fourth quarter deliverables. The Final Narrative will include: Accomplishments, Major Challenges and Solutions Developed, Evaluation Methodology and findings; Promising Practices & Lessons Learned. RI DHS will provide the template for this (bulleted) report.
- 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 sixty-five (65) SNAP applications that the subrecipient assisted in the completion of during the contract term.

<b>Project Number 4</b>	<b>No project assigned to this number - Holding Number</b>
<b>Project Number 5</b>	<b>One Neighborhood Builders (ONE NB) - Community Based Outreach</b>
<b>Goals</b>	<p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>• To continue to strengthen public awareness of SNAP i.e., the availability, application process, eligibility requirements and benefits of SNAP.</li> <li>• To continue to provide SNAP Outreach services to Rhode Islanders who are part of an underrepresented or particularly vulnerable population i.e., but not limited to: students, Veterans, immigrants (including mixed status families), individuals with disabling conditions, constituents experiencing homelessness, and older Rhode Islanders.</li> <li>• To continue to serve all underserved communities interested in SNAP, advancing racial equity while reducing barriers to SNAP participation through federally approved, reasonable, allowable, and necessary SNAP Outreach activities.</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 FFY23.</li> <li>• To meet at least 80% of the quantified targets and 80% of the direct service targets will be met during this contract term.</li> <li>• Will assist interested constituents with applications through the customer portal, with a goal of teaching applicants/constituents how to use the portal to learn about their case status and to apply.</li> <li>• To align with equitable access and to develop meaningful and necessary SNAP Outreach priorities, ONE NB will be requesting feedback from SNAP constituents and applicants throughout Fiscal Year 2023.</li> <li>• The subrecipient will share SNAP information with applicants and recipients when changes occur i.e., when SNAP policies change, or RI systems or processes change that may impact a SNAP applicant or participant. This may include but is not limited to: sharing information about the impact of the end of the public health emergency (i.e., discontinuance of emergency allotments and discontinuance of the expansion of student rules), communicating information about post-pandemic operations, RI DHS office changes and new tools to support</li> </ul>

### SNAP access.

- Prior to application assistance, the subrecipient will inform the constituent/applicant of the various options for application completion i.e., paper, in-person, name address and signature, and customer portal (online application), so the applicant/constituent may make an informed decision about which method they wish to use. See CFR for more details - [https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2\(b\)\(1\)](https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2(b)(1)) : sections (i)-(v).

### **Direct Client Services**

Minimally, during the contract term (unduplicated counts):

- 4,000 individuals will be provided by the subrecipient, 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.
- 10% or 40 of applications the subrecipient assists with will be via the customer portal, at the constituent/applicant's discretion.
- 300 households the subrecipient assisted with SNAP applications will be found eligible for SNAP.
- 300 households will be assisted in SNAP Outreach activities (other than application assistance) to support continued eligibility i.e. (but not limited to), assistance with completion of Interim Reports, recertifications, reporting changes & providing documentation.
- 1,000 callers will be assisted by ONE|NB 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 recertification forms; and answer questions about the Supplemental Nutrition Assistance Program.

- CHWs 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 in/submit their application to RI DHS. Pending COVID-19 restrictions, some presentations may be given virtually.
- 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 the availability, application process, eligibility requirements and benefits of SNAP, ONE|NB SNAP outreach services and assist individuals with completing SNAP applications, verification requests, change reporting to RI DHS, Interim Reports, and renewals/recertifications.

**Target audience**

The most critical target population is low-income non-participating 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|NB will focus activities in the following service area: Central Providence, with a particular emphasis on providing bilingual SNAP informational and application assistance

<b>Timeline</b>	<b>Start</b>   10/1/2022	<b>End</b>   09/30/2023
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**Description of Activity**

*Provide a description of the activity and how it will be implemented.*

**Service Delivery and Activities:**

*In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.*

*This institution is an equal opportunity provider.*

Minimally, during the contract term:

- The subrecipient shall implement the following workplan.
- ONE|NB will implement all activities in person, over the phone, online through meeting apps, (i.e., Zoom, Skype, Google Meet), via social media, the 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.
  - 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.
  - 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. The State will provide program and financial reporting forms once the SNAP Outreach Plan has been approved by USDA-FNS and contracts are executed.
  - ONE|NB will use the SNAP online application process whenever the SNAP constituent/applicant requests this method or whenever feasible given the client's request and preferences. When used ONE|NB will capture the metrics of its use of online applications in the quarterly SNAP Outreach program report Form B "Other" section or on Form "A" Direct Client Services.
  - ONE|NB will maintain up-to-date information about SNAP Outreach efforts and will provide factual SNAP information about the availability, application process, eligibility requirements, and benefits of SNAP to food-insecure Rhode Islanders on the ONE|NB organizational website.
- As the RI Statewide SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn the availability, application process, eligibility requirements and benefits of SNAP, and if interested, receive assistance completing an application for SNAP and assistance with maintaining SNAP benefits: program and financial reports must omit services not eligible for funding, such as activities for nutrition education (SNAP-ED), SNAP E&T or referrals to other programs. Additionally, any activities not approved by USDA/FNS and not listed in a contract, may not be billed against a SNAP Outreach contract.
- 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 or its equivalent. The state will provide fillable program and financial forms to the subrecipient at the beginning of the contract period once USDA, FNS approves the State of Rhode Island's SNAP Outreach Plan and RI DHS SNAP Outreach contracts have been executed. Additionally, RI DHS contract requirements require quarterly financial reporting.

#### General

Minimally, during the contract term:

- 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 informing clients about the availability, application process, eligibility requirements and benefits of SNAP and/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 SNAP 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 while avoiding duplications of effort.
- 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.
- During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person is age 60 and older or who presents with a disabling condition the subrecipient will share detailed information about the SNAP medical deduction so that an informed decision may occur whether to provide medical expenses with an application, Interim report, Recertification or as part of change reporting.
- During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person may be a student or a potential student the subrecipient will share SNAP student criteria.

- The subrecipient will share SNAP information with applicants and recipients when changes occur i.e., when SNAP policies change, or RI systems or processes change that may impact a SNAP applicant or participant. This may include but is not limited to: sharing information about the impact of the end of the public health emergency (i.e., discontinuance of emergency allotments and discontinuance of the expansion of student rules), communicating information about post-pandemic operations, RI DHS office changes and new tools to support SNAP access.

#### Direct Mail

Minimally, during the contract term ONE|NB will:

- Mail two sets of factual SNAP informational packets to separate groups of 2,000 households each during the contract term, to reach a total of 4,000 households. The packets will be vetted by RI DHS and will be sent to low-income clients who may be eligible for SNAP. The target geographies include the 02908 and 02909 ZIP codes.
- Twice during the contract term, ONE|NB shall use mail, email, text message or social media platforms to send SNAP informational resources and links to reach 7,000 households who reside in the catchment area of 02908 and 02909 ZIP codes, 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

Minimally, during the contract term ONE|NB will:

- Organize and participate in five (5) public meetings/events. These will include community meetings and meetings at ONE|NB residences throughout the catchment area. ONE|NB outreach workers shall present SNAP informational materials and answer questions related to SNAP and ONE|NB will also leverage or partner with other community-based organizations and events in the community to share factual SNAP information. These activities will produce a minimum estimated reach of up to 3,000 individuals during the contract term.
- In situations where an event does not occur, ONE|NB, with prior state and federal approval, will implement an activity targeting the same audience demographics in the same geographic area and with the same number reached.

Displays & Distributions of Factual SNAP Informational Materials

Minimally, 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 of these shall be displayed in offices or facilities not managed by ONE|NB.
- Distribute at least 1000 SNAP rack cards, brochures, or other informational items at ONE|NB offices, outpost sites, exhibits, and public events. Minimally, 100 of these will be targeted to Veterans. All informational SNAP materials will be vetted by RI DHS prior to distribution.
- 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, mixed status families, or working families or Veterans. During the contract term, ONE|NB will minimally seek to provide ten (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 SNAP Outreach materials will minimally 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 target audience. Copies of all SNAP informational materials will be attached to quarterly program reports. Some SNAP informational materials will also be posted online by ONE|NB staff, including Frequently Asked Questions, SNAP facts, and downloadable flyers. Materials will be updated on the website as needed and reviewed at least twice (x2) during the FFY.

- Direct SNAP outreach workers will collaborate with the two RI Food Bank pantries in their catchment area throughout the contract term to help them access SNAP informational resources minimally including 200 SNAP rack cards/flyers 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.
- Involve five (5) faith-based organizations (FBOs) in its SNAP outreach activities 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.
- For all materials distributed, including social media posts, ONE|NB will track by quarter: document type/content, and report on the number and types of sites visited, the number and type of SNAP informational materials left at each location, and which sites declined to participate. All metrics will minimally follow the requirements on the RI DHS SNAP Outreach quarterly program report.
- Ensure that factual SNAP information is shared collaboratively at non-ONE|NB meetings and events in the catchment area, as they arise, and include details about such events when possible in shared SNAP materials that are created both internally and collaboratively with other entities. ONE|NB anticipates distribution to be minimally 250 SNAP flyers during the contract term. 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.

SNAP 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. ONE|NB's three Community Health Workers, the CHW Supervisor, and Community Organizer, 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

Minimally, 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. Civil Rights training is 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> of the same FFY. 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.

- ONE|NB will convene statewide SNAP Outreach Workgroup Meetings for SNAP outreach contracted community partners ten (10) times during the FFY, with support from the Rhode Island Department of Human Services. The Workgroup will focus on SNAP Outreach best practices minimally using constituent feedback and data, to increase opportunities for RI residents to make an informed decision about whether to participate in SNAP and will focus on creating equity and inclusion for marginalized Rhode Island residents. ONE|NB will plan, coordinate, facilitate and participate in the statewide SNAP Outreach Workgroup Meetings. The SNAP Outreach supervisor and Assistant Director of Community Health will be the main point of contact and will coordinate with the RI DHS Assistant Administrator Community & Planning Services monthly to discuss and develop the meeting agenda. The ONE|NB supervisor and Assistant Director of Programs will convene and facilitate the meeting. At the discretion of the subrecipient, CHWs may attend at least two Workgroup Meetings each quarter. Meetings may convene by telephone, online meeting application, or in-person. In person is encouraged by RI DHS with the option to attend via phone or Teams as an adjunct. ONE|NB will work in collaboration with the RI DHS Assistant Administrator, Community and Planning Services staff, or other RI DHS staff for content ideas. ONE|NB will document attendance and informational content covered on the quarterly SNAP Outreach program report “Other” section. Meeting minutes will be taken and shared with RI DHS with quarterly deliverables. Attendance sheets will also be shared with RI DHS within 10 days after the meeting has ended.

- ONE|NB will coordinate at least one panel of volunteer constituents who will be asked to share their experiences and insights at a SNAP

Outreach Workgroup Meeting for Contracted Community Partners regarding the SNAP Outreach process, at least once during FFY23. This will be an opportunity to understand the constituent experience and the value of SNAP Outreach from the constituents' viewpoint. It will help identify gaps and opportunities within SNAP Outreach for enhanced activities to broaden inclusion and equity within the SNAP Outreach Program and to enhance customer service. Additionally, SNAP Outreach projects will learn how and where to enhance their SNAP Outreach project goals, activities, and best practices while identifying what activities are reasonable and necessary from the constituents' frame of reference given the current state in Rhode Island.

- During the contract term, someone from ONE|NB involved in the SNAP Outreach Program may be asked to attend one or more RI SNAP Advisory Committee (RISAC) meetings which occur every other month, on the second Monday of the month solely to provide information about ONE|NB SNAP Outreach activities and outcome measures. If no information is requested, the subrecipient is not obligated to attend the meeting. The expectation is that someone would attend only to share the SNAP Outreach information requested. If no one is available to attend, the ONE|NB SNAP Outreach lead would minimally provide the information to the RI SNAP Assistant Administrator: Community & Planning Services or designee so the requested information may be shared at the RISAC meeting. Attendance at RISAC is not mandatory during FFY23 but is encouraged based on the agenda and anticipated value added to support FNS approved, reasonable, allowable, and necessary SNAP Outreach activities. Time spent in attendance, preparing, and/or reporting out on SNAP Outreach activities or providing feedback, options and opportunities related to SNAP Outreach activities is also encouraged.
- ONE|NB will display a link to a SNAP resource page on its website, which will also post contact information for SNAP Outreach workers available 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 FFY23 contract term, ONE|NB will minimally have four (4) different SNAP informational messages shared across social media during the contract term. Screen shots for all new SNAP informational

materials will be attached to quarterly program reports. Views, clicks, and shares will be reported as applicable **on the SNAP Outreach quarterly program report, Form B**. Estimated reach for the contract term is 4,000.

- 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 i.e., **SNAP-ED**, SNAP E&T, or referrals to other programs.
- SNAP outreach activities will be coded by ONE|NB staff as outlined on the SNAP Outreach Staffing Detail and approved by supervisors for reporting and tracking of actual staff time spent on approved, reasonable, allowable, and necessary SNAP Outreach activities. 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 by quarter with each quarterly report. This follows the requirements as set forth in the FNS approved Time and Effort form. See Attachments, Section 10.
- The subrecipient will provide quarterly financial reports that will justify the amounts expended, show the subrecipient share for each cost category, and the 50% Federal reimbursement request. Additionally, a narrative justification of how the cost categories were calculated and backup documentation will be included with each quarter's deliverables. The State will review quarterly financial reports in comparison to quarterly program reports, monitoring for FNS compliance with CFR2 Uniform Guidance [https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl) [ecfr.gov], progress, and equitable financial expenditures within the terms of the RI DHS SNAPOR contract, FNS approved invoicing methods, USDA/FNS SNAP State Outreach Plan Guidance, and Federally approved RI State SNAP Outreach Plan.
- ONE|NB shall accept additional SNAP training that may be required by the State during the term of the contract and SNAP State Outreach Plan approval period.
- **The subrecipient may implement a SNAP Outreach Constituent Survey to learn from SNAP constituents/applicants about current gaps and opportunities for SNAP Outreach activities. SNAP Outreach Constituent Surveys will be designed and used to enhance subrecipient SNAP Outreach activities already approved by FNS and the survey may be completed as part of the planning for meaningful future SNAP**

	<p>Outreach activities. Any subrecipient SNAP Outreach Constituent Survey must be vetted by the State and approved by FNS prior to implementation. The results of any constituent survey will be available to the State and FNS upon request. Any substantial change in SNAP Outreach activities based off the recommendations from a subrecipient constituent survey will be approved by the State and FNS prior to implementation.</p> <ul style="list-style-type: none"> <li>• Prior State and Federal approval would be required for any substantial change in the workplan.</li> <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 organization’s e-newsletters, constituent correspondence, webpages, social media sites, etc., when invited to do so. The subrecipient will report quarterly on these activities and include the quantity and type of resources shared. New informational items will be vetted through RI DHS. Minimally, this activity will be completed 25 times during the contract term.</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>	<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 subrecipient will provide quarterly financial reports that will</li> </ul>

justify the amounts expended, show the subrecipient share for each cost category and the 50% federal reimbursement request. Additionally, a narrative justification of how the cost categories were calculated and backup documentation will be included with each quarter's deliverables. The State will review quarterly financial reports in comparison to quarterly program reports, monitoring for FNS compliance with CFR2 Uniform Guidance [https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl) [ecfr.gov], progress and equitable financial expenditures within the terms of the RI DHS SNAP Outreach contract and Federally approved RI State SNAP Outreach Plan.

- The state will minimally conduct one site visit (in person, online meeting application or phone call) 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. During this meeting and others ONE|NB staff will meet with the RI DHS to discuss collaboration, data-informed service delivery, gaps, and opportunities including SNAP Outreach opportunities to Hispanic and non-English-speaking audiences.
- The subrecipient will complete a (bulleted) Final Narrative and submit it with fourth quarter deliverables. The Final Narrative will include: Accomplishments, Major Challenges and Solutions Developed, Evaluation Methodology and findings; Promising Practices & Lessons Learned. RI DHS will provide the template for this (bulleted) report.
- During the contract term, the ONE|NB SNAP Outreach Team will evaluate their system to follow up with clients for application outcomes. ONE|NB will use the RI Referral Outcome Survey template manually or as an online computer-based tracking tool to capture outcomes as listed below. 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 100 referrals made by the subrecipient to RI DHS for SNAP during the contract term and will report the outcomes for those individuals. The subrecipient will share the results of the *Referral*

	<p><i>Outcome Survey</i> with RI DHS, at the time of 4<sup>th</sup> quarter deliverables are due.</p>
<p><b>Project Number 6</b></p>	<p><b>mRelief - Community Based Outreach</b></p>
<p><b>Goals</b></p>	<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 provide SNAP Outreach services to Rhode Islanders who are part of an underrepresented or particularly vulnerable population i.e., but not limited to: students, veterans, immigrants i.e., mixed status families, those with disabling conditions, older Rhode Islanders.</li> <li>• To serve all underserved communities interested in SNAP, advancing racial equity while reducing barriers to SNAP participation through federally approved, reasonable, allowable, and necessary SNAP Outreach activities.</li> <li>• To reduce food insecurity by increasing the number of eligible Rhode Islanders taking part in SNAP.</li> <li>• Statewide SNAP participation will exceed 150,000 individuals during the term of this proposal.</li> <li>• To provide easily understood and handy materials (paper, text) to clients who may potentially be eligible for SNAP with the goal of increasing their knowledge of the program rules, eligibility requirements, application, interim report, recertification and change reporting processes, and the benefits of SNAP.</li> <li>• 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.</li> <li>• At least 80% of the quantified targets and 80% of the direct service targets will be met during this contract term.</li> <li>• The subrecipient will share SNAP information with applicants and recipients when changes occur i.e., when SNAP policies change, or RI systems or processes change that may impact a SNAP applicant or participant. This may include but is not limited to: sharing information about the impact of the end of the public health emergency (i.e., discontinuance of emergency allotments and discontinuance of the expansion of student rules), communicating information about post-pandemic operations, RI DHS office changes and new tools to support</li> </ul>

**SNAP access.**

- Prior to application assistance, the subrecipient will inform the constituent/applicant of the various options for application completion i.e., paper, in-person, name address and signature, and customer portal (online application), so the applicant/constituent may make an informed decision about which method they wish to use. See CFR for more details - [https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2\(b\)\(1\)](https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2(b)(1)) : sections (i)-(v).

Direct Client Services (unduplicated count)

All direct client services and activities will be conducted in Rhode Island and targeted to Rhode Island residents by the subrecipient and the subrecipient's sub award community partner agencies.

The subrecipient will minimally fulfill the following specific to Rhode Island during the executed contract term:

- 106,936 households will be provided factual SNAP information
- 30,000 households will be screened to determine SNAP participation status, and will be provided with factual information about how to apply for SNAP
- 4000 households will be referred to apply for SNAP benefits through Rhode Island's Customer Portal on their own.
- 1200 households will be assisted in the completion of a SNAP application that gets submitted to RI DHS.
- 65% or 780 applications the subrecipient assists with will be completed via the customer portal, at the constituent/applicant's discretion.

**Target Audience**

The most critical target population is low-income nonparticipating Rhode Islanders, who may qualify for SNAP. Services also will be provided to people who may be participating in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements. Speakers of languages other than English and will include anyone with access to a mobile phone or the internet including FNS priority populations (i.e., Blacks, Latino, immigrant communities and mixed status families, students, veterans), indigenous people, and those 60 and older or with a disabling condition.

	The subrecipient will focus SNAP Outreach activities in the following service area: Statewide		
<b>Timeline</b>	<b>Start</b> 10/1/2022	<b>End</b>	09/30/2023
<b>Description of Activity</b>	<p><u>Service Delivery and Activities:</u></p> <p><i>In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.</i></p> <p><i>This institution is an equal opportunity provider.</i></p> <ul style="list-style-type: none"> <li>• mRelief and its agents will implement all activities in person, over the phone, online through meeting apps, (i.e., Zoom, Skype, Google Meet), via social media i.e., Instagram, Facebook, websites, email, and e-newsletters, or by other secure and confidential means following all USDA/FNS and RI State SNAP policies and procedures, IT policies and procedures and RI State social distancing requirements.</li> <li>• In situations where an event does not occur, mRelief and its agents shall implement a comparable activity targeting the same audience demographic, in the same geographic area, and with the same number reached. mRelief and or its subcontracted agents will obtain prior State and Federal approval when substituting one activity for another.</li> <li>• All SNAP Outreach activities, listed below, will be tracked, documented, and reported to RI DHS <b>quarterly</b> using the State’s SNAP Outreach Program Reporting format or it’s equivalent. 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 Amended FFY23 State SNAP Outreach Plan. Additionally, RI DHS contract requirements require <b>quarterly</b> financial reporting using the RI DHS SNAP Outreach Financial Summary Sheet and FM-1 invoice. The subrecipient will provide all program reporting and financial forms including all backup documentation <b>quarterly</b>.</li> <li>• During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person is 60 and older or who presents as someone with a disabling condition the subrecipient</li> </ul>		

will share detailed information about the SNAP medical deduction so that an informed decision may occur whether to provide medical expenses with an application, Interim report, Recertification or as part of change reporting.

- During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person may be a student or a potential student the subrecipient will share SNAP student criteria.
- Given the size and scope of the project mRelief will create an internal monitoring system for progress and report any concerns within systems and processes when realized and on the same day to RI DHS.

#### Display and Distribution of Factual SNAP Informational Materials

Minimally, during the contract term and targeted to Rhode Island, mRelief will:

#### ***Disbursement of Factual SNAP Information***

##### *Facebook Informational activities:*

- Run ongoing targeted RI SNAP informational **messages including but not limited to:** four to six pieces of content that will be refreshed on a monthly basis totaling 48 to 72 pieces of content during **the FFY** on Facebook, Google and Instagram to 1) raise awareness about the availability, application process, eligibility requirements and benefits of SNAP among Rhode Islanders who might be eligible for SNAP **and will** 2) raise awareness among Rhode Islanders about whether they might likely be eligible for SNAP benefits, and about how they can apply for benefits if they are interested.

- mRelief will maintain the content of all SNAP informational messages/materials throughout the duration of the contract **and FFY**, making updates where and when applicable throughout the term of this proposal. mRelief will provide copies of messages disseminated via various media outlets as SNIPS and **new** message content prior to dissemination to RI DHS for approval.

##### *Website integrations*

- mRelief will post information about our RI SNAP eligibility screener on RI community partner websites, including but not limited to: Rhode Island Food Bank, University of Rhode Island, and 4 other local organizations whose participants might be eligible or interested in learning more about RI SNAP benefits. mRelief will aim to post information on 2 different partner websites during the contract term.

mRelief will maintain the content of all posts throughout the duration of

the contract term(s) making updates where and when applicable throughout the term of this proposal. mRelief will provide a screen shot of the content posted and **to confirm accuracy, will vet new content with RI DHS,** prior to dissemination/posting.

#### *Flyers*

- mRelief will disburse 250 flyers, in color and printed in Rhode Island, to local brick and mortar locations of local community partners with information about how individuals can use mRelief’s text-message system to find out if they might likely qualify for SNAP benefits, and how to apply for benefits if they are interested, to include but not limited to, contact information for the **sub-awardees** contracted with mRelief who will provide support with the completion of a SNAP application (online, paper) and for those who don’t want support or assistance a link to the RI DHS customer portal.

#### *Translation of materials and screener*

- mRelief will translate RI SNAP informational materials they display/distribute to make it accessible to Rhode Islanders. During FFY23 mRelief will minimally translate a newly revised and RI DHS approved RI SNAP eligibility screener into the following language: Spanish. **Tool is currently in English.**

#### Direct Service

##### ***SNAP Eligibility Screener Over Text Message***

During the contract term, **activities mRelief will complete** include but are not limited to:

##### *Maintain Rhode Island SNAP eligibility screener – Text “Food” to 74544*

- **Continue to** revise/customize **and maintain** the current RI targeted Text “Food” to 74544 survey **throughout the FFY** so that residents can voluntarily access it on a mobile friendly website ([www.apply.mrelief.com/screener](http://www.apply.mrelief.com/screener)) or over text messaging (by texting “Food” to 74544) to determine if they might likely be eligible for SNAP in Rhode Island. Note: Text messages sent by mRelief are triggered by the responses the user voluntarily provides while using the texting tool. Within the texting tool, questions are formatted to accept specific responses from the client. Therefore, the response of the tool is dependent on the response of the client. The automated text messaging system is free to the user.

**The community partner calls a user after the user shares their name and phone number on the survey indicating they want a call back. The community partner** who will call the client to assist in the completion of

a SNAP application will be using Rhode Island's SNAP Customer Portal, unless at the discretion of the customer a different method (paper) is requested.

SNAP application support and assistance will not be conducted through mRelief's Johnnie system. Johnnie: Customer Relationship Management (CRM) Tool is mRelief's proprietary client relationship management software that can be accessed via a secure web-browser by local subcontracted community partners. They sign in using their work email and secure password. Johnnie is designed to connect local community partners to clients that need one-on-one assistance. Johnnie is used by the subcontractor to schedule a time to talk with someone about the SNAP program and so the person may receive factual information about SNAP.

mRelief and mRelief subcontractors will not collect, review, or submit documents on behalf of clients. mRelief will assist people in the completion of an application, provide factual SNAP information, answer questions related to SNAP and provide guidance on the use of the RI Customer Portal for successful submission of a complete and signed SNAP application, following RI DHS best practices, policies, procedures, and USDA/FNS standards.

As needed and ongoing update SMS screening tool questions. As changes are required mRelief will make sure questions are reviewed by RI DHS to make sure the answers accurately reflect RI income guidelines, policies, and applicable waivers, including maximum income limits based on household size, and special eligibility criteria for approved waivers and Rhode Islanders who are immigrants, students, and seniors. RI DHS will review language to ensure it aligns with RI SNAP policy, rules, and regulations. Due to the proprietary nature of possible changes, examples of prior revisions are included in the mRelief Budget Narrative. See Attachments 18B of this plan.

In summary: At the start of mRelief's executed contract in FFY22 (July) the RI DHS SNAP Program required language updates for some of the questions and answers embedded within the texting tool prior to implementation - mRelief will continuously request RI DHS confirm the tool's accuracy with CFR and RI State policy. Note: RI DHS SNAP Program staff will also vet all changes and updates to the questions and answers (logic) for accuracy and factual representation of SNAP Policy prior to mRelief sharing updates ongoing. Dependent upon how far into the start-up process mRelief gets in FFY22 the process of formally sharing information about the tool's availability through the RI DHS SNAP Outreach program may still be underway during the beginning of FFY23.

Note: To support USDA/FNS access guidelines: mRelief will also train subcontractors to inform RI Residents that *Regardless of the type of*

application system used, the State agency must provide a means for all applicants applying through any mechanism to immediately begin the application process by filing an application with only their name, address and signature and that a person has a right to same-day filing (as per 7CFR 273.2 4 (c)(1) iii).

Additionally, mRelief's subcontracted community partners will also be trained to inform SNAP callers that The State agency must grant a face-to-face interview to any household that requests one as per 7 CFR 273.2 (7)(e)(2). mRelief will keep apprised of RI SNAP waivers that may impact the criteria and inform residents of those details as applicable.

- mRelief estimates that during the FFY 30,000 people in Rhode Island will use mRelief's website or the text messaging screener to check their "likely" eligibility for SNAP benefits during the contract term. mRelief will track and report metrics on the use of these tools to RI DHS quarterly on the same due date as the SNAP Outreach Program and Financial Reports.

*Student eligibility:*

- mRelief will create a student targeted survey that can be accessed on a mobile friendly website ([www.apply.mrelief.com/screener](http://www.apply.mrelief.com/screener)) or over text messaging (by texting "Food" to 74544) to determine if a student might likely be eligible for SNAP. mRelief will use the eligibility requirements for students that are provided by FNS and Rhode Island DHS to provide accurate information about whether users are likely eligible for SNAP. The SNAP Administrator or another qualified designee will vet and approve the RI student screener for accuracy prior to mass dissemination.
- If the client is likely eligible for SNAP based on the information they provided in the survey, the client will be given information about how to apply, either on their own using the Rhode Island Customer Portal, or by scheduling a call with a SNAP Outreach worker from one of mRelief's anticipated subcontracted local community partner agencies.

*Senior eligibility:*

- mRelief will create a targeted older Rhode Islander survey that people can access on a mobile friendly website ([www.apply.mrelief.com/screener](http://www.apply.mrelief.com/screener)) or over text messaging (by texting "Food" to 74544) to determine if an individual might likely be eligible for SNAP. mRelief will use the eligibility requirements for Seniors that are provided by FNS and Rhode Island DHS to provide accurate information about whether users might likely be eligible for SNAP. The SNAP Administrator or another qualified designee will vet and approve the older Rhode Islander SNAP screener for accuracy prior to mass dissemination
- If the client is likely eligible based on the information they provided

in the survey, the client will be given information about how to apply, either on their own using the Rhode Island customer portal/website, or by scheduling a call with a mRelief subcontracted RI SNAP outreach worker **from one of mRelief's anticipated subcontracted** local community partner **agencies.**

*Client/customer/caller outreach & communication*

- Johnnie will be utilized by mRelief's subcontracted local RI community partners to keep track of client leads and calls. Johnnie will be used for its ability for caseworkers to call clients during scheduled appointment times and send them follow up text messages related to their SNAP application and the possible next steps of their application process (for example, how to prepare for their required interview, which documents for verification clients might have to bring or submit online prior to their interview). Johnnie will not be used to complete or store data related to the SNAP application - client data will be submitted directly into the Rhode Island Customer Portal. \*Note mRelief security procedures in the Technical Maintenance & Optimizations section, which explains how mRelief maintains and keeps safe any Personally Identifiable Information (PII) received by clients.

\*\*Note mRelief screenshots of SMS process are included in the budget narrative.

*Call scheduling for local community partners*

- After a client completes mRelief's text-message eligibility screener for SNAP and finds out they might likely be eligible, they have the option to apply for SNAP benefits on their own using Rhode Island's Customer Portal, or if they prefer, to schedule a call with a local community partner where they can receive more information about SNAP and apply for SNAP with assistance from a staff member of a subcontracted local community partner. Note: Johnnie includes a web page that enables a client to schedule a time (based on their needs and availability) in the next 4 business days to be contacted by the local community partner. The user voluntarily has the option to provide only their name and a phone number where they can be contacted, and the user can provide only their first or their last name or choose not to include their name before being contacted. The client's name (if provided) and phone number, which they voluntarily provide to mRelief in order to be contacted about SNAP, is the only client data that will be stored in Johnnie. All application-related data will be inputted directly into the Rhode Island Customer Portal.

- Designated mRelief SNAP Outreach subcontracted staff, at **two (2) anticipated** local RI community partners will be able to log in to Johnnie daily to make calls to clients during the scheduled appointment times.

The Johnnie system can be used to call or text those clients and provide information about the availability, application process, eligibility requirements and benefits of SNAP.

#### *SNAP Application Assistance*

- Once a client identifies themselves as needing assistance, that client will designate how s/he would like to be followed up with. A designated staff member from the mRelief subcontracted SNAPOR provider will call the client during the scheduled appointment time, using Johnnie.
- The staff member will assist the customer in the completion of a SNAP application using Rhode Island's Customer Portal, by asking the client each application question (as written) and typing their answers (verbatim) into the SNAP application. This is done on the client's behalf. After the caseworker completes typing up the application in the Rhode Island Customer Portal, they will provide the log-in credentials to that client over the phone, and the client will sign into their customer portal with assistance from the mRelief subcontracted SNAP Outreach community partner to electronically sign the application.
- The staff member will also tell the client about the required information and documentation needed to submit a complete application - including but not limited to: customer signatures, paystubs, and a form of identification if they are not known to RI DHS. The staff member will then explain how to submit the application and take a screen shot of the tracking number.
- mRelief aims to assist with the completion of 1200 initial SNAP applications on behalf of Rhode Island households that are not currently enrolled for SNAP benefits during FFY23 contract term.

#### *SNAP recertification assistance*

- Some clients that use mRelief's text message SNAP eligibility screener may already be enrolled in the RI SNAP program and would like more information about redetermination or recertifying for SNAP benefits. mRelief's subcontracted community partner will assist those calling in the completion of a recertification form or interim report and will provide factual SNAP information to address their questions. If after the questions are answered the person wants to continue without support, mRelief will provide information about the steps necessary to submit the recertification or interim report, including (but not limited to) the phone number and contact information for Rhode Island DHS so the interim report or recertification form may be completed independently from that point, and SNAP enrollment may continue.
- mRelief estimates that 5% of clients that use mRelief's text message

SNAP eligibility screener will already be enrolled in SNAP and will need assistance to recertify. 1500 households out of the 30,000 households **screened for participation status**, mRelief will minimally, assist with the completion of an application for recertification or will assist with the completion of an interim report.

#### *Surveying for outcomes*

- Thirty (30) days after a client has used mRelief’s newly vetted and RI DHS approved text message SNAP eligibility screener (Text “Food” to 74544), an automated survey over text-messaging will be sent to ask clients about their case outcomes. This involves the client voluntarily answering a few questions over text messaging to share information about: whether they completed their SNAP application, if they were approved or denied or are still waiting for a determination, and how much they were approved for in SNAP benefits. mRelief will use the survey results to inform the efficacy of our text message screener and Johnnie tools with regard to their effectiveness assisting RI’s food insecure. Additionally, this information may be used to find gaps and opportunities for demographics not utilizing the tools so that mRelief may expand SNAP informational messaging to be more inclusive, **provide equity and to** target additional underserved food insecure priority or fringe populations. Minimally, mRelief will share the data collected with RI DHS by month and YTD with the final September 2023 deliverables.

#### ***Agency Collaboration & Partnership Management***

During the contract term mRelief will minimally:

- Partner with **two (2)** RI local community organizations to provide application assistance (in-person or over the phone) for clients who have identified themselves through use of the texting tool or the application screener as needing assistance with a SNAP application or other SNAP related document. The **two (2)** Rhode Island based community partners will be used to ensure expansive coverage of the State of Rhode Island i.e., different populations geographically in Rhode Island and serving populations that speak different languages other than English.

Seek qualified and interested community-based organizations that have experience and sustainability with SNAP enrollment assistance. mRelief will provide them with mRelief’s Johnnie CRM tool to support their approved SNAP Outreach activities. mRelief will train staff and meet with staff on a monthly basis to review progress towards SNAP Outreach work plan goals i.e., SNAP application and recertification goals; to ensure they understand the RI DHS Customer Portal, Mobile App, and mRelief technology and are utilizing it **effectively**. mRelief will conduct refresher trainings or train new staff as applicable

throughout the contract term; and to inform subcontracted SNAP Outreach staff of new features or changes to the RI SNAP program timely (within 24 hours of the notification of the change).

Continue to hire a dedicated account associate to manage Rhode Island SNAP Outreach community partners associated with this project/contract. mRelief will disburse information about the newly vetted and RI DHS approved text message SNAP eligibility screener to various RI community partners and to mRelief's sub-awardees. This includes sending bi-weekly informational emails, providing at least 250 paper flyers, and developing at least one webinar(s) about our SNAP eligibility screener and Johnnie tool for SNAP assistance, so that local community partners are aware of these tools and can share information about mRelief's text "Food" to 74544 eligibility screener with individuals they serve.

mRelief will also present at least once during the contract term at the RI SNAP Outreach Workgroup meeting to provide ongoing demonstrations and to educate RI DHS contracted SNAP Outreach community partners about the SNAP screening tool and application assistance process mRelief is using with the talents and support of two (2) subcontracted RI community partners (not already a SNAP Outreach provider).

#### Other

##### ***Technical Maintenance & Optimizations***

During the contract term, the activities mRelief will conduct shall minimally include:

- Ongoing maintenance of the text message SNAP eligibility screener. AND while the mRelief screener and RI Bridges platforms will not communicate or exchange data mRelief will develop a relationship with RI DHS IT to communicate optimizations and tools either in use or development so that RI IT and mRelief both share an awareness of IT developments, purposes, and best practices. This is to be done ongoing to optimize technological access to SNAP for RI food insecure constituents/applicants while developing and maintaining opportunities for partnership and collaboration where applicable and advantageous for those served.

This maintenance and partnership will also include: quarterly updates to the security protocols and measures used to keep client data safe and secure, making changes to the verbiage that is included in our SNAP eligibility screener to align with any changes or guidance posted by FNS or Rhode Island DHS or RI DOIT. All changes will be vetted by RI DHS prior to implementation and or RI DOIT as applicable i.e., how the data is being stored.

- mRelief will perform annual or semi-annual updates (dependent upon frequency of changes to RI SNAP eligibility criteria) to our screener to ensure eligibility criteria aligns with FNS’s guidance and Rhode Island DHS’s guidance, including anticipated changes to income limits in October, and any other timely changes to SNAP qualifications or enrollment criteria or changes to SNAP federally approved waivers. Additionally, mRelief will **inform** insights **and changes** from data we receive from clients to adjust our screening tools and application process to ensure ease of use and that client dignity are maintained. Feedback from RI DHS and RI DOIT **will be requested by mRelief for those changes** as applicable - for example, if a question on our screener is unclear or we find that many clients are answering incorrectly or exiting the screener altogether when they read a particular question, mRelief will make adjustments to that question to ensure the question is clear and simple for all clients to understand and answer. RI DHS will vet changes prior to implementation.

### ***mRelief Training Activities***

#### ***Ongoing Technical training on Johnnie –***

- **As subcontractor staff change and learn**, mRelief will **continue** to provide at least one initial in-depth technical training on the utilization of Johnnie for local subcontracted community organizations SNAPOR designated case **workers and as staff changes occur**. Training(s) will minimally include: how to use mRelief’s CRM (Johnnie) tool in order to call clients that have voluntarily provided only their name and phone number while using the texting tool for the purpose of being followed up with by a community partner to receive SNAP application assistance through the Rhode Island Customer Portal. The training will provide the steps to complete a SNAP application through the RI DHS Customer Portal. Additionally, the training will cover other reasonable, allowable, and necessary SNAP Outreach activities the local subcontracted community organization may engage in when someone voluntarily leaves their name and phone number for a call back. The training will also provide the tools necessary for SNAPOR subcontracted staff to confidently provide accurate and consistent information about the availability, application process, eligibility requirements and benefits of SNAP in Rhode Island. Additionally, the training will cover the functionality of Johnnie and the Customer portal i.e., how to effectively and efficiently use the tools to assist RI SNAP clients.

### ***mRelief Security Protocols***

mRelief will **continue ongoing** maintenance of mRelief Security Protocols (for more details see Attachment 19, **FFY23** RI State

*Outreach Plan)*

- Our security architecture has been reviewed with our security advisor, Matt Konda, who is also the former OWASP global chair and who helps companies with application security and architecture.
- Our physical architecture is essentially delegated in this cloud architecture. Each of Heroku, AWS, and Twilio build their data centers with reliability and security in mind. The services we use are built with paths to scale to meet performance demands. We do not directly manage network equipment, servers, or databases.
- Our logical security infrastructure is aimed at complying with NIST 800-53 standards. We took each of the NIST 800-53, FISMA Moderate controls and we mapped it to tasks that are tracked. We use a system to help ensure that we do the tasks, particularly the recurring ones in a timely manner.

In the bullets below, we explain the interconnections and the physical and logical security together:

- Users (administrators, outreach, recipients) access the system through:
- A web interface served from Heroku. Heroku is owned by Salesforce and is itself hosted in Amazon and has the typical profile of an enterprise data center (SOC2, etc.). It has an excellent security profile. Of course, we recognize that we have a shared responsibility in the security of our technical applications but we wanted to start by establishing the primary platform.
- Some users may receive SMS messages on their provided phone with their consent. These conversations may represent questions and answers to help pre-qualify and engage them. These messages flow through Twilio and Heroku.

Data transmission:

- All users connect to the web application over HTTPS (TLS).
- The SMS between Twilio and the user's phone is over the user's phone network to Twilio. It is not controlled by mRelief.
- All management is done through web interfaces or CLI's that transmit data over HTTPS (Heroku, AWS, Twilio).

The application itself is a Ruby on Rails application which scales horizontally behind Heroku load balancers. Meaning, if application performance becomes a challenge, we can provision additional servers to handle the load.

The database behind the application is Postgres and is encrypted at rest with AES 256. It is also backed up continuously and with daily snapshots. The database can be scaled (not horizontally, but by providing additional power) if performance becomes an issue.

The Heroku platform intermediates access (and auditing) to the application runtime and database, which is managed through a web and CLI interface (both using HTTPS).

There are application level integrations:

- AWS S3 for temporary storage of uploaded files. Data sent to S3 is transmitted over HTTPS and is stored encrypted with AES 256.
- Twilio for SMS integration. Data sent to Twilio is sent over HTTPS and is not stored. This is ephemeral and used to transmit data to users with their permission.

Deployment of resources is done through the Heroku or AWS CLI, which is accessible only to DevOps team members. All activity is auditable in Heroku or CloudTrail and communications are encrypted over HTTPS.

DevOps roles are reviewed monthly and on role changes and terminations.

Data is deleted proactively after a period of time (60 days OR after a client tells us they're approved, whichever comes first) to ensure that we do not maintain data that we do not need or expect to use.

In terms of physical location, Heroku, Twilio and AWS do not make it easy to know the exact location of their data centers, but we are using US based availability zones. We do have a vendor review process to make sure they have strong physical security controls and environmental controls in place. Each has a SOC 2 that states that their environmental controls meet typical industry standards for protection and redundancy.

There is a marketing-focused website that is managed separately and does not share any data or infrastructure with the system in question. It is run in GoDaddy and further secured by Sucuri.

***Additional Agreements of security measures in Rhode Island:***

Upon approval of **an executed contract or contract amendment**, mRelief agrees to the following measures:

- Sending SNAP outreach reports to Laurie Cote, DHS SNAP Outreach Contract Manager; Deborah Barclay, DHS Legal Privacy and Security Officer; George Bowen, DHS Privacy and Security Officer
- Conducting an annual electronic and procedural security audit for how PII and SI is handled throughout mRelief processes and systems, provided such an audit can be reimbursed through mRelief's budget in Rhode Island as an allowable expense or a part of an indirect cost line.

- Sharing audit findings at the soonest available time during a federal fiscal year with RI DHS. Available to FNS upon request.
- Signing off on Confidentiality requirements (Par. 23) at time of contract execution.
- Providing notice of a breach or suspected breach within one hour of knowledge of it and no later than 48 hours after the discovery of a breach: More complete and detailed information shall be provided to the Department as it becomes available to the Contractor.
- The Contractor shall notify the Department and the Department's designated security officer by telephone call plus e-mail, web form or fax upon the discovery of any breach of security of PHI, PII or SI or suspected breach of security of PHI, PII or SI (where the use or disclosure is not provided for and permitted by the Agreement) of which it becomes aware within one (1) hour and in no case later than forty-eight (48) hours of the breach and/or Security Incident.
- Upon notice of a breach, suspected breach or a security incident, the Department (RI DHS) and Contractor will meet to jointly develop an incident investigation and remediation plan.
- Depending on the nature and severity of the confirmed breach, the plan may include the use of an independent third-party security firm to perform an objective security audit in accordance with recognized cyber security industry commercially reasonable practices.
- The parties will consider the scope, severity, and impact of the security incident to determine the scope and duration of the third-party audit.
- If the parties cannot agree on either the need for or the scope of such audit, then the matter shall be escalated to senior officials of each organization for resolution.
- The Contractor will pay the costs of mutually agreed upon audits where the scope of the audit is a breach of a contractor's system.

*Training on eligibility requirements about SNAP*

- mRelief will minimally conduct at least one training(s) with RI DHS SNAP Staff for anticipated subcontracted community-based partners who will be utilizing mRelief's CRM (Johnnie) tool and the training will provide the steps to complete a SNAP application through the RI DHS customer portal. The training will provide factual SNAP information about RI SNAP eligibility requirements; application process through the RI DHS Customer Portal and provide the tools necessary for RI SNAP Outreach subcontracted staff to confidently provide accurate and consistent information about the availability, application process, eligibility requirements, and benefits of SNAP in Rhode Island.

- All mRelief staff and their supervisors and mRelief subcontracted 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 Civil Rights Training will take place and be completed within 90 ninety-days of initial contract execution or amendment. The training will last less than two hours. Attendees will be able to complete it through an online meeting application or via a pre-recorded USDA approved method. The training will be completed no later than June 30th and an attendance sheet(s) for all persons listed on the FFY Staffing Detail and their supervisors will be submitted with third quarter deliverables and 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 federal government for SNAP Outreach approved reasonable, allowable, and necessary activities. Civil Rights Sign-in Sheets must be signed off on by the Executive Director or designee, attesting to the attendance of all listed. 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; mRelief and mRelief's subcontractors shall submit additional sign in sheet(s) to the State supporting their attendance by the due date for September deliverables following the same process as outlined above.
- The subrecipient shall accept additional SNAP training that may be required by the State during the term of the contract and SNAP State Outreach Plan approval period. Additionally, mRelief will be responsible to train all subcontracted organization(s) on the content or have subcontracted SNAP Outreach staff attend applicable additional SNAP trainings. Attendance will be recorded in the "Other" section of the quarterly program report.

### ***Financial Maintenance & Operations***

During the contract term, activities shall minimally include:

#### *Time Tracking for key staff*

- Key staff will utilize Asana and Everhour, a project management website designed to help organize, track, and manage specific projects and workflow(s). Using Everhour mRelief will track the actual amount of time that key mRelief staff spend on approved, reasonable, allowable, and necessary RI SNAP Outreach activities, to accurately invoice for staff time. Everhour and Asana will also be designed to track the activity type and tie the activity back to RI SNAP Outreach. So that administrative and technical duties will be easily understood at time of invoicing.

#### *Financial reporting*

- Minimally, all financial reporting will be conducted through Quickbooks Online (QBO). mRelief will use a project management tool Everhour to track actual time spent by staff listed on the Staffing Detail for the term of this proposal: on approved, reasonable, allowable, and necessary Rhode Island SNAP Outreach activities and tasks. Quickbooks will be substantiated by back-up documents including Everhour and Asana which will be designed to track the activity type and tie the activity back to RI SNAP Outreach. So that administrative, IT and technical duties will be easily tied to RI SNAP Outreach and understood at time of invoicing. Staff will positively time report, actual time spent, on RI SNAP Outreach activities that have been federally approved, reasonable, allowable, and necessary for RI SNAP Outreach. Staff will report their RI SNAP Outreach time by day and month using the same format as the FNS approved Time and Effort Form or an equivalent format, approved by RI DHS and/or FNS.

Other Continued

***General tasks/duties***

- mRelief staff shall participate in the statewide contractor SNAP Outreach Workgroup meeting, attending at least two of its meetings each quarter (minimally attending ten (10) meetings during the contract term). Additionally, mRelief will require that a (one) representative from each of the anticipated subcontracted organizations will also attend the meeting at least twice during each contract quarter and ten (10) times during the FFY. Attendance may be completed by telephone, online meeting application (i.e., Teams, ZOOM or other), or in-person. mRelief staff shall record meeting participation in the “Other” section of the quarterly program report for all staff in attendance. mRelief understands and will share with the subcontractor that best practice is to send as many representatives as available so that information is shared broadly across the mRelief SNAP Outreach team (main and subcontracted) during the FFY and particularly as the project is unveiled in RI.
- During the contract term, someone from mRelief involved in the SNAP Outreach Program may be asked to attend one or more RI SNAP Advisory Committee (RISAC) meetings which occur every other month, on the second Monday of the month solely to provide information about mRelief SNAP Outreach activities and outcome measures. If no information is requested by RI DHS, the subrecipient is not obligated to attend the meeting. The expectation is that someone would attend only to share the SNAP Outreach information requested. If no one is available to attend, the Genesis Center SNAP Outreach lead would minimally provide the information to the RI SNAP Assistant Administrator: Community & Planning Services or designee so the requested

information may be shared at the RISAC meeting. Attendance at RISAC is not mandatory during FFY23 but is encouraged based on the proposed agenda and anticipated value added to support FNS approved, reasonable, allowable, and necessary SNAP Outreach activities. Time spent in attendance, preparing, and/or reporting out on SNAP Outreach activities or providing feedback, options and opportunities related to SNAP Outreach activities is also encouraged. The Subrecipient shall record meeting participation in the “Other” section of the SNAP outreach quarterly program report. Attendance may be done in person, by telephone or online meeting application.

- mRelief and its SNAP outreach subcontractor will participate in any State initiative to improve consistency in how public and private agencies in RI are using their websites and online mobile applications to convey factual SNAP information to the public.
- Additionally, all SNAP informational content including, but not limited to texting tools, web sites, postcards, flyers, posters etc. will be vetted by RI DHS during the development phase and prior to printing and/or dissemination.
- All SNAP informational materials distributed will be tracked and reported along with a copy attached to the quarterly program reports. Everything 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.
- As the RI Statewide SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn the availability, application process, eligibility requirements and benefits of SNAP, and if interested, receive assistance completing an application for SNAP and assistance with maintaining SNAP benefits directly through the Rhode Island Customer portal: program and financial reports must omit services not eligible for funding, such as activities for nutrition education (SNAP-ED), SNAP E&T or referrals to other programs. Additionally, any activities not approved by USDA/FNS and not listed in a contract, may not be billed against a SNAP Outreach contract.
- mRelief and its subcontractors may implement a SNAP Outreach Constituent Survey to learn from SNAP constituents/applicants about current gaps and opportunities for SNAP Outreach activities. SNAP Outreach Constituent Surveys will be designed and used to enhance subrecipient SNAP Outreach activities already approved by FNS and the

	<p>survey may be completed as part of the planning for meaningful future SNAP Outreach activities. Any subrecipient SNAP Outreach Constituent Survey must be vetted by the State and approved by FNS prior to implementation. The results of any constituent survey will be available to the State and FNS upon request. Any substantial change in SNAP Outreach activities based off the recommendations from a subrecipient constituent survey will be approved by the State and FNS prior to implementation.</p> <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>Subrecipient</b>	mRelief
<b>Tax ID of Subrecipient</b>	47-3559589
<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>	mRelief 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, FNS approved allowable, reasonable, and necessary RI SNAP Outreach activities, USDA FNS State Outreach Plan Guidance, and the FFY23 FNS approved State Outreach Plan.</li> <li>• Actual expenditures will be reported on a quarterly SNAP Outreach Summary Sheet and invoiced on a SNAP Outreach FM-1 form supplied by RI DHS at the beginning of the contract term. Source documents will be provided for 100% of all actual incurred</li> </ul>

expenditures related to approved reasonable, allowable, and necessary SNAP Outreach activities, at time of invoicing. The subrecipient will provide **quarterly** financial reports that will justify the amounts expended, show the subrecipient share for each cost category and the 50% federal reimbursement request. Additionally, mRelief will provide a narrative justification of how the cost categories are calculated, provide written labels on receipts and backup documentation, demonstrating which cost category the document pertains to with each month's deliverables. The State will review **quarterly** financial reports and documentation in comparison to quarterly program reports, monitoring for FNS compliance with CFR2 Uniform Guidance [https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl) [ecfr.gov], progress and equitable financial expenditures within the terms of the RI DHS SNAPOR contract, FNS approved invoicing methods, USDA State Outreach Plan Guidance, and **the applicable** Federally approved RI State SNAP Outreach Plan.

- The State will minimally conduct one site visit at each of the mRelief subaward/subcontracted site(s) **with mRelief key staff in person**. Additional on-site or phone conference call reviews will occur 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. Additionally, one Team's meeting will minimally be conducted during the FFY as a site visit with mRelief staff (located **outside RI**) to discuss progress to date and to monitor systems, processes, **and other matters as they occur**. It is the States expectation that mRelief will minimally meet with the AACPS responsible for RI SNAP Outreach at least once during the contract term in person, when mRelief staff are in Rhode Island.
- Additional Team's meetings will occur as necessary to provide technical support and assistance to enhance project success and to monitor compliance with CFR 2 Uniform Guidance, USDA SNAP State Outreach Plan Guidance, the RI DHS contract and the approved **FFY23** RI State SNAP Outreach Plan. Monitoring of mRelief's financial tracking systems, methods for true up, FFY close out, accurate invoicing etc., will also be conducted by RI DHS Financial Management throughout the contract term and as often as necessary to meet CFR 2 Uniform Guidance compliance.
- The subrecipient will complete a (bulleted) Final Narrative and submit it with fourth quarter deliverables. The Final Narrative will include: Accomplishments, Major Challenges and Solutions Developed, Evaluation Methodology and findings; Promising

	<p>Practices &amp; Lessons Learned. RI DHS will provide the template for this (bulleted) report.</p> <ul style="list-style-type: none"> <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 80% of the SNAP applications the subcontractor assisted with during the contract term and will use the Referral Outcome Form or its equivalent to track the outcomes.</li> </ul>
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<b>Project Number 7</b>	<b>Connect for Health (C4H)/Lifespan (The Miriam Hospital) - Community Based Outreach</b>
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<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 opportunities for application assistance so that interested eligible Rhode Islanders have access to apply for SNAP.</li> <li>• Statewide SNAP participation in Rhode Island will exceed 150,000 individuals during FFY23.</li> <li>• 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, interim report, recertification and change reporting processes, and the benefits of SNAP.</li> <li>• 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.</li> <li>• At least 80% of the quantified targets and 80% of the direct service targets will be met during this contract term.</li> <li>• Prior to application assistance, the subrecipient will inform the constituent/applicant of the various options for application completion i.e., paper, in-person, name address and signature, and customer portal (online application), so the applicant/constituent may</li> </ul>
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make an informed decision about which method they wish to use. See CFR for more details - [https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2\(b\)\(1\)](https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2(b)(1)) : sections (i)-(v).

#### Direct Client Services

Minimally, the subrecipient will fulfill the following during the contract term:

- 2,000 households will be screened to determine SNAP participation status.
- 2,000 households will be provided factual SNAP information.
- 1,000 will be identified as not taking part in SNAP.
- 500 households will be assisted with creating a customer portal account and how to use the portal.
- 300 households the subrecipient will assist in the preparation of a SNAP application.
- 15% or 45 of applications the subrecipient assists with will be completed through the customer portal at the constituent/applicant's discretion.
- 25% or 75 of the HHLDS assisted in the completion of an application by the subrecipient will be assisted in setting up a customer portal account at the constituent/applicant's discretion.
- 400 households will be assisted in SNAP Outreach activities (other than application assistance) to support continued eligibility to include but not limited to: assistance with completion of Interim Reports, Recertifications, reporting changes & providing documentation to RI DHS.
- 50 households will be provided in person support at local DHS offices upon request.
- 150 of the 300 households assisted in the preparation of a SNAP application will successfully be approved for SNAP.

#### **Target audience**

The most critical target population is low-income non-participating Rhode Islanders, including current C4H/Lifespan patients who may qualify for SNAP. Services will also be provided to patients who may be taking part in SNAP but have questions or need help understanding or responding to program notices or paperwork requirements.

Connect for Health is part of the Community Health Institute, which is a department of Lifespan corporate and operates across all of the Lifespan affiliates. The activities described in the work plan will be performed for/with Lifespan patients and providers across C4H/LIFESPAN sites, regardless of the hospital at which the patient is accessing services. C4H/LIFESPAN serves 4 primary clinics: Hasbro Pediatric Primary Care and

Adolescent Clinics and Rhode Island Hospital’s Center for Primary Care and Medicine Pediatrics Clinics. Additionally, C4H/LIFESPAN has pilot sites with Lifespan’s Systems of Care, Lifespan’s Cardiovascular Institute, and House of Hope – a community organization. Connect for Health and the Lifespan Community Health Institute live under the Lifespan umbrella. Lifespan services are offered statewide, and clientele are from across the State of RI.

The subrecipient will focus on activities in the following service area: Greater Providence, including Providence, Pawtucket, Central Falls, and Cranston. However, services are available for anyone (no matter their unique culture, heritage, race, color, national origin, age, disability, sex, sexual preference or sexual orientation) who is screened by or enrolls in Connect for Health and is a resident of the state of Rhode Island.

NOTE: Factual SNAP informational resources will also be provided to internal Lifespan, Lifespan, and affiliate providers (stakeholders) including but not limited to doctors, social workers, medical students, case workers, and community health workers along with information about C4H/Lifespan SNAP Outreach activities so referrals may be made to C4H /Lifespan staff for potentially eligible and interested patients.

<b>Timeline</b>	<b>Start</b> 10/1/22	<b>End</b> 09/30/23
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**Description of Activity**

*Provide a description of the activity and how it will be implemented.*

**Service Delivery and Activities:**

*In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.*

*This institution is an equal opportunity provider.*

**General**

- The subrecipient shall implement the following workplan.
- All activities will be implemented in person, over the phone, online through meeting apps, (i.e., but not limited to: Zoom, Skype, Google Meet, Teams), 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 or as specified below. All activities and outcomes will be tracked, documented, and reported to RI DHS quarterly on the SNAP Outreach Program report.
- In situations where an event does not occur, Connect for Health

(Lifespan) will implement a comparable activity targeting the same audience demographics, in the same geographic area, and with the same number reached. Connect for Health will acquire prior State and Federal approval when substituting one activity for another. Similarly, any substantial change in work plan activity also requires prior State and federal approval.

- C4H (Lifespan) will have content vetted by RI DHS for accuracy prior to dissemination of any SNAP informational materials they intend to use for SNAP Outreach and all C4H (Lifespan) creates to fulfill approved, reasonable, allowable, and necessary SNAP Outreach activities. If materials were received from RI DHS they do not require additional approval and may be used upon receipt.
- 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. In addition, Connect for Health has a detailed tracking system for all SNAP related referrals within our tracking and resource system – Health Leads REACH. All SNAP Outreach activities, listed below, will be tracked, documented, and reported to RI DHS quarterly using the State’s SNAP Outreach Program Reporting forms or an equivalent document. Fillable program 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 using the RI DHS SNAP Outreach Financial Summary Sheet and FM-1 invoice with backup documentation to support 100% of all cost categories (Worth of Service) and a corresponding break down of the subrecipient share (50%) and anticipated 50% federal reimbursement amount for each cost category.
- Continue to 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. Changes to the content of the questionnaire will be vetted by RI DHS for content accuracy and compliance with the utilization of a non-discrimination statement and funding statement.
- Provide factual SNAP information about the availability, application process, eligibility requirements, and benefits of SNAP to C4H/Lifespan (The Miriam Hospital) constituents.

- Prior to assisting with the completion of SNAP paper or on-line applications, the subrecipient will inform the constituent/applicant of the various options for application assistance i.e., paper, in-person, name address and signature, and customer portal (online application) prior to starting an application, so the applicant/constituent may make an informed decision and determine which method they wish to use.
- Conduct SNAP Outreach activities to inform people about the availability of the subrecipient to help people learn about, apply for, and assist with understanding and completing other SNAP documents.
- When applicable, advantageous to constituents, and non-duplicative, Connect for Health is expected to coordinate its SNAP Outreach activities with other SNAP outreach community partner agencies and groups serving low-income Rhode Islanders.
- Connect for Health shall have SNAP Outreach staff attend at least two (2) meetings per quarter and ten (10) meetings per FFY at statewide SNAP Outreach contractor Workgroup meetings. Attendance is encouraged in person but may be done by telephone, or online meeting application.
- Connect for Health will accept SNAP training that may be required by the State during the contract term.
- All activities whether successful or not, and outcomes will be documented quarterly on Forms A & B of the RI DHS SNAP Outreach program report.
- During the contract term, the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person is 60 and older or who presents as someone with a disabling condition the subrecipient will share detailed information about the SNAP medical deduction so that an informed decision may occur whether to provide medical expenses with an application, Interim report, Recertification or as part of change reporting.
- During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person may be a student or a potential student the subrecipient will share SNAP student criteria.
- Connect for Health will provide SNAP Outreach services in a

socially just manner recognizing and supporting diversity, equity, inclusion, of all Lifespan (The Miriam Hospital) patients.

- As the RI Statewide SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn the availability, application process, eligibility requirements, and benefits of SNAP, and if interested, receive assistance completing an application for SNAP and assistance with maintaining SNAP benefits: program and financial reports must omit services not eligible for funding, such as activities for nutrition education (SNAP-ED), SNAP E&T or referrals to other programs. Additionally, any activities not approved by USDA/FNS and not listed in a contract may not be billed against a SNAP Outreach contract.
- The subrecipient will share SNAP information with applicants and recipients when changes occur i.e., when SNAP policies change, or RI systems or processes change that may impact a SNAP applicant or participant. This may include but is not limited to: sharing information about the impact of the end of the public health emergency (i.e., discontinuance of emergency allotments and discontinuance of the expansion of student rules), communicating information about post-pandemic operations, RI DHS office changes and new tools to support SNAP access.
- Prior State and Federal approval would be required for any substantial change in the workplan i.e., staffing changes.

#### Presentations & Staffed Booths

Minimally, during the contract term at least:

- 800 Individuals will attend SNAP presentations conducted by Connect for Health; this number includes Lifespan patients and providers, as well as SNAP informational sessions to educate Connect for Health (Lifespan) specialists, and internal and external community partners. These presentations will be provided at Connect for Health (Lifespan) Team Development meetings, within Connect for Health (Lifespan) Group Follow-Up meetings, during Connect for Health (Lifespan) one-on-ones with our specialists, during team meetings at Lifespan as well as outside of the Lifespan campus. This information will be given to our providers and team members to help inform SNAP eligible families and individuals about the availability, application process, eligibility requirements, benefits of SNAP and of the C4H's availability for SNAP assistance. Minimally, Connect for Health will complete at least 30 presentations during FFY 2023, estimated to reach 500 individuals.

Direct Mail:

During the contract term the subrecipient will minimally distribute:

- 3,000 factual SNAP related materials via USPS mail via closing letters and other outreach materials from Connect for Health (Lifespan).

#### Displays & Distributions of Factual SNAP Informational Materials

During the contract term the subrecipient will minimally distribute:

- 1000 SNAP informational flyers throughout Lifespan clinics including at the Connect for Health (Lifespan) desk, in clinic waiting rooms, and in-patient rooms throughout a number of Lifespan clinics.
- 50 SNAP informational posters (11x18) will be distributed throughout Lifespan clinic waiting rooms and in other sites throughout Lifespan facilities.
- 4 Civil Rights Posters will be displayed in common areas where patients may congregate while awaiting C4H (Lifespan) assistance.
- All new SNAP informational material content will be vetted through RI DHS staff prior to distribution. All materials if edited or changed after the initial vetting process will also be vetted again by RI DHS staff prior to distribution.
- Connect for Health (Lifespan) will 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 SNAP informational materials are newly designed or messaging is changed, a sample (screen shot, PDF or scanned copy) of the material will be included in the quarterly program report as an attachment. Minimally, during the contract term SNAP Outreach staff will visit thirty (30) patient clinics and community sites throughout the catchment area.
- 250 times during the contract term, Connect for Health (Lifespan) will cross message factual SNAP information within other departmental/organizational meetings and within collateral materials they create or are invited to contribute to with other community organizations and within other committee and partnership meetings they participate in. The estimated reach for cross messaging is 1000 participants during the contract term.

Outreach Targeting Hispanic, Non-English-Speaking Audiences i.e., black, Latinix, indigenous peoples etc.

- Connect for Health (Lifespan) places a high value on being able to serve the most vulnerable populations. A challenge that we identify often within community organizations is the lack of availability of interpretation services. Connect for Health hosts a translator line that is used whenever clients are non-English speaking or do not feel completely comfortable communicating in English. This translator line will be utilized to communicate with clients during SNAP Outreach approved reasonable, allowable, and necessary activities. It will be used to help them obtain vital documents for their SNAP application as well as to assist when filling out the SNAP application, re-certifying for SNAP, or providing factual SNAP information. In addition, Connect for Health's current staff is also a diverse group. Our current team fluently speaks a total of twenty-nine (29) different languages and dialects. Connect for Health recruits for diverse, culturally competent, and multi-linguistic staff at each recruiting session (3 times per year). Connect for Health also consistently trains staff on best practice in providing culturally competent care.

SNAP Outreach Work at Farmers Market Locations

- No activities planned for FFY23.

Other

- During the grant 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 up to 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; the subrecipient shall submit additional sign in sheet(s) to the State supporting their attendance with 4th quarter deliverables. Staff participation will be documented on the quarterly SNAP Outreach program report, under "Other".
- During the contract term: Connect for Health staff will continue to assist the RI DHS SNAP Outreach program lead in editing, re-recording sections, recreating, or editing slides and the

implementation of a the annually required USDA approved Civil Rights training which is targeted to SNAP Outreach community partners and includes SNAP Outreach best practices. The training will continue to be used with C4H (Lifespan) SNAP Outreach staff, their supervisors and other SNAP Outreach contractors. C4H (Lifespan) SNAP Outreach designated staff will work with the RI DHS SNAP Outreach program lead, to ensure the training continues to be up to date and in compliance with current FFY USDA rules and regulations, USDA/FNS State SNAP Outreach Guidance and the principles of diversity, inclusion, and equity. Connect for Health staff will also coordinate with the RI DHS SNAP Outreach program lead on the status of the content of this training every 6 months i.e., at the end of every FFY (August or September) and in April each year to ensure that their SNAP Outreach staff and the training remain up to date and in compliance so that it is readily available to C4H staff throughout the FFY. C4H (Lifespan) SNAP Outreach staff participation will be documented on the quarterly SNAP Outreach program report, under “Other”.

- During the contract term: Connect for Health staff will assist in the creation, implementation, and data evaluation of a SNAP Outreach Constituent Survey. This will likely be implemented via Google Form and shared with Connect for Health clients. Additionally, C4H will share the tool with other SNAP Outreach providers so they can at their discretion, use the approved template, referencing their own SNAP Outreach Team to obtain feedback about their SNAP Outreach activities from those they serve. There will be short answer and discussion topics in the survey. See Attachments: Section 21 for a Draft – Sample of the survey. The Goal is to use the survey to determine if the activities provided through SNAP Outreach effectively assist the constituent with learning about the availability, application process, eligibility requirements and benefits of SNAP in a comprehensive and supportive manner. Additionally, feedback will be requested to see where SNAP Outreach community partners may provide additional support or assistance to support access to SNAP. This tool will help to inform C4H SNAP outreach staff, other SNAP Outreach providers (if an approved template is used), and RI DHS of ways to better serve SNAP constituents. Data about the survey will be documented on the quarterly SNAP Outreach program report, under “Other”. Copies of the survey and results will be attached to quarterly SNAP Outreach Program reports and available to FNS upon request.
- The subrecipient may implement a SNAP Outreach Constituent Survey to learn from SNAP constituents/applicants about current gaps and opportunities for SNAP Outreach activities. SNAP Outreach Constituent Surveys will be designed and used to enhance subrecipient

SNAP Outreach activities already approved by FNS and the survey may be completed as part of the planning for meaningful future SNAP Outreach activities. Any subrecipient SNAP Outreach Constituent Survey must be vetted by the State and approved by FNS prior to implementation. The results of any constituent survey will be available to the State and FNS upon request. Any substantial change in SNAP Outreach activities based off the recommendations from a subrecipient constituent survey will be approved by the State and FNS prior to implementation.

- During the contract term: Connect for Health will create and dispense a RI SNAP Outreach email newsletter three (3) times per year. The vision for this newsletter will be to highlight SNAP Outreach best practices, SNAP changes, and the availability of SNAP Outreach activities at designated C4H/Lifespan sites. The newsletter will also have feedback from the Constituent Voice Survey to share constituent feedback on C4H SNAP Outreach activities, solutions, and resolutions C4H develops so we can encourage more feedback and make sure we incorporate constituent feedback into future SNAP Outreach activities conducted by C4H (Lifespan). Staff participation will be documented on the quarterly SNAP Outreach program report, under “Other”.
- Each quarter: Connect for Health will have at least one SNAP Outreach staff member participate in the statewide SNAP workgroup meeting, attending at least two meetings each quarter and minimally attending 10 Workgroup meetings annually. It is encouraged that at least two C4H staff attend each meeting as there are three team leads working on C4H/Lifespan (The Miriam) SNAP Outreach goals. Attendance may be completed by telephone, online meeting application, or in-person (in person is encouraged). Staff participation will be documented on the quarterly SNAP Outreach program report, under “Other.”
- During the contract term, someone from C4H/Lifespan/TMH involved in the SNAP Outreach Program may be asked to attend one or more RI SNAP Advisory Committee (RISAC) meetings during the FFY, which occur every other month, on the second Monday of the month solely to provide information about C4H/Lifespan/TMH SNAP Outreach activities. If no information is requested the subrecipient is not obligated to attend the meeting. The expectation is that someone would attend only to share the SNAP Outreach information requested. If no one is available to attend, the main C4H SNAP Outreach lead would minimally provide the information to the RI SNAP Assistant Administrator: Community & Planning Services or designee so the requested information may be shared at the RISAC meeting. Attendance at RISAC is not mandatory during FFY23 but is encouraged based on the agenda and anticipated value added to support

	<p>FNS approved, reasonable, allowable, and necessary SNAP Outreach activities. Time spent in attendance, preparing for, and/or reporting out on SNAP Outreach activities or providing feedback, options, and opportunities related to SNAP Outreach activities is also encouraged.</p> <ul style="list-style-type: none"> <li>• Connect for Health (Lifespan) will continue to provide culturally competent, inclusive, diverse, and equitable services by having access to translation services for anyone non-English speaking.</li> <li>• The subrecipient shall accept additional SNAP training that may be required by the State during the term of the contract and SNAP State Outreach Plan approval period.</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>	Connect for Health/Lifespan (The Miriam Hospital)
<b>Tax ID of Subrecipient</b>	05-0258905
<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>	Connect for Health/Lifespan (The Miriam Hospital) private cash and anticipated 50% reimbursement from the federal government.
<b>Volunteers</b>	<p><i>Are volunteers involved in this activity:</i>      Yes <input checked="" type="checkbox"/> No</p> <p><i>If Yes, in what capacity?</i></p> <p>For twenty-two (22) weeks out of the calendar year, Connect for Health (Lifespan) is staffed by undergraduate and graduate level student <b>volunteers</b> (specialists). This time <b>will not</b> be counted toward invoicing for actual time spent on SNAP Outreach activities and <b>will not</b> be used to leverage anticipated 50% federal reimbursement.</p>

The remaining thirty (30) weeks are what Lifespan considers a “gap period”, meaning students are in reading periods, exam weeks, or not enrolled in school (the end of November to the beginning of February (winter gap), the beginning of April to the end of August (summer gap) which is when they are reimbursed by Lifespan for their work. C4H (Lifespan) will not seek 50 % reimbursement for individuals who are not in receipt of paid time dedicated to approved, reasonable, allowable, and necessary SNAP Outreach activities.

Connect for Health (Lifespan) will be conducting and recording SNAP Outreach activities year-round but will only be requesting 50% federal reimbursement for eligible students during the “gap period” (30 weeks when Lifespan pays these students as staff) and only for approved reasonable, allowable, and necessary SNAP outreach activities. See staffing Detail for more details. The 22 weeks of volunteerism will not be billed to SNAP Outreach as no wages are given to student volunteers during that time.

**Evaluation**

*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.*

- Connect for Health (Lifespan) will provide RI DHS quarterly SNAP Outreach program reports or an equivalent report using the same data points from an internal system that will describe in specific and quantifiable terms, by quarter, subrecipient progress to date regarding each activity in the work plan. **For example:** a similar tool may be created using C4H’s (Lifespan’s) current tracking system, Health Leads REACH which allows the subrecipient to track how many patients were screened for SNAP interest, participation status, and how many patients were able to successfully enroll, re-enroll, or were provided SNAP information necessary for them to move forward independently with enrolling in SNAP or how many were assisted with a SNAP application by C4H (LIFESPAN) SNAP outreach staff. The report will document all activities of the team who will minimally be assisting patients in the 4 current clinics that Connect for Health (Lifespan) lives – the Center for Primary Care, Hasbro Children’s Hospital Pediatric Primary Care, the Adolescent Clinic, and the Medicine Pediatrics Clinic and will include data for activities targeted to: Connect for Health (Lifespan) partners with non-clinical staff, as well as clinical providers (doctors, social workers, med students) to get Connect for Health (Lifespan) referrals.
- Similarly, Connect for Health (Lifespan) will track actual student time spent on SNAP Outreach approved reasonable, allowable, and

necessary SNAP Outreach activities in a live Google Document – one tracking sheet will contain volunteer time and another will contain paid/billable time for each SNAP Outreach paid staff member - by day, month and quarter and any additional equivalent data points off the Federally approved Time and Effort form. Connect for Health (Lifespan) program coordinators will also document their actual time spent on SNAP Outreach activities i.e., outreach to patients, networking with community organizations, and Lifespan providers through the same tracking device. Only actual paid staff time spent on federally approved reasonable, allowable, and necessary SNAP Outreach activities will be deemed billable time and used to leverage anticipated 50% federal reimbursement.

- The subrecipient will provide quarterly financial reports that will justify the amounts expended, show the subrecipient share for each cost category and the 50% federal reimbursement request. Additionally, a narrative justification of how the cost categories were calculated and backup documentation (for 100% of expenditures) will be included with each quarter's deliverables. The State will review quarterly financial reports in comparison to quarterly program reports monitoring for FNS compliance with CFR2 Uniform Guidance located at: [https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl) [ecfr.gov], progress and equitable financial expenditures within the terms of the RI DHS SNAPOR contract, FNS approved invoicing methods, USDA/FNS State Outreach Plan Guidance, CFR 2 Uniform Guidance, and Federally approved RI State SNAP Outreach Plan.
- The State will review quarterly program and financial reports for progress and subrecipient compliance with the terms of the contract, federally approved reasonable, allowable, and necessary SNAP Outreach activities, CFR 2 Uniform Guidance, and the **FFY23** RI State SNAP Outreach Plan.
- The state will minimally conduct one site visit (online or in person) during **FFY23** 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 **and corrective action protocol**. As applicable, COVID -19 social distancing practices will be followed.

	<ul style="list-style-type: none"> <li>• The subrecipient will complete a (bulleted) Final Narrative and submit it with fourth quarter deliverables. The Final Narrative will include: Accomplishments, Major Challenges and Solutions Developed, Evaluation Methodology and findings; Promising Practices &amp; Lessons Learned. RI DHS will provide the template for this (bulleted) report.</li> <li>• Program evaluation will not be able to assess <u>all</u> the people reached by SNAP Outreach activities implemented by C4H (Lifespan) who were certified or denied for SNAP benefits. Only a sample will be completed. The current evaluation process minimally 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 by the subrecipient and 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 at time of 4<sup>th</sup> quarter deliverables.</li> </ul>
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<b>Project Number 8</b>	<b>United Way of Rhode Island - Community Based Outreach</b>
<b>Goals</b>	<p><b>FFY23 includes two distinct SNAP Outreach focus areas within UWRI</b>  <b>Focus 1 - 211 General Population</b>  <b>Focus 2 - Senior &amp; Disability Services</b></p> <p><u>Focus I and Focus II - General Goals</u></p> <ul style="list-style-type: none"> <li>• To increase awareness and knowledge of the availability, application process, eligibility requirements and benefits of SNAP for all residents of Rhode Island, including extensive targeted activities for seniors (60 and older) and those with disabling conditions. This may also include informing those who are sixty and older, their caregivers, and those with a disabling condition about a simplified application once available and approved by FNS.</li> <li>• To reduce food insecurity by increasing opportunities for application assistance so that interested eligible Rhode Islanders have access to SNAP i.e., focused SNAP Outreach activities that target seniors (60 and older) and those with disabling conditions.</li> <li>• Statewide SNAP participation in Rhode Island, will exceed 150,000 individuals during FFY23. To that end, UWRI Senior and Disability Services proposes to complete 400 applications; screen 12,000 individuals for SNAP and will reach close to 70,000 with information regarding SNAP during FFY23.</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 program rules, SNAP participating store locations in their area, eligibility requirements, application, interim report, recertification and change reporting processes, and the benefits of SNAP.
- The subrecipient will share SNAP information with applicants and recipients when changes occur i.e., when SNAP policies change, or RI systems or processes change that may impact a SNAP applicant or participant. This may include but is not limited to: sharing information about the impact of the end of the public health emergency (i.e., discontinuance of emergency allotments and discontinuance of the expansion of student rules), communicating information about post-pandemic operations, RI DHS office changes and new tools to support SNAP access.
- 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 and in certain cases will deliver the application directly to RI DHS offices for processing.
- To help clients resolve any issues that may occur that jeopardize RI DHS's ability to process eligibility related to a SNAP application, recertification, or interim report, to support applicant/constituents trying to access SNAP or for benefit maintenance or benefit retention.
- To follow up with clients to learn about the application's outcome, to discuss barriers, and the need for additional support with SNAP, using a No Wrong Door Approach.
- To provide direct client assistance that is COVID friendly, understanding of everyone's situation and trauma history. Respects social distancing and the needs of United Way RI/211 constituents including respectful consideration for the needs of Seniors and those with disabilities.
- 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.
- Prior to application assistance, the subrecipient will inform the constituent/applicant of the various options for application completion i.e., paper, in-person, name address and signature, and customer portal (online application), so the applicant/constituent may make an informed decision about which method they wish to use. See CFR for more details - [https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2\(b\)\(1\) : sections \(i\)-\(v\).](https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2(b)(1) : sections (i)-(v).)

Direct Client Services Focus I and Focus II:

All goals are unduplicated numbers each focus area will track their outcomes.

The subrecipient will minimally fulfill the following during the contract term:

- 4400 households will be screened to determine their SNAP participation status. Screening will be available at direct outreach events, via appointments, walk-in services, and by telephone.
- 2000 of the 4400 households will be Seniors (60 and older) or those with disabling conditions.
- 2200 of the 4400 households screened for #1 above, will be identified as not currently taking part in SNAP.
- 1000 of the 2200 households will be seniors (60 and older) or those with disabling conditions
- 4,000 households/clients will be provided factual SNAP information to facilitate participation in SNAP.
- 2000 of the 4000 households provided factual SNAP information or referral will be seniors (60 and older), or those with a disabling condition.
- 2200 households will be assisted by the subrecipient in the completion of a SNAP application.
- 1000 of the 2200 households assisted by the subrecipient in the completion of a SNAP application will be seniors (60 and older), or those with a disabling condition.
- 1100 of the 2200 households assisted by the sub recipient in the completion of an application will be found eligible for SNAP.
- 500 of the 1100 households assisted by the subrecipient in the completion of an application who are found eligible for SNAP will be seniors (60 and older), or those with a disabling condition.
- 2500 households United Way RI/211 will assist with other activities that support SNAP benefit maintenance i.e., (but not limited to) change reporting, assisting with the completion of interim reports, recertification, understanding notices, obtaining documentation.
- 1500 of the 2500 households will be assisted by United Way RI/Senior & Disabilities Services staff with other activities that support SNAP benefit maintenance i.e., (but not limited to) change reporting, assisting with the completion of an interim report, recertification, understanding notices, obtaining documentation.

	<ul style="list-style-type: none"> <li>• 5% or 110 applications the subrecipient (UWRI) will assist the constituent/applicant with via the customer portal, at the constituent/applicant’s discretion.</li> </ul>				
<b>Target audience</b>	<p>The most critical target population is low income non-participating Rhode Islanders 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. All activities will minimally include targeted activities during the contract term for each of the following priority populations: Veterans, students, immigrant communities i.e., mixed status families and historically underserved communities, to include, but is not limited to, Latino, black, Asian and indigenous peoples (racial equity). Activities will also target seniors (60 and older) and those with disabling conditions (i.e., adults and families with a disabled child). Activities will also target community partners and employer partners in a collaborative effort to achieve heightened SNAP informational messaging across demographics and geographic locations.</p> <p>The sub recipient will focus on activities in the following service area: Rhode Island – Statewide with a primary focus in Providence, Pawtucket, Central Falls, Woonsocket, Newport, Warick, and Westerly for activities targeting Seniors or those with disabling conditions.</p>				
<b>Timeline</b>	<table border="1"> <tr> <td data-bbox="441 1058 553 1102"><b>Start</b></td> <td data-bbox="553 1058 915 1102">10/1/2022</td> <td data-bbox="915 1058 1078 1102"><b>End</b></td> <td data-bbox="1078 1058 1443 1102">09/30/2023</td> </tr> </table>	<b>Start</b>	10/1/2022	<b>End</b>	09/30/2023
<b>Start</b>	10/1/2022	<b>End</b>	09/30/2023		

**Description of Activity**

*Provide a description of the activity and how it will be implemented.*

**UWRI Service Delivery and Activities (Focus I and Focus II):**

*In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.*

*This institution is an equal opportunity provider.*

- The subrecipient shall implement the following workplan. Activities may be performed in person, over the phone, online through meeting apps to include but is not limited to: ZOOM, Skype, Microsoft Teams, via social media i.e., Twitter, Face Book, Instagram, YouTube, organizational websites, email, e-newsletters, organizational bulletins etc. 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.
- As the RI Statewide SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn the availability, application process, eligibility requirements and benefits of SNAP, and if interested, receive assistance completing an application for SNAP and assistance with maintaining SNAP benefits: program and financial reports must omit services not eligible for funding, such as activities for nutrition education (SNAP-ED), SNAP E&T or referrals to other programs. Additionally, any activities not approved by USDA/FNS and not listed in a contract, may not be billed against a SNAP Outreach contract.
- 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. SNAP Outreach program reports will be provided by RI DHS at beginning of the contract term. The subrecipient may use those forms or a RI DHS SNAP Outreach approved equivalent. 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.

- **The subrecipient** will plan, implement, track, document, and report on all activities on the quarterly program report including event location, SNAP information materials shared, number of SNAP applications completed, and reach (number of participants at an event or as defined on the RI DHS SNAP Outreach Program Report).
- UWRI may implement a SNAP Outreach Constituent Survey to learn from SNAP constituents/applicants about current gaps and opportunities for SNAP Outreach activities. SNAP Outreach Constituent Surveys will be designed and used to enhance subrecipient SNAP Outreach activities already approved by FNS and the survey may be completed as part of the planning for meaningful future SNAP Outreach activities. Any subrecipient SNAP Outreach Constituent Survey must be vetted by the State and approved by FNS prior to implementation. The results of any constituent survey will be available to the State and FNS upon request. Any substantial change in SNAP Outreach activities based off the recommendations from a subrecipient constituent survey will be approved by the State and FNS prior to implementation.

### **Focus 1 – 211 General Population**

Minimally, the subrecipient will include four (4) targeted activities during the contract term (one per quarter) for each of the following priority populations: Veterans, students, immigrant communities i.e., mixed status families and non-white adults (racial equity) during the implementation of the following SNAP Outreach activities.

- United Way RI/211 will dedicate a phone line for callers to access the SNAP 211 Resource Specialist directly. Calls will route to the SNAP Resource Specialist's cell phone when they are out in the field conducting SNAP Outreach activities.
- Minimally, during the contract term: one (1) *dedicated* SNAP 211 Resource Specialist will be hired and retained throughout the project period to answer all SNAP related phone calls, assist clients during office hours at the United Way of Rhode Island office, at 50 Valley Street, in Providence, RI 02909, when they are not actively attending an outreach event. Direct client services may occur face to face, over the phone, through online meeting apps, or by other secure and confidential means following all USDA/FNS policies and procedures. Minimally,

office hours will be held when requested by potential or current SNAP constituents and as needed for accommodations for disabling conditions or those with mobility or other concerns where an office setting provides the safety necessary for a positive experience.

#### Direct Mail

Minimally, during the contract term:

- United Way RI/211 shall mail 200 factual SNAP informational packets to low-income clients who may be eligible for SNAP. United Way shall reach at least fifty (50) households in each of the 1st and 2nd quarters and fifty (50) households in each of the 3rd and 4th quarters.

#### Presentations & Staffed Booths

Minimally, during the contract term:

- United Way RI/211 shall participate at twenty (20) public events per month throughout the catchment area, and United Way RI/211 SNAP outreach workers shall present SNAP informational materials and answer questions related to SNAP.
- Minimally, United Way RI/211 shall host 120 various tabling events, community engagement activities, and disseminate SNAP informational materials at a variety of other locations. With COVID-19 social distancing restrictions still prevalent and not knowing the full plan for RI's lifting of those restrictions, anticipated events will need to be fluid, allowing for opportunities to arise organically. United Way RI/211 will contact RI DHS regarding added events as they present themselves. Opportunities are anticipated to arise as various events are scheduled, such as Water Fire, Roger Williams Zoo, and various seasonal festivals and events across the state.
- SNAP application forms shall be available and clients, at their discretion may utilize the RV workspace to complete applications or recertification, scan documents, print documents or if preferred appointments may be scheduled at the United Way RI/211 offices at 50 Valley Street, Providence, RI 02909, as requested.
- United Way RI/211 (Focus 1) anticipates a similar monthly schedule of community sites (as listed below) to be visited in FFY23:

DATE	TIME IN	TIME OUT	ORGANIZATION	TYPE	ADDRESS	CITY/TOWN
5/2/2022	9:00	11:30	Cranston Public Library	RV	140 SOKANOSSET CRSRD	CRANSTON
5/2/2022	12:00	2:30	CCAP Cranston	RV	311 Doric Ave	Cranston
5/3/2022	9:00	12:00	DHS Providence	RV	206 Elmwood Ave	Providence
5/3/2022	12:30	2:30	Olneyville Food Ctr.	RV	261 Manton Ave	Providence
5/4/2022	9:00	11:30	DHS Pawtucket	RV	249 Roosevelt Ave	Pawtucket
5/4/2022	9:00	2:30	Exeter Library	RV	773 Ten Rod Rd	Exeter
5/5/2022	1:30	3:00	Narragansett Tribe	RV	4533 SOUTH COUNTY TRAIL	CHARLSTOW
5/6/2022	9:00	11:30	East Bay Food Pantry	RV	532 wood st	Bristol
5/9/2022	9:00	12:00	Warwick Library	RV	600 Sandy Lane	Warwick
5/9/2022	12:30	2:30	DHS Warwick	RV	195 Buttonwood ave	Warwick
5/10/2022	9:00	12:00	Discovery House	RV	1625 Diamond Hl Rd	Woonsocket
5/10/2022	12:00	2:30	Landmark Medical Ctr	RV	115 Cass Ave	Woonsocket
5/11/2022	9:00	11:30	Good Neighbor	RV	55 Turner Ave	E.Prov
5/12/2022	9:00	11:30	Open table/Counseling Ctr	RV	1520 Broad St.	Providence
5/13/2022	9:00	12:00	Christ Church	RV	1025 Main St	E.Prov
5/16/2022	9:00	12:00	St John the Baptist	RV	69 Quincy Ave	Pawtucket
5/17/2022	9:00	11:30	Open Doors	RV	485 Plainfield St	Providence
5/17/2022	12:00	2:30	Olneyville Food Ctr.	RV	261 Manton Ave	Providence
5/18/2022	9:00	11:30	Johnnycake Center	RV	23 Industrial Rd	Westerly
5/18/2022	12:30	2:30	Johnnycake Center	RV	1231 S. Kingstown	S. Kingstown
5/19/2022	9:00	12:00	Higher Ground	RV	220 Prairie ave	Providence
5/20/2022	9:00	12:00	McAuley House	RV	622 Elmwood Ave	Providence
5/22/2022	12:30	3:00	westbay Community Actio	RV	487 Jefferson blvd	Warwick
5/23/2022	9:00	12:00	Discovery House	RV	66 Pavillion Ave	Providence
5/24/2022	9:00	12:00	Olneyville Food Ctr.	RV	261 Manton Ave	Providence
5/25/2022	12:00	2:30	OSCIL	RV	1944 Warwick Ave	Warwick
5/27/2022	9:00	12:00	Camp St Ministries	RV	190 Camp St.	Providence

In situations where an event does not occur, United Way RI/211 shall implement an activity targeting the same audience demographics, in the same geographic area, and with the same number reached. Prior State and Federal approval is required when substituting one activity for another. Other changes in the schedule may occur based on constituent need or as opportunities present themselves throughout the FFY.

#### Displays & Distribution of Factual SNAP Informational Materials

Minimally, during the contract term United Way RI/211 will:

- Distribute SNAP informational items that contain basic information about the availability, application process, eligibility requirements, and benefits of SNAP.
- United Way RI/211 shall distribute at least 300 SNAP rack cards, brochures, flyers, or other informational items at United Way of Rhode Island offices at 50 Valley Street, Providence, RI, Food pantries such as East Bay Food Pantry, Bread of Life, Olneyville Food Center, and McAuley House, and public events such as Waterfire, Rally for Recovery, Back to School Celebrations, National Night Out, etc.
- United Way RI/211 Island shall distribute SNAP informational items that contain basic information about the availability, application process, eligibility requirements, and benefits of SNAP and minimally involve 25 faith-based organizations

(FBOs) in its SNAP outreach during the contract term in a variety of ways, such as Christ Church Ministry, Camp Street Ministry, St. John the Baptist and St. Edward Food and Wellness. Minimally, 25 posters will be distributed at FBOs during the contract term. Poster placement will be tracked, documented, and reported on the SNAP Outreach Quarterly Program Report.

- Additionally, during the contract term, United Way RI/211 SNAP Outreach staff shall distribute a minimum of 50 SNAP posters, created and vetted by RI DHS, throughout the catchment area to health and wellness sites such as (but not limited to) CVS, Landmark Medical Center and St. Edwards Food and Wellness. United Way RI/211 shall track sites visited and the number of posters given to each site. When a site declines to participate, United Way of Rhode Island shall document the same. All outcomes will be reported and submitted to RI DHS, on the quarterly program report.

#### SNAP Outreach Targeted to Non-English Speaking Audiences

Minimally, during the contract term:

- United Way RI/211 will continue to utilize external service providers like Tele-language Services for over-the-phone language interpretation as needed. United Way of Rhode Island will make written SNAP factual informational materials available in Spanish, English, and Portuguese. SNAP informational materials obtained from RI DHS are available for use in English and have been translated into in Spanish and Portuguese. If United Way RI/211 creates its own informational messaging, all content will be vetted by RI DHS prior to production and dissemination.

#### RI SNAP Outreach to Farm to Family Participants

Minimally, during the contract term United Way RI/211 will:

- Create relationships with five (5) Farmer's Markets throughout Rhode Island including (but not limited to) Central Falls, and Mt. Hope in Bristol. United Way RI/211 SNAP Outreach workers will screen attendees for SNAP participation. Those who are not currently enrolled in SNAP shall be given an opportunity to learn about the availability, application process, eligibility requirements and benefits of SNAP.
- SNAP application forms shall be available and clients, at their discretion may utilize the RV workspace to complete applications or recertification, scan documents, print documents, or if

preferred, appointments may be scheduled at the United Way/211 offices at 50 Valley Street, Providence, RI 02909, as requested.

OTHER:

Minimally, during the contract term::

- During the contract term, the subrecipient shall (minimally) conduct and coordinate monthly visits in collaboration with the MLK Center in Newport, sites where indigenous people, veterans, blacks, Latinix, and others congregate, RI DHS office locations and other places that cater to food insecure Rhode Islanders in an effort to expand SNAP Outreach in their catchment area. In situations where a site visit cannot occur, the subrecipient shall implement a comparable method to reach the same population and site, while providing the same factual SNAP information, and opportunity for follow up.
- During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person may be a student or a potential student, the subrecipient will share SNAP student criteria.
- United Way RI/211 staff shall establish and implement one new reasonable, allowable, and necessary SNAP outreach activity to reach food insecure Rhode Islanders during the contract term.
- All SNAP meetings, trainings attended, and SNAP Outreach activities performed, shall be documented and reported on the quarterly SNAP Outreach Program Report or an equivalent report using the same data points from an internal system that will describe in specific and quantifiable terms, by quarter, subrecipient progress to date regarding each activity conducted and in the work plan.
- Additionally, all activities and SNAP informational material will be tracked, documented, and reported to RI DHS quarterly on the SNAP Outreach Program report. In instances where SNAP informational materials are newly designed or messaging is changed, a sample (screen shot, PDF or scanned copy) of the material will be included in the quarterly report as an attachment. SNAP Outreach Program Report forms and format supplied by RI DHS.
- Maintain a SNAP Outreach informational page and by FFY23 Q2 add new information on our website (www.unitedwayri.org) to support dissemination of SNAP factual information across various

venues and to help interested RI Islanders reach out to UWRI/211 SNAP Outreach staff to address questions and receive application assistance, assistance with IRs, recertifications, change reporting etc. The United Way RI/211 website content will be approved by RI DHS prior to dissemination. United Way RI/211 will track progress on this website and demonstrate reach on the quarterly program report based on available data sets i.e., clicks, views, shares or other metrics.

- Produce a minimum of 4 social media messages (1 per quarter) and disseminate them to all United Way RI/211 followers across our various platforms – Twitter, Facebook, LinkedIn, & Instagram. United Way RI/211 will track likes, clicks, shares and other data sets as applicable to each venue to demonstrate reach on the quarterly SNAP Outreach program report.
- Throughout the contract term and catchment area: United Way RI/211 shall cross message SNAP factual information with community organizations who serve low-income Rhode Islanders and other organizations or groups at United Way RI/211’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. During the contract term United Way RI/211 will cross message factual SNAP information, at 50 external sites/events not already accounted for above.
- United Way RI/211 staff shall establish and implement one new reasonable, allowable, and necessary SNAP outreach activity to reach food insecure Rhode Islanders during the contract term.
- Prior State and Federal approval would be required for any substantial change in the workplan.

## **Focus 2 – Senior & Disability Services**

### **Service Delivery and Activities**

All activities shall focus on those 60 and older and those who present as someone with a disabling condition:

- The subrecipient Senior and Disability Services SNAP Outreach Team shall minimally implement the following work plan.
- Minimum of 250 activities in person,
- Minimum of 600 over the phone
- Minimum of two informational sessions per month, total of 24 sessions online through meeting apps primarily Teams, Zoom,

Google meets, Facebook Live.

Activities may also include, but are not limited to: Skype, via social media i.e., Twitter, Facebook, Instagram, WhatsApp YouTube, organizational websites, email, e-newsletters, organizational bulletins etc. or other confidential means. May also include:

- Comparable Activities with prior State and Federal approval
- Walk-in screenings
- Office hours at partner locations such agencies, community centers, fairs and store front locations. Also café locations, such Dunkin Donuts and other locally owned café's
- United Way Senior & Disabilities proposes to have no less than 4 events per year to target seniors, adults with disabilities, caregivers, families with children with special needs, Veterans, students, immigrant communities, mixed status families, BIPOC communities
- As the RI Statewide SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn the availability, application process, eligibility requirements and benefits of SNAP, and if interested, receive assistance completing an application for SNAP and assistance with maintaining SNAP benefits: program and financial reports must omit services not eligible for funding, such as activities for nutrition education (SNAP-ED), SNAP E&T or referrals to other programs. Additionally, any activities not approved by USDA/FNS and not listed in a contract, may not be billed against a SNAP Outreach contract.
- 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. SNAP Outreach program reports will be provided by RI DHS at beginning of the contract term. The subrecipient may use those forms or a RI DHS SNAP Outreach approved equivalent. 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.
- Minimally, during the contract term: one (1) *dedicated* Senior & Disability Services SNAP 211 Resource Specialist will be hired and/or retained throughout the project period to answer all SNAP related phone calls, assist clients during office hours at the

United Way of Rhode Island office, at 50 Valley Street, in Providence, RI 02909, when they are not actively attending an outreach event or conducting home visits. Direct client services may occur face to face, over the phone, through online meeting apps, or by other secure and confidential means following all USDA/FNS policies and procedures. Minimally, office hours will be held when requested by potential or current SNAP constituents and as needed for accommodations for disabling conditions or those with mobility or other concerns where an office setting provides the safety necessary for a positive experience.

- Office Hours will be from 8:00am to 4:00pm Monday to Friday. Services will be available at outreach events and by appointment nights, weekends, and limited holidays.
- United Way RI-Senior & Disabilities will dedicate a phone line for callers to access SNAP options counselors directly. Calls will route to the SNAP Resource Specialist's cell phone when they are out in the field conducting SNAP Outreach activities.

#### Direct Mail

Minimally, during the contract term:

- United Way RI-Senior & Disabilities Services shall mail 500 factual SNAP informational packets to low-income clients who may be eligible for SNAP. United Way shall reach at least fifty (50) households in each of the 1st and 2nd quarters and fifty (50) households in each of the 3rd and 4th quarters.

#### Presentations & Staffed Booths

Minimally, during the contract term:

- United Way-Senior & Disabilities Services shall participate at a minimum of twenty (20) public events per month, 240 annually, throughout the catchment area, and United Way RI/Senior Disabilities SNAP outreach workers shall present SNAP informational materials and answer questions related to SNAP.
- Minimally, United Way RI – Senior & Disabilities Services shall participate in over 250 various tabling events, community engagement activities, Fairs and Festivals and disseminate SNAP informational materials at a variety of other locations. With COVID-19 social distancing restrictions still prevalent and not knowing the full plan for RI's lifting of those restrictions, anticipated events will need to be fluid, allowing for opportunities to arise organically. United Way RI/Senior

Disabilities will contact RI DHS regarding added events as they present themselves. Opportunities are anticipated to arise as various events are scheduled to include but not limited to: Water Fire, Roger Williams Zoo, Slater Park in Pawtucket, YMCA locations, Goddard Park and various seasonal festivals and events across the state.

- SNAP application forms shall be made available (paper and customer portal). Clients, at their discretion may utilize the RV workspace and available office space locations to complete applications or recertification, scan documents, print documents or if preferred, appointments may be scheduled at the United Way/Senior & Disabilities offices at 50 Valley Street, Providence, RI 02909, as requested.
- United Way RI/Senior & Disabilities will plan, implement, track document, and report on all activities on the quarterly program report including event location, SNAP information materials shared, number of SNAP applications completed, and reach (number of participants at an event or as defined on the RI DHS SNAP Outreach Program Report).
- United Way RI/Senior & Disabilities anticipates the following monthly schedule of community sites to be visited. Note: additional events will be added as they pop up throughout the FFY:

Projected Sites for SNAP OUTREACH					
EVENT	ORGANIZATION	CITY/TOWN	Mileage Rounded	Projected Amount	Frequency
OUTREACH	CRANSTON LIBRARY	CRANSTON	16	\$ 8.96	Monthly Even
OUTREACH	CCAP CRANSTON	CRANSTON	16	\$ 8.96	Monthly Even
BEC / OUTREACH	DHS PROVIDENCE	PROVIDENCE	5	\$ 2.80	Monthly Even
OUTREACH	NARRAGANSETT INDIAN TRIBE	CHARLESTOWN	68	\$ 38.08	Monthly Even
Medicare/Medicaid Event	NHP/BLACKSTONE FALLS	CENTRAL FALLS	16	\$ 8.96	Monthly Even
OUTREACH	WARWICK LIBRARY	WARWICK	20	\$ 11.20	Monthly Even
OUTREACH	DHS WARWICK	WARWICK	20	\$ 11.20	Monthly Even
OUTREACH	DISCOVERY HOUSE	WOONSOCKET	32	\$ 17.92	Monthly Even
MME OUTREACH EVENT	CRANSTON SENIOR CENTER	CRANSTON	5	\$ 2.80	Monthly Even
OUTREACH	PAWTUCKET OUTREACH	PAWTUCKET	11	\$ 6.16	Monthly Even
MME OUTREACH EVENT	VETERAN'S MEMORIAL PARKWAY	CENTRAL FALLS	12	\$ 6.72	Monthly Even
OUTREACH	DISCOVERY HOUSE	PROVIDENCE	8	\$ 4.48	Monthly Even
OUTREACH	OLNEYVILLE FOOD	PROVIDENCE	4	\$ 2.24	Monthly Even
OUTREACH	CAPP	PROVIDENCE	4	\$ 2.24	Monthly Even
MME OUTREACH EVENT	FOGARTY MANOR	PAWTUCKET	12	\$ 6.72	Monthly Even
MME OUTREACH EVENT	HIGH GROUND INTERNATIONAL	PROVIDENCE	4	\$ 2.24	Monthly Even
HEALTHY KIDS DAY	PAWTUCKET FAMILY YMCA	PAWTUCKET	20	\$ 11.20	Monthly Even
SHIP, SMP & MIPPA	PIERCE MANOR	PROVIDENCE	4	\$ 2.24	Monthly Even
SHIP, SMP & MIPPA	ST MARTIN DE PORRES	PROVIDENCE	4	\$ 2.24	Monthly Even
MENTAL HEALTH FAIR	CENTRAL FALLS CITY HALL	CENTRAL FALLS	12	\$ 6.72	Monthly Even
SHIP, SMP & MIPPA	DAVINCI CENTER	PROVIDENCE	6	\$ 3.36	Monthly Even
SHIP, SMP & MIPPA	HAMILTON HOUSE	PROVIDENCE	8	\$ 4.48	Monthly Even
OUTREACH	JOHNYCAKE CENTER	SOUTH KINGSTON	60	\$ 33.60	Monthly Even
OUTREACH	MLK Center	NEWPORT	66	\$ 39.96	Monthly Even
OUTREACH	BE THE CHANGE	WARWICK	22	\$ 12.32	Monthly Even
PROJECTED OUTREACH EVENT	LOOK OUT FOR YOURSELF	CENTRAL FALLS	12	\$ 6.72	Yearly Event
PROJECTED OUTREACH EVENT	HEALTHY KIDS DAY-SLATER PARK	PAWTUCKET	12	\$ 6.72	Yearly Event
PROJECTED OUTREACH EVENT	DOMINICAN FESTIVAL	PROVIDENCE	4	\$ 2.24	Yearly Event
PROJECTED OUTREACH EVENT	PROSPECT CARE	JOHNSON	5	\$ 2.80	Yearly Event
PROJECTED OUTREACH EVENT	THE AUSTISM WALK	WARWICK	36	\$ 20.16	Yearly Event
PROJECTED OUTREACH EVENT	CAVE VERDEAN FESTIVAL	CENTRAL FALLS	12	\$ 6.72	Yearly Event
PROJECTED OUTREACH EVENT	EAST PROVIDENCE SENIOR CENTER	EAST PROVIDENCE	10	\$ 5.60	Yearly Event

In situations where an event does not occur, United Way RI/Senior & Disabilities shall implement an activity targeting the same audience demographics, in the same geographic area, and with the same number reached. Prior State and Federal approval is required when substituting one activity for another.

#### Displays & Distribution of Factual SNAP Informational Materials

Minimally, during the contract term United Way RI/Senior & Disabilities will:

- Distribute SNAP informational items that contain basic information about the availability, application process, eligibility requirements, and benefits of SNAP.
- 50 Valley Street, Providence,
- RI, Food pantries such as East Bay Food Pantry, Bread of Life, Olneyville Food Center, and McAuley House,
- Higher Ground International,
- Center for Southeast Asians (as requested and for nonduplicative activities).
- Public events such as Waterfire, Rally for Recovery, Back to School Celebrations, National Night Out, Latino festivals, Kids fairs, senior fairs, bowling alleys' events , senior centers and other.
- United Way RI/Senior & Disabilities shall distribute SNAP informational items that contain basic information about the availability, application process, eligibility requirements, and benefits of SNAP and minimally involve 25 faith-based organizations (FBOs) in its SNAP outreach during the contract term in a variety of ways, such as Christ Church Ministry, Camp Street Ministry, St. John the Baptist and St. Edward Food and Wellness. Minimally, 25 posters will be distributed at FBOs during the contract term. Poster placement will be tracked, documented, and reported on the SNAP Outreach Quarterly Program Report.
- Additionally, during the contract term, United Way RI/211 SNAP Outreach staff shall distribute a minimum of 10 SNAP posters per month, 120 a year, created and vetted by RI DHS. These will be distributed throughout the catchment area at health and wellness sites, including but not limited to: CVS, Landmark Medical Center and St. Edwards Food and Wellness. United Way, Clinica Esperanza, Providence Health Centers. United Way –Senior & Disabilities shall track sites visited and the number of posters given to each site. When a site declines to participate, United Way of Rhode Island shall document the same. All outcomes will be reported and submitted to RI DHS as required

on the quarterly program report.

- Build a SNAP outreach informational page by FFY22 Quarter 2 on our website (www.unitedwayri.org) to support dissemination of SNAP factual information across various venues and to help interested RI Islanders reach out to United Way of RI - Senior & Disabilities SNAP Outreach staff to address questions and receive application assistance, assistance with interim reports, recertification, change reporting etc. The United Way of RI - Senior & Disabilities website content will be approved by RI DHS prior to dissemination. United Way of RI - Senior & Disabilities 211 will track progress on this website and demonstrate reach on the quarterly program report based on available data sets i.e., clicks, views, shares, or other metrics.
- Produce a minimum of 12 social media messages (1 per month, on the last day of the month) and disseminate them to all United Way of RI - Senior & Disabilities followers across our various platforms – Twitter, Facebook, LinkedIn, & Instagram. United Way of RI - Senior & Disabilities will track likes, clicks, shares and other data sets as applicable to each venue to demonstrate reach on the quarterly SNAP Outreach program report.
- Throughout the contract term and catchment area: United Way of RI - Senior & Disabilities shall cross message SNAP factual information with community organizations who serve low income Rhode Islanders and other organizations or groups at United Way of RI - Senior & Disabilities 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. During the contract term United Way of RI - Senior & Disabilities will cross message factual SNAP information, at 50 external sites/events not already accounted for above.

#### SNAP Outreach Targeted to Non-English-Speaking Audiences

Minimally, during the contract term United Way of RI - Senior & Disabilities Services will :

- Utilize bilingual staff for SNAP Outreach activities. Note: all SNAP outreach staff is bilingual in English and Spanish and external service providers like Language Line Services for over-the-phone and in person language interpretation will be used as needed.
- Make written SNAP factual informational materials available in Spanish, English, and Portuguese. SNAP informational materials

obtained from RI DHS are available for use in English and have been translated into in Spanish and Portuguese. If United Way of RI - Senior & Disabilities creates its own informational messaging, all content will be vetted by RI DHS prior to production and dissemination.

#### RI SNAP Outreach to Farm to Family Participants

Minimally, during the contract term United Way of RI - Senior & Disabilities will:

- Create relationships with five (5) Farmer's Markets throughout Rhode Island including Warwick, Central Falls, Providence, Westerly and Mt. Hope in Bristol. United Way of RI - Senior & Disabilities SNAP Outreach workers will screen attendees for SNAP participation. Those who are not currently enrolled in SNAP shall be given an opportunity to learn about the availability, application process, eligibility requirements and benefits of SNAP.
- SNAP application forms shall be available and clients, at their discretion may utilize the RV workspace, local office space or outreach table to complete applications or recertification, scan documents, print documents, or if preferred, appointments may be scheduled at the United Way of RI - Senior & Disabilities offices at 50 Valley Street, Providence, RI 02909, as requested.

#### Other

(Combined Focus 1: 211 general population and Focus 2: Senior & Disabilities Services)

Minimally, during the contract term::

- All United Way of RI and 211 SNAP Outreach staff and their supervisors shall complete a Civil Rights policy training session designed by the USDA/FNS or RI DHS and required annually by USDA. The training shall last less than two hours, and these individuals shall be able to complete it online through a meeting application. The training shall be completed by, and the attendance sheet will be submitted with third-quarter deliverables. The attendance sheet must be filled out correctly, including the names and job titles of all employees who are paid in part or whole with funds from this Contract. 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; United Way of Rhode Island shall submit additional sign-in sheet(s) to the State supporting their attendance with 4th

quarter deliverables.

- Each quarter, United Way of RI - Senior & Disabilities SNAP Outreach staff **and** 211 SNAP Outreach staff shall have representation at and participate in the statewide SNAP workgroup meetings, sending one representative from each focused team, attending at least two (2) of its meetings each quarter and ten (10) meetings during the FFY. Attendance may be done by telephone, online meeting application, in-person, or by other electronic means. Meeting dates and times will be tracked and recorded quarterly, in the "Other" section of the SNAP Outreach Quarterly Program Report.
- During the contract term, someone from United Way of RI - Senior & Disabilities staff **and** someone from UWRI/211 involved in the SNAP Outreach Program **may be** asked to attend one or more RI SNAP Advisory Committee (RISAC) meetings which occur every other month, on the second Monday of the month to provide information about United Way of RI - Senior & Disabilities SNAP Outreach activities **and** UWRI/211 general population SNAP Outreach activities. If no information is requested by RI DHS, the subrecipient is not obligated to attend the meeting. The expectation is that someone from **each focus** (Senior & Disabilities Services and 211/general population) would attend only to share the SNAP Outreach information requested. If no one is available to attend, the subrecipient's SNAP Outreach lead for **each focus** (I & II) would minimally provide the information to the RI SNAP Assistant Administrator: Community & Planning Services or designee so the requested information may be shared at the RISAC meeting. Attendance at RISAC is not mandatory during FFY23 but is encouraged based on the agenda and anticipated value added to support FNS approved, reasonable, allowable, and necessary SNAP Outreach activities. Time spent in attendance, preparing for, and/or reporting out on SNAP Outreach activities, providing insight, feedback, options and opportunities related to SNAP and SNAP Outreach activities is also encouraged. Meeting dates and times will be tracked and recorded quarterly, in the "Other" section of the SNAP Outreach Quarterly Program Report.
- Whenever possible, United Way of RI - Senior & Disabilities SNAP Outreach workers **and** UWRI/211 SNAP Outreach workers shall utilize the SNAP online application process for SNAP applications. And whenever a SNAP Online application cannot be completed, subrecipient SNAP Outreach staff will

assist potential and current constituents in the completion of a paper application. Subrecipient SNAP Outreach team staff will have laptops, portable scanners, and portable printers available at all SNAP outreach visits.

- While Focus II is targeted to seniors (60 and older) and those with disabling conditions all subrecipient SNAP Outreach staff will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders. When a person is age 60 and older or presents with a disabling condition the subrecipient will share detailed information about the SNAP medical deduction so that an informed decision may occur whether to provide medical expenses with an application, recertification or as part of change reporting.
- During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person may be a student or a potential student, the subrecipient will share SNAP student criteria.
- The subrecipient is expected to coordinate its activities with other SNAP outreach agencies and groups (internally and externally) serving low-income Rhode Islanders.
- 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.
- Note: all SNAP informational materials will be vetted by RI DHS for content prior to printing and 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.
- All SNAP meetings, trainings attended, and SNAP Outreach activities performed, shall be documented, and reported on the

	<p>quarterly SNAP Outreach Program Report or an equivalent report using the same data points that will describe in specific and quantifiable terms, by quarter, subrecipient progress to date regarding each activity conducted and in the work plan.</p> <ul style="list-style-type: none"> <li>• Additionally, all activities and SNAP informational material will be tracked, documented, and reported to RI DHS quarterly on the SNAP Outreach Program report. In instances where SNAP informational materials are newly designed or messaging is changed, a sample (screen shot, PDF or scanned copy) of the material will be included in the quarterly report as an attachment. SNAP Outreach Program Report forms and format supplied by RI DHS.</li> <li>• Prior State and Federal approval would be required for any substantial change in the workplan.</li> </ul>
<b>Subrecipient</b>	United Way of Rhode Island/211
<b>Tax ID of Subrecipient</b>	05-0276059
<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>	United Way RI/211 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 state will minimally conduct one site visit during the FFY and will conduct additional on-site or phone conference call reviews if</li> </ul>

	<p>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.</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 subrecipient will provide quarterly financial reports that will justify the amounts expended, show the subrecipient share for each cost category and the 50% federal reimbursement request. Additionally, a narrative justification of how the cost categories were calculated and backup documentation will be included with each quarter’s deliverables. The State will review quarterly financial reports in comparison to quarterly program reports, monitoring for FNS compliance with CFR2 Uniform Guidance <a href="https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl">https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl</a> [ecfr.gov], progress and equitable financial expenditures within the terms of the RI DHS SNAPOR contract, FNS approved invoicing methods, USDA/FNS State Outreach Plan Guidance, and Federally approved RI State SNAP Outreach Plan.</li> <li>• United Way RI /211 will complete a (bulleted) Final Narrative and submit it with fourth quarter deliverables. The Final Narrative will include: Accomplishments, Major Challenges and Solutions Developed, Evaluation Methodology and findings; Promising Practices &amp; Lessons Learned. RI DHS will provide the template for this (bulleted) report.</li> </ul>
<b>Project Number 9</b>	<b>RI Alliance Boys &amp; Girls Club (RIABGC) - Community Based Outreach</b>

## Goals

### General

- To strengthen public awareness of SNAP, i.e., the availability, application process, eligibility requirements, and benefits of SNAP.
- To reduce food insecurity by increasing the number of eligible Rhode Islanders taking part in SNAP.
- To increase statewide SNAP participation so that it exceeds 150,000 individuals during the Federal Fiscal Year (FFY).
- To meet at least 80% of the quantified targets and 80% of the direct service targets during this contract term.
- To provide SNAP informational materials about the availability, application process, eligibility requirements and benefits of SNAP to clients who may be potentially eligible for SNAP.
- To screen potentially eligible clients for SNAP 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 may jeopardize SNAP benefit maintenance or benefit retention.
- The subrecipient will share SNAP information with applicants and recipients when changes occur i.e., when SNAP policies change, or RI systems or processes change that may impact a SNAP applicant or participant. This may include but is not limited to: sharing information about the impact of the end of the public health emergency (i.e., discontinuance of emergency allotments and discontinuance of the expansion of student rules), communicating information about post-pandemic operations, RI DHS office changes and new tools to support SNAP access.
- To follow up with clients to learn about the SNAP application's outcome, to discuss barriers and the need for additional support to access an application eligibility decision.
- To provide direct client assistance that is COVID friendly, respects social distancing and the needs of RIABGC constituents who could benefit from SNAP and have made an informed decision to apply.
- Prior to application assistance, the subrecipient will inform the constituent/applicant of the various options for application completion i.e., paper, in-person, name address and signature, and customer portal (online application), so the applicant/constituent may make an informed decision about which method they wish to use. See CFR for more details - [https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2\(b\)\(1\)](https://www.ecfr.gov/title-7/subtitle-B/chapter-II/subchapter-C/part-273/subpart-A/section-273.2#p-273.2(b)(1)) :

sections (i)-(v).

Direct Client Services (unduplicated count)

During the contract term RIABGC will minimally complete the following:

- 2750 households will be screened to determine their RI SNAP participation status.
- 975 of the 2750 households screened for participation status (#1 above), will be identified as not currently taking part in RI SNAP.
- 975 households/clients will be provided one-on-one SNAP factual information.
- 500 of the 975 households (in #3 above), the Subrecipient will assist in the completion of a SNAP application.
- 15% or 75 SNAP applications the subrecipient assists with will be filed electronically on the RI DHS Customer Portal.
- 20% or 100 (in addition to the above) of those assisted with a SNAP application (not through the Customer Portal) the subrecipient will be assist in creating a RI DHS Customer Portal account.
- 1200 households will be assisted by the subrecipient with SNAP Outreach activities (other than application assistance) to support continued eligibility. Including, but not limited to assistance with: completing Interim Reports, Recertifications, reporting changes, providing documentation, and understanding SNAP notices.

**Target audience**

The most critical target population is low income RIABGC nonparticipating current and new applicants 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. The Clubs will target the families they directly serve as well as non-member families at its school-based and public housing sites and families served through broader community outreach and partnerships, including through Health Equity Zone partnership referrals, in conjunction with Mentor Rhode Island, its local prevention coalitions, through the Newport partnership for families,

	<p>through Working Cities partner agencies, through public library partners, and the police athletic leagues.</p> <p>The subrecipient will focus on activities in the following service area: Statewide.</p>				
<b>Timeline</b>	<table border="1"> <tr> <td data-bbox="440 386 553 432"><b>Start</b></td> <td data-bbox="553 386 915 432">10/1/2022</td> <td data-bbox="915 386 1078 432"><b>End</b></td> <td data-bbox="1078 386 1443 432">09/30/2023</td> </tr> </table>	<b>Start</b>	10/1/2022	<b>End</b>	09/30/2023
<b>Start</b>	10/1/2022	<b>End</b>	09/30/2023		
<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><i>In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.</i></p> <p><i>This institution is an equal opportunity provider.</i></p> <p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>• The subrecipient shall implement the following workplan. Activities may be performed in person, over the phone, online through meeting apps i.e., ZOOM, Skype, Microsoft Teams, via social media i.e., Twitter, Face Book, Instagram, YouTube, organizational i.e., Boys and Girls Club websites, email, e-newsletters, organizational bulletins etc. or by other secure and confidential means following all USDA/FNS policies and procedures and as specified below.</li> <li>• Comparable activities (same target audience, geographic area, and reach) may be substituted at the discretion of the subrecipient with <u>prior</u> Federal and State approval.</li> <li>• Any substantial change in a work plan activity requires <u>prior</u> State and federal approval.</li> <li>• 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.</li> <li>• As the RI Statewide SNAP Outreach Plan is exclusively to help food insecure Rhode Islanders learn the availability, application process, eligibility requirements and benefits of SNAP, and if</li> </ul>				

interested, receive assistance completing an application for SNAP and assistance with maintaining SNAP benefits: program and financial reports must omit services not eligible for funding, such as activities for nutrition education (SNAP-ED), SNAP E&T or referrals to other programs. Additionally, any activities not approved by USDA/FNS and not listed in a contract, may not be billed against a SNAP Outreach contract.

- All required SNAP Outreach meetings and trainings attended, and SNAP Outreach activities performed, shall be documented, and reported on the SNAP Outreach quarterly program report, under “Other.” Form and format supplied by RI DHS at the beginning of the contract term. An equivalent tool with the same data points and directions in an Excel or another format is acceptable.

#### Direct Service Details:

The five participating member Clubs of the Rhode Island Alliance of Boys & Girls Clubs (RIABGC) i.e., the Boys & Girls Club of East Providence (BGCEP), the Boys & Girls Club of Providence (BGCPR), the Boys & Girls Clubs of Newport County (BGCNC), the Boys & Girls Clubs of Northern Rhode Island (BGCNRI), and the Boys & Girls Clubs of Warwick (BGCW), will minimally provide the following direct service elements during the contract term:

- All Club member households will be screened for SNAP participation status at enrollment. Clubs will add a question regarding SNAP enrollment to current membership applications, and using the income data provided by the families, will screen for potential SNAP eligibility and for current SNAP participation status. To track outcomes Clubs will use a paper Referral Outcome Survey form provided by RI DHS or create the equivalent in an EXCEL or similar format on a shared drive for all Clubs to add and track SNAP household data. This information will minimally be shared quarterly with RI DHS through quarterly program reporting. Estimated reach during the contract term is: 2750 SNAP households will be screened for participation status.
- At each local Club, trained SNAP outreach staff (as outlined on the SNAP Outreach Staffing Detail) will share information about the availability, application process, eligibility requirements and benefits of SNAP, reaching 2750 individuals.

- For those interested in applying for SNAP, SNAP application assistance will be provided at various locations that support customer needs. SNAP application assistance may occur face to face, through online meeting applications, over the phone or via other methods based on customer need. Estimated reach for application assistance during the contract term: 975
- In addition to SNAP participation screening, Clubs will follow up with identified potentially eligible and interested families by phone or email to set up in-person assistance meetings after making initial contact at staffed booths at community information events, minimally including **Parent Teachers Organization** (PTO) meetings, school celebrations, sporting and athletic events, community fairs and local Farmers Markets. See chart below in *Presentations & Staffed Booths*.
- A SNAP outreach worker shall be available to assist clients at the BGCs of East Providence, Newport, Providence, Northern Rhode Island, and Warwick from 10 am – 6 pm daily to assist interested families in completing SNAP applications, and to follow up with successfully enrolled families throughout their eligibility period. This may occur face to face, over the phone, through online meeting apps, or by other secure and confidential means following all USDA/FNS policies and procedures.

Direct Mail

Minimally during the contract term Five Clubs, as specified above, shall:

- Collaborate and mail factual SNAP informational packets to low-income clients who may be eligible for SNAP twice per year in the first and third quarters, reaching at least twenty-four hundred (2,400) households throughout the contract term. The information packets will be developed by the lead agency outreach coordinator in conjunction with the lead agency administrative assistant and will be printed and delivered to each Club. The lead agency Executive Director will coordinate the scheduling and implementation of this mailing in conjunction with the directors of the subcontracted Clubs during scheduled monthly meetings to ensure compliance and sufficient tracking. Tracking data will be aggregated by the lead agency for DHS reporting. The break down for mailings is as follows:

<u>Club</u>	<u>Reach</u>
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BGC Warwick	300 households
BGC Providence	750 households
BGCNRI	600 households
BGC Newport	375 households
BGC East Providence	375 households

- Include, twice during the contract term, in the 2nd and 4th quarters, and collaborate to include: SNAP information in RI Boys and Girls Clubs **United State Postal Service (USPS)** mailings, club newsletters, **and/or e-blast emails**. Content will minimally include factual SNAP information about the availability, application process, eligibility requirements and/or benefits of SNAP and update readers on SNAP changes. Estimated reach during the contract term is 7,500 households. Minimally, during quarter two **(2)** 3,750 potential and current SNAP households will be reached and minimally during quarter four **(4)** 3,750 current and potential SNAP households will be reached. The lead agency Executive Director will coordinate the scheduling and implementation of this mailing in conjunction with the directors of the subcontracted Clubs during scheduled monthly meetings to ensure compliance and sufficient tracking. Tracking data will be aggregated by the lead agency for DHS reporting. **Best practice will be for individual clubs to cc the Assistant Administrator: Community & Planning Services with their backup program and tracking documents that are supplied to the RIABGC SNAPOR lead so they may be filed with the RIABGC aggregated report in case of federal program audit.** Minimally, but not limited to **the schedule listed below** (some clubs may send more or less dependent upon caseload size), the following clubs will be sending 7,500 mailings during the contract term as follows:

<u>Club</u>	<u>Reach</u>	<u>During Contract Term</u>
BGC Warwick	350 HHLDS each Q2 & Q4	700 items mailed
BGC Providence	1800 HHLDS each Q2 & Q4	3600 items mailed
BGCNRI	900 HHLDS each Q2 & Q4	1800 items mailed
BGC Newport	350 HHLDS each Q2 & Q4	700 items mailed
BGC East Providence	350 HHLDS each Q2 & Q4	700 items mailed

Displays and Distribution of Factual SNAP Information

During the contract term and during each quarter RI Alliance of Boys and Girls Clubs will distribute SNAP informational items that contain basic information about the availability, application process, eligibility requirements, and benefits of SNAP.

Minimally, during the contract term:

- 500 posters will be distributed by the Clubs during the contract term. Poster placement will be tracked, documented, and reported on the SNAP Outreach Quarterly Program Report. Places not interested in hanging a poster will also be tracked so gaps and opportunities for future SNAP outreach activities may be planned. Clubs will distribute SNAP posters throughout the service area (as specified above). Posters will contain information about the availability of SNAP. RIABGC will distribute posters to local schools, public libraries, and other community sites that target potentially eligible individuals and families, including local pediatric offices, local orthodontists, convenience stores, supermarkets, community recreation centers, public libraries, at the local chambers of commerce, at city recreation departments, at local housing authority properties, at local sports/athletic fields, and playground, and health and dental clinics.
- RI Alliance of Boys and Girls Clubs will add SNAP factual information on its main website, [www.bgcri.org](http://www.bgcri.org), as well as its participating affiliate websites (<https://epbgc.org>, <https://www.bgcnewport.org>, <https://bgcprov.org>, <https://www.bgenri.org> and <https://www.wbgclubs.org>.) and will change the messages minimally 4 times during the contract term and once per quarter (in addition to the messages they may incorporate from social media posts). Each affiliate Boys & Girls Club will also include a downloadable SNAP application on their websites. Views, clicks, shares and a copy of each message will be tracked, documented, and reported on the SNAP Outreach quarterly program report.

#### Presentations & Staffed Booths

Minimally during the contract term:

- The BGCS of East Providence, Newport, Providence, Warwick, and Northern Rhode Island will have tabletop displays with SNAP eligibility information (or a virtual information booth if public health needs dictate) at all Club public events, including program events, sports tournaments, and parent information nights. These displays shall be staffed by a SNAP Outreach staff member who is able to provide factual SNAP information about the availability, application process, eligibility requirements and benefits SNAP. Minimally, Clubs anticipate attending the following events during the contract term:

Club	Event Name	Town/City	Est. Reach
All Clubs	Thanksgiving Turkey Distribution Events	East Providence, Newport, Warwick, Providence, Cumberland, and Woonsocket	1,000 Families
All Clubs	Holiday Parties (Thanksgiving, Winter Holidays, Year End Events)	East Providence, Newport, Warwick, Providence, Cumberland, and Woonsocket	500 Families
East Providence	Hennessey Program Celebrations (3 times FY 22)	East Providence, RI	85 families
East Providence	MMS Program Celebrations	East Providence, RI	100 families
Providence	Quarterly Career Fairs	Providence RI	200 Families
Providence	Swim Meets/Athletic Events (6 events in FY 22)	Providence RI	250 Families
Providence	Coat Drive (December 2022)	Providence RI	100 Families
Northern Rhode Island	Monthly Information Table at Saturday Athletic Events	Cumberland RI	250 Families
Northern Rhode Island	Monthly Food Distribution Events	Woonsocket and Cumberland	250 Families
Northern Rhode Island	Weekly Food Pantry Distribution	Woonsocket Rhode Island	150 Families

- The five (5) participating BGCs of East Providence, Newport, Providence, Warwick, and Northern Rhode Island will include SNAP eligibility requirements and other SNAP information about the availability, application process and benefits of SNAP at staffed display booths at events that we participate in with other local partners. We expect that in FFY23, public health will continue to allow these events to be in-person with staffed booths disseminating information. Minimally, Clubs anticipate attending the following events in FFY23:

**SEE NEXT PAGE**

Club	Event Name	Town/City	Est. Reach
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East Providence	Hennessey School Year-End Carnival	East Providence, RI	285 families
East Providence	East Providence High School Eight Grade Transitions Fair	East Providence, RI	300 families
East Providence	Martin Middle School Parent Orientation Night	East Providence, RI	200 families
East Providence	PTA Meetings (all elementary schools)	East Providence, RI	150 families
East Providence	Heritage Days Festival	East Providence, RI	250 families
Warwick	Warwick Mall Recruitment Days	Warwick, RI	150 Families
Warwick	PTO (all elementary schools)	Warwick, RI	250 Families
Providence	PTO (all elementary schools)	Providence RI	150 Families
Northern Rhode Island	Northern Rhode Island Food Pantry Distribution Events	Cumberland RI	100 Families
Newport	PTO (all elementary schools)	Newport RI	75 Families
Newport	PTO (all elementary schools)	Middletown RI	50 Families
Newport	PTO (all elementary schools)	South Kingston RI	35 Families
Newport	Florence Gray Center Outreach Events (one per quarter)	Newport, RI	50 Families
Newport	Newport Recreation Department Athletic Events (Six per contract year)	Newport, RI	50 Families
Newport	Middletown Recreation Department Athletic Events (Six per contract year)	Middletown, RI	30 Families
Newport	South Kingston Recreation Department Athletic Events (Six per contract year)	South Kingston, RI	25 Families

Other

- All RI SNAP outreach staff and their supervisors shall complete **annual** Civil Rights policy training session designed by the State or USDA/FNS within the first sixty 60 days of the **FFY23** contract period, and as required annually by USDA. The training shall last less than two hours and subrecipient attendees shall be able to complete it electronically or through an online meeting application. **Minimally, the training shall be completed during FFY23 and no later than June 30th, with attendance sheets submitted with third-quarter deliverables and no later than July 30th.** The attendance sheets must be filled out correctly, including the names and job titles of all employees who are paid in part or whole with funds from the federal government and through the **FFY23** SNAP outreach contract. If there are subsequent staff changes in the 4th quarter, the new staff are also required to take **annual** Civil Rights training by the end of the 4th quarter; Boys & Girls Clubs shall submit additional sign-in sheet(s) to the State, **documenting** staff attendance for **FFY23** with 4th quarter deliverables.
- RI Alliance of Boys & Girls Clubs (**all five**) shall minimally send one steward each month to participate in statewide SNAP Workgroup **meetings attending at least two of its meetings each**

quarter and ten (10) during the FFY . Dependent upon COVID-19 social distancing restrictions, meetings will be in person or online through an online meeting application (TEAMS, ZOOM, etc.) or both. Attendance is encouraged for in person meetings, however, all meetings will have an online meeting application or telephone call-in process available. The subrecipient will track attendance on the Quarterly Program Report (Form B) in the “Other” section. Similarly, dependent upon the agenda and value-added (based off the proposed content), more SNAPOR staff may attend Workgroup meetings at the discretion of the subrecipient.

- Whenever possible, RI Alliance of Boys and Girls Clubs will utilize the SNAP online application process for SNAP applications. And whenever a SNAP online application cannot be done, Clubs will assist potential and current constituents in the completion of a paper application. Applications completed will be tracked, documented, and reported to RI DHS quarterly on the SNAP Outreach Program Reporting Form A & B or its equivalent.
- The subrecipient will also assist constituents/applicants in creating a customer portal account as requested by the client. Customer portal accounts the subrecipient assists in the creation of, will also be tracked documented and reported to RI DHS quarterly on the SNAP Outreach Program Reporting Form A or its equivalent.
- Similarly, during the contract term the subrecipient will provide targeted factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person is 60 and older or who presents as someone with a disabling condition the subrecipient will share detailed information about the SNAP medical deduction so that an informed decision may occur whether to provide medical expenses with an application, Interim Report, recertification, or as part of change reporting. Club staff will share information about the SNAP medical deduction. See attached Flyer. Minimum reach 250 older Rhode Islanders targeted by looking at grandparent family systems through RIABGC.
- During the contract term the subrecipient will provide factual SNAP information about the availability, application process, eligibility requirements and benefits of SNAP to food insecure Rhode Islanders and when a person may be a student or a potential student the subrecipient will share SNAP student criteria.
- Ongoing throughout the contract term and formally once by the end of Quarter 2, the RI Alliance of Boys and Girls Clubs will assess internal systems for the planning, coordination, tracking, documenting, reporting of activities tied back to SNAP Outreach.

Similarly, the Executive Director and Financial manager will assess internal systems for financial tracking i.e., positive time reporting, cost category source documents and processes for tracking actual costs incurred tied back to SNAP Outreach activities, true up etc.to support financial tracking and deliverables. RIABGC will continue to incorporate the required RI DHS SNAP Outreach Summary Sheet and FM-1 Invoicing Excel with all financial reporting. Both the program and financial processes must add an admin note in the other section of the program Report Form B demonstrating this activity has been completed by the end of Quarter 2).

- During the contract term, one person will be identified as the RIABGC program liaison and will be responsible to coordinate all federally approved, reasonable, allowable, and necessary SNAP Outreach activities and will be the program contact responsible for all reports and deliverables to RI DHS by the due dates. That person will also be the main contact for communications from RI DHS to the RI Alliance of Boys and Girls Clubs regarding the contract and will be identified within the contract. Similarly, a financial contact will also be identified and listed in the contract.
- Throughout the contract term and catchment area: RI Alliance Boys and Girls Club staff shall cross message SNAP factual information with community organizations who serve low-income Rhode Islanders and other organizations or groups 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. During the contract the Alliance will cross message SNAP factual information at 50 external sites/events/meetings not already accounted for above. Estimated reach for cross messaging during the contract term is 1,250.
- Produce a minimum of four (4) new social media messages (1 per quarter) and disseminate them to all Club followers across various platforms to include but not limited to – Twitter, Facebook, LinkedIn, & Instagram, and will incorporate these messages on club websites. The RI Alliance of Boys and Girls Clubs will track likes, clicks, shares and other data sets as applicable to each venue to demonstrate reach on the quarterly SNAP Outreach program report.
- During the contract term, someone from RIABGC involved in the SNAP Outreach Program may be asked to attend one or more RI SNAP Advisory Committee (RISAC) meetings which occur every other month, on the second Monday of the month to provide information about RIABGC SNAP Outreach activities. If

no information has been requested, the subrecipient is not obligated to attend the meeting. The expectation is that someone would attend only to share the SNAP Outreach information requested. If no one is available to attend, the subrecipient's SNAP Outreach lead would minimally provide the information to the RI SNAP Assistant Administrator: Community & Planning Services or designee so the requested information may be shared at the RISAC meeting. Attendance at RISAC is not mandatory during FFY23 but is encouraged based on the agenda and anticipated value added to support FNS approved, reasonable, allowable, and necessary SNAP Outreach activities. Time spent in attendance, preparing for, and/or reporting out on SNAP Outreach activities, providing feedback, options and opportunities related to SNAP Outreach activities is also encouraged.

- The subrecipient shall accept additional SNAP training that may be required by the State during the term of the contract and SNAP State Outreach Plan approval period. Attendance shall be documented in the “other” section of the SNAP Outreach quarterly program report Form B.
- 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.
- RIABGC may implement a SNAP Outreach Constituent Survey to learn from SNAP constituents/applicants about current gaps and opportunities for SNAP Outreach activities. SNAP Outreach Constituent Surveys will be designed and used to enhance subrecipient SNAP Outreach activities already approved by FNS and the survey may be completed as part of the planning for meaningful future SNAP Outreach activities. Any subrecipient SNAP Outreach Constituent Survey must be vetted by the State and approved by FNS prior to implementation. The results of any constituent survey will be available to the State and FNS upon request. Any substantial change in SNAP Outreach activities based off the recommendations from a subrecipient constituent survey will be approved by the State and FNS prior to implementation.
- Prior State and Federal approval would be required for any

	substantial change in the workplan.
<b>Subrecipient</b>	RI Alliance of Boys and Girls Clubs
<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>	RIABGC 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, subrecipient compliance with the terms of the contract, CFR2 Uniform Guidance, USDA/FNS State Outreach Plan Guidance and the approved FFY23 State Outreach Plan.</li> <li>• The subrecipient will provide quarterly financial reports that will justify the amounts expended, show the subrecipient share for each cost category and the 50% federal reimbursement request. Additionally, a narrative justification of how the cost categories were calculated and backup documentation will be included with each quarter’s deliverables. The State will review quarterly financial reports in comparison to quarterly program reports, monitoring for FNS compliance with CFR2 Uniform Guidance <a href="https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl">https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl</a> [ecfr.gov],</li> </ul>

progress and equitable financial expenditures within the terms of the RI DHS SNAPOR contract, FNS approved invoicing methods, USDA/FNS State Outreach Plan Guidance, and Federally approved RI State SNAP Outreach Plan.

- The state will minimally conduct one site visit at each participating Club 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 or corrective action protocol.
- Program evaluation will not be able to assess all the people reached by SNAP Outreach activities implemented by RIABGC who were certified or denied for SNAP benefits. Only a sample will be completed. The current evaluation process minimally 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 by the subrecipient and were certified or denied for SNAP benefits. Therefore, the subrecipient will determine the outcomes of at least one hundred (100) referrals made by the subrecipient to SNAP during contract term. For the RIABGC each participating club will minimally follow up with of those assisted with a SNAP application during the contract term. The subrecipient will share the results of their follow-up with the DHS, State of Rhode Island at time of 4<sup>th</sup> quarter deliverables. This may be done on the Referral Outcome Survey or an equivalent tool.
- The subrecipient will complete a (bulleted) Final Narrative and submit it with fourth quarter deliverables. The Final Narrative will include: Accomplishments, Major Challenges and Solutions Developed, Evaluation Methodology and findings; Promising Practices & Lessons Learned. RI DHS will provide the template for this (bulleted) report.

## 5. Outreach Project Staffing Details

### Project Staffing Tables:

Statewide there are seven SNAP Outreach community partners and one hundred ten (110) positions making up 24.22038 Full Time Equivalents (FTEs) contributing 49,661.70 hours to approved, reasonable, allowable, and necessary SNAP outreach activities as part of the FFY23 State of Rhode Island's Outreach plan (see chart below). See attached *Statewide FFY23 RI Statewide 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, hours, and a combined grand total by position for outreach salary and benefit rates. All projects have included descriptions of the tasks/duties for positions working on SNAP outreach in their Budget Narratives. See Attachments, Section 18 for Budget narratives. Each project's staffing detail lists only positions participating in time studies or positive reporting for actual hours worked on SNAP Outreach federally approved, reasonable, allowable, and necessary activities.

### FFY23 Statewide RI SNAP Outreach Staffing Table

Please note this table does not include the RI DHS Assistant Administrator: Community and Planning Services position which is a dedicated SNAP Outreach position within RI DHS with 1950 hours annually to support the success of the RI SNAP Outreach Program and provides ongoing technical support and assistance to all positions listed below.

FFY23 Statewide Rhode Island SNAP Outreach Project Staffing Detail							
		(a)	(b)	(c=axb)	(d)	(e=cxd)	(f=c+e)
Staff Person Title	Initials of Staff Person	FTE Outreach	Full Annual Salary	Outreach Salary	Benefits Rate	SNAP Outreach Benefits	SNAP Outreach Total
<b>CSEA Project #1</b>		37.5hr/wk 52wk/yr or 1950					
Executive Director	CC	0.30000	\$273,000.00	\$81,900.00	0.27240	\$22,309.560	\$104,209.560
Director of Programs	LD	0.50000	\$84,000.00	\$42,000.00	0.27240	\$11,440.800	\$53,440.800
Community Health Worker	MK	1.00000	\$42,000.00	\$42,000.00	0.27240	\$11,440.800	\$53,440.800
Program Manager	MG	1.00000	\$45,150.00	\$45,150.00	0.27240	\$12,298.860	\$57,448.860
Community Health Worker	LM	1.00000	\$43,050.00	\$43,050.00	0.27240	\$11,726.820	\$54,776.820
Bookkeeper/Finance Director	EC	0.35000	\$83,475.00	\$29,216.25	0.27240	\$7,958.507	\$37,174.757
Receptionist / Program Coordinator	TS	0.30000	\$34,608.00	\$10,382.40	0.27240	\$2,828.166	\$13,210.566
<b>Project #2 On Hold</b>							

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### FFY23 Statewide RI SNAP Outreach Staffing Detail Continued

Genesis Center Project #3		40hr/wk 52 wk/yr or 2080					
President/CEO	SC	0.03000	90902.00	\$2,727.06	0.24000	\$654.49	\$3,381.55
Grants & Strategic Programming Manager	MKH	0.03000	60000.00	\$1,800.00	0.23000	\$414.00	\$2,214.00
FOC Director	CA	0.25000	63500.00	\$15,875.00	0.31000	\$4,921.25	\$20,796.25
Income Supports Specialist	GM	0.30000	41600.00	\$12,480.00	0.17000	\$2,121.60	\$14,601.60
Communications Associate	HT	0.05000	52000.00	\$2,600.00	0.23000	\$598.00	\$3,198.00
Student Services Director	CD	0.10000	66200.00	\$6,620.00	0.34000	\$2,250.80	\$8,870.80
Career & Retention Coach	CO	0.10000	41600.00	\$4,160.00	0.22000	\$915.20	\$5,075.20
Program Support Specialist	TL	0.05000	50000.00	\$2,500.00	0.22000	\$550.00	\$3,050.00
Income Supports Specialist	NP	0.30000	41600.00	\$12,480.00	0.23000	\$2,870.40	\$15,350.40
Enrollment Assistant	MB	0.07500	36000.00	\$2,700.00	0.22000	\$594.00	\$3,294.00
Enrollment Assistant	NC	0.07500	33000.00	\$2,475.00	0.25000	\$618.75	\$3,093.75
Enrollment Assistant	FA	0.07500	33000.00	\$2,475.00	0.22000	\$544.50	\$3,019.50
Enrollment Coordinator	CC	0.10000	35483.00	\$3,548.30	0.23000	\$816.11	\$4,364.41
Data Coordinator	GV	0.05000	45000.00	\$2,250.00	0.19000	\$427.50	\$2,677.50
<b>Project #4 Vacant</b>							
<b>ONE NB Project #5</b>		40hr/wk 52wk/yr or 2080					
Assistant Director Of Programs	KZ	0.30000	70,552.50	\$21,165.75	0.25000	\$5,291.44	\$26,457.19
Director of Programs & Operations	BP	0.15000	107,362.50	\$16,104.38	0.25000	\$4,026.09	\$20,130.47
Community Health Worker Supervisor	DHG	0.30000	56,237.50	\$16,871.25	0.25000	\$4,217.81	\$21,089.06
Community Health Worker	SO	0.50000	42,536.00	\$21,268.00	0.25000	\$5,317.00	\$26,585.00
Community Health Worker	MS	0.50000	46,789.60	\$23,394.80	0.25000	\$5,848.70	\$29,243.50
Community Health Worker	CH	0.50000	46,789.60	\$23,394.80	0.25000	\$5,848.70	\$29,243.50
Controller	JR	0.25000	71,575.00	\$17,893.75	0.25000	\$4,473.44	\$22,367.19
Community Health Worker	CHW TBD	0.50000	47,840.00	\$23,920.00	0.25000	\$5,980.00	\$29,900.00
TBD	TBD	0.50000	47,840.00	\$23,920.00	0.25000	\$5,980.00	\$29,900.00
<b>mRelief Project #6</b>		45hr/wk 52 wk/yr or 2340					
Development & Resource Director	PD	0.20000	\$102,083.33	\$20,416.67	28.77%	\$5,873.87	\$26,290.54
Account Manager	HR	0.20000	\$84,037.50	\$16,807.50	28.77%	\$4,835.52	\$21,643.02
Account Associate	TL	0.10000	\$60,500.00	\$6,050.00	28.77%	\$1,740.59	\$7,790.59
Senior Research Associate	CK	0.16000	\$72,318.75	\$11,571.00	28.77%	\$3,328.98	\$14,899.98
Lead Software Developer	MRG	0.20000	\$103,456.91	\$20,691.38	28.77%	\$5,952.91	\$26,644.29
Chief Technology Officer	DH	0.05000	\$135,000.00	\$6,750.00	28.77%	\$1,941.98	\$8,691.98
Product Designer	AA	0.10000	\$90,750.00	\$9,075.00	28.77%	\$2,610.88	\$11,685.88
Junior Designer	AC	0.10000	\$61,500.00	\$6,150.00	28.77%	\$1,769.36	\$7,919.36
Growth Manager	DB	0.10000	\$88,895.83	\$8,889.58	28.77%	\$2,557.53	\$11,447.12
Controller	HB	0.20000	\$80,666.67	\$16,133.33	28.77%	\$4,641.56	\$20,774.89
Financial Operations Associate	MC	0.10000	\$60,137.50	\$6,013.75	28.77%	\$1,730.16	\$7,743.91
Chief Financial Officer	FL	0.10000	\$151,250.00	\$15,125.00	28.77%	\$4,351.46	\$19,476.46
Executive Director	ZM	0.10000	\$135,000.00	\$13,500.00	28.77%	\$3,883.95	\$17,383.95
Operations Director	NMK	0.10000	\$94,125.00	\$9,412.50	28.77%	\$2,707.98	\$12,120.48
Software Developer	AA	0.05000	\$90,333.00	\$4,516.65	28.77%	\$1,299.44	\$5,816.09
Software Developer	MK	0.05000	\$96,687.50	\$4,834.38	28.77%	\$1,390.85	\$6,225.22

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**FFY23 Statewide RI SNAP Outreach Staffing Detail Continued**

<b>C4H/Lifespan (The Miriam) Project #7</b>		40hr/wk 52wk/yr or 2080					
Vice President	CBF	0.05000	\$200,000.00	\$10,000.00	0.243	\$2,430.00	\$12,430.00
Director, LCHI	TBD	0.10000	\$120,000.00	\$12,000.00	0.243	\$2,916.00	\$14,916.00
Project Coordinator	MW	0.25000	\$59,987.20	\$14,996.80	0.243	\$3,644.22	\$18,641.02
Program Coordinator Peds	TBD	0.25000	\$63,029.41	\$15,757.35	0.243	\$3,829.04	\$19,586.39
Program Coordinator Adult	TBD	0.25000	\$60,320.00	\$15,080.00	0.243	\$3,664.44	\$18,744.44
SNAP Community Health Worker	TBD	0.75000	\$47,840.00	\$35,880.00	0.243	\$8,718.84	\$44,598.84
Administrative Assistant	RZ	0.05000	\$76,140.90	\$3,807.04	0.243	\$925.11	\$4,732.16
SNAP Outreach Specialist I	**TBD	0.28846	\$31,200.00	\$9,000.00	0.000	\$0.00	\$9,000.00
SNAP Outreach Specialist II	**TBD	0.28846	\$31,200.00	\$9,000.00	0.000	\$0.00	\$9,000.00
SNAP Outreach Specialist III	**TBD	0.28846	\$31,200.00	\$9,000.00	0.000	\$0.00	\$9,000.00
SNAP Outreach Specialist IV	**TBD	0.28846	\$31,200.00	\$9,000.00	0.000	\$0.00	\$9,000.00
SNAP Outreach Specialist V	**TBD	0.28846	\$31,200.00	\$9,000.00	0.000	\$0.00	\$9,000.00
<b>UWRI (Focus 1 and Focus II) Project #8</b>		37.5hr/wk 52wk/yr or 1950					
Person Centered Outreach Coordinator	WH	0.67000	\$56,541.00	\$37,882.47	0.350	\$13,258.86	\$51,141.33
Person Centered Outreach Coordinator	MP	0.67000	\$52,842.00	\$35,404.14	0.350	\$12,391.45	\$47,795.59
Director, Senior & Disabilities	CA	0.10000	\$97,503.00	\$9,750.30	0.350	\$3,412.61	\$13,162.91
Community Outreach Coordinator	TBH	0.67000	\$46,541.00	\$31,182.47	0.350	\$10,913.86	\$42,096.33
Community Outreach Coordinator	TBH	0.67000	\$46,541.00	\$31,182.47	0.350	\$10,913.86	\$42,096.33
211 Director	CS	0.10000	\$82,194.00	\$8,219.40	0.350	\$2,876.79	\$11,096.19
Grants Accountant	KT	0.14000	\$75,224.00	\$10,531.36	0.350	\$3,685.98	\$14,217.34
Website and Social Media Marketing Associate	AS	0.12308	\$52,098.00	\$6,412.22	0.350	\$2,244.28	\$8,656.50
Controller	DK	0.14000	\$107,291.00	\$15,020.74	0.350	\$5,257.26	\$20,278.00
<b>RIABGC Project #9</b>		40hr/wk 52wk/yr or 2080					
Executive Assistant	BGCW CW	0.20000	\$35,000.00	\$7,000.00	0.07650	\$535.50	\$7,535.50
Director of Operations	BGCW MR	0.20000	\$50,000.00	\$10,000.00	0.07650	\$765.00	\$10,765.00
Open Door Director -Oakland Beach	BGCW KK	0.20000	\$39,000.00	\$7,800.00	0.07650	\$596.70	\$8,396.70
Open Door Director -Cooper	BGCW TBA	0.20000	\$39,000.00	\$7,800.00	0.07650	\$596.70	\$8,396.70
Administrative Assistant	BGCNRI PL	0.10000	\$46,500.00	\$4,650.00	0.07650	\$355.73	\$5,005.73
Director of Community and Family Engagement	BGCNRI MK	0.50000	\$57,000.00	\$28,500.00	0.07650	\$2,180.25	\$30,680.25
Site Administrator	BGCNRI RW	0.10000	\$40,000.00	\$4,000.00	0.07650	\$306.00	\$4,306.00
Site Administrator	BGCNRI SC	0.10000	\$40,000.00	\$4,000.00	0.07650	\$306.00	\$4,306.00
Youth Development Professional	BGCNRI BD	0.15000	\$25,000.00	\$3,750.00	0.07650	\$286.88	\$4,036.88
Youth Development Professional	BGCNRI PM	0.15000	\$25,000.00	\$3,750.00	0.07650	\$286.88	\$4,036.88
Youth Development Professional/Desk	BGCNRI MT	0.15000	\$20,000.00	\$3,000.00	0.07650	\$229.50	\$3,229.50
Youth Development Professional/Desk	BGCNRI TV	0.15000	\$20,000.00	\$3,000.00	0.07650	\$229.50	\$3,229.50
Director of Operations for Childcare & Strategic Partners	BGCPr MS	0.10000	\$77,000.00	\$7,700.00	0.18350	\$1,412.95	\$9,112.95
Program Manager at Wanskuck Clubhouse	BGCPr JS	0.05000	\$63,669.00	\$3,183.45	0.25950	\$826.11	\$4,009.56
Area Director-Housing Units/Manton Site Supervisor	BGCPr FL	0.05000	\$38,000.00	\$1,900.00	0.27950	\$531.05	\$2,431.05
Director of Operations-Education/Interim Branch Manag	BGCPr AA	0.05000	\$55,000.00	\$2,750.00	0.22850	\$628.38	\$3,378.38

**Continued on Next Page**

**FFY23 Statewide RI SNAP Outreach Staffing Detail Continued**

Shift Supervisor 1 - Southside Clubhouse	BGCP Pr KD	0.05000	\$28,080.00	\$1,404.00	0.17250	\$242.19	\$1,646.19
Shift Supervisor 2 - Southside Clubhouse	BGCP Pr SO	0.05000	\$41,017.00	\$2,050.85	0.17250	\$353.77	\$2,404.62
Site Supervisor - Hartford Park	BGCP Pr TBD	0.05000	\$49,645.00	\$2,482.25	0.26990	\$669.96	\$3,152.21
Shift Supervisor - Hartford Park /Interim Site Supervisor	BGCP Pr JB	0.05000	\$49,645.00	\$2,482.25	0.26990	\$669.96	\$3,152.21
Shift Supervisor - Wanskuck Clubhouse	BGCP Pr EE	0.05000	\$49,645.00	\$2,482.25	0.17250	\$428.19	\$2,910.44
Interim Branch Manager-Fox Point	BGCP Pr SS	0.15000	\$43,000.00	\$6,450.00	0.26950	\$1,738.28	\$8,188.28
Director of Teen Initiatives	BGCP Pr CD	0.10000	\$49,000.00	\$4,900.00	0.22250	\$1,090.25	\$5,990.25
Grants Manager	BGCP Pr EF	0.10000	\$56,000.00	\$5,600.00	0.24950	\$1,282.40	\$6,882.40
Program Assistant - Roger Williams	BGCP Pr TBD	0.05000	\$9,880.00	\$494.00	0.07650	\$50.14	\$544.14
Program Assistant - Dr. Jorge Alvarez High School	BGCP Pr TBD	0.05000	\$6,760.00	\$676.00	0.07650	\$68.61	\$744.61
Fox Point Front Desk Clerk	BGCP Pr TBD	0.10000	\$69,510.00	\$6,951.00	0.07650	\$2,854.78	\$9,805.78
Southside Front Desk Clerk	BGCP Pr TBD	0.10000	\$69,510.00	\$6,951.00	0.07650	\$2,854.78	\$9,805.78
Wanskuck Front Desk Clerk	BGCP Pr RU	0.10000	\$69,510.00	\$6,951.00	0.12250	\$851.50	\$7,802.50
Partnerships and Strategic Initiatives Director	BGCNC KC	0.20000	\$71,525.00	\$14,305.00	0.07650	\$1,094.33	\$15,399.33
Front office Administrator and Facilities Manager	BGCNC JB	0.20000	\$48,925.00	\$9,785.00	0.07650	\$748.55	\$10,533.55
Executive Assistant and General Office Manager	BGCNC LW	0.02500	\$56,243.30	\$1,406.08	0.07650	\$107.57	\$1,513.65
Family and Outreach Coordinator	BGCNC CT	0.50000	\$35,500.00	\$17,750.00	0.07650	\$1,357.88	\$19,107.88
Marketing and Development Manager	BGCNC CC	0.20000	\$53,000.00	\$10,600.00	0.07650	\$810.90	\$11,410.90
Director of Community Outreach	BGCEP DR	0.10000	\$56,552.68	\$5,655.27	0.07650	\$432.63	\$6,087.90
SNAP Coordinator	BGCEP SG	1.00000	\$41,474.98	\$41,474.98	0.31650	\$13,126.83	\$54,601.81
Director of Program Operations	BGCEP KP	0.05000	\$59,697.95	\$2,984.90	0.07650	\$228.34	\$3,213.24
21st CCLC Director	BGCEP CL	0.05000	\$62,113.46	\$3,105.67	0.07650	\$237.58	\$3,343.26
Director of Education	BGCEP HF	0.05000	\$55,291.48	\$2,764.57	0.07650	\$211.49	\$2,976.06
Administrative Assistant	BGCEP LD	0.07500	\$33,087.60	\$2,481.57	0.07650	\$189.84	\$2,671.41
Membership Coordinator	BGCEP AW	0.15000	\$40,196.52	\$6,029.48	0.07650	\$461.26	\$6,490.73
Associate Director	BGCEP MD	0.20000	\$87,740.87	\$17,548.17	0.07650	\$1,342.44	\$18,890.61
Executive Director	BGCEP EG	0.10000	\$148,262.42	\$14,826.24	0.07650	\$1,134.21	\$15,960.45
<b>RI Statewide SNAPOR Contracted Staff Totals</b>	<b>110</b>	<b>24.22039</b>		<b>\$1,373,740.23</b>		<b>\$331,694.645</b>	<b>\$1,705,434.87</b>
	<b>Bodies</b>	<b>FTE Calculation (ALL)</b>		<b>SNAPOR Salary</b>		<b>SNAPOR Fringe</b>	<b>Salary/Fringe</b>

*Note: Project #2 is on HOLD for FFY23 and #4 Vacant. For complete project details - See attached Excel Workbook: FFY23 Statewide RI SNAP Outreach Project Summary - See Attachments, Section 15.*

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

**Outreach Project Budget Details**

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. Contracts are not incentive, or milestone based. RI DHS does not compensate based on the number of people who apply for, receive, or inquiry about SNAP. Please see Attachments, Section 15, for Excel Workbook: *FFY23 Statewide RI SNAP Outreach Project Summary* for all project Budget Details, Staffing Details and Budget Narratives. Additionally, for FNS convenience, project Budget Narratives are also in Attachments, Section 18.

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

Any dollar amounts identified in the project budget narratives and in this plan reflect the total amount budgeted **for FFY23** and anticipates a 50% reimbursement from the federal government. The RI state plan budget is for the **third** year (**FFY23**) of a three-year SNAP 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 budget data for the third year (**FFY23**) of a three-year plan, because the availability of nonfederal reimbursement funds, or how costs may be apportioned among line items, cannot be predicted years in advance.

Private cash will be provided in the form of subrecipient expenditures made from nonfederal funding Sources for allowable SNAP outreach activities and services. Additionally, some community partners private dollars will be from non-federal foundations, fund raising initiatives used to generate private cash donations, third party endowments, grants from non-federal charitable trusts, non-federal cash reserves, non-SNAP or federal related fee-for-services, non-SNAP related fee-for-services and other unrestricted funding not already allocated to another State or Federal program. 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 12 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 etc.) 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. **See each community partners budget narrative for specifics by SNAP Outreach project.**

All **seven** projects chose the direct costs, as defined in 2 CFR Part 200.413, that they could identify specifically with a particular final cost object (SNAP outreach). These costs include but are not limited to: staff salaries and benefits of employees for the actual time devoted and identified specifically to SNAP outreach; cost of materials obtained, consumed, or expended specifically for the intended purpose of SNAP outreach; equipment and other approved capital expenditures; and travel expenses incurred specifically to carry out SNAP outreach activities.

Therefore, all projects, that used a direct cost line-item cost allocation method used one of the three approved cost allocation methods i.e., 1) FTE or number of staff allocation whereby the FTE of SNAP Outreach staff is divided by the calculated FTE of all staff or 2) case count (denominator – all cases handled by all programs, numerator – outreach cases) and/or 3) square footage of building space, based off pages 28-30, July 2017, USDA SNAP State Outreach Guidance.

For Indirect Costs, C4H (LIFESPAN)/Lifespan (The Miriam Hospital) has a federally approved Hospital Rate Agreement to allocate indirect costs. The remaining **six** organizations never had a federally approved indirect cost rate agreement and chose de minimis (10%) with a base of allowable Modified Total Direct Costs (MTDC). Some also, allocate space/utility costs according to the percentage of square footage as shown on pages 28 - 30, of the July 2017, USDA, Food and Nutrition Service SNAP State Outreach Plan guidance. All projects using de minimis are aware that “as described in §200.403, costs must be consistently charged as either indirect or direct costs but may not be double charged or inconsistently charged as both. If chosen, this methodology once elected must be used consistently for all Federal awards until such time as a non-Federal entity chooses to negotiate for a rate.” Please see individual project budgets and budget narratives embedded within the Excel workbook entitled: *FFY23 Statewide RI SNAP Outreach Project Summary* for the exact details by project. See Attachments, Section 15, and Section 18.

Please note: the same allocation methods apply to both budget builds and invoicing.

### **Budget Narrative Justification by Project**

Please see individual project budgets and budget narratives embedded within the Excel workbook entitled: *FFY23 Statewide RI SNAP Outreach Project Summary* for the exact details by project. All projects operate under executed contract agreements with RI DHS to implement federally approved reasonable, allowable, and necessary SNAP outreach activities. 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. Contract agreements are available for FNS review upon request. See Attachments, Section 15, and Section 18.

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

In an effort, to support the health, well-being and safety of food insecure Rhode Islanders and immigrant communities, RI DHS has created partnerships with **seven** community partners with a **FFY23** SNAP Statewide Outreach Budget of **\$2,432,371.84** which is rounded to the nearest whole dollar per FNS guidance and totals **\$2,432,372** and includes anticipated 50% reimbursement of **\$1,216,186** from the federal government. The budget does not incorporate any public in-kind monies. Private funding totaling (without rounding) **\$1,216,185.92** is contributed to the SNAP Outreach Plan by **seven** community partners (projects): CSEA, Genesis Center, One Neighborhood Builders, mRelief, Connect for Health/Lifespan (The Miriam Hospital), United Way RI/211 and the RI Alliance of Boys and Girls Clubs. **Foster Forward is taking a hiatus during FFY23.** See individual budget details from each project for specific **line item and budget** amounts. No State general funds or ARPA funds were used to support the **FFY23** RI SNAP Outreach Plan or community partner budgets.

This plan is for one year and specific Statewide line-item details are noted in the tab: RI *Statewide Budget Narrative* within the attached Excel Workbook: **FFY23** *Statewide RI SNAP Outreach Project Summary*. Additionally, details by project are also within the attached **FFY23** *Statewide RI SNAP Outreach Project Summary*. See Attachments, Section 15. For FNS convenience, all Budget Narratives are also found in Attachments, Section 18.

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, allowable, and necessary 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.

For **FFY23** only one project, Connect for Health (C4H (LIFESPAN))/Lifespan (The Miriam Hospital), has a federally approved indirect cost rate agreement. See Attachments, Section 16 for a copy. All other projects i.e., CSEA, Genesis Center, ONE|NB, mRelief, United Way RI/211 and the RI Alliance of Boys and Girls Clubs, having never had a federally approved indirect cost rate agreement opted to utilize the de minimis (10%) method for indirect costs. The use of de minimis was used with a base of Modified Total Direct Cost (MTDC) as per the definition found at [Electronic Code of Federal Regulations \(eCFR\) \[linkprotect.cudasvc.com\]](https://www.ecfr.gov/current/title-49-chapter-I-subchapter-B-section-1.101) which states: *Modified Total Direct Cost (MTDC) means all direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and up to the first \$25,000 of each subaward (regardless of the period of performance of the subawards under the award). MTDC excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs and the portion of each subaward in excess of \$25,000. Other items may only be excluded when necessary to avoid a serious inequity in the distribution of indirect costs, and with the approval of the cognizant agency for indirect costs.*

Additionally, the agency must follow the federal cost principles, found at 2 CFR 200 Subpart D, and refer to the Appendices III to IX to Part 200 for additional information and guidance on the relevant indirect cost plan for their specific category of agency. For the **seven** community partners engage in SNAP outreach activities in **FFY23**, Appendix IV is the most relevant as it relates to Nonprofit Organizations.

Subsequently, if a community partner has opted to use de minimis based off MTDC they have added those details in their Budget Narrative (see Attachments, Section 18 for individual project Budget Narrative. Additionally, the tab labeled *Statewide Budget Narrative* in the **FFY23** *Statewide RI SNAP Outreach Project Summary* also shows individual project calculations on the corresponding Budget Detail (see Attachments, Section 15). All documents are attached for FNS review and approval. The State will continue to monitor from the source to the request for payment **for all cost categories** and as per FNS guidance (see Attachments: Section 2) since de minimis is based on the reported direct costs, the backup documentation of indirect costs is the same as backup documentation for direct costs. **Backup for 100% of all costs incurred tied back to SNAP Outreach are requested for all cost categories prior to processing invoices for anticipated 50% federal reimbursement.**

**FFY23 Statewide SNAP Outreach Budget:**

Please note: this is embedded within the attached Excel Workbook: **FFY23** RI Statewide SNAP Outreach Project Summary under tab *Statewide Budget Detail*. The RI Statewide SNAP Outreach Budget Grand Total Reflects: **seven partners for FFY23.**

FFY23 SNAP Outreach Budget Detail						
Project Name: FFY23 RI Statewide SNAP Outreach	Non-Federal Funds			Federal	Total Funds	
	FFY23 Seven Combined Contracts					
Expenses:	(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
(g) Personnel (Salary & Benefits)			\$852,717.44	\$852,717.44	\$852,717.44	\$1,705,434.87
<b>Other Direct Costs</b>						
(h) Copying/Printing/Materials			\$18,562.88	\$18,562.88	\$18,562.88	\$37,125.75
(i) Internet/Telephone			\$5,613.41	\$5,613.41	\$5,613.41	\$11,226.82
(j) Equipment and Other Capital Expenditures			\$0.00	\$0.00	\$0.00	\$0.00
(k) Supplies and Non Capital Expenditures			\$4,074.74	\$4,074.74	\$4,074.74	\$8,149.47
(l) Building/Space			\$21,877.91	\$21,877.91	\$21,877.91	\$43,755.82
(m) Other (Admin, Audit)			\$109,695.59	\$109,695.59	\$109,695.59	\$219,391.18
<b>(n=h+i+j+k+l+m) Subtotal Other Direct Costs</b>	\$0.00	\$0.00	\$159,824.52	\$159,824.52	\$159,824.52	\$319,649.04
<b>Travel</b>						
(o) Long Distance			\$3,717.00	\$3,717.00	\$3,717.00	\$7,434.00
(p) Local			\$7,855.660	\$7,855.660	\$7,855.660	\$15,711.32
<b>(q=o+p) Subtotal Travel</b>	\$0.00	\$0.00	\$11,572.660	\$11,572.660	\$11,572.660	\$23,145.32
<b>(r) Contractual</b>			\$66,248.260	\$66,248.260	\$66,248.260	\$132,496.52
<b>(s=g+n+q+r) Total Personnel, Direct Costs, Travel, and Contractual</b>	\$0.00	\$0.00	\$1,090,362.877	\$1,090,362.877	\$1,090,362.877	\$2,180,725.75
<b>(t = indirect cost rate x s) Indirect Costs *</b>		\$0.00	\$125,823.04	\$125,823.04	\$125,823.04	\$251,646.09
<b>(u=s+t) TOTAL</b>	\$0.00	\$0.00	\$1,216,185.922	\$1,216,185.922	\$1,216,185.922	\$2,432,371.84
						\$2,432,371.84
				** Final Rounded Total FFY22 RI Statewide		\$2,432,372
				HALF of Rounded Total	\$1,216,185.92	

**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.
✓	Contracts 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

1. FNS-366A (Budget Projection) – To be submitted upon completion and certification by the State of Rhode Island’s Department of Human Services Finance Department.

2. FNS Response De Minimis



\_EXTERNAL\_ \_ RE\_  
Feedback Requester

### 3. RI SNAP Participation Snapshot



RISAC Advance  
Data SNAPshot 4.22.

4. Sample “Draft” SNAP Flyer



SNAP Info  
FlyerV3.pdf

5. Sample “DRAFT” Outreach Poster



SNAP Info Poster  
size 18X24.pdf

6. Sample of Medical Deduction Flyer



SNAP Medical  
Deduction Flyer 4.2.

7. Subrecipient Monitoring Tools Pre-Award



Subrecipient Contra  
ctor Determination Tc



Program Risk  
Assessment Templat



Fiscal Risk  
Assessment Templat



Sub-recipient vs  
Vendor Checklist.doc



Sub-recipient vs  
Vendor Guidelines f

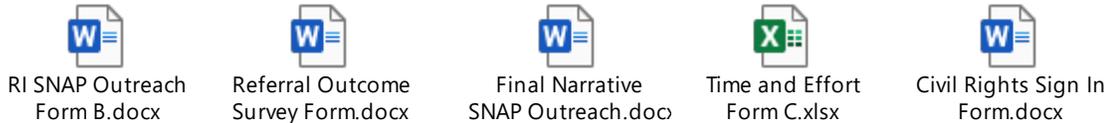
8. Subrecipient Monitoring RI DHS (General)



9. SNAP Outreach General Contract Monitoring Form



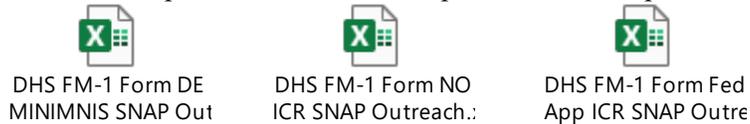
10. Samples of RI SNAP Outreach Program Reporting (monitoring) Forms: used for tracking within a contract agreement. Contract payments are NOT requested or invoiced based on program outcome measures.



11. SNAP Outreach Priority Areas Defined

<https://www.fns.usda.gov/snap/outreach>

12. Financial Report to Monitor Subrecipient Share of Expenditures



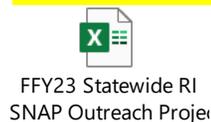
13. Sample: Financial Reporting Form: Cost Allocation FTE Cost Allocation Method (used w/FM-1 and Financial Report as applicable)



14. FFY23 Checks and Balances Sheet



15. Excel Workbook: Statewide FFY23 RI SNAP Outreach Project Summary



## 16. Federally Approved Indirect Cost Rate Agreements



C4H The Miriam  
Hospital Indirect Co

## 17. SNAP Outreach Student Flyer and Student Related Flyer



DHS SNAP College  
Outreach Flyer Marc



SNAP Young Adults  
brochure 2.2021fina

## 18. RI State Budget Narrative



FFY23 RI State  
SNAPOR BUDGET N/

## 18B. Budget Narratives for Community Projects



CSEA SNAPOR 21.01  
A#3 BN FFY23 FINAL



SNAPOR 21.03 A#2  
FFY23 BN Gen Cente



SNAPOR 21-05 A#2  
FFY23 BN ONE.NB FI



SNAPOR 23.06 A#1  
FFY23 BN mRelief FI



FFY23 SNAPOR  
22.07 A#1 C4H BN FI



SNAPOR 22-08 A#1  
FFY23 BN UWRI Fina



SNAPOR 22-09 A#1  
FFY23 BN RIABGC FI



RIABGC banner  
quote for Narrative.pc

## 19. mRelief Security Procedures



mRelief Security  
Procedures.pdf

## 20. DRAFT C4H – SNAP Outreach Constituent Survey



DRAFT SNAP  
Outreach Constituei

## 21. Article: Center on Budget and Policy Priorities



0 snap factsheet  
rhode island.pdf