



# Office of Temporary and Disability Assistance

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## General Information System (GIS) Message

### Section 1

<b>Transmittal:</b>	22 TA/DC044 Upstate and New York City
<b>Date:</b>	May 11, 2022
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, SNAP Directors, TA Directors
<b>From:</b>	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
<b>Subject:</b>	FFY 2022 Supplemental Nutrition Assistance Program (SNAP) Process and Technology Improvement Grants
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	OTDA SNAP Liaison, SNAP Bureau, (518) 473-1469
<b>Attachments:</b>	Attachment 1 - <a href="#">USDA SNAP FFY 2022 Process and Technology Improvement Grants</a>

### Section 2

The purpose of this GIS is to inform social services districts (districts) that the United States Department of Agriculture (USDA) has issued a grant competition for Process and Technology Improvement grants to support efforts by state agencies (which includes local districts in locally-administered states like New York) and their community-based and faith-based partners to develop and implement plans to:

- improve customer service, or
- improve the application and interview process.

As indicated in the attached Request for Applications (RFA) and at FFY 2022 Process and Technology Improvement Grants (PTIGs), USDA is seeking diverse proposals that would make the entire process easier and more efficient for applicants and participants.

The multi-year grants seek to improve the experience of SNAP participants by enabling grantees to update inefficient or ineffective processes or use technology to streamline operations and provide better customer service. The application process also requires grant applicants to demonstrate how their initiatives will affect SNAP with respect to equity and inclusion, which supports the Administration’s focus on advancing racial equity.

**Districts are strongly encouraged to apply.** Grant proposals should focus on improving the client’s experience. This year’s applicants will be required to address one of the following areas:

- Increasing the use of technology-based tools to expand enrollment of underserved populations;
  - e.g., projects that modernize call centers, increase effective community partnerships, or support collaborative stakeholder efforts for business process improvement.

- Aiding in the transition from pandemic operations and improving disaster response operations; and/or
- Modernizing SNAP customer service, client communication, and administrative processes to improve accessibility, transparency, and responsiveness.
  - e.g., projects that improve telephone interview capabilities, modernize verification processing (document imaging, scanning, and indexing software and equipment) or public health emergency, disaster and pandemic response training for staff.

Please note on page 14 of the RFA that all applications will require a “letter of endorsement,” from the New York State Office of Temporary and Disability Assistance (OTDA). Requests for letters of endorsement should be submitted to OTDA, along with a synopsis of your district’s grant proposal, no later than close of business on Friday, June 10, 2022.

If your district is considering development of a proposal for a Process and Technology Improvement Grant, we recommend that you discuss your proposal first with the OTDA before requesting a letter of support and before committing resources to the development of a proposal so that we can discuss the scope of the State’s Integrated Eligibility System (IES) program which is now underway as it pertains to any such proposal. Knowing what technology, equipment and business process re-engineering are within the scope of the IES program before developing a grant will help to ensure that whatever technology, equipment, or business process re-engineering investment a district pursues will not be duplicative of efforts within the scope of IES and will be able to be integrated into IES. If your district would like to have a conference call to discuss a grant proposal, please contact your district’s SNAP Bureau liaison at: (518) 473-1469 to arrange a conference call.

To request a letter of support, please visit: <https://otda.ny.gov/legal/letter-request/> and follow the procedures as directed.

Applications for the grants are due to the USDA-FNS no later than 11:59 PM (EST) on Monday, June 27, 2022. Applications MUST be submitted electronically to the USDA-FNS through <https://www.grants.gov/web/grants/view-opportunity.html?oppld=339808>

Several NYS districts have been awarded grants in the past. To review SNAP grant applications from counties previously awarded grant monies, please contact your OTDA SNAP liaison. Additional assistance in grant writing may be found at <http://www.federalgrantswire.com/writing-a-federal-grant-proposal.html>. To learn more about finding and applying for other federal grant opportunities, please go to: [www.grants.gov](http://www.grants.gov).