KATHY HOCHUL
Governor

BARBARA C. GUINN
Acting Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	24DC020 Upstate and New York City
Date:	April 26, 2024
To:	Subscribers
Suggested Distribution:	Commissioners, SNAP Directors, TA Directors
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	FFY 2024 Supplemental Nutrition Assistance Program (SNAP) Process and Technology Improvement Grants (PTIG)
Effective Date:	Immediately
Contact Information:	OTDA SNAP Liaison, SNAP Bureau at (518) 473-1469 or SNAPBureau@otda.ny.gov
Attachments:	None

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 projects that use technology to improve the quality and efficiency of SNAP application and eligibility determination systems. These grants are particularly timely as many States across the country are struggling to meet critical customer service standards for providing timely and accurate benefits.

As indicated at the Fiscal Year 2024 PTIG webpage, 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:

- Modernize SNAP customer service and client communication to improve accessibility, transparency, and responsiveness in processing applications and determining eligibility.
- Improve administrative infrastructure and day-to-day SNAP operations in processing applications and determining eligibility.

- Invest in technology and systems to encourage cross collaboration and cross enrollment between SNAP and other Federal, State, and local assistance programs.

Please note 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 **Monday, May 27, 2024**.

If your district is considering developing a proposal for a Process and Technology Improvement Grant, we recommend discussing your proposal first with OTDA before requesting a letter of support and prior to committing resources to the development of a proposal. OTDA will discuss with interested districts 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 or SNAPBureau@otda.ny.gov 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.

The application deadline is **11:59 PM Eastern Daylight Time (EDT) on June 18, 2024.** For more information on key dates and information, please visit the Fiscal Year 2024 PTIG webpage and the Process and Technology Improvement Grants Program webpage. The RFA may be found on Grants.gov. USDA will provide technical assistance to prospective applicants via webinars on May 9, 2024 at 2pm EDT and May 20, 2024, at 3pm EDT. Advance registration is required to attend these sessions.

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.