SNAP Process Improvement IDIQ
Client: U.S. Department of Agriculture, Food and Nutrition Service

Project Overview
Under a 5-year, sole source IDIQ awarded by the Food and Nutrition Service (FNS), Insight is providing expert technical assistance to selected state agencies administering the Supplemental Nutrition Assistance Program (SNAP) to improve their internal business processes and performance. Insight will also train FNS Program Development Division and Regional Office staff in industry-standard process improvement techniques so FNS can provide direct technical assistance and coaching to states working to improve business processes and performance in application processing and case management. Tasks will include the following:

- Support FNS in identifying states and/or local agencies to participate in task orders.
- Facilitate collaborative models with state- and county-level teams to achieve improvements in a focused process area.
- Provide direct technical assistance to states on reviewing and improving SNAP certification documents and notices to ensure federal compliance.
- Provide training and experience to federal staff in process improvement techniques (e.g., Lean Six Sigma, Lean, business process reengineering).

Insight is assisting FNS in identifying, recruiting, and assessing the readiness of SNAP agencies to participate in task orders issued under this IDIQ. Insight has created a readiness assessment tool, developed informational and marketing materials, delivered webinar presentations, and conducted onsite assessment visits in three states and nine counties.

Core Activities
Technical Assistance; Training; Coaching; Developing/Synthesizing Recommendations; Administrative Data Collection and Analysis; Business Process Reengineering; Value Stream Mapping; Process Mapping; Rapid Cycle Evaluation; Plan-Do-Study-Act tests of change; Environmental Scans; Job Shadowing; Site Visits

Products
Recruitment materials, including PowerPoint presentations, one-page handouts, and Frequently Asked Questions lists; webinars; conferences; a web portal; readiness assessments; As-Is (current state) and To-Be (future state) value stream maps; process maps; site visits; training; written reports; oral briefings