

# SNAP Certification Notices Technical Assistance for FNS's Mountain Plains Regional Office

Client: U.S. Department of Agriculture, Food and Nutrition Service

## Overview

Supplemental Nutrition Assistance Program (SNAP) certification notices are central to a client's ability to obtain and maintain SNAP benefits. These notices must give clients enough information to understand the reasons for the state agency's actions and should be written in easily understandable language. The U.S. Department of Agriculture's Food and Nutrition Service (FNS) contracted with Insight to provide technical assistance and training to 10 states in FNS's Mountain Plains Regional Office. FNS's overarching goal is to help these states draft, review, and continuously improve their notices, while creating models for all SNAP state agencies.

Insight has reviewed 17 types of state SNAP certification notices, storyboards, and sample notices; developed recommendations to ensure compliance with federal program requirements; and provided suggested best practices for meeting policy requirements while fostering comprehension, readability, usability, and presentation and identifying elements that should be improved, streamlined, or eliminated.

Specifically, Insight—

- Developed best practices for SNAP certification notices



- Facilitated a 10-state learning collaborative to develop and share improvements to SNAP certification notices and the business process for developing and revising them
- Provided onsite direct technical assistance to states on reviewing and improving SNAP certification notices to ensure federal compliance and conformity to common standards for both English- and Spanish-speaking customers
- Provided training to federal staff in process improvement techniques (e.g., Lean Six Sigma, Business Process Reengineering)

## Products

Model SNAP certification notices, as-is (current state) and to-be (future state) value stream maps, webinars, model notice toolkit (including notice review tools), reports