

# SNAP Monitoring and Evaluation Training Support

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

## Overview

Insight provided training and technical assistance to the Food and Nutrition Service headquarters and Regional Office staff in process improvement techniques, including Lean Six Sigma, Lean, and business process reengineering. The overall goal of this training was to teach FNS staff how to provide industry-standard best practice technical assistance and training to state and local SNAP agencies. The technical assistance and training included industry-standard process improvement techniques such as how to map current (as-is) and desired future operations (to-be); achieving rapid process improvements through planning and testing small changes and making iterative improvements (Plan-Do-Study-Act cycles); and employing a “train-the-trainer” approach to enhance sustainability.



Insight employed train-the-trainer principles for this instruction using a series of technical assistance events, both in-person and virtually, to train staff in industry-standard process improvement techniques. Following the training, the agency was better able to provide direct technical assistance and coaching to states working to improve business processes and performance in application processing and case management.

## Products

Training materials; written reports; briefings

