

State Selection Assistance for the SNAP Technical Assistance Learning Collaborative

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

Overview

Prior to launching the 3-year, Supplemental Nutrition Assistance Program (SNAP) Process Improvement Learning Collaborative, Insight supported FNS in identifying state and local agencies to participate in this collaborative approach to business process and performance training and technical assistance. The selected state SNAP agencies learned how to improve everyday processes, such as SNAP application processing and eligibility determinations, through a dynamic and interactive engagement among leaders in process improvement methods and subject matter experts in SNAP policy and operations.

For this work, Insight conducted in-depth onsite assessments of each team to ensure the teams were ready to participate in the SNAP Technical Assistance Collaborative. This assessment included a full review of the county and/or state's operational SNAP processes such as how intake is conducted, how recertifications are sent and processed (including interview requirements), and how many eligible customers are reentering the program after closure. Insight also conducted an in-depth review of the administrative structure of each agency to understand the operational functions of each staff position and what type of work they process and handle.

The Insight team then developed a Readiness Assessment Protocol for state and county agencies that administer SNAP and were interested in participating in the collaborative. The Readiness Assessment Protocol included a Readiness Assessment Tool, Semistructured Interview Guide, and a Baseline and Monthly Data Worksheet



Template. The Insight team used the Readiness Assessment Tool to evaluate information gathered from semistructured interviews with SNAP agency staff, any baseline data provided by state and county SNAP agencies, discussions with FNS, and other available sources to assess each SNAP agency's readiness to participate in the collaborative. To confirm the State's readiness to participate, the Insight team assessed the capabilities of the state and counties in each of five areas associated with overall improvement success, including data management and available resources. Site visits were conducted in three state and nine counties to approve readiness. Through this work, state and local agencies learned how to improve their critical business processes, such as SNAP application processing and eligibility determinations, recertifications, and churning.

Products

Written reports; informational and marketing materials; webinars; briefings