



United States Department of Agriculture

SNAP E&T REVIEW

SNAP

TO



January 2021

5 Steps to Improve SNAP E&T Participation and Engagement: Define the Problem

The [August SNAP E&T Review](#) featured the full 5-phase process that the S2S Team is using to help S2S project States identify E&T participation and engagement challenges. This process uses insights from behavioral science and human-centered design to identify issues, devise and implement interventions, and then measure performance to see if the interventions are working.

The infographic below dives deeper into **the first step** of the 5-phase process: **Define the Problem**. In this phase, State teams develop *Problem Statements* based on a specific SNAP E&T recruitment, enrollment, or participation problem they would like to solve.

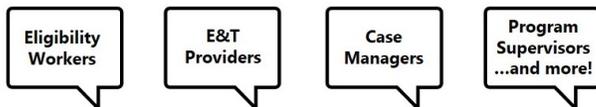
5 Steps to Improve SNAP E&T Participation and Engagement



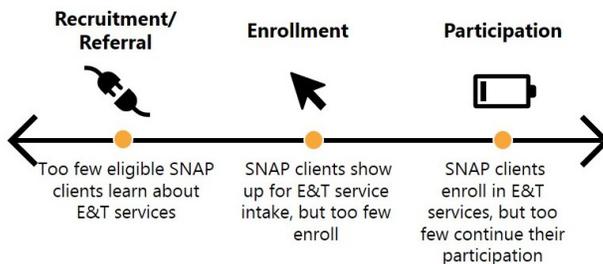
STEP 1 OBJECTIVE:

Identify where engagement is problematic. Are there recruitment, enrollment, or participation challenges getting in the way of success?

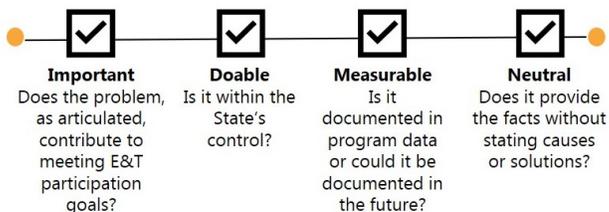
a. Assemble an inclusive group of E&T staff members to share where they see problems with referrals and engagement.



b. Select a priority focal point on the E&T referral and service flow continuum. The team should choose one target area. Some examples are listed to the right, but there may be many others.



c. Create a statement that summarizes the problem and check it against the rubric to the right. Does the problem, as stated, meet the following criteria?



PUT IT ALL TOGETHER: AN EXAMPLE

TEAM MEMBERS:

- Eligibility Workers
- Case Managers
- E&T Providers
- Program Supervisors

FOCAL POINT:

Recruitment

STATEMENT:

Clients first apply for SNAP. Interested and eligible clients are referred to the SNAP E&T orientation, but few show up at the orientation. There are too many empty seats for E&T services. Our goal is to increase participation in E&T to 30%.

- Important
- Doable
- Measurable
- Neutral

This infographic was adapted from work with States participating in the SNAP to Skills technical assistance initiative.

A downloadable PDF version of this infographic can be found on the SNAP to Skills website [HERE](#).

A downloadable PDF version of the full 5-Phase Infographic can be found on the website [HERE](#).

Upcoming Events, Important Dates & Resource Links

FNS Publishes Final Rule, *Employment and Training Opportunities in the Supplemental Nutrition Assistance Program*

On January 5, 2021, FNS published the final rule, *Employment and Training Opportunities in the Supplemental Nutrition Assistance Program*. This rule implements changes made by section 4005 of the Agriculture Improvement Act of 2018 (PL 115- 334) pertaining to SNAP E&T and aspects of the work requirement for able-bodied adults without dependents (ABAWDs). FNS will continue to provide technical assistance to States on these changes.

The full text of the final rule can be found on the Federal Register web page [HERE](#).

HUD Releases New Tool to Help Families Find Shelter

The U.S. Department of Housing and Urban Development (HUD) recently introduced the tool, [Find Shelter](#), a new federal resource to help individuals and families in need locate housing, shelter, health care, and clothing. *Find Shelter* provides mapping and contact information for these service providers and the site is optimized for mobile use.

Access *Find Shelter* [HERE](#).

About the SNAP to Skills Project

SNAP to Skills (S2S) is a project of USDA's Food and Nutrition Service (FNS), to provide States the tools and resources they need to develop job-driven SNAP E&T programs that help SNAP participants find jobs and work toward self-sufficiency. The project seeks to help advance SNAP E&T programs in all States through these tools and resources, while 7 States have been selected to receive enhanced technical assistance. In Federal Fiscal Years 20 – 21, these are: Colorado, Illinois, Kentucky, Louisiana, Oregon, Pennsylvania, and Rhode Island.

Previous editions of the SNAP E&T Review are accessible [HERE](#).



In accordance with Federal Civil Rights law and U.S. Department of Agriculture (USDA) Civil Rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior credible activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

In accordance with Federal Civil Rights law and U.S. Department of Agriculture (USDA) Civil Rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior credible activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.