



# SNAP E&T REVIEW

SNAP



EVbFW\_TWd2022

3bb 4[ Y 4WZSh[adS^EU[WUMfa EfSXXFdS[ [ Ye, 3 5SeWEfgVk

*“The training developed through the SNAP to Skills project has helped everyone get a better understanding of what SNAP E&T actually is and how beneficial it can be for our clients. This expanded knowledge gives workers the ability and confidence to talk with our clients in a way that helps them understand the value of this resource.”*

*- Case Management Specialist, Kentucky Division of Family Support*

Starting in 2019, the Kentucky Division of Family Support conducted a series of customer-centered activities as part of FNS’ SNAP to Skills technical assistance. Utilizing a behavioral science approach, Kentucky detailed each step of their customer intake process beginning with calling a local State agency office. The exercise uncovered a key initial bottleneck: most SNAP applicants declined their first referral to Employment and Training (E&T) services. To increase referrals, Kentucky chose to focus on better engaging eligibility staff so they could more confidently explain E&T during the application process. The State involved frontline staff in every part of the process.

Using Kentucky’s work as an example, agencies should consider three human-centered design steps to engage staff.

- 1. Co-design solutions with frontline staff:** In addition to including a range of administrators, the Kentucky team included eligibility workers to co-design the training. One important insight was to understand variation in how eligibility workers operate in the field. Another key takeaway was that eligibility staff wanted to learn more about the E&T providers and success stories, so these providers became a compelling part of the training.
- 2. Make staff trainings stick with action items:** Behavioral science tells us that simplifying information is essential to changing behavior. While trainings may try to cover a range of topics, it is essential that attendees leave with a clear and concise takeaway. To this end, Kentucky’s training included the following brief talking point: *“As part of your SNAP benefits, we have free opportunities to help you gain new skills or more education, to lead to better jobs. You’ll have a coach to focus on your goals. Does this sound good to you?”*
- 3. Follow-up and get staff feedback:** A training is only effective if staff apply the new information. The weeks immediately following the training can be a key time to bridge training and practice. During this time, Kentucky convened eligibility staff to reflect on successes and challenges in their daily client conversations. Staff shared success stories and key ideas on when to highlight E&T services, such as if a customer mentioned career goals.

## States Can Now Request SNAP to Skills Technical Assistance! Here's How.

FNS is now accepting requests for SNAP to Skills (S2S) technical assistance (TA) from **all State SNAP agencies** interested in growing and improving their SNAP E&T programs. These requests should meet the following requirements:

- **Targeted in scope:** TA will be directed to the completion of a **specific project** and/or targeted to meet well-defined needs and objectives.
- **Limited in duration:** TA can be completed in 1-3 months.

States may request TA support any time from now until September 2023 by completing a simple TA Request Form. FNS will review all submissions and may request more information before moving forward. While there are no deadlines to apply, FNS can only support up to 30 State requests, so we encourage you to think about potential projects and apply early!

Listen to the SNAP to Skills TA Information Session [HERE](#).

Read more about the current SNAP to Skills Project [HERE](#).

---

## Upcoming Events, Important Dates & Resource Links

**FNS Releases Report Featuring Case Studies on the Use of Job Search in SNAP E&T** The USDA Food and Nutrition Service (FNS) has published *The Use of Supervised Job Search, Job Search Training, and Integrated Job Search in USDA Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T): Three Case Studies*. The report outlines case studies conducted in three States to examine processes and outcomes of the following components: supervised job search (Oregon), job search training (Oregon and Tennessee), and integrated job search within a vocational training component (Connecticut). This report summarizes the programs in these three states. States have flexibility in designing their SNAP E&T programs, and most offer some version of the supervised job search or job search training components. Despite their widespread use, little is known about how States implement these components and their effects on participant outcomes.

Access the report [HERE](#).

**Save the Date for the next SNAP to Skills Webinar!** The SNAP to Skills Project will host a webinar, *Delivering SNAP E&T Services in Rural Communities*, which will provide an overview of promising practices that address the unique challenges to offering SNAP E&T services to participants living in rural settings. The webinar scheduled for November 2, 2022, at 1:00pm ET, will feature presenters from State SNAP agencies and SNAP E&T providers serving rural communities. More information and the registration link are coming soon.

**National Skills Coalition Launches Career Pathways SNAP E&T Project** The National Skills Coalition (NSC) with support from ECMC Foundation and Lumina Foundation is working with teams from five states to build or expand Career Pathways SNAP E&T programs through their community colleges. SNAP E&T can be a powerful tool for states that want to both increase access to education and careers through credential attainment and employ anti-poverty strategies.

Learn more about the project [HERE](#).

## About the SNAP to Skills Project

Launched in October of 2015, 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](mailto:program.intake@usda.gov).

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