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Health and Human Services

Cecile Young, Executive Commissioner

RFA HHS0015357
Exhibit K, Key Performance Requirements

SNAP Application Assistance KPR 1	
Reporting Period	Ongoing
Service/Component	Formal Agreements with Network of Partners and Establishment of Subrecipients See Exhibit D (SNAP Outreach Contract Requirements), Section III, Program Requirements, (B) Strategy 1: Formal Network Providing Application Assistance and Education, (3), Formal Agreements with Subrecipients.
Performance Standard	Grantee must establish and maintain a network specifically aligned to effectively meet diverse community needs and provide application assistance. Grantee must establish and maintain formal written agreements with all Subrecipients detailing each party's roles and responsibilities in carrying out contracted activities. The agreements must fully address the requirements listed in Section III(B)(3) of Exhibit D.
Measurement of Noncompliance	Failure to establish and maintain current, executed contracts with 100% of Subrecipients during the contract period.
Non-compliance Remedies	HHSC reserves the right to exercise whatever remedies are available under the Contract, in policy, or law to address issues of non-compliance with contractual obligations.
Calculation/ Reporting Process	Compliance with this KPR is determined by comparing the number of Subrecipients with signed contractual agreement to the total number of Subrecipients initially agreed to in the Project Work Plan.
HHSC Contact	HHSC Contract Manager

SNAP Application Assistance KPR 2	
Reporting Period	Quarterly
Service/Component	Formal Network of Subrecipients See Exhibit D (SNAP Outreach Contract Requirements), Section III Program Requirements, (B) Strategy 1: Formal Network Providing Application Assistance and Education, (2), Formal Network providing Application Assistance.
Performance Standard	Grantee must ensure Subrecipients maintain a ninety-five (95) percent staffing level throughout the Contract.
Measurement of Noncompliance	Each percentage point below ninety-five (95) percent.
Non-compliance Remedies	HHSC reserves the right to exercise whatever remedies are available under the Contract, in policy, or law to address issues of non-compliance with contractual obligations.

Calculation/Reporting Process	Compliance with this KPR is determined by the total number of current personnel divided by total number of personnel reported in the [Key Personnel and Organizational Requirements].
HHSC Contact	HHSC Contract Manager

SNAP Application Assistance KPR 3	
Reporting Period	Monthly
Service/Component	Application Assistance See Exhibit D (SNAP Outreach Contract Requirements), Section III Program Requirements, (C), Strategy 2: Application Assistance and Education, (1), Direct Application Assistance Electronic.
Performance Standard	Grantee must submit eighty (80) percent or more of the applications online and ensure sixty (60) percent or more of the online applications submitted are process ready.
Measurement of Noncompliance	Each percentage point below the identified targets.
Non-compliance Remedies	HHSC reserves the right to exercise whatever remedies are available under the Contract, in policy, or law to address issues of non-compliance with contractual obligations.
Calculation/Reporting Process	Compliance with this KPR is determined by reviewing HHSC monthly reports of online application activity and pend rates compared to the Quarterly Performance and Expenditure Report.
HHSC Contact	HHSC Contract Manager

SNAP Application Assistance KPR 4	
Reporting Period	Quarterly
Service/Component	Empowerment Through Innovation See Exhibit D (SNAP Outreach Contract Requirements), Section III, Program Requirements, (D), Strategy 3: Community-Led Innovation “Empowerment Through Innovation”, (1), Community-Led Innovation.
Performance Standard	Grantees must collaborate with local stakeholders to develop and implement outreach activities to reach underserved populations and increase their access to benefits.
Measurement of Noncompliance	Lack of effective collaboration or failure to launch tailored innovative solutions.
Non-compliance Remedies	HHSC reserves the right to exercise whatever remedies are available under the Contract, in policy, or law to address issues of non-compliance with contractual obligations.

Calculation/ Reporting Process	Compliance evaluated through quarterly performance report reviews assessing: <ul style="list-style-type: none"> • Stakeholder engagement and project relevance. • Implementation of innovation solutions. • SNAP enrollment influences, particularly in underserved communities.
HHSC Contact	HHSC Contract Manager

SNAP Application Assistance KPR 5	
Reporting Period	Quarterly
Service/Component	Outreach to Priority Populations
Performance Standard	<p>Grantee must conduct tailored outreach activities to effectively engage underserved populations, with regular reporting on outreach effectiveness and demographic understanding.</p> <p>Exhibit D (SNAP Outreach Contract Requirements), Section III, Program Requirements, (C), Strategy 2: Application Assistance and Education, (6), Understanding of Texas SNAP Population and Targeted SNAP Outreach.</p>
Measurement of Noncompliance	Inadequate outreach efforts or a lack of understanding of the demographics of potentially eligible SNAP populations may indicate noncompliance.
Noncompliance Remedies	HHSC reserves the right to exercise whatever remedies are available under the Contract, in policy, or law to address issues of non-compliance with contractual obligations.
Calculation/Reporting Process	Compliance is determined through the review of the Quarterly Performance and Expenditure Reports.
HHSC Contact	HHSC Contract Manager