# FORM C, NARRATIVE PROPOSAL

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| **Legal Business Name**  **of Applicant:** |  |
| **Grant Program:** |  |
| **RFA No.** |  |

Address each item listed below. Please indicate each of the corresponding sections and question numbers and letters on the submitted narrative response. **Form C, Narrative Proposal**, has a page limit of forty (40) pages.

Applicants must provide a Narrative Summary that addresses the following elements:

1. **Supporting Data**: Relevant data and evidence that justify the proposed approach.
2. **Project Approach and Activities**: Detailed description of the proposed methods, strategies, and activities.
3. **Organizational Capacity**: Information on the Applicant’s capability to execute the Project effectively.
4. **Performance Management**: Strategies for monitoring and evaluating Project performance.
5. **Target Population**: Description of the population that will benefit from the Project.
6. **Use of Evidence-Based Practices**: Explanation of how evidence-based practices will be incorporated into the Project.
7. **Use of Evidence-Based Practices**: Explanation of how evidence-based practices will be incorporated into the project.

# Section 1: Narrative, Personnel, and Organization

* 1. Describe the Applicant’s mission and purpose and explain how it aligns with the purpose and goals of the Supplemental Nutrition Assistance Program (SNAP) Outreach and Application Assistance Project. See ***Exhibit D (SNAP Outreach Contract Requirements), and in compliance with the requirements in RFA Article II. Project Scope of Grant Project*** *of this RFA.*
  2. Describe the experience and capacity the Applicant has in providing services and managing similar projects to the SNAP Outreach and Application Assistance Project. Applicants must declare the extent of their service capacity as a percentage when submitting their proposal. Additionally, Applicants must describe the Region and the targeted populations they will serve. No single qualified Applicant will be awarded more than three (3) grants to operate in more than three (3) Regions.
  3. Key Personnel and Organizational Plan: Describe how the Applicant will establish and maintain adequate staffing and key personnel and organizational requirements for this Project. See**Section III, Program Requirements, E. Other Program Requirements, 11. Key Personnel and Organizational Plan, b *in Exhibit D (SNAP Outreach Contract Requirements).***
  4. Service Capacity Declaration: Applicants must evaluate their resources, staffing, and logistical capacity to determine how extensively they can cover all the counties in the Region where services are proposed. Refer to **Exhibit R, Funding by Region and Strategy & Regional Population** for the regional population. Applicants must declare the extent of their service capacity as a percentage including both the general SNAP outreach activities aimed at the entire population within the Applicant's proposed Region as well as any targeted outreach activities focusing on specific eligible populations that the Applicant intends to prioritize. The capacity percentage must reflect the Applicant's ability to effectively serve the Region's overall population, while also detailing any specific strategies for reaching specific eligible populations as outlined in **Exhibit R, Funding by Region and Strategy & Regional Population.** Applicants must declare their service capacity percentage and address the items above under “Declaration of Capacity” in **Form C, Narrative Proposal.** The Applicant must:
     1. Indicate the percentage of the total population in the Region proposed to be served (e.g., 80%). This must be based on the Applicant’s assessment of available resources, staffing, and logistical capacity.
     2. Describe how the Applicant will provide services across the counties within the Region.
     3. Describe how the Applicant will focus their efforts on regional areas with higher needs, ensuring that each county receives some level of service even if the level of service varies from county to county.

1. Examples for Declaration of Capacity
   * 1. Example 1:
        1. Region A has five counties: County 1, County 2, County 3, County 4, and County 5.
        2. Region A has 1,000,000 people residing across its five (5) counties.
        3. An Applicant assesses that they are realistically able to serve 800,000 people across Region A’s five counties.
        4. An Applicant proposes to cover Region A and declares they can serve eighty (80) percent of the population across all five (5) counties.
     2. Example 2:
        1. An Applicant plans to focus efforts on areas with higher needs ensuring each county has access to some services even with varying levels of service.
        2. Region B includes six (6) counties: County A, County B, County C, County D, County E, and County F.
        3. Region B has 500,000 people residing across its six (6) counties.
        4. An Applicant assesses that they are realistically able to serve 375,000 people across Region B’s six (6) counties.
        5. An Applicant proposes to cover Region B with a special emphasis on County D and County E, which have low SNAP participation rates.
        6. An Applicant declares they can serve seventy-five (75) percent of the Region B population across all six (6) counties providing full coverage in urban areas and partial coverage in rural/remote areas.
   1. Regional and Strategy Funding CAPs and Application Instructions:
      1. Regional allocations have been established for each of the seven (7) Texas Regions. The regional allocation is distributed among the three (3) strategies that the Applicant **must** implement within the proposed Region.
      2. Applicants **may not** apply for an amount of funding that exceeds the amount available for each strategy or the amount allocated for the Region.  . Refer to **Exhibit R, Funding by Region and Strategy & Regional Population**.
      3. The allocation amount for each strategy **may not** be changed even if the total amount does not exceed the amount allocated for the Region.
      4. To ensure equitable distribution, each strategy within a region will have a maximum funding cap. This cap will be determined based on the overall Budget for the region and the scope of the strategy.
   2. Multiple Applicants and Awards:
      1. If multiple Applicants apply for the same Region, funds will be awarded based on the Applicants' scores and their demonstrated capacity to serve the Region.
      2. To ensure equitable, community-based, accessible services, no single qualified Applicant will be awarded Grant Agreements to operate in more than three (3) Regions.

# Section 2: Project Work Plan

Provide a description of the Project’s goals and major objectives. Goals should be concise, measurable, and relate to the management program requirements in **Section III, Program Requirements, E. Other Program Requirements, 2. Project Work Plan *in Exhibit D (SNAP Outreach Contract Requirements).***

1. The Applicant must outline its approach to the following three (3) strategies listed in **Exhibit D, SNAP Outreach Contract Requirements**:
2. Strategy 1: Formal Network Providing Application Assistance and Education (see **Section III, Program Requirements, B. Strategy 1: Formal Network Providing Application Assistance and Education *in Exhibit D, (SNAP Outreach Contract Requirements****).*
3. Strategy 2: Application Assistance and Education (see **Section III, Program Requirements, C. Strategy 2: Application Assistance and Education *in Exhibit D, (Contract Requirements****).*
4. Strategy 3: Community-Led Innovation “Empowerment Through Innovation” (see **Section III, Program Requirements, D. Strategy 3: Community-Led Innovation “Empowerment Through Innovation” *in Exhibit D, (SNAP Outreach Contract Requirements****).*

# Strategy 1: Formal Network Providing Application Assistance and Education

* + 1. Describe the Applicant’s experience and capacity to establish and maintain a formal network of organizations equipped to provide application assistance, education, and limited case management services to populations potentially eligible for SNAP benefits as described in **Section III, Program Requirements, B. Strategy 1: Formal Network Providing Application Assistance and Education *in Exhibit D (SNAP Outreach Contract Requirements)*** of this RFA.
    2. Provide additional Project details that include the strategies the Applicant will implement to provide the services outlined in **Section III, Program Requirements, B. Strategy 1: Formal Network Providing Application Assistance and Education *in Exhibit D (SNAP Outreach Contract Requirements)*** to provide comprehensive application assistance and education ofthis RFA.

Applicant must include strategies that address the following:

1. Establishing a Formal Network
2. Formal Agreements with Grantee Subrecipients
3. Staff and Volunteer Training
4. Technical Assistance
5. Documented Procedures
6. Network Monitoring
7. Participation in the Community Partner Program
8. Monthly Program Meetings with HHSC

# Strategy 2: Application Assistance and Education

* + 1. Describe the Applicant’s plan to conduct informational activities that will inform individuals, families, and communities about the SNAP application process, availability of benefits, eligibility and documentation requirements, and available self-service resources and tools. See **Section III, Program Requirements, C. Strategy 2: Application Assistance and Education *in Exhibit D (SNAP Outreach Contract Requirements)*** of this RFA.

1. Individuals to be addressed include, but are not limited to, the following:
   1. Seniors;
   2. Individuals impacted by the new Able-Bodied Adults without Dependents (ABAWD);
   3. Veterans;
   4. College Students;
   5. Immigrant Communities;
   6. Mixed-status Families.
2. Provide additional information regarding the Applicant’s strategies to establish and employ Project activities in **Section III, Program Requirements, C. Strategy 2: Application Assistance and Education *in Exhibit D (SNAP Outreach Contract Requirements***), including:
   1. Direct application assistance;
   2. SNAP outreach and targeted outreach;
   3. Application assistance;
   4. SNAP enrollment targets;
   5. Data collection and analysis;
   6. Electronic submissions through YourTexasBenefits.com;
   7. Understanding of Texas SNAP population and targeted SNAP outreach;
   8. Documentation assistance;
   9. Phone assistance integration;
   10. Infrastructure and resources;
   11. Reporting requirements;
   12. Collaboration and recommendations; and
   13. Case management services.

# Strategy 3 Community-Led Innovation

* + 1. Describe how Applicant’s proposed solutions will be community-driven and directly engage SNAP clients in the innovation process. It must also explain how these solutions will address the unique challenges faced by the SNAP Clients in the community. See **Section III, Program Requirements, D. Strategy 3:Community-Led Innovation “Empowerment Through Innovation” *in Exhibit D (SNAP Outreach Contract Requirements*** of this RFA.
    2. Describe the Applicant’s plan to engage with community stakeholders to identify local needs and develop tailored initiatives that empower SNAP Clients. This must include, but not be limited to, the following targeted groups:
       1. Youth and families with children;
       2. Elderly individuals;
       3. Persons with disabilities;
       4. Communities with limited English proficiency; and
       5. Urban and rural communities.
    3. HHSC advocates for grantees to engage in partnerships with local stakeholders, such as community leaders, nonprofit grantees, and SNAP Clients themselves, to pinpoint pressing issues and collaboratively devise tailored solutions. Applicant must describe how Applicant will plan for continuous improvement and innovation annually, demonstrating knowledge and expertise of Texas SNAP population needs and set specific, measurable, achievable, relevant, and time-bound (SMART) growth goals for subsequent years to expand outreach efforts and increase SNAP enrollment, ensuring inclusivity in innovation strategy. See**Section III, Program Requirements, D. Strategy 3: Community-Led Innovation “Empowerment Through Innovation” *in Exhibit D (SNAP Outreach Contract Requirements)*** of this RFA. Include specific details on the following as it relates to the strategies and activities that will be implemented and how they will be documented:
       1. Community-led innovation;
       2. Location of services;
       3. Reporting requirements, Budget, and cost considerations;
       4. Timeline, Deliverables, evaluation, and continuous improvement;
       5. SNAP enrollment targets; and
       6. Inclusivity in innovation strategy.

# Other Outreach Contract Requirements

* + 1. For each plan indicated below, Applicant must describe its organization’s capacity to address the Project’s objectives and how Applicant will focus on achieving each requirement while aligning with the detailed requirements within **Section III, Program Requirements, E. Other Program Requirements *in Exhibit D (SNAP Outreach Contract Requirements).*** Please note that fully developed plans for implementation listed in this section are not required for initial Application submittal, but simply describing your organization’s approach to addressing Project objectives as listed under each Deliverable. Your Project Work Plan (Section 2) is the only fully developed plan listed within this document that is required for Application submission.
    2. **Continuous Improvement Plan**: See **Section III, Program Requirements, E. Other Program Requirements, 4. Continuous Improvement Plan *in Exhibit D (SNAP Outreach Contract Requirements).***
    3. **Cybersecurity Training:** Describe how the Applicant will ensure Grantee’s required Board, Staff, Volunteers, and Grantee Subrecipients complete the required Cybersecurity Training. See **Section III, Program Requirements, E. Other Program Requirements, 5. Cybersecurity Training and Acknowledgement of Completion *in Exhibit D (SNAP Outreach Contract Requirements)*,** in the RFA.
    4. **Transition Plan:** See **Section III, Program Requirements, E. Other Program Requirements, 6. Transition Plan *in Exhibit D (SNAP Outreach Contract Requirements)***, in the RFA.
    5. **Plan of Operation:** See **Section III, Program Requirements, E. Other Program Requirements, 7. Plan of Operation *in Exhibit D (SNAP Outreach Contract Requirements)*,** in the RFA.
    6. **Quality Management Plan:** See **Section III, Program Requirements, E. Other Program Requirements, 8. Quality Management Plan *in Exhibit D (SNAP Outreach Contract Requirements)*** in the RFA.
    7. **Security Incident Response Plan:** See **Section III, Program Requirements, E. Other Program Requirements, 9. Security Incident Response Plan *in Exhibit D (SNAP Outreach Contract Requirements)*,** in the RFA.
    8. **Disaster Recovery and Business Continuity Plan:** See **Section III, Program Requirements, E. Other Program Requirements, 10. Disaster Recovery and Business Continuity Plan *in Exhibit D SNAP Outreach (Contract Requirements)*,** in the RFA.
    9. **Key Personnel and Organizational Requirements:** Describe how the Applicant will establish and maintain adequate staffing and key personnel and organizational requirements for this Project. See **Section III, Program Requirements, E. Other Program Requirements, 11. Key Personnel and Organizational Requirements *in Exhibit D (SNAP Outreach Contract Requirements)*,** in the RFA.

* + 1. **Staff Development Plan:** Describe the Applicant’s plan to ensure staff meet specific qualifications for the various SNAP application assistance functions and commit to ongoing training to develop and enhance staff capacity. See **Section III, Program Requirements, E. Other Program Requirements, 12. Staff Development Plan *in Exhibit D (SNAP Outreach Contract Requirements)*****,** in the RFA.
    2. **Complaint Resolution Plan:** Describe how the Applicant will resolve any complaint received against the Applicant within ten (10) Calendar Days from the receipt of the complaint for this Project. See **Section III, Program Requirements, E. Other Program Requirements, 13. Complaint Resolution Plan*****in Exhibit D (SNAP Outreach Contract Requirements)*****,** in the RFA.
    3. **Turnover Plan:** Describe how the Applicant will develop a Turnover Plan to ensure Clients do not experience any adverse impacts from the transfer of services to another entity or HHSC. See **Section III, Program Requirements, E. Other Program Requirements, 14. Turnover Plan and Turnover Activities** **in *Exhibit D (SNAP Outreach Contract Requirements)*,** in the RFA.
    4. **Key Performance Requirements:** Describe the strategies the Applicant will use to ensure Key Performance Requirements are at or above the level established in the RFA. See **Exhibit K, Key Performance Requirements (“KPRs”)**.
    5. **Project Sustainability:** Describe how the Applicant will continue the project if there is a loss or reduction in grant funding.