# 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 forty (40), page limit. This does not include **Form C-1, SNAP-Ed Annual Project Work Plan**.

**Form C-1,** **SNAP-Ed Annual Project Work Plan** must be completed, submitted with this document **Form C, Narrative Proposal**. **Form C-1** has a page limitation of forty (40) pages per project.

# Section 1: Personnel and Organization Narrative

* 1. Describe the Applicant’s mission and purpose and explain how it aligns with the purpose and goals of the Supplemental Nutrition Assistance Program Education (SNAP-Ed) Project.

Click here to enter text.

* 1. Provide a high-level overview of the Applicant’s approach to meeting the Project Requirements in this RFA for each proposed Project. The overview must demonstrate an understanding of the Project requirements as described in ***Section IV (Program Requirements) of Exhibit B (Grant Requirements), and compliance with the requirements in Section II. Scope of Grant Project of this RFA.***

Click here to enter text.

* 1. **Key Personnel and Organizational Requirements:** Describe how the Applicant will establish and maintain adequate staffing and key personnel and organizational requirements for this Project. The Applicant must clearly demonstrate how each staff members’ role and expertise directly contribute to the implementation of the program’s goals and objectives. This section must outline the alignment between staff responsibilities and the successful execution of SNAP-Ed activities, detailing how the team’s skills and efforts will ensure measurable progress towards achieving the project’s goals. *See* ***Section VI (Staffing Requirements) in Exhibit B (Grant Requirements)****.*

Click here to enter text.

# Section 2: Required Interventions Narrative

* 1. **State Priority Goals and SMART Objectives:** The Applicant must select at least two (2) of the five (5) Texas SNAP-Ed State Priority Goals and provide a detailed explanation of the plan to achieve the associated SMART Objectives. The Applicant must also demonstrate how they will monitor and evaluate the progress toward these objectives. *See* ***Section IV (A) (Program Requirements, State Priority Goals (SMART) Objectives) in Exhibit B (Grant Requirements).***

Click here to enter text.

* 1. **Approaches:** The Applicant must describe how they Plan to implement at least two (2) of the required approaches (Approach 1, 2 and/or 3) for each Project, and how they address multiple levels of the Social Ecological Model (SEM) where applicable. *See* ***Section IV (B) (Program Requirements, Approaches) in Exhibit B (Grant Requirements).***

Click here to enter text.

* 1. **Strategies:** The Applicant must provide a comprehensive Plan detailing how they intend to implement the selected strategies (Direct Education, Social Marketing, and/or PSE). The explanation should include the specific tactics that will be employed, how these strategies will support the approaches selected and implemented through evidence-based interventions, and the expected impact on the SNAP-Ed Eligible population. The Applicant should also explain how these strategies and interventions will be adapted to meet the needs of the target audience; the evidence supporting the selected intervention such as a citation; if the intervention is research-tested or practice-tested; and the Plan for evaluating its effectiveness in the context of SNAP-Ed Priority Goals. *See* ***Section IV(C) (Program Requirements, Strategies) in Exhibit B (Grant Requirements).***

Click here to enter text.

* 1. **Project Priorities:** Describe in detail the plan to implement one or more Project Priorities selected. This explanation must include the specific approaches that the Applicant proposes to implement, how these approaches will be combined where required, and the strategies and evidence-based interventions that will be employed. The Applicant must also outline any partnerships with community-based organizations, schools, or other entities and provide a rationale, for the expected impact on the target population. The Plan should also address how special considerations for populations such as veterans, older adults, or individuals with disabilities will be managed. ***See Section IV (D) (Program Requirements, Project Priorities) in Exhibit B (Grant Requirements).***

Click here to enter text.

* 1. **Participatory Approaches in Program Design:** Describe how the proposed projects design involved community members or other participatory approaches. Provide details on any strategies used to gather community input and how that input was incorporated into the planning, design, or execution of the project. This could include partnerships with community-based organizations or engagement with members of the target population.

Click here to enter text.

# Section 3: Grant Requirements Narrative

* 1. **Physical Location**, **Hours of Operation**, and Service Area**:** The Applicant must describe their physical locations and capacity to maintain hours of operation between 8:00 a.m. and 5:00 p.m., in their local time zone. Also, describe your Service Area, any geographical location within the State where implemented SNAP-Ed project activities benefit the designated population**.** *See****Section III (A) (Infrastructure, Physical Location and Hours of Operation) in Exhibit B (Grant Requirements)*.**

Click here to enter text.

* 1. **Holidays:** The Applicant must describe their process to ensure that timely notification is provided to HHSC for any holidays the Applicant Agency will observe in addition to the standard state and national holidays.*See****Section III (B) (Infrastructure, Holidays) in Exhibit B (Grant Requirements).***

Click here to enter text.

* 1. **Fiscal Management:** The Applicant must provide a description of the accounting and internal controls and how the Applicant meets the requirements set forth in***Section III (C) (Infrastructure, Fiscal Management) in Exhibit B (Grant Requirements).***

Click here to enter text.

* 1. **Data Management Systems:** The Applicant must describe how the Grantee will ensure staff utilizes the HHSC Required Data Systems to collect and track required data and any required report submissions and ensure that the data is protected in accordance with the requirements in the Data Use Agreement.*See* Section IV ***(E) (***Required Services, Data Management Systems***) in Exhibit B (Grant Requirements)***.

Click here to enter text.

* 1. **Data Utilization and Project Adjustments:** The Applicant must describe their approach to utilizing the data they collect not only for reporting but also to make real time adjustments to their projects. The Applicant must explain the process for continuous monitoring of data to identify areas for improvement. Additionally, the Applicant must outline the specific steps they will take to ensure that data-driven insights are implemented promptly to optimize project outcomes. *See Section* ***III (D) (Infrastructure****, Data* Management *System*s ***in Exhibit B (Grant Requirements)****.*

Click here to enter text.

* 1. **Formal Communication**:The Applicant must describe their process to ensure that the Applicants agency follows HHSC’s formal communication process for all correspondence and required reports submissions related to the Grant Agreement. *See*Section ***III (E) (***Infrastructure, Formal Communication***) in*** ***Exhibit B (Grant Requirements).***

Click here to enter text.

**Operations Plan:** The Applicant must provide a detailed descriptive narrative outlining their Plan of operations, including hours of operation, staffing plans, service delivery methods, and a comprehensive strategy for meeting the SNAP-Ed reporting requirements. The Plan should also include how the Applicant will ensure that all geographical areas and high-need, hard-to-reach populations will be served. The Applicant must describe the Plan to monitor and validate the accuracy and timeliness of reports, and how the Applicant will ensure compliance with all SNAP-Ed guidelines.*See* ***Section V (G) (Other Requirements, Operations Plan) in Exhibit B (Grant Requirements).***

Click here to enter text.

* 1. **Quality Management Plan:** The Applicant must provide a detailed descriptive narrative outlining their Quality Management Plan which outlines the processes and procedures used to ensure the quality of services provided. This explanation should include the methods for measuring performance, strategies for promoting quality, and procedures for reporting performance to HHSC. The Applicant must describe how they will ensure that their services meet the stated objectives and expectations of HHSC.*See* ***Section V (J) (Other Requirements, Quality Management Plan) in Exhibit B (Grant Requirements)*.**

Click here to enter text.

* 1. **Changes to Key Personnel:** The Applicant must describe how they will manage and report any changes to key personnel during the contract period. This explanation should include how they will ensure continuity of service, maintain organizational stability, and fulfill contract obligations. The Applicant must explain the process for notifying HHSC of personnel changes and the steps they will take to mitigate any potential impacts on service delivery. *See* ***Section VI (A) (Staffing Requirements, Key Personnel and Organizational Requirements) in Exhibit B (Grant Requirements)*.**

Click here to enter text.

* 1. **Staff Development Plan:** The Applicant must provide a detailed narrative describing their Staffing and Development Plan, including qualifications, roles, and training plans for key personnel. This explanation should detail how each staff member’s duties align with SNAP-Ed goals, how training needs will be identified and addressed, and how ongoing staff development will be managed to ensure the highest level of service delivery. The Applicant must also explain how they will maintain adequate staffing to meet grant requirements. *See* ***Section VI (C) (Staffing Requirements, Staff Development Plan) in Exhibit B (Grant Requirements)*.**

Click here to enter text.

* 1. **Security Incident Response Plan:** The Applicant must provide a detailed narrative outlining their Security Incident Response Plan that outlines the steps they will take in the event of a security breach or unauthorized access. The Plan must include preparation, detection, and analysis, containment, eradication, and recovery phases. The Applicant must explain how they will ensure that all incidents are managed in a timely and effective manner to protect the integrity and confidentiality of SNAP-Ed Data. *See* ***Section V (K) (Other Requirements, Security Incident Response Plan) in Exhibit B (Grant Requirements).***

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* 1. **Emergency Plan:** The Applicant must provide a detailed narrative outlining their Emergency Plan, including how they will maintain service continuity in the event of an emergency. This Plan should include strategies for reestablishing operations within 24 hours of an unplanned catastrophe, contingency planning for potential issues such as natural disasters or cyber-attacks, and a process for informing HHSC of any initiated disaster recovery and contingency operations.*See* ***Section V (L) (Other Requirements, Emergency Plan) in Exhibit B (Grant Requirements)*.**

Click here to enter text.

* 1. **Disaster Recovery and Business Continuity Plan:** The Applicant must provide a detailed descriptive narrative outlining their Disaster Recovery and Business Continuity Plan, including the Applicant’s approach to ensuring service delivery in the event of a disaster. The Plan should include strategies for reestablishing operations, backup and recovery procedures, and contingency plans for addressing potential interruptions. The Applicant must explain how they will ensure uninterrupted service delivery to SNAP-Ed participants during and after a disaster.*See* ***Section V (M) (Other Requirements, Disaster Recovery and Business Continuity Plan) in Exhibit B (Grant Requirements)***.

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* 1. **Complaint Resolution Plan:** The Applicant must provide a detailed descriptive narrative outlining their Complaint Resolution Plan, including the Plan to manage and resolve complaints received against the Applicant’s organization. The Plan should include steps for documenting and resolving complaints within ten (10) calendar days, maintaining a log of complaints, and reporting resolutions to HHSC. The Applicant must describe the Plan to ensure that all complaints are managed promptly and effectively.*See* ***Section V (N) (Other Requirements, Complaint Resolution Plan) in Exhibit B (Grant Requirements).***

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* 1. **Contract Monitoring Questionnaire:** The Applicant must provide a detailed descriptive narrative outlining their Contract Monitoring Questionnaire, including providing detailed information regarding their internal and financial controls and other general contracting processes. This explanation should include how the Applicant will ensure compliance with cost principles, audit and contract monitoring requirements, and administrative guidelines as per state and federal regulations. The Applicant must describe how they will maintain transparency and accountability in their operations.*See* ***Section III (F) (Infrastructure, Contract Monitoring Questionnaire*) *in* *Exhibit B (Grant Requirements).***

Click here to enter text.

* 1. **Turnover Plan:** The Applicant must provide a detailed descriptive narrative outlining their Turnover Plan, including how the Applicant will manage the turnover process to ensure a seamless transition of services to a successor or HHSC. The Plan should include detailed steps for transferring information, resources, and knowledge, ensuring no disruption in service delivery. The Applicant must explain how they will maintain the quality of care provided to SNAP-Ed participants during the transition period.*See* ***Section V (I) (Other Requirements, Turnover Plan) in Exhibit B (Grant Requirements)*.**

Click here to enter text.

* 1. **Contract Performance and Compliance Notification:** The Applicant must provide a detailed descriptive narrative outlining their Plan to ensure compliance with all grant requirements and maintain acceptable levels of service quality. This explanation should include how they will monitor contract performance, address any problems or delays that arise, and report compliance issues to HHSC. The Applicant must outline the steps they will take to resolve any issues promptly and to maintain compliance with all applicable state and federal laws.*See* ***Section VII (C) (Performance and Reporting, Contract Performance and Compliance Notification) in Exhibit B (Grant Requirements)*.**

Click here to enter text.

* 1. **Key Performance Requirements:** The Applicant must provide a detailed descriptive narrative outlining their approach to developing and achieving the key performance requirements outlined in this RFA.See Section VII ***(D)*** ***(***Performance and Reporting, Key Performance Requirements***) in Exhibit B (Grant Requirements)***.

Click here to enter text.