



Lori A. Shibanette  
Commissioner

Karen E. Hebert  
Director

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
*DIVISION OF ECONOMIC & HOUSING STABILITY*

129 PLEASANT STREET, CONCORD, NH 03301  
603-271-9474 1-800-852-3345 Ext. 9474  
Fax: 603-271-4230 TDD Access: 1-800-735-2964  
www.dhhs.nh.gov

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November 3, 2022

The Honorable Karen Umberger, Chairman  
Fiscal Committee of the General Court and

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, NH 03301

**REQUESTED ACTION**

1. Pursuant to the provisions of RSA 14:30-a, VI, authorize the Department of Health and Human Services, Division of Economic and Housing Stability, Bureau of Family Assistance, to accept and expend federal Supplemental Nutrition Assistance Program (SNAP) Process and Technology Improvement Project funds in the amount of \$675,000 from the U.S. Department of Agriculture, Food and Nutrition Service, effective upon Fiscal Committee and Governor and Executive Council approval through June 30, 2023. 100% Federal Funds.
2. Pursuant to the provisions of RSA 124:15, I, and contingent upon approval of Requested Action #1, authorize the Department of Health and Human Services to establish Class 046 Consultants for the purpose of contract amendments to implement changes to the New HEIGHTS System, effective upon Fiscal Committee and Governor and Council approval through June 30, 2023. 100% Federal Funds.

Funds received to support this request will be deposited into the following account and budgeted as follows.

**05-95-045-451010-72140000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES-DEHS, BUREAU OF FAMILY ASSIST-FIELD, NEW HEIGHTS**

CLASS OBJ	CLASS TITLE	Current Budget	Increase/ (Decrease) Amount	Revised Modified Budget
000-403951-16	Federal Funds	\$ 1,514,423	\$ 675,000	\$ 2,189,423
	General Fund	\$ 851,189	\$ -	\$ 851,189
	Total Revenue	\$ 2,365,612	\$ 675,000	\$ 3,040,612
010-500100	Personal Services Perm Class	\$1,421,949		\$ 1,421,949
018-500106	Overtime	\$50,000		\$ 50,000
020-500200	Current Expenses	\$ 5,500	\$ -	\$ 5,500
022-500255	Rents-Leases Other	\$ 1		\$ 1
039-500188	Telecommunications	\$ 2,400		\$ 2,400
041-500801	Audit Set Aside	\$ 1,554	\$ 675	\$ 2,229
042-500620	Additional Fringe Benefits	\$ 123,410	\$ -	\$ 123,410
046-500465	IT Consul-Non-Benefit	\$ -	\$ 674,325	\$ 674,325
050-500109	Personal Service Temp Appoi	\$ 66,631	\$ -	\$ 66,631
060-500601	Benefits	\$ 693,767	\$ -	\$ 693,767
070-500704	In State Travel Reimbursement	\$ 400	\$ -	\$ 400
	Total Expense	\$ 2,365,612	\$ 675,000	\$ 3,040,612

### EXPLANATION

U.S. Department of Agriculture, Food and Nutrition Service has granted New Hampshire additional funds for administrative expenses associated with the SNAP program. These grant funds were authorized as part of the *Process and Technology Improvement Project*.

Funds are being budgeted in Class 041 (Audit Set Aside) per state requirements.

Funds are also being budgeted in Class 046 (Consultants) and will be used for contract amendments to implement the following changes to the New HEIGHTS System:

- NH EASY is DHHS's self-service platform enabling clients to apply, renew, and manage benefits online using their mobile phone, tablet, or PC. NH EASY account holders have the option of receiving important communications electronically via e-mail and/or text. Using NH EASY expedites client access to service and provides efficiencies for DHHS staff. Currently, approximately 60% of DHHS households utilize NH EASY. We seek to understand barriers that limit adoption of NH EASY by clients as well as the enablers that motivated current account holders to enroll using persona-driven analytics and SNAP client interviews.
- The outcome of this analysis will help us understand why some clients sign up for and use NH EASY and others do not. That insight will be used to tailor digital adoption outreach and marketing campaigns for NH EASY to increase the percentage of account holders for the benefit of clients

and to gain further operational efficiencies for DHHS.

The following information is provided in accordance with the Comptroller's instructional memorandum dated September 21, 1981.

- 1) List of personnel involved: Temporary consultants.
- 2) Nature, Need, and Duration: For the purpose of hiring independent professional services for the analysis of the NH EASY system.
- 3) Relationship to existing agency programs: New project to analyze why some clients sign up for and use NH EASY and others do not.
- 4) Has a similar program been requested of the legislature and denied? No.
- 5) Why wasn't funding included in the agency's budget request? It was not known at the time that the Bureau of Family Assistance would be applying for the *Process and Technology Improvement Project* (PTIG).
- 6) Can portions of the grant funds be utilized? This request is 100% federally funded.
- 7) Estimate the funds required to continue this position(s): The temporary consulting positions will not be continued beyond the time frame for the *Process and Technology Improvement Project* (PTIG) grant funds.

Area served: Statewide

Source of funds: These funds are 100% Federal from the U.S. Department of Agriculture, Food and Nutrition Service.

In the event that these Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Shibinette  
Commissioner

For:

United States  
Department of  
Agriculture

Food and  
Nutrition  
Service

Office of  
Financial  
Management

1320 Braddock  
Place  
Alexandria, VA  
22314

September 09, 2022

Ms. Debra Sorli  
Administrator IV BFA Business and Policy  
State of New Hampshire  
129 Pleasant Street  
Concord, NH 03301

Dear Ms. Sorli,

Congratulations! We are pleased to inform you that the USDA Food and Nutrition Service (FNS) has approved funding of your application for the FY22 Process and Technology Improvement Project.

Attached please find the FNS-529 Grant/Cooperative Agreement award document that provides funding for the above-referenced project, as detailed below:

FNS Program Area:	SNAP
Total Amount of Federal Award:	\$675,000.00
FNS Award Amount:	\$675,000.00
Cost Share Amount:	\$0.00
Award Start Date:	September 30, 2022
Award End Date:	September 30, 2025

The Total Amount of Federal Award includes both Federal and non-Federal funding, such as cost sharing, matching or a recipient's voluntary contribution. In addition, attached is a copy of the FNS Award Terms and Conditions for this award. These Terms and Conditions will remain in full force and effect throughout the award. Please note the following, as detailed in the Terms and Conditions:

- All expenditures paid for with funds provided under this award must be incurred within the period authorized above, and be in accordance with the tasks, project deliverables, and guidelines outlined in the Award Terms and Conditions.
- Only actual costs for work completed may be charged to the award, not the estimates detailed in your application.
- If you establish sub-awards to carry out any of the work on your project, it is important that subgrantees also abide by the Award Terms and Conditions. It is your responsibility to monitor the work and expenditures of your subgrantees.

Please have the appropriate authorizing official sign **(IN BLUE INK)** a copy of the FNS-529 and return to FNS, no later than **5 days after the receipt of this letter**. To expedite the funding process, you may return the signed document as a PDF attachment via email, provided the scanned document is in **color**.

Please forward your signed document via email to [carla.garcia@usda.gov](mailto:carla.garcia@usda.gov).

Ms. Sorli  
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In addition, we also ask that if you do not already have an Automated Standard Application for Payment (ASAP.gov) account established with FNS, that you complete an ASAP setup form so that we can set up the Letter of Credit by which your award funds will be made available to you. To access the ASAP Setup form, please visit <https://www.fns.usda.gov/sites/default/files/media/file/FNS-914.pdf>. ASAP.gov is a secure, web-based electronic payment system that allows recipients to access their funding. For additional information on ASAP.gov, please visit <https://www.ASAP.gov>. **Please return the ASAP setup form only if you do not already have an ASAP account established with FNS.**

Lastly, to comply with the reporting requirements of your award as detailed in the Terms and Conditions, you will require access to the FNS Food Program Reporting System (FPRS) and a USDA e-Authentication Level 2 Account. Please visit <https://fprs.fns.usda.gov/> for FPRS enrollment instructions and complete all required enrollment steps.

Once we have received your signed FNS-529 award document, we will sign and return one copy of the fully executed award to you. Please note that your fully executed FNS-529 award, signed by both FNS and your organization, serves as the "official award document" and should be maintained in your files.

If you have any questions, please contact your Grants Officer, Carla Garcia, at 703-305-2760 or via e-mail at [carla.garcia@usda.gov](mailto:carla.garcia@usda.gov).

Once again, congratulations on your award. We look forward to working with you and your staff on your FNS project.

Sincerely,

LYNN RODGERS-  
KUPERMAN

Digitally signed by LYNN  
RODGERS-KUPERMAN  
Date: 2022.09.08 14:14:40 -04'00'

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Lynn Rodgers-Kuperman  
Director, Grants and Fiscal Policy Division

SASHA  
GERSTEN-PAAL

Digitally signed by  
SASHA GERSTEN-PAAL  
Date: 2022.09.07  
13:58:38 -04'00'

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Sasha Gersten-Paal  
Director, Program Development  
Division

#### Attachments

cc: Lauren Badger  
Debra Sorli

UNITED STATES DEPARTMENT OF AGRICULTURE - FOOD AND NUTRITION SERVICE <b>GRANT/COOPERATIVE AGREEMENT</b>		1. GRANT/AGREEMENT NO <b>SNAP-PTIG-FY22-NH</b>		2. FEDERAL AWARD DATE <b>09/09/2022</b>	
		3. IS THIS AN R&D AWARD? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		5. UNIQUE ENTITY IDENTIFIER (UEI) <b>LA2HR1U97VC6</b>	
		4. CFDA NUMBER <b>10.580</b>		6. FEDERAL AWARD IDENTIFICATION NUMBER (FAIN) <b>228NH300S6031</b>	
7. FEDERAL AWARDDING AGENCY <b>Carla Garcia</b> <b>USDA Food and Nutrition Service</b>		8. CFDA NAME <b>SNAP Process and Technology Improvement Grants</b>			
9. RECIPIENT NAME <b>State of New Hampshire</b> <b>129 Pleasant Street</b> <b>Concord, NH 03301-3852</b>		10. ACCOUNTING AND APPROPRIATION DATA <b>FN.SN.4064.01.0100 FY.22.22.22</b>			
		11. AMOUNT OF FEDERAL FUNDS OBLIGATED BY THIS ACTION <b>\$675,000.00</b>		12. TOTAL AMOUNT OF FEDERAL FUNDS OBLIGATED <b>\$675,000.00</b>	
		13. TOTAL AMOUNT OF THE FEDERAL AWARD <b>\$675,000.00</b>			
14. PLACE OF PERFORMANCE <b>NH: New Hampshire</b>		15. BUDGET APPROVED BY AWARDDING AGENCY <b>\$675,000.00</b>			
		16. TOTAL APPROVED COST SHARING/MATCHING (WHERE APPLICABLE) <b>\$0.00</b>		17. INDIRECT COST RATE FOR THE FEDERAL AWARD (PLEASE INCLUDE IF THE DE MINIMIS RATE IS CHARGED) <b>0.00%</b>	
18. MAIL REQUESTS FOR REIMBURSEMENT TO <b>Payments made via ASAP Letter of Credit</b>		19. SPONSOR(SPONSORING FNS PROGRAM) <b>Lauren Badger</b> <b>FY22 Process and Technology Improvement</b>			
		20. START DATE <b>09/30/2022</b>		21. END DATE <b>09/30/2025</b>	
22. FEDERAL AWARD PROJECT DESCRIPTION SNAP Persona-Driven Digital Adoption and Outreach: Understand barriers and successes to digital adoption among SNAP applicants and recipients through persona-driven analytics and interviews.					
The Grantee/Cooperator hereby assures and certifies that they will comply with the regulations, policies, guidelines and requirements as they relate to the applications, acceptance, and use of Federal funds for this Federally-assisted project including: 2 CFR Chapter I (Office of Management and Budget Government-wide Guidance for Grants and Agreements) and Chapter II (Office of Management and Budget Guidance) as well as 2 CFR Part 200 (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards); and any USDA implementing regulations, such as 2 CFR Part 400 (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards), 2 CFR Part 415 (General Program Administrative Regulations), 2 CFR Part 416 (General Program Administrative Regulations for Grants and Cooperative Agreements to State and Local Governments), and 2 CFR Part 418 (New Restrictions on Lobbying).					
23. REMARKS					
<b>SIGNATURE OF GRANTEE/COOPERATOR</b>			<b>UNITED STATES OF AMERICA</b>		
SIGNATURE (Authorized Individual)		DATE	SIGNATURE (Grant Official)		DATE
NAME (Type)		NAME (TYPE) <b>Lynn Rodgers-Kuperman</b>			
TITLE		TITLE <b>Director, Grants and Fiscal Policy Division</b>			
TELEPHONE NUMBER		TELEPHONE NUMBER <b>703-305-2595</b>			