



**Mailing Address:**  
1 Baldwin Street  
Drawer 33  
Montpelier, Vermont 05633-5701

Tel.: (802) 828-2295  
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**STATE OF VERMONT**  
**JOINT FISCAL COMMITTEE**  
1 Baldwin Street  
Montpelier, Vermont 05633-5701

## MEMORANDUM

---

**To:** James Reardon, Commissioner of Finance & Management

**From:** Rebecca Buck, Staff Associate *RB*

**Date:** April 4, 2008

**Subject:** Status of Grant and Position Request

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No Joint Fiscal Committee member has requested that the following item be held for review:

**JFO #2319** --\$852,991 grant from the U.S.D.A., Food and Nutrition Service to the Department for Children and Families. These grant funds will be used to implement a Food Stamp Application Process Modernization project through the design and development of: a state of the art document imaging and indexing system; an automated telephone help line; an on-line web based application system; and a public education campaign to raise awareness regarding the newly implemented systems. Joint Fiscal Committee approval is being requested to establish one (1) new sponsored limited service position--Project Manager--for the duration of this grant.  
[JFO received 03/05/08]

In accordance with 32 V.S.A. §5, the requisite 30 days having elapsed since this item was submitted to the Joint Fiscal Committee, the Governor's approval may now be considered final. We ask that you inform the Secretary of Administration and your staff of this action.

cc: Linda Morse  
Cynthia LaWare  
Stephen Dale  
Molly Paulger  
Jenny Audet

**From:** Rebecca Buck  
**To:** Obuchowski, Michael  
**Subject:** Re: 2 week request to hold date for JFO #2319

I'll print off this memo regarding your reservations and put it in the item file. Thanks. --B

>>> Michael Obuchowski 3/25/2008 7:29 AM >>>  
Yes, with reservations about the outreach schedule.

>>> Rebecca Buck 3/25/2008 7:27 AM >>>  
Good morning Obie. Today is the 2 week request to hold date for JFO #2319 (\$852,991 Food Stamp grant and limited service position). Are you ok with this item to proceed? --Becky

**CC:** Klein, Steve

**From:** "Gould, Jill" <Jill.Gould@ahs.state.vt.us>  
**To:** "Michael Obuchowski" <obie@leg.state.vt.us>  
**Date:** 3/18/2008 12:47 PM  
**Subject:** RE: Questions from Rep. Obuchowski regarding JFO #2319

**CC:** "Cohen, David" <David.Cohen@ahs.state.vt.us>, "Giffin, Jim" <Jim.Giffin@...  
Representative Obuchowski,

Please accept the following in response to your follow-up question:

All of the activities described in question 5 have been performed as part of the normal activities expected and required of the Food and Nutrition program staff and none of these activities will be reimbursed from the new grant award. The staff in this program are paid through USDA Food Stamp Administration at a 50% federal participation. We have been very careful to do as much prep work as possible in the course of normal duties without committing to ongoing activities which would obligate any of the new award funds.

Again, please feel free to contact me if you have additional questions or need further clarification.

Thank you for consideration in this matter.

Jill Gould  
Assistant Fiscal Operations Manager  
Department for Children and Families  
1 Osgood Room 103D  
103 South Main Street  
Waterbury, VT 05671-3711  
802.241.2117  
jill.gould@ahs.state.vt.us

-----Original Message-----

From: Michael Obuchowski [mailto:obie@leg.state.vt.us]  
Sent: Monday, March 17, 2008 2:57 PM  
To: Gould, Jill  
Cc: Cohen, David; Giffin, Jim; Patrissi, Joe; Riven, Matt; Richardson, Renee; Rebecca Buck; Steve Klein  
Subject: RE: Questions from Rep. Obuchowski regarding JFO #2319

In re: Question 5. How much money has been spent performing the tasks outlined? What is the source of those funds? Will the funds be reimbursed from the grant when approved? Thank you.

>>> "Gould, Jill" <Jill.Gould@ahs.state.vt.us> 3/17/2008 9:50 AM >>>  
Representative Obuchowski,

Attached is the response to your questions regarding JFO #2319.

Please feel free to contact me, if you have additional questions or need further clarification.

Thank you for consideration in this matter.

---

From: Rebecca Buck [mailto:rbuck@leg.state.vt.us]  
Sent: Wed 3/12/2008 12:57 PM  
To: Gould, Jill  
Cc: Michael Obuchowski; Steve Klein  
Subject: Questions from Rep. Obuchowski regarding JFO #2319

Hello Jill. Representative Michael Obuchowski has the following questions regarding JFO #2319 (USDA Food Stamp grant \$852,991 & 1 limited service "Project Manager" position):

- 1) How many positions will be reduced due to use of technology and technology upgrade?
- 2) Once this system is implemented, will there be a default system, whereby an individual will still have the ability to talk with a real person?
- 3) Could you please provide additional information regarding the role of UVM in this project? In addition, please provide specific information regarding the role of Paul Buzzell.
- 4) Will this Application Process Modernization Project be "client" or "system" centered?
- 5) In noting that the grant time line is running behind schedule, how will the time line be adjusted? Will anything specifically be done to catch up to the initial time line?
- 6) In the Vermont Application Process Modernization Project grant submission, on page 14 (the project cost matrix, budget allocation chart) the Outreach budget (totaling \$140,000) is budgeted over a three year period at \$15,000 for each of the first two years and in the third year at \$110,000. Knowing people are having such difficult times right now, could you please provide some insight into why the outreach budget is so much higher in the final year of this project? Would it make more sense to spend more on outreach in the beginning to let Vermonters know about the availability of food stamp assistance?

If you need further clarification on any of these questions, don't hesitate to let me know either by phone (828-5969) or at the above e-mail address. Please be sure and cc me on your response to Representative Obuchowski. Thanks. --Becky

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**From:** Michael Obuchowski  
**To:** Jill Gould  
**Date:** 3/17/2008 2:57 PM  
**Subject:** RE: Questions from Rep. Obuchowski regarding JFO #2319

**CC:** David Cohen; Jim Giffin; Joe Patrissi; Matt Riven; Rebecca Buck; Re...  
In re: Question 5. How much money has been spent performing the tasks outlined? What is the source of those funds? Will the funds be reimbursed from the grant when approved? Thank you.

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Thank you for consideration in this matter.

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Sent: Wed 3/12/2008 12:57 PM  
To: Gould, Jill  
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**From:** "Gould, Jill" <Jill.Gould@ahs.state.vt.us>  
**To:** <obie@leg.state.vt.us>  
**Date:** 3/17/2008 9:51 AM  
**Subject:** RE: Questions from Rep. Obuchowski regarding JFO #2319  
**Attachments:** JFO\_2319\_response\_march14.doc

**CC:** "Steve Klein" <SKLEIN@leg.state.vt.us>, "Richardson, Renee" <Renee.Richa...  
Representative Obuchowski,

Attached is the response to your questions regarding JFO #2319.

Please feel free to contact me, if you have additional questions or need further clarification.

Thank you for consideration in this matter.

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From: Rebecca Buck [mailto:rbuck@leg.state.vt.us]  
Sent: Wed 3/12/2008 12:57 PM  
To: Gould, Jill  
Cc: Michael Obuchowski; Steve Klein  
Subject: Questions from Rep. Obuchowski regarding JFO #2319

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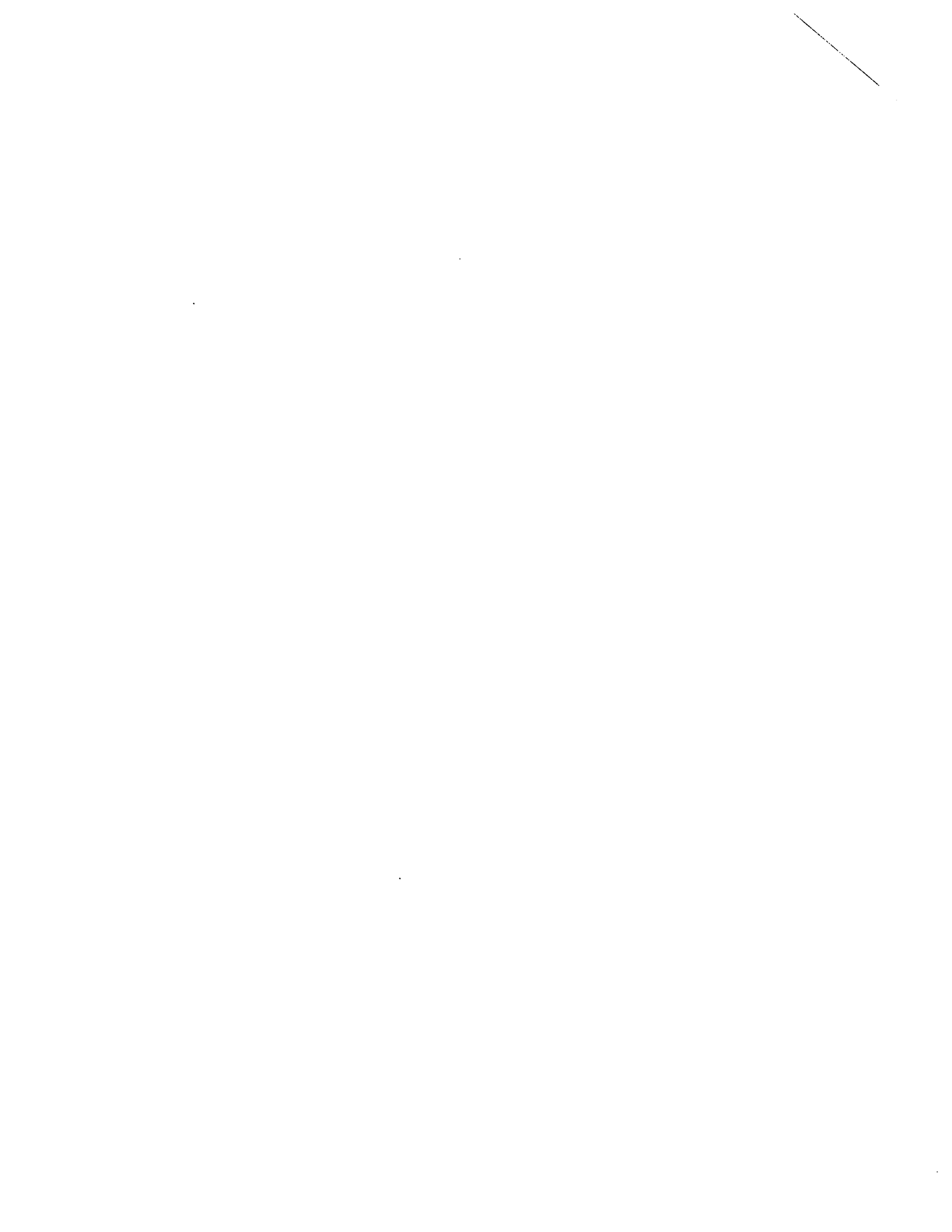
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**STATE of VERMONT**  
**AGENCY of HUMAN SERVICES**  
**DEPARTMENT for CHILDREN and FAMILIES**  
~ BUSINESS OFFICE ~  
**MEMORANDUM**

Tel: (802) 241-2117

Fax: (802) 241-1106

---

**TO:** Representative Michael Obuchowski  
Member, Joint Fiscal Committee

**FROM:** Jill Gould, Asst. Fiscal Operations Manager  
Department for Children and Families

**DATE:** March 17, 2008

**SUBJECT:** Response to JFO #2319 questions

---

Please accept this response to your 3/12/08 questions regarding JFO #22319 (\$852,991 USDA Food Stamp Grant and 1 Limited Service "Project Manager" Position):

**1) *How many positions will be reduced due to use of technology and technology upgrade?***

- The Food Stamp Process Modernization intends to simplify program administration by making it easier for Vermonters to navigate the food stamp application and recertification systems. Administrative simplification will reduce work burdens on staff by creating alternative technology solutions such as electronic case records, 24-hour access to customer service through interactive voice response systems, and 24-hour access to an online web-based Food Stamp Program application. We expect increased participation in the Food Stamp Program for qualified Vermonters as a result of this modernization. We will not be able to assess the workforce reductions until the project is further implemented.

**2) *Once this system is implemented, will there be a default system, whereby an individual will still have the ability to talk with a real person?***

- Applicants and participants will be able to access the interactive voice response (IVR) system to find out the status of their case 24 hours a day, seven days a week. During the normal work week, they will have the option to speak with an ESD worker who can provide personalized service and



answer any questions not programmed into the IVR. As with many businesses, this option will not be available after close of business hours or on weekends.

**3) *Could you please provide additional information regarding the role of UVM in this project? In addition, please provide specific information regarding the role of Paul Buzzell.***

- **As a grant partner, staff at the UVM Department of Nutrition and Food Sciences will assist in developing electronic forms used in the collection and management of food stamp application data. These forms will ultimately integrate into a data system that will include data from other sources such as imaging and phone systems. The forms will also be integral in the collection of data that will be used for project evaluation, which may or may not be completed by UVM.**
- **Paul Buzzell, Data System Specialist for UVM's Department of Nutrition and Food Sciences, currently works with the Vermont Campaign to End Childhood Hunger (VTCECH) to provide technical support to maintain the state's only comprehensive online resource for the Food Stamp Program, [www.vermontfoodhelp.com](http://www.vermontfoodhelp.com). VTCECH, in partnership with DCF and UVM, developed that website through receipt of a competitive Food Stamp Outreach Research grant awarded by USDA in 2002. In addition to integrating the website into the overall technology improvements, Paul will be UVM's main staffer assigned to this project.**

**4) *Will this Application Process Modernization Project be "client" or "system" centered?***

- **This is a client-centered project. Its purpose is to improve access to the Food Stamp Program by potentially eligible applicants and recipients. ESD is committed to ensuring that every Vermonter who is eligible to receive Food Stamp benefits is able to easily apply for and receive such benefits. The technologies developed through the USDA Food Stamp Participation Grant will facilitate such applications and eligibility determinations while removing barriers that might hinder many from applying, such as, lack of transportation.**

**5) *In noting that the grant time line is running behind schedule, how will the time line be adjusted? Will anything specifically be done to catch up to the initial time line?***

- **The project is running behind schedule due to unexpected delays in receiving full approval to accept the grant. We have taken steps to mitigate the delay, such as reallocating a position outside of the grant acceptance**



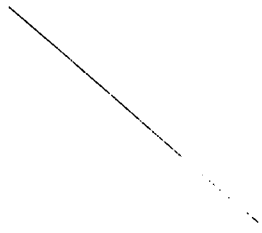
process to allow us to get underway with recruiting a limited service project manager. The position recruitment is open until filled and we have already been given a slate of applicants to screen for interviewing. We hope to be ready to hire as soon as we can legitimately do so.

- In-house staff is conducting some of the business process analysis as we wait for the go-ahead to start. Members of the Food and Nutrition Program unit have been participating in the requirements and rankings sessions for the OVHA MOVE project, which serves the dual purposes of bringing non-health care perspectives to that project and providing system-modernization expertise to staff that will oversee the Food Stamp application modernization efforts.
- The time-line proposed is an estimate and we believe that we will be able to complete the project by the end date of September 2010. If we find that we need more time as we approach that date, we may exercise an option to request an extension to complete the project.

***6) In the Vermont Application Process Modernization Project grant submission, on page 14 (the project cost matrix, budget allocation chart) the Outreach budget (totaling \$140,000) is budgeted over a three year period at \$15,000 for each of the first two years and in the third year at \$110,000. Knowing people are having such difficult times right now, could you please provide some insight into why the outreach budget is so much higher in the final year of this project? Would it make more sense to spend more on outreach in the beginning to let Vermonters know about the availability of food stamp assistance?***

- Vermont has been operating an active, USDA approved Food Stamp outreach program for twenty years. The FY 2008 outreach plan has a total budget of \$785,850, 50 percent of which (\$392,925) is made up of federal Food Stamp Program funds. Under this plan, we have negotiated grant agreements with community action agencies, area agencies on aging (through an MOU with DAIL), temporary housing providers, and the Vermont Campaign to End Childhood Hunger to provide food stamp outreach to current and active participants. The terms of the USDA Participation Grant restricts “outreach” activities to no more than 25% of the overall participation grant. In fact, the term “outreach” that we use in the grant is perhaps a misnomer, since the intended use of the funds is for VTCECH to develop and provide education and training to applicants and recipients about the new technologies and how to use them. The outreach provided under the grant really relates to that aspect. Thus, the bulk of those funds are budgeted towards the end of the process as the technologies begin to roll out.

**c: Renee Richardson, DCF,  
Joe Patrissi, DCF**





**Jim Giffin, AHS**  
**Rebecca Buck, JFO**  
**Steve Klien, JFO**



**From:** Rebecca Buck  
**To:** Gould, Jill  
**Subject:** Questions from Rep. Obuchowski regarding JFO #2319

Hello Jill. Representative Michael Obuchowski has the following questions regarding JFO #2319 (USDA Food Stamp grant \$852,991 & 1 limited service "Project Manager" position):

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If you need further clarification on any of these questions, don't hesitate to let me know either by phone (828-5969) or at the above e-mail address. Please be sure and cc me on your response to Representative Obuchowski. Thanks. --Becky

**CC:** Klein, Steve; Obuchowski, Michael



**Mailing Address:**  
1 Baldwin Street  
Drawer 33  
Montpelier, Vermont 05633-5701

Tel.: (802) 828-2295  
Fax: (802) 828-2483

**STATE OF VERMONT**  
**JOINT FISCAL COMMITTEE**  
1 Baldwin Street  
Montpelier, Vermont 05633-5701

## MEMORANDUM

**To:** Joint Fiscal Committee Members

**From:** Rebecca Buck, Staff Associate *RB*

**Date:** March 11, 2008

**Subject:** Grant and Position Request

Enclosed please find one (1) request which the Joint Fiscal Office recently received from the Administration:

**JFO #2319** –\$852,991 grant from the U.S.D.A., Food and Nutrition Service to the Department for Children and Families. These grant funds will be used to implement a Food Stamp Application Process Modernization project through the design and development of: a state of the art document imaging and indexing system; an automated telephone help line; an on-line web based application system; and a public education campaign to raise awareness regarding the newly implemented systems. Joint Fiscal Committee approval is being requested to establish one (1) new sponsored limited service position--Project Manager--for the duration of this grant.  
[JFO received 03/05/08]

The Joint Fiscal Office has reviewed this submission and determined that all appropriate forms bearing the necessary approvals are in order.

In accordance with the procedures for processing such requests, we ask you to review the enclosed and notify the Joint Fiscal Office (Rebecca Buck at 802/828-5969; [rbuck@leg.state.vt.us](mailto:rbuck@leg.state.vt.us) or Stephen Klein at 802/828-5769; [sklein@leg.state.vt.us](mailto:sklein@leg.state.vt.us)) if you would like this item held for legislative review. Unless we hear from you to the contrary by March 25 we will assume that you agree to consider as final the Governor's acceptance of this request.

cc: James Reardon, Commissioner  
Linda Morse, Administrative Assistant  
Cynthia LaWare, Secretary  
Stephen Dale, Commissioner  
Molly Paulger, Classification Manager  
Jenny Audet, Classification Program Technician

INFORMATION NOTICE

The following item was recently received by the Joint Fiscal Committee:

**JFO #2319** --\$852,991 grant from the U.S.D.A., Food and Nutrition Service to the Department for Children and Families. These grant funds will be used to implement a Food Stamp Application Process Modernization project through the design and development of: a state of the art document imaging and indexing system; an automated telephone help line; an on-line web based application system; and a public education campaign to raise awareness regarding the newly implemented systems. Joint Fiscal Committee approval is being requested to establish one (1) new sponsored limited service position--Project Manager--for the duration of this grant.

*[JFO received 03/05/08]*

STATE OF VERMONT  
GRANT ACCEPTANCE FORM

JFO#

2319

GRANT SUMMARY: 3 year grant to provide essential funding stream for the development of web based application system to streamline Food Stamp Program application. The system will determine eligibility, measure and improve access to food stamp benefits and provide document imaging, electronic indexing (case management) and a 24-hour automated voice response customer service system. The implementation of this system will act as a model for DCF in transforming how it conducts this and other program administration.

Title: 2007 USDA Food Stamp Participation Grant

DATE: 2/19/2008

DEPARTMENT: Department for Children & Families

GRANTOR / DONOR: USDA, Food & Nutrition Services, Grants Management Division, 3101 Park Office Center, Room 738, Alexandria, VA 22302

FEDERAL CATALOG No.: 10.58

GRANT/ DONATION: USDA funding for software, hardware, development costs and one (1) limited service position

AMOUNT / VALUE: \$852,991.00 FY08 (\$259,877), FY09 (\$309,451) & FY10 (\$283,663)

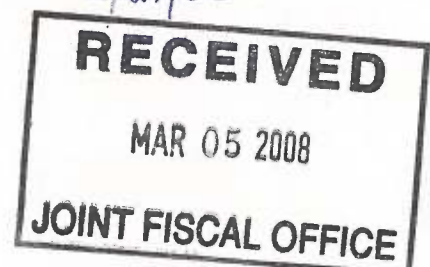
POSITIONS REQUESTED: 1 new Limited Service position (Project Manager #068600, EDS/Food Stamp Program)

GRANT PERIOD: Starting Date: 9/24/2007 Ending Date: 8/31/2010

COMMENTS: See attachments.

DEPARTMENT OF FINANCE AND MANAGEMENT:  
SECRETARY OF ADMINISTRATION  
SENT TO JOINT FISCAL OFFICE:

(INITIAL) cmj  
(INITIAL) rpm  
DATE: 2/27/08



**STATE of VERMONT**  
**AGENCY of HUMAN SERVICES**  
**DEPARTMENT for CHILDREN and FAMILIES**  
~ BUSINESS OFFICE ~

**MEMORANDUM**

Tel: (802) 241-2117


Fax: (802) 241-1106

---

**TO:** Matt Riven, Budget Analyst  
Department of Finance & Management

**Molly Ordway-Paulger, Director of Classification, Compensation & HRIS**  
Department of Personnel

**THRU:** Cynthia D. LaWare, Secretary  
Agency of Human Services

**FROM:**  Steve Dale, Commissioner  
Department for Children and Families

**DATE:** October 31, 2007

**SUBJECT:** AA-1 request

---

Attached is a request for a grant acceptance (AA-1) for the DCF Food Stamp Participation Grant. Also, included is the JFO position request for one (1) limited service position needed to manage this project.

The grant is from the USDA, Food and Nutrition Service and requires no match. The funds will be used to support contractual, grant, and one limited service position who will develop a web based application process for the food stamp program.

All relevant grant documentation has been attached.

If you have any questions or are in need of further information, please feel free to give me a call. Thank you for your attention in this matter.

c: Jim Giffin, AHS  
Jill Gould, DCF  
Renee Richardson, DCF-ESD

November 26, 2007

To: James C. Giffin, AHS Financial Operations Manager

From: David C. Cohen, DCF Fiscal Operations Manager *DC Cohen*  
*11/26/07*

Subject: AA-1 for Food Stamp Participation Grant

Attached find the AA-1 and grant application for acceptance of the Participation Grant that was awarded to DCF. DCF will use these dollars to develop technology improvements. Specifically, the improvements will become the model for DCF transforming the manner that it does business. This will result in more efficient and effective administration of food stamp processing benefiting both state workers and food stamp clients.

The grant will provide a new Interactive Voice Response system that will answer many inquiries that presently have to be handled by state workers. It will provide a new imaging system that will begin the transition to having case records being in real time rather than paper files. The grant lays the groundwork for the development of a new web-based eligibility application. Finally, it will provide the capability for clients to input their application in an on-line system. After successful completion of this microcosm of the work that we do, we would model the success of this initiative with the other benefit programs that DCF manages.

While this appears to be an ambitious undertaking, a thorough review by both State and Federal personnel believe that it is achievable. This is a partnership grant with the University of Vermont and we intend to leverage their expertise and experience with the development of client web-based eligibility applications. While we expect that we can complete the major tasks outlined in the project, we could, if necessary, use some money available from Food Stamp bonuses to supplement the grant funds.

Key to this project is the hiring of a limited service Business Process Analyst, included in the grant request. This person will determine the optimal infrastructure issues and the detailed requirements for hardware, storage requirements and consideration of other matters such as buying an off-the-shelf system or developing it in-house. This person will work with AHS IT staff to ensure the project contains sufficient on time and support staff to maintain the developed programs. We acknowledge that this is still a work in progress and the definition and direction of the project will be clearer after we have had an opportunity to define and analyze the specific requirements and functions. The Business Process Analyst will provide close liaison with DCF program staff and IT staff at both DCF and AHS.

If you should have any further questions, please feel free to contact me on 241-1270.



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**STATE OF VERMONT**  
**REQUEST FOR GRANT ACCEPTANCE**  
 (use additional sheets as needed)

FORM AA-1  
 (Rev. 9-90)

1. **Agency:** Agency of Human Services  
 2. **Department:** Department for Children and Families  
 3. **Program:** Food Stamp Program  
 4. **Legal Title of Grant:** 2007 USDA Food Stamp Participation Grant  
 5. **Federal Catalog No.:** 10.58  
 6. **Grantor and Office Address:** USDA, Food and Nutrition Service  
 Grants Management Division  
 3101 Park Office Center, Room 738,  
 Alexandria, VA 22302  
  
 ATTN: Lisa Johnson  
 7. **Grant Period:** From: September 24, 2007 To: August 31, 2010

8. **Purpose of Grant:** (attach additional sheets if needed)  
 Development and implementation of simplified food stamp program application and eligibility determination systems and measures to improve access to food stamp benefits by eligible applicants. Systems include an interactive web-based application, document imaging and indexing electronic case filing system, and a 24-hour automated voice response customer service system.

9. **Impact on Existing Programs if Grant is not Accepted:**  
 This grant provides essential funding to streamline the application and eligibility determination processes for Food Stamps, hence improving staff ability to manage increasing caseloads within the current staffing capacity. Providing a self-service model for our customers will enhance ESD's customer service and responsiveness. The infrastructure built with this grant lays a foundation for a more comprehensive enterprise system. If the grant is not accepted, these efforts will be delayed or shelved until the department is able to secure alternative funding.

10. Budget Information:	(1st State FY) FY 2008	(2nd State FY) FY 2009	(3rd State FY) FY 2010
<b>EXPENDITURES:</b>			
Personal Services	\$ 237,027.00	\$ 288,251.00	\$ 152,713.00
Operating Expenses	\$ 2,850.00	\$ 1,200.00	\$ 950.00
Grants	\$ 20,000.00	\$ 20,000.00	\$ 130,000.00
<b>TOTAL</b>	<b>\$ 259,877.00</b>	<b>\$ 309,451.00</b>	<b>\$ 283,663.00</b>
<b>REVENUES:</b>			
<u>State Funds:</u>			
Cash	\$	\$	\$
In-Kind	\$	\$	\$
<u>Federal Funds:</u>			
(Direct Costs)	\$ 259,877.00	\$ 309,451.00	\$ 283,663.00
(Statewide Indirect)	\$	\$	\$
(Department Indirect)	\$	\$	\$
<u>Other Funds:</u>			
(source) Grant	\$	\$	\$
<b>TOTAL</b>	<b>\$ 259,877.00</b>	<b>\$ 309,451.00</b>	<b>\$ 283,663.00</b>

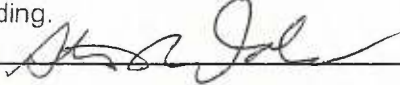
<u>Appropriation Nos.</u>	<u>Amounts</u>
3440010000	\$ 852,991.00
	\$
	\$

-over-

11. Will grant monies be spent by one or more personal service contracts?

YES  NO

If YES, signature of appointing authority here indicates intent to follow current guidelines on bidding.

X 

12a. Please list any requested Limited Service positions:


Titles	Number of Positions
Project Manager	1
<b>TOTAL Positions</b>	1

12b. Equipment and space for these positions:

- Is presently available.
- Can be obtained with available funds.

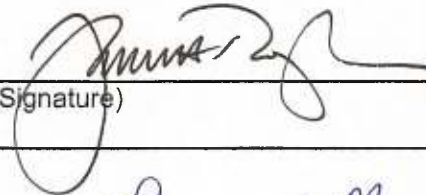
13. Signature of Appointing Authority

I certify that no funds have been expended or committed in anticipation of Joint Fiscal Committee approval of this grant.

 10/31/07  
 (Signature) (Date)  
 Commissioner, Department for Children & Families  
 (Title)


14. Action by Governor:

- Approved
- Rejected

 2/27/08  
 (Signature) (Date)

15. Secretary of Administration:

- Request to JFO
- Information to JFO

 2/19/08  
 (Signature) (Date)

16. Action by Joint Fiscal Committee:

(Dates)

- Request to be placed on JFC agenda
- Approved (not placed on agenda in 30 days)
- Approved by JFC
- Rejected by JFC
- Approved by Legislature

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
 (Signature) (Date)

**STATE OF VERMONT  
Joint Fiscal Committee Review  
Limited Service - Grant Funded  
Position Request Form**

This form is to be used by agencies and departments when additional grant funded positions are being requested. Review and approval by the Department of Human Resources must be obtained prior to review by the Department of Finance and Management. The Department of Finance will forward requests to the Joint Fiscal Office for JFC review. A Request for Classification Review Form (RFR) and an updated organizational chart showing to whom the new position(s) would report must be attached to this form. Please attach additional pages as necessary to provide enough detail.

Agency/Department: AHS/DCF/ESD Date: 10/26/2007

Name and Phone (of the person completing this request): Reneé Richardson: 241-2820

Request is for:

- Positions funded and attached to a new grant.  
 Positions funded and attached to an existing grant approved by JFO # \_\_\_\_\_

1. Name of Granting Agency, Title of Grant, Grant Funding Detail (attach grant documents):

**USDA, Food and Nutrition Service  
2007 USDA Food Stamp Participation Grant  
See attached documents**

2. List below titles, number of positions in each title, program area, and limited service end date (information should be based on grant award and should match information provided on the RFR) position(s) will be established only after JFC final approval:

<u>Title* of Position(s) Requested</u>	<u># of Positions</u>	<u>Division/Program</u>	<u>Grant Funding Period/Anticipated End Date</u>
<b>Project Manager</b>	<b>1</b>	<b>ESD/Food Stamp Program</b>	<b>09/24/2007 – 08/31/2010</b>

\*Final determination of title and pay grade to be made by the Department of Human Resources Classification Division upon submission and review of Request for Classification Review.

3. Justification for this request as an essential grant program need:

**The Project Manager** will conduct the initial business process analysis, and be responsible for the ongoing development and implementation of the three-year project. The Project Manager will develop the project scope and plans; map out and implement each phase of the project to ensure that business and technical requirements are met; provide the business expertise needed to understand the business relevance of the data standards within their scope of work; oversee all financial management activities, to include establishing a grant-specific chart of accounts; executing any subcontracts; processing payroll and invoices, and generating monthly financial reports for ESD; preparing quarterly grant reports to USDA; coordinating and monitoring grant performance; act as a liaison among ESD managers, technical staff, outside suppliers and the Project Team to develop, execute and monitor project implementation; consult with system developers in application of design and review activities to facilitate integrated business/systems solutions and ensure that system specifications and requirements for data collections are documented and that the resulting data meets the needs of the analysts; provide technical support to department personnel and selected users throughout the duration of the project.

I certify that this information is correct and that necessary funding, space and equipment for the above position(s) are available (required by 32 VSA Sec. 5(b))

 10/31/07  
Signature of Agency or Department Head Date

 2/15/08  
Approved/Denied by Department of Human Resources Date

 2/19/08  
Approved/Denied by Finance and Management Date

 2/19/08  
Approved/Denied by Secretary of Administration Date

Comments:

**Request for Classification Action**  
**New or Vacant Positions**  
**EXISTING Job Class/Title ONLY**  
**Position Description Form C/Notice of Action**  
**For Department of Personnel Use Only**

Notice of Action # _____	Date Received (Stamp) _____
Action Taken: _____	
New Job Title _____	
Current Class Code _____	New Class Code _____
Current Pay Grade _____	New Pay Grade _____
Current Mgt Level ___ B/U ___ OT Cat. ___ EEO Cat. ___ FLSA ___	
New Mgt Level ___ B/U ___ OT Cat. ___ EEO Cat. ___ FLSA ___	
Classification Analyst _____	Date _____
Comments: _____	Effective Date: _____
	Date Processed: _____
Willis Rating/Components: Knowledge & Skills: _____	Mental Demands: _____
Working Conditions: _____	Accountability: _____
	Total: _____

**Position Information:**

Incumbent: **Vacant or New Position**

Position Number:  Current Job/Class Title:

Agency/Department/Unit:  GUC:

Pay Group:  Work Station:  Zip Code:

Position Type:  Permanent  Limited Service (end date )

Funding Source:  Core  Sponsored  Partnership. For Partnership positions provide the funding breakdown (% General Fund, % Federal, etc.)

Supervisor's Name, Title and Phone Number:

**Check the type of request (new or vacant position) and complete the appropriate section.**

**New Position(s):**

- REQUIRED: Allocation requested: Existing Class Code  Existing Job/Class Title:
- Position authorized by:

- Joint Fiscal Office – JFO #  Approval Date:
- Legislature – Provide statutory citation (e.g. Act XX, Section XXX(x), XXXX session)
- Other (explain) -- Provide statutory citation if appropriate.

**Vacant Position:**

- a. Position Number:
- b. Date position became vacant:
- c. Current Job/Class Code:  Current Job/Class Title:
- d. REQUIRED: Requested (existing) Job/Class Code:  Requested (existing) Job/Class Title:
- e. Are there any other changes to this position; for example: change of supervisor, GUC, work station? Yes  No  If Yes, please provide detailed information:

**For All Requests:**

1. List the anticipated job duties and expectations; include all major job duties:

**Job duties:**

Acts as a liaison among agency managers, technical staff, outside suppliers and the Project Team to develop, execute and monitor project implementation. Ensures that appropriate resources external to the project are kept apprised of and are consulted on their roles and where and how the project supports the agency's overall goals for a larger enterprise initiative.

Maps out, documents, and implements each phase of the project from initial planning and research to conducting or participating in technical walk-throughs to ensuring business and technical requirements are met. Creates, executes, and revises project work plans.

Identifies resources needed and ensures assignment of resources is carried out consistent with the overall project goals and timeframes.

Uses established agency procedures to negotiate and manage grant agreements with grant partners to develop terms of agreement, including scopes of work, budgets, financial and performance reporting requirements, outcomes measurements, and other related terms. Coordinates and monitors grant performance, including annual agency audits, and any required USDA audits

Develops, posts, and reviews scopes of work as needed for software design, development, documentation, installation, testing, and implementation with final decision on whether to use in-house or vendor developers to be made by management based on cost-benefit analysis.

Manages day-to-day operation of the project, and provides oversight on behalf of the agency project sponsors to ensure it is successfully carried out.

Reviews deliverables prepared by grant partners and vendors to ensure consistency with requirements. Conducts ongoing problem analysis to identify problem areas and make recommendations for course correction.

Minimizes risk to State of Vermont and project sponsors through leadership of risk mitigation planning.

Identifies and documents formal project requirements for design, implementation and training.

Collaborates with grant partners to develop and deliver training for workers, clients, outreach partners and other key stakeholders on new systems design and functionality. Assists with developing marketing and public education tools.

Oversees all financial management activities. Works with the Business Office to establish a grant-specific chart of accounts; executes any subcontracts; processes payroll and invoices, generates monthly financial reports for ESD.

Complies with USDA project reporting schedule by ensuring timely and accurate project reporting by project team members and vendor(s).

Consults with system developers at UVM and ESD in the application of design and review activities to facilitate integrated business/systems solutions and ensure that system specifications and requirements for data collections are documented and that the resulting data meets the needs of the analysts.

Schedules, organizes and conducts technical planning meetings with representative technical stakeholders and vendors as needed. Communicates with and educates all stakeholders on pertinent elements of the planning process. Provides technical support to department personnel and selected users throughout the duration of the project.

Prepares final project reports and financial accounting to USDA at the end of the grant period – September 30, 2010. May file requests for grant extension to USDA as allowed under the terms of agreement.

Other duties as assigned.

**Environmental Factors:**

Work is performed in a standard office setting, but some travel may be required for which private means of transportation should be available. Must be willing to travel out of state by motor vehicle or by air. Work outside of regular business hours may be expected.

**Minimum Qualifications:**

**Knowledge, Skills and Abilities**

Knowledge of budgeting and planning procedures as they relate to project management activities.

Considerable knowledge of project management principles and practices including work breakdown structure development.

Considerable knowledge of workflow diagrams as it pertains to process flow management.

Knowledge of project contract review and management.

Experience managing broad diversity of project types with phased implementations that include multiple business units, vendors and consultants.

Strong oral and written communication skills as well as negotiation and conflict management abilities.

Must communicate effectively with technical and non-technical staff, consultants and vendors.

Ability to create and communicate effective presentations to in-house and external stakeholders.

Demonstrated ability to lead and work in a team environment.

Ability to establish and maintain effective working relationships.

Knowledge of meeting facilitation techniques.

**Education and Experience**

Bachelor's degree and four years of experience in the field of information technology where the primary role was project manager.

Associate's degree and six years of experience in the field of information technology where the primary role was project manager.

Eight years of experience in the field of information technology where the primary role was project manager.

NOTE: Certification as a Project Management Professional may substitute for up to two years of the experience requirement.

2. Provide a brief justification/explanation of this request: The Food Stamp Program (FSP) Modernization Project is fully funded by a United States Department of Agriculture (USDA) Food Stamp Participation Grant. The time limited grant period commenced on September 24, 2007 and will expire on September 30, 2010. The USDA approved grant supports one limited service position – the Project Manager – supervised by the Food and Nutrition Program Director (Director) to oversee the development and implementation of the three-year project.

The FSP Modernization Project is a technology-based project designed to achieve significant increases in the numbers of people participating in the FSP. Technologies will be developed or enhanced to simplify the application process and increase the number of program access sites; to ensure program integrity (reducing



negative and payment error rates) while improving both internal and external customer service and satisfaction; and to streamline administrative processes and improve workers' ability to manage ever increasing caseloads within the current staffing capacity. The technology infrastructure set up by this federally-funded project will create a foundation for improving the business processes for other DCF programs.

3. If the position will be supervisory, please list the names and titles of all classified employees reporting to this position (this information should be identified on the organizational chart as well).  N/A

**Personnel Administrator's Section:**

4. If the requested class title is part of a job series or career ladder, will the position be recruited at different levels? Yes  No

5. The name and title of the person who completed this form:  Renee Richardson,  
Food ENVIROTON PROG. DIRECTR

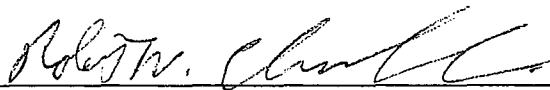
6. Who should be contacted if there are questions about this position (provide name and phone number):

7. How many other positions are allocated to the requested class title in the department:

8. Will this change (new position added/change to vacant position) affect other positions within the organization? (For example, will this have an impact on the supervisor's management level designation; will duties be shifted within the unit requiring review of other positions; or are there other issues relevant to the classification process.)

**Attachments:**

- Organizational charts are **required** and must indicate where the position reports.
- Class specification (optional).
- For new positions, include copies of the language authorizing the position, or any other information that would help us better understand the program, the need for the position, etc.
- Other supporting documentation such as memos regarding department reorganization, or further explanation regarding the need to reallocate a vacancy (if appropriate).



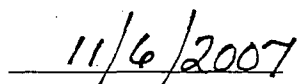
Personnel Administrator's Signature (required)\*



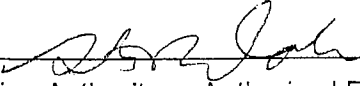
Date



Supervisor's Signature (required)\*



Date

  
\_\_\_\_\_  
Appointing Authority or Authorized Representative Signature (required)\*

11/7/07  
Date

\* Note: Attach additional information or comments if appropriate.

## Job Specifications

### PROJECT MANAGER

---

**Job Code:** 068600

**Pay Plan:** CLS Salary Administration Plan

**Pay Grade:** 28

**Occupational Category:** Info. Technology & Statistics

**Effective Date:** 11/26/2006

**Class Definition:**

Professional oversight and management of software implementation related projects. In conjunction with state agency project team leaders, ensures project is properly designed to meet the business purpose of the agency and/or project sponsor. Ensures project management principles are incorporated into each project and provides leadership during all phases of a project. Project phases include conceptualization and determination of business needs, business requirement assessment, vendor selection, system design, configuration and development, testing, implementation and change management.

**Examples of Work:**

Creates and executes project work plans and revises as appropriate. Identifies resources needed and ensures assignment of resources is carried out consistent with the overall project goals and timeframes. Manages day to day operational aspects of project, as well as project oversight on behalf of the agency project sponsors to ensure it is successfully carried out. Reviews deliverables prepared by vendor to ensure consistency with requirements. Minimizes risk to State of Vermont and project sponsors through leadership of risk mitigation planning. Ensures proper documentation is created, updated and filed. Tracks and reports team hours and expenses as required and manages budget. Ensures timely and accurate project reporting by project team members and vendor(s). Ensures that appropriate resources that are non-project specific are kept apprised of and consulted on their roles Performs related duties as required.

**Environmental Factors:**

Work is performed in a standard office setting, but some travel may be

required for which private means of transportation should be available.  
Work outside of regular business hours may be expected.

### **Minimum Qualifications:**

#### Knowledge, Skills and Abilities

Knowledge of budgeting and planning procedures as they relate to project management activities.

Considerable knowledge of project management principles and practices including work breakdown structure development.

Knowledge of project contract review and management.

Experience managing broad diversity of project types with phased implementations that include multiple business units, vendors and consultants.

Strong oral and written communication skills as well as negotiation and conflict management abilities.

Must communicate effectively with technical and non-technical staff, consultants and vendors.

Ability to communicate effectively through presentations.

Demonstrated ability to lead and work in a team environment.

Ability to establish and maintain effective working relationships.

Knowledge of meeting facilitation techniques.

#### Education and Experience

Bachelor's degree and four years of experience in the field of information technology where the primary role was project manager.

Associate's degree and six years of experience in the field of information technology where the primary role was project manager.

Eight years of experience in the field of information technology where the primary role was project manager.

NOTE: Certification as a Project Management Professional may substitute for up to two years of the experience requirement.

#### Special Requirements

n/a

---

Back

# Economic Services Division

Joe Patrissi  
Deputy Com.

Ed Cafferty  
Economic Services  
Admin Executive

Administrative Services

Mary Beth McCaffrey  
Paula Gottwick  
Les Birnbaum  
Policy Analysts

Data and Policy  
Development Unit

Pam Dalley  
Janet Hubbard  
Operations Managers

District Operations  
Fuel Unit  
GA/EA Program  
Human Resource  
Development

Renee' Richardson  
Food and Nutrition  
Program Director

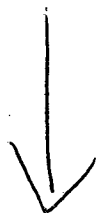
Food and Nutrition  
Program

Diana Carminati  
Welfare to Work  
Director

Reach Up  
Services  
and Benefits  
Reach Up  
Verification Unit

Jackie Levine  
Economic Benefit  
Programs Director

HAEU  
Health Care  
Programs  
LTC QC/Fraud



# Food & Nutrition Program

Renee' Richardson  
Food & Nutrition  
Program Director

Catherine Simpson  
Policy and  
Implementation Analyst

Assistant  
Program  
Administrator  
Vacancy

Mary Carlson  
Food and Nutrition  
Program Coordinator

Meg Huston  
Food and Nutrition  
and GA Trainer

NEW  
~~250536~~  
PROJECT MANAGER



**Department for Children and Families**  
*Economic Services Division*  
103 South Main Street  
Waterbury, VT 05671-2401  
[www.dcf.state.vt.us](http://www.dcf.state.vt.us)

[phone] 802-241-2800  
[fax] 802-241-2830

*Agency of Human Services*

June 11, 2007

Lisa Johnson, Grant Officer  
Food and Nutrition Service  
Grants Management Division  
3101 Park Center Drive, Room 738  
Alexandria, VA 22302

Dear Ms. Johnson:

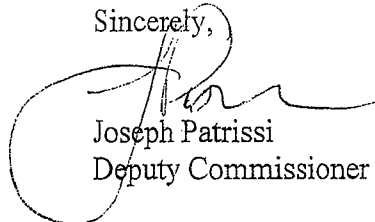
The Food and Nutrition Program within the Economic Services Division (ESD) of the Department for Children and Families with the State of Vermont is hereby submitting an application for a 2007 Food Stamp Program Participation Grant.

This application seeks funding to implement a Vermont Food Stamp Application Process Modernization project by designing and developing a state-of-the-art document imaging and indexing system, an automated telephone help line using an automated voice response system, and an online, web-based application. We also seek funding to hire a Project Manager who will be responsible for the Project, from initiation through full implementation.

To address the FNS 2007 fiscal year priority to establish a new partnership with a community-based entity, ESD will enter into an agreement with the University of Vermont, a private, non-profit educational organization, who will assist with several elements of the overall design and evaluation of the project. The University of Vermont maintains strong ties with the Vermont community through its Department of Nutrition and Food Sciences, which administers the Expanded Food and Nutrition Education Program in Vermont. ESD will strengthen and expand its existing outreach partnership with the private, nonprofit Vermont Campaign to End Childhood Hunger to conduct a public education campaign, encourage participation in the FSP, and promote use of the new technologies.

Please address any questions you may have about this application to Reneé Richardson, Food and Nutrition Program Director, by calling 802-241-2820 or by email at [Renee.Richardson@ahs.state.vt.us](mailto:Renee.Richardson@ahs.state.vt.us).

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Patrissi", written over a circular stamp or seal.

Joseph Patrissi  
Deputy Commissioner

Cc: Reneé Richardson, ESD  
Bob Hammerl, DCF  
Robert Dostis, VTCECH  
Cassandra Gekas, VTCECH  
Paul Buzzell, UVM  
Stephen Pintauro, UVM



2007 Food Stamp Program Participation Grant  
Vermont Application Process Modernization Project

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Resumé: Paul Buzzell, University of Vermont	
Letter of Commitment: Vermont Campaign To End Childhood Hunger	
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## 2007 Food Stamp Program Participation Grant Vermont Application Process Modernization Project

### EXECUTIVE SUMMARY

The Food Stamp Program in Vermont, administered by the Economic Services Division (ESD) of the Vermont Department for Children and Families (DCF), helps families and individuals stay nourished, healthy and active despite difficult economic circumstances. Currently delivering monthly benefits to over 50,000 low-income residents, the Vermont Food Stamp Program promotes nutrition, facilitates financial stability, and encourages a vibrant local economy.

Although Vermont Food Stamp participation has been steadily improving, up to 43 percent of the over 80,000 Vermonters living below 125 percent of the federal poverty level still do not participate in the program. Barriers to participation include the lack of easy access to food stamp offices due to Vermont's rural nature; a lengthy application and recertification process; and misinformation and lack of knowledge about program benefits and eligibility requirements.

Eligibility specialists are burdened by labor-intensive administrative duties, manual data entry, and processing of growing workloads resulting from increased participation without increased staff. Perhaps the largest contributor to this situation is the department's legacy computer system that has not changed much since it was created in the 1980's.

ESD proposes to meet three overarching goals with the funds provided by this grant:

- significantly increase participation in the Food Stamp Program by eligible Vermonters;
- maintain program integrity, including reducing negative errors and payment errors and improving customer satisfaction; and
- reduce the administrative burden on workers to allow them to more easily manage the resulting larger caseloads and improve staff job satisfaction.

To accomplish these goals, ESD will design and build technological systems that will modernize the state's food stamp administrative process, greatly simplifying the administrative burden and providing better customer service. These technologies include:

- instituting a document imaging and indexing system in each of the food stamp offices in the state, and developing forms to facilitate automated processing;
- expanding the department's current automated phone system (Interactive Voice Response System) to include an automated help line for current and potential food stamp recipients;
- creating an online application, recertification and change reporting system and link it to Vermont's food stamp website, [www.vermontfoodhelp.com](http://www.vermontfoodhelp.com);

Streamlining and modernizing Vermont's application and recertification processes will increase Food Stamp Program participation and reduce the administrative burden on staff, while strengthening our commitment to excellent customer service and reducing data entry errors. In so doing, this project will reflect Governor Douglas' vision for Vermont to become the first state to offer residents universal access to quality data and cellular voice coverage and high-speed broadband technology by 2010. It is time for Vermont to join the technological 21<sup>st</sup> century.

## INTRODUCTION

The Vermont Department for Children and Families is committed to ensuring that every eligible Vermonter has access to food stamp benefits. Vermont provided more than \$50 million in federal FSP benefits in calendar year 2006. Our FSP participation has grown by over 20% since 2002 partly because Vermont has implemented the following state options:

- expansion of categorical eligibility to families with dependent children receiving the Vermont Earned Income Tax Credit
- alignment of FSP vehicle rules with Reach Up (TANF) vehicle rules by exempting the value of one operable motor vehicle per adult for up to two adults per household
- semi-annual reporting for nearly all households (elderly or disabled households with no earnings are the exemption)
- simplification of the mandatory standard utility allowance for calculating shelter costs.

Since 1988, ESD has administered annual state FSP outreach plans through which local agencies have provided statewide community-based information and referral, application assistance, and public education services designed to maximize FSP participation by eligible Vermonters. The current outreach plan includes over a dozen participating private, nonprofit agencies including Vermont Campaign to End Childhood Hunger, which plays a pivotal role by providing training and coordination to the overall provider network. Examples of Vermont's FSP promotional efforts have included:

- instituting a coordinated outreach campaign through partnerships with community organizations
- outposting ESD eligibility workers to reach potential recipients in rural communities
- creating a statewide Food Stamp Workgroup to improve the FSP by bringing together policy makers, administrators, outreach workers and other stakeholders
- revising the FSP application and simplifying the language in notices to participants
- creating a FSP application help guide
- developing and implementing Vermont's online food stamp information portal, [www.vermontfoodhelp.com](http://www.vermontfoodhelp.com), managed by VTCECH

These efforts have steadily increased participation in the FSP and have improved the experience of those currently enrolled in the program. Despite these successes, however, the 2005 American Communities Survey (ACS) estimate of 87,517 Vermonters living below 125 percent of the federal poverty level (FPL) is telling. The 50,262 people participating in the FSP during April 2007 comprise just slightly more than 57 percent of the total number of people living below the 125 percent FPL in 2005. That means that nearly 38,000 low income Vermonters do not receive food stamp benefits for reasons both real and perceived. Vermont is committed to doing much better than that. We must ensure that all Vermonters know about the resources available to them and that they have easy access to the food and nutritional help they need.

While strengthening our ongoing partnership with the Vermont Campaign to End Childhood Hunger, ESD proposes to establish a new partnership with the University of Vermont to facilitate implementation of cutting edge technology to modernize the state's food stamp application process. Such modernization will, in turn, significantly increase program participation while improving its accessibility. Although it may not be possible to reach 100 percent of eligible

Vermonters, this new partnership is committed to serving as many of them as we can. To that end, we hope to have enrolled 60,000 eligible Vermonters in the FSP by the time the grant expires at the end of August 2010.

## PROBLEM ANALYSIS

**Poverty:** Participation in Vermont's FSP has grown steadily for over five years, yet, as shown in the 2005 ACS, Vermont ranked 27<sup>th</sup> in the nation that year for number of participants in households with income less than 125% of poverty. Despite our efforts, both hunger and poverty are on the rise in Vermont.

The 2005 ACS found that 11.5% of Vermont's population was living below the poverty line, an increase of 4.4% from the 2000 national Census findings. Among children, the rate of poverty is even higher – 15.4% for those under the age of 18. Nearly one in ten seniors aged 65 or older (9.5%) live below the poverty line. As a result of these increases, growing numbers of Vermonters are turning to emergency food shelves for help as they struggle to put food on the table. A 2005 survey of Vermont food shelves showed that the number of households using food shelves had doubled in the past 5 years.

According to 2000 national Census data, 83,378 of the state's 608,827 residents were living below 130% of poverty, the FSP income eligibility limit. The 2005 finding of the ACS shows that the number of Vermonters in this income bracket significantly exceeds the 83,378 residents identified in 2000. The fact that Vermont has only 50,262 FSP participants demonstrates clearly that we need to do more.

**Barriers to participation:** ESD recently completed a community-based survey of about 1,400 nonparticipants to better understand why low income Vermonters do not take part in the FSP. The most common barrier cited was people's assumption that they do not qualify for FSP benefits, a supposition that appeared to be incorrect in about half of the cases, according to the FSP outreach workers conducting the survey. The survey confirmed that misinformation and lack of knowledge regarding potential eligibility discourage people from seeking FSP benefits. In addition, many of those surveyed cited as barriers the lengthy application process that can be confusing and intimidating, and an unwillingness to take all the required steps to participate to receive what they think will be only a \$10 per month benefit.

Vermont is one of the most rural states in the nation. The 2000 Census found 61% of its 608,827 residents living in rural, non-urban areas. In addition to high housing and utility costs, low wages and limited employment opportunities, a significant theme in rural poverty is geographic isolation. The state's scattered residents are discouraged from building community by mountainous terrain and severe, unrelenting winters and springs that make rural roads impassable due to frost heaves and mud wallows. As a result of low population density, few Vermont communities offer access to reliable, regular public transportation. These challenges and rising fuel costs make traveling to work and accessing services a real hardship for Vermont's most vulnerable citizens – low income families, people with disabilities, and seniors.

It is clear that rural areas of the state face significant barriers to access. For example, the town of Cabot (population 1,204) has a FSP participation rate of only 45%. Cabot has no public transportation, and the nearest FSP office is more than twenty miles away. By contrast, nearly 80% of the income eligible residents of the City of Barre (population 9,022) participate in the FSP. Barre residents have access to both public transportation and grocery stores and need to travel less than one mile to reach the nearest FSP office. Although ESD has out-postings in several rural areas of the state, it is neither logistically nor economically feasible to outpost in every rural town. The distance that these families must travel to access services, coupled with the high cost of fuel, create a significant barrier to FSP participation.

**Current Application Process:** The current application process includes a written application, an interview with the head of household or authorized representative, and the verification and documentation of relevant information. This lengthy application process is very intimidating to many of the people it is designed to serve.

Vermont's written application is a 19-page questionnaire that collects a vast amount of information for multiple assistance programs; some of the questions apply only to the other programs. Because Vermont has an integrated application and public assistance computer system, households may also apply for public assistance, Medicaid and other health care benefits when they apply for food stamps. Most FSP applicants complete the entire application, including the questions that apply only to other programs.

FSP applicants must also provide documents to verify a number of things, including gross non-exempt income, citizenship/alien status, social security numbers, residency, identity, disability, household composition, certain expenses, and other factors of eligibility that ESD considers questionable. These documents, or copies of them, must become part of the case file.

The personal interview typically is conducted face-to-face in an ESD office, although a growing number of interviews are being conducted by telephone. For households applying for public assistance, health care, and FSP benefits, ESD conducts a single interview to assess eligibility for all programs.

The current food stamp application and recertification process is extremely labor intensive, requiring workers to manually enter the data received from every applicant. At times, this process, coupled with an increasing caseload, coverage issues, and current technological limitations within ESD, results in unnecessarily long waiting periods for benefits determination, large storage related expenses, and inefficient retrieval of documents. In addition, manual data entry increases the risk of error in the processing and allocation of benefits.

Many seniors, who may have disabilities or inadequate literacy skills, and low income people unfamiliar with or fearful of public assistance programs, rely on family, friends and outreach workers in local community based organizations to help them navigate the application process. Typically, these advocates work through the paper applications with clients. The availability of this community-based, one-on-one application assistance is an asset to Vermont's FSP, and could be much more efficacious with this modernization project in place.

## PROJECT GOALS, OBJECTIVES, AND EVALUATION INDICATORS

The purposes of Vermont's proposed FSP Application Process Modernization Project are to

- achieve significant increases in the numbers of people participating in the FSP by simplifying the application process and increasing the number of access sites;
- maintain program integrity, i.e., reducing our negative error and payment error rates while improving customer service; and
- sustain workload management by streamlining administrative processes and improving workers' ability to manage an increased caseload within the current staffing capacity.

The methods we propose to use to achieve these purposes are listed below:

### **GOAL 1: Use document imaging and indexing to develop a paperless office system**

The proposed paperless system will give each FSP office in Vermont access to document imaging and indexing technology. Paper food stamp applications and supporting documentation will be scanned and indexed into a paperless filing system. The data scanned into the system will automatically populate ESD's integrated eligibility database and be linked to the appropriate case via the case identification number. UVM staff will work with the FSQIT to revise FSP forms to interface with the newly implemented technology.

#### **Objective 1.1: Reduce administrative burden for eligibility workers and other staff**

Even with the development of a web-based application, ESD will continue to receive applications by traditional means. Processing paper FSP applications and managing cases generates volumes of paperwork that must be manually entered into the ESD database and physically filed. Auto-filing documents electronically will reduce both the workload and the burden of housing thousands of paper files in offices. Required verification documents can be imaged and filed electronically and the paper copies destroyed. Case administration can take place from anywhere in the state, allowing one district office to assist another during times of high volume, low staffing, and emergencies.

#### **Objective 1.2: Ease the recertification process for food stamp households.**

Currently, households scheduled for recertification are required to complete a new FSP application. The document imaging system will allow eligibility workers to mail the household an application that has been filled in with basic, pre-existing information on file since their last application. Households will only have to record their income and resource information and simply confirm or update basic data, significantly reducing the amount of time spent on paperwork and speeding up the processing timeline. The introduction of bar coding technology may allow returning paperwork to be automatically aligned with the computer system to document case modifications.

#### **Objective 1.3: Reduce error.**

The more data processed by eligibility workers and participants, the greater the chance for error. Shifting to electronic filing and processing will significantly reduce manual data entry. In addition, the system will be able to analyze data for inconsistencies that may indicate error, alerting eligibility workers to areas that may prove problematic.

**Objective 1.4: Streamline application processing time.**

As FSP participation increases, eligibility workers and case aides feel the burden of growing caseloads. This diminishes the attention they can devote to recipients. As a designated resettlement area, Vermont also has a growing refugee population whose cases require specialized attention by the eligibility worker. This paperless office system will free up time now spent on data entry to instead spend it on households that need attention and on the growing caseload. It will provide an opportunity for geographically detached workers who are familiar with cultural or language differences to work with these populations from a distance.

***Goal 1 Indicators:*** Measures to be tracked to assess Project effectiveness at meeting those objectives will include:

- Improvements in customer satisfaction
- Improvement in staff satisfaction
- Improvements in processing time
- Improvements in payment error and negative error rates
- Increase in participation by eligible Vermonters, especially in rural areas of the state
- Decreases in number of denials and reapplications for failure to complete the application process

**GOAL 2: Implement an automated 24-hour self-service FSP help line to answer basic program questions, both general and related to an individual's specific case.**

The FSP Interactive Voice Response (IVR) system will expand upon the current model used by the DCF Office of Child Support. The technology includes an automated customer self-service telephone information system with a voice menu that interfaces with the ESD database. This allows callers to access case-specific information and updates that do not require more in-depth communication with an eligibility worker. The IVR system will provide 24-hour, seven days a week self-service access for FSP applicants and recipients to monitor the status of their specific cases by asking simple, straightforward questions.

**Objective 2.1: Improve quality of service to food stamp households.**

Currently, Vermonters with simple questions regarding their FSP application status, benefit allotment or household composition must speak directly to an eligibility worker. Because of workload growth, the time that participants and applicants must wait on the phone or in reception areas has increased. The automated system will allow households to access basic information about their case immediately according to their own schedule. The help line will also allow households to report changes and update their personal information as needed, without having to speak directly with their eligibility worker. Questions that may be answered include: "Did you receive my application?" "Was my application for benefits approved?" and "What is my monthly benefit?" Callers may press zero at any time during this call to be transferred to either speak to or leave a message for their specific eligibility worker regarding their case.

**Objective 2.2: Increase staff efficiency and reduce application processing error.**

On the other side of the desk, the eligibility workers who receive these requests, both telephone and walk-in, take a great deal of time in answering them. Frequent interruptions combined with high caseloads contribute to inadvertent data entry errors, and reduce workers' availability to deal with requests that need the expertise of an eligibility worker. The automated FSP help line

will reduce call volume and office traffic, affording case workers more time to focus on processing cases accurately. This will increase administrative efficiency, improve customer service, and reduce case processing errors.

**Goal 2 Indicators:** Measures to be tracked to assess Project effectiveness at meeting those objectives will include:

- Improvements in customer satisfaction
- Improvement in staff satisfaction
- Improvements in processing time
- Improvements in payment error and negative error rates due to fewer interruptions

**GOAL 3: Implement a statewide web-based food stamp application.**

This project will create a food stamp application that can be completed and submitted online. The capabilities of [www.vermontfoodhelp.com](http://www.vermontfoodhelp.com), Vermont's food stamp information portal and eligibility calculator, will be expanded to include a direct link to this application, which will be created and housed on the ESD website. During the web-based application process, individuals will be prompted with questions that can be easily understood by a variety of audiences, including those with limited literacy skills. In addition, each question will be fitted with a help feature enabling visitors to learn more about what the application question means. In accordance with Vermont's integrated benefits system, applicants will also be asked whether they are interested in applying for other benefit programs including Dr. Dynasaur (Medicaid) and Reach Up (TANF assistance). Their interest will be communicated to their eligibility worker who will include the additional assessment in the client's food stamp interview.

**Objective 3.1: Afford recipients the ease of self-service.**

The application process will operate under a secure server, allowing applicants to create a login and password that will link to their case information on ESD's ACCESS eligibility system. Visitors will be able to save a partially completed application, send a completed application, check the status of an application, learn their awarded benefit and report changes. In addition, they can be notified of their specific timeline for recertification.

**Objective 3.2: Increase access points for potential recipients.**

The implementation of a statewide web-based food stamp application will significantly increase points of access to the program for the thousands of Vermonters for whom visiting the food stamp office presents a significant challenge. Potential recipients lacking the time, transportation, or support to visit the food stamp office will now be able to submit their application electronically, using rural library systems' and schools' computers as well as their own. Because Vermont already has a waiver to expand its ability to schedule telephone interviews, applicants will be able to receive benefits without ever having to visit the food stamp office.

**Objective 3.3: Reduce administrative burden.**

The web-based application will significantly reduce the paperwork handled by ESD case workers. Manual entry of application data into the ACCESS system will be replaced by this web-based tool that will automatically populate the system and assign an eligibility worker when



an application is received. The zip code will index the application to the appropriate ESD district.

**Objective 3.4: Streamline recertification and change reporting.**

The recertification process can be very cumbersome for FSP participants. However, if a household creates a web-based login, their initial recertification notice will be sent to them electronically, in addition to paper form. Upon logging in, households will be able to complete the recertification process online. The web-based tool will allow recipients to review current information and update highlighted fields, rather than having to fill out a new paper application entirely. The tool will also allow households to report changes online as well, rather than having to mail or hand-deliver a form to ESD.

**Objective 3.5: Institute a cutting edge benefit eligibility model that can be expanded to include other programs in the future.**

Web-based applications are the wave of the future. ESD's long-term goal is to expand its web-based FSP application/case management system to include additional benefits. The proposed web-based innovations will provide a foundation that can be expanded to include online servicing for a host of other state programs. This will improve and streamline service for recipients and create a seamless system enabling ESD to handle increased caseloads and to maximize efficiency well into the future.

***Goal 3 Indicators:*** Measures to be tracked to assess Project effectiveness at meeting those objectives will include:

- Increases in participation by eligible Vermonters, especially in rural areas of the state
- Decreases in number of denials and reapplications for failure to complete the application process
- Reductions in the time it takes to process applications, changes, and recertifications

**GOAL 4: Conduct public education campaign to raise FSP awareness and explain the use of the food stamp help line and the new online application reachable by [www.vermontfoodhelp.com](http://www.vermontfoodhelp.com)**

One of the biggest challenges to increasing participation among eligible households is lack of knowledge or misinformation about the FSP. The marketing campaign for the newly implemented web-based application and automated FSP help line will use traditional and non-traditional methods to reach low income individuals, families, and seniors statewide. Through a combination of public service announcements, trainings, outreach materials and press releases, potential recipients will be informed of the new technology. Non-traditional methods may also be piloted. The Project Manager will work closely with the Project Team to assure consistency of message and to coordinate publicity.

**Objective 4.1: Conduct an information campaign with special focus on potentially eligible seniors, working families, legal immigrants, and residents in rural areas.**

The launch of the online application and the automated help line will be publicized to its audience via a coordinated public relations and outreach effort. Periodic news stories about the FSP will be generated in media outlets statewide. These will include information about who can and does take part in the FSP, how to utilize the system, where public access to computers is

available, available assistance, and how to access the program via resources developed with this grant. The mass media campaign will also highlight nutritional and entitlement aspects of the FSP in an effort to reduce stigma of participating in the program.

**Objective 4.2: Provide resources and training to extend the reach of the FSP public education campaign.**

Appropriate outreach materials (e.g., posters, brochures, business cards) will be developed to help build public awareness that Vermonters may access the FSP via the online application and help line. The Project will build on existing partnerships with local organizations to help disseminate this information. At least 12 sessions will be held to train community-based service providers how to utilize the web-based application system and FSP Help Line so that they better promote participation and help their clients through the application process. Access site partners will display FSP website information, be trained in navigating the site, and provide related information.

**Objective 4.3: Identify the most effective ways to market the FSP to underserved populations and rural communities.**

The Project Team will use statistics derived from online applicants, help line callers, and ESD to measure the efficacy of the marketing campaign statewide. It will assess the effect of paid media versus grassroots information tactics, and identify creative ways to encourage potential recipients to access the web-based and telephone tools. Feedback will be solicited from community partners and FSP participants, including the geographic origin of contact, frequency of usage in relation to specific marketing activities; application status and participation data.

**Objective 4.4: Develop and design strategies for future implementation of a Food Express Card**

As the final phase in increasing participation in the FSP, we will research the feasibility of piloting an express application system similar to the Illinois Express Stamps demonstration project. Such a system will provide immediate access to food stamp benefits for individuals and families wanting to “try-out” the program before committing to full certification. We do not anticipate that implementation of such a plan will come to full fruition under the auspices of this grant. The emerging technologies will, however, inform the process and position us to move ahead with such a plan in the future.

***Goal 4 Indicators:*** Measures to be tracked to assess Project effectiveness at meeting those objectives will include:

- Increased participation by eligible Vermonters, especially among seniors, working families, legal immigrants, and residents in outlying rural areas of the state
- Improvements in overall customer satisfaction
- Improvements in public awareness of economic and nutritional benefit of FSP participation and greater social acceptance
- Improvements in payment error and negative error rates
- Improvements in processing time

## ADMINISTRATIVE EXPERIENCE AND PARTNER ROLES

Vermont's FSP Application Process Modernization project will be implemented by a team of three partners, called the Project Team: the Department for Children and Families Economic Services Division (lead applicant), the University of Vermont as a new partner, and the Vermont Campaign to End Childhood Hunger, expanding its existing partnership with ESD to increase FSP participation in Vermont. This team will hire a Project Manager who will have overall responsibility for the Project (*see below for details*).

**DCF:** As the state agency administering the FSP, the Department for Children and Families Economic Services Division (ESD) will retain responsibility for determining FS eligibility, processing applications and authorizing benefits. As lead applicant for this grant, ESD responsibilities will include:

- hiring and supervising the work of the Project Manager
- providing programmatic and technical input as needed
- developing the automated FSP Help Line by expanding the Interactive Voice Response telephone system now used by the Vermont Office of Child Support
- training all department staff on using the new technology
- having overall responsibility for grant implementation, reporting and accountability

The Project Manager for this initiative will report to the ESD Food and Nutrition Program Director, Reneé Richardson, and will work closely with Senior Information Technology Manager, Bob Hammerl, the department's lead technology expert, as well as the Food Stamp Quality Improvement Team, to ensure the success of the project. A letter of commitment and resumes for those individuals are attached.

**UVM:** The University of Vermont (UVM) is a leader in innovation and nutrition education. The UVM Department of Nutrition and Food Sciences currently provides technical support to VTCECH to maintain the state's only comprehensive FSP online resource, [www.vermontfoodhelp.com](http://www.vermontfoodhelp.com), which offers a wealth of FSP information, and includes an online eligibility calculator. UVM's proven track record, access to resources and continued commitment to improving the health of low income Vermonters, makes UVM an ideal partner for this project. UVM Data System Specialist Paul Buzzell will work with other members of the Project Team. UVM responsibilities include:

- revising FSP applications and forms to properly interface with the new document imaging/indexing system and the online web-based application
- expanding the capabilities of [www.vermontfoodhelp.com](http://www.vermontfoodhelp.com) to link to the new web-based application with a secure login so recipients can access information about their case
- collecting and analyzing data to assess the impact of the project on FSP access and participation, customer and staff satisfaction, processing times, and public awareness

A letter of commitment from UVM and the resume of Paul Buzzell are attached.

**VTCECH:** The Vermont Campaign to End Childhood Hunger has partnered with ESD to improve access to the Food Stamp Program for over five years. Working with outreach agencies statewide, VTCECH teaches advocates about the FSP, coordinates statewide outreach activities,

facilitates the statewide Food Stamp Workgroup, and manages periodic media campaigns. VTCECH will expand its current activities to manage the outreach component of this grant. In addition to conducting traditional FSP education and outreach, the VTCECH Food Stamp Outreach Coordinator, Cassandra Gekas, will work with other members of the Project Team. VTCECH's project responsibilities will include:

- coordinating a statewide mass media campaign to announce the launch of the web-based application and FSP Help Line when they go live
- developing and disseminating public service announcements, appropriate outreach materials (e.g., posters, brochures, business cards)
- collaborating with local organizations to help spread the word
- providing at least 12 sessions to train community-based service providers on using the technologies to help them better promote the FSP and assist their clients to apply
- piloting innovative ways to reach outlying rural areas with outreach messages

VTCECH's letter of commitment and a resume for Cassandra Gekas are attached.

**Project Manager Job Description:** A limited service Project Manager position within DCF will be requested to oversee the development and implementation of the three-year project. The Project Team will act as the hiring committee. The Project Manager will be responsible for the following:

- working with the Project Team to develop the project scope and plans
- mapping out and implementing each phase of the project from initial planning and research to conducting or participating in technical walk-throughs to ensuring business and technical requirements are met
- providing the business expertise needed to understand the business relevance of the data standards within their scope of work
- overseeing all financial management activities, to include establishing a grant-specific chart of accounts; executing any subcontracts; processing payroll and invoices, generating monthly financial reports for ESD
- preparing grant reports to USDA
- coordinating and monitoring grant performance, including annual agency audits
- acting as a liaison among ESD managers, technical staff, outside suppliers and the Project Team to develop, execute and monitor project implementation
- consulting system developers at UVM and ESD in application of design and review activities to facilitate integrated business/systems solutions and ensure that system specifications and requirements for data collections are documented and that the resulting data meets the needs of the analysts
- providing technical support to department personnel and selected users throughout the duration of the project.

## ANTICIPATED IMPACTS

To increase participation in Vermont, ESD must streamline its application and recertification processes. This FSP Application Process Modernization Project will significantly update the state's technological capabilities and increase the number of ways that potential recipients can

access the program. These efforts will demonstrate ESD's commitment to increasing participation in the program and to providing excellent customer service.

Since many potential food stamp recipients cite transportation and the lengthy and confusing application process as barriers to participating in the federal program, allowing individuals to apply for benefits online, access their case information, and submit their recertification applications electronically, the ESD web-based food stamp tool will significantly simplify the process for its constituents.

The project will also simplify administrative workload for staff, allowing them to spend more time with customers, and reduce errors that typically result when data is entered incorrectly or forgotten altogether due to an unavoidable interruption or other distraction.

This collaborative effort of ESD, UVM, and VTCECH will positively impact FSP participation by:

- affording FSP recipients the ease of 24-hour, seven days-per-week self service telephone service to answer basic questions about their case and the FSP in general
- reducing ESD call volume and waiting room traffic
- decreasing office distractions that can cause processing mistakes
- freeing up time for eligibility workers to process growing caseloads in a manner that is quick, accurate and compassionate
- eliminating specific time-consuming administrative burdens for eligibility workers by moving towards a paperless office system
- shortening the length of time between application submission, the FSP interview, and benefits processing by increasing the efficiency of file storage and retrieval
- significantly increasing FSP access points for potential and current recipients, particularly for rural Vermonters
- streamlining the FSP application and recertification processes for both participants and eligibility workers
- increasing the capacity of workers in community-based agencies to help their clients to submit application information, monitor their cases, and report changes to ESD.
- lowering error rates by significantly reducing manual data entry
- educating potential recipients and the general public about the importance of the FSP, the basics of eligibility, and the new resources available to simplify FSP participation
- tracking participation increases via new access points to determine the efficacy of these innovations

## PROJECT TIME LINE

The projected timeline for the FSP Application Process Modernization Project is shown below:

Task and Description	Process Analysis	Design	Development	Implementation
<b>A: Recruit/Hire Business Process Analyst</b>	09/07 – 10/07	n/a	n/a	10/07 – 08/10
1a. Post job				
2a. Interview applicants				
3a. Make selection				
4a. Train incumbent				
<b>B: Interactive Voice Response System</b>	11/07 – 08/10	11/07- 03/08	04/08 – 10/08	11/08 – 08/10
1b. Create Interfaces				
2b. Purchase and install hardware				
3b. Purchase and install software				
4b. Develop scripts, menus, decision trees				
4b. Documentation				
<b>C: Imaging/Barcoding/Process automation</b>	11/07 – 08/10	01/08 – 05/08	06/08 – 11/08	12/08 – 08/10
1c. Create Interfaces				
2c. Purchase and install hardware				
3c. Purchase and install software				
4c. Documentation				
5c. Application review				
<b>D: Online Application</b>	11/07 – 08/10	03/08 – 09/08	10/08 – 06/09	07/09 – 08/10
1d. Create Interfaces and links				
2d. Purchase and install hardware				
3d. Purchase or create software				
4d. Revise forms and applications				
5d. Documentation				
<b>E: Outreach and Marketing</b>	11/07 – 03/08	03/08 – 04/08	05/08 – 06/09	11/08 – 08/10
1e. Kick-off press conference				
2e. Outreach Materials				
3e. Press releases				
4e. Public service announcements				
<b>F: Ongoing Evaluation</b>	09/07 – 12/07	01/08 – 03/08	04/08 – 05/08	06/08 – 08/10
1f. Benchmark surveys/focus groups				
2f. Periodic progress reviews				
3f. Final Analysis				

## PROJECT COST MATRIX

A cost matrix is shown below:

**Budget Allocation Chart**

	3 years	Year 1	Year 2	Year 3	Total
Outreach	\$140,000	\$15,000	\$15,000	\$110,000	\$140,000
Evaluation	\$30,000	\$5,000	\$5,000	\$20,000	\$30,000
Imaging/Indexing	\$300,000	\$185,000	\$100,000	\$15,000	\$300,000
Interactive Voice Response	\$270,000	\$150,000	\$95,000	\$25,000	\$270,000
Online Application	\$260,000	\$70,000	\$110,000	\$80,000	\$260,000
<b>Total</b>	<b>\$1,000,000</b>	<b>\$425,000</b>	<b>\$325,000</b>	<b>\$250,000</b>	<b>\$1,000,000</b>

### ***BUDGET NARRATIVE***

The Vermont Food Stamp Program requests a participation grant of \$1,000,000 to achieve its goals of simplifying and modernizing the administrative processes associated with applying for food stamps, thereby providing greater access to the program by eligible Vermonters while significantly reducing workload burdens for staff. Expenditures to be allocated over the three-year period beginning September 2007 and ending August 2010 include: \$250,000 for personal services; \$570,000 for the design and building of the technological infrastructure, to be spent primarily in the first two years, \$140,000 for outreach and marketing – the bulk of which will be spent in the third year, and \$30,000 for evaluation, two-thirds of which will be spent in the last year.

**I. Personnel:** Personnel costs as outlined below are inherent in the above cost matrix except for the estimated costs for outreach and evaluation which are – for the most part – specific to VTCECH or UVM.

*Staff:* The Project Manager, once hired, will hold chief responsibility for supervising the project from start to finish. The grant will fund the cost of one three-year limited-service full-time State of Vermont Employee position (see attached Job Description). Wages for this pay grade 28 position will be \$167,877 over three years. First year salary will be \$53,477.

*Fringe Benefits:* Fringe benefits, including taxes, FICA, fringe benefits, workers compensation, and health insurance are calculated at 35% of wages. Estimated fringe benefits for the three-year period are \$58,757.

*Travel:* Minimal costs for reimbursement for use of a personal vehicle or operation of a State of Vermont Fleet Vehicle will be incurred by the Project Manager for meetings with grant partners. Estimated cost for three years is \$2,500.

*Equipment:* A one-time upfront expense will be made in the first year to cover the Project Manager's office set-up: space, computer, furniture, telephone and other miscellany items. Estimated cost is \$5,000.

*Supplies:* The annual cost of supplies to be used by the Project Manager is roughly \$500. Total cost estimated at \$1,500.

Total personnel costs are approximately \$235,634. We estimate a need for \$250,000 to allow for inflation and market rate salary adjustments.

**II. Contractual:** We anticipate the need to have pieces of the evaluation completed by an independent third-party entity, particularly customer and staff satisfaction surveys. The estimated cost for this short-term contract is \$10,000 (also see V. below).

**III. Hardware/Software.** The bulk of the grant funds will be used during the first two years to create the new technological infrastructure, including purchasing the hardware and software, programming and configuring the new programs, and training of staff. Some or all of this may be contracted; some of it will be taken on by existing ESD IT staff. The imaging/indexing will be completed during the first year, and the Interactive Voice Response technology will be completed in the second year. The online application may involve multiple vendors, and preliminary work may begin before the third year. However, we expect the bulk of the online application will be instituted in the third year. Total estimated costs for hardware/software purchases, development, and installation is roughly \$580,000.

**IV. Outreach** to targeted audiences and a public awareness and marketing campaign will be done primarily in the third year by the VTCECH. We plan to allocate roughly \$30,000 to fund these activities during the first two years of the project. The remainder of \$110,000 will be spent during the third year as all systems begin to come online as the project is fully implemented. Total cost is \$140,000.

**V. Evaluation** will be partly assigned to UVM as a sub-grantee. As noted above, parts of the evaluation may be contracted to an outside vendor to ensure that the project as a whole is assessed by an unbiased third-party. Total evaluation budget is \$30,000, for costs incurred by UVM (\$20,000) and an as yet unidentified outside contractor (\$10,000 – see above).



## PROJECT OVERSIGHT AND SUSTAINABILITY

DCF is well-qualified to oversee this project, and has a strong history of partnerships with other organizations that have included UVM and VTCECH. Vermont's size has made these collaborative working relationships vital aspects of the planning, coordination and implementation of services promoting the nutritional needs of low income Vermonters. The initiatives proposed for this grant will greatly simplify administrative processes, enhance access to the FSP by low income Vermonters, and support ESD's capacity to effectively manage the FSP. Attached is a chart that depicts the organizational relationships among DCF and its partners.

**Sustainability:** As the document imaging/indexing system, help line, and web-based application are established and marketed, the number of eligible applicants for FSP benefits will grow. Because the Project will streamline application processes, the anticipated caseload increase will not put a strain on benefits specialists. In fact, the document imaging/indexing system, FSP help line and web-based application are expected to significantly ease the administrative burden placed on eligibility workers each day. Finally, because the Project components build on existing systems and funding is already in place for both technological maintenance and program outreach, Vermont has the resources to maintain and market these FSP access systems long after the three-year grant period expires. The department maintains a fully funded technology staff and VTCECH's annual budget contains allocations for statewide program outreach and the maintenance of [www.vermontfoodhelp.com](http://www.vermontfoodhelp.com).

**Oversight:** The Project Manager will be a limited-service full-time state employee and will have the major oversight role for the entire project (see Project Manager job description). The manager will report directly to the Food and Nutrition Program Director on a weekly basis, and there will be regular meetings of the members of the Project Team and Food Stamp Quality Improvement Team (FSQIT) for updates, clarifications, or changes. Members of the Project Team will have an "open door" policy for the Project Manager so any member of the team can address any issues that arise between regular meetings. The Project Team and FSQIT will develop periodic benchmarks that the Project will be required to meet

UVM and/or an independent entity will evaluate the project at specified times to determine progress towards its stated goals. In consultation with the Project Team and FSQIT, UVM and/or an independent entity will develop evaluation tools to gauge the success of the project. At a minimum, success will be gauged based on measurable improvements in customer and staff satisfaction, processing times, payment accuracy and negative error rates; decreases in the number of incomplete applications leading to denial; increases in participation by eligible Vermonters, especially among seniors, working families, legal immigrants, and residents in outlying rural areas of the state; and improvements in public awareness of economic and nutritional benefit of FSP participation, leading to greater social acceptance and reduced stigma.

UVM and/or an independent entity will collect baseline information through survey instruments or other tools during the earliest stages of Project development. Measurable improvement will be determined by comparing baseline information against new data collected at regular intervals following the implementation of each element of the Project.

This grant will allow Vermont to join dozens of other states that have initiated technological methods to improve FSP administration and increase participation. By utilizing the latest technology, ESD will streamline the application process, increase access for potential recipients, and lay the foundation for electronic benefits processing that can be expanded to other benefit programs and state agencies in the near future. Although other states may have preceded Vermont in adopting some of these technologies, it will be a great innovation in the Vermont FSP, and will be readily transferable to other programs within Vermont. This project also reflects Governor Douglas' vision for Vermont to become the first state to offer residents universal access to quality data and cellular voice coverage and high-speed broadband technology by 2010.

This Project is ambitious but very feasible. It can be implemented without a waiver of FSP regulations and is within the rubric of FSP law, policy, and practice. Throughout the development of this proposal, ESD has consulted states that have already implemented similar technologies to ensure feasibility. In addition, both the document imaging system and the FSP help line build upon systems that are currently in place, making the Project both feasible and sustainable.



Department for Children and Families  
Economic Services Division  
103 South Main Street  
Waterbury, VT 05671-2401  
[www.dcf.state.vt.us](http://www.dcf.state.vt.us)

[phone] 802-241-2800  
[fax] 802-241-2830

Agency of Human Services

June 11, 2007

Lisa Johnson, Grant Officer  
Food and Nutrition Service  
Grants Management Division  
3101 Park Center Drive, Room 738  
Alexandria, VA 22302

Dear Ms. Johnson:

I am pleased to offer my commitment and support to the *Vermont Food Stamp Application Process Modernization Project*. As the Deputy Commissioner for the Department for Children and Families' Economic Services Division (ESD), one of my highest priorities is to seek methods and resources to significantly increase participation in the Food Stamp Program by eligible Vermonters, while concurrently ensuring program integrity, and improving customer satisfaction. I believe this grant application outlines a highly feasible process for meeting those goals and to that end I assure you that adequate staff resources will be committed to ensure the success of this project.

In particular, I have asked Reneé Richardson, ESD Food and Nutrition Program Director to oversee this grant application and to provide supervision and programmatic guidance to the Project Manager. Ms. Richardson will devote approximately 10 percent of her time to overseeing this project. Additionally, she chairs ESD's sitting Food Stamp Quality Improvement Team (FSQIT), which will act in an advisory capacity to the Project Manager. Members of the FSQIT include policy, operations, quality assurance, training, and technology staff. We anticipate that the several members of the FSQIT will spend at least one hour each month attending to project-related duties.

Ensuring that our most vulnerable Vermont neighbors have access to a nourishing and adequate diet is one of my highest priorities. I am confident that the team we have established for the *Vermont Food Stamp Program Application Process Modernization Project* is up to the task and equally committed to the success of the project.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Patrissi".

Joe Patrissi  
Deputy Commissioner

**Reneé W. Richardson**  
780 Flint Road · Williamstown, VT · 05679  
Telephone: 802-241-2820 · Fax: 802-241-3934  
Email: [Reneé.Richardson@ahs.state.vt.us](mailto:Reneé.Richardson@ahs.state.vt.us)

### SKILLS

- Policy development, analysis, interpretation, and application (Federal and state rules, regulations, policies and procedures related to Food and Nutrition Programs)
- Program development and budgetary analysis and preparation
- Public management, staff supervision, and performance evaluation
- Project leadership, training coordination, and events planning
- Written and oral communications with stakeholders, including Congressional delegation, Governor's office, legislators, federal program directors, program participants, members of the public, program advocates, and colleagues
- Public speaking and presentation to large and small groups
- Program representation at public events and national conferences

### RELATED PROFESSIONAL EXPERIENCE

#### **Agency of Human Services, Department for Children and Families**

- Food and Nutrition Programs Director 2001 – present
- Welfare Policy and Implementation Project Chief 1999 - 2001
- Assistant Operations Chief 1997 - 1999
- Reach Up (TANF) Policy Consultant 1993 - 1997
- Reach Up (TANF) Social Worker 1987 - 1993
- Eligibility Specialist (Generalist) 1987
- Income Maintenance Specialist (Public Assistance) 1977 – 1978

#### **Central Vermont Community Action Council, Inc., Barre VT 1981 - 1987**

- Outreach Programs Director 1986 – 1987
- Senior Community Services Program Manager 1984 – 1987
- Management Information Specialist 1984 – 1986
- Migrant/Seasonal Farm-worker Case Manager 1981 – 1986

### EDUCATION AND TRAINING

**Associate Degree, Human Services Administration**, Community College of Vermont, 1996  
**Vermont Public Managers Program**, Vermont Department of Personnel, graduate, May 2001  
**Supervisors Development Program**, Vermont Department of Personnel, graduate, May 1998  
**Numerous Other Work-Related Trainings** described upon request

### MILITARY

**Vermont Army National Guard, Personnel Records Specialist** 1974 - 1977

# Vermont Campaign to End Childhood Hunger



June 7, 2007

To Whom It May Concern:

The Vermont Campaign to End Childhood Hunger (VTCECH) is pleased to partner with the Vermont Department for Children and Families (DCF) and the University of Vermont (UVM) to implement the goals and objectives set out in the grant proposal entitled "Vermont Food Stamp Application Process Modernization". VTCECH will work closely with the DCF to manage the outreach portion of the grant, assisting with marketing and promotion of the proposed initiatives.

The outreach activities that VTCECH will take on include the following:

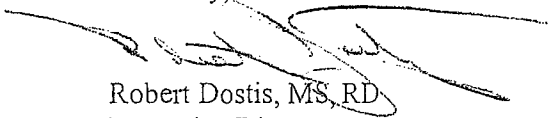
- Coordinate a statewide mass media campaign to announce the launch of the web-based application and FSP Help Line when they are ready to go live
- Develop and disseminate public service announcements and appropriate outreach materials (e.g., posters, brochures, business cards)
- Create partnerships with local organizations to help spread the word
- Coordinate and deliver at least 12 presentations to train community-based service providers to utilize the web-based application system and FSP Help Line so they can better promote participation and help their clients through the application process

The FS outreach budget required to accomplish VTCECH's tasks and responsibilities is \$140,000 over the three-year grant period. This includes the development and printing of materials, training logistics, media production, and administrative oversight.

We strongly support the Department for Children and Families pursuit of funding for the modernization of the food stamp application process. In addition to the activities described in this letter of commitment, we will build promotion of the on-line application and food stamp helpline into the work plans of our staff members who work statewide promoting various food security programs to child care providers, educators, school nurses, congregations, elected officials, employers, and other community members statewide.

We look forward to working with DCF, the University of Vermont and USDA contractors evaluating the project. We are truly committed to increasing food stamp participation and welcome our community partners' initiatives to help make this happen – in a new and exciting way.

Sincerely,



Robert Dostis, MS, RD  
Executive Director

**Paul R Buzzell**  
695 Lincoln Hill Rd  
Huntington, VT 05462  
(802) 434-6655  
pbuzzell@uvm.edu

Education: Master of Science in Nutritional Sciences from the University of Vermont, Burlington, VT 1999

- Graduate assistantship (9/97-5/99)
- Thesis on instructional technology requiring research, development, and assessment of Web-based tutorial effectiveness for teaching a health-related topic.

Employment: Data System Specialist: ~2004-present  
University of Vermont

- Duties include System Administration, Data System Architect, Webmaster, Technical support for research participants, staff and investigators
- Primary focus is currently an NIH-funded, multi-center study of the efficacy of online intervention techniques for weight loss
- Includes the creation of information systems that function across centers, as well as with users in the public domain, with multiple levels of authorization allowing staff, investigators, and administrators to follow individual participants; from an extensive screening process through 18 months of online intervention and completion
- Utilize ColdFusion, Actionscript, some PHP, among other languages

Assistant / Programmer: 2000~2004  
University of Vermont

- Implemented online portions of research designs; including development of interventions, data collection tools, and data management tools
- Utilized ColdFusion, Actionscript, some ASP, among other languages
- Assisted in achieving research objectives for several studies via the development and validation of data collection instruments

Certification: SANS certified

- 2002 (2yr)
- Renewed 2004? (4yr)



The  
UNIVERSITY  
of VERMONT

Department of Nutrition and Food Sciences

June 11, 2007

Reneé W. Richardson  
Food and Nutrition Programs Director  
Agency of Human Services/Department for Children and Families/Economic  
Services Division  
103 South Main Street  
Waterbury, VT 05671-1201

Dear Reneé:

I am pleased to offer my enthusiastic support and assistance to the *Vermont Application Process Modernization Project*. As a faculty member in the Department of Nutrition and Food Sciences at the University of Vermont, I was actively involved in the development, implementation, and evaluation of the state's comprehensive food stamp program Web resource, *vermontfoodhelp.com*. I am excited to now participate in this next logical extension of the state's Food Stamp Program that will increase and simplify participation by eligible Vermonters.

My role in the Vermont Application Process Modernization Project will be to oversee the development of electronic forms used in the collection and management of food stamp application data. Specifically, I will coordinate and oversee the work being contracted between the Vermont Department for Children and Families and Mr. Paul Buzzell, Data System Specialist. These forms will ultimately integrate into a data system which will include data from other sources such as imaging and phone systems. The forms will also be integral in the collection of data that will be used for project evaluation. I anticipate that my involvement in this project will require 5% of my academic year effort.

I look forward to working with the Vermont Department for Children and Families Economic Services Division and the Vermont Campaign to End Childhood Hunger toward the successful completion of this project.

Sincerely,

Stephen J. Pintauro, Ph.D.  
Associate Professor

# BOB HAMMERL

473 BLUSH HILL ROAD ✧ WATERBURY, VERMONT 05676  
(802)244-5520 ✧ bobh@pshift.com

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## SUMMARY

A results-oriented and self-motivated top information technology executive with extensive experience in strategic planning, Web development, systems analysis, hardware/software management, technical support, online automation and disaster recovery. Bridges all areas of the organization to build an understanding of perceived needs and coordinate synergies wherever possible. Consistently successful developing short- and long-term budget plans that align with enterprise-wide goals. Creates and implements winning solutions to drive and advance business process and system operation.

As a focused, energetic, and committed leader, motivates people to maximize effort and consistently achieve targeted objectives. Supports and grows an organization by exhibiting and instilling a positive outlook, meeting challenges as a team, solving problems with the bigger picture in mind. With excellent communication skills, and a strong and broad background, builds and maintains successful business relationships that foster continuous improvement.

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## EXPERIENCE

DEPARTMENT FOR CHILDREN AND FAMILIES (Vermont Agency of Human Services) 2003 - present  
*Director – Information Services Division (IT Manager II)*

The Vermont Agency of Human Services' 2002 reorganization gave birth to the *Department for Children and Families* (DCF). Since DCF's inception I have been on the Leadership Team addressing the countless issues such a massive restructuring introduces to organization while simultaneously directing a 39 person IT staff. DCF's technology investment spans 3 huge systems (2 more than 20 years old) with rampant duplicity as one of the results of the merger. I have been the point person for all of the department's technical strategic planning which necessitates that I have a close working relationship with the commissioner, each of the deputy commissioners, and the office directors.

My years of State service began as an IT-Manager 1 supporting the inspiring Department of PATH. Although my defined responsibilities were limited to the management of a team of software developers responsible for maintaining a variety of social welfare programs, in reality the job entailed far more involvement with a broad array of professionals across several disciplines. Information sharing, software development, and policy issues (both non-technical and technical) were the catalyst for many dozens of hours spent with attorneys, advocates, legislators and high level administrators within State government. Technical issues regarding the implementation of changes to health care administration for instance raise many eyebrows. During that year alone I attended meetings with the State Auditors office, the Medicaid Advisory Board, the Health Access Oversight Committee, House Appropriations and with several departments within the Agency of Human Services.

NORTHFIELD SAVINGS BANK, Northfield, Vermont 1999-2003  
*Vice President Information Technologies*

NATIONAL LIFE INSURANCE CO. 1997-1998  
*Senior Systems Analyst*  
*Systems Programmer Analyst* 1994-1997  
*Senior Systems Programmer* 1993-1994

## EDUCATION

SAINT MICHAEL'S COLLEGE, Colchester, Vermont  
*B.A., Environmental Science, Biology, and Business Administration, 1981.*



## Cassandra Gekas

CGekas@vtnohunger.org

265 Colchester Ave

Burlington, VT 05401

(802) 498-4817

### EDUCATION:

*The Pennsylvania State University*, University Park, PA

B.A., Political Science; B.A., Women's Studies; Assoc. Information, Sciences, and Technology

GPA: 3.62/4.00

### EXPERIENCE:

Vermont Campaign to End Childhood Hunger, FOOD STAMP OUTREACH & POLICY SPECIALIST  
(7/06-present)

- Coordinate outreach activities through facilitation of statewide outreach meetings, production and distribution of statewide outreach materials, and support of local working groups
- Prepare press releases, public service announcements; participate in print and broadcast interviews and press conferences. Develop relationship with representatives of print and broadcast media.
- Keep outreach workers informed of changes in food stamp policies and procedures using electronic update, website, and other appropriate tools

Domestic Abuse Education Project. Spectrum, GROUP FACILITATOR

(11/05-present)

- Facilitate 27week court mandated violence intervention program for men convicted of domestic assault
- Foster offender accountability and social responsibility through cognitive and behavioral change

Kimbell Sherman Ellis LLP, LEGISLATIVE & REGULATORY ANALYST

(8/05-8/06)

- Track and interpret national legislative data for six major clients
- Prepare weekly reports, analyzing legislative developments and their organizational implications
- Assess public opinion and media perception of policy development, as well as state centered political trajectory.
- Develop and draft strategic political documents, including position papers and issue-focused literature

University of Vermont, PROGRAM DEVELOPMENT

(11/04-8/05)

- Maintained complex donor database while actively tracking, researching, and cultivating campaign prospects
- Initiated Campaign and fundraising support for UVM by cultivating contacts with major donors and philanthropic foundations
- Coordinated, staffed, and organized University events, projects, and activities for alumni and current students

American Women Services, OFFICE MANAGER

(7/03-11/04)

- Organized and maintained all fiscal, legal, and patient records for women's health clinic
- Developed community relations and outreach through advertising, organizational partnerships and grassroots education initiatives
- Managed, hired, and trained all support staff team members
- Implemented new program initiatives aimed at improving health and education on an individual level.

### COMMUNITY INVOLVEMENT:

Reel Action Coordinator, *Acme Vermont* (11/06-present)

Volunteer, *Spectrum Drop-In Center* (10/06-present)

Victim's Advocate, *Women's Resource Center* (11/01-5/04)

## ASSURANCES - NON-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.

**PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET.  
SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.**

**NOTE:** Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.
7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

UNITED STATES DEPARTMENT OF AGRICULTURE  
 CERTIFICATION REGARDING  
 DRUG-FREE WORKPLACE REQUIREMENTS (GRANTS)  
 ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 *et seq.*), 7 CFR Part 3017, Subpart F, Section 3017.600, Purpose. The January 31, 1989, regulations were amended and published as Part II of the May 25, 1990 *Federal Register* (pages 21681-21691). Copies of the regulations may be obtained by contacting the Department of Agriculture agency offering the grant.

*(Before completing Certification, read instructions on page 2)*

**Alternative I**

A. The grantee certifies that it will or will continue to provide a drug-free workplace by:

(a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;

(b) Establishing an ongoing drug-free awareness program to inform employees about --

- (1) The dangers of drug abuse in the workplace;
- (2) The grantee's policy of maintaining a drug-free workplace;
- (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
- (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

(c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --

- (1) Abide by the terms of the statement; and
- (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

(e) Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

(f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted --

(1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

B. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, State, zip code)

103 South Main Street

Waterbury, VT 05671-1201

Check  if there are workplaces on file that are not identified here.

Vermont Agency of Human Services  
 Organization Name

VT FS Application Process Modernization  
 Award Number or Project Name

Joseph Patrissi, Deputy Commissioner, DCF  
 Name and Title of Authorized Representative

[Signature] 6/12/07  
 Signature Date

### Instructions for Certification

1. By signing and submitting this form, the prospective primary participant is providing the certification set out on the reverse side in accordance with these instructions.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out on this form. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to whom this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
6. The prospective primary participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.
7. The prospective primary participant further agrees by submitting this form that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

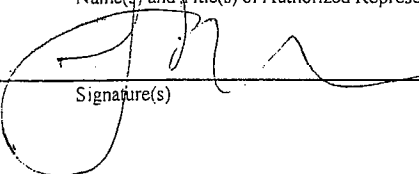
U.S. DEPARTMENT OF AGRICULTURE

Certification Regarding Debarment, Suspension, and Other  
Responsibility Matters - Primary Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 7 CFR Part 3017, Section 3017.510, Participants' responsibilities. The regulations were published as Part IV of the January 30, 1989 Federal Register (pages 4722-4733). Copies of the regulations may be obtained by contacting the Department of Agriculture agency offering the proposed covered transaction.

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS ON REVERSE)

- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
- (a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - (b) have not within a three-year period preceding this proposal been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - (c) are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - (d) have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

<u>Vermont Agency of Human Services</u> Organization Name	<u>VT Food Stamp Application Process Modernization</u> PR/Award Number or Project Name
<u>Joseph Patrissi, Deputy Commissioner, Dept. for Children and Families</u> Name(s) and Title(s) of Authorized Representative(s)	
 Signature(s)	<u>6/12/07</u> Date

# UNITED STATES DEPARTMENT OF AGRICULTURE

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## NOTICE TO APPLICANTS - CERTIFICATION/DISCLOSURE REQUIREMENTS RELATED TO LOBBYING

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Section 319 of Public Law 101-121 (31 U.S.C.), signed into law on October 23, 1989, imposes new prohibitions and requirements for disclosure and certification related to lobbying on recipients of Federal contracts, grants, cooperative agreements, and loans. Certain provisions of the law also apply to Federal commitments for loan guarantees and insurance; however, it provides exemptions for Indian tribes and tribal organizations.

Effective December 23, 1989, current and prospective recipients (and their subtier contractors and/or subgrantees) will be prohibited from using Federal funds, other than profits from a Federal contract, for lobbying Congress or any Federal agency in connection with the award of a particular contract, grant, cooperative agreement or loan. In addition, for each award action in excess of \$100,000 (or \$150,000 for loans) on or after December 23, 1989, the law requires recipients and their subtier contractors and/or subgrantees to: (1) certify that they have neither used nor will use any appropriated funds for payment to lobbyists; (2) disclose the name, address, payment details, and purpose of any agreements with lobbyists whom recipients or their subtier contractors or subgrantees will pay with profits or **nonappropriated** funds on or after December 23, 1989; and (3) file quarterly updates about the use of lobbyists if materials changes occur in their use. The law establishes civil penalties for noncompliance.

If you are a current recipient of funding or have an application, proposal, or bid pending as of December 23, 1989, the law will have the following immediate consequences for you:

- You are prohibited from using appropriated funds (other than profits from Federal contracts) on or after December 23, 1989, for lobbying Congress or any Federal agency in connection with a particular contract, grant, cooperative agreement, or loan;
- you are required to execute the attached certification at the time of submission of an application or before any action in excess of \$100,000 is awarded; and
- you will be required to complete the lobbying disclosure form if the disclosure requirements apply to you.

Regulations implementing Section 319 of Public Law 101-121 have been published as an Interim Final Rule by the Office of Management and Budget as Part III of the February 26, 1990, **Federal Register** (pages 6736-6746).

UNITED STATES DEPARTMENT OF AGRICULTURE

CERTIFICATION REGARDING LOBBYING - CONTRACTS, GRANTS, LOANS  
AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement;

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this

Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions;

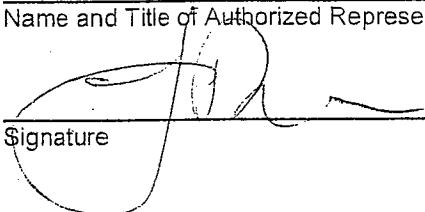
(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vermont Agency of Human Services  
Organization Name

VT Food Stamp Application  
Process Modernization  
Award Number or Project Name

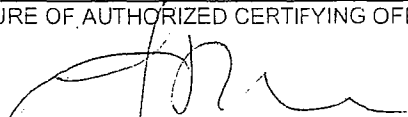
Joseph Patrissi, Deputy Commissioner, Dept. for Children and Families  
Name and Title of Authorized Representative

  
Signature

6/12/07

Date

9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction subagreements.
10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL 	TITLE Joseph Patrissi, Deputy Commissioner Department for Children and Families
APPLICANT ORGANIZATION State of Vermont Agency of Human Services	DATE SUBMITTED 6/12/07





United States  
Department of  
Agriculture

Food and  
Nutrition  
Service

3101 Park  
Center Dr.

Alexandria, VA  
22302-1500

October 15, 2007

Renee Richardson  
Food & Nutrition Program Director  
Vermont Department for Children  
and Families  
103 South Main Street  
Waterbury, VT 05671-1201

Dear Ms. Richardson:

Enclosed you will find a fully executed copy of the Grant/Cooperative Agreement form [FNS-529] for the Fiscal Year 2007 Food Stamp Participation Program. This agreement provides **\$852,991** to the Grantee for the purpose of supporting efforts by State agencies and their community-based and faith based partners to develop and implement; simple food stamp application and eligibility determination systems; or measures to improve access to food stamp benefits by eligible applicants.

You will also find a Grant Award Document (FNS-495) printout from the FNS Accounts Operations Branch. The FNS-495 verifies a grant award was made to your state and the amount of the letter of credit system entry for that award. A copy of this form should be passed on to the appropriate accounting official in your State.

If you have any questions, please do not hesitate to contact me at (703) 305-2848.

Sincerely,



Lisa Johnson  
Grant Officer  
Grants Management Division

Enclosures:

## INSTRUCTIONS FOR CERTIFICATION

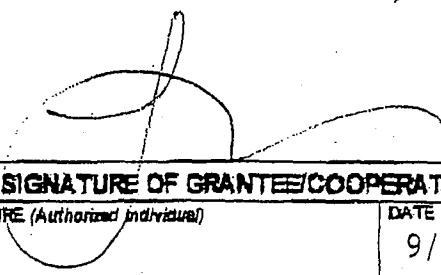
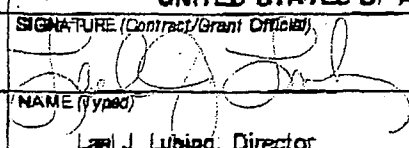
1. By signing and submitting this form, the grantee is providing the certification set out on pages 1 and 2.
2. The certification set out on pages 1 and 2 is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.
4. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).
5. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph three).
6. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

"Controlled" substance means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

"Conviction" means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

"Criminal drug statute" means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

"Employee" means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) all "direct charge" employees; (ii) all "indirect charge" employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

U.S. DEPARTMENT OF AGRICULTURE - FOOD AND NUTRITION SERVICE		1. GRANT/AGREEMENT NO. FSPA-07-VT-01	2. PAGE OF
<b>GRANT/COOPERATIVE AGREEMENT</b>		3. AUTHORITY/CFDA NUMBER P.L. 107-171/10.580	4. UNIVERSAL IDENTIFIER NUMBER (UINS) 808376155
5. ISSUING OFFICE  USDA, Food and Nutrition Service Grants Management Division 3101 Park Office Center, Room 738 Alexandria, VA 22302  ATTN: Lisa Johnson		8. GRANT/AGREEMENT FOR  2007 Food Stamp Participation Program	
7. GRANTEE/COOPERATOR (Name and Address)  State of Vermont, Agency of Human Services 103 South Main Street Waterbury, VT 05671-1201  ATTN: Joseph Patrissi or Renee Richardson		8. ACCOUNTING AND APPROPRIATION DATA  FY07 B2003 FY07	
8. PLACE OF PERFORMANCE  Vermont		10. GRANT AGREEMENT OR AMENDMENT TOTAL AMOUNT \$  \$852,991	
11. MAIL REQUESTS FOR REIMBURSEMENTS TO  Payments will be processed through the ASAP Letter of Credit System  Accounting Operations Branch Elizabeth Glover (703) 305-2836		12. SPONSOR  USDA-FNS (Headquarters) Food Stamp Program Program Development Division	
		13. EFFECTIVE DATE 09-24-2007	14. EXPIRATION DATE 08-31-2010
The Grantee/Cooperator hereby assures and certifies that he will comply with the regulations, policies, guidelines and requirements as they relate to the application, acceptance and use of Federal Funds for this federally assisted project, including: OMB Circulars No. A-21, A-87, A-110, A-122 and A-133; 41 CFR 1-15.2; and any USDA Regulations implementing OMB Circulars, such as 7 CFR 3015, 3016, 3017, 3018, and 3019, 3021, as amended.			
REMARKS  The Grantee is proposing a project which aims to significantly increase food stamp participation, improve customer satisfaction, and improve job satisfaction of food stamp staff through streamlining and modernizing Vermont's application and recertification processes. The Grantee will design and develop a State of the art document imaging and indexing system, a voice response help line, and an online web-based application.			
SIGNATURE OF GRANTEE/COOPERATOR		UNITED STATES OF AMERICA	
SIGNATURE (Authorized Individual) 	DATE 9/17/07	SIGNATURE (Contract/Grant Official) 	DATE 9-19-07
NAME (Typed) Joseph Patrissi		NAME (Typed) Lael J. Lubing, Director	
TITLE Deputy Commissioner - ESD		TITLE Grants Management Division	

GRANT AGREEMENT  
GENERAL TERMS AND CONDITIONS

U.S. DEPARTMENT OF AGRICULTURE  
FOOD AND NUTRITION SERVICE

**AGREEMENT** made and entered into by and between the Government of the United States of America, acting through the United States Department of Agriculture's Food and Nutrition Service (hereinafter referred to as the "Agency") and the State of Vermont, Agency of Human Services, a state institution located at 102 South Main Street, Waterbury, VT 05671-1201 (Hereinafter referred to as the "Grantee").

**WHEREAS**, the Agency is conducting the Food Stamp Participation Grant Program as authorized under Public Law 107-171.

**WHEREAS**, the Agency deems it desirable to assist the Grantee in furtherance of the purpose of this program, and

**WHEREAS**, the Grantee is qualified and has indicated its willingness to carry out the program provided for herein in a manner and on conditions acceptable to the Agency.

**ARTICLE I**

**Purpose**

- A. The Agency hereby awards \$852,991 to the Grantee for the purpose of conducting a project under the *FY 2007 Food Stamp Participation Program*. The overall purpose of the Participation program is to support efforts by State agencies and their community-based and faith based partners to develop and implement: simple food stamp application and eligibility determination systems; or measures to improve access to food stamp benefits by eligible applicants.
- B. The catalog of Federal Domestic Assistance Number for this project is 10.580.
- C. The Grantee shall carry out this agreement in accordance with its proposal dated June 2007 and any revisions to which both parties agree to in writing. However, the Grantee's budget shall be in accordance with the Items of Expenditure stipulated under Section C of Article III of this Agreement.
- D. The Grantee may re-budget within the approved direct cost budget to meet unanticipated requirements. However, as required in 7 CFR 3016.30, the Agency is requiring that prior approval be obtained for any budget revision which involves a shift of funds among line-items in excess of 10% of the total approved grant budget. Such revisions must be submitted in writing with a revised budget in the same format as the original budget. All other requirements within 7 CFR 3016.30 also applies.

ARTICLE II

PERIOD

- A. The period of Agreement shall be from September 24, 2007 through September 30, 2010. All expenditures paid with funds provided by this Agreement must be incurred for authorized activities which take place during this period, unless stipulated otherwise. Funds not obligated within the agreement period must be returned to the Agency by enter December 31, 2010.
- B. In the event the time prescribed herein should prove insufficient for the Grantee to carry out the project provided for herein, the Agency may provide such extension of the period of the Agreement as may be deemed advisable. Any extensions will be effective only upon the execution of an amendment to the Agreement for this purpose. All amendment requests must be received by the Grants Management Division [in writing] at least 45 days prior to the expiration date, and should not be included within the contents of the progress reports. The request must bear the signature of the State project director and should also include an updated budget and timeline. Amendments will not be considered if the Grantee is non-compliant with any of the terms and conditions of the agreement.

ARTICLE III

PAYMENT AND EXPENDITURES

- A. The funds awarded pursuant to this Agreement shall be used for the purpose described in Article I; shall be paid to the Grantee in accordance with the provisions of Section B herein below; and shall be expended in accordance with the Items of Expenditure set forth in Section C herein below.
- B. Payments under this Agreement will be made through the Agency's ASAP Letter of Credit payment system. Instructions have been provided to the Grantee by the Agency. Grantees should request funds based on immediate disbursement requirements and disburse funds as soon as possible to minimize the Federal cash on hand in accordance with policies established by the Treasury Department.
- C.
 

<u>Items of Expenditure</u>	<u>Amount</u>
See Attached Budget Information form (SF-424)	
Total Grant Amount	\$852,991

## ARTICLE IV

### RESPONSIBILITIES

A. In carrying out the purposes of this Agreement, the Grantee shall be responsible for:

1. Planning, organizing and administering the projects described in Article I, and in accordance with the Grantee's proposal referenced in Article I, C and any revisions to which both parties agree to in writing.
2. Maintaining accounting control over the funds provided by this agreement with proper documentation such as invoices, cancelled checks, airline ticket stubs, etc., that will adequately substantiate all payments charged to this Agreement. Costs paid with funds provided by this Agreement must be identifiable in the Grantee's accounting system as costs charged to this Agreement. Lack of such documentation could result in a disallowance of charges to this Agreement upon audit.
3. Managing the program consistent with legislation, administrative rules, regulations, and procedures of the State, including coordination and approval of all accounting procedures and with applicable Federal administrative requirements contained in:
  - a) 7 CFR Part 3016: "Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments other than Entitlement Programs (Reference OMB Circular A-102 Common Rule)"
  - b) 7 CFR Part 3015: Uniform Federal Assistance Requirements; implementing OMB directives (OMB Circular A-87, Cost Principles for State, Local and Indian Tribal Governments now codified at 2 CFR Part 225, OMB Circular A-21, Cost Principles for Educational Institutions now codified at 2 CFR Parts 215 and 220 and OMB Circular A-122, Cost Principles for Non-Profit Organizations now codified at 2 CFR Part 230;
  - c) 7 CFR Part 3017: "Government-wide Debarment and Suspension (Non-Procurement)"
  - d) 7 CFR Part 3018: "New Restrictions on Lobbying"
  - e) 7 CFR Part 3019: "Uniform Administrative Requirements for Grants and Cooperative Agreements with Institutions of Higher Education, Hospitals, and other Non-Profit Organization".
  - f) 7 CFR Part 3021: "Government-wide Requirements for Drug-free Workplace (Financial Assistance)"
  - g) 7 CFR Part 3052: (OMB Circular A-133) "Audits of States, Local Governments, and Non-Profit Organizations"

4. Ensuring that Contractors and subcontractors utilized under this project follow the appropriate Federal administrative requirements and cost principles, including Non-procurement Debarment and Suspension Certification. The Grantee needs to have a written agreement with the eligible collaborator or Subcontractors (i.e. the sub-Grantee). No funds shall be provided to an eligible collaborator or contractor before such an agreement is signed by all parties. While section 3016.36(a) authorizes a State to use its own procurement rules in lieu of those stated in Section 3016.36 (b) through (i), States must also ensure their procurement actions comply with State ethics and code of conduct requirements. State procurement codes generally require competitive procurements and are often more restrictive than 3016.36(b) through (i). The Agency may review any such agreements, subgrants, subagreements or subcontracts entered into with other entities.
5. Performing the required fiscal oversight and exercise effective internal control of funds provided to a school food authority/school as a "mini-grant" or sub-grant, as stated in section 7 CFR 3016.20, Standards for financial management systems. Additional guidance is provided in Attachment A titled "Guidance for Interpreting Cost Principles of Mini or Sub-Grants".
6. Cooperating with any evaluation of the program by providing the Agency requested data and access to records. The Grantee will cooperate with any, as needed, on-site financial and/or technical reviews and audits at any time during the term of the agreement. In addition, the Grantee shall make all records pertaining to activities under the grant available for audit purposes.

The Grantee will require any sub-grantees or contractors to comply with the requirements of this agreement and ensure that USDA/FNS has access to any sub-grantees or contractors for purposes of evaluating, monitoring or reviewing their operations or records as they relate to this grant. When entering into a sub-grant, the Grantee shall ensure that the sub-grantee's agreement contains any clause required by Federal Statute or Executive Order and their implementing regulations.

7. **Nondiscrimination.** The Grantee will comply with the following nondiscrimination statutes and regulations, any other related regulations, and any USDA nondiscrimination directives:
  - a) Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d- et seq.), USDA regulations at 7 CFR Part 15, Nondiscrimination, and Department of Justice regulations at 28 CFR Part 42, Nondiscrimination; Equal Employment Opportunity; Policies And Procedures;
  - b) Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.) and USDA regulations at 7 CFR Part 15a, Education Programs or Activities Receiving or Benefiting from Federal Financial Assistance;
  - c) Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), USDA regulations at 7 CFR Part 15b, Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving Federal Financial Assistance, and Department of Justice regulations at 28 CFR Part 41, Implementation Of Executive Order 12250, Nondiscrimination On The Basis Of Handicap In Federally Assisted Programs; and
  - d) Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.).

The Grantee assures that it will immediately take any measures necessary to effectuate the requirements in these laws, regulations, and directives. The Grantee gives this assurance in consideration of and for the purpose of obtaining the funds provided under this agreement.

The following nondiscrimination statement shall be included, in full, on all materials that are produced by the grant recipient for public information, public education, or public distribution.

"In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten building, 1400 Independence Avenue, SW., Washington DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer."

8. Acknowledging the support of the Agency whenever publicizing works under this Agreement. To this end, the Grantee shall include in any publication resulting from work performed under this Agreement, an acknowledgement in substantially the form set below:

"This project has been funded at least in part with Federal funds from the U.S. Department of Agriculture, Food and Nutrition Service. The contents of this publication do not necessarily reflect the view or policies of the U.S. Department of Agriculture, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government."

9. Suspension/Debarment. The Grantee agrees to ensure that all sub-grantees are neither excluded nor disqualified under the suspension and debarment rules found at 7 CFR sec. 3017.300 by doing any one of the following:
  - a) Checking the Excluded Parties List System (EPLS) found at [www.epls.gov](http://www.epls.gov)
  - b) Collecting a certification that the entity is neither excluded nor disqualified. Since a Federal certification form is no longer available, the grantee or sub-grantee electing this method must devise its own.
  - c) Including a clause to this effect in the sub-grant agreement and in any procurement contract expected to equal or exceed \$25,000, awarded by the grantee or a sub-grantee under its grant or sub-grant



10. Drug-Free Workplace (DFW) Rules. The Grantee agrees to (A) make a good faith effort, on a continuing basis, to maintain a DFW (including taking specific actions described at 7 CFR Sec. 3021.200 through 3021.230); and (B) identify all workplace locations where work under Federal award will be performed (7CFR sec. 3021.200). Since Federal entities will no longer collect a paper certification, this may include the following:

- a) Notifying all sub-grantees and contractors of the Drug Free Workplace rules
- b) Making conforming changes to your internal procedures, directives, training materials, etc.
- c) Incorporating the new rules into your sub-grantee monitoring practices.

B. In carrying out the purpose of this Agreement, the Grantee and the Food and Nutrition Services Mutually Agree:

1. That the Grantee may seek and apply for funds from other sources, in support of the mission of the program, and shall ensure that any funds obtained from other sources and used in support of the mission of the grant (including any funds for the administrative costs associated with the grant are expended in accordance with Federal regulations and policies.
2. That this Grant Agreement may be amended in writing at any time by mutual agreement between the parties. If the Grantee wishes to submit a revised budget, amendment request and/or revised work description, a justification shall be included. This material must be submitted to the Agency at a minimum of 45 days prior to the end of the Grant Agreement Period.
3. That FNS may unilaterally terminate the Grant Agreement for reasons of non-performance upon written notice to the Grantee in conformance with the requirements of 7.CFR 3016.
4. In addition to the remedies for noncompliance specified at 7 CFR Part 3016.43, FNS may recover, withhold or cancel payment up to 100 percent of the funds made available under this agreement if an approved State agency fails to abide by the terms of this agreement. USDA/FNS will consider failure to comply with the reporting requirements of this agreement to be a material failure to comply with the agreement and a basis for termination. The Grantee will be provided a written notice if USDA/FNS decides to take action against the Grantee for noncompliance under the agreement.
5. The Grantee agrees not to seek any financial recourse from USDA as a result of any liabilities the grantee and designated State Agency might incur for bodily injury or personal property damage resulting from negligent acts, errors, or omissions of the State Agency, its officers, agents or employees, or if applicable its sub-Grantees or their officers, agents, or employees, in performing this agreement. Liabilities of the United States are governed by the Federal tort Claims Act (FTCA), 28 U.S.C. 2671 et seq.

6. FNS reserves the royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for Federal Government purposes: (1) the copyright in any work developed under this grant, under any sub-grant or contract under this grant, or under any agreement under such sub-grant; and (2) any rights of copyright to which the Grantee, sub-Grantee or a contractor purchases ownership with grant funds.
7. Program income is gross income directly generated by a grant-supported activity or earned only as the result of the grant agreement. Examples of program income generated activities include registration fees, sales of publications, rebates, refunds, and audit recoveries, as well as any interest earned on such funds.

As program income may be used to increase the total funds committed to the project, the Grantee shall spend program income, including income the Grantee and/or sub-Grantee did not anticipate at the time of the award, for budgeted Grant costs that would otherwise have been charged to the grant. Thus, the program income shall be used only for the purposes and the conditions as outlined in this grant agreement. The grantee shall spend all earned program income before making draws from the Letter of Credit. All program income must be reported on the Financial Status Report [long] Form SF-269.

8. That any activities under the auspices of the program will be consistent with the mission of the program and will be executed through the designated State Agency.

## ARTICLE V

### Reporting Requirements

- A. **Quarterly Progress Reports** – The Grantee shall submit an original and one copy of the Quarterly progress report to the FNS Program Office (See address and due dates below). The first report should reflect progress up to December 31, 2007, and shall include brief biographical sketches, if these have not been previously furnished by the Grantee, including information on the education and experience, of office personnel -- i.e., of the members of the professional staff in a program supervisory position engaged for or assigned to duties under this Agreement, and shall also provide similar information on new office personnel as subsequently assigned by the Recipient to duties in connection with this Agreement. The first and remaining seven quarterly reports should include details on:

- major accomplishments for each proposed projects/activities
- major problems or delays encountered and how they will be resolved,
- Additional detail on work planned for the upcoming quarter, and
- Any other pertinent information.

The Grantee must report immediately any problems, delays or adverse conditions that impair the ability to meet the program objectives. The notification must include information on any action taken or contemplated in response to the problem.

- B. **Final Progress Reports** – The Grantee shall submit two copies of the final progress report to the FNS Program Officer (See address and due dates below) within 90 days following the expiration date of the grant agreement. This report shall contain the information mentioned above under the Quarterly Progress Reporting section, along with a project summary including but not limited to, lessons learned, future implications within the State, and information on how the project will be sustained by the Grantee.

Materials developed with funding from this grant must be submitted in an electronic format (preferably Microsoft Word). **One hard copy** of the developed materials must also be submitted at the end of the grant period.

- C. **Quarterly Financial Reports** - The Grantee shall submit an original and one copy of the quarterly financial status report form (SF-269A) to the Grant Officer (See address and reporting dates below). Each report should reflect expenditures set forth in Section C. of Article III. This report must be certified by the Grantee's chief fiscal officer or an officer of comparable rank. Copies of the Financial Status Report form may be obtained by accessing this website <http://www.whitehouse.gov/omb/grants/sf269.pdf>

- D. **Final Financial Reports** – The Grantee shall submit an original and one copy of the final financial status report (SF-269A) to the FNS Grant Officer within 90 days after the expiration date of the grant agreement (See address and reporting dates below). This report must be certified by the Grantee's chief fiscal officer or an officer of comparable rank.

An original and one copy of each report shall be submitted to the appropriate individual below:

**Program Reports**

Shelia Little, Program Officer  
Food and Nutrition Service, USDA  
3101 Park Center Drive, 8<sup>th</sup> Floor  
Alexandria, VA 22302

**Financial Reports**

Lisa Johnson, Grant Officer  
Food and Nutrition Service  
3101 Park Center Drive, Room 738  
Alexandria, VA 22302

REPORT	DUE DATE	PERIOD COVERED BY REPORT
1) First Report	Jan 31, 2008	(Start date - Dec 31, 2007)
2) Second Report	Apr 30, 2008	(Jan 1, 2008 - Mar 31, 2008)
3) Third Report	July 31, 2008	(Apr 1, 2008 - Jun 30, 2008)
4) Fourth Report	Oct 31, 2008	(Jul 1, 2008 - Sep 30, 2008)
5) Fifth Report	Jan 31, 2009	(Sep 1, 2008 - Dec 31, 2008)
6) Sixth Report	Apr 30, 2009	(Jan 1, 2009 - Mar 31, 2009)
7) Seventh Report	July 31, 2009	(Apr 1, 2009 - Jun 30, 2009)
8) Eighth Report	Oct 31, 2009	(Jul 1, 2009 - Sep 30, 2009)
9) Ninth Report	Jan 31, 2010	(Sep 1, 2009 - Dec 31, 2009)
10) Tenth Report	Apr 30, 2010	(Jan 1, 2010 - Mar 31, 2010)
11) Eleventh Report	July 31, 2010	(Apr 1, 2010 - Jun 30, 2010)
12) Twelfth Report	Oct 31, 2010	(Jul 1, 2010 - Sep 30, 2010)

**Final Report - Dec 31, 2010** The ASAP letter of credit account will not be available after this date. Therefore, Grantees should plan to make final ASAP withdrawals before this date.

BUDGET INFORMATION - Non-Construction Programs

OMB Approval No. 0348-0044

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. FSP Outreach Grants	10.580	\$	\$	\$ 852,991.00	\$	\$ 852,991.00
2.						0.00
3.						0.00
4.						0.00
5. Totals		\$ 0.00	\$ 0.00	\$ 852,991.00	\$ 0.00	\$ 852,991.00

SECTION B - BUDGET CATEGORIES

6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				Total (5)	
	(1)	(2)	(3)	(4)		
a. Personnel	\$	\$	\$ 167,877.00	\$	\$ 167,877.00	
b. Fringe Benefits			58,757.00		58,757.00	
c. Travel			2,500.00		2,500.00	
d. Equipment			2,000.00		2,000.00	
e. Supplies			500.00		500.00	
f. Contractual			621,357.00		621,357.00	
g. Construction					0.00	
h. Other					0.00	
i. Total Direct Charges (sum of 6a-6h)		0.00	0.00	852,991.00	0.00	852,991.00
j. Indirect Charges					0.00	
k. TOTALS (sum of 6i and 6j)	\$	\$ 0.00	\$ 0.00	\$ 852,991.00	\$ 0.00	\$ 852,991.00
7. Program Income	\$	\$	\$	\$	\$	0.00

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**BUDGET INFORMATION - Non-Construction Programs**

OMB Approval No. 0348-0044

**SECTION A - BUDGET SUMMARY**

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. FSP Outreach Grants	10.580	\$	\$	\$ 852,991.00	\$	\$ 852,991.00
2.						0.00
3.						0.00
4.						0.00
5. Totals		\$ 0.00	\$ 0.00	\$ 852,991.00	\$ 0.00	\$ 852,991.00

**SECTION B - BUDGET CATEGORIES**

6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				Total (5)	
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j. Indirect Charges					0.00	
k. TOTALS (sum of 6i and 6j)	\$	\$ 0.00	\$ 0.00	\$ 852,991.00	\$ 0.00	\$ 852,991.00
7. Program Income	\$	\$	\$	\$	\$ 0.00	

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