

SNAP Outreach Partnership

Policy and Procedure Manual

(Revised 11.15.24)

October 2024 – September 2025



Table of Contents

<i>I. How to Use This Manual</i>	4
<i>II. About the SNAP Partnership</i>	4
Role of DES.....	5
Role of Wildfire	6
Role of Partners	8
<i>III. Community Partners</i>	9
Who Can Partner?	9
Partnership Activities	9
Outreach Activities	9
Self-Service Activities.....	10
Full-Service Activities.....	10
<i>IV. Partnership Funding</i>	10
<i>V. Activities</i>	11
Allowable Activities	11
Reasonable and Necessary Activities	11
<i>VI. Financial Solvency</i>	12
<i>VII. Accurate and Complete Reporting</i>	12
Revised Reports.....	13
Tracking Time	13
<i>VIII. Client Surveys</i>	13
<i>IX. Changes in Scope of Work</i>	14
<i>X. Budget Amendments</i>	14
<i>XI. Training and Technical Assistance</i>	15
<i>XII. Required Trainings</i>	15
Wildfire Policy and Procedure Manual (Partnership Orientation)	15
Civil Rights Training.....	15
Monthly Partnership Meetings	15
<i>XIII. Materials</i>	16
Types of Documents/Communications	16
USDA Funding Statement	16
USDA SNAP Full Nondiscrimination Statement (English).....	17
USDA SNAP Full Nondiscrimination Statement (Spanish)	17

Short, Combined Funding and Nondiscrimination Statement.....	18
The “And Justice for All” Poster.....	18
<i>XIV. Site Visits and Monitoring</i>	<i>19</i>
<i>XV. Record Keeping.....</i>	<i>19</i>
<i>XVI. Continuing Partnership and Partnership Referrals</i>	<i>20</i>
<i>XVII. Wildfire Compliance and Records</i>	<i>20</i>
<i>XVIII. Conflict Resolution.....</i>	<i>21</i>
Conflict between Partner and Wildfire.....	21
Conflict between Partner and DES	21
Conflict between Partner and DES Local Office	22
Conflict between partner and Separate State Agency regarding SNAP	22
<i>XIX. Contact Information</i>	<i>22</i>

I. How to Use This Manual

This Policy and Procedure Manual is intended for organizations participating in the Supplemental Nutrition Assistance Program (SNAP) Outreach Partnership. This manual serves as a guide to federal requirements pertaining to SNAP Outreach and an outline of discretionary policy and procedures of the Department of Economic Security Coordinated Hunger Relief Program (DES/HRP) and Wildfire for program implementation by partner organizations.

This manual should be considered a living document, meaning the manual contains current SNAP Outreach program policies and procedures required by the Federal government, DES/HRP and Wildfire. Clarification and/or policies and procedures may be added as situations in the field prompt the need for further interpretation or greater program structure or if changes in Federal regulations occur.

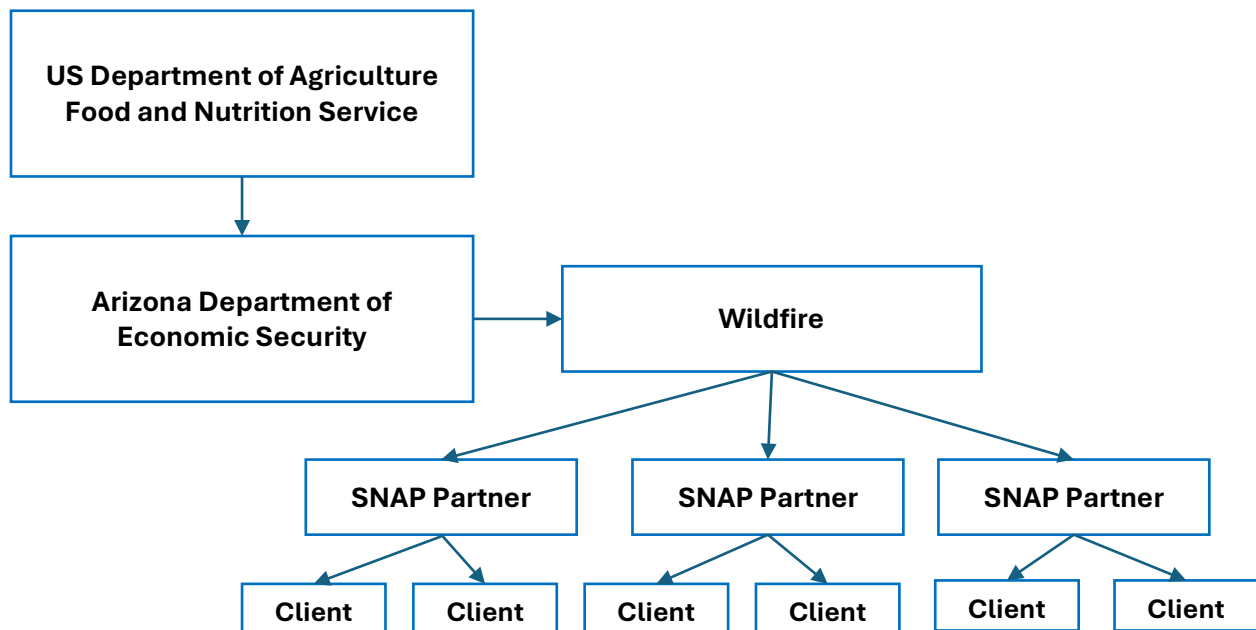
It is the responsibility of each SNAP Community Partner (SCP) to complete the following:

- Read this manual carefully and apply the policies and procedures herein.
- Ensure that staff have access to the manual for reference.
- Stay current with subsequent policy and information notices issued after the distribution of this manual and adhere to the policies and procedures therein.
- Contact Wildfire's SNAP Outreach Program Team when further clarification is needed.

II. About the SNAP Partnership

SNAP is the cornerstone of the nation's nutrition safety net. It offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. The Food and Nutrition Service, an agency of the United States Department of Agriculture (USDA), works with State agencies, nutrition educators, and neighborhood and faith-based organizations to ensure that those eligible for nutrition assistance can make informed decisions about applying for the program and can access benefits.

The USDA allows State SNAP agencies to receive reimbursement for approximately 50 percent of their administrative costs for outreach to low-income people. Each year, DES writes a SNAP Access and Information Plan for the USDA, detailing how information about SNAP will be conveyed to communities in need and the State's planned efforts for increased SNAP accessibility. DES contracts out the outreach portion of the Access and Information Plan to a community-based organization with statewide reach (Wildfire). In 2010, DES broadened the State Outreach Plan to allow Wildfire to engage Partners throughout the state and assist those Partners with training and support. DES is working with Wildfire to expand and improve the outreach model to engage community and faith-based partners across Arizona.



Each year SNAP helps millions of eligible households supplement their grocery budgets. It is an essential program that provides nutrition assistance for individuals and families with low incomes and provides economic benefits to communities. SNAP outreach provides information and application assistance to anyone who may be eligible for SNAP.

Some of the most common barriers to participation in SNAP for otherwise eligible individuals are due to myths or misunderstandings about SNAP, stigma associated with SNAP, the belief that it's too time consuming to apply for benefits, a lack of desire to accept government assistance, language barriers, the inability to take time off work to apply, or limited access to transportation. The goals of SNAP outreach are to help people make informed decisions about whether to apply for the program, and to increase the participation rates of eligible individuals and families (www.fns.usda.gov).

SNAP Community Partners (SCPs) represent a diverse group of community and faith-based organizations throughout Arizona. Partners range from agencies run primarily by volunteers serving a very small area, in terms of both geography and population, to large agencies reaching hundreds of thousands of people in several counties in any given year. One of the greatest strengths of the SNAP partnership is the flexibility to provide support to all types of agencies.

Role of DES

DES Mission: The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

DES Vision: All Arizonans who qualify receive timely DES services and achieve their potential.

DES is the state agency responsible for administering SNAP throughout the state of Arizona. In addition to SNAP, DES sites administer other state programs and hundreds of thousands of individuals are served each year.

Related to the partnership application process, DES is responsible for:

- Drafting and submitting the yearly SNAP Access and Information Plan to USDA
- Providing a mechanism for funding a community-based organization (in this case, Wildfire) to administer funds and support partners
- Managing the outreach contract currently held by Wildfire
- Supporting Wildfire with training and outreach events for the recruitment of partners
- Reviewing Wildfire's recommendations of partnership applications
- Providing final approval of all SNAP partnership applications for submission to USDA

Related to the training and support of Wildfire and partners, DES is responsible for:

- Providing oversight to Wildfire in developing accurate training materials
- Verifying policy information
- Providing assistance with training and support of partners
 - SNAP eligibility training
 - Civil Rights training
- Promoting collaboration between partners and local DES offices
- Providing annual approval of Arizona SNAP Outreach Policy and Procedures included in this manual

Related to the monthly reporting and reimbursements for Wildfire and partners, DES is responsible for:

- Providing ongoing oversight and approval of all SNAP partner monthly reports and invoices
- Submitting monthly reimbursement requests to USDA
- Providing Wildfire with reimbursement for approved invoices
- Providing approval to budget amendment requests

DES may, at any time, perform an audit of programs and/or fiscal records of any organization supported by this partnership.

Role of Wildfire

Wildfire Mission: Advocating, Educating, and Partnering to Prevent and Alleviate Poverty

Wildfire Vision: An Arizona Where All May Thrive

Wildfire promotes economic self-sufficiency for low-income people through collaborations which

- Strengthen, represent, and promote Arizona's Community Action Agencies
- Encourage and enhance interagency cooperation

- Represent low-income concerns
- Assure maximum feasible participation of low-income people
- Develop partnerships with the public and private sectors
- Engage in research and education to develop solutions to poverty

Wildfire is the voice for poverty in Arizona. For the future of the state, we advocate for fair policies, support Community Action Agencies, and collaborate with local businesses, elected officials, and nonprofit organizations to ignite lasting change.

Wildfire serves as the SNAP Partnership lead for community and faith-based agencies statewide that conduct SNAP outreach, prescreening, application assistance and more.

Related to the partnership application process, Wildfire is responsible for:

- Conducting in-service outreach and education to community and faith-based organizations statewide about the Partnership model
- Creating and distributing application documents
- Assisting community and faith-based organizations with the application process, providing guidance and support, and ensuring completeness of partnership applications for submission to DES
- Conducting initial review and approval of all SNAP Partnership applications and requests for correction or clarification from applicants
- Collaborating with DES to review all partnership applications for completeness and accuracy
- Notifying applicants when SNAP Partnership applications are approved, denied, or amended
- Notifying partners when budget amendments, changes in scope of work, materials, or other changes requested by partners are approved, denied, or amended

Related to the training and support of Partners, Wildfire is responsible for:

- Creating accurate training materials tailored, when possible, to the specific needs of partners and the communities they serve
- Conducting or coordinating training and support of partners, including but not limited to
 - SNAP eligibility training
 - [Arizona Self Help \(ASH\)](#) prescreening training
 - [Health-e-Arizona Plus](#) online application assistance training
 - Outreach training
 - Any other trainings to support and promote partner success
- Providing ongoing monthly support through SNAP Partnership Meetings
- Providing direct support and oversight during site visits with partners
- Providing regional networking opportunities for partners to gather and share best practices and discuss barriers

Related to the monthly reporting and reimbursements for Wildfire and partners, Wildfire is responsible for:

- Providing partners with reporting forms
- Helping to ensure timely submission of monthly reports by partners
- Providing ongoing oversight and approval of SNAP Partner monthly reports and invoices

- Submitting monthly reimbursement requests to DES
- Providing partners with reimbursement for approved invoices
- Monitoring expenditures by partners
- Notifying partners of any Wildfire or DES concerns related to expenditure patterns
- Providing oversight of budget amendment requests and submitting to DES for approval

Wildfire may, at any time, perform an audit of program and/or fiscal records of any partner.

Role of Partners

Related to the partnership application process, partners are responsible for:

- Attending trainings provided by Wildfire and DES about timely submission of a completed partnership application in the format specified by Wildfire
- Retaining updated/approved partnership documents
- Timely response to requests from Wildfire for corrections, additions, or clarifications to the application submitted
- Providing accurate information
- Familiarity with the different entities administering SNAP services (DES/DBME, HEAplus/AHCCCS) vs. SNAP-Outreach (DES/HRP, Wildfire), and respective roles

Related to trainings and support, partners are responsible for:

- Attending mandatory trainings
 - Partners that are unable to attend mandatory trainings provided by Wildfire or DES must notify Wildfire to schedule alternative trainings
- Participating and actively engaging in mandatory monthly SNAP Partnership Meetings
- Participating in site visits conducted by Wildfire
- Participating in regional networking opportunities for partners, including, but not limited to, at least one convening in each region to bring together local partners.
- Notifying Wildfire if concerns arise related to the work being done by partners
 - Requesting assistance, if needed
- Participating and supporting client satisfaction by:
 - Completing Partner Surveys at the completion of trainings and calls
 - Distributing and collecting SNAP Outreach client surveys
 - Surveys measure partner effectiveness and identify training needs and opportunities for improved policies

Note: Partners must comply with periodic satisfaction surveys as directed by Wildfire and/or DES.

Related to the monthly reporting and reimbursements, partners are responsible for:

- Accurately submitting Partner Invoice and Activity Reports (PIARs) for monthly expenditures and activities performed, no later than the 10th day of the following month
 - Submitting invoices every month whether funds are expended for the partnership or not (list \$0 in expenses for months with no reimbursement request)

- Submitting receipts with invoices for all theft-sensitive electronic supply purchases (e.g. laptops, printers, scanners, etc.)
- Monitoring program expenditures and ensuring that expenses do not exceed allotted budgets
- Submitting documentation to Wildfire for budget amendments
- Providing fiscal records to Wildfire, if requested

III. Community Partners

DES and Wildfire recognize the need for trusted community and faith-based organizations to reach individuals and families in need within the community. This partnership allows community and faith-based organizations to draw down Federal funds to help support their anti-hunger work and provides an avenue for members of the community to seek information and assistance at trusted community sites.

Who Can Partner?

In general, SNAP partners are organizations that work within their communities to educate and inform low-income households about the availability, eligibility requirements, application procedures and the benefits of SNAP. This includes:

- Non-profits
- Educational institutions
- Government entities
- Tribal organizations

For-profit organizations are generally ineligible, but certain exceptions can be made, such as for farmer's markets.

Partnership Activities

The level of Wildfire partner activity may vary by organization. Partner activity may include some or all activities. Partners will engage in outreach activities, facilitate self-service activity and/or provide full-service activity. Partner activity levels outlined below represent a breakdown of the activities commonly conducted by SNAP Outreach partners. During the application process, prospective partner organizations will indicate the activities in which they will participate during the contract year.

Outreach Activities

- Provide information and distribute materials to clients
- Attend/host outreach events (or meetings) in the community to provide information about SNAP eligibility
- Conduct home visits to clients

- Provide information about the application process and required documents to clients and at outreach locations

Self-Service Activities

- Provide access to a computer to prescreen for benefits at www.arizonaselfhelp.org
- Provide access to a computer to apply online at www.healthearizonaplus.gov
- Provide access to equipment for clients to copy, print, scan, or fax application documents
- Provide paper applications as requested by the applicant
- Provide access to a telephone to call DES

Full-Service Activities

- Assist applicants to prescreen for benefits at www.arizonaselfhelp.org
- Assist applicants to apply online through www.healthearizonaplus.gov
- Assist applicants to copy, print, scan, and fax documents to DES
- Assist applicants to complete paper applications, as requested
- Assist applicants and/or recipients to track their cases via the MyFamilyBenefits website
- Assist applicants to contact DES via telephone

In addition to providing the services listed here, some partners choose to engage in additional activities related to SNAP outreach and assistance. USDA provides guidance concerning which activities are considered allowable through this funding (see Appendix A). All proposed activities outside those outlined above will be reviewed by Wildfire and DES to ensure they comply with USDA guidance. Final approval of all activities is at the discretion of USDA.

IV. Partnership Funding

The SNAP Outreach partnership is funded by a cost reimbursement model through USDA. Funding is based on expenditures of allowable, reasonable, and necessary activities. Partners must be able to support 100% of their SNAP outreach and access program costs up front. Each month, partners must submit to Wildfire a Partner Invoice and Activity Report (PIAR) to request reimbursement for activities completed in the prior month. Once approved by Wildfire and DES, a reimbursement check will be issued from Wildfire to the partner directly.

Wildfire and DES make every effort to process reports and reimbursements in a timely manner and are generally able to provide reimbursement to Partners within 8-10 weeks of the PIAR submission deadline.

Note: Organizations that do not request reimbursement are required to submit a monthly PIAR, but do not need to outline any expenses.

For every \$1 each partner spends on allowable activities:

- The partner receives 40 cents (40% of the expenditure)
- The other 60 cents are not reimbursed (60% of the expenditure)

Note: Partners must be able to support 100% of their program costs, up front. Reimbursement funding availability is determined at the Federal level and subject to change.

When completing the Partnership application, applicants must provide a staffing budget and a program budget for the full program costs (100%). Reimbursement will be 40% of total allowable costs expended. Volunteer time is not a reimbursable cost, but expenses associated with volunteers are reimbursable (e.g., space, equipment, etc.). Federal funds may NOT be used to drawdown a reimbursement for this Partnership (i.e., “double-dipping”).

V. Activities

Allowable Activities

Allowable activities are those activities permitted by USDA under SNAP Outreach. Volunteer time is not a reimbursable cost, but expenses associated with supporting volunteer activities are potentially eligible for reimbursement. All partners are responsible for abiding by the guidelines for allowable activities provided by USDA. Partner applications should include only allowable activities, and each month’s Partner Invoice and Activity Report should reflect these same activities. If there are questions about whether an activity is allowable with these funds, please refer to USDA guidelines or contact Wildfire.

For examples of allowable activities that your agency may choose to utilize, please see the USDA SNAP State Outreach Plan Guidance, www.fns.usda.gov/snap/outreach.

Monthly reports and invoices should reflect activity and expenditures related to allowable activities included in the partnership application only. All monthly activity reports and invoices are subject to approval by Wildfire and DES, and any activity that is not allowable cannot be reimbursed under this project.

Reasonable and Necessary Activities

All costs must also be reasonable and necessary. All costs reimbursed by USDA must be valid obligations for the organization’s SNAP outreach activities. Reasonable costs are those that provide a program benefit generally commensurate with the amount incurred. Necessary costs are those that are needed to carry out essential functions of SNAP outreach and/or application assistance. See Appendix A for a full text of the USDA SNAP State Outreach Plan Guidance.

VI. Financial Solvency

It is the responsibility of each partner to ensure their organization can cover the full costs of personnel and activities related to this project. This partnership is based on reimbursement after activities are completed. Partner organizations must be able to cover 100% of the costs of completing the work while awaiting the 40% reimbursement, which takes approximately 8-10 weeks to receive. Partners must also agree to accept sole responsibility for any costs incurred that are disallowed by DES or USDA.

If requested, Wildfire will provide each partner with an individual SNAP Outreach Invoice Tracking worksheet at the beginning of each new fiscal year. Partners are expected to keep an accurate account of their available funds. This worksheet is simply a tool for partners to keep track of their budgets and does not need to be turned in to Wildfire.

VII. Accurate and Complete Reporting

Partner Invoice and Activity Reports (PIARs) must be submitted each month, via Wildfire's current, online reporting form: [FY25 Monthly Invoice and Activity Report](#). Accurate and complete reporting by the 10th day of each month will help ensure timely reimbursement.

It is the partner's responsibility to ensure that accurate and complete monthly PIARs are submitted no later than the 10th day of each month. PIARs report the prior month's activity and expenses. For example, October's PIAR will be due on November 10th.

In months when the 10th day falls on a weekend or holiday, reports are due the next business day following the 10th. Before the 20th day of each month, Wildfire will submit aggregate information to DES, including all PIARs received. Wildfire and DES have the right to request additional information regarding invoices at any time.

If the partner organization knows or anticipates that the reporting deadline will be missed, the partner must notify Wildfire as soon as possible, prior to reports being due.

In months when a partner does not complete any activity under this partnership or does not incur any expenses related to the partnership, the organization must still submit an invoice indicating that zero expenses (\$0) were incurred during the month.

Complete and Accurate Reporting requires:

- Submitting a Partner Invoice and Activity Report (PIAR) every month, no later than the 10th day of each month
- Submitting a PIAR even when no expenses related to the partnership are incurred
- Submitting conference agendas prior to requesting reimbursement for travel and/or registration expenses related to these conferences or trainings
 - Travel, lodging, and registration fees are reimbursable when the subject matter directly supports SNAP eligibility. Partners cannot be reimbursed for expenses that exceed the U.S. Government Services Administration (GSA) approved amounts. Specific reimbursement amounts for meals, incidentals, and lodging can be found at www.gsa.gov

Revised Reports

When an invoice or activity report needs to be corrected because of incorrect billing for a prior month, a supplemental invoice will need to be submitted. Amended invoices received more than 90 days after the end of the month of activity will impact the opportunity to receive a corrected reimbursement for the amended month.

In the event of overbilling, partners must notify Wildfire of the overbilled amount and supply Wildfire with a check to cover the amount within 30 days.

Tracking Time

Reporting of time and effort relevant to SNAP activity is required for all paid staff (full and part time/hourly and salaried) and volunteers supported by the outreach plan. Time records are used to calculate the charges, including salaries and benefits, for time spent on allowable activities. The administrative office that converts the time and effort records into dollars charged must maintain accounting records that substantiate the charges. These costs must relate to the total accounting documentation maintained by the organization that is asserting the claim.

Appendix H provides an example form to track time and activity. Partners may create their own form or process, but it must contain the elements as noted on the form. The time tracker does not need to be submitted to Wildfire or DES with monthly reports. The documents must be maintained and readily available upon request of Wildfire and/or DES (see Wildfire Compliance and Records, *section XVII below*).

VIII. Client Surveys

Wildfire has developed surveys that partners should make available to clients who visit the organization for SNAP assistance. These surveys are designed to help partners, Wildfire, and DES determine additional successes or barriers indicated by the client (see Appendix F).

Surveys are not mandatory for clients and should be confidential. Wildfire recommends offering surveys to clients after service is provided and allowing the client privacy to complete the survey and to return it to the partner agency confidentially. Surveys are available in paper and electronic formats.

IMPORTANT: Wildfire requires that partners distribute the survey twice every year for 2 weeks at the end of January and 2 weeks at the end of July.

IX. Changes in Scope of Work

Organizations submit their scope of work as part of their application, which includes a plan of allowable activities in which the organization will participate during the contract year. Changes made to this scope of work and related budget must be submitted to Wildfire in writing for approval. When additional funding is needed to support changes, the partner must also submit an amended application to outline and justify their requested changes.

X. Budget Amendments

DES will notify Wildfire if and when partners will have the ability to amend their budgets during the course of the fiscal year. Usually this will involve a single group submission for all requests.

In cases permitted by DES, partners may request an amendment to the budget as a whole or to specific line items within the budget during the budget year. Budget amendments are necessary when partners desire to change the amount available in a specific line item, shift money from one line item to another, or modify the overall budget by changing multiple line items. Amendment requests must be made in advance of the expenditures in question.

Wildfire is authorized to process and approve partner budget amendments (i.e., reduction or line-item shifting) received during the fiscal year, provided that:

- The amendment would not result in an overall increase to the partner's total program budget.
 - For example, a shift of \$2,500 from the Supplies line item to the Long-Distance Line item would result in a net zero increase
- Documentation to support the request is provided.
 - In the example above, the budgetary shift would require the same supporting documentation as if the Long-Distance costs had been requested in the original application
- The amendment does not request funding for unreasonable, unallowable, or unnecessary outreach activities.
- The amendment does not request new funding, or any shift of funds, to the "Equipment and Capital Expenses" line item.
- The amendment does not result in a partner's staff member being approved for greater than 50% SNAP FTE if the staff member is not already approved for such in the partner's current, approved budget narrative and staffing budget.
- The amendment does not conflict with any Federal, State or program rules, requirements, or laws.
- DES/HRP is made aware of the partner's new budget as soon as possible, but no later than 10 workdays after the new budget is approved.

IMPORTANT: Amendment requests may take several weeks to process and approve, during which time the partner must continue to work from the original budget. Amendments are not applied retroactively. Expenses outside the scope of the original budget are not eligible for reimbursement prior to approval.

XI. Training and Technical Assistance

Training and Technical Assistance will be provided to partners by Wildfire, DES, and other qualified parties throughout the contract year. At the start of the contract year, Wildfire will host a Partner Orientation to cover the basics of the partnership as provided in this Policy and Procedure Manual. Additional training and technical assistance will be made available throughout the year and can be requested by the partner at any time. Wildfire recommends that all partner staff and volunteers utilize available trainings early and often during the contract year to provide high-quality, knowledgeable services to each member.

XII. Required Trainings

Wildfire Policy and Procedure Manual (Partnership Orientation)

It is the responsibility of the partner to attend the mandatory training on policy and procedure, and subsequently train newly appointed/hired staff or request additional support from Wildfire.

Civil Rights Training

Wildfire will conduct Civil Rights training a minimum of once per year. Civil Rights training is mandatory for frontline staff and volunteers who interact with program applicants or SNAP participants and supervisors of frontline staff. Partners need to document when staff members or volunteers complete Civil Rights training (see Appendix C).

Monthly Partnership Meetings

Wildfire and DES co-host mandatory online Monthly Partnership Meetings. Meetings generally last 60 minutes. The schedule and agenda for these meetings will be made available in advance, and requests to cover specific topics are always welcome. These requests should be directed to Wildfire. Partner Meetings provide an opportunity for networking, education, policy updates from DES, and discussion of related issues.

IMPORTANT: Partners are required to have at least one staff member or volunteer attend each monthly meeting. The staff member should share the slides and link to the recording of the meeting with everyone in their agency. However, there is no limit to the number of individuals from any given agency who may attend.

XIII. Materials

Partners may order materials, which are provided free of charge from USDA, DES, and Wildfire. These agencies create and distribute materials, often in multiple languages, so partners do not have to undertake the work and expense of creating and printing documents. Additional materials from USDA can be ordered here: <https://www.myplate.gov/resources/print-materials>.

Partners may also opt to create original digital or print materials. Documents prepared by organizations for external release that use program funding must undergo appropriate review and approval from DES prior to release. Reviews may take up to 10 days.

Types of Documents/Communications

Documents and communications are defined as one-time, periodic or occasional information distribution that provide factual information to the public or target audience to increase enrollment in SNAP among potentially eligible populations and convey a specific message to a select target audience about SNAP.

Examples:

- Brochures
- Fact sheets
- Newsletters
- Press release or other press materials

Wildfire must be notified upon release of any press release or social media piece. Press releases announcing events sponsored by partners will not require prior approval unless information is included about the partnership or about SNAP eligibility or rules. Social networking such as Facebook, X, and blog posts require prior approval in cases where the partnership or information regarding SNAP eligibility or programmatic rules is included.

Materials containing information about SNAP require an appropriate USDA funding statement and USDA nondiscrimination statement, in accordance with State and Federal agency specifications. Partners must submit materials to DES for final review and approval. Partners will then be notified upon completion of the review, which may take up to 10 working days.

USDA Funding Statement

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

USDA SNAP Full Nondiscrimination Statement (English)

“In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer> and at any USDA office, or write a letter addressed to the USDA and provide in the letter all of the information requested on the form. To request a copy of the complaint form, call 1-866-632-9992.

Submit your completed form or letter to USDA by:

1. Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
2. Fax: (202) 690-7442
3. Email: program.intake@usda.gov

This institution is an equal opportunity provider.

USDA SNAP Full Nondiscrimination Statement (Spanish)

“De conformidad con la Ley Federal de Derechos Civiles y los reglamentos y políticas de derechos civiles del Departamento de Agricultura de los EE. UU. (USDA, por sus siglas en inglés), se prohíbe que el USDA, sus agencias, oficinas, empleados e instituciones que participan o administran programas del USDA discriminen sobre la base de raza, color, nacionalidad, sexo, credo religioso, discapacidad, edad, creencias políticas, o en represalia o venganza por actividades previas de derechos civiles en algún programa o actividad realizados o financiados por el USDA.

Las personas con discapacidades que necesitan medios alternativos para la comunicación de la información del programa (por ejemplo, sistema Braille, letras grandes, cintas de audio, lenguaje de señas americano, etc.), deben ponerse en contacto con la agencia (estatal o local) en la que solicitaron los beneficios. Las personas sordas, con dificultades de audición o con discapacidades del habla pueden comunicarse con el USDA por medio del Federal Relay

Service [Servicio Federal de Retransmisión] llamando al (800) 877-8339. Además, la información del programa se puede proporcionar en otros idiomas.

Para presentar una denuncia de discriminación, complete el Formulario de Denuncia de Discriminación del Programa del USDA, (AD-3027) que está disponible en línea en: http://www.ascr.usda.gov/complaint_filing_cust.html y en cualquier oficina del USDA, o bien escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncia, llame al (866) 632-9992.

Haga llegar su formulario lleno o carta al USDA por:

1. Correo: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
2. Fax: (202) 690-7442
3. Correo electrónico: program.intake@usda.gov.

Esta institución es un proveedor que ofrece igualdad de oportunidades.

Short, Combined Funding and Nondiscrimination Statement

If space constraints on the material exist, the following abbreviated version of the funding and nondiscrimination statement can be used in print size no smaller than the text in the majority of the material:

English: “This project has been funded at least in part with Federal funds from the USDA. This institution is an equal opportunity provider.

Spanish: “Este proyecto está financiado parcialmente con fondos Federales de USDA. Esta institución es un empleador y proveedor de oportunidades equitativas.”

The “And Justice for All” Poster

The “And Justice for All” Poster 475-B should be visible at all sites. This poster is an approved method of public notification by the Food and Nutrition Service (FNS). The purpose of this system is to inform applicants, participants, and potentially eligible persons of program availability, program rights and responsibilities, the USDA policy of nondiscrimination, and the procedure for filing a complaint of program discrimination (see FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities, IX Public Notification).

Basic Elements of Public Notification: The public notification system must include the following three basic elements:

1. Program Availability: Each State agency, local agency, or other sub-recipient that distributes program benefits and services must take specific action to inform applicants, participants and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation.

2. Complaint Information: Applicants and participants must be advised at the service delivery point of their right to file a complaint, how to file a complaint, and the complaint procedures.
3. Nondiscrimination Statement: All information materials and sources, including websites, used by FNS, State agencies, local agencies, or other sub-recipients to inform the public about FNS programs must contain a nondiscrimination statement. It is not required that the nondiscrimination statement be included on every page of the program information or website. At a minimum, the nondiscrimination statement, or a link to it, must be included on the home page of the program information site.

If the material is too small to permit the full statement to be included, the material will, at a minimum, include the short, combined funding and nondiscrimination statement in print size no smaller than the majority of the text in the body of the material.

Posters are available through USDA, Wildfire, or DES. Posters must be displayed in full color and full size; therefore, a copy of the online PDF is not an acceptable alternative.

XIV. Site Visits and Monitoring

Wildfire may complete a site visit to each partner site. Site visits are conducted for the purpose of identifying the work being done by each partner, helping to problem-solve any issues or concerns, identifying best and promising practices happening at partner sites, and addressing any ongoing or one-time needs for support and/or training.

Partners should be prepared to review expenditures of Federal pass-through funds and provide supporting documentation outlined in the Partner Site Visit Checklist (see Appendix E).

Site visits are intended to be an interactive opportunity for Wildfire and partner staff/volunteers to share information and resources and identify ways to strengthen partnerships. Partners will be asked to make 1-2 hours available for a site visit and include activities such as a site tour in the visit. While we are interested in seeing partners “in action,” it is not the intent to interfere with or compromise the trust or confidentiality of clients being served onsite. Wildfire will contact each partner to arrange a site visit and specifics of the visit can be addressed at that time.

Wildfire will conduct site monitoring and desktop reviews ensuring partners are utilizing approved materials, providing approved and allowable activities for reimbursement, and recording percentage of time spent appropriately. A minimum of 20% of the cohort, which includes all new partners, will be selected to participate in the onsite review process during each partnership year.

XV. Record Keeping

It is the responsibility of the partner to maintain complete records of work performed as well as time records for staff and volunteers. At the discretion of Wildfire, DES, or USDA, a review of records may be requested at any time. Please refer to IRS regulations (<http://www.irs.gov/pub/irs-pdf/p4221pc.pdf>) for detailed guidance on which records must be

maintained for your organization and the time period for which each must be kept. Wildfire will keep a copy of all records related to the partnership MOU, monthly reports, and reimbursements as required of Wildfire by law. Partners should maintain these documents in their records.

DES/HRP maintains partnership records for five years after the close of the relevant fiscal year or date of the most recent activity on record, whichever is later. Partners must maintain all financial and other records related to the partnership for the same five-year period used by DES/HRP and Wildfire. Partners are required to complete a confidentiality agreement with any paid staff or volunteers who may have access to confidential or sensitive information provided by clients. If partners do not have a confidentiality agreement already in place, a sample confidentiality agreement can be provided (see Appendix D).

IMPORTANT: If any entity submits a request for access to client information, please reference the partnership MOU, Section IV, subsection 1.4, which provides detailed information on this topic. Requests for release of records or information related to clients served within a partner's organization should be elevated to DES.

XVI. Continuing Partnership and Partnership Referrals

Organizations that wish to continue partnership with Wildfire, DES, and USDA must submit a new application prior to the beginning of the new Federal fiscal year. Additionally, continuing partners are encouraged to share information about the SNAP Outreach program application to any organizations that might benefit from joining the partnership. These organizations can also be referred to Wildfire's SNAP Outreach Program Team or website.

XVII. Wildfire Compliance and Records

Wildfire will not request confidential client records from partners and will not accept the submission of confidential information from partners for any reason. Any confidential information conveyed to Wildfire will be submitted to DES if action is needed, and then deleted or destroyed.

Wildfire agrees to act in compliance with all agreements set forth in the partnership MOU. Wildfire will maintain records related to partnership agreements, monthly reports, invoices, reimbursement requests submitted to DES, and reimbursements made to partners according to the laws governing such records.

DES/HRP maintains partnership records for five years after the close of the relevant fiscal year or date of the most recent activity on record, whichever is later.

Wildfire may respond to records requests from USDA or DES and share information received from partners with these entities at any time. Financial information for partners will not be shared by Wildfire on its website or by other means unless in aggregate form. Individual partner financial information will only be shared internally to Wildfire staff and its Board of Directors, DES, and USDA. Any other requests for financial information may be subject to approval by Wildfire's Board of Directors and/or DES.

XVIII. Conflict Resolution

In the event a conflict arises between any of the parties involved in this partnership, it is the goal of Wildfire to address such conflict in a professional and courteous manner. As such, Wildfire provides the following steps for conflict resolution:

Conflict between Partner and Wildfire

Notify Wildfire, verbally or in writing, of the concern. Notifying Wildfire's designated staff should always be the first step in addressing concerns. When the partner is not comfortable notifying Wildfire directly or is dissatisfied with Wildfire's response, it may notify DES' Hunger Relief Program Specialist in writing of the situation. Information shared with DES/HRP may be made available to Wildfire in the process of attempting to resolve the issue.

If neither Wildfire nor DES is able to address the concern to the satisfaction of the partner, a face-to-face meeting among the three parties (partner, Wildfire, and DES) may be necessary.

If a face-to-face meeting is not able to address concerns, partners may determine if there is a need to contact USDA/FNS (see *Part XIX, Contact Information*), attempt again to resolve the issue, or request a change to the partnership agreement, if relevant. Based on the partnership MOU, Wildfire reserves the right to terminate any contractual relationship without advance notice for any violation of the agreement.

Conflict between Partner and DES

Notify DES/HRP Hunger Relief Program Specialist and Wildfire, verbally or in writing, of the concern. Notifying Wildfire's designated staff should always be the first step in addressing concerns.

If the partner is not comfortable notifying DES' Hunger Relief Program Specialist directly or is not satisfied with DES' response to the concern, the partner should notify Wildfire in writing about the concern. Information shared with Wildfire may be made available to DES in the process of attempting to resolve the issue.

If neither DES nor Wildfire is able to address the concern to the satisfaction of the partner, a face-to-face meeting among the three parties (partner, Wildfire, and DES) may be necessary.

If a face-to-face meeting is still not able to address concerns, partners may determine if there is a need to contact USDA (see *Part XIX, Contact Information*), attempt again to resolve the issue or request a change to the partnership agreement, if relevant.

Conflict between Partner and DES Local Office

Notify Wildfire, verbally or in writing, of the issue in question. Notifying Wildfire's designated staff should always be the first step in addressing concerns.

If the partner is not comfortable notifying Wildfire directly or is not satisfied with the response, notify DES/HRP in writing of the situation. Please be aware that information shared with DES and Wildfire may be made available to the local DES office in the process of attempting to resolve the issue.

If neither Wildfire nor DES is able to address the concern to the satisfaction of the partner, a face-to-face meeting among the parties (partner, Wildfire, DES Hunger Relief Program staff and DES local office management) may be necessary.

If a face-to-face meeting is not able to address concerns, partners may determine whether there is a need to contact USDA (see *Part XIX, Contact Information*), attempt again to resolve the issue, or request a change to the partnership agreement, if relevant.

Conflict between partner and Separate State Agency regarding SNAP

In the event of a conflict between the partner and a separate State Agency regarding SNAP, please notify DES, in writing, of the issue in question.

DES will elevate the concern to the appropriate State agency and ensure a response is received by the agency.

XIX. Contact Information

Wildfire:

340 E. Palm Lane, Suite 315
Phoenix, AZ 85004
Phone: 602-604-0640
Email questions to SNAP-Outreach@wildfireaz.org

Department of Economic Security/Hunger Relief Program:

Mail Drop: 3784
1789 W. Jefferson Street Phoenix, AZ 85007
Phone: 602-771-278

SNAP Outreach Partnership

Policy and Procedure Manual

Appendices



Table of Contents

<i>Appendix A: USDA SNAP Outreach State Plan Guidance – Excerpt on Allowable vs. Unallowable Activities.....</i>	<i>3</i>
What outreach activities are allowable for reimbursement under SNAP?	3
What outreach activities are not reimbursable with Federal funds?	5
What outreach activities are not permitted?	6
<i>Appendix B: Sample Outreach Invoice Tracker and Monthly PIAR Submission.....</i>	<i>6</i>
<i>Appendix C: Civil Rights Training and Partner Contact Info</i>	<i>7</i>
<i>Appendix D: SNAP Outreach Confidentiality Agreement Example.....</i>	<i>9</i>
<i>Appendix E: Wildfire SNAP Outreach Partner Site Visit Checklist.....</i>	<i>10</i>
<i>Appendix F: Client Surveys</i>	<i>11</i>
<i>Appendix G: Federal Poverty Levels and Important Reminders</i>	<i>13</i>
<i>Appendix H: Time, Activity, and Equipment Tracking Form (Example)</i>	<i>14</i>
<i>Appendix I: Additional Policy</i>	<i>15</i>

Appendix A: USDA SNAP Outreach State Plan Guidance – Excerpt on Allowable vs. Unallowable Activities

What outreach activities are allowable for reimbursement under SNAP?

Allowable Activity	Example
Eligibility pre-screening	Use of a paper or electronic tool to inform potential applicants that they may be eligible and how much they could potentially receive.
Application assistance	Assistance completing the application, including delivery of the application to the local SNAP office.
Assistance obtaining application verification documents	Informing potential clients which documents may be needed and making copies of verification documents.
Information dissemination in locations where low-income people gather	Distribution of program information at the employers of low wage workers.
Outreach exhibit or booth at a community event	Set up and staffing of an outreach booth at the annual community fair or local farmers' market.
Conducting outreach workshops with community organizations at their locations	SNAP outreach fair at a senior center.
Informational websites and other social media sites that provide factual information that is not intended to persuade an individual to apply for SNAP. Note that radio, television, and billboard advertisements are not permitted to promote SNAP benefits and enrollment.	Purchase of publishing software to create informational content for social media or websites.

Information stating where SNAP benefits are accepted	A large sign at a farmers' market stating SNAP benefits is accepted at the market.
--	--

Allowable Activity	Example
Factual information correcting myths or misconceptions about SNAP	Conversing with a potential applicant at an outreach table about eligibility requirements.
Toll-free information line or web address to provide information to potential clients	A statewide 1-800 information number to connect potential clients to their local office.
Development of printed educational or informational materials for potential clients	<ul style="list-style-type: none"> • Development and printing of a brochure providing information to low-income households about the availability, eligibility requirements, application procedures, and benefits of SNAP. • Business cards with the outreach subrecipients' contact information and the website of the State online SNAP application and/or SNAP information phone number. • Bookmarks with State or Federal SNAP hotline number and/or website. One side of the bookmark can be in English and the reverse side in another language.
Use or customization of FNS outreach materials for clients	Hiring a graphic design shop to customize and print the FNS posters with the phone number of the local office.
Training or train-the-trainer programs for SNAP outreach workers	Training of local community partners to run outreach seminars by the primary outreach contractor.
Translation of materials and bilingual accommodation to convey eligibility requirements and assist persons with limited English proficiency during the application process	Translation of an outreach envelope into the predominant non-English language in the community.

<p>Contingent activities related to Disaster SNAP (D-SNAP) operations</p>	<p>Informational Activities:</p> <ul style="list-style-type: none"> • Funding a toll-free hotline with staff to respond or record messages with D-SNAP information • Radio, television, or billboard messages with D-SNAP information (Note: these are only allowed for D-SNAP) <p>Onsite Assistance at D-SNAP sites:</p> <ul style="list-style-type: none"> • Pre-screen applicants • Direct applicants to the right queue • Help applicants' complete applications • Provide translation services
---	---

What outreach activities are not reimbursable with Federal funds?

These activities are not reimbursable with Federal funds under SNAP, although they may be funded through other mechanisms. Because these activities are not supported by Federal funds, costs associated with these activities cannot be counted as an outlay towards SNAP. FNS reimburses State agencies for 50 percent of all allowable outreach costs. Unallowable costs cannot be charged to the Federal government or put up as a non-Federal share toward 50 percent reimbursement.

- **Recruitment activities designed to persuade an individual to apply for SNAP benefits.** Prohibited recruitment activities are those designed to persuade an individual to apply for SNAP benefits through the use of persuasive practices. Persuasive practices constitute coercing or pressuring an individual to apply or providing incentives to fill out an application.
- **Radio, television, and billboard advertisements that promote SNAP benefits and enrollment.** This prohibition on using Federal funds does not apply to advertisements for Disaster SNAP (D-SNAP). This prohibition also does not apply to social media, so long as the message is not a recruitment activity designed to persuade people to apply for SNAP benefits.
- **Any agreements with foreign governments** designed to promote SNAP benefits and enrollment.
- **Determining eligibility of a SNAP applicant.** This is a certification activity and is the responsibility of State merit employees. Certification activities are not included in outreach plans.
- Activities related to authorizing retailers for EBT.
- Activities that solely benefit programs other than SNAP, including Temporary Aid for Needy Families (TANF) and Medicaid. Activities that benefit multiple programs must be appropriately allocated.
- Acting as an authorized representative for applying, receiving SNAP benefits at issuance, or food purchasing.

- Transportation of clients to or from the local SNAP office or provisions of tokens, vouchers or similar items for transportation of clients to or from the local SNAP office. For example, a transit agency could donate bus vouchers for use by potential SNAP clients to travel back and forth to the local SNAP office at no expense to the State agency.

What outreach activities are not permitted?

These activities are prohibited for any entity that receives Federal funds from the Food and Nutrition Act of 2008 (FNA), as amended.

- Compensating staff for outreach activities based on the number of people who apply for SNAP as a result of that worker's efforts. For example, paying a staff member \$10 for each application they help a client complete.
- Interfering during the certification interview or at other times to campaign on behalf of specific applicants or recipients. However, outreach workers may be present to provide support or help explain complicated terms.


Appendix B: Sample Outreach Invoice Tracker and Monthly PIAR Submission

Use this link to access a blank copy of the Invoice Tracker spreadsheet:


[SNAP Outreach Invoice Tracker – Partner Use](#)

Supplemental Nutrition Assistance Program (SNAP) Community Partnership


Name of Agency:



DEPARTMENT OF ECONOMIC SECURITY
Your Partner for A Stronger Arizona



wildfire
Igniting Community Action to End Poverty in Arizona



SNAP Partnership

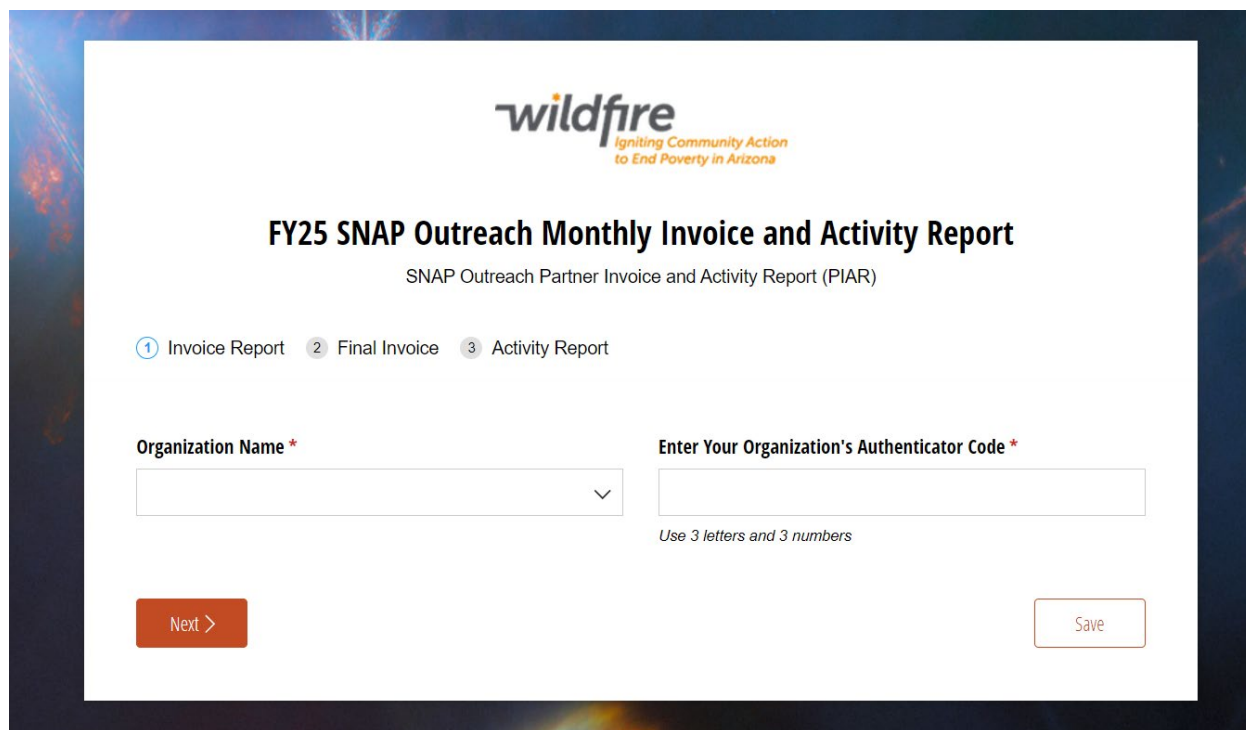
Combinational Hunger Relief Program #402 777-2700 • <https://des.az.gov>
(802) 804-0540 • <https://wildfireaz.org>

Cost Category	Approved ISB	October	November	December	January	February	March	April	May	June	July	August	September	Total Expenditures	Remaining Funding (dollars)	Remaining (percent)
a. Personnel (Salary + ERE)														\$ -	\$ -	-
b. Copying/Printing/Materials														\$ -	\$ -	-
c. Internet/Telephone														\$ -	\$ -	-
d. Equipment and Capital Expenditures														\$ -	\$ -	-
e. Supplies and Non-Capital Expenditures														\$ -	\$ -	-
f. Building Space														\$ -	\$ -	-
g. Other														\$ -	\$ -	-
h. Long Distance (Outside Arizona) Travel														\$ -	\$ -	-
i. Local (Inside Arizona) Travel														\$ -	\$ -	-
j. Conferences														\$ -	\$ -	-
k. Indirect Costs														\$ -	\$ -	-
L. Agency Total Program Budget	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-

This section is provided as a convenience to assist with tracking monthly expenditures. Partners are not required to complete or send the above section to Wildfire or DES.

Use this link to submit your monthly Partner Invoice and Activity Report (PIAR)

[SNAP Outreach Monthly Invoice and Activity Report – Partner Use](#)



wildfire
Igniting Community Action
to End Poverty in Arizona

FY25 SNAP Outreach Monthly Invoice and Activity Report

SNAP Outreach Partner Invoice and Activity Report (PIAR)

1 Invoice Report 2 Final Invoice 3 Activity Report

Organization Name *

Enter Your Organization's Authenticator Code *

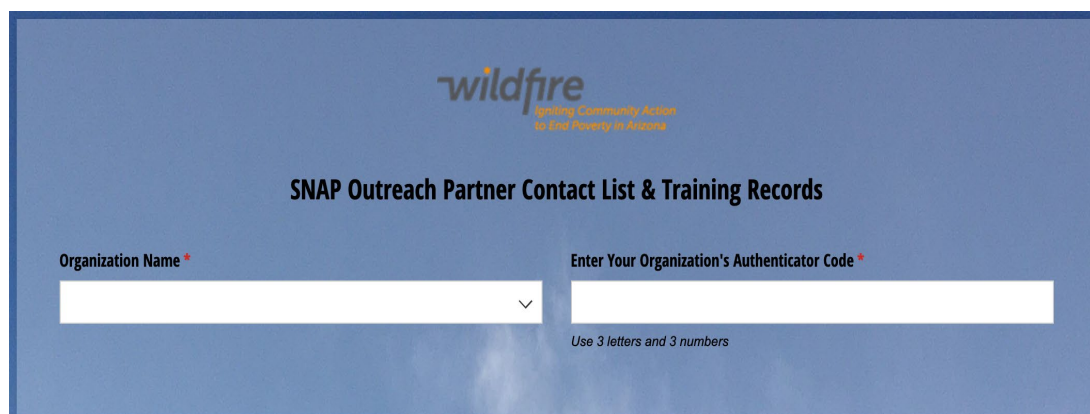
Use 3 letters and 3 numbers

Next > Save

Appendix C: Civil Rights Training and Partner Contact Info

Use this link to update the civil rights training status and contact info for your organization's staff and volunteers:

[FY25 SNAP Partner Contacts and Training Records](#)



wildfire
Igniting Community Action
to End Poverty in Arizona

SNAP Outreach Partner Contact List & Training Records

Organization Name *

Enter Your Organization's Authenticator Code *

Use 3 letters and 3 numbers

Use these links to download copies of the Civil Rights Training acknowledgement forms:

[Civil Rights Training Acknowledgement Form – English](#)

HRP-1015A FORFF (7-22)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Community Assistance and Development (DCAD)
Coordinated Hunger Relief Program

ANNUAL CIVIL RIGHTS TRAINING

USDA Food and Nutrition Services (FNS) requires civil rights training for people involved in all administrative levels of programs that receive Federal financial assistance. It is also a requirement of the Coordinated Hunger Relief Program (CHRP). People who receive this training include staff and volunteers who regularly interact with program applicants and participants, and those who determine eligibility. Civil rights training must be completed each year.

This form is specific to civil rights training provided to staff and volunteers involved in one of more of the following programs: The Emergency Food Assistance Program (TEFAP), the Commodity Senior Food Program (CSFP), Supplemental Food Assistance Program Outreach (SNAP-O), WIC Farmers' Market Nutrition Program (FMNP), Senior Farmers' Market Nutrition Program (FMNP), and Double-Up Food Bucks.

A signed copy must be kept on file at the agency.

ACKNOWLEDGMENT

By completing this form, the signer acknowledges receiving civil rights training, and agrees to maintain proper conduct.

Training completion date: _____

Agency Name: _____

Staff/Volunteer Name (Print): _____

Staff/Volunteer Signature: _____

[Civil Rights Training Acknowledgement Form – Spanish](#)

HRP-1015A FORFF (7-22)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
División de Asistencia y Desarrollo Comunitario (DCAD)
Programa de Alivio Coordinado del Hambre

CAPACITACIÓN ANUAL DE DERECHOS CIVILES

Los Servicios de Alimentos y Nutrición (FNS, por sus siglas en inglés) de USDA requieren capacitación en derechos civiles para las personas involucradas en todos los niveles administrativos de los programas que reciben asistencia financiera federal. También es un requisito del Programa de Alivio Coordinado del Hambre (CHRP, por sus siglas en inglés). Las personas que reciben esta capacitación incluyen personal y voluntarios que interactúan regularmente con los solicitantes y participantes del programa, y aquellos que determinan la elegibilidad. La capacitación en derechos civiles debe completarse cada año.

Este formulario es específico para la capacitación en derechos civiles proporcionada al personal y los voluntarios involucrados en uno o más de los siguientes programas: El Programa de Asistencia de Alimentos de Emergencia (TEFAP, por sus siglas en inglés), el Programa Suplementario de Comestibles Básicos (CSFP, por sus siglas en inglés), el Programa Asistencia Nutricional Suplementaria (SNAP-O, por sus siglas en inglés), Programa de Nutrición de Mercados de Agricultores (FMNP, por sus siglas en inglés) para WIC, Programa de Nutrición de Mercados de Agricultores para Adultos Mayores (FMNP, por sus siglas en inglés) y Double-Up Food Bucks.

Se debe mantener una copia firmada en los archivos de la agencia.

RECONOCIMIENTO

Al completar este formulario, el firmante reconoce haber recibido capacitación en derechos civiles y acepta mantener una conducta adecuada.

Fecha de finalización de la capacitación: _____

Nombre de agencia: _____

Nombre del personal/voluntario (letra de molde): _____

Firma del personal/voluntario: _____

Appendix D: SNAP Outreach Confidentiality Agreement Example

Download the [template](#) and customize for your organization.

Organization Name/Logo Here

By signing this notice, I am stating that I have read and agree to the following statements regarding any services rendered regarding SNAP, Arizona Self Help website and the Health-e-Arizona Plus website.

- ☐ I will maintain the confidentiality of all applications and information which may be obtained or used to perform application assistance in accordance with applicable Federal, State and local laws, regulations, ordinances, and directives relating to confidentiality.
- ☐ I shall not release the name of any applicant to any party, without the prior written consent of the applicant or his/her lawful representative(s).
- ☐ If I use One-e-App to assist applicants with completing applications to health and social service programs:
 - o I understand that by assisting an applicant with completing an application in One-e-App that I am not deemed an employee, agent, or officer of the Arizona Health Care Cost Containment System (AHCCCS), KidsCare, or the Arizona Department of Economic Security (DES).
 - o I will not influence, coach, or recommend applicants to select any AHCCCS health plan.
 - o I will not charge or receive monetary payments from applicants for help with enrollment or assistance in completing or troubleshooting an application.
 - o I will not take payments for AHCCCS/KidsCare premiums from applicants.

Signature _____

Date _____

Print first and last name _____

I am an:

- ☐ Employee
- ☐ Contractor
- ☐ Volunteer

Use these links to download copies of volunteer confidentiality forms:

[Volunteer Confidentiality – English](#)

HRP-1016A FORSF (7-22)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Community Assistance and Development (DCAD)
Coordinated Hunger Relief Program

VOLUNTEER CONFIDENTIALITY

USDA Food and Nutrition Services (FNS) requires that all people who are involved in administrative levels of programs that receive Federal financial assistance maintain strict participant data confidentiality. It is also a requirement of the Coordinated Hunger Relief Program (CHRP).

This form is specific to volunteers involved in one of more of the following programs: The Emergency Food Assistance Program (TEFAP), the Commodity Senior Food Program (CSFP), Supplemental Food Assistance Program Outreach (SNAP-O), WIC Farmers' Market Nutrition Program (FMNP), Senior Farmers' Market Nutrition Program (FMNP), and Double-Up Food Bucks. It only needs to be completed once per volunteer.

This should also be completed by personnel whose employment contract does not include a confidentiality agreement.

A signed copy must be kept on file at the agency.

ACKNOWLEDGMENT

The signer acknowledges and agrees to having the legal and ethical responsibility to maintain the confidentiality and security of all program participant information; from any source and in any form (oral, written or electronic). This includes, but is not limited to, participant and household member names, addresses, contact information and other personal data collected.

By completing this form, the signer agrees to maintain participant data confidentiality.

Date: _____

Agency Name: _____

Volunteer Name (Print): _____

Volunteer Signature: _____

[Volunteer Confidentiality – Spanish](#)

HRP-1016A FORSF (7-22)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
División de Asistencia y Desarrollo Comunitario (DCAD)
Programa de Alivio Coordinado del Hambre

CONFIDENCIALIDAD DEL VOLUNTARIO

Los Servicios de Alimentos y Nutrición (FNS, por sus siglas en inglés) de USDA requieren que todas las personas involucradas en los niveles administrativos de los programas que reciben asistencia financiera federal mantengan estricta confidencialidad de los datos de los participantes. También es un requisito del Programa de Alivio Coordinado del Hambre (CHRP, por sus siglas en inglés).

Este formulario es específico para los voluntarios que participan en uno o más de los siguientes programas: El Programa de Asistencia de Alimentos de Emergencia (TEFAP, por sus siglas en inglés), el Programa Suplementario de Comestibles Básicos (CSFP, por sus siglas en inglés), el Programa Asistencia Nutricional Suplementaria (SNAP-O, por sus siglas en inglés), Programa de Nutrición de Mercados de Agricultores (FMNP, por sus siglas en inglés) para WIC, Programa de Nutrición de Mercados de Agricultores para Adultos Mayores (FMNP, por sus siglas en inglés) y Double-Up Food Bucks. Solo debe completarse una vez por voluntario.

Esto también debe ser completado por el personal cuyo contrato de trabajo no incluye un acuerdo de confidencialidad.

Se debe mantener una copia firmada en los archivos de la agencia.

RECONOCIMIENTO

El firmante reconoce y acepta tener la responsabilidad legal y ética de mantener la confidencialidad y seguridad de toda la información de los participantes del programa; de cualquier fuente y en cualquier forma (oral, escrita o electrónica). Esto incluye, entre otros, nombres de participantes y miembros del hogar, direcciones, información de contacto y otros datos personales recopilados.

Al completar este formulario, el firmante acepta mantener la confidencialidad de los datos de los participantes.

Fecha: _____

Agency Name: _____

Nombre del Voluntario (letra de molde): _____

Elmexa del Voluntario

Appendix E: Wildfire SNAP Outreach Partner Site Visit Checklist

SCP Agency Name	
Address	
Name of Partner Staff at Site Visit	
Site Visit Date	
# of completed years as SNAP partner	<input type="checkbox"/> 1 st year <input type="checkbox"/> 1-3 <input type="checkbox"/> 4-8 <input type="checkbox"/> 9 and above
Partner Classification	<input type="checkbox"/> Reimbursement <input type="checkbox"/> Non-Reimbursement
Partner Level	<input type="checkbox"/> Outreach <input type="checkbox"/> Self-Service <input type="checkbox"/> Full Service <input type="checkbox"/> # of HeaPLUS Assistors
Name of Wildfire Staff Conducting Site Visit	Linda Jensen <input type="checkbox"/>

Pre-Visit Review	Yes	No	N/A	Comments/Documentation Provided
Timely, complete, and accurate activity reports				
Timely, complete, and accurate fiscal reports				
Attendance on all Monthly Partner Calls				
Administered Consumer Surveys				
Marketing and success stories submitted				

Site Visit Review

Facilities and Resources	Yes	No	N/A	Comments/Documentation Provided
"And Justice for All" poster visible to consumers				
Informational handouts/materials (Wildfire-created, Partner-created, USDA)				
Access to telephone to call DES				
Computer to apply for assistance online				
Printer for SNAP documents				
Fax machine for SNAP documents				
Copy machine for SNAP documents				
Scanner for SNAP documents				
Staff trained to assist in application				
Staffing	Yes	No	N/A	Comments/Documentation Provided
Civil Rights Training completed				Please provide a list of who has completed the training based on the SNAP staffing budget and volunteers list
Updates on all personnel changes submitted to Wildfire and updated on Cognito				

Confidentiality Form/Policy for Staff/Volunteers				Please provide copies of documentation/forms utilized.
Timesheets Track Time Spent on SNAP				Please provide copies of documentation/forms utilized.
Total # of Personnel: SNAP Activity	_____ staff		_____ volunteers	
Grant Management	Yes	No	N/A	Comments/Documentation Provided
YTD Expenditures supported by YTD Activity Levels				
Met YTD Activity Goals in FY23 Scope of Work				Please use your FFY23 executed contract scope of service chart as the template and add your year-end outcomes to determine if you met your projected deliverables.
Provided Updated Service Locations sheet				

Agency Service Evaluation	
Service Population:	
Major Staff Barriers:	Major Client Barriers:
Outreach Activity/Methodology:	Promising Techniques:
Other Resources Available:	

Authorized SCP Representative Signature: _____ Date: _____

Post-Visit Follow Up and Notes

Appendix F: Client Surveys

Guidelines for SNAP Partners, January/July 2025

Client surveys are required for DES and Wildfire to evaluate partner activity from the applicant's viewpoint. The purpose is to identify gaps in partner activity and improve services by identifying barriers that clients may be facing.

Survey Formats:

- The survey is online in English and Spanish:
 - [Click here](#) to access the online form in English
 - [Click here](#) to access the online form in Spanish
 - QR Codes to access each form are on the next page

- Paper versions are also available in Spanish and English:
 - Agency staff must transfer all data from paper surveys to the online form.
 - [Click here](#) to access the paper form in English
 - [Click here](#) to access the paper form in Spanish

Time Period:

- Please ask all clients to complete a survey during the survey periods:
 - **Jan 22 – 31, 2025**
 - **Jul 22 – 31, 2025**

Common Questions:

- **Are these surveys anonymous?**
 - Yes. Clients are given the opportunity to provide anonymous feedback on the services they receive.
 - Their responses should not be influenced by the presence of staff or volunteers.
 - If a client is using a paper form, you may wish to provide a safe box for completed forms.
- **What if a client does not wish to complete the form?**
 - It is understandable if a client does not wish to complete the form. A helpful way to explain the importance of the survey would be:
 “Your feedback on this survey is very valuable and would be greatly appreciated. It will help us to improve our services to everyone in the community. The survey is completely anonymous and should only take a few minutes to complete.”
- **How will the survey results be given to Wildfire?**
 - Any survey completed via the online form (English and Spanish) will be automatically recorded in Wildfire’s records.
 - Completed paper surveys should be manually entered into the online form by a designated staff or volunteer at the end of each week.
- **Once the survey period is complete, what is the deadline for entering paper survey data into the online form?**
 - All paper survey results should be entered into the online form by 12 PM on Feb 9.

QR Code for English Version:



QR Code for Spanish Version:



Appendix G: Federal Poverty Levels and Important Reminders

Use the links below to assess the income standards in effect for Nutrition Assistance (NA), as established by DES.

NA Income Standards

This section contains the following NA income standard tables:

- [Gross Monthly Income Eligibility Standard](#)
- [Net Monthly Income Eligibility Standards](#)
- [165% of Federal Poverty Level \(Disabled Elderly\)](#)
- [185% of Federal Poverty Level \(Expanded Categorical Eligibility\)](#)
- [200% of Federal Poverty Level \(Compromise Overpayment\)](#)
- [Disaster Gross Monthly Income Standard](#)
- [DSED Disaster Gross Monthly Income Standard](#)

Reminders About the SNAP Outreach Program and Information Provided by Wildfire:

- The SNAP Outreach program is NOT affiliated with the HEA plus Community Partnership (aka Application Assistor program), nor is eligibility determined by Wildfire or HEA plus/AHCCCS; only DES determines client eligibility and guidelines.
- Information provided through Wildfire is to help partners conduct outreach and gain a basic understanding while working with underserved communities (i.e., when utilizing the Arizona Self Help pre-screener (<https://wwwdw.arizonaselfhelp.org>)).
- DES recommends that any prospective client applies to determine full eligibility. Clients can apply for benefits directly by calling the HEAplus Helpline (1-855-HEA-plus / 1-855-432-7587) or visiting the HEAplus Website (www.healthearizonaplus.gov):



Call the HEAplus Help Line:
1-855-HEA-plus (1-855-432-7587)

Visit the HEAplus Website:
www.healtharizonaplus.gov

Appendix H: Time, Activity, and Equipment Tracking Form (Example)

Use this link to access a copy of this example spreadsheet:

[Time, Activity, and Equipment Tracking Form](#)

SNAP OUTREACH TIME, ACTIVITY, EQUIPMENT TRACKING FORM				
DATE	NAME	NETAL HOURS (in quarter hour increments)	ACTIVITY	Equipment Used (if agency receives reimbursement on equipment)
10/1/16	Staff Jane Doe	0.25	2 calls to help client with SNAP questions	cell phone
10/2/16	Staff Jane Doe	0.25	3 calls to help client with SNAP questions	cell phone
10/9/16	Staff Jane Doe	1.00	Prescreen and application	landline phone, laptop, scanner
10/9/16	Staff Jane Doe	0.25	call to help client with SNAP questions, tried to apply previously but unsuccessful	cell phone
10/4/16	Staff Jane Doe	1.00	Prescreen and application	landline phone, laptop, scanner
10/5/16	Staff Jane Doe	3.50	2 applications, HEA slow	laptop, scanner, fax
10/6/16	Staff Jane Doe	4.00	Weekend: Travel, outreach event at XYZ School, flyer development, phone calls	laptop
10/7/16	Staff Jane Doe			
10/8/16	Staff Jane Doe	0.50	prescreen for SNAP	laptop, hotspot
10/9/16	Staff Jane Doe	1.00	flyer development for printing: SNAP	laptop
10/10/16	Staff Jane Doe	0.25	call to help client with SNAP questions	cell phone
10/11/16	Staff Jane Doe	3.00	travel, set up, outreach event at XYZ library	laptop, hotspot
10/12/16	Staff Jane Doe	8.00	full day SNAP training for volunteers	laptop
10/13/16	Staff Jane Doe			
10/14/16	Staff Jane Doe			
10/15/16	Staff Jane Doe	1.00	Prescreen and application	landline phone, laptop, scanner
10/16/16	Staff Jane Doe	3.00	travel, flyer postings in supermarkets	
10/16/16	Staff Jane Doe	1.00	email to HEAplus for application follow up	laptop
10/17/16	Staff Jane Doe	1.00	SNAP application	cell phone
10/18/16	Staff Jane Doe	1.00	Wildfire reports	
10/19/16	Staff Jane Doe	0.50	prescreen for SNAP	laptop, hotspot
10/20/16	Staff Jane Doe			
10/21/16	Staff Jane Doe			
10/22/16	Staff Jane Doe	3.00	2 calls to clients for appointment reminders, translation of materials for brochures to Spanish	cell phone
10/23/16	Staff Jane Doe	0.25	call to help client with SNAP questions	cell phone
10/24/16	Staff Jane Doe	0.00		
10/25/16	Staff Jane Doe	0.00		
10/26/16	Staff Jane Doe	0.00		
10/27/16	Staff Jane Doe			
10/28/16	Staff Jane Doe			
10/29/16	Staff Jane Doe	1.00	Prescreen and application	landline phone, laptop, scanner
10/30/16	Staff Jane Doe	3.00	application and email to hotline, call for interview	laptop, cell, scanner, fax
		37.75		
Sample Calculation: 37.75 hours X \$15/hour salary X 1.15 FTE (15% benefits) = \$651.19				
Employee Signature:				
Exec. Director Signature:				

NOTE
In this example, staff can record the time for all activities performed in one day on one row (see 10/6/16 or 10/22/16 in blue)

OR

Staff can list each activity in separate rows, with multiple rows per day (see 10/3/16 or 10/16/16 in yellow)

**** Organizations are only required to track for equipment that they are requesting reimbursement on ****

Appendix I: Additional Policy

This page is intentionally blank. Please reserve this section of the Policy and Procedure Manual for policy memos that are sent to Partners from Wildfire and DES Coordinated Hunger Relief Program throughout the year.

Partners are responsible for remaining up to date on policy updates and memos.

You can review SNAP policy in the FAA Policy Manual at:
<https://DBMEFAAPolicy.azdes.gov>