

INTERNAL
COMMUNICATION FORM
DEPARTMENT OF HUMAN SERVICES

Subject:

APPROVAL TO PUBLISH REQUEST FOR INFORMATION (RFI)
903-27-01-S SUPPLEMENTAL NUTRITION ASSISTANCE
PROGRAM (SNAP) OUTREACH SERVICES STATEWIDE

Originator: G. Hayes x65722

To: DIR

From: ABESSDA

Date: 07/31/26

Memo No. 1

FOR INFORMATION:

The SNAP Program Office requests your approval to publish an RFI to seek information and recommendations from the public, private sector, and community-based organizations, who can provide outreach services to increase access to and participation in SNAP. An RFI will be posted to solicit qualifying organizations to submit proposals to conduct eligible outreach services, such as eligibility pre-screening, application assistance, information dissemination to qualifying populations, and participating in community events.

Interested organization will be invited to participate in this 25% federal reimbursement program if they meet requirements provided in the U.S. Department of Agriculture, Food and Nutrition Service, Outreach Plan Guidance and Policy, and are able to fund part of the State's share of the 75% match.

Your approval to proceed with publishing the attached RFI announcement is requested.



ABESSDA

APPROVED:



Director

DEPARTMENT OF HUMAN SERVICES
BENEFIT, EMPLOYMENT & SUPPORT SERVICES
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM OFFICE

NOTICE OF REQUEST FOR INFORMATION (RFI)
OUTREACH SERVICES FOR FEDERAL FOR FEDERAL FISCAL YEAR 2026 STATE PLAN
RFI No. HMS-903-27-01-S

The Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD), hereafter referred to as “state agency”, is responsible for the administration of the Supplemental Nutrition Assistance Program (SNAP), a federal program designed to promote the general welfare and to safeguard the health and wellbeing of the Nation’s population by raising the levels of nutrition among low-income households in accordance with the Food and Nutrition Act of 2008, as amended.

DHS BESSD intends to submit a grant application to the United States Department of Agriculture, Food and Nutrition Service (FNS) as a part of the Federal Fiscal Year (FFY) 2027 State Plan to request approval of funding to conduct optional informational activities (outreach) to inform low-income households about the availability, eligibility requirements, application procedures, and the benefits of SNAP. To determine funding needs, DHS BESSD is soliciting proposals from non-profit agencies who can deliver SNAP Outreach services to commence from October 1, 2026 through September 30, 2027.

Non-profit agencies submitting information in response to this RFI may be considered for inclusion in the State’s SNAP Outreach Plan. If selected, contracts may be negotiated contingent upon approval of the Outreach Plan and in accordance with Section 104, Public Law 104-193. and HAR §3-143-614.

Participation in this RFI is required for any non-profit agency seeking to be included in the State SNAP Outreach Plan as a potential provider of SNAP outreach services.

The **SNAP Outreach Guidance** as referenced in this RFI is available at:

<https://www.fns.usda.gov/snap/state-outreach-plan-guidance>

Proposal Submission and Deadline

All proposals in response to this RFI must be submitted in a single document in a pdf format to the following email address: bessd_fsp_mailbox@dhs.hawaii.gov. Subject line shall reference **RFI-HMS-SNAP-903-27-01-S**.

Hard copy submissions will not be accepted.

Proposals shall be submitted **no later than noon on Monday, August 10, 2026** to be considered by the state agency for final approval by FNS. A notice of award shall be provided to all applicants approved as a part of the FFY2027 State Plan.

RFI Coordinator

The RFI coordinator, or their designee, is responsible for overseeing the contract(s) resulting from this RFI, including oversight of all service delivery and reporting, fiscal reconciliation and processing, and monitoring and assessment of provider performance in compliance with all federal and state regulations.

The RFI coordinator is Ginete Hayes, SNAP Program Administrator (Phone: 808-586-5722).

Service Requirements

Background

The SNAP Outreach Program targets individuals and families residing across the State of Hawaii who are eligible or potentially eligible for SNAP benefits. Outreach efforts will be conducted statewide, covering all islands, with a focus on reaching underserved populations and addressing barriers to access. DHS BESSD has engaged outreach service collaborations since 2007 to provide valuable community resources with access to contracted providers that supplement assistance within local communities that help households navigate the SNAP application and recertification process.

The state agency has defined that outreach efforts should focus on priority populations, including but not limited to:

- Families with minor children;
- Unemployed or under-employed households;
- Individuals who are elderly, disabled, or immobile;
- Veterans;
- Homeless or houseless individuals; and
- Residents of rural areas;

Description of Services

DHS defines allowable activities for outreach services as follows:

1. Conducting monthly SNAP informational activities to increase awareness of program availability, eligibility requirements, application procedures, and benefits.
 - a. State sponsored informational events – as scheduled, the state agency will require SNAP outreach providers to assist with community events to engage with potential SNAP eligible households.
 - b. Provider sponsored information events – contracted providers should schedule events within their proposed service area to provide opportunities to engage with potential SNAP eligible and SNAP recipient households opportunities to receive assistance to complete and submit SNAP applications or recertification documents to the state agency.
 - c. One on one informational meetings – contracted providers may choose to engage in more informal meetings to meet with individuals to provide similar services as listed above.
2. Assisting individuals with completing and submitting SNAP applications, including submissions to the state agency when requested by the applicant households.
 - a. All submissions made by the contracted provider are required be signed by the staff assisting as a condition of service.
 - b. When submitting online SNAP applications, the primary individual of the household shall be present to authorize submission.
 - c. Failure to comply may be grounds for a contract violation.
3. Assisting with the collection and submissions of verification documents.
4. Providing follow-up support such as application, recertification, and six-month report reminders and other activities to ensure continued program access.

Additional allowable activities are detailed and referenced in the SNAP Outreach Guidance.

Applying agencies should provide a detailed plan on how they intend to deliver these services and will be responsible to provide a monthly report which will be detailed in Section 3. A sample report will be attached in Section 5.

Eligible participants and prioritization and Service Areas

Participants eligible to receive outreach assistance are residents of the State of Hawaii. Current SNAP recipient households are additionally identified as eligible as they may prefer assistance from an outreach provider due to the state agency's staffing limitations. The state agency recognizes that SNAP outreach providers create a supplemental resource for Hawaii residents to answer simple questions about the application and recertification process such as documents allowed or help in completing forms that are critical first steps in the eligibility determination. This partnership allows state agency staff to focus on eligibility determination enabling qualified households to receive SNAP benefits timely.

Applying agencies shall include in their proposed plan detailed efforts made to address the prioritized populations listed above. The state agency expects that all interested applicants will work collaboratively in the delivery of outreach services to maximize efforts to help Hawaii residents to overcome all possible barriers to apply and receive benefits if determined to be eligible.

Applying agencies define their service areas for consideration within their proposal. The state agency is looking for all interested non-profit agencies to cover services statewide when possible. Services can be proposed for specific islands defined as Oahu, Kauai, Maui, Molokai, Lanai, and Hawaii Island.

Applying agencies shall provide a comprehensive service plan detailing service activities, targeted populations, and clearly defined services for consideration of their proposal ensure that efforts are made to span as broad service delivery plans.

Allowable Expenses – Direct and Indirect Cost

Allowable expenses are explained in the SNAP Outreach Guidance and should be detailed using the SPO budget forms as referenced on the SPO website (<https://spo.hawaii.gov/all-forms/>) for Health and Human Services using SPOH-205. An explanation of all budget forms is detailed in SPO-205i.

The proposed budget for FFY2027 (October 1, 2026-September 30, 2027) may include the following expenses:

1. Personnel (Salary and Benefits)
2. Other direct costs:
 - a. Copying/Printing Materials
 - b. Internet/Telephone
 - c. Equipment and Other Capital Expenditures
 - d. Supplies and Non-Capital Expenditures
 - e. Building/Space
 - f. Other
3. Travel
 - a. Long Distance
 - b. Local
4. Contractual
5. Indirect Costs

Interested agencies shall account for 75% of their budget to be covered by funding from either public cash, public in kind, and/or private cash. The other 25%, if approved, will be assigned to federal funds. The federal funds total will be included in the FFY27 State Plan for approval by FNS.

The state has a total of \$450,000 in general funds to be evenly distributed among all approved SNAP outreach proposals. For example, if ten proposals are approved for inclusion in the FFY2027 State Plan,

each agency would be eligible to receive up to \$45,000 in state general funds to use toward the required 75% state match for federal funding.

Contracting for Services

Subject to FNS approval of Hawaii's 2027 SNAP Outreach State Plan, the state agency shall enter into agreements with the approved non-profit agencies for services starting October 1, 2026. All agreements shall be subject to compliance with General Conditions for Health and Human Services Contracts and subsequent special conditions as required by the state agency.

Submission Information

Non-profit agencies should submit information in the following format using the FNS Outreach Plan Template as reference in the **SNAP Outreach Guidance**.

Proposals should be no more than three (3) pages, excluding the detailed budget and templates.

- Cover letter which includes the following:
 - Name of organization/agency.
 - Address (providing mailing address if different from physical location).
 - Name of contact person and contact information: phone number/email address.
- 2. Statement of Need to include:
 - Concise description of why funds are being requested and how it is beneficial to the organization's Outreach program.
 - If organization currently participates in SNAP outreach.
 - Data such as trends in SNAP participation, incidence of hunger, and food insecurity and how agency plans to address those needs. Include source and date of the data.
 - Additional data such as demand for emergency food providers, poverty rates, unemployment rates or other similar information may also be provided to support need.
- 3. Outreach Plan Summaries:
 - Description of the planned Outreach activities for FFY2026 and how they will be implemented.
 - Include the island(s) of expected service, demographics and population of those expected to be serviced.
- 4. Outreach Project Details:
 - Details on the proposed outreach project including goals, timelines, and role of contractor and partners and evaluation plans.
- 5. Outreach Project Staffing Details:
 - Provide a listing of paid staff that will be working on the outreach project. Include the title of each employee and the amount of time spent on outreach.
- 6. Outreach Project Budget Summary:
 - Provide both a line-item budget (using SPOH-205) and budget narrative for the project. (Public Cash is the requested amount from the State and subject to approval and Private Cash is the amount your non-profit is providing as part of the Outreach plan budget.)
- 7. Budget Narrative and Details:
 - The budget narrative shall describe how the figures in the line-item budget were calculated in simple terms and provide a justification as to why each is needed. The budget narrative should be detailed enough to provide justification for all items on the line budget.
- 8. Assurances:
 - An authorized representative (as designated by your corporate resolution) is to check off each statement their understanding of the key outreach plan obligations. Also,

assure that budget amounts claimed are not federally funded and that new funding sources from FNS will not supplant any existing outreach programs.

Criteria for Agency Selection:

This request is for agencies that meet the following qualifications:

- Agencies able to provide their own funding source (identified as private cash on the budget summary);
- Non-profit status, as defined by the tax code;
- Long standing Hawaii based community service providers with at least five (5) years of experience in providing services to needy individuals and families; and
- Providers may service one (1) or more islands but must have onsite provider for each island that they choose to service.

Reporting Requirements:

Two reports are required to be submitted to FNS annually. Agencies must track their expenditures and submit a final expenditure report and a final narrative report due December 31 following the end of the contract terms.

The State will request additional reports as part of contract monitoring and service delivery.

Additional Information:

Federal funds are subject to availability.

Organizations who become contracted Outreach Partners will become a subrecipient of the State and eligible for Federal reimbursement up to 25 percent (25%) of allowable expenses.

Date and Location of RFI meeting:

An RFI meeting is not planned as part of this RFI.

Questions:

Questions regarding this RFI may be submitted by Wednesday, August 5, 2026 to SNAP Office via email at bessd_fsp_mailbox@dhs.hawaii.gov.