

## SNAP Enrollment Center Capability Assessment Plan

**Purpose:** To collaboratively support sub-grantee partners in identifying and addressing challenges that may prevent them from meeting their SNAP outreach and enrollment goals. The CAP serves as a proactive, learning-centered tool to realign strategies and provide targeted technical assistance (TA).

**Instructions:** Blue sections are for NCOA input. Yellow sections allow the site to share insight and proposed next steps to support shared goals.

Organization Name:		Date issue identified:	
Organization representative:		NCOA Point-of-contact:	
Name:		Name:	
Email:		Email:	
Performance Goal			
Area for Improvement			
Contributing Factors			
Action Plan for Improvement			
Estimated completion (date)	Action to be taken	Evidence of completion	Done
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
Sustainability Plan			
Support Needed from NCOA			
Plan Acknowledgment			
Organization representative		NCOA Point-of-contact	
Signature:		Signature:	
Close date			
Anticipated		Actual	

### **Tool Purpose & Description:**

The Capability Assessment Plan (CAP) is a collaborative tool designed to support our sub-grantee partners in meeting the goals outlined in their agreements. Rather than serving as a punitive or

## SNAP Enrollment Center Capability Assessment Plan

compliance-driven mechanism, this tool reflects our shared commitment to continuous learning, strategic alignment, and equitable service delivery.

Our intent is to work alongside our partners to identify any barriers, co-create realistic action steps, and ensure that the technical assistance and resources provided are aligned with your site's needs. This is about fostering accountability with support, and not through enforcement. We see this as an opportunity to learn together, strengthen programming, and celebrate progress—big and small—toward expanding SNAP outreach and impact for older adults.

We encourage open communication throughout this process and view the CAP as a flexible, evolving guide to help chart a clear path forward for success.

---

### **What to Expect: CAP Process**

**When is the CAP Used?** We'll reach out to explore a CAP when:

- Your site's reported numbers are consistently below expected progress
- Key data or reporting is missing
- There are clear challenges affecting outreach or application support

### **What Happens Next?**

#### **1. Check-In Conversation**

- Hear your perspective on what's happening
- Identify any barriers or gaps
- Discuss ideas and options for moving forward

#### **2. Collaborative Action Planning**

- Name specific challenges and root causes
- Agree on realistic action steps
- Identify what support or resources would be helpful
- Set a timeline to check in on progress

#### **3. Follow-Up and Support**

- Check in on progress
- Adjust plans if needed
- Share tools, resources, or TA that align with your goals

#### **4. Celebrate Progress**

## **SNAP Enrollment Center Capability Assessment Plan**

Once you're back on track or goals are adjusted, we'll close out the CAP with a reflection on what worked and what we learned together.