

GETTING TO KNOW USDA'S WEB-BASED PROTOTYPE APPLICATION FOR FREE AND REDUCED PRICE SCHOOL MEALS

<u>Presenter</u>

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AGENDA

- What is the Web-Based Application?
- Why was the Web-Based Application developed?
- What can the Web-Based Application do? What are its features?
- How can I use the Web-Based Application?
- How will USDA support the Web-Based Application in the future?





OPI – WHO ARE WE?



- The Child Nutrition Office of Program Integrity (OPI) is:
 - A (relatively) new office in the Child Nutrition Programs
 - Data-driven and research oriented
 - Focused on identifying process improvements across all CN programs



WHAT IS THE WEB-BASED APPLICATION PROTOTYPE?

- A functional model of what a web-based (or online) application for free or reduced price meals could look like
- Features integrity focused, research-backed design features
- Intended to help State and local program operators and their vendors to reduce errors from incorrect household reporting





WHY DID OPI DEVELOP A WEB-BASED APPLICATION PROTOTYPE?

- Desire to reduce program errors resulting in improper payments
- Observation that many current web-based applications do not take full advantage of their electronic platform
- Increasingly desired/needed as web-based applications become more popular





WHO DID OPI DEVELOP THE WEB-BASED APPLICATION PROTOTYPE FOR?

- Web-based application primarily geared towards modeling sound web-based application design for:
 - State agencies
 - LEAs administering one or more school meal programs
 - Software vendors who develop and maintain web-based applications





WHAT CAN THE WEB-BASED APPLICATION DO?

• What this IS:

- A **model** electronic application with design features geared towards enhancing accurate household income reporting
- A useful resource to guide State + Local officials, software vendors in their own design efforts
- A substantial head-start on developing a web-based application platform from the ground up





WHAT CAN THE WEB-BASED APPLICATION DO?

- What this IS NOT:
 - A fully functional software application connected to supporting data systems, and ready for "out-of-the-box" usage
 - A national application hosted by USDA
 - A product that can be immediately used by a State or local agency with no further investment of time and money





THE APPLICATION PROCESS

pre-applica	ition front end	on	line application proce	255	post-applicat	tion back end
student registration	direct certification	pre-populate household information	central application logic:	school district eligibility	verification process	point of sale and reimbursement
			USDA model	determination		claiming systems
collect names and contact information	connect to State agency and other assistance program databases	connect with student enrollment database	collect eligibility information from applicant: household size, income, and other assistance program participation	automatic comparison to income eligibility guidelines; manual confirmation and certification	automatic selection of approved applications for verification; automatic identification of error prone applications, if necessary	individual student eligibility tied to meal selection, aggregation, and reimbursement claiming process



2016-2017 Prototype Household Application for Free and Reduced Price School Meals Complete one application per household. Please use a pen (not a pencil).

Apply online at <u>www.abcdefgh.edu</u>

STEP 1 List	ALL Household Members who are infants, cl	hildren, and stude	ents u	ıp to and	includir	ng grade	12 (if	moi	re spa	ces a	ire req	uired f	for add	litional	l name	es, a	ttach	anoth	er she	et of p		
Definition of Household	Child's First Name	М	I CI	hild's Las	st Name	1										Gra	nde	Si Yes	udent? No		Foster Child	Homeless, Migrant, Runaway
Member: "Anyone who i living with you and share income and expenses, e if not related." Children in Foster care children who meet the definition of Homeless, Migrant or Runaway an eligible for free meals. R How to Apply for Free Reduced Price School Meals for more informati	and cased						g assi	stan			ns: SN	AP, T/	ANF, 0	r FDPI						Check all that apply		
	If NO > Go to STEP 3. If)	(ES > Write a cas	se nur	nber here t	then go t	o STEP 4	4 (Do r	not co	omplet	e STE	EP 3)	Ca	ase Nu	mber:								
																		Write or	ly one c	ase nur	nber in t	his space.
STEP 3 Repo	rt Income for ALL Household Members (S	kip this step if yo	ou an	swered '\	es' to s	STEP 2)																
	A. Child Income Sometimes children in the household earn of Household Members listed in STEP 1 here.	receive income. Ple	ase in	clude the T	OTAL inc	come rece	eived by	y all			\$	hild inco	me	Weel		ow off eekty 2						
Are you unsure what income to include here?	B. All Adult Household Members (inc List all Household Members not listed in STE for each source in whole dollars (no cents) o	P 1 (including yours	elf) ev	ncome from	any sou							ields bl	ank, yo							o incon	ne to rep	port.
Flip the page and review the charts titled "Sources of Income" for more		Earnings from Wo	rk 🔤		w often? ekly 2x Montl	h Monthly			Assistanc upport/Al		Weekly		often? 2x Mont	Monthly]		sions/Re Other Inco	tirement/ ome	Weekt		w often? kly 2x Mor	nth Monthly
information.		\$		0 0) ()	\bigcirc	\$				0	0	0	0	\$				0	0	0	0
The "Sources of Income for Children" chart will help you with the Child		\$		0 0) ()	\bigcirc	\$				0	0	0	0	\$	5			0	0	0	0
Income section.		\$		0 0) ()	\bigcirc	\$				0	0	0	0	\$	6			0	0	0	0
The "Sources of Income for Adults" chart will help you with the All Adult		\$		0 0) ()	\bigcirc	\$				0	0	0	0	\$	6			0	0	0	0
Household Members section.		\$		0 0) ()	\bigcirc	\$				0	0	0	0	\$	5			0	0	0	0
	Total Household Members (Children and Adults)	Last Four Digits (Primary Wage Ea					er	X	x x		x				Che	ck if	no SSI	N 🗌				
STEP 4 Cont	act information and adult signature																					
	ormation on this application is true and that all income is report in may lose meal benefits, and I may be prosecuted under app				ven in con	nection with	the rec	eipt o	f Federa	l funds	, and tha	t school	officials	may verif	y (check)) the i	informat	ion. I am	aware th	at if I pu	rposely (give
															15	11.6						
Street Address (if availal	Apt #	City				State			Zip]	Da	iytime F	hone ar	nd Ema	an (ot	puonal)					
Printed name of adult sig	ning the form	Signature of	fadult									To	day's d	ate								

Sources of Inc	come for Children	S	ources of Income for Ad	lults
Sources of Child Income	Example(s)	Earnings from Work	Public Assistance / Alimony / Child Support	Pensions / Retirement / All Other Income
- Earnings from work	- A child has a regular full or part-time job where they earn a salary or wages	- Salary, wages, cash bonuses	 Unemployment benefits Worker's compensation 	- Social Security (including railroad
 Social Security Disability Payments Survivor's Benefits 	 A child is blind or disabled and receives Social Security benefits A Parent is disabled, retired, or deceased, and their child receives Social Security benefits 	- Net income from self- employment (farm or business) If you are in the U.S. Military:	Supplemental Security Income (SSI) Cash assistance from State or local government Alimony payments	retirement and black lung benefits) - Private pensions or disability benefits - Regular income from
-Income from person outside the household	- A friend or extended family member regularly gives a child spending money	 Basic pay and cash bonuses (do NOT include combat pay, 	 Child support payments Veteran's benefits Strike benefits 	trusts or estates - Annuities - Investment income - Earned interest
-Income from any other source	- A child receives regular income from a private pension fund, annuity, or trust	FSSA or privatized housing allowances) - Allowances for off-base housing, food and clothing		- Rental income - Regular cash payments from outside household

OPTIONAL Children's Racial and Ethnic Identities

We are required to ask for information about your children's race and ethnicity. This information is important and helps to make sure we are fully serving our community. Responding to this section is optional and does not affect your children's eligibility for free or reduced price meals.

Ethnicity (check one): 🗌 Hispanic or Latino 🗌 Not Hispanic or Latino		
Race (check one or more): 🗌 American Indian or Alaskan Native 🗌 Asian	Black or African American 🔲 Native Hawaiian or Other Pacific Islander 🗌 Wh	iite

The Richard B. Russell National School Lunch Act requires the information on this application. You do not have to give the information, but if you do not, we cannot approve your child for free or reduced price meals. You must include the last four digits of the social security number of the adult household member who signs the application. The last four digits of the social security number is not required when you apply on behalf of a foster child or you list a Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) Program or Food Distribution Program on Indian Reservations (FDPIR) case number or other FDPIR identifier for your child or when you indicate that the adult household member signing the application does not have a social security number. We will use your information to determine if your child is eligible for free or reduced price meals, and for administration and enforcement of the lunch and breakfast programs. We MAY share your eligibility information with education, health, and nutrition programs to help them evaluate, fund, or determine benefits for their programs, auditors for program reviews, and law enforcement officials to help them look into violations of program rules.

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, disability, age, 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, audiotape, 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 language other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) (632-9992. Submit your completed form or letter to USDA by:

mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410

fax: (202) 690-7442; or

email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Do not fill out For School Use Onl	У				
Annual Income Conversion: Weekly x	52, Every 2 Weeks x How often?	26, Twice a Month x 24 Monthly x	2	Eligibility:	
Total Income	Weekly Bi-Weekly 2x Month Mo	Household size		Free Reduced Denied	
	0 0 0 0	Categori	cal Eligibility	$\circ \circ \circ$	
Determining Official's Signature	Date	Confirming Official's Signature	Date	Verifying Official's Signature	Date

INCOME REPORTING EFFICIENCIES

A. Child Income Sometimes children in the household earn or n Household Members listed in STEP 1 here.	receive income. Please	e include the TOTAL income recei	ved by all	Child income We	How often? ekkly Bi-Weekly 2x Month Monthly	
B. All Adult Household Members (incl List all Household Members not listed in STEF for each source in whole dollars (no cents) on	^o 1 (including yourself)	e income from any source, write '		ve any fields blank, you are c		no income to report.
	Earnings from Work	How often?	Fublic Assistance/	How often?	Pensions/Retiremen/	How often?
Name of Adult Household Members (First and Last)	Earnings from work	Weekly Bi-Weekly 2x Month Monthly	Child Support/Alimony	Weekly Bi-Weekly 2x Month Monthly	y All Other Income Week	Iy Bi-Weekly 2x Month Monthly
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	\$	0000	\$	\bigcirc \bigcirc \bigcirc \bigcirc	\$	
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	\$	0000	\$	\bigcirc \bigcirc \bigcirc \bigcirc	\$	0 0 0
	\$	0000	\$	\bigcirc \bigcirc \bigcirc \bigcirc	\$	
Total Household Members (Children and Adults)		ocial Security Number (SSN) of er or Other Adult Household Membe	r X X X	X X	Check if no SSN	





WEB-BASED APPLICATION DESIGN HIGHLIGHTS

INTEGRITY-FOCUSED DESIGN FEATURES

Guided income "interview"

John

This page is all about John.

On questions about income, all amounts should be John's current Q gross income.

Gross income means all money earned or received before deductions such as income taxes, social security taxes, and insurance premiums. You should not report net income O, which is the amount of money received in a pay check.

Is John in the military 9:

🔵 Yes

Does John have earnings from work including salary, wages, tips, commissions, cash bonuses **0** or net income from self-employment **0**? Yes

🔘 No

Does John have income from public assistance including Supplemental Security Income (SSI) 9, or cash assistance 9 or housing subsidies from state or local government?

Ves Na

Does John have income from alimony Q or child support Q ?

Ves No

Does John have income from unemployment benefits Φ , Veteran's benefits Φ , worker's compensation Φ , strike benefits Φ , or Social Security Disability Insurance (SSDI) Φ ?

No No

Does John have retirement income from Social Security (including survivor benefits, Black Lung Benefits ♥ and Railroad Retirement ♥) or pensions ♥?

No No

Does John have other sources of income including regular cash payments of from outside the household, rental income Q, earned interest Q, investment income and annutities Q, or any other source of income available to pay for children's school meets?

() Yes

No Back

Continu

USDA

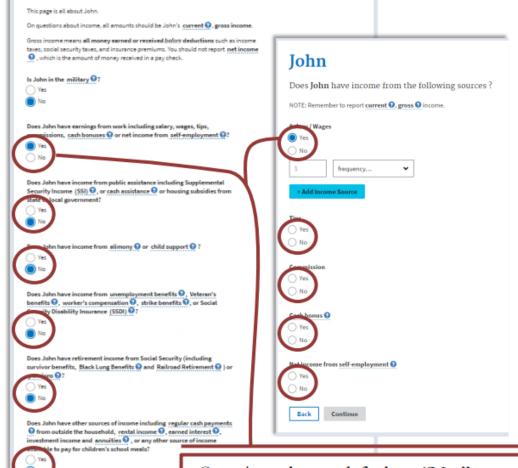
The adult income section is broken down into six descriptive categories, instead of the three broad categories used on the paper prototype and most of today's online applications. This income interview takes direct aim at a major source of applicant error – omitted income sources.

Affirmative Responses

John

Continue

Back



Questions do not default to "No." A positive "Yes" or "No" confirmation is required for each income category question, as well as for the individual income sources if the applicant selects "Yes" to a category.



The next few questions are about your childrens' income ().

Some common sources of income for children are:

- · a full-time or part-time job,
- Social Security benefits, if the child is disabled, or is the beneficiary
 of another person's Social Security benefits,
- money regularly received from extended family or friends outside the household, or
- money from a pension (), annuity (), or trust ()

Do not include infrequent earnings, such as income from occasional babysitting or mowing lawns.

these, or any other,
J
of these, or any other,
}

Each person in the application is asked about their income separately, and the +Add Income Source button allows an infinite number of sources of any one type of income.

Susie

Does Susie have income from any of the following sources?

Income reported here should be the child's carrent Q, gross income.

Gross income means all money earned or received before deductions, such as income taxes, social security taxes, and insurance premiums. You should not report net income, which is the amount of money received in a pay check, her income is total (or gross) income, minus taxes and deductions, and is commonly referred to as "take home pay".

Money earned from a full or part-time job



brequency...

 Add Income Source

 Supplemental Security Insurance (SSI)
 or Social Security survivor benefits

```
O Yes
```

Money regularly received 🕥 from extended family or friends outside the household Ves No

```
Pension (), annuity (), or truist ()
Ves
```

Any other source of income
Ves
No

-

Back Continue

New Options for Income Reporting

John

Does John have income from the following sources ?

NOTE: Remember to report current (2), gross (2) income.







Gross vs. Net Income

Susie

Does Susie have income from any of the following sources?

Income reported here should be the child's **current 3**, gross income.

Gross income means all money earned or received before deductions, such as income taxes, social security taxes, and insurance premiums. You should not report net income, which is the amount of money received in a pay check. Net income is total (or gross) income, minus taxes and deductions, and is commonly referred to as "take home pay".

John

Does John have income from the following sources?

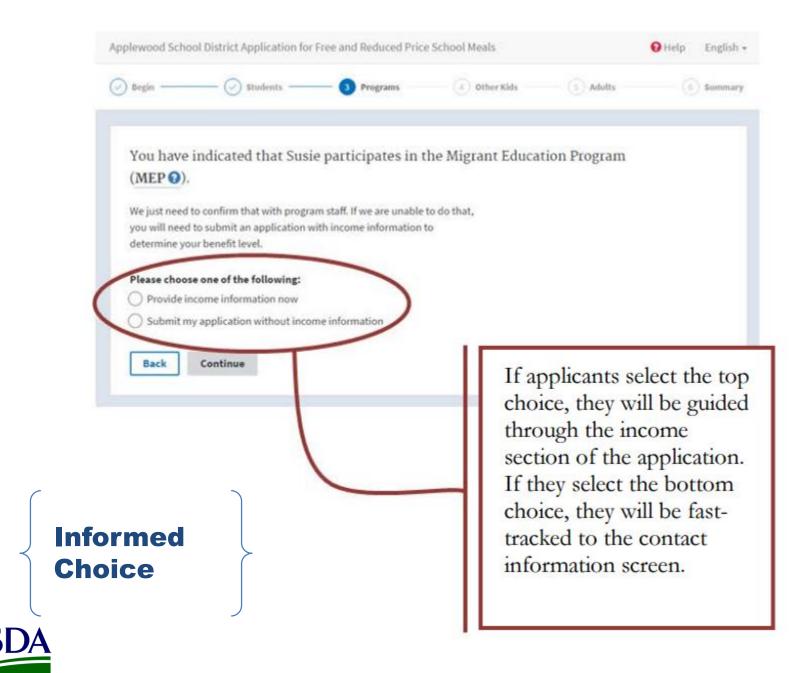
A detailed description of gross versus net income appears at the top of the first income screen that the applicant sees. On all subsequent income screens, the information is available in a tooltip on the word "gross."

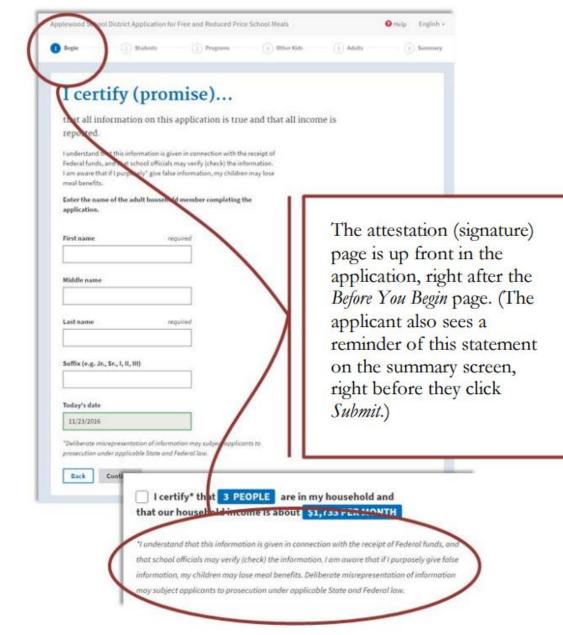
NOTE: Reme	mber to report curren	t P. gross O income.	
Salary / Wag	[es		
Yes			
O No			
s	frequency	~	
+ Add Inc	ome Soonce		
Tips			
O Yes			
() No			
Commission	8		



	your household that attend school in e applying for school meal benefits.	Students and
First name required Susio Middle name	Step two asks for information about the students	Other Kids
Schor Grade Bregin Okay, it looks like and income in ord Let's talk about the other adults. Other than Susie,	Adults (a) Adults (b) Adults (c)	Help English - (6) Summary
district other than Ap	grade 12 or below and attend school in a deal oplewood School District day care or pre-school, or are not of sch ge or younger living in your household t asks for information	

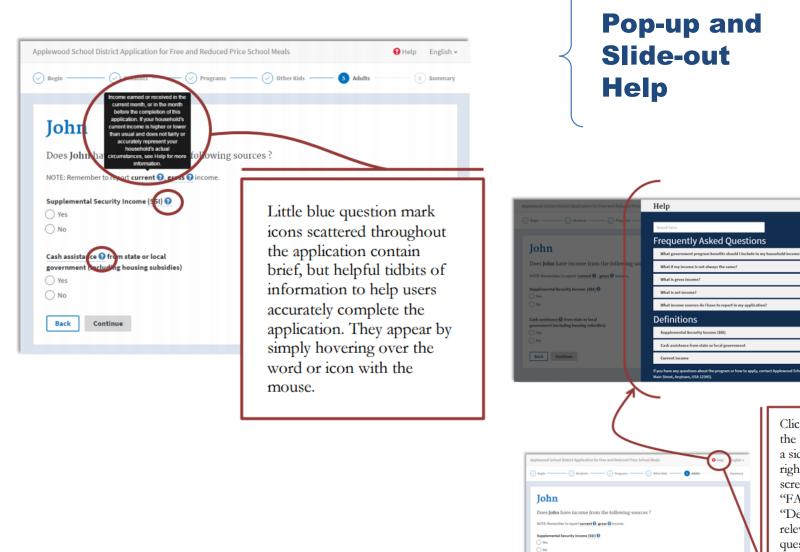
USDA





Sign Up Front





Clicking *Help* on the header opens a side bar on the right side of the screen with "FAQs" and "Definitions" relevant to the questions on the screen, but *all* help content is available at any time by using the *search bar*.

Cash assistance I from state or local government (including housing subsidies)

Back Continue

O Yes

+

+

+

+

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+

+



Aesthetics & **Accessibility**

John

Alimony 😡 O Yes

Child support

A Missing Income

Change pr

Applicants receive a Warning Status alert if

they select "No" for

within a category for

which they previously

all income sources

selected "Yes."

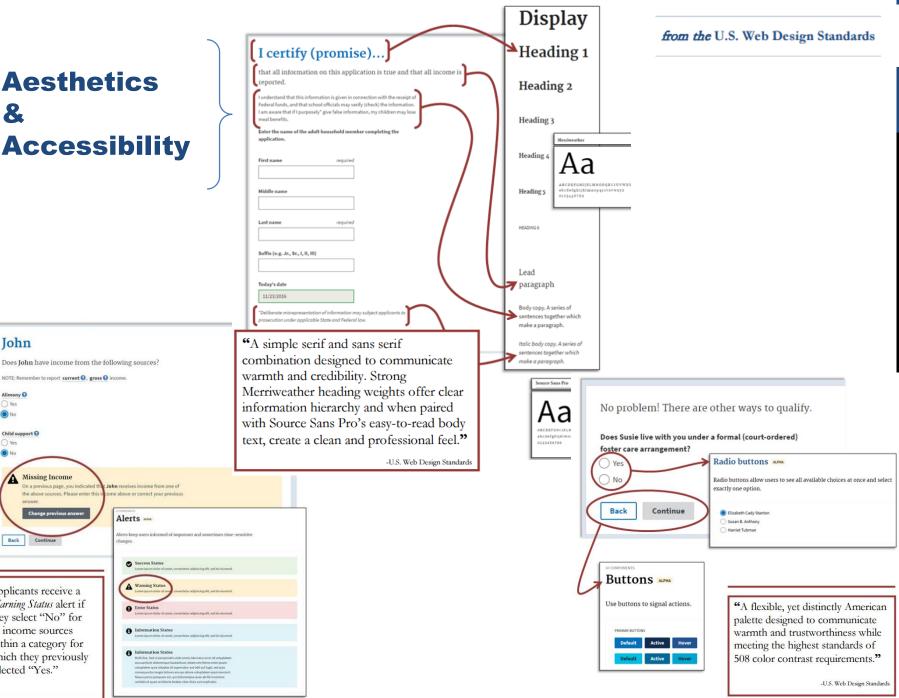
On a previous page, you indicated th

No No

() Yes

No No

Back Continue



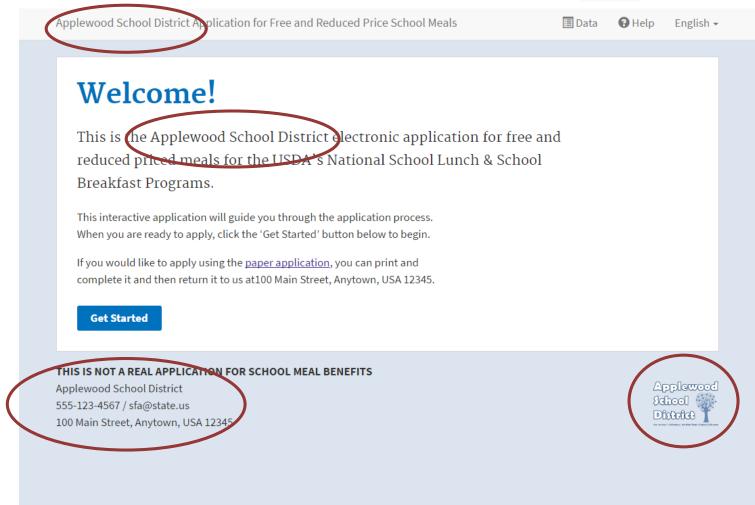
OPTIMIZED DESIGN FOR ONLINE PLATFORMS

- USDA's Web-Based prototype is specifically designed to NOT be a paper application on a screen
- Design features and question format take full advantage of digital, online platform
- Mobile-friendly to accommodate all device types commonly used

Application for School Meals	
19%	
Student	
First name	required
Middle name	
Last name	required
Suffix (e.g. Jr., Sr., I, II, III)	
School	



Customization: Making the Prototype Your Own





FOREIGN LANGUAGE TRANSLATION OPTIONS

Applewood School District Application for Free and Reduced Price School Meals	Help	English 🗸
	I speak	English
Welcome!	Yo hable	o español

 English and Spanish language included with initial release

 FNS will explore options for additional language translations





GUIDANCE AND RESOURCES FOR THE WEB-BASED APPLICATION

TECHNICAL ASSISTANCE & SUPPORT

AVAILABLE RESOURCES

- Available on the FNS website:
 - Web-Based Interactive Demo
 - Open source code (.zip)
 - Q&A Guidance
 - Guide to USDA's Web-Based Prototype Application
 - Email contact for state and local program operators
 - GovDelivery

Web-Based Prototype Application for Free and Reduced Price School Meals

Featured here is USDA's Web-Based Prototype Application for Free and Reduced Price School Meals, along with accompanying guidance materials and resources. The electronic prototype application is intended to be a *model* for how State and local program operators (or their designated vendors) may develop an effective and fully compliant electronic/online application for school meal benefits. While USDA offers both the design and code as open source publications free for all to access, these materials are not structured for direct or immediate use by households unless adapted and integrated with appropriate data management systems maintained at the State and/or local levels.

The USDA electronic prototype application is not for direct household use. If you are a parent looking to apply for school meal benefits, contact your child's school to find out where you can access their application for school meal benefits.

View

- Web-Based Interactive demo: This demo is intended to allow users to explore and familiarize
 themselves with the web-based prototype's design format, as well as to preview how applicants
 would complete a fully functional version of this application. Please note: This is not a working
 application that households may fill out to qualify for school meal benefits. Although it accepts
 household and income information for demo purposes, no data entered is recorded by or
 transmitted to USDA, State agencies, or other organizations.
- Open source code (.zip): A downloadable copy of the source code for USDA's electronic application
 prototype. Must be adapted to and integrated with other electronic systems prior to functional
 household use. Note: Open source development on future versions of the web-based prototype
 application is paused while we continue to evaluate functionality and initial stakeholder feedback.
 Check back periodically for updates on the future direction of the project and how you might
 contribute.
- Q&A Guidance: Commonly asked questions and answers related to the Web-Based Prototype Application for Free and Reduced Price School Meals.
- Guide to USDA's Web-Based Prototype Application: A comprehensive resource targeted toward
 program officials and vendors adapting or developing web-based applications for free and reduced
 price school meal benefits. Provides technical guidance on development considerations related to
 customization, localization, and formatting, as well as general information on application design
 best practices as reflected in the Web-Based Prototype Application for Free and Reduced Price
 School Meals v1.0.

Check it out at: http://www.fns.usda.gov/schoolmeals/web-based-prototypeapplication



Q&As for USDA's Web-Based Prototype Application

Questions at a glance...

Click on a question to jump to it below.

- 1. What is the USDA web-based prototype application for free and reduced price school meals?
- 2. Why did FNS develop a web-based prototype application?
- 3. Is use of the new application required?
- 4. Why should SFAs adopt the web-based prototype application? What are the benefits?
- 5. The prototype application is longer than my SFA's current online application. Why should we increase the burden on our families?
- 6. My SFA already has an online application. Do we have to modify ours to incorporate the elements in the new prototype application?



Guide to USDA's Web-Based Prototype Application

v1.0

ICON KEY	Ŀ
(i) Valuable information	Т
? Q&A	yo
Tech Tip	- er
	ta

How to Use this Guide

The "icon key" on the left shows symbols that you will find throughout the manual that emphasize certain pieces of information. "Valuable information" highlights important, take-away messages about the application.

"Q&A" is just as it sounds: a series of questions and answers on a range of topics. And the "Tech Tips" contain information related to the code or other technical aspects of the application.



What's Next for USDA's Web-Based Prototype Application



QUESTION TIME

