





Narration Notes:

Welcome to the *e-snaps* Overview online training module! HUD's Office of Special Needs Assistance Programs, also known as SNAPs, has developed *e-snaps* to streamline the Continuum of Care, commonly referred to as CoC, application process for homeless assistance funding. In this module, we will provide a broad overview of *e-snaps*, discuss the purpose and benefits of the new electronic application system, where to go for help when using the new system to apply for homeless assistance funding, and the timeline for doing so.

Before we begin, let's quickly review this module's learning objectives.



Module Objectives




- By the end of this module, you should be able to:
 - Describe the purpose of *e-snaps*
 - List the benefits of *e-snaps*
 - Identify where to go for help when using *e-snaps*
 - Explain the new application process and timeline

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Narration Notes:

By the end of this module, you should be able to:

- Describe the purpose of *e-snaps*;
- List the benefits of *e-snaps*;
- Identify where to go for help when using *e-snaps*; and
- Explain the new application process and timeline.



What is *e-snaps*?



- An online application and grants management system for HUD McKinney-Vento Homeless Assistance Programs
 - Supportive Housing Program, Shelter Plus Care Program, and Single Room Occupancy Program
- Developed and maintained by HUD's Office of Special Needs Assistance Programs (SNAPs)
- Accessible through www.hud.gov/esnaps
 - Website available once CoC NOFA released
- Allows users to save their application information while preparing their proposal


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Narration Notes:



So what exactly is *e-snaps*? As you may know, each year, SNAPs funds three competitive homeless assistance programs via the CoC Notice of Funding Availability, or NOFA. These programs are the Supportive Housing Program, the Shelter Plus Care Program, and the Single Room Occupancy Program. *e-snaps* is an online application and grants management system that has been developed by HUD's SNAPs Office to receive and review homeless assistance applications. Once the CoC NOFA is released, you can access the *e-snaps* system at www.hud.gov/esnaps.

For the 2008 competition, *e-snaps* will serve as an application system only. HUD intends to expand this system over time, so that it also serves as a grants management system that can assist in the management, tracking, and closing out of grants awarded by HUD to grantees.

As we already mentioned, *e-snaps* allows CoCs to electronically prepare and submit their homeless assistance funding applications. The system lets users work on the application for as long as needed prior to the closing date of the NOFA before submitting the completed proposal to HUD. Finally, *e-snaps* allows HUD to review the homeless assistance applications in a timely manner, since the application data is already available electronically and HUD will no longer be required to enter application data manually prior to reviewing the applications.



Purpose of *e-snaps*




- Creates a centralized online application process for homeless assistance funding
- Streamlines the process of awarding over \$1.3 billion in annual competitive grants to CoC homeless assistance providers

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Narration Notes:

A number of factors prompted the development of the *e-snaps* system. One of the primary reasons for its development was the goal of providing centralized access to CoC application information, submission, and award for HUD McKinney-Vento Homeless Assistance programs. Through this centralized process, CoCs have one secure, registered profile that enables them to interact with HUD homeless programs, from registration through application submission.

Another reason that triggered the development of *e-snaps* was streamlining the process of awarding more than \$1.3 billion in annual homeless assistance competitive funding to CoCs and their homeless assistance providers. Through the electronic system, the CoC application submission process as well as the burden of pulling together and prioritizing project applications at the CoC level is reduced significantly.



Benefits of *e-snaps*



- Simplifies the grant application process
- Should save both applicants and HUD the time and expense associated with traditional paper-based grant applications
- Provides HUD and CoCs a project management system that follows the life cycle of a project from award to close out

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Narration Notes:


Now that you understand why *e-snaps* has been created and launched, let's further discuss the many benefits of the *e-snaps* system.

First of all, *e-snaps* simplifies the grant application process. SNAPs has taken a close look at the homeless assistance application and streamlined, edited, or deleted some of the previous forms used. Also, by making the application process electronic, SNAPs has been able to program fields to pull information already entered on one form into another form, which should reduce the numerical data errors HUD has seen in the past.



Second, the *e-snaps* system should save both applicants and HUD the time and expense associated with traditional paper-based applications. Although the electronic format is new this year and CoCs will be getting up to speed on how to submit their 2008 applications, the structure of the online application will take less time in the future because some of the information requested in this year's application will automatically populate next year's application. In addition, HUD staff will now be able to save the extra step of having to enter the application information into an electronic format prior to review.

Finally, *e-snaps* will provide a project management system that follows the life cycle of a project from award to close out. In the future, *e-snaps* will have the capability of assisting CoCs and SNAPs in not only receiving applications and awarding grants but also tracking data and managing and closing out grants.

Next, let's discuss the application process.



Steps of the Application Process



1. *e-snaps* Registration (for CoCs only)
 - Authorizing official of the CoC organization must register and create a username and password
 - CoCs cannot move to Step 2 until this step is completed
2. CoC issues usernames and passwords
 - Registered CoCs must issue a username and password to each project applicant authorized to submit an application for homeless assistance funding
 - Project sponsors should not have access to *e-snaps*


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Narrative Notes



As we discussed, through *e-snaps*, the process of applying for homeless assistance funding is made efficient and easy while meeting all HUD and NOFA requirements.

CoCs begin interfacing with *e-snaps* through the registration process. An authorizing official of the CoC organization must register their CoC geography and create a username and password. Once the CoC submits its registration via *e-snaps*, HUD will issue the CoC a hold harmless need, commonly referred to as HHN, amount, and grant access to the *e-snaps* application process. CoCs will not be able to complete an application until they have agreed with HUD on the HHN amount issued by HUD. If the CoC does not agree with the HHN amount, it should respond accordingly via *e-snaps* and work with its HUD Field Office to determine the hold harmless amount.

In the next step, registered CoCs must issue a username and password to each project applicant authorized to submit an application for homeless assistance funding. Only authorized project applicants are permitted to submit applications to the CoC. Project sponsors should NOT have access to *e-snaps*. All project applicants must have a DUNS number and register with the Central Contractor Registry, or CCR, before completing a project application in *e-snaps*.



Steps of the Application Process




3. Submit applications
 - Submission of Exhibit 1 and 2 applications is a secure process in *e-snaps*
 - Only registered CoCs and authorized project applicants are permitted to submit applications
 - Applications must be submitted electronically, unless the CoC receives a waiver
4. Track your applications
 - Registered CoC official will receive an e-mail communication on the status of submitted applications
 - Once you have submitted one or more applications, you may track the status of your submission by logging on to www.hud.gov/esnaps

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Narrative Notes

In Step 3, CoCs must review and rank all of their project applications before submitting their electronic application package to HUD. As a reminder, only registered CoCs and authorized project applicants are permitted to submit applications. It's also important to note that the submission of Exhibit 1 and 2 applications is a secure process in *e-snaps*. Applications must be submitted electronically through *e-snaps*, unless the CoC receives a waiver from HUD.

Finally, once the CoC application package is submitted, the registered CoC official will receive e-mail communication on the status of submitted applications. Users may track the status of their submission by logging on to www.hud.gov/esnaps.



Timeline for 2008 Competition



- Application timeline and anticipated dates:
 - **March 19, 2008:** Release general section of the NOFA
 - **April 22, 2008:** HUD SNAPs Broadcast on CoC Registration
 - **April 30, 2008:** Publish Notice on *e-snaps* application submission process and web broadcasts on CoC NOFA
 - **May 5, 2008:** Launch training module on CoC Registration process
 - **On or about July 1, 2008:** Publish NOFA notice on application instructions for CoC homeless assistance programs
 - **July 2008:** Launch series of training modules on completing Exhibit 1 & 2 applications in *e-snaps*

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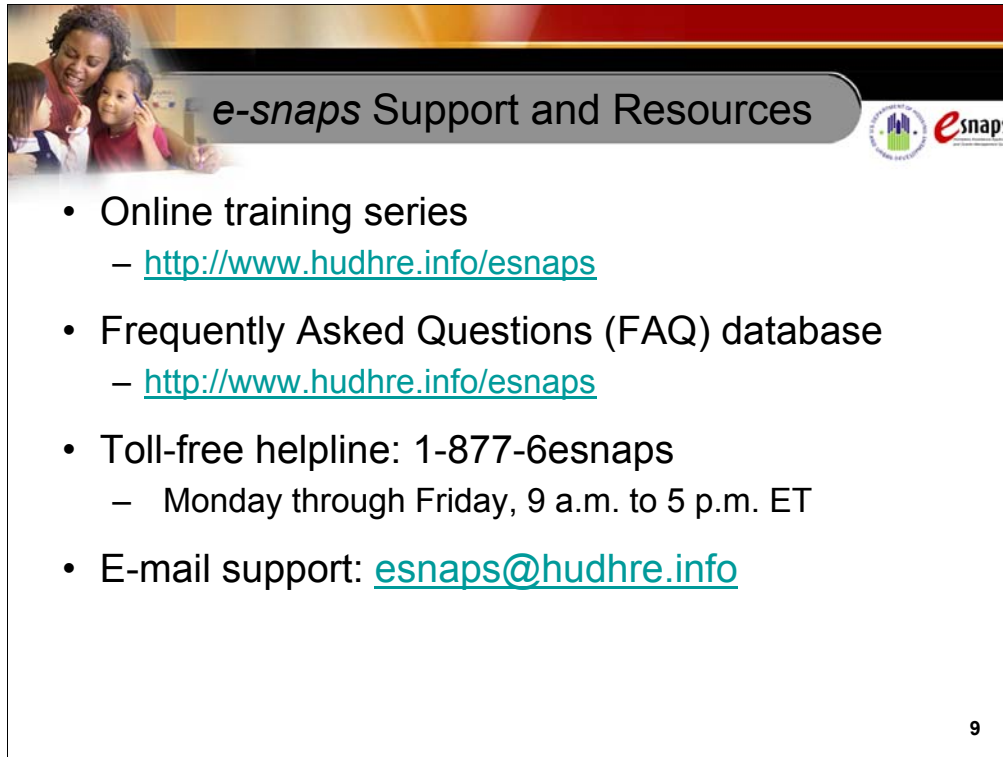
Narration Notes:

Now that you understand the application process, let's discuss what the application timeline looks like.

On March 19th, 2008, the general section of the NOFA was released. This NOFA notice informed applicants that this year's application submission would be electronic and that two additional notices will be released. The CoC *e-snaps* registration notice, published on April 30th, 2008, provides guidance on how to register on *e-snaps*. The second notice, expected to be published on or about July 1st, 2008, will contain the application instructions for the CoC homeless assistance programs.

In addition to the guidance provided in these notices, HUD's SNAPs Office delivered a broadcast on April 22nd, 2008 that discussed the electronic registration process and informed applicants about the online training module on the registration process, which launched on May 8th. Additional training modules about the *e-snaps* system and how to complete Exhibits 1 and 2 will be released this summer.

SNAPs has also developed several resources to assist CoCs and homeless assistance project applicants in completing their electronic application through *e-snaps*. Let's review those available resources next.

The slide features a header with a photograph of a woman and two children on the left. The title "e-snaps Support and Resources" is centered in a grey rounded rectangle. To the right of the title is the "esnaps" logo, which includes a circular icon with a building and the text "esnaps".

e-snaps Support and Resources

- Online training series
 - <http://www.hudhre.info/esnaps>
- Frequently Asked Questions (FAQ) database
 - <http://www.hudhre.info/esnaps>
- Toll-free helpline: 1-877-6esnaps
 - Monday through Friday, 9 a.m. to 5 p.m. ET
- E-mail support: esnaps@hudhre.info

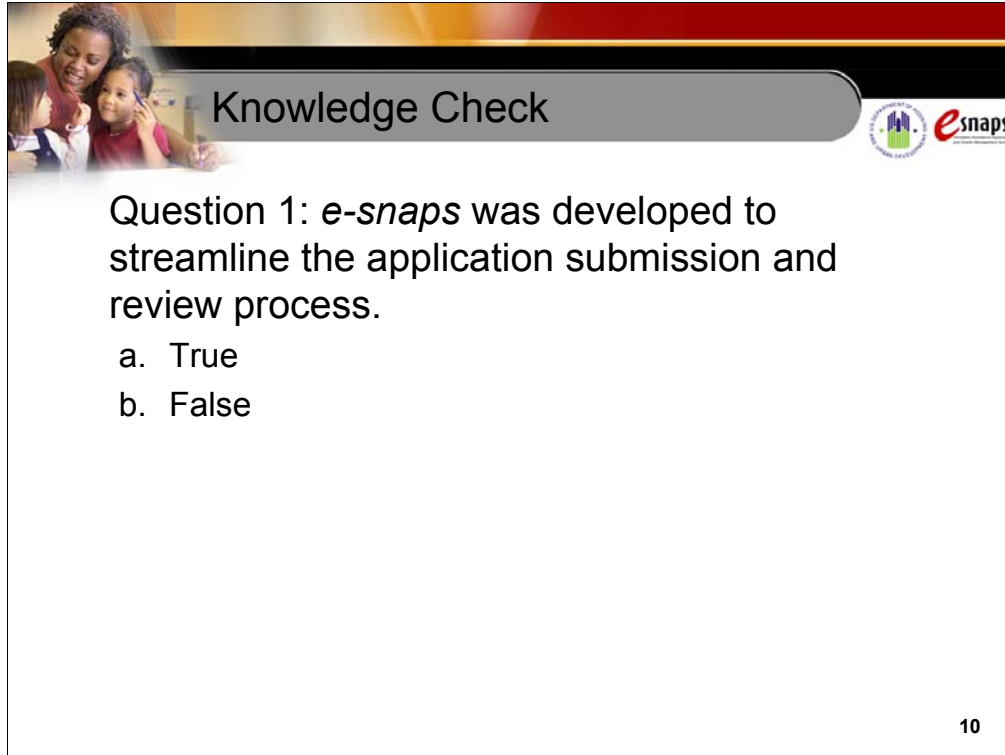
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Narration Notes:

To ease the transition from completing a paper application to completing an electronic application, SNAPs has provided a number of ways applicants can receive assistance on *e-snaps* and have their questions answered. These methods include:

- **An online training series.** Online training modules and other reference materials covering each section of the application are available. Users can access the training at www.hudhre.info/esnaps. The training is provided in a variety of formats since individuals learn differently. Users can select “View” to launch the online training materials or they can select “Print” to print out the presentation and narration script;
- **A Frequently Asked Questions database.** Also accessible at www.hudhre.info/esnaps, SNAPs has developed a searchable database of frequently asked questions about *e-snaps*;
- **A toll free helpline.** A toll-free helpline, available Monday through Friday between 9 a.m. and 5 p.m. Eastern Time, has been set up at 1-800-6esnaps to respond to questions applicants may have about the *e-snaps* system; and
- **E-mail support.** An e-mail account has been set up at esnaps@hudhre.info to also respond to questions applicants may have about the *e-snaps* system.

Now that you have an overview of *e-snaps*, let’s review what you learned.

A presentation slide titled "Knowledge Check" with a red and black header. On the left, there is a photograph of a woman and two children. On the right, there is a logo for "e-snaps" which includes a circular emblem with a building and the text "e-snaps".

Knowledge Check

Question 1: *e-snaps* was developed to streamline the application submission and review process.


- a. True
- b. False

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Narration Notes:

The following slides contain a series of knowledge check questions to review what you have learned. Review the question and determine your response. The next slide will then review the correct answer and provide feedback. Let's get started.

Question 1: *e-snaps* was developed to streamline the application submission and review process. Is this statement true or false?



Knowledge Check – Feedback



Question 1: *e-snaps* was developed to streamline the application submission and review process.

- ✓ a. True
- b. False

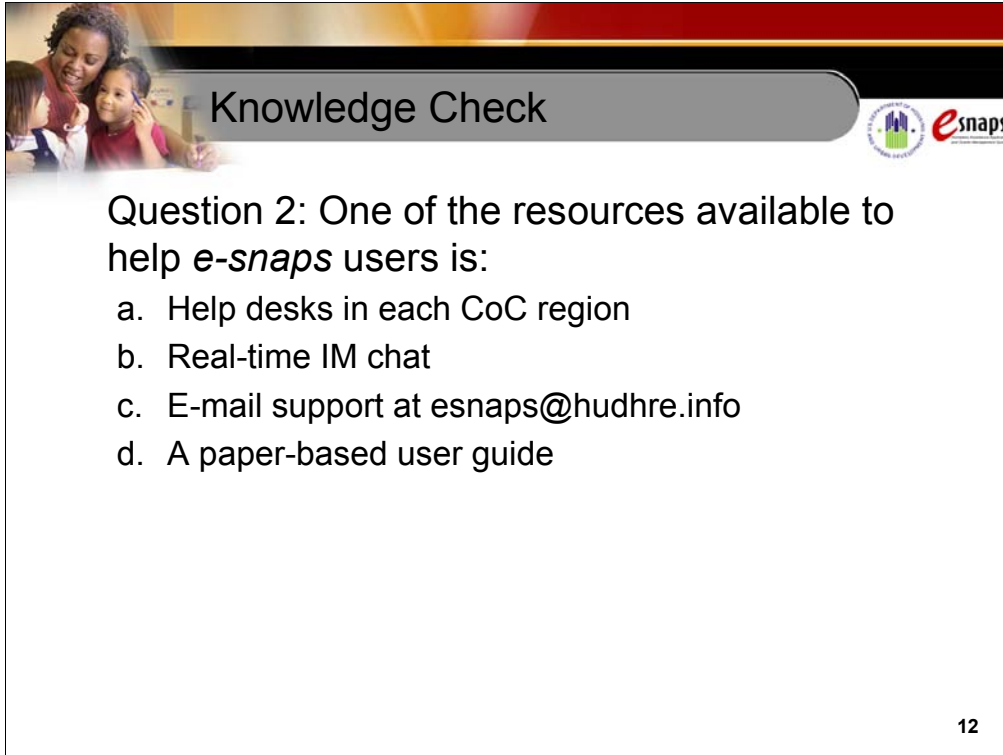
FEEDBACK:

e-snaps is an electronic application and grants program that was developed to simplify the application submission and review process for grants awarded to CoCs by HUD.

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Narration Notes:

The correct answer is True. *e-snaps* is an electronic application and grants program that was developed to simplify the application submission and review process for grants awarded to CoCs by HUD.



Knowledge Check

Question 2: One of the resources available to help *e-snaps* users is:

- a. Help desks in each CoC region
- b. Real-time IM chat
- c. E-mail support at esnaps@hudhre.info
- d. A paper-based user guide


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Narration Notes:


Question 2: One of the resources available to help *e-snaps* users is:

- a. Help desks in each CoC region;
- b. Real-time IM chat;
- c. E-mail support at esnaps@hudhre.info; or
- d. A paper-based user guide.

Please determine the best response.



Knowledge Check – Feedback



Question 2: One of the resources available to help *e-snaps* users is:

- a. Help desks in each CoC region
- b. Real-time IM chat
- ✓ c. E-mail support at esnaps@hudhre.info
- d. A paper-based user guide


FEEDBACK:

User support is available through training at www.hudhre.info/esnaps, a toll free hotline at 1-877-6esnaps, an e-mail address esnaps@hudhre.info, and an FAQ database.


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Narration Notes:

The correct answer is C: E-mail support at esnaps@hudhre.info. User support is also available through training at www.hudhre.info/esnaps, a toll free hotline at 1-877-6esnaps, and an FAQ database.



Module Wrap-Up



Congratulations! You have completed the *e-snaps* Overview module.

- You should now be able to:
 - Describe the purpose of *e-snaps*
 - List the benefits of *e-snaps*
 - Identify where to go for help when using *e-snaps*
 - Explain the new application process and timeline


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Narration Notes:


Congratulations! You have completed the *e-snaps* Overview module. You should now be able to:

- Describe the purpose of *e-snaps*;
- List the benefits of *e-snaps*;
- Identify where to go for help when using *e-snaps*; and
- Explain the new application process and timeline;

Continue to the next slide to complete the provided web form.



Module Completion Web Form



Now that you have completed this *e-snaps* Overview online training module, select the web link below so that you may fill out the web form.

[e-snaps Online Training Module Completion Web Form](#)

NOTE: To continue your learning experience, close this window and select another module from the training home page.

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Narration Notes:

Now that you have completed the *e-snaps* Overview online training module, go ahead and select the web link that is titled, “*e-snaps* Online Training Module Completion Web Form” (which is <http://esnaps.hudhre.info/training/modulecompletion.cfm?moduleid=M010>) so that you may fill it out.

After you complete the form, close this window and select another module from the training home page to continue your learning experience.