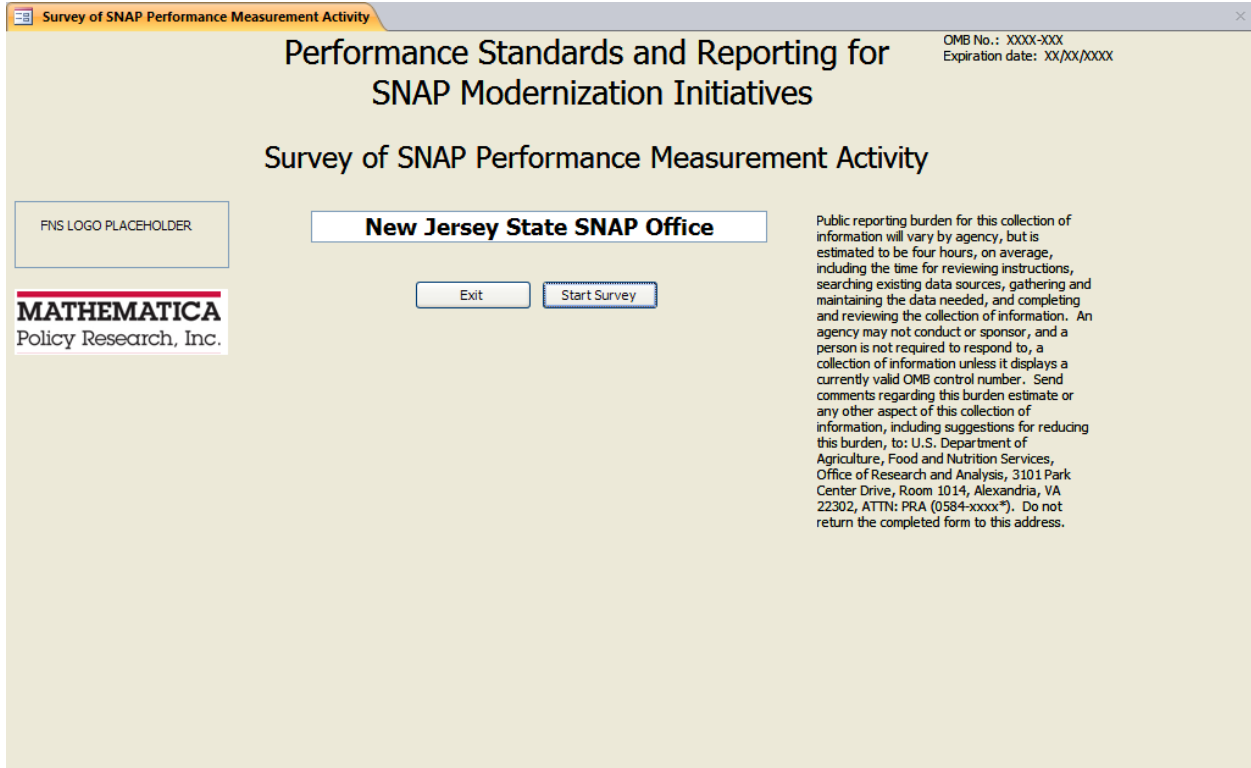


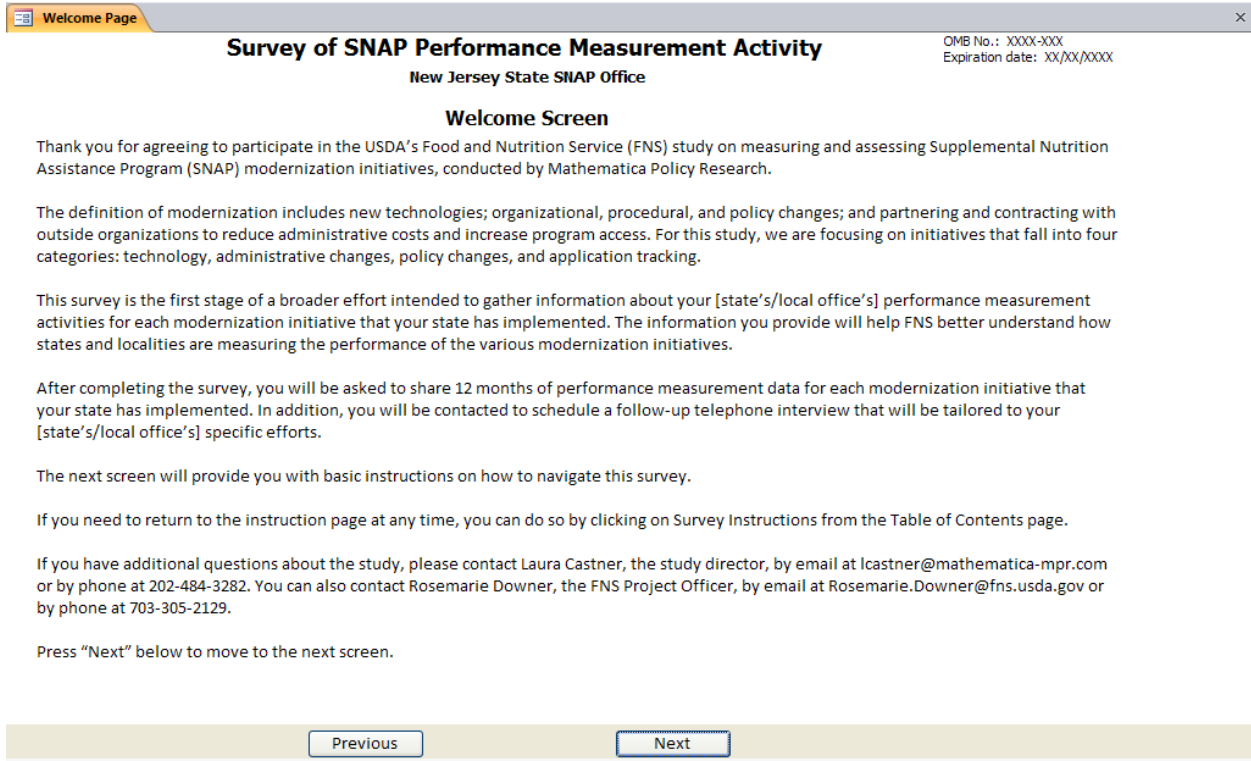
APPENDIX G
ELECTRONIC SURVEY

SURVEY (SCREEN SHOTS)

1. Cover:



2. Welcome:



3.a. Survey Instructions (top)

The screenshot shows the top portion of a web browser window. The browser's address bar contains "Survey Instructions". The page header includes the title "Survey of SNAP Performance Measurement Activity" and the organization "New Jersey State SNAP Office". On the right side of the header, it displays "OMB No.: XXXX-XXX" and "Expiration date: XX/XX/XXXX". Below the header, the main heading is "Survey Instructions". The text begins with: "The survey has been structured so that your answers to key questions will tailor the subsequent questions to your state's activities. If you skip a key question, you will receive a caution message and be given the opportunity to either return to the page to answer the question or move on to the next page. If you choose to move on, you can return to the page at a later time." This is followed by several paragraphs of instructions regarding modernization initiatives, including how to identify them, how to use the Table of Contents, and how to answer questions. At the bottom of the page, there are two buttons: "Previous" and "Next".

3.b. Survey Instructions (bottom)

The screenshot shows the bottom portion of the same web browser window. The browser's address bar still contains "Survey Instructions". The page header and title are identical to the top portion. The main heading is "Survey Instructions". The text continues with: "For each of your state's modernization initiatives, you will be asked about its characteristics and functionality. Answers to these questions will create a customized list of performance measures, aggregate data, and data elements that you will be asked to indicate whether your state calculates or collects. And for each performance measure, aggregate data, and data element that your state does calculate or collect, you will be asked several follow-up questions." This is followed by instructions on how to answer questions and how to navigate. It states: "You may answer the questions for each of the modernization initiatives in any order you choose. When you click on a modernization initiative, you will be taken to the beginning of the set of questions for that initiative. If you have already begun to answer questions for an initiative and are returning, you can select the link under the 'First Unanswered' column. This will take you to the page with the first unanswered question for that initiative." It also mentions: "You can also navigate using the 'previous' and 'next' page buttons." Further instructions include: "If you do not know what a particular word on the screen means, use your mouse to hover over the word, and a definition will appear in a bubble above it." and "At the end of the survey, there are instructions for submitting the survey electronically through the website from which you downloaded it or through email." It also provides contact information: "If you get stuck at any time, you can return to the instruction page by clicking on Survey Instructions from the Table of Contents page. Or, you can call [Name Mathematica Staff] at (XXX) XXX-XXXX." and "Click on the print icon above to print out these instructions." The final instruction is: "Press 'Next' to continue on to the Modernization Initiatives questions." At the bottom of the page, there are two buttons: "Previous" and "Next".

4. Modernization Initiatives Questions

Modernization Initiative Selection
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office

MODERNIZATION INITIATIVES

Please indicate whether or not your state has implemented each of the modernization initiatives listed below.

Modernization Initiatives	Implemented	Not Implemented
1. Call Center	<input type="checkbox"/>	<input type="checkbox"/>
2. Online System	<input type="checkbox"/>	<input type="checkbox"/>
3. Document Imaging	<input type="checkbox"/>	<input type="checkbox"/>
4. Kiosks for Application Access and Submission	<input type="checkbox"/>	<input type="checkbox"/>
5. Partnering Arrangements	<input type="checkbox"/>	<input type="checkbox"/>
6. Waiver of Face to Face Interviews	<input type="checkbox"/>	<input type="checkbox"/>
7. Shortened Interview Process	<input type="checkbox"/>	<input type="checkbox"/>
8. Complete Expedited Applications Online	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next

5. ARRA Funds Questions

Use of ARRA Funds
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office

USE OF AMERICAN RECOVERY AND REINVESTMENT ACT FUNDS

The American Recovery and Reinvestment Act (ARRA) provided funds to support states' SNAP administration in FY 2009 and FY 2010. It is possible that some portion of the funds may have been used by states or local offices to implement new modernization initiatives or continue existing initiatives.

Please identify whether ARRA funds were used to support—in whole or in part—any of the following modernization initiatives that you indicated your state has implemented.

Modernization Initiatives	Yes	No	Not Sure
1. Call Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Online System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Document Imaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Kiosks for Application Access and Submission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Partnering Arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Waiver of Face to Face Interviews	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Shortened Interview Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Complete Expedited Applications Online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next

6. Table of Contents

Table of Contents		OMB No.: XXXX-XXX Expiration date: XX/XX/XXXX
Survey of SNAP Performance Measurement Activity New Jersey State SNAP Office TABLE OF CONTENTS		
<hr/>		
Welcome Page		
Survey Instructions		
Modernization Initiative Selection		
Use of American Recovery and Reinvestment Act Funds		
1. Call Center		Go To First Unanswered Question
2. Online System		
3. Document Imaging		
4. Kiosks for Application Access and Submission		
5. Partnering Arrangements		
6. Waiver of Face To Face Interviews		
7. Shortened Interview Process		
8. Complete Expedited Applications Online		
9. Application Tracking		
A. Approvals		Go To First Unanswered Question
B. Accuracy		Go To First Unanswered Question
C. Application Receipt		Go To First Unanswered Question
D. Denials		Go To First Unanswered Question
E. Processing and Case Characteristics		Go To First Unanswered Question
F. Processing Time		Go To First Unanswered Question
Submit Survey		
<input type="button" value="SAVE AND EXIT"/>	<input type="button" value="Previous"/>	

7.a. Characteristics and Functionality Questions(top)

Characteristics and Functionality
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

CHARACTERISTICS AND FUNCTIONALITY FOR SELECTED MODERNIZATION INITIATIVES

CALL CENTERS

You indicated that your state has implemented a call center as one of its modernization initiatives.

Please indicate whether any of the following call center characteristics and functionality apply to your state's call center.

Call Center Characteristics and Functionality	Yes	No
1. Does the call center operate:		
a. Statewide	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Regionally	<input type="checkbox"/>	<input type="checkbox"/>
c. Other	<input type="checkbox"/>	<input type="checkbox"/>
2. Does your call center have:		
a. Change center	<input type="checkbox"/>	<input type="checkbox"/>
b. Telephone interviews	<input type="checkbox"/>	<input type="checkbox"/>
c. Telephone applications	<input type="checkbox"/>	<input type="checkbox"/>
d. Telephone screening	<input type="checkbox"/>	<input type="checkbox"/>
e. Computer phone system	<input type="checkbox"/>	<input type="checkbox"/>
i. Automated functions only (no agents)	<input type="checkbox"/>	<input type="checkbox"/>
ii. Transfer to agent function	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next
Table Of Contents

7.b. Characteristics and Functionality Questions (bottom)

Characteristics and Functionality
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

ii. Transfer to agent function	<input type="checkbox"/>	<input type="checkbox"/>
iii. Accept change reporting	<input type="checkbox"/>	<input type="checkbox"/>
iv. Accept recertifications	<input type="checkbox"/>	<input type="checkbox"/>
3. Does the call center have the ability to:		
a) Conduct interviews at:		
i. Application	<input type="checkbox"/>	<input type="checkbox"/>
ii. Recertification interviews	<input type="checkbox"/>	<input type="checkbox"/>
b) Receive and/or process faxes:		
i. Receive	<input type="checkbox"/>	<input type="checkbox"/>
ii. Process	<input type="checkbox"/>	<input type="checkbox"/>
c) Receive and/or process applications:		
i. Receive	<input type="checkbox"/>	<input type="checkbox"/>
ii. Process	<input type="checkbox"/>	<input type="checkbox"/>
d) Receive and/or process Recertifications:		
i. Receive	<input type="checkbox"/>	<input type="checkbox"/>
ii. Process	<input type="checkbox"/>	<input type="checkbox"/>
e) Answer caller questions	<input type="checkbox"/>	<input type="checkbox"/>
f) Schedule appointments	<input type="checkbox"/>	<input type="checkbox"/>
g) Return client calls	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next
Table Of Contents

8.a. Performance Measures (top)

Performance Measure Selection
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Performance Measures By Modernization Initiative

CALL CENTER

Below is a list of specific measures that your state may be calculating in order to assess the performance of the call center.

Please indicate whether you calculate each of the performance measures.

And for those measures that you do calculate, please indicate how important it is in your state's efforts to assess its performance in implementing the call center.

At the bottom of the list, you will be able to add one or more performance measures that you calculate.

Call Center Performance Measures	Do you calculate this performance measure?			How important is this measure in your state's efforts to assess performance of the call center?			
	Yes	No	Not Sure	High	Medium	Low	Not Sure
Average Answer Speed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Average Hold Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Percent Calls Abandoned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next
Table Of Contents

8.b. Performance Measures (bottom)

Performance Measure Selection
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Performance Measures By Modernization Initiative

CALL CENTER

Below is a list of specific measures that your state may be calculating in order to assess the performance of the call center.

Please indicate whether you calculate each of the performance measures.

And for those measures that you do calculate, please indicate how important it is in your state's efforts to assess its performance in implementing the call center.

At the bottom of the list, you will be able to add one or more performance measures that you calculate.

Call Center Performance Measures	Do you calculate this performance measure?			How important is this measure in your state's efforts to assess performance of the call center?			
	Yes	No	Not Sure	High	Medium	Low	Not Sure
Percent of Changes Processed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Average Time to Process Change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[**Type Here to Enter New Performance Measure]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next
Table Of Contents

9. Performance Measures Documentation

Performance Measures: Documentation
OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Performance Measures: Documentation

CALL CENTER

You have indicated that your state calculates the following performance measures for the call center:

- Average Call Duration
- Average Waiting Time (to Speak to Agent)
- Average Calls Handled

1. Are there documents(s) available that describe how the performance measures for the call center are calculated? (e.g. codebook, technical specifications, program specifications, etc.)

Yes
No
Not Sure

2. If yes, please provide the title of the document(s).

["**Type Here to Answer Question"]

SAVE AND EXIT
Previous
Next
Table Of Contents

10. Performance Measures Goals

Section II.3 Performance Measures: Goals
OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Performance Measures: Goals

CALL CENTER

FNS has identified four key performance goals for SNAP—Program Access, Accuracy and Integrity, Efficiency, and Customer Service.

Which of the SNAP goals does each of the performance measures align with, if any?

Call Center Performance Measures	Program Access	Accuracy and Integrity	Efficiency	Customer Service	None
Average Call Duration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Average Waiting Time (to Speak to Agent)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Average Calls Handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next
Table of Contents

11. Detailed Questions for Each Performance Measure – Question 1

Performance Measures: Detailed Questions
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Detailed Questions for Each Performance Measure

Call Center: Average Call Duration

1. How is the performance measure calculated?

For example, a state that has implemented a call center and calculates “Percent Calls Abandoned” may use the following ratio to determine the percentage:

$$\frac{\text{Number of Calls Abandoned}}{\text{Total Number of Calls Received}}$$

In this example, the numerator is “Number of Calls Abandoned” and the denominator is “Total Number of Calls Received.”

In addition, a state may exclude certain records from the calculation to ensure that performance is not distorted. For example, a state may exclude from the above calculation the number of calls that are abandoned before entering the queue for a call center agent.

A. Please describe how you determine what records are included in the numerator for this performance measure.	[**Type Here to Answer Question]
B. Please describe how you determine what records are included in the denominator for this performance measure.	[**Type Here to Answer Question]
C. Please identify the types of records that are excluded from the calculation of this performance measure.	[**Type Here to Answer Question]

SAVE AND EXIT
Previous
Next
Table of Contents

12. Detailed Questions for Each Performance Measure – Questions 2, 3, 4

Performance Measures: Detailed Questions
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Detailed Questions For Each Performance Measure

Call Center: Average Call Duration

2. What is the purpose for calculating the performance measure? To address its purpose, please describe those aspects of SNAP performance or efficiency that the measure is intended to gauge.

[**Type Here to Answer Question]

3. Design of the Measure

	Yes	No	Some Limitations	Not Sure
a) Does this measure, as currently designed, truly reflect the aspects of SNAP performance or efficiency that it is intended to capture?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b) If no or some limitations, please describe your response.				
[**Type Here to Answer Question]				

4. Accuracy of the Data

	Yes	No	Not Sure
a) Are you satisfied with the accuracy of the data used to calculate the performance measure?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b) If no or not sure, please describe your response			
[**Type Here to Answer Question]			

SAVE AND EXIT
Previous
Next
Table of Contents

13. Detailed Questions for Each Performance Measure – Questions 5, 6, 7

Performance Measures: Detailed Questions
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Detailed Questions for Each Performance Measure

Call Center: Average Call Duration

5. How frequently is the performance measure calculated? Please select all that apply.

Real Time	Daily	Weekly	Monthly	Quarterly	Annually	Not Sure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Performance Standard Benchmark

	Yes	No	Not Sure
a) Is there a performance standard or benchmark associated with this performance measure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) If yes, what is (are) the performance standard(s) or benchmark(s).			
[**Type Here to Answer Question]			

7. Performance Incentives

	Yes	No	Not Sure
a) Are there performance incentives--whether positive incentives or sanctions--associated with this measure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) If yes, please describe the performance incentive(s).			
[**Type Here to Answer Question]			

SAVE AND EXIT
Previous
Next
Table of Contents

14. Aggregate Data by Modernization Initiatives

Aggregate Data Selection
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Aggregate Data by Modernization Initiatives

CALL CENTER

Below is a list of aggregate data that your state may be calculating in order to assess the performance of the call center.

Please indicate whether you calculate each set of aggregate data.

And for those sets of aggregate data that you do calculate, please indicate how important it is in your state's efforts to assess its performance in implementing the call center.

At the bottom of the list, you will be able to add one or more sets of aggregate data that you calculate.

Call Center Aggregate Data	Do you calculate this set of aggregate data?			How important is this set of aggregate data in your state's efforts to assess performance of the call center?			
	Yes	No	Not Sure	High	Medium	Low	Not Sure
Number of Calls (in flow)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of Calls Abandoned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of Calls Queued	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next
Table of Contents

15. Aggregate Data: Documentation

Aggregate Data: Documentation
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Aggregate Data: Documentation

CALL CENTER

You have indicated that your state calculates the following set of aggregate data for the call center:

Number of Calls (in flow)

1. Is (are) there document(s) available that describe how the performance measures for the call center are calculated? (e.g. codebook, technical specifications, program specifications, etc.)

	Yes	No	Not Sure
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. If yes, please provide the title of the document(s).

[**Type Here to Answer Question]

SAVE AND EXIT
Previous
Next
Table of Contents

16. Aggregate Data: Goals

Aggregate Data: Goals
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Aggregate Data: Goals

CALL CENTER

FNS has identified four key performance goals for SNAP—Program Access, Accuracy and Integrity, Efficiency, and Customer Service.

Which of the SNAP goals does each set of aggregate data align with, if any?

Call Center Aggregate Data	Program Access	Accuracy and Integrity	Efficiency	Customer Service	None
Number of Calls (in flow)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next
Table of Contents

17. Aggregate Data: Detailed Questions 1, 2

Aggregate Data: Detailed Questions
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Detailed Questions for Each Set of Aggregate Data

Call Center: Number of Calls (in flow)

1. How is this set of aggregate data calculated?

Aggregate data are counts of data elements, such as the number of observations. For example, a state that has implemented partnering arrangements and calculates "Number of Partners Providing Application Assistance" will count all the partners providing application assistance.

[**Type Here to Answer Question]

2. What is the purpose for calculating this set of aggregate data? To address the purpose, please describe those aspects of SNAP performance or efficiency that the aggregate data is intended to gauge.

[**Type Here to Answer Question]

SAVE AND EXIT
Previous
Next
Table of Contents

18. Aggregate Data: Detailed Questions 3, 4

Aggregate Data: Detailed Questions
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Detailed Questions for Each Set of Aggregate Data

Call Center: Number of Calls (in flow)

3. Design of the Set of Aggregate Data	Yes	No	Some Limitations	Not Sure
a) Does this set of aggregate data, as currently designed, truly reflect the aspects of SNAP performance or efficiency that it is intended to capture?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) If no or some limitations, please describe your response.	[**Type Here to Answer Question]			
4. Accuracy of the Data	Yes	No	Not Sure	
a) Are you satisfied with the accuracy of the data?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b) If no or not sure, please describe your response.	[**Type Here to Answer Question]			

SAVE AND EXIT
Previous
Next
Table of Contents

19. Aggregate Data: Detailed Questions 5, 6

Aggregate Data: Detailed Questions
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Detailed Questions for Each Set of Aggregate Data

Call Center: Number of Calls (in flow)

5. Details of where data are collected and the process of aggregating data

a) Please describe where the data are originally collected. That is, data could be collected at a local office, county office, a centralized location, online, over the phone, or some mix of these and other venues.
[**Type Here to Answer Question]

b) Please describe how the data are aggregated. That is, are data entered directly into a statewide database that can be accessed broadly? Or, are data collected and stored locally? And if stored locally, are details of the data made available or only summary report?
[**Type Here to Answer Question]

6. How frequently is the set of aggregate data calculated? Please select all that apply.

Real Time	Daily	Weekly	Monthly	Quarterly	Annually	Not Sure
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

SAVE AND EXIT
Previous
Next
Table of Contents

20. Aggregate Data: Detailed Questions 7, 8

Aggregate Data: Detailed Questions
OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Detailed Questions for Each Set of Aggregate Data

Call Center: Number of Calls (in flow)

7. Performance Standard or Benchmark

	Yes	No	Not Sure
a) Is there a performance standard or benchmark associated with this set of aggregate data?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b) If yes, what is (are) the performance standard(s) or benchmark(s)? [**Type Here to Answer Question]			

8. Performance Incentives

	Yes	No	Not Sure
a) Are there performance incentives--whether positive incentives or sanctions--associated with this set of aggregate data?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
b) If yes, please describe the performance incentive(s)? [**Type Here to Answer Question]			

SAVE AND EXIT
Previous
Next
Table of Contents

21. Data Element by Modernization Initiative

Data Element Selection

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Data Element by Modernization Initiative

OMB No.: XXXX-XXX
 Expiration date: XX/XX/XXXX

CALL CENTER

Below is a list of data elements that your state may be collecting that are associated with the call center.

Please indicate whether you calculate each of the data elements.

At the bottom of the list, you will be able to add one or more data elements that you collect.

Call Center Data Elements	Do you collect this data element?		
	Yes	No	Not Sure
Time to Answer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hold Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Duration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller Type (e.g., client, authorized representative, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caller Action (e.g. case change, inquiry, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAVE AND EXIT
Previous
Next
Table of Contents

22. Data Element Documentation

Data Element: Documentation

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Data Element: Documentation

OMB No.: XXXX-XXX
 Expiration date: XX/XX/XXXX

CALL CENTER

You have indicated that your state calculates the following data elements associated with the call center:

Time to Answer

- Is (are) there document(s) available that describe how the data elements that are associated with the call center? (e.g. codebook, technical specifications, program specifications, etc.)

Yes
No
Not Sure
- If yes, please provide the title of the document(s).

[**Type Here to Answer Question]

SAVE AND EXIT
Previous
Next
Table of Contents

23. Data Element Detailed Question

Data Element Detailed Question

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Detailed Question for Each Data Element

Call Center: Time to Answer

1. What is the purpose for collecting this data element?

A Data Element is a field in a database that stores an instance of an activity or characteristic and is the basis of aggregate data and performance measure calculations.

For example, a state that has implemented a call center may have the data element "Hold Time" that tracks this activity.

To address the purpose, please describe those aspects of SNAP performance or efficiency that the data element is intended to capture.

[**Type Here to Answer Question]

SAVE AND EXIT Previous Next Table of Contents

24. End of Survey

End of Section

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

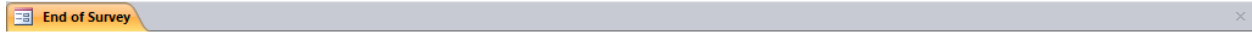
Congratulations. You have reached the end of the questions related to your state's implementation of Call Center.

Based on your responses, there are one or more key unanswered questions related to Call Center.

- I would like to return to the beginning of the Call Center questions to review all my responses.
- I would like to return to my first unanswered Call Center question.
- I am satisfied with my answers and would like to return to the Table of Contents.

Ok

25. Submit Survey



Congratulations!

You have reached the end of the Survey of SNAP Performance Measurement Activity. Thank you for your participation. Your responses will help FNS better understand how states and localities are measuring the performance of various modernization activities.

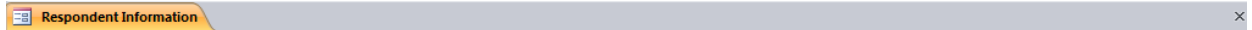
Based on your responses, one or more of the modernization initiative have not yet been labeled as completed. Below you will have the option of returning to the Table of Contents to review and/or edit your responses

I would like to return to the Table of Contents to review and/or edit my responses

I am satisfied with my answers and would like to submit the survey.

Ok

26. Respondent Information



Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Respondent Contact Information

Please enter the contact information for the primary survey respondent below.

Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Title	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>		
City, St, Zip	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone Number	<input type="text"/>		
Email Address	<input type="text"/>		

If additional staff members contributed to the completion of the survey, please provide the name, titles, phone, and email address for up to three additional members. In addition, please indicate what sections of the survey for which they contributed.

Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Title	<input type="text"/>		
Phone Number	<input type="text"/>		
Email Address	<input type="text"/>		
Section contributed to	<input type="text"/>		
<hr/>			
Record: 1 of 1 No Filter Search			

Previous

Next

26. Submission Instructions

Submission Instructions

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Submission Instructions

Thank you for completing the Survey of SNAP Performance Measurement Activity.

To exit, please hit the save and exit button below.

To return your completed survey to Mathematica, please go to our (SSL-encrypted) file exchange website SNAP.mathematica-mpr.com. You will need to enter the username and password for your state to access the site.

When you have signed in to the website, follow these steps to upload the survey:

1. Select Upload from the task bar at the top of the screen. This will open up a File Upload screen.
2. Select NJSNAP from the Step 1 drop-down list.
3. Enter the name of the file to be uploaded in Step 2. To browse for the file on your hard drive, click on the Browse button.
4. Click on the Upload button to complete the upload process.

If you need technical assistance, you may contact Terry Cram at Mathematica at (609) 750-3196 or tcram@mathematica-mpr.com.

Again, thank you for your time and effort in completing this survey!

SAVE AND EXIT

Previous