

ATTACHMENT A.3B: SNAP LOCAL OFFICE DIRECTOR INTERVIEW PROTOCOL

Thank you for taking the time to talk with me today. As a reminder, the purpose of today’s interview is to gather information about the partnership between your office and the CBOs that are providing SNAP application assistance in your area.

With your permission, I would like to record the interview so that I have a reliable backup to my notes. The recording will only be listened to by Insight staff, and will be deleted at the conclusion of the study. Is that okay with you?

[If yes, start recorder]

[If no, take detailed notes]

WORKING RELATIONSHIP BETWEEN SNAP AND CBO

To begin, I’d just like to gather some basic information about the CBOs that are working with SNAP in your area. I understand that (insert CBO names) are providing SNAP outreach and application assistance in this area; is that correct?

1. How long have they been conducting SNAP interviews?
2. Do you know if they provide other kinds of assistance, for example, with other Federal or State programs?
3. Can you tell me about how this partnership works, on an operational level? For example, how frequently do you communicate with or interact with CBO staff?
4. How do the CBOs handle the submission of SNAP applications? Are they submitted electronically or by regular mail? Do SNAP eligibility workers feel that the CBOs submit the applications in a timely manner? Can the SNAP office staff identify the applications that are submitted by CBOs? If yes, how?

RESPONSE OF SNAP STAFF TO THE INVOLVEMENT OF CBOS IN SNAP

5. How do SNAP eligibility workers describe their working relationship with the CBOs? Has that changed over time?
6. Have SNAP staff commented on the quality of the applications that come from CBOs? For example, would they say the applications completed with CBO assistance are typically complete and accurate, or do those applications often require additional follow-up with the applicant?

7. How have SNAP eligibility workers reacted to the involvement of CBOs in the interview process? Would they say that it has affected the nature of their work, or changed their workload in any way? If so, how?
8. What about client satisfaction—do SNAP eligibility workers believe that having CBOs conduct applicant interviews has had any impact on the applicants’ satisfaction with SNAP in general, or more specifically, with the eligibility determination process? What about timeliness—do you think the eligibility workers believe that having CBOs conduct applicant interviews has reduced the time that it takes to determine eligibility and issue benefits to applicants who are eligible?

SUCSESSES AND CHALLENGES

Now I’d like to talk about the successes and challenges of the involvement of CBOs in the SNAP interview process, from your perspective.

9. In your opinion, what have been the most significant successes associated with having CBOs conduct SNAP interviews?
10. What factors do you think made those successes possible?
11. What have been some of the challenges associated with having CBOs conduct SNAP applicant interviews?
12. What steps, if any, have been taken to address those challenges?
13. Do you believe these steps have been adequate in addressing the challenges?
14. Is there anything else you’d like to share regarding the demonstration project? Anything about how the community partner’s involvement in the SNAP interview process has affected the applicant, your work, or that of your staff?

Thank you again for your time.

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