

**APPENDIX B2: SNAP TIMELINESS STUDY
LOCAL AGENCY SURVEY INSTRUMENT**

The OMB Control Number for this information collection is <insert number> and the expiration date is <insert date>.

According to the Paperwork Reduction Act of 1995, persons are not required to respond to this collection of information unless it displays a currently valid OMB control number and expiration date. Responding to this survey is voluntary. Public reporting burden for this collection of information is estimated to average 70 minutes per response, including time for reviewing instructions and gathering information that may be needed to support survey responses. Send comments regarding this burden estimate or any other aspect of this collection of information to Rosemarie Downer at rosemarie.downer@fns.usda.gov.



IDENTIFYING PROGRAM COMPONENTS AND PRACTICES THAT INFLUENCE SNAP APPLICATION PROCESSING TIMELINESS RATES

SNAP TIMELINESS STUDY LOCAL AGENCY SURVEY INSTRUMENT

SNAP Timeliness Study

Survey of SNAP Application Processing Procedures

Survey Instructions

Having ready access to SNAP application processing manuals policy implementation memos, and application processing timeliness reports may help you respond to the survey questions.

Completing this survey may take approximately 70 minutes, including the time it may take to gather materials to support your survey responses.

Please try to answer every question to the best of your ability. If you cannot answer a question, select the “DK” response to indicate “Don’t Know”. If you choose not to answer a question, you may skip it and move to the next question. To move through the survey, use the navigation buttons at the bottom of each screen. Do not use your browser’s navigation arrows.

Participation is completely voluntary. There are no penalties if you do not participate in part or in full. The information you provide will be kept private and will not be maintained or disclosed in any identifiable form to anyone outside the study team, except as otherwise required by law. By completing the survey, you indicate consent to participate.

Most questions in this survey refer to your local agency administration of the SNAP program from 2012 through 2015, unless otherwise specified. Please report about policies, procedures, or other activities that were in operation during this timeframe only. This includes policies, procedures, or other activities that may have been implemented earlier, but were still in operation in 2012.

If at any time you need to pause the survey, click on “Save” at the bottom of each page, and close your browser. You may then log back in later to complete the survey. Should you need to make changes to your previous responses, you may do so at any time after logging back in. Remember to click “Save” before you close the survey in order to record your responses. Only after you have completed all questions, click “Submit”.

Thank you in advance for your participation in this important study.

Part I: Respondent Identification Questions

Q.1. Please choose the response that best describes your role in managing the SNAP application process. Select only one.

- I provide leadership for our State, or work with State leadership, to define, implement and/or provide guidance to local SNAP offices on Federal and State SNAP application processing policy and procedures. (Q.1 = 0)
- At the county or local SNAP office level, I primarily implement State guidance and manage staff who process SNAP applications. (Q.1 = 1)
- Other (please specify): _____ (Q.1 = 2)

<If Q.1 > 0, skip to QL.2: >

Local SNAP Leadership and Staff Specific Questions

The next few questions are about the approach your local SNAP office has used to assign SNAP cases to workers and process SNAP applications.

Q.L2. Which of the following approaches to SNAP case assignment were in operation in your local SNAP office from 2012 through 2015?

For each "yes" response below, check all dates that the approach was in operation.

For Expedited SNAP Applications:

Same worker owned case from interview through eligibility certification

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Same worker owned case from interview through eligibility certification, but specialist obtained and processed verifications

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Different workers specialized in each processing step

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Any worker conducted any processing step

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Other approach to SNAP case assignment for expedited applications (please specify approach and dates):

Prior to 2012 2012 2013 2014 2015 DK

For Regular SNAP Applications:

Same worker owned case from interview through eligibility certification

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Same worker owned case from interview through eligibility certification, but specialist obtained and processed verifications

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK

- No
- Don't know

Different workers specialized in each processing step

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Any worker conducted any processing step

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Other approach to SNAP case assignment for regular applications (please specify approach and dates):

Prior to 2012 2012 2013 2014 2015 DK

Q.L3. Through which of the following ways did your office receive SNAP applications from 2012 through 2015?

For each "yes" response below, check all dates that the process was in operation.

Walk-in / drop-off

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Mail

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Call center / contact center

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Online

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Q.L4. Through which of the following ways did your office enter paper and online SNAP applications into your computer system from 2012 through 2015?

For each “yes” response below, check all dates that the process was in operation.

For Paper Applications:

Local office entered paper applications into computer system

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Call center entered paper applications into computer system

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Local office scanned and uploaded paper applications into computer system

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Call center scanned and uploaded paper applications into computer system

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

For Online Applications:

Local office entered application into computer system

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Call center entered application into computer system

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Local office uploaded application into computer system

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Call center uploaded application into computer system

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Application automatically uploaded into computer system

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No

- Don't know

Q.L5. How were SNAP applications triaged from 2012 through 2015?

For each "yes" response below, check all dates that the process was in operation.

Local office screened application for expedited eligibility

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Call center screened application for expedited eligibility

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Local office screened application for targeted interviewing based on complexity

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Call center screened application for targeted interviewing based on complexity

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Q.L6. How were SNAP interviews scheduled for expedited and regular applications from 2012 through 2015?

For each "yes" response below, check all dates that the process was in operation.

For Expedited Applications:

Unscheduled / on-demand interviews (Customer may call SNAP agency any time during normal business hours to conduct interview)

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Manual / paper based scheduling at local office

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Online scheduling

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK

- No
- Don't know

Call center scheduling

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

For Regular Applications:

Unscheduled / on-demand interviews (Customer may call SNAP agency any time during normal business hours to conduct interview)

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Manual / paper based scheduling at local office

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Online scheduling

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Call center scheduling

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Q.L7. How did your local SNAP office typically conduct interviews for expedited and regular SNAP applications from 2012 through 2015?

For each "yes" response below, check all dates that the process was in operation.

For Expedited Applications:

Face-to-face interviews

- Yes If yes, what % of interviews for expedited applications were face-to-face ___%
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Telephone interviews with local office

- Yes If yes, what % of interviews for expedited applications were by local office via telephone___%
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No

- Don't know

Telephone interviews with call center

- Yes If yes, what % of interviews for expedited applications were by call center via telephone ___%
When was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Telephone interviews with interactive voice response

- Yes If yes, what % of interviews for expedited applications were by interactive voice response ___%
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Video interviews

- Yes If yes, what % of interviews for expedited applications were by video ___%
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

For Regular Applications:

Face-to-face interviews

- Yes If yes, what % of interviews for regular applications were face-to-face ___%
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Telephone interviews with local office

- Yes If yes, what % of interviews for regular applications were by local office via telephone ___%
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Telephone interviews with call center

- Yes If yes, what % of interviews for regular applications were by call center via telephone ___%
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Telephone interviews with interactive voice response

- Yes If yes, what % of interviews for regular applications were by interactive voice response ___%
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Video interviews

- Yes If yes, what % of interviews for regular applications were by video ___%

- When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Q.L8. How did your local SNAP office gather verification for expedited and regular SNAP applications from 2012 through 2015?

For each "yes" response below, check all dates that the process was in operation.

For Expedited Applications:

Client provided paper documents

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Client provided documents via email / fax

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Client uploaded scanned documents

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Worker requested data from commercial/State/Federal databases

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Worker accessed commercial/State/Federal databases in real time

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

For Regular Applications:

Client provided paper documents

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Client provided documents via email / fax

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Client uploaded scanned documents

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Worker requested data from commercial/State/Federal databases

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Worker accessed commercial/State/Federal databases in real time

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Q.L9. How were expedited and regular SNAP applications processed from 2012 through 2015?

For each "yes" response below, check all dates that the process was in operation.

For Expedited Applications:

Workers verified as much information as possible at first contact

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Workers attempted to start and finish processing applications within hours rather than days

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Workers held applications until the client provided complete documentation

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

For Regular Applications:

Workers verified as much information as possible at first contact

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Workers attempted to start and finish processing applications within hours rather than days

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Workers held applications until the client provided complete documentation

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK

- No
- Don't know

Q.L10. Did workers who process SNAP applications also process applications for other social service programs from 2012 through 2015?

For each "yes" response below, check all dates that the process was in operation.

Workers processed SNAP applications only

- Yes If yes, when was this in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Workers processed SNAP and one other program

- Yes If yes, which other program? _____
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Workers processed SNAP and two other programs

- Yes If yes, which other two programs? _____
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

Workers processed SNAP and three or more other programs

- Yes If yes, which other three or more programs? _____
When was this process in operation? Prior to 2012 2012 2013 2014 2015 DK
- No
- Don't know

The next question is about the modernization features your local SNAP office has implemented.

Q.L11. Which of the following SNAP modernization features were in operation in your local SNAP office, from 2012 through 2015?

Check all responses that apply. For each of your responses, check all dates that the SNAP modernization feature was in operation.

- Call center(s) that handled general inquiries and requests Prior to 2012 2012 2013 2014 2015 DK
- Call center(s) that scheduled appointments, processed complaints, entered changes, set task alerts Prior to 2012 2012 2013 2014 2015 DK

- Call center(s) that processed changes, conducted interviews, and made eligibility determinations Prior to 2012 2012 2013 2014 2015 DK
- Contact center(s) that communicated with clients through email, web chat/ instant messaging, or shared web pages, in addition to phone calls Prior to 2012 2012 2013 2014 2015 DK
- Online eligibility screening tool APDF form that the client completes and submits online or via email or mail Prior to 2012 2012 2013 2014 2015 DK
- Online application system that allowed clients to apply online and was integrated with the eligibility system Prior to 2012 2012 2013 2014 2015 DK
- Online application system that allowed clients to apply online but staff input the information into the eligibility system Prior to 2012 2012 2013 2014 2015 DK
- Online account management that allowed clients to check benefit information, report changes, upload documents Prior to 2012 2012 2013 2014 2015 DK
- Online case management for workers that organized caseloads by queue, tracked when application was routed from one process to another, and alerted workers when case actions were due Prior to 2012 2012 2013 2014 2015 DK
- Integrated systems that handled online applications, eligibility system, and data verification Prior to 2012 2012 2013 2014 2015 DK
- Electronic messages to notify clients of appointments or for client-caseworker communication Prior to 2012 2012 2013 2014 2015 DK
- Mobile applications for clients to apply, submit verification, or report changes Prior to 2012 2012 2013 2014 2015 DK
- Video interviews Prior to 2012 2012 2013 2014 2015 DK
- Online e-authentication procedures, i.e., access to electronic data to verify client income and other eligibility requirements Prior to 2012 2012 2013 2014 2015 DK

- Document imaging Prior to 2012 2012 2013 2014 2015 DK
- Electronic or telephonic signatures Prior to 2012 2012 2013 2014 2015 DK
- Electronic case files Prior to 2012 2012 2013 2014 2015 DK
- Other modernization feature (please specify feature and indicate dates in operation):

Prior to 2012 2012 2013 2014 2015 DK

- Other modernization feature (please specify feature and indicate dates in operation):

Prior to 2012 2012 2013 2014 2015 DK

- My State did not operate any modernization features from 2012 through 2015 <skip to Q.L12>

The next few questions are about the role that local SNAP leadership has played in establishing application processing timeliness (APT) as a priority.

Q.L12. In what ways did your local SNAP agency administrators or managers make SNAP APT a priority from 2012 through 2015?

Check all responses that apply.

- Established clear performance targets or goals for improving the States' APT rate Prior to 2012 2012 2013 2014 2015 DK
- Monitored local APT rates annually Prior to 2012 2012 2013 2014 2015 DK
- Monitored local APT rates quarterly Prior to 2012 2012 2013 2014 2015 DK
- Monitored local APT rates monthly or weekly Prior to 2012 2012 2013 2014 2015 DK
- Held workers responsible for overdue cases Prior to 2012 2012 2013 2014 2015 DK
- Supported business processing reengineering initiative(s) Prior to 2012 2012 2013 2014 2015 DK
- Provided staff training about new application processing procedures Prior to 2012 2012 2013 2014 2015 DK
- Allocated resources for new technology designed to improve application processing Prior to 2012 2012 2013 2014 2015 DK
- Allocated resources for technical Prior to 2012 2012 2013 2014 2015 DK

assistance to help workers use new technology

- Other leadership action (please specify and indicate dates of operation):

Prior to 2012 2012 2013 2014 2015 DK

- Other leadership action (please specify and indicate dates of operation):

Prior to 2012 2012 2013 2014 2015 DK

Q.L13. Did your local SNAP office implement any workflow analysis or process management strategies to improve application processing efficiency from 2012 through 2015?

- Yes If yes, check all dates that these strategies were used:
 Prior to 2012 2012 2013 2014 2015 DK
- No <Skip to Q.L14>
- Don't know <Skip to Q.L14>

Q.L13.a. Please briefly describe the workflow analyses or process management strategies your office implemented:

<Text box for descriptions of strategies for improving efficiency >

The next few questions are about performance-based incentives and penalties your local SNAP office has used to promote higher application processing timeliness (APT) rates.

Q.L14. Did your local SNAP office implement any performance-based incentives (e.g., performance bonuses or telecommute options for most productive workers) designed to improve APT rates from 2012 through 2015?

- Yes If yes, check all dates that these incentives were used:
 Prior to 2012 2012 2013 2014 2015 DK
- No <Skip to Q.L15>
- Don't know <Skip to Q.L15>

Q.L14a. Please briefly describe the performance-based incentives your office used:

<Text box for descriptions of performance-based incentives>

Q.L15. Did your local SNAP office use any performance-based penalties to promote improvement in APT rates from 2012 through 2015?

- Yes If yes, when were these in operation? Prior to 2012 2012 2013 2014 2015 DK
- No <Skip to Q.L16>
- Don't know <Skip to Q.L16>

Q.L15a. Please briefly describe the performance-based penalties your office used:

<Text box for descriptions of performance-based penalties>

<Text box >

Q.L16. What existing policies, business processes, or modernization features have a positive or negative effect on APT?

Q. L17. What additional policies, business processes, or modernization features could be implemented to improve APT?

Q. L18. What are the biggest barriers to improving APT?

<Text box >

Thank you for completing this survey. The information you have provided will help FNS identify efficient practices and provide guidance to State SNAP agencies and their staff looking for good alternatives to improve application processing timeliness to better serve needy families throughout the country.

Save

When Finished, Submit