Participant feedback survey – school year 2015-2016 verification project

1. Please attach the final version of our modified initial verification notice that you sent this year.

2. How many households:
   _____ received an initial verification notice, by letter, from your office
   _____ submitted paper documents by mail
   _____ emailed pictures of documents
   _____ personally dropped off documents at your office (or at the school)
   _____ other methods
   _____ did not respond and received benefit termination letters from your office

3. How many households received one or more **follow-up** verification requests from your office (including letters, phone calls, email or text messages, etc.)?
   (Please list the number of households contacted at least once after the initial letter, not the number of separate contacts made to each household.)

   _____

4. Did your office send stamped return envelopes with your initial verification letters?

   ☐ Y
   ☐ N

5. If any households responded with <u>emailed</u> pictures of documents, please comment on the general quality (readability, etc.) or completeness of those images.

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6. Please comment on the general quality or completeness of documents delivered by other means (mailed photocopies, mailed originals, documents delivered in person).

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What is the name of the software products and the name of the software vendors (ex., "Heartland", "Horizon") that your office uses to process applications, determine the verification sample, and print and/or send your verification letters?

For processing applications: Product _____ Vendor _____

For determining verification sample: Product _____ Vendor _____

For printing/sending verification letters: Product _____ Vendor _____

7. Please provide us with any additional feedback on your experience in this year's verification project.

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