

Appendix F2: Store Pretest Instrument

Store Survey of Large SNAP Retailers

Public reporting burden for this collection of information is 0584-NEW is estimated to average 90 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302

This survey is being conducted for the Food and Nutrition Service, U.S. Department of Agriculture as part of a study of the large retail chains participating in the Supplemental Nutrition Assistance Program (SNAP, formerly food stamps). All responses will be kept private to the extent allowed by law; no names will be used in our reports, and only aggregated results will be reported.

The study is authorized by the Agricultural Act of 2014, 7 U.S. Code § 2026 - Research, demonstration, and evaluations, (l) Cooperation with Program Research and Evaluation, which says “States, State agencies, local agencies, institutions, facilities such as data consortiums, and contractors participating in programs authorized under this Act shall— “(1) cooperate with officials and contractors acting on behalf of the Secretary in the conduct of evaluations and studies under this Act; and 2) submit information at such time and in such manner as the Secretary may require.”

Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to:

U.S. Department of Agriculture
Food and Nutrition Service
Office of Policy Support
Alexandria, VA 22302
Attn: Dr. Eric Sean Williams

We thank you for your cooperation and participation in this very important study.

SURVEY INSTRUCTIONS

This survey asks about loss prevention and SNAP violations. Misuse of SNAP in retail settings includes these types of violations:

- *SNAP benefits being accepted for non-food or hot food purchases.*
- *Cash being provided as change for SNAP benefits.*
- *SNAP benefits being exchanged for cash, usually at a lesser value.*
- *SNAP purchases being returned for cash or store credit instead of being credited to the SNAP EBT card.*
- *Stolen cards being used to make purchases at authorized SNAP retail stores.*
- *Purchased cards being used to make purchases at authorized SNAP retail stores.*

FNS recognizes that some violations can occur due to misunderstanding, lack of knowledge, and that stolen, purchased cards and non-receipted returns may not be detectable by SNAP retailers.

Please complete this electronic survey by either marking the appropriate answer or typing an answer in the space provided.

Surrounding Area

First, we have a few questions about the area surrounding this store.¹

1. Is there a public transportation stop (bus, subway, train, el, etc.) within half a mile of this store?
☐ Yes
☐ No
☐ Not sure
2. Is there a major highway exit, interstate exit, or freeway exit within one mile of this store?
☐ Yes
☐ No
☐ Not sure
3. Is this store:
☐ A detached, free-standing building that is not located in a shopping center or strip mall
☐ Located in a strip mall
☐ Located in a shopping center
☐ Located inside a shopping mall
☐ Other (Please describe): _____
☐ Not sure
4. Is the area surrounding this store primarily:
☐ Commercial
☐ Residential
☐ Industrial
☐ Tourist
☐ Not sure
5. Is the area where this store is located a low crime, average crime, or high crime area?
☐ Low crime
☐ Average crime
☐ High crime
☐ Not sure

Store Policies & Procedures

Next, we have a few questions about policies and procedures at this store.

6. Is it store policy to allow food items for return?
☐ Yes
☐ No
☐ Not sure
☐ Prefer not to answer

¹ Subheadings in italics are read by interviewers in the CATI version of the instrument.

IF NO, skip to 8

IF YES:

6A. Are all food items allowed or only non-perishable food products?

- ☐ All
☐ Only non-perishable
☐ Other (Please describe): _____
☐ Prefer not to answer

7. Does your store allow non-receipted returns of food items?

- ☐ Yes
☐ No
☐ Prefer not to answer

IF YES:

7A. Please estimate the percent of food returns your store accepts without a receipt.

- ☐ Percent: _____ %
☐ Not sure
☐ Prefer not to answer

7B. For a non-receipted return of food, is this store's policy for associates to first ask what form of payment was used in the purchase?

- ☐ Yes
☐ No
☐ Prefer not to answer

7C. If the type of payment cannot be confirmed, what is possible? [Please mark all that apply.]

- ☐ Return is refused
☐ Customer is given a like item in exchange
☐ Customer is given store credit for the item
☐ Customer is given cash for the item
☐ Customer is given their preference (like item, store credit, or cash)
☐ Other (Please describe): _____
☐ Prefer not to answer

8. Does the store have a policy when three or more payment cards (of any kind) are used by a customer?

- ☐ Yes
☐ No
☐ Prefer not to answer

IF YES:

8A. What is the policy? (Select the response that is closest to store policy.)

- ☐ Accept the cards
☐ Accept the cards and report it to a supervisor, store manager or security
☐ Call in supervisor, store manager, or security to determine how to handle the situation
☐ Other (Please describe): _____
☐ Not sure

☐ Prefer not to answer

9. Does the store have a policy about a customer using three or more SNAP EBT cards?

☐ Yes

☐ No

☐ Prefer not to answer

IF YES:

9A. What is the policy? (Mark the response that is closest to store policy.)

☐ Accept the cards

☐ Accept the cards and report it to a supervisor, store manager, or security

☐ Call in supervisor, store manager, or security to determine how to handle the situation

☐ Other (Please describe): _____

☐ Prefer not to answer

10. Do you have any "Do-It-Yourself" (DIY) or self-checkouts?

☐ Yes

☐ No

☐ Not Sure

☐ Prefer not to answer

IF YES:

10A. Please estimate the percent of this store's SNAP sales that are made at self-checkouts.

☐ Percent: _____%

☐ Prefer not to answer

11. Is this store open 24-hours a day?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to answer

SNAP in This store

The first set of questions relates to SNAP use in this store.

12. What is/are your source(s) of information about SNAP program requirements that apply to the store? (Please mark ALL that apply.)

☐ Corporate representatives

☐ Notices received directly from the federal-level Food and Nutrition Service (FNS)

☐ Federal-level Food and Nutrition Services (FNS) website

☐ Notices directly from state-level departments and organizations responsible for managing SNAP

☐ funds (such as the state Department of Children and Family Services)

☐ Notices on state-level department and organization websites

☐ Professional association meetings, newsletters or websites

☐ Word of mouth

☐ Other (Please describe): _____

☐ Prefer not to answer

IF 'From Corporate Representatives':

12A How often do you meet or talk on the phone with your district manager or other company representatives (either formally or informally) to discuss SNAP-related issues (policies, procedures, fraud, etc.)?

☐ At least once a week

☐ At least once a month

☐ At least once a quarter

☐ At least once a year

☐ Less than once a year

☐ Never

☐ Prefer not to answer

13. In this store does a SNAP EBT purchase takes less time, about the same amount of time, or more time to complete than a purchase made with another form of payment?

☐ Less

☐ Same

☐ More

☐ Not sure

☐ Prefer not to answer

IF 'TAKES MORE TIME':

13A. Do any of these situations cause SNAP transactions to take more time? (Please mark ALL that apply.)

☐ Some SNAP participants try to purchase non-permitted items

☐ Some SNAP participants ask for cash

☐ Some SNAP participants try to use expired cards

☐ Some SNAP participants try to use an SNAP EBT card with insufficient funds

☐ Some SNAP participants do not know their PIN

☐ Some SNAP participants need to use multiple payment methods

☐ Electronic approval of SNAP EBT transaction processing is sometimes slower or less reliable than other forms of tender

☐ Other (Please describe): _____

☐ Not sure

☐ Prefer not to answer

14. Approximately what percentage of this store's total sales are accounted for by SNAP purchases?

☐ Percent: _____%

☐ Prefer not to answer

Loss Prevention in This Store

Now we want to ask about this store's loss prevention systems, beginning with security.

15. Which of the following security measures are used in this store? (Please mark ALL that apply)

- ☐ Electronic Article Surveillance (EAS)
☐ Closed circuit television (CCTV)
☐ Uniformed guards
☐ Undercover LP agents
☐ Signs/special signage
☐ Public-view monitors (PVM)
☐ Other (Please describe): _____
☐ Prefer not to answer

If YES to one or more security measures:

15A. Using a scale from 1 to 5, where 1 is "not effective at all" and 5 is "very effective," please answer the following questions.

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
How effective are the store's security measures in reducing shrink?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How effective are the store's security measures in limiting misuse of SNAP benefits?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Now we have some questions about your POS system.

16. Does this store have a POS system?

- ☐ Yes
☐ No
☐ Prefer not to answer

IF YES:

16A. Can inventory for this store be monitored through the POS?

- ☐ Yes
☐ No
☐ Prefer not to answer

16B. Is the POS system programmed to detect permitted products for purchase with SNAP benefits?

- ☐ Yes
☐ No
☐ Prefer not to answer

16C. Does the POS system lock the cash drawer during a SNAP EBT transaction?

- ☐ Yes
☐ No
☐ Prefer not to answer

16D. Does the POS system require manager approval of a void?

- ☐ Yes
☐ No
☐ Prefer not to answer

16E. Does the POS system require manager approval of use of a generic SKU (e.g., "grocery" instead of specific item)?

☐ Yes

☐ No

☐ Prefer not to answer

16F. Does the POS system require a manager approval of an override?

☐ Yes

☐ No

☐ Prefer not to answer

16G. Does the POS or timecard system require a photo clock-in for all staff with register access?

☐ Yes

☐ No

☐ Prefer not to answer

16H. Does the POS have automatic logout for inactivity?

☐ Yes

☐ No

☐ Prefer not to answer

16I. Does the POS record transaction revenues by form of tender?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to answer

16J. How long can a transaction be accessed in the POS?

☐ 1 day or less

☐ 2 to 7 days

☐ 8 to 14 days

☐ 15 to 30 days

☐ 1 to 3 months

☐ 4 to 6 months

☐ 7 to 9 months

☐ 10 to 12 months

☐ More than 1 year

☐ Not sure

☐ Prefer not to answer

16K. Using a scale from 1 to 5, where 1 is "not effective at all" and 5 is "very effective," please answer the following questions.

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
How effective is this store's POS in reducing shrink?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How effective is this store's POS in limiting misuse of SNAP benefits?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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17. Is video surveillance used at the POS?

- ☐ Yes
☐ No
☐ Not sure
☐ Prefer not to answer

IF YES:

17A. Does video surveillance at the POS monitor the area as a whole, individual check-out lanes, or both?

- ☐ POS area
☐ Individual check-outs
☐ Both
☐ Prefer not to answer

17B. Does video surveillance capture images of the cashiers/store associates, customers, or both?

- ☐ Cashiers/store associates
☐ Customers
☐ Both
☐ Neither
☐ Prefer not to answer

17C. Is video surveillance at the POS monitored in real time, recorded for later review, or both?

- ☐ Monitored in real time
☐ Recorded
☐ Both
☐ Prefer not to answer

17D. How long is video surveillance data retained by this store?

- ☐ 1 day or less
☐ 2 to 7 days
☐ 8 to 14 days
☐ 15 to 30 days
☐ 1 to 3 months
☐ 4 to 6 months
☐ 7 to 9 months
☐ 10 to 12 months
☐ More than 1 year
☐ Not sure
☐ Prefer not to answer

17E. Does POS video surveillance data link electronically to individual transactions in the POS?

- ☐ Yes
☐ No
☐ Prefer not to answer

17F. Using a scale from 1 to 5, where 1 is "not effective at all" and 5 is "very effective," please answer the following questions.

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Not sure	Prefer not to answer
How effective is this store's video surveillance system in reducing shrink?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How effective is this store's POS in limiting misuse of SNAP benefits?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Fraud and Theft

Next we have some questions on fraud and theft.

18. Using a scale from 1 to 5, where 1 is "not a problem at all" and 5 is "a significant problem," how problematic are the following issues for this store?

	1 (Not a problem at all)	2 - Rarely a problem	3 - Sometimes a problem	4 - Often a problem	5 - A significant problem	Not sure	Prefer not to answer
Coupon fraud	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee theft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shoplifting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Return fraud	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SNAP fraud	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violent crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bookkeeping/Processing errors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. If employee fraud or theft is suspected, what corporate department is notified?

☐ Prefer not to answer

20. In the past year, has the manager or a relevant supervisor of this store been notified by corporate or observed any of these situations involving cashiers/associates in this store? (Please mark ALL that apply)

- ☐ Excessive overrides
- ☐ Excessive use of generic SKUs (e.g., "grocery" instead of a specific item)
- ☐ Excessive use of voids
- ☐ Excessive use of register markdowns
- ☐ Discrepancies between cash and other forms of tender
- ☐ Cash reconciliation issues
- ☐ Slow transaction time
- ☐ High return volume

- ☐ High return dollars
☐ None of these
☐ Prefer not to answer

IF 'None of these' Skip to Q24:

20A. Considering these situations over the last year, on a scale of 1 to 5 where 1 is "not at all often" and 5 is "Always," please describe how often these situations were resolved in these ways.

	1 - Not at all effective	2 - Slightly effective	3 - Somewhat effective	4 - Effective	5 - Very effective	Prefer not to answer
Disciplining the employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Re-training the employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closer monitoring of employee performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow-up by in-store investigator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investigation involving corporate LP/AP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Termination of an employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. In the past 12 months, how many times has this store used an investigator to look into a concern about fraud or theft in this store?

- ☐ None
☐ Number: _____
☐ Prefer not to answer

IF Response to Q24 is >0:

21A. Using a scale from 1 to 5, where 1 is "not important at all" and 5 is "very important", please rate the importance of in-store investigation in protecting this store from fraud and theft.

- ☐ 1 - Not important at all
☐ 2 - Rarely important
☐ 3 - Somewhat important
☐ 4 - Important
☐ 5 - Very Important
☐ Not sure
☐ Prefer not to answer

21B. In this store, what types of issues necessitate involvement of an in-store investigator? (Please mark ALL that apply)

- ☐ Suspected shoplifting
☐ Suspected employee theft of inventory
☐ Suspected employee theft at point-of-sale
☐ Suspected employee theft through bookkeeping, data systems
☐ Suspected SNAP fraud
☐ Resolution of exception reports
☐ Customer slips, falls, other injuries
☐ Developing evidence for legal action
☐ Vandalism, product damage
☐ Other (Please describe): _____
☐ Prefer not to answer

21C. From the following list of skills, experiences and background, which are the three most important for an effective in-store investigator? (Select up to three options)

- ☐ Prior military service
☐ Prior law enforcement experience
☐ A college education
☐ Prior retail investigative experience
☐ Prior experience in this store
☐ Personal characteristics such as inquisitiveness, persistence, attention to detail
☐ Analytical and logic skills
☐ Investigative skills, such as observation, thoroughness and objectivity
☐ Intuitive skills/gut reaction
☐ Ability to document and communicate findings and conclusions
☐ Prefer not to answer

22. Has this store ever worked with law enforcement officials to investigate SNAP fraud in this store?

- ☐ Yes
☐ No
☐ Not sure
☐ Prefer not to answer

IF YES:

22A. In what ways has this store worked with law enforcement to investigate SNAP fraud?

- ☐ Not sure
☐ Prefer not to answer

23. Using a scale from 1 to 5, where 1 is "presents no challenge" and 5 is "presents a significant challenge," how much of a challenge do these types of SNAP violations pose to this store?

	1 - Presents no challenge	2 - Rarely a challenge	3 - Occasionall y a challenge	4 - Often a challenge	5 - Presents a significant challenge	Cannot be determined	Prefer not to answer
SNAP participants attempting to purchase non-food products with SNAP EBT cards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SNAP participants getting cash as change for SNAP EBT purchases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SNAP participants getting cash or non-SNAP items for SNAP EBT returns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stolen or purchased SNAP EBT cards being used to make purchases in the company's stores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IF does not present a challenge (responses 1 or 2):

23A. For items above that you identified as presenting little to no challenge, is that because:

SNAP participants purchasing non-food products with SNAP EBT cards

☐ 1 – This type of violation is rarely attempted☐ 2 – This type of violation is not detectable☐ 3 – Store practices/systems prevent this type of violation☐ 4 – Some other reason, please describe? _____☐ Not sure☐ Prefer not to answer

SNAP participants getting cash as change for SNAP EBT purchases

☐ 1 – This type of violation is rarely attempted☐ 2 – This type of violation is not detectable☐ 3 – Store practices/systems prevent this type of violation☐ 4 – Some other reason, please describe? _____☐ Not sure☐ Prefer not to answer

SNAP participants getting cash or non-SNAP items for SNAP EBT returns

☐ 1 – This type of violation is rarely attempted☐ 2 – This type of violation is not detectable☐ 3 – Store practices/systems prevent this type of violation☐ 4 – Some other reason, please describe? _____☐ Not sure☐ Prefer not to answer

Stolen or purchased SNAP EBT cards being used to make purchases in the company's stores

☐ 1 – This type of violation is rarely attempted☐ 2 – This type of violation is not detectable☐ 3 – Store practices/systems prevent this type of violation☐ 4 – Some other reason, please describe? _____☐ Not sure☐ Prefer not to answer**IF store practices/systems prevent this type of violation (response 3):**

23B What works best in preventing this type of violation?

SNAP participants purchasing non-food products with SNAP EBT cards [Text, Not sure, Prefer not to answer]

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☐ Not sure

☐ Prefer not to answer

SNAP participants getting cash as change for SNAP EBT purchases

☐ Not sure

☐ Prefer not to answer

SNAP participants getting cash or non-SNAP items for SNAP EBT returns

☐ Not sure

☐ Prefer not to answer

Stolen or purchased SNAP EBT cards being used to make purchases in the company's stores

☐ Not sure

☐ Prefer not to answer

24. If a SNAP violation or fraud issue is suspected in this store, to what department at the corporate level is it reported?

☐ Not sure

☐ Prefer not to answer

25. In the past 12 months, has this store reported a SNAP violation or fraud issue to corporate offices?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to answer

26. Which, if any, of these issues pose a concern to you about this store in the near future? (Please select ALL that apply.)

- ☐ Coupon fraud
- ☐ Credit card fraud
- ☐ Debit card fraud
- ☐ Employee theft
- ☐ Organized crime
- ☐ Return fraud
- ☐ Self-Checkout theft
- ☐ Shoplifting
- ☐ SNAP fraud
- ☐ Flash mob thefts
- ☐ Armed robbery
- ☐ Other (Please describe): _____
- ☐ Prefer not to answer

26A. Does the store have future plans to increase resources in any of these loss prevention methods? (Please select ALL that apply.)

- ☐ Loss prevention training
- ☐ Surveillance
- ☐ In-store investigation
- ☐ Analytics/exception reporting
- ☐ Liaison with law enforcement
- ☐ Product protection
- ☐ Other (Please describe): _____
- ☐ Not sure
- ☐ Prefer not to answer]

Store Employees

Now, we have some questions about this store's employees.

27. Please indicate which methods are used in this store for hiring/selecting staff who have cash register access? (Please select ALL that apply.)

- ☐ Reference checks
- ☐ Criminal background checks
- ☐ Internet/social media checks
- ☐ Honesty tests/assessments
- ☐ In-person interviews
- ☐ Job-skill assessments (e.g., use of electronic registers, processing payments)
- ☐ Other (Please describe):+ _____
- ☐ Prefer not to answer

28. How long does it typically take a new employee to complete training on SNAP requirements (including violations)?

- ☐ 0-15 minutes
- ☐ 16-30 minutes
- ☐ 30-60 minutes

☐ More than 60 minutes

☐ Prefer not to answer

29. How often do staff who operate registers receive updated or on-going training related to SNAP rules and regulations (including violations)?

☐ At least once a week

☐ At least once a month

☐ At least once a quarter

☐ At least once a year

☐ Less than once a year

☐ Never

☐ Prefer not to answer]

30. Using a scale from 1 to 5, where 1 is "not at all effective" and 5 is "very effective," how effective is SNAP training in communicating to staff about SNAP rules and regulations (including violations)?

☐ 1 - Not at all effective

☐ 2 - Slightly effective

☐ 3 - Somewhat effective

☐ 4 - Effective

☐ 5 - Very effective

☐ Not sure

☐ Prefer not to answer

31. In the past year, did you receive any training on SNAP rules and regulations (including violations)?

☐ Yes

☐ No

☐ Prefer not to Answer

IF NO:

33A. In what year did you last receive any training on SNAP rules and regulations (including violations)?

☐ Year _____

☐ Prefer not to answer

32. Have SNAP training materials provided by the U.S. Department of Agriculture/Food and Nutrition Service been used to train employees in this store?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to answer

IF YES:

32A. Using a scale from 1 to 5, where 1 is "not at all effective" and 5 is "very effective," how effective are the USDA SNAP training materials for store employees in communicating SNAP rules and regulations (including violations)?

☐ 1 - Not at all effective

☐ 2 - Slightly effective

- ☐ 3 – Somewhat effective
- ☐ 4 – Effective
- ☐ 5 – Very effective
- ☐ Not sure
- ☐ Prefer not to answer

33. On average, how many years has a full-time employee in this store been with the company (include prior company if an acquisition)?

- ☐ Number: _____
- ☐ Not sure
- ☐ Prefer not to answer

34. On average, how many years has a part-time employee in this store been with the company (include prior company if an acquisition)?

- ☐ Number: _____
- ☐ Not sure
- ☐ Prefer not to answer

35. In the past year how many employees have been disciplined or terminated from this store for any suspected or proven theft or fraudulent activities?

- ☐ Number: _____
- ☐ Prefer not to answer

36. In the past year how many employees have been disciplined or terminated from this store for any suspected or proven theft or fraudulent activities related to SNAP or EBT cards?

- ☐ Number: _____
- ☐ Prefer not to answer

37. Does this store have a hotline (or similar means) for employees to report concerns, awareness of employee theft, and similar issues?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

Store Manager Background

Finally, we'd like to know more about your background.

38. How many years have you worked in retail?

- ☐ Number: _____
- ☐ Prefer not to answer

39. How many years have you worked in retail at the management level?

- ☐ Number: _____
- ☐ Prefer not to answer

40. How many years have you been working for your current employer (include time with former company in acquisition situation)?

☐ Number: _____

☐ Prefer not to answer

That completes our survey. Thank you again for your time and participation.