Attachment C.2

National Survey of State SNAP Data Matching,

County-Level Survey Instrument

National Survey of State SNAP Data Matching

County-Level Survey Instrument

INTRODUCTION

Welcome to the county module of the Assessment of States' Use of Computer Matching Protocols in SNAP. This survey is about the methods used in your SNAP to corroborate information you receive. We will use the terms "data matching" and "data sources" frequently throughout. By "data matching" we mean comparing the data you have on a SNAP applicant/recipient to data from another source. By "data sources" we mean numerous state and federal databases, systems, and agencies that provide data on individuals for this purpose.

Section A: Matching Process

A1.   Please indicate the county or local office you are representing: _____

A2.   Which, if any, quality assurance measures does your county or local office use to ensure the completeness, quality, and timeliness of the data-matching process <u>performed at the county or local office level</u>?

Mark all that apply

1   Verification of a subset of data matches
2   Internal process and procedures reviews
3   Internal performance reviews of staff and corrective action plans
4   Internal management reports for monitoring data-matching workload
5   Case reviews
6   Regular training
7   None
99   Other, *specify* _____ (200 char)

Section B: Data Sources

> **Questions in Sections B – F apply to all county or local offices will be repeated for each data source used.**

B1. **To which data sources does your county or local office match SNAP applicant and recipient data?**

Mark all that apply

National Data Sources

1. Beneficiary & Earnings Data Exchange (BENDEX)
2. Electronic Disqualified Recipient System (eDRS)
3. Federal Retirement Systems
4. IRS income information
5. National Directory of New Hires (NDNH) New Hire file
6. Old Age, Survivors, and Disability Insurance (OASDI)
7. Supplemental Security Income (SSI)
8. State Data Exchange (SDX)
9. Systematic Alien Verification for Entitlements Program (SAVE)
10. State On-line Query/State On-line Query-Internet (SOLQ/SOLQ-I)
11. State Verification & Exchange System (SVES)
12. Prisoner Update Processing System (PUPS)/SSA Prisoner Verification System
13. Beneficiary Earnings Exchange Record System (BEERS)
14. Internet-Electronic Death Registration (I-EDR)/SSA Death Master File
15. 40 Qualifying Quarters of Coverage
16. Numident/Social Security Number (SSN) Verification
17. Public Assistance Reporting Information System (PARIS) Interstate file
18. FBI Fleeing Felons
19. The Work Number
99. Other, *specify* _____ (200 char)

State Data Sources

1. State Workforce – Unemployment Insurance (UI)/State quarterly wage information/State employee information
2. State Directory of New Hires (SDNH)
3. State Prison Match
4. State Lottery
5. State child support payment
6. State birth records
7. State death records

8 Income information verified by other human service programs

9 State tax filings

10 Interstate data matching

11 National Accuracy Clearinghouse (NAC)

12 State Low Income Home Energy Assistance Program data source (LIHEAP)

13 Department of Motor Vehicles (DMV)

99 Other, *specify* _____ (200 char)

B2. **About how long has your county or local office been conducting this match?**

Mark one only

1 Less than one year

2 1-2 years

3 3-5 years

4 6-10 years

5 More than 10 years

-9 Don't know

B3. **When does your county or local office perform the match?**

Mark all that apply

1 At application submission

2 At initial certification

3 At recertification

4 At the time of the interim report under Simplified Reporting

5 At other times during benefit receipt

99 Other, *specify* _____ (200 char)

-9 Don't know

B4. **What is the primary method used to initiate a match in your county or local office?**

Mark one only

1 Request a file of cases to be matched from the data source.

2 Directly query the data source to do the match (GO TO B4c)

3 Request that the data source send files for you to match

99 Other, *specify* _____ (200 char)

B4a. How does your county or local office transfer data to the entity that conducts matching?

Mark all that apply

1   Electronic files are sent via email

2   Electronic files are uploaded via automatic process such as file transfer protocol (FTP) or other secured file transfer

3   Data are entered through web browser such as an online data entry portal

99   Other, *specify* _____ (200 char)

-9   Don't know

B4b. How does your county or local office receive results of the matching?

Mark all that apply

1   Results are sent via email

2   Electronic files are transferred via automatic process such as file transfer protocol (FTP) or other secured file transfer

3   Data are accessed through a web browser

99   Other, *specify* _____ (200 char)

-9   Don't know

B4c. How often do you run matches against this source (either individually or in a batch process) in your county or local office?

Mark one only

1   Daily

2   Weekly

3   Monthly

4   Quarterly

5   Three times per year

6   Two times per year

7   One time per year

99   Other frequency, *specify* _____ (200 char)

-9   Don't know

B5. **What is the <u>primary</u> purpose, and what are the <u>additional</u> purposes for using this data match?**

Mark one only

1 Verify <u>earned</u> income eligibility

2 Verify <u>unearned</u> income eligibility

3 Verify non-income eligibility – incarcerated

4 Verify non-income eligibility – deceased

5 Verify non-income eligibility – disqualified for benefits

6 Verify the proper amount of benefits

7 Verify eligibility for other human service program(s) [*dropdown box: National School Lunch Program (NSLP), TANF, Food Distribution Program on Indian Reservations (FDPIR), Medicaid, CHIP, Foster Care, Other*]

8 Verify employment status

99 Other, *specify* _____ (200 char)

B6. **For the purposes of data matching, how often does your county or local office update or refresh SNAP caseload and application data?**

Mark one only

1 Ongoing, real-time updates
2 Daily
3 Weekly
4 Monthly
5 Quarterly
6 Three times per year
7 Two times per year
8 One time per year
99 Other, *specify* _____ (200 char)
-9 Don't know

REPEAT QUESTIONS B2 THROUGH B6 FOR EACH SOURCE MARKED IN B1

Section C: Computer Match Elements and Operations

C1. Which SNAP data elements does your county or local office use for this match?

Mark all that apply

1   Case number
2   Street address
3   City
4   County
5   Zip code
6   Phone number
7   Cell phone number
8   Email address
9   Social Security Number (SSN)
10 First name
11 Middle name
12 Last name
13 Date of birth
14 Gender
15 Race/Ethnicity
16 Disability status indicator
17 Citizenship status indicator
18 Employment status indicator
19 Other human services benefits recipient indicator
99 Other, *specify* _____ (200 char)
-9 Don't know

C2. Is the match considered verified upon receipt?

Mark one only

1   Yes, it is considered verified upon receipt
2   No, all returned cases must be verified through additional matching or confirmation from secondary sources
3   No, a subset of returned cases must be verified through additional matching or confirmation from secondary sources
99 Other, *specify* _____ (200 char)
-9 Don't know

REPEAT QUESTIONS C1 AND C2 FOR EACH SOURCE MARKED IN B1

Section D: Computer Match Effectiveness

D1. **How would you rate the effectiveness of data matching for each source your county or local office uses? (In other words, how well does the match serve its purpose? For example, does the match aid in making eligibility determinations?)**

(Fill rows with data sources marked in B1)

	SELECT ONE RESPONSE PER ROW		
	VERY EFFECTIVE	EFFECTIVE	NOT VERY EFFECTIVE
a. Data Source 1	1	2	3
b. Data Source 2	1	2	3
c. Data Source 3	1	2	3
d. Data Source 4	1	2	3
x. Data Source 30	1	2	3

ONLY ASK THIS QUESTION FOR SOURCES MARKED "NOT VERY EFFECTIVE" IN ITEM D1.

D2. **Please describe why you rated matching with these sources {FILL NAME OF DATA SOURCE} as "Not Very Effective."**

_____ (500 char)

D3a. **How often does your county or local office submit cases to {FILL IN NAME OF DATA SOURCE} for matching?**

Mark one only

   1   Daily
   2   Weekly
   3   Monthly
   4   Quarterly
   5   Three times per year
   6   Two times per year
   7   One time per year
   99   Other frequency, *specify* _____ (200 char)
   -9   Don't know

D3b. **When your county or local office submits cases to {FILL NAME OF DATA SOURCE} for matching, what is your best estimate of the percent returned with a match, on average?**

_____   Percent of cases returned with a match

D4. **Has your county or local office ever received a false positive or false negative match from {FILL NAME OF DATA SOURCE}?**

False positive matches are matches that *were* made, but *should not* have been.
False negative matches are matches that *were not* made, but *should* have been.

1   Yes
2   No   (GO TO E1)
-9   Don't know (GO TO SECTION END)

D5. **Please give your best estimate of the percent of matches that are returned in error from {FILL NAME OF DATA SOURCE} and specify whether they are false positive or false negative matches.**

Percent returned in error that are false positive matches: _____
Percent returned in error that are false negative matches: _____
-9   Don't know

FILL EACH ROW OF QUESTION D1 WITH THE SOURCES MARKED IN B1. ASK QUESTIONS D3a THROUGH D5 FOR EACH OF THESE SOURCES.

Section E: Computer Match Costs

E1.   Please provide your best estimate of the total annual costs and average per-usage costs incurred in carrying out data matches in your counties or local offices, across all sources.

Total annual costs (estimated): _____

Average per-usage costs (estimated): _____

FOR QUESTIONS E2 and E3, ASK FOR EACH DATA SOURCE

E2.   Please provide total estimated cost information for your county or local office SNAP data matching and indicate if these estimated costs are per match, month, quarter, or year.

	Indicate costs in dollars per: **match | month | quarter | year**
a. Start-up costs	|__|__|__|__|__|
b. Maintenance of matching system/tools	|__|__|__|__|__|
c. License costs or fees	|__|__|__|__|__|
d. Staff costs	|__|__|__|__|__|
e. Other costs, *specify*_____	|__|__|__|__|__|

E3.   About how many staff hours does it take to perform the data matching and verification?

_____   Hours per: Day \| Week \| Month \| Quarter \| Year \| Don't know
              Indicate time interval

-9   Don't know

FILL EACH ROW OF QUESTION E2 WITH THE SOURCES MARKED IN B1. ASK QUESTIONS E2 THROUGH E3 FOR EACH OF THESE SOURCES.

Section F: Computer Match Future Plans

F1. **Does your county or local office plan to use any additional data matching sources in the future?**

   1   [Fill with list of data matching sources not checked in B1]

   2   No plans to use additional data matching sources

  99 Other, *specify* _____ (200 char)

  -9 Don't know

F1a. **For what purposes are new matches with existing data sources, if any, planned?**

Mark all that apply

   1   Verify <u>earned</u> income eligibility

   2   Verify <u>unearned</u> income eligibility

   3   Verify non-income eligibility – incarcerated

   4   Verify non-income eligibility – deceased

   5   Verify non-income eligibility – disqualified for benefits

   6   Verify the proper amount of benefits

   7   Verify eligibility for other human service program(s) [*dropdown box: National School Lunch Program (NSLP), TANF, Food Distribution Program on Indian Reservations (FDPIR), Medicaid, CHIP, Foster Care, Other*]

   8   Verify employment status

   9   No plans to perform additional matches with existing sources

  99 Other, *specify* _____ (200 char)

(Ask if F1 = 2 or -9 AND F1a = 9)

F1b. **Why is additional data matching not planned?**

Mark all that apply

   1   Cost (e.g., computer software, hardware, licenses)

   2   Lack of technical expertise

   3   Lack of staff/funds to hire additional staff

   4   No mandate to conduct additional matching

   5   No perceived need for additional data matching

  99 Other, *specify* _____ (200 char)

  -9 Don't know

F2. **Within the past three years, has your county or local office discontinued using any data sources that staff had been using for SNAP data matching?**

   1   Yes

   0   No   (END)

  -9   Don't know   (END)

F2a. **Which data source(s) has your county or local office discontinued using for SNAP data matching within the past three years? Please indicate the year that your county or local office discontinued using the match.**

	Year Discontinued
a. List of data-matching sources	|__|__|__|__|__
b. Other, *specify* _____	|__|__|__|__|__

  -9   Don't know

F2b. **Why did your county or local office discontinue using this data source for matching?** (*Ask for each source marked in F2a*.)

Mark all that apply

   1   Found a better source of data

   2   Change in State law or policy, no longer mandated

   3   Cost

   4   Data security concerns

   5   Timeliness of data used in matching

   6   Difficult to use, lack of technical expertise

   7   Unreliable/incomplete results

   8   Data source no longer available

  99   Other, *specify* _____ (200 char)

  -9   Don't know

(END)