Appendix B. Research Objectives and Questions by Data Source

OMB No. 0584-XXXX

*Modernizing Channels of Communication   
With SNAP Participants*

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Research Objectives and Questions by Data Source

| **Research Question** | **State SNAP director interviews** | **State MCS staff  and administrators Interviews** | **Business Software developers/IT staff interviews** | **Local office frontline staff** | **Other stakeholders/ community partners** | **SNAP participants/ MCS users focus group** | **Local SNAP office waiting room visitors/  MCS nonusers** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. What were the primary funding sources for MCS in your State? How were the funds distributed? | ⚫ | ⚫ |  |  |  |  |  |
| 1. What are the goals and objectives of the selected MCS projects? | ⚫ | ⚫ |  |  | ⚫ |  |  |
| 1. What were some of the successes and challenges experienced during the implementation? | ⚫ | ⚫ | ⚫ | ⚫ |  |  |  |
| 1. How did the State address potential data security or privacy issues when developing or implementing these tools? | ⚫ | ⚫ | ⚫ |  |  |  |  |
| 1. What, if any, changes have been made to the project since initial implementation? | ⚫ | ⚫ | ⚫ | ⚫ | ⚫ |  |  |
| 1. What, if any, functions does the State hope to include in the future? What barriers or challenges does it face from implementing these? | ⚫ | ⚫ | ⚫ |  | ⚫ |  |  |
| 1. How do States obtain consent (i.e., opt in) for the use of these technologies? | ⚫ | ⚫ | ⚫ | ⚫ |  | ⚫ |  |
| 1. How were third-party vendors or other community partners involved? | ⚫ | ⚫ | ⚫ |  | ⚫ |  |  |
| 1. Describe the functionality of the technology (what tasks are clients able to complete?). |  | ⚫ |  | ⚫ | ⚫ |  |  |
| 1. What, if any, data does the State or other stakeholders collect on the overall performance of the project? | ⚫ | ⚫ | ⚫ |  |  |  |  |
| 1. What sorts of challenges and successes have stakeholders encountered when using this technology? How have project administrators and/or case workers addressed these challenges? | ⚫ | ⚫ | ⚫ | ⚫ |  |  |  |
| 1. What are some similar software or apps that software developers have created for other agencies, and how do they see the market for this type of software changing? |  |  | ⚫ |  |  |  |  |
| 1. How, if at all, has implementing these strategies influenced the operations of SNAP, and participants’ experience? | ⚫ | ⚫ | ⚫ |  | ⚫ | ⚫ |  |
| 1. What share of SNAP households for whom MCS are available elect to use MCS? | ⚫ | ⚫ | ⚫ | ⚫ | ⚫ |  | ⚫ |
| 1. How was the MCS advertised, and how did users learn of the MCS? |  |  |  | ⚫ |  | ⚫ | ⚫ |
| 1. How, if at all, do SNAP participants conduct their case management activities using mobile technology versus personal computers versus in person versus via phone? |  | ⚫ | ⚫ | ⚫ | ⚫ | ⚫ |  |
| 1. Among those who opt in to MCS, why did they choose to do so? Among those who did not opt in, what were their reasons? |  |  |  | ⚫ |  | ⚫ | ⚫ |
| 1. What are clients’ knowledge, attitudes, beliefs, and behaviors about MCS? |  |  |  |  |  | ⚫ | ⚫ |
| 1. How often do clients use MCS for SNAP? |  |  |  |  |  | ⚫ |  |
| 1. How easy or difficult is it for clients to complete core tasks using MCS? |  |  |  | ⚫ | ⚫ | ⚫ |  |
| 1. Which features of MCS do clients like and dislike? |  |  |  | ⚫ |  | ⚫ |  |
| 1. Were there additional areas of functionality that clients would like to see in MCS? |  |  |  | ⚫ | ⚫ | ⚫ | ⚫ |
| 1. Have clients expressed concerns surrounding data security or privacy issues when using their mobile phone for SNAP related activities? |  |  |  | ⚫ |  | ⚫ | ⚫ |
| 1. Do clients find that available resources (for example, how-to videos demonstrating the app’s functionality) improve their understanding and use of the MCS? |  |  |  | ⚫ |  | ⚫ |  |
| 1. What, if any, problems have clients encountered using MCS? How did clients and/or caseworkers address these problems? |  |  |  |  | ⚫ | ⚫ | ⚫ |
| 1. What, if any, benefits do clients report from using MCS? |  |  |  | ⚫ |  | ⚫ |  |
| 1. What changes would clients make to current MCS? |  |  |  | ⚫ | ⚫ | ⚫ | ⚫ |
| 1. Based on State, project administrator, and/or case worker experiences implementing MCS, are there best practices for other States that plan to implement similar technologies? | ⚫ | ⚫ | ⚫ | ⚫ | ⚫ |  |  |
| 1. Based on client experiences with MCS, are there best practices that will improve the client experience? |  |  |  | ⚫ | ⚫ | ⚫ | ⚫ |
| 1. What additional support or resources would be helpful from FNS or regional offices? | ⚫ | ⚫ | ⚫ | ⚫ | ⚫ |  |  |