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?	●	●					
2. What are the goals and objectives of the selected MCS projects?	●	●			●		
3. What were some of the successes and challenges experienced during the implementation?	●	●	●	●			
4. How did the State address potential data security or privacy issues when developing or implementing these tools?	●	●	●				
5. What, if any, changes have been made to the project since initial implementation?	●	●	●	●	●		
6. What, if any, functions does the State hope to include in the future? What barriers or challenges does it face from implementing these?	●	●	●		●		
7. How do States obtain consent (i.e., opt in) for the use of these technologies?	●	●	●	●		●	
8. How were third-party vendors or other community partners involved?	●	●	●		●		
9. Describe the functionality of the technology (what tasks are clients able to complete?).		●		●	●		
10. What, if any, data does the State or other stakeholders collect on the overall performance of the project?	●	●	●				
11. What sorts of challenges and successes have stakeholders encountered when using this technology? How have project administrators and/or case workers addressed these challenges?	●	●	●	●			
12. 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?			●				
13. How, if at all, has implementing these strategies influenced the operations of SNAP, and participants' experience?	●	●	●		●	●	
14. What share of SNAP households for whom MCS are available elect to use MCS?	●	●	●	●	●		●
15. How was the MCS advertised, and how did users learn of the MCS?				●		●	●

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16. How, if at all, do SNAP participants conduct their case management activities using mobile technology versus personal computers versus in person versus via phone?		●	●	●	●	●	
17. 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?				●		●	●
18. What are clients' knowledge, attitudes, beliefs, and behaviors about MCS?						●	●
19. How often do clients use MCS for SNAP?						●	
20. How easy or difficult is it for clients to complete core tasks using MCS?				●	●	●	
21. Which features of MCS do clients like and dislike?				●		●	
22. Were there additional areas of functionality that clients would like to see in MCS?				●	●	●	●
23. Have clients expressed concerns surrounding data security or privacy issues when using their mobile phone for SNAP related activities?				●		●	●
24. Do clients find that available resources (for example, how-to videos demonstrating the app's functionality) improve their understanding and use of the MCS?				●		●	
25. What, if any, problems have clients encountered using MCS? How did clients and/or caseworkers address these problems?					●	●	●
26. What, if any, benefits do clients report from using MCS?				●		●	
27. What changes would clients make to current MCS?				●	●	●	●
28. 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?	●	●	●	●	●		
29. Based on client experiences with MCS, are there best practices that will improve the client experience?				●	●	●	●
30. What additional support or resources would be helpful from FNS or regional offices?	●	●	●	●	●		