

Appendix L. SNAP Office Waiting Room Questionnaire

OMB No. 0584-XXXX

*Modernizing Channels of Communication
With SNAP Participants*

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Modernizing Channels of Communication With SNAP Participants: SNAP Office Waiting Room Questionnaire

PURPOSE: The goal of this questionnaire is to assess the awareness and usefulness of MCS among potential SNAP applicants. On behalf of the Food and Nutrition Service, during the site visits to local SNAP offices, Insight staff will conduct a brief survey with local SNAP offices. Insight staff will conduct a verbal survey to collect information about the MCS among users and nonusers. Information on the awareness and perceived helpfulness of the MCS will be collected in a 5- to 7-minute survey.

- ▶ Do you have 5 minutes to talk about using your phone to get information about SNAP? If you participate, you'll will have an opportunity to randomly receive a \$10 Visa/Mastercard/Discover/Amex gift card. There will be two individuals randomly selected at the end of today.

- ▶ Are you at least 18 years old?

Yes

No

[IF NO, THANK THEM FOR THEIR TIME AND INFORM THEM THEY ARE INELIGIBLE FOR THE RAFFLE]

Are you currently applying for SNAP benefits or receiving SNAP benefits?

Yes

No

[IF NO, THANK THEM FOR THEIR TIME AND INFORM THEM THEY ARE INELIGIBLE FOR THE RAFFLE]

- ▶ Why did you come into the [LOCAL SNAP OFFICE] today?

Apply for SNAP benefits

Apply for other benefits

Provide recertification documents

Have an interview

Ask a question related to benefits

Check the status of SNAP balance

Other _____

▶ Do you have a smartphone, tablet, or other mobile device you can use to connect to the Internet?

Yes

No

▶ Have you ever used your smartphone to get information about SNAP through a website or app? If so, what did you do?

- **Probe:** Can you tell me about what it was like? Did you get the information you needed or do what you needed to do? Was it easy to use?
- **Probe:** Did using this mobile technology save you time? For instance, did it save you a trip to your local office or from making a phone call and waiting on hold?

[ENTER PARTICIPANTS' RESPONSE]

▶ What part of the SNAP process do you wish you could do on your phone via text message, mobile app, or a website viewed on your phone?

[ENTER PARTICIPANTS' RESPONSE]

▶ How could [LOCAL SNAP OFFICE] better connect with you on your mobile device via text message, mobile app, or a website viewed on your phone?

▶ According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-xxxx. The time required to complete this information collection is estimated to average 1 hour 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. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the following address: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 1320 Braddock Place Alexandria, VA 22314, ATTN: PRA (0584-xxxx). Do not return the completed forms to this address.

- ▶ Did you know that you can perform the following actions via a smartphone?

[ASK EACH QUESTION ONE AT A TIME—CHECK YES OR NO FOR EACH, AS APPLICABLE FOR THE STATE]

Function	YES	NO
Apply for SNAP benefits		
Check your application status		
Check your benefit amount		
Upload documents for recertification		
Receive text message notifications about your SNAP application or account		
Access the SNAP website to obtain information about SNAP		
Submit questions		

- ▶ If you could pick one SNAP-related activity you would like to do using your phone, what would it be?
 - **Probe:** Some examples are the activities we just discussed—or you can mention activities not previously mentioned.

[ENTER PARTICIPANTS' RESPONSE]

- ▶ My final question for you is, what is the best phone number or email for reaching you if you were randomly selected to receive the \$10 Visa/Mastercard/Discover/Amex gift card?

[EMAIL OR PHONE NUMBER] _____

Thank you for your time. If you are a selected to receive the \$10 Visa/Mastercard/Discover/Amex gift card, you will be notified by your preferred contact method by 8 p.m. tonight.