## Appendix M. Conceptual Framework for MCS Functions Diagram

OMB No. 0584-XXXX

## Modernizing Channels of Communication With SNAP Participants

March 2, 2020

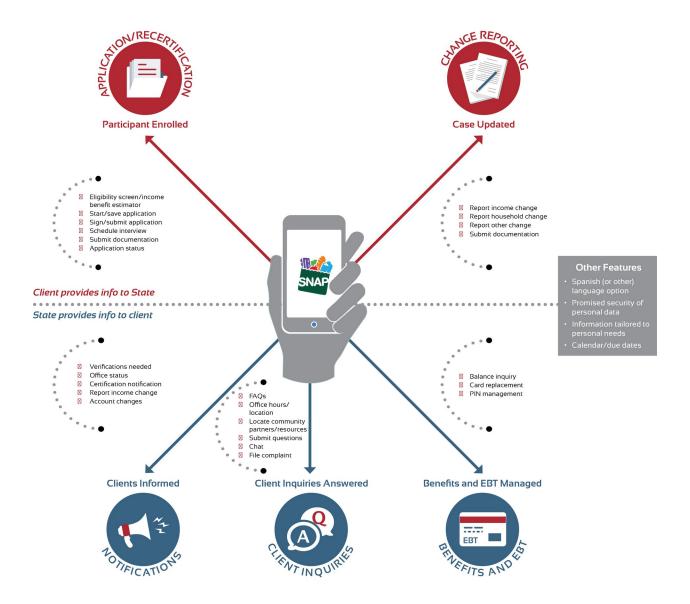
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## Modernizing Channels of Communication With SNAP Participants: Conceptual Framework for MCS Functions Diagram

**PURPOSE:** During the site visits and focus groups, the study team will distribute the framework to interviewees and focus group participants for their review and to gather stakeholder feedback about each step on the path. The goal will be to develop a unique participant "journey map" depicting how participants in each State typically engage with the MCS and the successes and challenges they encounter.



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