



MEMORANDUM

SUBJECT: Non-Substantive Change Request – Edits resulting from Replacing In-person Data Collection with Remote Collection via Virtual Focus Groups due to COVID-19, # 0584-0659, Modernizing SNAP Communication (12319818F0190)

FROM: Barb Murphy, Chief
SNAP Analysis Branch, OPS, Food and Nutrition Service (FNS)

Andrew Burns /s/
SNAP Analysis Branch, OPS, Food and Nutrition Service (FNS)

THROUGH: Maureen Lydon /s/Maureen Lydon
Chief of the Planning and Regulatory Affairs Office, OPS, FNS

Ruth Brown
Departmental Clearance Officer, OCIO, USDA

TO: Jordan Cohen, OMB Desk Officer

DATE: May 20, 2021

This is a non-substantive change request for Modernizing SNAP Communication (12319818F0190), OMB # 0584-0659. Due to COVID-19, the contractors for the research component of the OMB-approved study on Modernizing SNAP Communication, need to replace in-person data collection with remote collection via virtual interviews and focus groups. Contractors will need to conduct their data collection on a video call. Towards that end, FNS is modifying the contract to cover the cost of conducting remote interviews plus an equitable adjustment for broader COVID delays to the study. FNS is not rewriting the instruments but incorporating edits addressing the fact that data collection will be remote.

The burden calculation should not change because the interviews and focus groups that are a central part of these instruments will still proceed normally, just remotely rather than in-person.

This memo seeks OMB's approval for the non-substantive change request based on the summary of edits (below) to each of the attached appendices. After you have reviewed this memo, please let us know if you have questions. Thank you for your consideration of this request.

Summary of Edits to Address Remote Collection

- **(E) Appendix E – State SNAP Director Interview Protocol**
 - On page 1, edits included to confirm review of consent form together and agreement for interview.
- **(F) Introductory Telephone Call With State MCS Staff and Administrators Protocol**

- o On first page and third, see reference to phone call instead of site visit. On the third page, updated logistical information in the Wrap Up and Next Steps section.
- **(G) Appendix G. State MCS Staff and Administrators Interview Protocol**
- **(H) Appendix H. Business Software Developers Interview Protocol**
- **(I) Appendix I. Local Office Frontline Staff Group Interview Protocol**
- **(J) Appendix J. Business Not-For-Profit Community Partners Interview Protocol**
 - o For appendices G – J, the changes are the same. On page 1 of each document, see the same edits to confirm review of consent form together and agreement for interview.
- **(K) Appendix K. SNAP Participants Focus Group Protocol**
 - o Reference to virtual focus groups in purpose section. On first page, see reference to reading consent form together and agreement for recording. On first page, in ground rules section, see reference to headphones and what to do if you log out. On page 3, there's reference to a replacement approach for raising your hand. On page 4, see reference to virtual white board. On page 6, see reference to virtual white board and then where to click. On page 7, see replacement language for raising your hand. On page 8, reference to using green highlighter is included. On page 9, changes at end of feedback section.
- **(N) SNAP Participants Focus Group Eligibility Screener**
 - o Updates to purpose section on page 1. In section A, on page 1, see reference to a virtual focus group in the first sentence of telephone script. In section B, see update to the caller's affiliation and reference to virtual location. In question 7 on page 3, there's a reference to a web cam. Question 8 asks about internet access.
- **(O) Modernizing Channels of Communication With SNAP Participants**
 - o Change in purpose section, page 1, to completing questionnaire electronically.
- **(Q) Modernizing Channels of Communication With SNAP Participants**
 - o Page 1, reference to audio and video recording included.
- **(R) Appendix R. Consent Form for Virtual Stakeholder Interviewees**
 - o Change in purpose section referencing electronic signature or verbal consent, as well as revised language in the Certification section at the bottom of the first page.
- **(S) Consent Form for Stakeholder Interviewees (90 Minutes)**
 - o There are edits to the purpose section, and revised language in the Certification section at the bottom of the first page.