

## **Appendix E2.3 Massachusetts Participant Survey Screenshots**

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## Rapid Cycle Evaluation of Operational Improvements in SNAP E&T Programs

To begin, enter your login ID and password in the fields below, and then click the "OK" button.

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### Public Burden Statement

This information is being collected to assist the Food and Nutrition Service in evaluating operational improvements in Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) programs that aim to improve delivery of services and program outcomes. This is a voluntary collection and FNS will use the information to assess the effectiveness of changes made to the SNAP E&T program. This collection does request any personally identifiable information under the Privacy Act of 1974. 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 15 minutes (0.25 hours) 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: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22306 ATTN: PRA (0584-xxxx). Do not return the completed form to this address.

### Privacy Act Statement

**Authority:** This information is being collected under the authority of Section 9 of the Food and Nutrition Act of 2008, as amended, (7 U.S.C. 2018). Disclosure of the information is voluntary.

**Purpose:** The information is being collected to evaluate operational improvements in Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) programs using rapid cycle evaluation.

**Routine Use:** The information may be shared with SNAP contract researchers and United States Department of Agriculture (USDA) SNAP research and administrative staff.

**Disclosure:** If all or any part of the information is not provided, interviews may not be admissible in data sets.

[SNAP E&T RCE INTERVENTION SITE] is participating in a study that the U.S. Department of Agriculture, Food and Nutrition Service (FNS) is sponsoring. This study will help the agency learn more about ways to improve the Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) programs for participants. E&T programs are intended to help SNAP participants gain skills and find work. [SNAP E&T RCE INTERVENTION SITE] is one of eight sites seeking to understand the impact of changes to SNAP E&T program processes on SNAP participants' engagement with E&T services. Mathematica is leading this study on behalf of FNS. Please read the information below and confirm whether you are willing to participate in the study.

By giving permission to be in the study, you agree to take a short 15 minute survey. The survey asks about barriers to engaging with services and seeking employment, program satisfaction, and reasons for engagement decisions.

Here are some other things to know about the study:

- The study will use your data for research purposes only.
- Study reports will summarize all participants' findings and will not identify you. None of the reports prepared for this study will include information that identifies you. All confidential information will be stored safely and destroyed at the end of the study.
- Taking the survey is completely voluntary. You can skip any question that you don't want to answer. If you are unsure of how to answer a question, please give the best answer you can, rather than leaving it blank.
- Participating in the study has no known risks and will not affect your benefits. Your participation will help us learn about how to improve SNAP E&T programs and services to help SNAP participants gain skills and find work.
- You will receive a \$30 gift card to thank you for your time completing the survey.

Please indicate below whether you agree to be in the study. If you have any questions about the study or would like a copy of the above information, please contact Mathematica's survey director, [SURVEY DIRECTOR], at XXX-XXX-XXXX or email [him/her] at [XXX@mathematica-mpr.com](mailto:XXX@mathematica-mpr.com).

- I understand the study description and I **agree** to participate in the study  
*Electronic Signature*

- I do **not agree** to participate in the study

First, we'd like to verify that we are reaching the correct person. What is your date of birth?

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Thank you for your time. We need to check our records before continuing. Please contact us at 1-XXX-XXX-XXXX to complete the survey.

The first questions are about current or recent jobs.

Are you currently working at a job for pay, or self-employed?

- Yes  
 No

Were you working at a job for pay, or self-employed, in [MONTH]?

- Yes  
 No

Some people have challenges that make it hard to find a new job or keep a current job. First, please think about the challenges you may have had finding or qualifying for a job. Did any of the following make it hard for you to find or keep a job **in the last year**?

Could not find work or lack of jobs available in the area

- No  
 Yes

Some people have challenges that make it hard to find a new job or keep a current job. First, please think about the challenges you may have had finding or qualifying for a job. Did any of the following make it hard for you to find or keep a job **in the last year**?

Do not have the right schooling

- No
- Yes

Some people have challenges that make it hard to find a new job or keep a current job. First, please think about the challenges you may have had finding or qualifying for a job. Did any of the following make it hard for you to find or keep a job **in the last year**?

Do not have the right job search skills or experience  
*For example: resume writing, interviewing, or networking*

- No
- Yes

Some people have challenges that make it hard to find a new job or keep a current job. First, please think about the challenges you may have had finding or qualifying for a job. Did any of the following make it hard for you to find or keep a job **in the last year**?

Have difficulty speaking, reading, and/or writing English

- No
- Yes

Next, consider any circumstances that might have made it hard for you to find or keep a job. Did any of the following make it hard for you to find or keep a job **in the last year**?

Physical or mental health challenges (including a disability)

- No
- Yes

Next, consider any circumstances that might have made it hard for you to find or keep a job. Did any of the following make it hard for you to find or keep a job **in the last year**?

Housing problems  
*For example: homelessness, unstable housing or no regular place to stay, or no affordable housing*

- No
- Yes

Next, consider any circumstances that might have made it hard for you to find or keep a job. Did any of the following make it hard for you to find or keep a job **in the last year**?

Transportation issues or problems  
*For example: no car or no public transportation available, transportation costs too much, public transportation takes too much time*

- No
- Yes

Next, consider any circumstances that might have made it hard for you to find or keep a job. Did any of the following make it hard for you to find or keep a job **in the last year**?

Family responsibilities, like caring for children, spouse, or a parent

- No
- Yes

Are there any other challenges that made it hard for you to find a new job or keep a current job **in the last year**?

- Yes
- No

What other challenges made it hard for you to find a new job or keep a current job **in the last year**?

Next, we're going to ask you some questions about communication you might have received about the [SNAP Employment & Training program/E&T PROGRAM NAME], encouraging you to enroll and participate.

If you are now participating in the [SNAP E&T program/E&T PROGRAM NAME], please answer the following questions thinking about the information you received about the program **before** you joined.

*The [SNAP E&T program / E&T PROGRAM NAME] helps SNAP participants gain skills and find work, providing participants access to employment training and support services.*

Our records show that we sent you a text on [DATE(S)] inviting you to learn more about [SNAP E&T program/E&T PROGRAM NAME] services and you **did not** respond to this message.

Do you remember getting this message?

- Yes
- No

Why didn't you respond to this message?

*Select all that apply*

- You were too busy to respond
- You thought it was spam
- You meant to respond but forgot
- You didn't know what to do
- You already had the information they were sending you
- You weren't interested in participating in the program
- You didn't think program staff would be available to help you
- Something else (SPECIFY)

The message invited you to learn more about enrolling in employment and training services.

Does that sound familiar?

- Yes
- No

[The SNAP E&T program/E&T PROGRAM NAME] sent you a text to XXX-XXX-XXXX. Is that the correct phone number for you?

- Yes
- No

Our records show that after you replied "YES" to our initial text, we sent you a text on [DATE(S)] inviting you to learn more about [SNAP E&T program/E&T PROGRAM NAME] services. This message invited you to answer a few questions online.

Do you remember getting this message?

- Yes
- No

The message invited you to answer a few questions online related to employment.

Does that sound familiar?

- Yes
- No

Did you start answering any of the questions online?

- Yes
- No
- I don't remember

Why didn't you [answer/finish answering] those questions?

*Select all that apply*

- You were too busy to respond
- You thought it was spam
- You meant to answer the questions but forgot
- You didn't know how to answer the questions
- You didn't understand how the information would be used
- You weren't interested in participating in the program
- You were having difficulty accessing the questions online
- Something else (SPECIFY)



Our records show that after you replied "YES" to our initial text, we sent you a text on [DATE(S)] inviting you to learn more about [SNAP E&T program/E&T PROGRAM NAME] services. This message invited you to respond to [number of questions] questions online, which you completed on [DATE].

How much do you agree or disagree with the following statements regarding questions you answered?

The questions were easy to understand

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding questions you answered?

You were able to complete the questions without any difficulties

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding questions you answered?

You understood why you were being asked to answer these questions

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding questions you answered?

You would have preferred to answer these questions another way (by phone, in person, or something else)

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding questions you answered?

It was clear to you what your next steps were after answering the questions

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

After completing the questions online, someone from the [SNAP E&T program/E&T PROGRAM NAME] called you to complete an interview. Our records show that you did not complete this interview.

Why didn't you complete the interview?

*Select all that apply*

- You were too busy to talk
- You thought it was a spam call
- You meant to call back but forgot
- You didn't receive a phone call
- You tried calling back but were unable to reach the [SNAP E&T program/E&T PROGRAM NAME]
- You didn't understand how the interview responses would be used
- You weren't interested in participating in the program
- Something else (SPECIFY)

After completing the questions online, someone from the [SNAP E&T program/E&T PROGRAM NAME] called you to complete an interview. Our records show that you completed this interview on [DATE].

How much do you agree or disagree with the following statements regarding the telephone interview you completed?

The interview helped you better understand your own needs or goals related to your career and employment

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the telephone interview you completed?

The interview questions were easy for you to understand and answer

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the telephone interview you completed?

It was easy for you to find a time to connect with [SNAP E&T program/E&T PROGRAM NAME] to complete the interview

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the telephone interview you completed?

The interview was a good use of your time

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the telephone interview you completed?

You preferred talking with someone one-on-one more than answering questions online on your own

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the telephone interview you completed?

It was clear to you what your next steps were after completing the interview

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

After completing your telephone interview, you were referred to [BARRIER REDUCTION SERVICES]. Have you received any support from [BARRIER REDUCTION SERVICES]?

- Yes
- No

How much do you agree or disagree with the following statements regarding the referral to [BARRIER REDUCTION SERVICES]?

You understood what services you could receive

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the referral to [BARRIER REDUCTION SERVICES]?

It was clear who you could talk to in order to learn more about services

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the referral to [BARRIER REDUCTION SERVICES]?

It was easy for you to get in touch with someone at [BARRIER REDUCTION SERVICES]

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- N/A

How much do you agree or disagree with the following statements regarding the referral to [BARRIER REDUCTION SERVICES]?

It was clear to you what your next steps were to receive services at [BARRIER REDUCTION SERVICES]

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

After completing your telephone interview, you were referred to the MassHire career center for career planning support. Did you receive information about how to receive services from the career center?

- Yes
- No

After receiving information about the MassHire career center, did you take any of the following steps to receive services?

*Select all that apply*

- Spoke with someone at a MassHire career center
- Attended an orientation at a MassHire career center
- Signed up for career center services at a MassHire career center
- None of the above
- Some other step (SPECIFY)

How much do you agree or disagree with the following statements regarding the referral to the MassHire career center?

You understood what services you could receive at the career center

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the referral to the MassHire career center?

It was clear to you who you could talk to at the career center to learn more about services

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the referral to the MassHire career center?

It was easy for you to get in touch with someone at the career center

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the referral to the MassHire career center?

It was clear to you what your next steps were to receive services at the career center

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

[[After answering the questions online, you were referred to / After your telephone interview, you were referred to] the MassHire career center website.] Have you visited the MassHire career center website?

- Yes
- No

Did you take any of the following steps after looking at the MassHire career center website?

*Select all that apply*

- Reached out to the MassHire career center
- Spoke with someone at a MassHire career center
- Signed up for career center services at a MassHire career center
- None of the above
- Some other step (SPECIFY)

Why didn't you go to the MassHire career center website?

*Select all that apply*

- You had gone to the website before
- You didn't think a website would be helpful
- You didn't want to look through a website on your own
- You already had the information you needed
- You weren't interested in participating in the program
- You found it hard to look up the website on your phone
- Something else (SPECIFY)

How much do you agree or disagree with the following statement about the steps you needed to take to enroll in SNAP E&T services?

You understood what steps you needed to take to enroll in SNAP E&T services

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree



Would you say the [the SNAP E&T program/E&T PROGRAM NAME] contacted you...

- Infrequently
- Just the right amount
- Too frequently

How much do you agree or disagree with the following statement about your interactions with [the SNAP E&T program/E&T PROGRAM NAME]?

I had a positive experience with program staff

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

What is the best way to contact you or provide you with information about [the SNAP E&T program/E&T PROGRAM NAME]?

- Text message
- Email
- Phone call
- Mail
- Some other way (SPECIFY)

Thinking back to the steps you took before you started working with [CAREER NAVIGATOR], how much do you agree or disagree with the following statements?

The steps you took to start working with [CAREER NAVIGATOR] took up the right amount of time

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

Thinking back to the steps you took before you started working with [CAREER NAVIGATOR], how much do you agree or disagree with the following statements?

The steps you took to start working with [CAREER NAVIGATOR] felt worth your time

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

Which of the following describes your status with the MassHire career center?

- You are currently receiving services
- You are not currently receiving services

Have you received **any** services from the MassHire career center in the last 3 months?

- Yes
- No

[Besides the MassHire career center, are / Are] you receiving services from any [other] providers to help you further your education or training or help you prepare for or find a job?

- Yes
- No

What were the main reasons you decided to receive [services from the MassHire career center/those services]?

*Select all that apply*

- To keep SNAP benefits
- To find a better job
- To gain work experience
- To get a job
- To improve your English
- To earn a certification/credential/license
- To get promoted
- To learn about self-employment (*for example, how to work for yourself or start your own business*)
- To get a raise
- To receive help with child care
- To gain job search skills
- To get help with the costs of training or employment
- Some other reason (SPECIFY)

What were the main reasons you haven't received [services from the MassHire career center/any services]?

Select all that apply

- You got a job
- You had housing issues or moved
- You didn't think the program would help you find a job
- You lacked information about the program
- You had physical or mental health challenges (including a disability)
- You had transportation issues or problems  
*For example: no car or public transportation available, transportation costs too much, public transportation takes too much time*
- You needed to care for a child or family member
- The program didn't match your needs
- Some other reason (SPECIFY)

What were the main reasons you stopped receiving services from the MassHire career center?

Select all that apply

- The program didn't match your needs
- You had physical or mental health challenges (including a disability)
- You got a job
- You didn't think the program would help you find a job
- You did not complete the program, but you no longer needed services
- You needed to care for a child or family member
- You had housing issues or moved
- You had transportation issues or problems  
*For example: no car or public transportation available, transportation costs too much, public transportation takes too much time*
- You completed the program
- Some other reason (SPECIFY)

How much do you agree or disagree with the following statements regarding the MassHire career center services?

The career center has helped you better understand your own needs and goals related to your career and employment

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the MassHire career center services?

The career center has helped you make progress towards your career

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the MassHire career center services?

The career center has met your needs

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the MassHire career center services?

You would recommend the career center services to someone else

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

How much do you agree or disagree with the following statements regarding the MassHire career center services?

You are satisfied with the services you've received at the career center

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

The next questions are about the MassHire career center program offerings.

For each category, please rank your satisfaction with the MassHire career center program offerings.

Training location and times

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Online training or meeting options

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Support with career planning or job placement services

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Additional support services, for example transportation assistance or child care

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Customer service and availability of MassHire career center staff

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

The number of MassHire career center staff who look like you or who speak your preferred language

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied



The next questions are about [the MassHire career center/employment and training service] program offerings.

For each category, please indicate whether the item would affect your decision to participate in [the MassHire career center/employment and training services].

More convenient training location and times

- Much more likely to participate
- More likely to participate
- Unlikely to affect your participation

More online training or meeting options

- Much more likely to participate
- More likely to participate
- Unlikely to affect your participation

More support with career planning or job placement services

- Much more likely to participate
- More likely to participate
- Unlikely to affect your participation

Additional support services, for example transportation assistance or additional child care

- Much more likely to participate
- More likely to participate
- Unlikely to affect your participation

Additional [MassHire career center] staff training and availability

- Much more likely to participate
- More likely to participate
- Unlikely to affect your participation

More [MassHire career center] staff who look like you or who speak your preferred language

- Much more likely to participate
- More likely to participate
- Unlikely to affect your participation

Are there any other program offerings or features not mentioned that would make you more likely to [consider/continue] participating in [the MassHire career center/employment and training services]?

- Yes
- No

Tell us more about the program offerings or services that you feel would make you more likely to [consider/continue] participating in [the MassHire career center/employment and training services].

Finally, we have some questions about your background.

What is your gender?

*Select all that apply*

- Male
- Female
- Non-binary/third gender
- You use another term (SPECIFY)

- You do not wish to answer

Are you of Hispanic, Latino/a, or Spanish origin?

- No, not of Hispanic, Latino/a, or Spanish origin
- Yes, Hispanic, Latino/a or Spanish origin

What is your race?

*Select all that apply*

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- Other (SPECIFY)

What is the highest degree or level of school you have completed?

- Less than 8th grade
- 8th to 12th Grade, no diploma
- High School Diploma or GED
- Adult Basic Education (ABE) certificate
- Some college but no degree
- Vocational/Technical degree or certificate (for example: cosmetology, automotive repair, Certified Nursing Assistant (CNA))
- Business degree/certificate
- Associate's degree (AA)
- Bachelor's degree or equivalent (for example: BA/BS)
- Master's degree (for example: MA/MS) or higher (for example: MD, PhD)
- Other (SPECIFY)

Thank you for participating in this survey.

We would like to collect your contact information so we can send you your \$30 gift card. Please enter your name, address, phone number and email address so we may contact you if we have any questions.

First Name:

Middle Initial:

Last Name:

Street Address 1:

Street Address 2:

City:

State:

Zip:

Telephone:

Email Address:

**Thank you for completing this survey.**