

## **Appendix E4.3 Rhode Island 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.

[Para completar en español, haga clic aquí.](#)

Username:

Password:

OK

### 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 only considering 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 [an email/a text] on [DATE(S)] inviting you to learn more about [SNAP E&T program/E&T PROGRAM NAME].

Do you remember getting this [email/text]?

- Yes
- No

The [email/text] invited you to learn more about enrolling in SNAP 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

[The SNAP E&T program/E&T PROGRAM NAME] sent you an email to [email address]. Is that the correct email address for you?

- Yes
- No

Did you visit the website at the link that was included in the [email/text]?

- Yes
- No

Why didn't you visit the website?

*Select all that apply*

- You didn't see a link in the message
- You were too busy
- You thought it was spam
- You meant to visit the website 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
- Something else (SPECIFY)

Our records indicate you didn't respond to this [email/text].

Why didn't you respond?

*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
- Something else (SPECIFY)

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

You understood how to navigate the website.

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

It was clear to you what you were supposed to do on the website to be connected to a provider.

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

It was easy to submit the form to request more information about providers.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Not applicable



Did you contact any of the providers listed on the website?

- Yes
- No

Did you know about [the SNAP E&T program/E&T PROGRAM NAME] before you received a [text/email]?

- Yes
- No

How did you hear about [the SNAP E&T program/E&T PROGRAM NAME]?

*Select all that apply*

- Referral from SNAP staff member (eligibility worker)
- Family member, friend, or colleague
- Another organization in your community
- Flyer
- Community event
- Somewhere else (SPECIFY)

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)

These next questions are about interactions you may have had with E&T staff at the Department of Human Services (DHS) after you requested more information about the [SNAP E&T program name].

Did you receive a call from an E&T staff member at DHS after you [submitted an online form/responded to the text or email] to learn more information?

- Yes
- No

Did you understand that the call was from [E&T PROGRAM NAME]?

- Yes
- No

Did you have a conversation with an E&T staff member at DHS to learn about the services and supports you might be able to receive?

- Yes
- No

[E&T PROGRAM NAME] called you at XXX-XXX-XXXX. Is that the correct phone number for you?

- Yes
- No

Why didn't you have this conversation?

*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 tried calling back but was unable to reach [E&T program name]
- You didn't understand how the interview responses would be used
- You weren't interested in participating in the program
- Other (SPECIFY)

How much do you agree or disagree with the following statements regarding the phone conversation you had?

The questions you were asked 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 phone conversation you had?

The questions you were asked 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 phone conversation you had?

It was easy for you to find a time to connect with the E&T staff member at DHS to have this phone conversation

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

How much do you agree or disagree with the following statements regarding the phone conversation you had?

The phone conversation 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 phone conversation you had?

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 phone conversation you had?

The phone conversation helped you understand what services and support you could receive

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

[These next few questions ask about the referral to [SNAP E&T Service Provider] you received at the end of your phone conversation with a staff member at DHS.]

How much do you agree or disagree with the following statements regarding the [referral you received/the provider you selected and contacted]?

It was easy for you to identify which provider might provide the services and supports to meet 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 [referral you received/the provider you selected and contacted]?

It was clear to you who you could contact to start receiving services and support from [SNAP E&T Service Provider]

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

How much do you agree or disagree with the following statements regarding the [referral you received/the provider you selected and contacted]?

It was clear to you what your next steps were to receive services and support at [SNAP E&T Service Provider]

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

How much do you agree or disagree with the following statements regarding the [referral you received/the provider you selected and contacted]?

It was easy for you to get in touch with someone at [SNAP E&T Service Provider]

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

Have you received any services or support from [SNAP E&T Service Provider/the provider you selected]?

- Yes
- No

Why haven't you received services or support from [SNAP E&T Service Provider/the provider you selected]?

Select all that apply

- 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've received similar services and support before and didn't find them valuable
- You needed to care for a child or family member
- You got a job
- The services and support didn't match your needs
- You had physical or mental health challenges (including a disability)
- You weren't able to get in touch with someone [at SNAP E&T Service Provider]
- You didn't think the services and support would help you find a job
- Some other reason (SPECIFY)

How much do you agree or disagree with the following statement about the [[SNAP E&T Service Provider] you were referred to/the provider you selected]?

The [SNAP E&T Service Provider/provider you selected] was a good fit for your needs and interests.

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

Which of the following describes your status with the [SNAP Employment & Training program/E&T PROGRAM NAME]?

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

Have you received **any** services from the [SNAP E&T program/E&T PROGRAM NAME] in the last 3 months?

- Yes
- No

[Besides the [SNAP E&T program/E&T PROGRAM NAME] 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 SNAP E&T program/E&T PROGRAM NAME]/those services]?

Select all that apply

- To find a better job
- To improve your English
- To receive help with child care
- To learn about self-employment (*for example: how to start your own business*)
- To gain job search skills
- To keep SNAP benefits
- To earn a certification/credential/license
- To get a raise
- To get promoted
- To get a job
- To gain work experience
- 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 SNAP E&T program/E&T PROGRAM NAME]?

Select all that apply

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

What were the main reasons you stopped receiving services from [the SNAP E&T program/E&T PROGRAM NAME]?

Select all that apply

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

The next questions are about the [SNAP E&T program/E&T PROGRAM NAME] program offerings.

For each category, please rank your satisfaction with the [SNAP E&T program/E&T PROGRAM NAME].

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 [SNAP E&T program/E&T PROGRAM NAME] staff

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

The number of [SNAP E&T program/E&T PROGRAM NAME] 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 [SNAP E&T program/E&T PROGRAM NAME] program offerings.

For each category, please indicate whether the item would affect your decision to participate in the [SNAP E&T program/E&T PROGRAM NAME].

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 [SNAP E&T program/E&T PROGRAM NAME] staff training and availability

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

More [SNAP E&T program/E&T PROGRAM NAME] 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 SNAP E&T program/E&T PROGRAM NAME]?

- 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 SNAP E&T program/E&T PROGRAM NAME].

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.**