# **Appendix I1.1 Staff Questionnaire Screenshots**

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OMB Control Number: 0584-XXXX Expiration Date: XX/XX/XXXX



# Rapid cycle evaluation of operational improvements in SNAP E&T: Staff questionnaire

### **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, 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 Child Support Cooperation Requirements in United States Department of Agriculture (USDA) Supplemental Nutrition Assistance Program (SNAP).

Routine Use: The information may be shared with SNAP contract researchers and 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.

## Introduction

Thank you for taking the time to complete this important survey. Mathematica is conducting this survey under contract with the U.S.

Department of Agriculture Food and Nutrition Service to understand implementation of interventions to improve SNAP Employment and Training (E&T) programs.

Because you work directly with SNAP E&T participants, your input is very important. By participating in this survey, we hope you can help us understand your responsibilities related to the intervention, your time required for the intervention, your experiences and thoughts about the intervention, and any challenges you experienced during its implementation. Your participation in this survey is voluntary.

This survey takes about 15 minutes to complete. You may complete the survey in one sitting or come back to it later—your answers will save automatically.

Findings from this survey will be summarized across all participants. We will not associate responses with a specific person. Your answers will be kept private to the extent allowed by law. All confidential information will be stored safely and destroyed at the end of the study.

If you have any questions about the survey—or if you experience any problems with the survey—contact Mathematica at [NUMBER] or by email at [EMAIL].

Please select "Next" below if you agree to participate in the study.

Next

Pleas	e provide the requested information below or select the response for each item that best describes your background.
How I	many years have you been in your current role?
0	Less than one year
0	1 to 2 years
0	3 to 5 years
0	6 to 10 years
0	11 to 15 years
nclue	11 to 15 years  More than 15 years  ding your work for [AGENCY NAME], how many total years of experience do you have doing similar work?
nclue	More than 15 years
	More than 15 years  ding your work for [AGENCY NAME], how many total years of experience do you have doing similar work?  Less than one year
	More than 15 years  ding your work for [AGENCY NAME], how many total years of experience do you have doing similar work?  Less than one year  1 to 2 years
	More than 15 years  ding your work for [AGENCY NAME], how many total years of experience do you have doing similar work?  Less than one year  1 to 2 years  3 to 5 years
	More than 15 years  ding your work for [AGENCY NAME], how many total years of experience do you have doing similar work?  Less than one year  1 to 2 years  3 to 5 years  6 to 10 years
	More than 15 years  ding your work for [AGENCY NAME], how many total years of experience do you have doing similar work?  Less than one year  1 to 2 years  3 to 5 years  6 to 10 years  11 to 15 years
	More than 15 years  ding your work for [AGENCY NAME], how many total years of experience do you have doing similar work?  Less than one year  1 to 2 years  3 to 5 years  6 to 10 years  11 to 15 years

What	is your race?
Selec	t all that apply
	American Indian or Alaska Native
	Asian
	Black or African American
	Native Hawaiian or other Pacific Islander
	White
	Other (Specify)
What	is the highest level of education you have completed?
0	Less than a high school diploma
0	High school diploma (not General Education Development or GED)
0	General Education Development or GED
0	Some college (no degree)
0	2-year or 3-year college degree (Associate's Degree)
0	4-year college degree (Bachelor's Degree)
0	Graduate degree (Master's Degree, such as Master of Social Work or Public Health)
0	Professional degree (Juris Doctorate, Medical Doctor, etc.)
0	Doctoral degree or equivalent
0	Other (Specify)

In voi	ur current position, are you:
yo	A permanent employee
0	
0	A temporary employee (e.g., on a contract or acting as a consultant)
0	A volunteer
What	is your current work status?
0	Full-time employee (30 hours per week or more)
0	Part-time employee (1 to 29 hours per week)
0	Work on an as-needed basis
0	Female Other (Specify)
Are y	ou of Hispanic, Latino/a, or Spanish origin?
0	No, not of Hispanic, Latino/a, or Spanish origin
0	Yes, Hispanic, Latino/a or Spanish origin

ease provide the requested information below or select the response for each item that best describes your responsibilities and contact the participants.  that are your responsibilities as part of the intervention?  elect all that apply  Recruiting and outreach to participants. (For example, conducting phone or text outreach to share information about your program.)  Enrolling and intake. (For example, signing people up for training and administering initial assessments.)  Providing direct services. (For example, conducting case management, counseling job search assistance, or administering supportive services.)  Offering group instruction. (For example, teaching occupational or vocational skills courses, soft skills workshops, or GED preparation classes.)  Managing/supervising staff. (For example, overseeing the staff who provide services to participants.)  Other	Ner-	a provide the requested information below or color the assessment for each item that has described assessment in the contract of the contract
Recruiting and outreach to participants. (For example, conducting phone or text outreach to share information about your program.)  Enrolling and intake. (For example, signing people up for training and administering initial assessments.)  Providing direct services. (For example, conducting case management, counseling, job search assistance, or administering supportive services.)  Offering group instruction. (For example, teaching occupational or vocational skills courses, soft skills workshops, or GED preparation classes.)  Managing/supervising staff. (For example, overseeing the staff who provide services to participants.)		
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Supportive services.)  Offering group instruction. (For example, teaching occupational or vocational skills courses, soft skills workshops, or GED preparation classes.)  Managing/supervising staff. (For example, overseeing the staff who provide services to participants.)		Enrolling and intake. (For example, signing people up for training and administering initial assessments.)
preparation classes.)  Managing/supervising staff. (For example, overseeing the staff who provide services to participants.)		
Other State of the Control of the Co		Managing/supervising staff. (For example, overseeing the staff who provide services to participants.)
		Other

How many participants were on your caseload (that is, how many participants did you work with on an ongoing basis) in an average month
before the intervention began?
O I do not carry a caseload
1 to 15 participants
O 16 to 30 participants
O 31 to 50 participants
O 51 to 75 participants
More than 75 participants
How many participants were on your caseload (that is, how many participants did you work with on an ongoing basis) per month on average <u>during</u> the intervention?
O I do not carry a caseload
1 to 15 participants
16 to 30 participants
31 to 50 participants
51 to 75 participants
More than 75 participants
In the past 12 months, how long was the <u>longest</u> formal training (either in person or web-based) you received on skills needed for your job (in general, not just for the intervention)?
I did not receive any formal training in the past 12 months
1 to 2 hours
○ Half a day
A full day
Multiple days

O V					
Yes					
O No					
Not Sure					
During the intervention, what percentage of the parti	icipants you served were of His	spanic, Latino	o/a, or Spanis	h origin?	
Select one only					
Less than 25%					
25-50					
51-75%					
Over 75%					
○ Not sure					
	ipants you served were:				
elect one per row	Less than 25%	25-50%	51-75%	Over 75%	
a. American Indian or Alaska Native		25-50%	51-75%	Over 75%	Not sure
a. American Indian or Alaska Native	Less than 25%				
a. American Indian or Alaska Native  b. Asian  c. Black or African American	Less than 25%				
a. American Indian or Alaska Native b. Asian c. Black or African American d. Native Hawaiian or Pacific Islander	Less than 25%				
a. American Indian or Alaska Native b. Asian c. Black or African American d. Native Hawaiian or Pacific Islander e. White	Less than 25%				Not sure
During the intervention, what percentage of the participal Select one per row  a. American Indian or Alaska Native  b. Asian  c. Black or African American  d. Native Hawaiian or Pacific Islander  e. White  f. Other	Less than 25%				
a. American Indian or Alaska Native b. Asian c. Black or African American d. Native Hawaiian or Pacific Islander e. White	Less than 25%				
a. American Indian or Alaska Native b. Asian c. Black or African American d. Native Hawaiian or Pacific Islander e. White	Less than 25%				

Please provide the requested information below or select the response f ntervention.	for each ite	m that best	describes y	our time sp	ent on the	
mervention.						
Jsing a scale of 1 to 5, where 1 = Strongly Disagree and 5 = Strongly Agree	e, please rat	te how stror	ngly you agre	e or disag	ree with eac	h of the
following statements about the time required for the intervention:						
Select one per row						
	51		Neither		St	
	Strongly disagree	Disagree	agree nor disagree	Agree	Strongly agree	Not sure
a. The changes in processes as a result of the intervention saved me time compared to my usual job responsibilities before the intervention. (For example, the intervention resulted in less manual work to follow up individually with participants.)	0	0	0	0	0	0
b. I had difficulty keeping up with my usual responsibilities during the intervention period.	0	0	0	0	0	0
c. My work with those in the treatment group was more time consuming than my work with the control group.	0	0	$\circ$	0	0	0
d. The improvement in outcomes from the intervention was worth the amount of time required to implement the intervention.	$\circ$	$\circ$	$\circ$	0	$\circ$	0

erience with the intervention.		or each item that	best describes y	your understanding	of and
ng a scale of 1 to 4, where 1 = Not at all successful ar owing goals:	nd 4 = very succes:	sful, please rate h	ow well the inte	ervention succeeded	d at the
ect one per row	Not at all	Samoushat			
	Not at all successful	Somewhat successful	Successful	Very successful	Not sure
ncreasing participant awareness and knowledge of AP E&T	$\circ$	$\circ$	0	$\circ$	$\circ$
Making more initial contacts with participants	0	0	$\circ$	0	$\circ$
Connecting more participants to SNAP E&T	0	$\circ$	$\circ$	0	$\circ$
Connecting more participants to case management vices	0	0	0	0	$\circ$
ncreasing provision of participant reimbursements g., transportation or childcare assistance)	0	0	0	0	0
nrolling more participants in activities (components	) (	$\circ$	$\circ$	0	0
Helping participants meet work requirements and ain their SNAP benefits	0	0	0	0	0
ncreasing participant attendance in activities	0	$\circ$	$\circ$	0	$\bigcirc$
reventing participant drop-offs in activities or early mination	0	0	0	0	0
nproving participants' employment outcomes (e.g., her job retention)	0	0	0	0	0

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied Not sure Skills you gained as a result of plementing the intervention (such as reased familiarity with new technology outreach processes)  Amount of training or technical sistence provided during the planning occess of the intervention community of training or technical sistence provided during the planning occess of the intervention occess of the elevention occasion in processes brought about by a intervention occasion o	oout the overall intervention:						
Skills you gained as a result of plementing the intervention (such as reased familiarity with new technology outreach processes)  Amount of training or technical sistance provided during the planning or technical sistance provided during the planning or technical sistance provided during the plementation process of the envention  Changes in processes brought about by eintervention  Changes in processes brought about by eintervention  Changes in services that participants eived  mount of time required for you and lear staff to implement the intervention	elect one per row						
Skills you gained as a result of plementing the intervention (such as reased familiarity with new technology outreach processes)  Amount of training or technical sistance provided during the planning or technical sistance provided during the planning or technical sistance provided during the plementation process of the envention  Amount of training or technical sistance provided during the plementation process of the envention  Changes in processes brought about by a intervention  Changes in services that participants eived  mount of time required for you and lear staff to implement the intervention		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Not sure
isistance provided during the planning occess of the intervention occess of the intervention occess of the intervention occess of the intervention occess of the ervention occess occurrently occess occurrently occess occurrently occurr	n. Skills you gained as a result of mplementing the intervention (such as ncreased familiarity with new technology or outreach processes)	0	0	0	0	0	0
changes in processes brought about by intervention  Changes in services that participants evived  mount of time required for you and the staff to implement the intervention	o. Amount of training or technical essistance provided during the planning process of the intervention	0	0	0	0	0	0
Changes in processes brought about by intervention OOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOO	. Amount of training or technical issistance provided during the mplementation process of the ntervention	0	0	0	0	0	0
mount of time required for you and her staff to implement the intervention	I. Changes in processes brought about by he intervention	0	0	0	0	$\circ$	0
ner staff to implement the intervention	e. Changes in services that participants eceived	0	0	0	0	0	0
ntervention overall O O O O O O O O O O O O O O O O O O	Amount of time required for you and other staff to implement the intervention	0	0	0	0	0	0
	. Intervention overall	0	0	$\circ$	0	0	0

ing a scale of 1 to 4, where 1 = Not at all a challenge and 4 = A major cl	hallenge, how would you	rate each of these p	otential challenges in in	nplementing the interve	ntion?
lect one per row					
	Not at all a challenge	A slight challenge	A moderate challenge	A major challenge	Not su
Having enough training on intervention processes	$\circ$	$\circ$	$\circ$	$\circ$	0
Having enough training on data collection for the intervention	$\circ$	$\circ$	$\circ$	0	0
Having enough time to prepare to implement the intervention	$\circ$	$\circ$	$\circ$	$\circ$	C
Having adequate time to implement the intervention in addition to sual responsibilities	$\circ$	$\circ$	$\circ$	$\circ$	C
Working at or beyond capacity due to increased enrollment or articipation in activities resulting from the intervention	$\circ$	$\circ$	$\circ$	0	C
Having adequate documentation, tools, or resources during the tervention	$\circ$	$\circ$	$\circ$	0	C
Adjusting to unexpected events, policy changes, or local economic lifts	0	0	$\circ$	0	C

	l 4 = Very importa	ant, how importan	nt would these p	orogram aspects be	for the succes
sing a scale of 1 to 4, where 1 = Not at all important and this intervention if it were to continue?  Select one per row	4 = Very importa	ant, how importai	nt would these p	orogram aspects be	for the succes
this intervention if it were to continue?	4 = Very importa   Not at all   important	ant, how importan Somewhat important	nt would these p	orogram aspects be  Very important	for the success
f this intervention if it were to continue?  elect one per row  I. Hiring or delegating staff to be responsible for	Not at all	Somewhat			
this intervention if it were to continue?  elect one per row  Hiring or delegating staff to be responsible for ertain aspects of the intervention  Having intervention responsibilities spread across	Not at all	Somewhat			
this intervention if it were to continue?  elect one per row  . Hiring or delegating staff to be responsible for ertain aspects of the intervention  . Having intervention responsibilities spread across nultiple staff	Not at all	Somewhat			
this intervention if it were to continue?  elect one per row  I. Hiring or delegating staff to be responsible for tertain aspects of the intervention I. Having intervention responsibilities spread across multiple staff I. Having adequate training on intervention processes I. Having adequate training on data collection	Not at all	Somewhat			
this intervention if it were to continue?  elect one per row  I. Hiring or delegating staff to be responsible for lertain aspects of the intervention I. Having intervention responsibilities spread across multiple staff I. Having adequate training on intervention processes	Not at all	Somewhat			
this intervention if it were to continue?  elect one per row  I. Hiring or delegating staff to be responsible for tertain aspects of the intervention I. Having intervention responsibilities spread across multiple staff I. Having adequate training on intervention processes I. Having adequate training on data collection I. Having a comprehensive implementation guide,	Not at all	Somewhat			

Are there any other program aspects not listed above that you would consider important for the success of the intervention?  **Sthere anything else you would like us to know about your experience or challenges implementing the intervention?  **Description**  **
s there anything else you would like us to know about your experience or challenges implementing the intervention?
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