Appendix E1.1 Colorado Participant Survey Specifications

This page has been left blank for double-sided copying.

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

Participant Survey:

Colorado

2023

I. Introduction

<table>
<tr><td>ALL</td></tr>
<tr><td>

[SNAP E&T RCE INTERVENTION SITE]

IF MODE = CATI, FILL: **Hi, my name is [INTERVIEWER NAME]. I work for a company called Mathematica and I am calling on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, or FNS, about an important study.**

IF MODE = WEB, FILL: **the U.S. Department of Agriculture, Food and Nutrition Service (FNS)**

IF MODE = CATI, FILL: **FNS**

</td></tr>
</table>

Intro.

CATI ONLY: [**Hi, my name is [INTERVIEWER NAME]. I work for a company called Mathematica and I am calling on behalf of the U.S. Department of Agriculture, Food and Nutrition Service, or FNS, about an important study.**]

ALL: **[SNAP E&T RCE INTERVENTION SITE] is participating in a study that [the U.S. Department of Agriculture, Food and Nutrition Service (FNS) / FNS] is sponsoring. This study will help the agency learn more about ways to improve the Supplemental Nutrition Assistance Program Employment and Training (SNAP 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.**

[SNAP E&T RCE INTERVENTION SITE]

I0. **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.**

WEB ONLY = 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, Kim McDonald, at 855-831-1718 or email her at SNAPETsurvey@mathematica-mpr.com.

CATI ONLY = In a moment, I will read a statement for you to provide your consent to participate. If you have any questions about the study or would like a copy of the above information, please contact Mathematica's survey director, Kim McDonald, at 855-831-1718 or email her at SNAPETSurvey@mathematica-mpr.com.

❍ I understand the study description and I **agree** to participate in the study............1

❍ ....I **do not agree** to participate in
2

<div style="border:1px solid black; padding:10px;">

PROGRAMMER:

IF I0 = 2, STATUS NON-CONSENT AND EXIT SURVEY

CATI/CAWI HARD CHECK: **AN ANSWER MUST BE PROVIDED FOR THIS QUESTION**.

</div>

IF mode = web, fill "**Your feedback is important. Please give us a call at 855-831-1718**."

NoConsent. **Thank you very much for your time. [Your feedback is important. Please give us a call at 855-831-1718.]**

[CATI] ENTER 1 TO CONTINUE...1   CATI SKIP
BOX THANKS

> PROGRAMMER SKIP BOX NOCONSENT
>
> IF I0 = 2, STATUS ADAMANT REFUSAL (DIALDISP = 39, SMS STATUS 1209) AND EXIT SURVEY. APPLY REFUSAL LOCTYPE AND SCHEDULE FOR 2053
>
> DO NOT CHANGE CONFIRMIT STATUS IN CASE OF CONVERSION

I1. **First, we'd like to verify that we are reaching the correct person. What is your date of birth?**

|__|__| / |__|__| / |__|__|__|__|

MONTH   DAY   YEAR

 (1-12)   (1-31)   (1918-2010)

> VALIDATION CHECK:
> 2 OF 3 FIELDS AT I1 MUST MATCH RECORDS TO CONTINUE

> ALL 3 DATE FIELDS (MM/DD/YYYY) MUST BE COMPLETE. ELSE:
> CATI HARD CHECK:
> **AN ANSWER MUST BE PROVIDED FOR THIS QUESTION**.
> CAWI HARD CHECK:
> **AN ANSWER MUST BE PROVIDED TO GO TO THE NEXT QUESTION. THIS IS TO PROTECT YOUR PRIVACY TO MAKE SURE NO ONE ACCESSES THE INFORMATION PROVIDED IN THE SURVEY.**

I1b. **Thank you for your time. We need to check our records before continuing. Please contact us at 855-831-1718 to complete the survey.**

PROGRAMMER:

STATUS 1380 FOR SUP REVIEW AND EXIT WEB
        INTERVIEW

CONFIRMIT STATUS = INCOMPLETE

I1c. **Thank you for your response. I need to check our records before continuing the interview. Please hold on a moment while I get my supervisor.**

CATI HARD CHECK: BEFORE PROCEEDING, CONTACT SUPERVISOR FOR VERIFICATION CONFIRMATION

I1d. SUPERVISOR: PLEASE VALIDATE THE RESPONDENT IDENTITY USING ADDRESS OR OTHER CONTACT INFORMATION AVAILABLE

CORRECT RESPONDENT...1   GO TO I1f

WRONG RESPONDENT..0   GO TO I1e

I1e. **Thank you for your response. There may be a problem with some of our records. A representative from Mathematica will give you a call to verify our information.**

What is the best number to reach you?

☐   The caller does not have a phone number..................................0

CATI/CAWI HARD CHECK:

AN ANSWER MUST BE PROVIDED FOR THIS QUESTION.

I1d = 0 (wrong respondent)	6

I1h. **We need to review and confirm our records before continuing with the interview. Thank you for your help.**

<div style="border:1px solid;padding:10px;text-align:center;">

PROGRAMMER BOX I1d:

IF I1d = 0: UPDATE SMS STATUS 1400 FOR LOCATING (WRONG RESPONDENT) AND EXIT INTERVIEW

CONFIRMIT STATUS = INCOMPLETE

CONFIRMIT DIALDISP = 40 (PHYSICAL/COGNITIVE BARRIER)

EXIT AND PULL CASE FROM CATI BY SETTING LOCTYPE = 4 AND SCHEDULING THE CASE TO THE YEAR 2053.

RESET TO BLANK UPON RE-ENTRY OF THE CASE

</div>

I1d = 1 (correct respondent)

I1i. **Thank you for your response. I will hand the phone back to the interviewer to continue the interview.**

CONTINUE..1   GO TO A1

A. Employment

A1. **The first questions are about current or recent jobs.**

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

Yes...1

No..0

FILL MONTH WITH 3 MONTHS PRIOR TO SURVEY

A2. **Were you working at a job for pay, or self-employed, in [MONTH]?**

Yes...1

No..0

A3. **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 <u>in the last year</u>?**

		No	Yes
a.	Could not find work or lack of jobs available in the area	0	1
b.	Do not have the right schooling	0	1
c.	Do not have the right job search skills or experience *For example: resume writing, interviewing, or networking*	0	1
d.	Have difficulty speaking, reading, and/or writing English	0	1

7

A4. **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 <u>in the last year</u>?**

	No	Yes
a. Physical or mental health challenges (including a disability)	0	1
b. Housing problems *For example: homelessness, unstable housing or no regular place to stay, or no affordable housing*	0	1
c. Transportation issues or problems *For example: no car or no public transportation available, transportation costs too much, public transportation takes too much time*	0	1
d. Family responsibilities, like caring for children, spouse, or a parent	0	1

ALL

A5. **Are there any other challenges that made it hard for you to find a new job or keep a current job <u>in the last year</u>?**

Yes 1

No..0

IF A5 = 1

A6. **What other challenges made it hard for you to find a new job or keep a current job <u>in the last year</u>?**

B. Intervention Information (Recruitment)

B0. **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 <u>before</u> 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.

B1. **Starting around [CO TimeRange], did you receive any messages encouraging you to enroll in the [SNAP E&T program/E&T PROGRAM NAME]?**

		Yes, received message	No, **did not** receive message
a.	Text message	1	0
b.	Email	1	0
c.	Mailed postcard	1	0
d.	Phone call	1	0

B2. **[The SNAP E&T program/E&T PROGRAM NAME] recently [texted you at XXX-XXX-XXXX / emailed you at name@email.com / called you at XXX-XXX-XXXX / sent you mail at [address]].**

Is that the correct [phone number / email address / address] for you?

Yes...1

No..0

B3. **Have you heard of the [SNAP E&T program/E&T PROGRAM NAME]?**

Yes..1   GO TO B6

No...0   GO TO B4

B4. **[The SNAP E&T program/E&T PROGRAM NAME] helps SNAP participants gain skills and find work, providing SNAP participants access to employment training and support services. To set up an appointment, please call XXX-XXX-XXXX.**

> PROGRAMMER BOX B4
>
> IF B3 = 0 (no message received and not aware of program):
>
> GO TO QUESTION B14

IF RA_Status = C AND CO_B1d = 1 FILL, "**calls**"

IF (RA_Status = T1 or T2), AND CO_B1a = 1, FILL "**text messages**"

IF (RA_Status = T3 or T4), and CO_B1a = 1 and CO_B1b = 1, FILL "**text messages and emails**"

IF (RA_Status = T3 or T4), and CO_B1a = 1 and CO_B1b = 0, FILL "**text messages**"

IF (RA_Status = T3 or T4), and CO_B1a = 0 and CO_B1b = 1, FILL "**emails**"

IF RA_Status = T5 and CO_B1c = 1, FILL "**mail**"

B5. **These next few questions are about the [call/text messages/text messages and emails/emails/mail] you received.**

Did you know about [the SNAP E&T program/E&T PROGRAM NAME] before you received any [calls/text messages/emails/mail]?

Yes..1   GO TO B6

No...0   GO TO B7

B6. **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)..1

Family member, friend, or colleague..2

Another organization in your community...3

Flyer...4

Community event...5

Somewhere else (SPECIFY) 99

B7. **Did you understand that the [calls were/text messages were/text messages and emails were/emails were/mail was] from [the SNAP E&T program/E&T PROGRAM NAME]?**

Yes..1   GO TO B8

No..0   GO TO B8

B8. **Did the [calls/text messages/text messages and emails/mail] help you understand what next steps you could take to participate in [the SNAP E&T program/E&T PROGRAM NAME]?**

Yes..1   GO TO B9

No..0   GO TO B9

PROGRAMMER: Randomize/rotate options 1 and 3

B9. **Did you feel like you were contacted by [the SNAP E&T program/E&T PROGRAM NAME]…**

Not frequently enough,...1

Just the right amount, or...2

Too frequently?...3

IF RA_Status = C AND CO_B1d = 1 FILL, "**calls**"

IF RA_Status = T1 or T2, AND CO_B1a = 1, FILL "**text messages**"

IF RA_Status = T3 or T4, and CO_B1a = 1 and CO_B1b = 1, FILL "**text messages and emails**"

IF RA_Status = T3 or T4, and CO_B1a = 1 and CO_B1b = 0, FILL "**text messages**"

IF RA_Status = T3 or T4, and CO_B1a = 0 and CO_B1b = 1, FILL "**emails**"

IF RA_Status = T5 and CO_B1c = 1, FILL "**mail**"

B10. **Did you reach out to [the SNAP E&T program/E&T PROGRAM NAME] in response to the [call/texts/emails/mail] you received?**

Yes...1   GO TO B11

No...0   GO TO B13

B11. **How did you reach out to [the SNAP E&T program/E&T PROGRAM NAME]?**

Select all that apply

By phone...1

By text..2

By email..3

B12. **Were you able to connect with someone from [the SNAP E&T program/E&T PROGRAM NAME]?**

Yes...1   GO TO B14

No...0   GO TO B14

RA_Status = C AND CO_B1d = 1 FILL, "**calls**"

IF RA_Status = T1 or T2, AND CO_B1a = 1, FILL "**text messages**"

IF RA_Status = T3 or T4, and CO_B1a = 1 and CO_B1b = 1, FILL "**text messages and emails**"

IF RA_Status = T3 or T4, and CO_B1a = 1 and CO_B1b = 0, FILL "**text messages**"

IF RA_Status = T3 or T4, and CO_B1a = 0 and CO_B1b = 1, FILL "**emails**"

IF RA_Status = T5 and CO_B1c = 1, FILL "**mail**"

B13. **Why did you not respond to the [call/texts/emails/mail] you received?**

Select all that apply

You were too busy to respond..1

You thought it was spam...2

You meant to respond but forgot..3

You didn't know what to say..4

You already had the information they were sending you....................................5

You weren't interested in participating in the program......................................6

You didn't think program staff would be available to help you............................7

Something else (SPECIFY) 99

ALL

B14. **What is the best way to contact you or provide you with information about [the SNAP E&T program/E&T PROGRAM NAME]?**

Select one only

Text message..1

Email..2

Phone call...3

Mail...4

Some other way (SPECIFY) 99

C. Program Participation

IF B3 NE 0 *(aware of program)*

C1a. **Which of the following describes your status with the [SNAP Employment &Training program/E&T PROGRAM NAME]?**

You are currently receiving services 1   GO TO C2

You are not currently receiving services...2   GO TO C1b

C1a = 2

C1b. **Have you received <u>any</u> services from the [SNAP E&T program/E&T PROGRAM NAME] in the last 3 months?**

Yes 1   GO TO C2

No...0   GO TO C2

ALL

Fill "Besides the [SNAP E&T program/E&T PROGRAM NAME] are" / "other" IF C1b = 1 or C1a = 1

FILL "Are" IF C1b = 0 OR B3 = 0

FILL appropriate state SNAP E&T program name

C2. **[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...1   GO TO C3

No...0

IF C1a or C1b = 1, fill "services from [the SNAP E&T program]" or "services from [E&T PROGRAM NAME]"

IF C2 = 1 and C1a NE 1 and C1b NE 1, fill "those services"

PROGRAMMER: Randomize response options

C3. **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 keep SNAP benefits...1

To receive help with child care..2

To get help with the costs of training or employment...3

To improve your English..4

To gain job search skills..5

To learn about self-employment (*for example: how to start your own business*)..6

To earn a certification/credential/license..7

To gain work experience..8

To get promoted..9

To get a raise..10

To get a job...11

To find a better job...12

Some other reason (SPECIFY) 99

IF C1a = 2 AND C1b = 0
PROGRAMMER: Randomize response options

C4. **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 lacked information about the program..1

The program didn't match your needs...2

You had transportation issues or problems
For example: no car or public transportation available, transportation costs too much, public transportation takes too much time...3

You didn't think the program would help you find a job......................................4

You got a job..5

You had physical or mental health challenges (including a disability).................6

You had housing issues or moved...7

You needed to care for a child or family member..8

Some other reason (SPECIFY) 99

IF C1b = 1
PROGRAMMER: Randomize response options

C5. **What were the main reasons you stopped receiving services from [the SNAP E&T program/E&T PROGRAM NAME]?**

Select all that apply

The program didn't match your needs...1

You didn't think the program would help you find a job......................................2

You got a job..3

You had transportation issues or problems

For example: no car or public transportation available, transportation costs too much, public transportation takes too much time 4

You had physical or mental health challenges (including a disability).................5

You needed to care for a child or family member..6

You had housing issues or moved...7

You completed the program..8

You did not complete the program, but you no longer needed services..............9

Some other reason (SPECIFY) 99

16

C6a. **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..1

Satisfied...2

Neither satisfied nor dissatisfied...3

Dissatisfied..4

Very dissatisfied..5

C6b. **Online training or meeting options**

Very satisfied..1

Satisfied...2

Neither satisfied nor dissatisfied...3

Dissatisfied..4

Very dissatisfied..5

C6c. **Support with career planning or job placement services**

Very satisfied..1

Satisfied...2

Neither satisfied nor dissatisfied...3

Dissatisfied..4

Very dissatisfied..5

C6d. **Additional support services, for example transportation assistance or child care**

Very satisfied...1

Satisfied..2

Neither satisfied nor dissatisfied...3

Dissatisfied...4

Very dissatisfied...5

C6e. **Customer service and availability of [SNAP E&T program/E&T PROGRAM NAME] staff**

Very satisfied...1

Satisfied..2

Neither satisfied nor dissatisfied...3

Dissatisfied...4

Very dissatisfied...5

C6f. **The number of [SNAP E&T program/E&T PROGRAM NAME] staff who look like you or who speak your preferred language**

Very satisfied...1

Satisfied..2

Neither satisfied nor dissatisfied...3

Dissatisfied...4

Very dissatisfied...5

C7a. **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..1

More likely to participate...2

Unlikely to affect your participation..3

C7b. **More online training or meeting options**

Much more likely to participate..1

More likely to participate...2

Unlikely to affect your participation..3

C7c. **More support with career planning or job placement services**

Much more likely to participate..1

More likely to participate...2

Unlikely to affect your participation..3

C7d. **Additional support services, for example transportation assistance or additional child care**

Much more likely to participate..1

More likely to participate...2

Unlikely to affect your participation..3

C7e.   Additional [SNAP E&T program/E&T PROGRAM NAME] staff training and availability

Much more likely to participate..1

More likely to participate...2

Unlikely to affect your participation..3

C7f.   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..1

More likely to participate...2

Unlikely to affect your participation..3

C8.   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..1

No...2

C9.   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].

D. Respondent Characteristics

D0. **Finally, we have some questions about your background.**

D1. **What is your gender?**

Select all that apply

Male..1

Female..2

Non-binary/third gender..3

You use another term (SPECIFY)..99

You do not wish to answer...r

D2**.** **Are you of Hispanic, Latino/a, or Spanish origin?**

No, not of Hispanic, Latino/a, or Spanish origin...1

Yes, Hispanic, Latino/a or Spanish origin...2

D3. **What is your race?**

Select all that apply

American Indian or Alaska Native..1

Asian...2

Black or African American...3

Native Hawaiian or Pacific Islander...4

White...5

Other (SPECIFY)..99

D4. **What is the highest degree or level of school you have completed?**

Select one only

Less than 8th grade...1

8th to 12th Grade, no diploma..2

High School Diploma or GED...3

Adult Basic Education (ABE) certificate...4

Some college but no degree..5

Vocational/Technical degree or certificate (for example: cosmetology, automotive repair, Certified Nursing Assistant (CNA))..6

Business degree/certificate..7

Associate's degree (AA)...8

Bachelor's degree or equivalent (for example: BA/BS)...................................9

Master's degree (for example: MA/MS) or higher (for example: MD, PhD) 10

Other (SPECIFY)..99

E. END

PAYMENTTYPE OR SMUPDATENAME OR SMUPDATEADDRESS OR SMUPDATEPHONE OR SMUPDATEEMAIL = 1

BeginTracking   **Thank you for completing the interview today. You're almost done. Now we need to verify [your/[SM FIRST]'s] contact information.**

CONTINUE..1   MAILTO

MailTo.

CATI/CAPI

Would you like us to send the payment to you or someone else?

CAWI

Would you like your payment sent to you or someone else?

```
┌─────────────────────┐
│                     │
└─────────────────────┘
```

       SEND TO ME..1   SKIP BOX MAILTO

       SEND TO SOMEONE ELSE...2   SKIP BOX MAILTO

       REFUSED / DO NOT WANT PAYMENT..R   SKIP BOX
ALTCONTACTS

MailorEmail.

CATI/CAPI

Should we send the thank you payment by mail or electronically by email?

CAWI

Should the thank you payment be sent by mail or electronically by email?

```
┌─────────────────────┐
│                     │
└─────────────────────┘
```

       MAIL...1

       EMAIL..2

(PAYMENTTYPE = 1 OR MAILOREMAIL = 1) and (MAILTO = 1 OR 2)
confirm IF MAILTO = 1 AND RESPONDENT ADDRESS LOADED; get IF MAILTO = 2
if MAILTO = 1 AND RESPONDENT ADDRESS LOADED, FILL NAME AND ADDRESS WITH RESPONDENT INFORMATION; IF MAILTO = 2, DO NOT FILL NAME AND ADDRESS FIELDS

PayAddr.

CATI/CAPI

INSTRUCTION: CONFIRM SPELLING OF NAME AND ADDRESS WITH RESPONDENT BEFORE CONTINUING

I would like to [confirm / get] the name and address where we should send the payment.

CAWI

Please [confirm / enter] the name and address where we should send the payment.

CATI/CAPI: **What is the first name?**

_____(STRING 20)
First Name

CATI/CAPI: **Middle initial**

_____(STRING 1)
Middle Initial

CATI/CAPI: **Last name?**

_____(STRING 30)
Last Name

CATI/CAPI: What is the first line of the payment address?

_____(STRING (60))
  Street Address Line 1

CATI/CAPI: **Is there an apartment or unit number for this address?**

_____(STRING (60))
  Street Address Line 2

CATI/CAPI: **Town or city?**

_____(STRING (20))
  City

CATI/CAPI: **State?**

_____(STRING (2))
  State

CATI/CAPI: **And what is the zip code?**

_____(STRING (10))
  ZIP Code

DON'T KNOW...d

REFUSED..r

(PAYMENTTYPE =2 OR MAILOREMAIL = 2) and (mailto = 1 OR 2)
IF MAILTO=1 AND respondent EMAIL LOADED, show "confirm", "THE EMAIL ADDRESS WE HAVE IS:" AND "IS THIS EMAIL ADDRESS CORRECT" and Fill email address with respondent email if mailto=2 or no respondent email loaded, show "provide me"
confirm IF MAILTO = 1 AND RESPONDENTEMAIL LOADED; provide me IF MAILTO = 2
The email address we have is: AND Is this email address correct? IF MAILTO = 1, ELSE NO FILL
if MAILTO = 1 FILL EMAIL ADDRESS IF MAILTO = 2, DO NOT FILL EMAIL ADDRESS

PayEmail.

CATI

INSTRUCTION: CONFIRM EMAIL ADDRESS WITH RESPONDENT BEFORE CONTINUING

I would like to [confirm / get] the email address where we should send the payment.

[The email address we have is:]
[RESPONDENTEMAILADDR]

Is this email address correct?

CAWI

Please [confirm / enter] the email address where we should send the payment.

_____(STRING 50)

Email

DON'T KNOW..d

REFUSED...r