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Supplemental Nutrition Assistance Program (SNAP) Employment and Training Rapid Cycle Evaluation: Technical Supplement

November 2024

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I. Evaluation data and methodology

A. Introduction

In this supplement we present details of the technical approach used to produce findings presented in the seven final reports for the Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) Rapid Cycle Evaluation (RCE) evaluation.¹ We provide an overview of the study design, including the impact and implementation evaluation design for each site, the data sources used, and the analysis methodology.

Evaluation overview and objectives

The Food and Nutrition Service (FNS) has invested considerable resources and provided technical assistance to help States build capacity, create more robust services, and increase engagement in their programs. Using rapid cycle evaluation (RCE), FNS offered States the opportunity to test new, low-cost, small-scale interventions in SNAP E&T operations or service delivery in five States and the District of Columbia to improve SNAP E&T programs and identify how to strengthen the technical assistance it provides to States. From 2021 to 2024, Mathematica collaborated with the intervention sites to identify the major challenges their SNAP E&T programs faced, which generally involved recruitment and outreach or SNAP participant engagement and receipt of services, and to create and test solutions to them.

SNAP E&T RCE addressed five main study objectives (see Study objectives box).

Study objectives

1. Describe how RCEs can be used to improve SNAP E&T operations, service delivery, and program outcomes
2. Design and implement RCEs to obtain impact estimates of small-scale changes on SNAP E&T outcomes for each intervention
3. Conduct an implementation evaluation of the small-scale changes and RCEs in each intervention
4. Assess the scalability of the small-scale changes to SNAP E&T operations and service delivery to other local, State, or national policies and programs
5. Determine and document the costs associated with implementing and maintaining these small-scale changes

B. Data sources

This section describes the sources from which Mathematica collected qualitative and quantitative data for the implementation and impact evaluations of the seven SNAP E&T RCE interventions.

Administrative data

For each of the seven sites, administrative data was typically compiled from both the State SNAP agency and the SNAP E&T program.² These administrative data fall into one of three types:

¹ Reports for all seven sites in the study are available at <https://www.fns.usda.gov/research-analysis>

² We obtained State SNAP administrative data for all seven sites with exception of Connecticut, for which we measured individuals characteristics using the SNAP participant survey.

SNAP administrative data

State SNAP agencies provided SNAP administrative caseload data, containing contact information as well as demographic and economic characteristics of individuals at the time of or just before random assignment. Across all sites, the baseline SNAP administrative data typically contained information on age, gender, education, race and ethnicity, household size, presence of children, and earned and unearned income in the month prior to the data pull.

SNAP E&T outcome data

These data were typically provided by the site's SNAP E&T program, and included information on the SNAP E&T-related outcomes of interest for each site's intervention. For interventions focused on increasing enrollment in SNAP E&T, outcome data included information on SNAP E&T enrollment, including the date of enrollment and whether an individual enrolled in a component or participated in an orientation or assessment only. For interventions focused on outcomes related to SNAP E&T engagement, outcome data included engagement measures such as referral information, the types of components an individual participated in, how long they participated, and whether they received participant reimbursements.

Intervention tracking data

Mathematica collected tracking data unique to each site's intervention to measure contextual information related to each individual's progression through the intervention. For all sites with text messaging outreach, we compiled data on responses to text messages from the site's text messaging platform. These data typically included the date and time an individual replied to an outreach message and the content of their reply, which sites used to identify whether a response indicated interest in enrolling in SNAP E&T. When available, we also compiled data on whether a text message was successfully delivered. Additionally, we verified the quality of each individual's phone number close to the time of random assignment using the Telephone Consumer Protection Act (TCPA) list validation; this validation confirmed whether a phone number was a cellphone, landline, or other phone type. We used the TCPA validation to assess whether phone numbers listed as mobile phones in SNAP administrative caseload records were indeed text-enabled cell phones at the time of random assignment. For Rhode Island and Massachusetts, the two interventions with multiple stages, intervention tracking data included information compiled by the site on work-readiness assessment completion, referrals to providers and career centers, and whether site staff were able to successfully reach individuals who indicated interest in being contacted by the SNAP E&T program.

Survey data

Mathematica fielded a participant survey to collect information on engagement in the RCE interventions for four of the seven sites (Colorado, Connecticut, Massachusetts, and Rhode Island). The survey collected information including whether individuals recalled receiving the intervention outreach materials and information on the receipt of assessments, case management, and referral services. It also collected data on barriers to engaging with SNAP E&T services and seeking employment, program satisfaction, and reasons for engagement decisions (for those who engaged in the E&T programs, and those who either never engaged or disengaged). The survey instrument for each of the four sites is included in Appendix B.

For Colorado, Rhode Island, and Massachusetts, the survey was fielded to a stratified random subsample of individuals in each intervention, and was used to describe individuals' experiences with the intervention and in SNAP E&T. For Connecticut, the survey was administered to all individuals in the intervention, and the survey data was used for both descriptive analyses and to measure outcomes for the impact evaluation.

Implementation data

Mathematica collected qualitative data from select partner staff and SNAP participants in the intervention to evaluate the implementation process for each intervention, including factors that facilitated or hindered the intervention, SNAP participant experiences, and lessons learned.

Site visits

Each site team conducted an in-person site visit near the end of the site's intervention period so that data would reflect staff and SNAP participant experiences with the entire intervention process. Site teams conducted semi-structured interviews with State- and local-level SNAP and SNAP E&T staff and with SNAP E&T providers involved in the intervention. Site visits also included focus groups with individuals in the intervention. In cases where target participation numbers for focus groups were not met, site teams completed supplemental one-on-one interviews virtually. Exhibit B.1 displays site visit details for all seven sites.

Exhibit B.1. Implementation data collection site visits

Site	Site visit dates	Number of staff interviewed	Number of focus groups	Focus group target population(s)	Number of focus group participants	Number of supplemental interviews ^a
Colorado	February 14-15 and 27-29, 2024	18	1	Individuals who did not respond to intervention outreach messages	4	12
Connecticut	May 13-14, 2024	9	n.a.	n.a.	0 ^b	n.a.
DC	March 5-7, 2024	12	1	Individuals who received the new assessment and case management approach.	6 ^c	15
Massachusetts	February 26-29, 2024	30	2	Focus group 1: Individuals who responded to an intervention outreach message but did not complete the online screener Focus group 2: Individuals who responded to an outreach message and completed and passed the online screener	16	0
Minnesota – Hennepin County	October 29-31, 2023	6	2	Focus group 1: Individuals who responded to an intervention outreach message Focus group 2: Individuals who did not respond to an intervention outreach message	8	8
Minnesota – Rural Counties	December 4-6, 2023	20	2	Focus group 1: Individuals who responded to an outreach message or who were E&T participants Focus group 2: Individuals who did not respond to an intervention outreach message or who were not E&T participants	10	5
Rhode Island	January 30 – February 2, 2024	7	2	Focus group 1: Individuals who received an intervention outreach message asking them to respond and they did not respond Focus group 2: Individuals who received an intervention outreach message asking them to visit the E&T website	10	6

^a Teams completed virtual, one-on-one supplemental interviews using the same focus group protocol. These interviews were conducted with individuals who met the focus group target populations.

^b Focus groups were replaced with additional in-depth interviews because of the Connecticut intervention included a relatively small number of individuals spread across 9 Connecticut State Community College campuses.

^c Because the DC intervention included a relatively small number of individuals, one focus group was conducted and the second focus group was replaced with supplemental one-on-one interviews.

n.a. = not applicable.

In-depth interviews

Implementation data collection in Colorado, Connecticut, Massachusetts, and Rhode Island also included at least 15 in-depth interviews (IDIs) with individuals in the intervention. The IDIs followed a distinct interview protocol separate from the focus groups and included a detailed narrative of participants' backgrounds and experiences to provide in-depth information on participant perspectives. Most IDIs were conducted in-person. In Colorado, some IDIs were conducted virtually due to inclement weather. In Connecticut, due to the distributed nature of intervention participants across the state, some IDIs were conducted virtually to maximize the number of individuals able to participate. Exhibit B.2 displays IDI details for Colorado, Connecticut, Massachusetts, and Rhode Island, the four sites that included IDIs within their implementation data collection.

Exhibit B.2. Implementation data collection in-depth interviews

Site	In-depth interview target populations	Number of in-depth interviews completed
Colorado	Individuals who responded to outreach messages	15
Connecticut	Any individual in the intervention	27
Massachusetts	Individuals who met one of the following criteria: -Received a referral to E&T -Completed a full assessment with DTA -Completed the online screener or -Responded to an outreach message	20
Rhode Island	Individuals who met one of the following criteria: -Received the new assessment with DHS -Received the old assessment with DHS -Completed an inquiry form -Responded to an outreach message	15

C. Evaluation designs

To evaluate the impact of the interventions, Mathematica conducted randomized control trials (RCTs) in each of the seven sites. As summarized in Exhibit C.1, all sites include a randomized component but the sites varied in the number of treatment arms and random assignment strata. Three of the seven sites (Colorado, Massachusetts, and Rhode Island) conducted random assignment using a cohort-based design, in which individuals were randomly assigned and received intervention outreach in cohorts released in batches over time. For two of the sites (Minnesota-Hennepin and Minnesota-Rural), all individuals were randomly assigned and received intervention outreach concurrently, while in the two remaining sites (DC and Connecticut) individuals were randomly assigned and received intervention services and outreach on a rolling basis. One site (DC) also included a quasi-experimental pre-post analysis design to test one component of the intervention.

Exhibit C.1. Summary of evaluation designs

Site	Type of evaluation design	Random assignment strata	Research groups	Impact analysis outcomes
Colorado	Multi-arm RCT	Intervention cohort, ABAWD status, and county	1. Control 2. Text message treatment 3. Text and email treatment 4. Postcard treatment (Montrose County only)	Enrollment in SNAP E&T
Connecticut	Single-arm RCT	None	1. Control 2. Text message treatment	Support service take-up Student barriers to program engagement and employment
District of Columbia	Single-arm RCT (to evaluate text message reminders) Pre-post design (to evaluate assessment and case management approach)	None	RCT: 1. Control 2. Text message treatment Pre-post: 1. Participated in SNAP E&T prior to new assessment and case management approach 2. Participated in SNAP E&T after new assessment and case management approach	Engagement in SNAP E&T (obtaining participant reimbursements; length of time enrolled in a SNAP E&T component; missed appointments)

Site	Type of evaluation design	Random assignment strata	Research groups	Impact analysis outcomes
Massachusetts	Multi-arm RCT	Intervention cohort, SNAP E&T office service area	Text message stage: 1. Control (no text message) 2. Text message treatment A (endowment effect) ^a 3. Text message treatment B (mere-exposure effect) Assessment stage: 1. Assessment treatment 2. Assessment control Career center stage: 1. Career center treatment 2. Career center control	Enrollment in SNAP E&T Among those who received a text, percentage who respond expressing interest in SNAP E&T
Minnesota-Hennepin County	Multi-arm RCT	None	1. Control 2. Text message content A (short) 3. Text message content B (long)	Enrollment in SNAP E&T
Minnesota-Rural Counties	Single-arm RCT	None	1. Control 2. Text message treatment	Enrollment in SNAP E&T
Rhode Island	Multi-arm RCT	Intervention cohort	Text message stage 1. Control 2. Text message treatment (website link) 3. Text message treatment (request to reply) Assessment stage: 1. Assessment treatment 2. Assessment control	Enrollment in SNAP E&T Engagement in SNAP E&T (completing an assessment, referral to a provider)

RCT = Randomized Controlled Trial.

^a Endowment effect text messages remind SNAP participants that they are eligible to receive free services through SNAP E&T.

Many of the site interventions involved behaviorally informed text messaging outreach. These texts used concepts from behavioral science to inform the content of text messages. For example, text messages using the concept of an endowment effect created a sense of ownership by reminding the respondent that they are eligible to receive free education and training services as part of their SNAP benefits. Mere-exposure effect text messages exposed recipients to a concept, idea, or service, leveraging the fact that people often prefer familiarity and are more likely to participate in SNAP E&T if they had been exposed to it before.

Randomization weights for impact analysis

In five of the seven sites, equal probabilities were used to randomly assign individuals to one or more treatment groups and a control group. For example, in the District of Columbia and Minnesota-Rural, individuals were assigned with a 50 percent probability to the treatment group, and a 50 percent probability to the control group, while in Minnesota-Hennepin, individuals were assigned with probability of 33 percent to each of the two treatment groups or the control group.

In two sites (Massachusetts and Rhode Island), the evaluation design was more complex, consisting of two to three stages of treatments. Appendix A includes intervention flow diagrams for each site outlining the points of random assignment and treatment groups at each stage of the interventions. Individuals in each site were randomly assigned prior to the start of the intervention to a research group condition that captured all possible combinations of treatments in each stage. For example, in Rhode Island, individuals could be randomly assigned to one of three research groups in the first stage of the intervention: a control group that did not receive a text message and two treatment groups that received a text with a request to reply or a text with a website link. Among those assigned to the text with reply group, the subset who responded to a text message indicating interest in SNAP E&T (the first stage of the intervention) were eligible to receive either an enhanced assessment or the standard, business-as-usual assessment (the second stage of the intervention). Individuals in the text with reply group were randomly assigned at baseline to either receive the enhanced or the standard assessment, regardless of whether they responded to the text message.

To ensure sufficient numbers of individuals were ultimately included in the later stages of the Rhode Island and Massachusetts interventions, the random assignment probabilities were unequal. In Rhode Island, individuals were randomly assigned with probability 0.2 to the control group, 0.2 to the text with website link group, and 0.3 to each of the text with reply groups resulting in an assessment. Similarly, in Massachusetts, individuals were randomly assigned with probability 0.2 to the control group, 0.2 to each of the two text messaging groups with no assessment, and 0.1 to each of the four text messaging groups that included the assessment and career center warm handoff stages.

We constructed randomization weights to account for the differing probabilities of assignment to each research group. Even for sites with an equal probability of assignment to each group, the actual number assigned to each group ultimately may have differed slightly due to noise in the random assignment process.

Randomization weights were constructed to be inversely proportional to the assignment rate of each research group and stratum, then rescaled by the total number of research groups in a site. Exhibit C.2

presents a stylized example of the calculated randomization weight for two sites; the first with equal probabilities of assignment (in which the number of observations assigned to a given research group are roughly equal, with minor deviations from the planned assignment probabilities a result of the random assignment process), and the second with unequal probabilities of assignment. For sites in which random assignment was conducted within strata (for example, by intervention cohort), randomization weights were calculated separately within each stratum.

Exhibit C.2. Example of randomization weight construction

Site	Research Group	Number of observations	Probability of assignment	Randomization weight calculation	Randomization weight
Site A	C	40	0.5	$[(40+42)/40]/2$	1.01
Site A	T	42	0.5	$[(40+42)/42]/2$	0.99
Site B	C	80	0.6	$[(80+120)/80]/2$	1.2
Site B	T	120	0.4	$[(80+120)/120]/2$	0.83

D. Survey weights

This section describes the computation of the analysis weights for survey-based analyses. We designed the weights to bring the weighted distribution of the survey samples used in Colorado, Rhode Island, and Massachusetts back in line with the population distribution of individuals' characteristics and greatly reduce the potential for bias resulting from survey nonresponse. The various analysis weights comprise base weights that account for selection probabilities and adjustments to those weights for nonresponse.

Survey sampling

For three of the four survey sites (Colorado, Rhode Island, and Massachusetts), the survey was fielded to a stratified random subsample of individuals in the intervention. Strata were formed based on research group and site-specific elements as follows:

- In Colorado, strata were formed based on county and research group. In Broomfield and Denver counties, there were two treatment groups and a control group. In Montrose County, there were three treatment groups and a control group. Within each county, individuals were selected for the survey with equal probability within strata.
- In Rhode Island and Massachusetts, strata were formed based a series of indicators that captured both an individual's randomly assigned research group in the first stage of the intervention and their progression to subsequent stages of the intervention (within site). For Rhode Island, this included a measure of whether an individual responded to the text in order to be eligible for the assessment treatment and control group in the second stage. For Massachusetts, this included measures of whether an individual reached the assessment and career center warm handoff stages of the intervention. Because only a small share of all randomly assigned individuals reached the second and/or third stages of each intervention, individuals in these strata were selected with higher probabilities to ensure sufficient numbers of survey respondents in these groups.

This stratification approach helps to ensure that individuals from all research groups are adequately represented in the survey sample.

Sampling weight

The sampling weight is the inverse of the probability of selection. The probability of selection is the number of individuals sampled divided by the total number of individuals, stratum (described above), and cohort. Exhibit D.1 below provides an illustrative example of the computations for the sampling weight.

Exhibit D.1. Illustrative example of sampling weight construction

Site	Survey cohort	Research Group	Total number in intervention	Number selected for survey	Probability of selection	Sampling weight
Site A	1	C	100	35	$35/100 = 0.35$	2.86
Site A	1	T1	85	34	$34/85 = 0.40$	2.50

Nonresponse adjustment

A small number of sample members were found to be ineligible for the survey as they were deceased at the time of survey fielding. Some sample members for which no contact was made had undetermined eligibility—that is, we do not know their mortality status. Because of this, we constructed weights in two stages: one to adjust for eligibility determination and one to adjust for response among known eligible sample members.

We computed each of the two nonresponse adjustment factors within subsets of sampled persons referred to as “weighting class cells.” Weighting class cells were formed based on variables known for both respondents and nonrespondents; that is, variables available on the sampling frame. The variables used for forming weighting class cells were: age (categorized)³; gender; race and ethnicity (Rhode Island and Massachusetts only)⁴; monthly net income (categorized)⁵; primary language spoken; household size; education (Rhode Island only)⁶; survey data collection cohort; research group; any children; any earned income; any unearned income; whether household income was less than 50% of federal poverty level; phone type used for intervention (cell, landline, unknown); SNAP E&T office service area (Massachusetts only); homeless (Rhode Island only).

Within each site, we used the recursive partitioning SAS package, HPSplit, to create weighting cells based on the pool of variables listed above. We used the entropy method to model the propensity, or likelihood, that a sampled person would have determined eligibility or would respond. This method finds the combinations of variables and their values that best predict response, within certain cell size and adjustment parameters.

Eligibility determination adjustment. Within weighting class cells that resulted from this process, we ratio adjusted sampling weights for sample members with known eligibility status (whether eligible or ineligible) to account for sample members with undetermined eligibility; that is, within each cell, we

³ Four quartiles calculated separately in each site.

⁴ This included a missing value category: 23% of sample members for Rhode Island and 5% of sample members for Massachusetts.

⁵ This included a 0 category and above/below the median categories in each site.

⁶ This included a missing value category: 9% of sample members for Rhode Island.

calculated the ratio of the sum of the sampling weights for all sample members over the sum of the sampling weights for only “determined” sample members and multiplied the sampling weight for each determined sample member by this ratio. We gave undetermined sample members a weighting factor of zero such that the sum of weights within the weighting class cell after the ratio adjustment was equal to the sum of sampling weights before the ratio adjustment.

Response adjustment. We then dropped the undetermined sample members along with the sample members known to be ineligible to proceed with the second adjustment. Using only those sample members known to be eligible, we reran the HPSplit procedure to determine a new set of weighting class cells. Within these cells, we ratio adjusted the determination-adjusted weights for responding sample members to account for eligible sample members who did not respond; that is, we calculated the ratio of the sum of the determination-adjusted weights for all eligible sample members over the sum of these weights for only respondents. We then multiplied the determination-adjusted weights by this ratio, giving the nonrespondents a weighting adjustment of 0. The resulting weight is referred to as the nonresponse-adjusted, or final analysis, weight. The sum of the nonresponse-adjusted weights is equal to our best estimate of the eligible population, which is slightly less than the population size from which the sample was selected.

Exhibit D.2 summarizes the population and sample counts and the final analysis weights.

Exhibit D.2. Summary of final analysis weights

	Colorado	Massachusetts	Rhode Island
Population	3,435	46,640	5,590
Sample	1,489	2,450	2,586
Eligible respondents	650	1,284	1,415
Eligible nonrespondents	269	504	394
Ineligible	2	8	2
Undetermined	568	654	775
Sum of final weights	3,428.16	46,324.51	5,580.91
Range of final weights	2.73 - 10.97	1.14 – 233.96	1.044 – 11.76
CV of weights (DEFF)	25.37 (1.06)	108.99 (2.19)	49.10 (1.24)

CV= Coefficient of Variation; DEFF= Design effect.

E. Methodology for analysis of impacts

To measure the effect of the interventions on the outcomes of interest we conducted impact analyses that compared average outcomes across research groups. The experimental design in each intervention should, in principle, result in research groups consisting of individuals with baseline characteristics that are largely similar across groups. This should ensure that differences in average outcomes across groups can be attributed to the treatment received, rather than differences in characteristics across those groups. However, differences in baseline characteristics between research groups can occur by random chance.

Section A of each site’s supplemental table set presents baseline characteristics of the analytic samples in each intervention, as well as the differences in these characteristics between each treatment group and

the control group. We conducted t-tests of the differences in individual characteristics across research group. We found that, for all sites, research groups were generally balanced.

However, to improve precision and adjust for any baseline differences in characteristics, we used linear regression to estimate impacts, controlling for the baseline characteristics available in the SNAP administrative data for each site. We estimated impacts using a regression model of the general form:

$$Y_i = \alpha + \delta_k T_{ki} + \beta X_i + \varepsilon_i \quad (1)$$

Where Y is the outcome of interest (most commonly, an indicator for whether individual i enrolled in SNAP E&T during the follow-up period), and T_k represents a binary treatment indicator corresponding treatment group k . X represents a vector of baseline covariates (indicators for age, education, primary language, and income as a percent of poverty)⁷, as well as fixed effects for any random assignment strata (listed in Exhibit C.1). For example, we included fixed effects for county and ABAWD status in Colorado, and for the office area in Massachusetts. The regression coefficient on the treatment indicator (δ_k) represents the average effect of receiving treatment on the outcome Y , compared to the control group. We estimated heteroscedasticity-robust standard errors and used the randomization weights described in Section C in all analyses.

For sites with multiple treatment groups, we used a pairwise comparison approach: we estimated separate models to compare each treatment group to the applicable control group. For sites that implemented the intervention using a cohort-based approach (Colorado, Rhode Island, and Massachusetts), we estimated a regression analogous to equation (1) in which we interacted the treatment indicator T_k with a series of indicators representing intervention cohorts. The impact estimate in these sites was the average impact across all intervention cohorts, weighted equally across cohort.

In each site, the impact tables presented in Section C of the supplemental table set report the unadjusted, weighted mean outcome for the control group. Reported treatment group means are the sum of the control group mean with the treatment effect δ_k estimated as described above.

We estimated subgroup impacts using a version of equation (1) specified as follows:

$$Y_i = \alpha + \delta_k T_{ki} + \delta_{kg}(T_{kig} * g_i) + \theta g_i + \beta X_i + \varepsilon_i \quad (2)$$

Where g_i is equal to 1 if individual i belongs to subgroup g , and 0 otherwise. Subgroups were constructed to be mutually exclusive. For subgroups consisting of more than two categories, the equation included separate indicators for all but one subgroup category, with a reference group excluded. δ_{kg} represents the difference in the impact estimate between individuals in subgroup g and the reference group.

⁷ Availability of baseline covariates in the SNAP administrative data varied by site. Data on baseline income was not available in Minnesota-Rural, and data on baseline education was not available in Minnesota-Rural and Massachusetts.

II. Supplemental tables, by site

Colorado Supplemental Tables

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Section A. Baseline characteristics

Table A.1. Characteristics of all individuals in the analysis

Characteristic	All individuals
Average age (years)	34.2
Age (%)	
18-24	20.0
25-49	71.9
50-59	8.1
60+	0.0
Female (%)	57.0
Primary language (%)	
English	97.3
Spanish	2.7
Average SNAP household size (number)	1.8
In household with children (%)	25.8
Any unearned income in the SNAP unit (%)	18.4
Any earned income in the SNAP unit (%)	40.0
Number of observations	3,435

Source: SNAP administrative data.

Note: Percentages include individuals in the treatment and control groups.

Table A.2. Differences in characteristics across text message, email, and control groups prior to random assignment, all counties

Characteristic	Text only group	Text and email group	Control group	Difference: Text only vs. control group	Difference: Text and email vs. control group
Average age (years)	34.1	34.3	34.2	-0.1	0.1
Age (%)					
18-24	20.8	19.6	20.3	0.5	-0.7
25-49	71.4	73.0	71.4	0.0	1.6
50-59	7.8	7.5	8.4	-0.6	-0.9
60+	0.0	0.0	0.0	0.0	0.0
Female (%)	58.8	56.0	54.9	3.9*	1.1
Primary language (%)					
English	97.0	97.8	97.0	0.0	0.8
Spanish	3.0	2.2	3.0	0.0	-0.8
Average SNAP household size (number)	1.8	1.8	1.8	0.0	0.0
In household with children (%)	24.7	24.3	24.9	-0.2	-0.6
Any unearned income in the SNAP unit (%)	18.4	18.3	17.8	0.6	0.5
Any earned income in the SNAP unit (%)	40.2	38.2	40.2	0.0	-2.0
Number of observations	1,128	1,113	1,124		

Source: SNAP administrative data.

Note: Includes data on individuals randomly assigned to the text, text and email, and control groups in Denver, Broomfield, and Montrose counties. Data on individuals randomly assigned to the postcard group in Montrose County is included in Table A.3.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Table A.3. Differences in characteristics across research groups prior to random assignment, Montrose county

Characteristic	Postcard group	Control group	Difference: Postcard vs control group
Average age (years)	36.6	35.0	1.6
Age (%)			
18-24	12.9	19.7	-6.8
25-49	71.5	70.8	0.7
50-59	15.6	9.5	6.1
60+	0.0	0.0	0.0
Female (%)	62.4	70.5	-8.1
Primary language (%)			
English	100.0	100.0	0.0
Spanish	0.0	0.0	0.0
Average SNAP household size (number)	2.5	2.1	0.4
In household with children (%)	51.6	35.6	16.0*
Any unearned income in the SNAP unit (%)	22.7	25.9	-3.2
Any earned income in the SNAP unit (%)	47.7	49.4	-1.7
Number of observations	70	73	

Source: SNAP administrative data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Section B. Intervention engagement

Table B.1. Randomly assigned research group

	All individuals
Denver and Broomfield counties (N=3,150)	
Research group status	
Control group	33.4
Text only group	33.5
Text and email group	33.1
Montrose county (N=285)	
Research group status	
Control group	25.6
Text only group	25.6
Text and email group	24.2
Postcard group	24.6

Source: Intervention engagement data.

Table B.2. Phone number data quality and engagement with intervention outreach among intervention participants

	Treatment group
Among all individuals who were texted (N=2,241)	
Phone type (%)	
Cell phone	90.7
Landline	9.2
Unknown	0.0
Average number of days between text messages received (days)	
First and second follow up text	8.0
Second and third follow up text	6.1
Responded to text outreach (%)	12.9
Among all individuals who were emailed (N=1,113)	
Average number of days between text message received and email (days)	
First email and first text	8.5
Second email and second text	8.8
Responded to email outreach (%)	7.9

Source: Intervention engagement data.

Section C. Impact analysis

Table C.1a. Impacts of behaviorally informed outreach on the percentage of individuals enrolled in SNAP E&T

	Treatment group	Control group	Difference
All counties			
Treatment group: text only	0.63	0.47	0.16
Number of observations	1,125	1,122	
Treatment group: text and email	0.78	0.47	0.31
Number of observations	1,113	1,122	
Montrose county			
Treatment group: postcard (Montrose county)	0.00	0.00	0.00
Number of observations	70	73	

Source: SNAP administrative and SNAP E&T outcome data.

Note: Table also appears as Appendix Table B.1 in the Colorado site final report.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Table C.1b. Impacts of behaviorally informed outreach on the percentage of individuals enrolled in SNAP E&T for key subgroups

Subgroup	Impact of text only			Impact of text and email		
	Received text only	Control group	Difference	Received text and email	Control group	Difference
Age						
18 to 24	0.13	0.00	0.13	0.59	0.00	0.59
25 to 49	0.80	0.65	0.15	0.85	0.65	0.19
50 or older	0.91	0.00	0.91	4.40	0.00	4.40*
Gender						
Female	0.44	0.37	0.07	1.19	0.37	0.82
Not female	0.96	0.58	0.38	0.89	0.58	0.31
Language spoken						
English	0.68	0.27	0.41	1.05	0.27	0.78**
Spanish	0.40	6.79	-6.39	0.27	6.79	-6.52
Household income						
Less than 50% of FPL	1.04	0.43	0.61^	1.59	0.43	1.16**^
Greater than or equal to 50% of FPL	0.07	0.53	-0.45	0.20	0.53	-0.32
Number of observations	1,125	1,122		1,113	1,122	

Source: SNAP administrative and SNAP E&T outcome data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

^^^/^^/^ Difference across subgroups significantly different at the 0.01/0.05/0.10 level, two-tailed test.

FPL= Federal Poverty Level

Section D. Survey data analysis

Table D.1. Sociodemographic and employment characteristics of Colorado survey respondents

Characteristic	Percentage of respondents
Gender	
Female	54.1
Male	43.2
Other	3.0
Hispanic, Latino/a, or Spanish origin	33.3
Race ^a	
American Indian or Alaska Native	7.9
Asian	4.2
Black or African American	19.5
Native Hawaiian or Pacific Islander	1.9
White	62.0
Other	12.4
Education	
No high school diploma or equivalent	10.1
High school diploma or equivalent	52.1
Degree	30.2
Certificate	7.0
Other	0.7
Currently working at a job for pay or self-employed	50.0
Working at a job for pay or self-employed 3 months prior to survey	44.8
Reported challenges finding or keeping a job in the 12 months prior to survey ^a	
Could not find work or lack of jobs available in area	50.3
Did not have the right schooling	40.1
Did not have the right job search skills or experience (for example, resume writing, interviewing, or networking)	41.2
Had difficulty speaking, reading, and/or writing English	7.9
Physical or mental health challenges	46.8
Housing problems	33.3
Transportation issues or problems	47.3
Family responsibilities	36.3
Any other challenges ^b	16.5
Sample size	650

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Examples of other challenges reported included criminal records, issues with work environments, and language barriers.

Table D.2. Engagement with intervention outreach among Colorado treatment group members

	Percentage of treatment group respondents
Remember receiving messages encouraging them to enroll in SNAP E&T program	
Text message	48.3
Email	43.1
Mailed postcard	27.3
Phone call	24.9
Among those who don't remember receiving outreach messages, confirmed contact information was correct	72.1
Had heard about SNAP E&T program before receiving intervention outreach	34.6
Among those who had heard about SNAP E&T, heard about the program through ^a	
Referral from SNAP staff member (eligibility worker)	48.2
Family member, friend, or colleague	21.0
Another organization in community	20.3
Flyer	11.9
Community event	3.5
Other ^b	12.5
Among those who remember receiving outreach messages, understood these messages were from the SNAP E&T program	75.0
Among those who remember receiving outreach messages, felt the messages helped them understand what next steps they could take to participate in the SNAP E&T program	72.9
Felt they were contacted by the SNAP E&T program	
Not frequently enough	18.4
Just the right amount	64.1
Too frequently	17.4
Reached out to SNAP E&T program in response to messages received	32.6
Among those who reached out to SNAP E&T program in response to messages received, method of contact by participant ^a	
By phone	55.2
By text	34.0
By email	44.6
Among those who reached out to SNAP E&T program, were able to connect with SNAP E&T program staff	72.1
Preferred mode of contact to receive more information about SNAP E&T	
Text message	41.3
Email	40.0
Phone call	7.6
Mail	8.7
Other	2.4
Among those who did not reach out in response to messages received, reasons why ^a	
Too busy	29.1

	Percentage of treatment group respondents
Meant to respond but forgot	19.3
Thought it was spam	25.7
Didn't know what to say	19.1
Already had information	18.2
Weren't interested in participating	30.4
Didn't think program staff would be available to help	13.5
Other ^c	13.0
Sample size	423

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Other reported responses included hearing about SNAP E&T online (through the Colorado Department of Human Services website), or through word of mouth.

^c Other reported responses included health issues or a disability or family responsibilities.

Table D.3. SNAP E&T participation among Colorado survey respondents

	Percentage of respondents
Currently receiving services	33.0
Among those currently receiving services, also receiving services from other providers outside SNAP E&T	15.9
Not currently receiving services	67.0
Received any services in last 3 months	10.5
Received services from other providers outside SNAP E&T	6.7
Among those who are currently receiving or had recently received SNAP E&T services in last 3 months, reasons for receiving services ^a	
To keep SNAP benefits	73.0
To receive help with child care	9.5
To get help with costs of training or employment	16.9
To improve English language skills	4.8
To gain job search skills	22.5
To learn about self-employment	16.8
To earn a certification/credential/license	17.5
To gain work experience	19.4
To get promoted	7.1
To get a raise	7.8
To get a job	35.6
To find a better job	21.3
Other	6.5
Among those who received services in last 3 months but are not currently receiving SNAP E&T services, reasons for stopping services ^a	
Completed the program	3.9
Did not complete the program but no longer needed services	20.6
Program did not match needs	13.7
Did not think program would help find a job	0.0
Got a job	36.4
Transportation issues or problems	21.2
Physical or mental health challenges	18.4
Housing issues or moved	15.2
Needed to care for child or family members	21.5
Other ^b	25.4
Among those who are not currently receiving and had not recently received services, reasons for <u>not</u> receiving services ^a	
Lacked information about the program	37.4
Program did not match needs	25.6
Did not think program would help find a job	22.1
Got a job	35.5

	Percentage of respondents
Transportation issues or problems	18.1
Physical or mental health challenges	26.5
Housing issues or moved	13.2
Needed to care for child or family members	15.0
Other ^c	11.3
Sample size	429

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted. Only respondents who indicated they were aware of SNAP E&T were asked about receipt of SNAP E&T services and experiences with the program.

^a Respondents could select more than one option.

^b Other reported responses included changes in SNAP eligibility or personal circumstances.

^c Other reported responses included challenges contacting SNAP E&T staff, or changes in SNAP eligibility.

Table D.4. SNAP E&T experiences among Colorado survey respondents

	Percentage of respondents
Currently receiving or had recently received services	26.0
If currently receiving or had recently received services, percent satisfied or very satisfied with	
Training location and times	56.8
Online training or meeting options	50.3
Support with career planning or job placement services	50.7
Additional support services, e.g., transportation assistance or child care	48.9
Customer service and availability of SNAP E&T program staff	63.4
Number of SNAP E&T program staff who look like them or speak their preferred language	58.0
Not currently receiving and had not recently received services	74.0
If not currently receiving or had not recently received services, percent who believe the following would make it likely or much more likely for them to participate in SNAP E&T services ^a	
More convenient training location and times	64.1
More online training or meeting opportunities	70.2
More support with career planning or job placement services	66.4
Additional support services (for example, transportation assistance or additional child care)	61.2
Additional staff training and availability	58.0
More SNAP E&T program staff who look like them or speak their preferred language	47.4
Percent reporting other program offerings or features that would make the respondent more likely to continue participating in SNAP E&T program	16.7
Reported program offerings:	
General job search assistance or assistance finding a job in a specific industry	17.9
Support services (for example, transportation, housing, medical, or food assistance)	38.0
Improved program accessibility or communications (more information about the program, remote service offerings, disability accommodations)	15.1
Help with obtaining education, licenses, or certifications	2.4
Job training	16.9
Other ^b	22.6
Sample size	429

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted. Only respondents who indicated they were aware of SNAP E&T were asked about receipt of SNAP E&T services and experiences with the program.

^a Respondents could select more than one option.

^b Other reported responses included resume assistance or one-on-one mental health counseling.

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Section A. Characteristics of intervention participants

Table A.1. Sociodemographic and employment characteristics of Connecticut survey respondents

Characteristic	Percentage of respondents
Gender	
Female	97.2
Male	2.8
Other	2.8
Hispanic, Latino/a, or Spanish origin	47.2
Race ^a	
American Indian or Alaska Native	8.3
Asian	0.0
Black or African American	38.9
Native Hawaiian or Pacific Islander	2.8
White	41.7
Other	13.9
Education	
No high school diploma or equivalent	5.6
High School Diploma or equivalent	69.4
Degree	11.1
Certificate	13.9
Other	0.0
In a household with children	50.0
Working at a job for pay or self-employed at the time of the survey	48.6
Working at a job for pay or self-employed 3 months prior to survey	43.2
Sample size	37

Source: SNAP E&T RCE participant survey.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

Table A.2. Barriers to employment among Connecticut survey respondents

	Percentage of respondents
Among those living in a household with children, reported having childcare	60.0
Among those with childcare, reported having back-up childcare	77.8
Reported modes of transportation ^a	
Car	78.4
Public transportation	29.7
Taxi/Rideshare	18.9
Bike	2.7
Walking	24.3
Other	2.7
Living in stable housing	89.2
Current living arrangement	
Rent	67.6
Own	5.4
Staying with family	24.3
Other	2.7
Reported "good", "very good" or "excellent" health status	81.1
Reported having a felony that would prevent them from getting a job	5.4
Has a resume	83.8
Ever interviewed for a job	100.0
Has documents and valid identification for employment	97.2
Among those who are not currently employed nor employed in the last three months, percentage who have ever been employed	100.0
Reported an excellent, very good, or good ability to manage money and budget	67.6
Feels prepared for classes	73.0
Has access to technology needed for classes	91.9
Has basic computer skills needed for classes	94.6
Sample size	37

Source: SNAP E&T RCE participant survey.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

Section B. Intervention engagement

Table B.1. Community college attended among Connecticut survey respondents

	Percent of individuals
Community College	
Asnuntuck	18.9
Capital	0.0
Gateway	18.9
Housatonic	0.0
Manchester	5.4
Naugatuck	18.9
Norwalk	0.0
Three Rivers	27.0
Tunxis	10.8
Sample size	37

Source: Intervention engagement data.

Note: All values are percentages unless otherwise noted.

Table B.2. Referrals to support services among Connecticut survey respondents

	Percent of individuals
Received a referral to support services	43.2
Among those who received a referral, type of referral	
Academic Readiness	31.3
Computer skills/technology access	18.8
Disability services	12.5
Food insecurity	12.5
Housing	6.3
Immediate employment assistance	6.3
Physical or mental health	6.3
Sample size	37

Source: Intervention engagement data.

Note: All values are percentages unless otherwise noted.

Section C. Impact analysis

Table C.1a. Outcomes among referral reminder text treatment and control groups

	Treatment group	Control group	Difference
Outcome			
Received any services from referral	11.1	28.6	-17.5
Barriers to employment			
Reported at least one barrier to employment	55.6	42.9	12.7
Reported two or more barriers to employment	33.3	14.3	19.0
Reported three or more barriers to employment	0.0	0.0	0.0
Enrolled in classes through SNAP E&T at the time of the survey	83.3	63.2	20.1
Sample size	9	7	16

Source: SNAP E&T RCE participant survey.

Note: All values are percentages unless otherwise noted. Table also appears as Appendix Table C.1a in the Connecticut site final report.

Table C.1b. Reported barriers to employment among referral reminder text treatment and control group

	Treatment group	Control group	Difference
Reported barrier to employment			
Does not have childcare	0.0	33.3	-33.3
Does not have a car	11.1	0.0	11.1
Not living in stable housing	11.1	0.0	11.1
Does not have documents or valid forms of identification needed for employment	0.0	0.0	0.0
Does not feel prepared for classes	11.1	0.0	11.1
Does not have access to technology needed for classes	11.1	14.3	-3.2
Does not have basic computer skills needed for classes	11.1	0.0	11.1
"Fair" or "poor" self-reported health	11.1	28.6	-17.5
Reported having a felony that would prevent them from getting a job	0.0	0.0	0.0
Reported other barriers	25.0	0.0	25.0
Sample size	9	7	16

Source: SNAP E&T RCE participant survey.

Note: All values are percentages unless otherwise noted. Table also appears as Appendix Table C.1a in the Connecticut site final report.

Section D. Descriptive analysis of participant survey data

Table D.1. Experiences with intake assessment

	Percentage of respondents
Percentage who agreed or strongly agreed that	
The assessment helped them better understand their own needs or goals	75.7
The questions asked were easy to understand and answer	83.8
It was easy to find time to connect with their E&T coach to complete the assessment	81.1
The assessment was good use of time	81.1
It was clear what their next steps were after completing the assessment	83.8
They felt comfortable sharing information about their needs with their coach	83.8
After discussing the assessment with their coach, felt motivated to focus on their needs and goals	88.9
Sample size	37

Source: SNAP E&T RCE participant survey.

Note: All values are percentages unless otherwise noted.

Table D.2. Experiences with the referral to support services

	Percentage of respondents
Among all survey respondents who received a referral	
Remember receiving the referral	73.3
Among those who remember receiving the referral, agreed or strongly agreed that it was clear what their next steps were after receiving the referral	81.8
Received any services from the service provider after the referral	18.8
Service provider was able to help them meet their needs	66.7
Still receiving services	66.7
Very or somewhat satisfied with the referral services overall	100.0
Among those who did not receive services, reason why ^a	
Service didn't match needs	12.5
Transportation issues or problems	0.0
Started receiving other services	12.5
Physical or mental health challenges	12.5
Housing issues or moved	0.0
Haven't had the time	37.5
Couldn't get in touch with the service provider	25.0
Other	25.0
Sample size	16
Among respondents who received a text message reminder	
Remember receiving the text message	66.7
Among those who remember receiving the text message, had already reached out to the service provider before receiving the text	75.0
Sample size	7

Source: SNAP E&T RCE participant survey.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

Table D.3. SNAP E&T participation

	Percentage of respondents
Currently enrolled with CT State	73.0
Among those not currently enrolled, attended any classes or received any services in last 3 months	30.0
Among those currently or recently enrolled with CT State, reason for enrolling ^a	
To keep SNAP benefits	6.7
To get help with costs of training or employment	26.7
To gain job search skills	40.0
To earn a certification/credential/license	73.3
To learn a new skill/industry	73.3
To get promoted	6.7
To get a raise	10.0
To get a job	46.7
To find a better job	56.7
Other	6.7
Among those who are not currently receiving and have not recently received services, reasons for <u>not</u> receiving services ^a	
Lacked information about the program	0.0
Program did not match needs	0.0
Did not think program would help find a job	14.3
Got a job	0.0
Transportation issues or problems	0.0
Physical or mental health challenges	0.0
Housing issues or moved	14.3
Needed to care for child or family members	0.0
Did not have access to a computer or the internet	14.3
Difficulty speaking, reading, and/or writing English	0.0
Did not feel prepared for the course work	28.6
Other ^b	57.1
Sample size	37

Source: SNAP E&T RCE participant survey.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Several respondents reported that they had not received services because they were planning to enroll in classes during an upcoming semester.

Table D.4. Satisfaction with and preferences for SNAP E&T program offerings

	Percentage of respondents
Currently or recently received services	81.1
Percent satisfied or very satisfied with	
Class location and times	76.7
Online course options	63.3
Support with career planning or job placement services	62.1
Additional support services (for example, transportation assistance or child care)	42.9
Number of staff who look like them or speak their preferred language	79.3
Not currently receiving and had not recently received services	18.9
If never received services, percent who believe the following would make it more likely or much more likely for them to participate in SNAP E&T services ^a	
More convenient training location and times	100.0
More online course options	85.7
More support with career planning or job placement services	100.0
Additional support services (for example, transportation assistance or additional child care)	83.3
More staff who look like them or speak their preferred language	50.0
Sample size	37

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted. Only respondents who indicated they were aware of SNAP E&T were asked about receipt of SNAP E&T services and experiences with the program.

^a Respondents could select more than one option.

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Section A. Baseline characteristics

Table A.1. Characteristics of all individuals in the analysis

Characteristic	All individuals
Average age (years)	41.6
Age (%)	
18-24	4.6
25-49	68.2
50-59	22.4
60+	4.8
Female (%)	68.2
ABAWD (%)	55.2
Number of observations	300

Source: SNAP E&T administrative data.
Note: Percentages include individuals in the treatment and control groups.
ABAWD=able-bodied adults without dependents.

Table A.2. Differences in characteristics among SNAP E&T participants before and after the intervention

Characteristic	Post-intervention group	Pre-intervention group	Difference
Average age (years)	40.4	39.6	0.8
Age (%)			
18-24	5.1	3.7	1.4
25-49	75.3	76.8	-1.5
50-59	15.8	14.6	1.2
60+	3.8	4.9	-1.1
Female (%)	61.4	59.8	1.6
ABAWD (%)	77.2	61.0	16.2**
Number of observations	158	82	

Source: SNAP E&T administrative data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

ABAWD=able-bodied adults without dependents.

Table A.3. Differences in characteristics among text message treatment and control group members

Characteristic	Treatment group	Control group	Difference
Average age (years)	40.3	42.9	-2.6
Age (%)			
18-24	6.8	2.4	4.4
25-49	70.5	65.9	4.6
50-59	20.5	24.4	-3.9
60+	2.3	7.3	-5.0
Female (%)	68.2	68.3	-0.1
ABAWD (%)	59.1	51.2	7.9
Number of observations	44	41	

Source: SNAP E&T administrative data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

ABAWD=able-bodied adults without dependents.

Section B. Intervention engagement

Table B.1 Type of text message received among text messaging treatment group members

	Percent of individuals
Text message type received, among all participants who were texted	
Remind participants to attend their appointment and open line of communication (Reminders and exposure)	81.2
Notify participants of continued support and emphasize engagement with case manager (Endowed progress)	3.1
Notify participants of continued support and highlight long term planning (Present bias)	3.1
Reduce barriers to engaging with case manager (Hassle factors)	15.6
Number of observations	38

Source: Intervention engagement data.

Note: Based on 42 text messages sent to 38 text message treatment group members. (Individuals could receive more than one intervention text message, which were sent based on individual circumstances over the course of the intervention).

Section C. Impact analysis

Table C.1. Impacts of new assessment and case management approach

Outcome	Post-intervention group	Pre-intervention group	Difference
Obtained participant reimbursement (%)	25.44	12.20	13.25**
Enrolled in a job retention component (%)	19.02	21.95	-2.93
Enrolled in a component for two months or more (%)	91.63	98.44	-6.81
Sample size	158	82	

Source: SNAP E&T outcome data.

Note: Table also appears as Appendix Table C.1 in the District of Columbia site final report.

***/**/* Difference between pre- and post- intervention group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Table C.1b. Impacts of goal-based assessment and enhanced case management approach, by ABAWD status

Outcome	ABAWD			Non-ABAWD		
	Intervention group	Pre-intervention group	Difference	Intervention group	Pre-intervention group	Difference
Obtained participant reimbursement (%)	21.89	14.00	7.89	31.76	9.38	22.39**
Enrolled in a job retention component (%)	25.18	22.00	3.18^	5.20	21.88	-16.68**
Enrolled in a component for two months or more (%)	90.26	97.22	-6.96	90.16	100.00	-9.84
Number of observations	122	50		36	32	

Source: SNAP E&T outcome data.

Note: Table also appears as Appendix Table C.2 in the District of Columbia site final report.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

^^^/^^/^ Difference across ABAWD subgroups significantly different at the 0.01/0.05/0.10 level, two-tailed test.

ABAWD=able-bodied adults without dependents.

Table C.2. Impacts of behaviorally-informed text messaging

Outcome	Treatment group	Control group	Difference
Any missed appointments (%)	2.45	4.88	-2.43
Obtained participant reimbursement (%)	39.66	46.34	-6.68
Enrolled in a job retention component (%)	15.58	21.95	-6.37
Sample size	44	41	

Source: SNAP E&T outcome data.

Note: Table also appears as Appendix Table C.3 in the District of Columbia site final report.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

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Section A. Baseline characteristics

Table A.1. Characteristics of all individuals in the analysis

Characteristic	All individuals
Average age (years)	45.4
Age (%)	
18-24	6.0
25-49	57.0
50-59	15.4
60+	21.7
Female (%)	68.5
Race and ethnicity (%)	
Hispanic	33.7
Black, non-Hispanic	12.8
White, non-Hispanic	43.1
Another race, non-Hispanic	5.7
Unknown or missing race and ethnicity	4.6
Primary language (%)	
English	81.1
Spanish	15.7
Haitian Creole	1.6
Portuguese	1.2
Chinese	0.1
Vietnamese	0.2
Average SNAP household size (number)	1.9
In a household with children (%)	40.2
Any unearned income in the SNAP unit (%)	45.0
Any earned income in the SNAP unit (%)	30.6
Average monthly net income for the SNAP unit (dollars)	481
Number of observations	46,640

Source: SNAP administrative data.

Note: Percentages include individuals in the treatment and control groups.

Table A.2. Differences in characteristics across text message research groups prior to random assignment

Characteristic	Text treatment group 1	Text treatment group 2	Control group	Difference: Text 1 vs Control group	Difference: Text 2 vs Control group
Average age (years)	45.5	45.4	45.4	0.1	0.0
Age (%)					
18-24	6.0	6.1	5.9	0.1	0.2
25-49	56.6	57.2	57.4	-0.8	-0.2
50-59	15.6	15.1	15.7	-0.1	-0.6
60+	21.9	21.8	21.1	0.8	0.7
Female (%)	68.5	68.4	68.4	0.1	0.0
Race and ethnicity (%)					
Hispanic	33.3	34.1	34.4	-1.1*	-0.3
Black, non-Hispanic	13.1	12.2	12.9	0.2	-0.7
White, non-Hispanic	43.3	43.2	42.3	1.0	0.9
Another race, non-Hispanic	5.6	5.8	5.7	-0.1	0.1
Unknown or missing race and ethnicity	4.7	4.6	4.7	0.0	-0.1
Primary language (%)					
English	81.6	80.7	80.5	1.1**	0.2
Spanish	15.3	16.0	16.2	-0.9*	-0.2
Haitian Creole	1.6	1.6	1.6	0.0	0.0
Portuguese	1.2	1.2	1.2	0.0	0.0
Chinese	0.1	0.1	0.1	0.0	0.0
Vietnamese	0.2	0.3	0.3	-0.1**	0.0
Average SNAP household size (number)	1.9	1.9	1.9	0.0	0.0
In a household with children (%)	40.0	40.5	40.3	-0.3	0.2
Any unearned income in the SNAP unit (%)	45.2	44.8	44.9	0.3	-0.1
Any earned income in the SNAP unit (%)	30.1	31.1	30.9	-0.8	0.2
Average monthly net income for the SNAP unit (dollars)	478	482	487	-8	-5
Number of observations	18,664	18,657	9,319		

Source: SNAP administrative data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Table A.3. Differences in characteristics across assessment research groups prior to random assignment

Characteristic	FEW assessment group	Control assessment group	Difference: FEW vs control assessment group
Average age (years)	38.8	37.3	1.5
Age (%)			
18-24	11.8	7.7	4.1*
25-49	67.8	80.1	-12.3***
50-59	11.5	6.5	5.0**
60+	9.0	5.8	3.2
Female (%)	79.9	79.7	0.2
Race and ethnicity (%)			
Hispanic	35.6	44.4	-8.8**
Black, non-Hispanic	24.8	22.8	2.0
White, non-Hispanic	27.5	23.2	4.3
Another race, non-Hispanic	7.2	6.2	1.0
Unknown or missing race and ethnicity	4.9	3.4	1.5
Primary language (%)			
English	77.3	70.2	7.1**
Spanish	13.0	17.9	-4.9*
Haitian Creole	8.1	9.3	-1.2
Portuguese	1.2	2.6	-1.4
Chinese	0.4	0.0	0.4
Vietnamese	0.0	0.0	0.0
Average SNAP household size (number)	2.2	2.5	-0.3***
In a household with children (%)	54.5	66.2	-11.7***
Any unearned income in the SNAP unit (%)	33.3	28.2	5.1
Any earned income in the SNAP unit (%)	37.8	38.9	-1.1
Average monthly net income for the SNAP unit (dollars)	496	472	25
Number of observations	418	275	

Source: SNAP administrative data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

FEW=Full Engagement Worker

Table A.4. Differences in characteristics across career center research groups prior to random assignment

Characteristic	Career center treatment group	Career center control group	Difference: Treatment vs control
Average age (years)	36.9	37.4	-0.5
Age (%)			
18-24	16.3	8.2	8.1
25-49	67.7	76.9	-9.2
50-59	11.8	9.6	2.2
60+	4.1	5.3	-1.2
Female (%)	80.7	73.0	7.7
Race and ethnicity (%)			
Hispanic	38.8	47.9	-9.1
Black, non-Hispanic	25.6	19.5	6.1
White, non-Hispanic	20.0	21.3	-1.3
Another race, non-Hispanic	9.3	1.8	7.5*
Unknown or missing race and ethnicity	6.3	9.6	-3.3
Primary language (%)			
English	70.8	74.8	-4.0
Spanish	21.1	19.2	1.9
Haitian Creole	8.1	6.0	2.1
Portuguese	0.0	0.0	0.0
Chinese	0.0	0.0	0.0
Vietnamese	0.0	0.0	0.0
Average SNAP household size (number)	2.1	2.3	-0.2
In a household with children (%)	57.7	57.4	0.3
Any unearned income in the SNAP unit (%)	23.7	28.7	-5.0
Any earned income in the SNAP unit (%)	41.9	29.8	12.1
Average monthly net income for the SNAP unit (dollars)	467	407	60
Number of observations	50	52	

Source: SNAP administrative data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Section B. Intervention engagement

Table B.1. Engagement with intervention text messages, screeners, assessments, and referrals

	Percent of individuals
Among all individuals who were texted (N=37,321)	
Phone type (%)	
Cell phone	96.5
Landline	3.4
Unknown	0.1
Responded affirmatively to text outreach (%)	12.3
Among those who responded, percentage who completed a screener	17.6
Among those who completed a screener, percentage who passed	85.5
Referred to the career center website at any point (%)	1.0
Among those who passed the screener (N=693)	
Assigned to the control assessment (%)	39.7
Assigned to the FEW assessment (%)	60.3
Among those assigned, percent who received the FEW assessment	27.3
Among those who received the FEW assessment, percent assessed to be work ready	89.5
Among those assessed to be work ready (N=102)	
Assigned to the career center control group	51.0
Assigned to the career center treatment group	49.0
Among those assigned to the career center treatment group, percent referred	14.7

Source: Intervention engagement data.

FEW=Full Engagement Worker

Section C. Impact analysis

Table C.1a. Impacts of behaviorally informed text messages on text responses and WPP enrollment

	Text treatment group 1 (Exposure)	Text treatment group 2 (Endowment)	Difference
Outcome: Responded to text message			
Received text treatment 1 versus text treatment 2 ^a	11.98	12.73	-0.75**
Number of observations	18,664	18,657	
	Treatment group	Control Group	Difference
Outcome: Enrolled in WPP			
Treatment group: received any text	0.03	0.01	0.02
Treatment group: received text treatment 1	0.01	0.01	0.00
Treatment group: received text treatment 2	0.04	0.01	0.03
Number of observations^b	37,321	9,319	

Source: SNAP administrative and SNAP E&T outcome data.

Note: Text treatment group 1 received a mere-exposure effect text message designed increase awareness of the program. Text treatment group 2 received an endowment effect text message designed to remind participants they are eligible to receive free services in the program. Table also appears as Appendix Table C.1 in the Massachusetts site final report.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

^a Comparison within treatment group members only.

^b Number of observations corresponds to the pooled treatment group receiving any text. 18,664 received text treatment 1 and 18,657 received text treatment 2.

WPP=Work Participant Program

Table C.1b. Impacts of behaviorally informed text messages on the percent of individuals enrolled in WPP for key subgroups

Subgroup	Impact of any text (% enrolled)			Impact of text treatment 1 (% enrolled)			Impact of text treatment 2 (% enrolled)		
	Received any text	Control group	Difference	Received text treatment 1	Control group	Difference	Received text treatment 2	Control group	Difference
Age									
18 to 24	0.12	0.18	-0.06	0.00	0.18	-0.18	0.24	0.18	0.05
25 to 49	0.03	0.00	0.03**	0.02	0.00	0.02	0.04	0.00	0.04**
50 or older	0.01	0.00	0.01	0.00	0.00	0.00	0.01	0.00	0.01
Gender									
Female	0.03	0.00	0.03***	0.01	0.00	0.01	0.06	0.00	0.06***^^
Male	0.01	0.03	-0.02	0.02	0.03	-0.01	0.00	0.03	-0.04
Language spoken									
Primarily English	0.01	0.01	0.00^^	0.01	0.01	0.00	0.02	0.01	0.01^
Another language	0.08	0.00	0.08**	0.02	0.00	0.02	0.13	0.00	0.13**
Household income									
Less than 50% of FPL	0.02	0.01	0.00^	0.01	0.01	-0.01	0.03	0.01	0.01
Greater than or equal to 50% of FPL	0.06	0.00	0.06**	0.03	0.00	0.03	0.09	0.00	0.09*
Number of observations	37,321	9,319		18,664	9,319		18,657	9,319	

Source: SNAP administrative and SNAP E&T outcome data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

^^^/^/^/ Difference across subgroups significantly different at the 0.01/0.05/0.10 level, two-tailed test.

FPL= Federal Poverty Level

Table C.2. Impacts of assessment and career center treatment on the percentage of individuals enrolled in WPP

	Treatment group	Control group	Difference
Comparison: FEW assessment treatment versus control	1.04	0.00	1.04*
Number of observations	418	275	
Comparison: Career center treatment versus control	5.26	0.00	5.26
Number of observations	50	52	

Source: SNAP administrative and SNAP E&T outcome data.

Note: Table also appears as Appendix Table C.2 in the Massachusetts site final report.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

FEW=Full Engagement Worker

Section D. Survey data analysis

Table D.1. Sociodemographic and employment characteristics of Massachusetts survey respondents

Characteristic	Percentage of respondents
Gender	
Female	66.2
Male	33.4
Other	0.6
Hispanic, Latino/a, or Spanish origin	38.4
Race ^a	
American Indian or Alaska Native	2.1
Asian	3.4
Black or African American	19.8
Native Hawaiian or Pacific Islander	1.3
White	59.9
Other	16.3
Education	
No high school diploma or equivalent	18.9
High school diploma or equivalent	53.0
Degree	19.1
Certificate	8.8
Other	0.3
Currently working at a job for pay or self-employed	37.1
Working at a job for pay or self-employed 3 months prior to survey	36.8
Reported challenges finding or keeping a job in the 12 months prior to survey ^a	
Could not find work or lack of jobs available in area	41.4
Did not have the right schooling	40.0
Did not have the right job search skills or experience	41.7
Had difficulty speaking, reading, and/or writing English	22.2
Physical or mental health challenges	48.7
Housing issues or moved	26.7
Transportation issues or problems	38.6
Family responsibilities	43.8
Any other challenges ^b	10.2
Sample size	1,284

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Examples of other challenges reported included criminal records, the economy, and low wages.

Table D.2. Text message engagement among treatment group members

	Percentage of all treatment group respondents	Percentage of respondents who received text content 1 (mere-exposure effect)	Percentage of respondents who received text content 2 (endowment effect)
Responded to text	12.4	11.8	13.0
Among those who did not respond to the text, remember receiving text	26.3	25.8	26.9
Among those who don't remember receiving text, confirmed phone number on record was correct	88.0	87.0	89.1
Among those who did not respond to the text, reasons for not responding ^a			
Didn't know what to do	22.8	21.9	23.7
Meant to respond but forgot	16.7	26.2	7.1
Too busy	20.8	28.2	13.5
Thought it was spam	38.7	42.4	35.0
Already had information being sent	18.4	24.8	12.0
Didn't think program staff would be available to help	14.4	17.1	11.6
Wasn't interested in participating in the program	20.4	14.9	26.0
Other ^b	17.3	13.5	21.1
Sample size	1,121	549	572

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Other reported responses included not responding due to a health issue or disability.

Table D.3. Screener engagement among treatment group members who responded to the text message expressing interest

	Percentage of respondents
Remembered receiving a link to the screener	50.6
Started answering screener questions	29.5
Completed screener questions	19.6
Among those who did not begin or complete screener questions, reasons why ^a	
Didn't understand how information would be used	20.2
Too busy	26.2
Meant to answer questions but forgot	22.3
Thought it was spam	37.2
Weren't interested in participating	11.3
Had difficulty accessing the questions online	14.9
Didn't know how to answer the questions	12.6
Other ^b	13.4
Among those who completed screener questions, percentage who agreed or strongly agreed that	
Questions were easy to understand	76.3
They were able to complete the questions without any difficulties	81.5
They understood why they were asked to answer these questions	77.0
They would have preferred to answer questions another way (for example, by phone or in-person)	34.8
Next steps after answering questions was clear	65.5
Sample size	202

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Other reported responses included not completing the screener due to health issues or a disability, or due to language or literacy issues.

Table D.4. Assessment engagement among treatment group members who passed the screener

	Percentage of respondents
Offered full assessment but had not completed it by the time of the survey	73.0
Completed full assessment	27.0
Completed full assessment and determined to be not work ready	15.3
Among those who were offered the full assessment but did not complete it, reasons for not completing full assessment ^a	
Didn't receive a phone call	33.3
Too busy	17.7
Meant to call back but forgot	14.1
Thought it was spam	40.3
Didn't understand how the responses would be used	9.6
Tried calling back but was unable to reach program	16.6
Wasn't interested in participating	4.3
Other ^b	14.5
Among those who completed full assessment, percent who agreed or strongly agreed	
The interview helped them better understand their own needs or goals related to their career and employment	68.1
Interview questions were easy to understand and answer	80.4
It was easy to find a time to connect with the program to complete the interview	65.5
The interview was a good use of their time	63.1
They preferred talking with someone one-on-one more than answering questions online on their own	49.2
The next steps after completing the interview were clear	60.2
Sample size	264

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Other reported responses included concerns about eligibility for the program and difficulty with cell phone or other technological challenges.

Table D.5. Experiences with referral to MassHire career center

	Percentage of respondents
Referral receipt among those who responded to the intervention text message (sample size = 719)	
Received warm handoff to career center	1.1
Referred to career center website at any point in the process	91.0
Experiences among those who received warm handoff to career center (sample size = 30)	
Received information about how to receive services from the career center	54.7
Among those who received information about the MassHire career center, steps taken to receive services ^a	
Spoke with someone at a MassHire career center	51.5
Attended an orientation at a MassHire career center	16.4
Signed up for career center services at a MassHire career center	31.3
None of the above	32.4
Some other step	10.2
Percent who agreed or strongly agreed that	
They understood what services they could receive at the career center	63.0
It was clear who they could talk to at the career center to learn more about services	59.6
It was easy for them to get in touch with someone at the career center	65.2
It was clear to them what their next steps were to receive services at the career center	74.7
The steps they took to start working with their career specialist took up the right amount of time	45.7
The steps they took to start working with their career specialist felt worth their time	48.2
Experiences among those referred to career center website (sample size = 477)	
Visited the career center website	37.5
Among those who visited the MassHire website, steps taken to receive services ^a	
Reached out to MassHire career center	31.7
Spoke with someone at a MassHire career center	32.1
Signed up for career center services at a MassHire career center	31.0
None of the above	43.9
Some other step	5.6
Among those who did not visit the MassHire website, reasons why ^a	
Had gone to website before	17.0
Didn't think website would be helpful	15.0
Didn't want to look through website on their own	9.5
Already had the information they needed or weren't interested in participating in the program	24.8
Found it hard to look up the website on their phone	30.9
Something else ^b	48.4
Percent who agreed or strongly agreed that	

	Percentage of respondents
They understood what steps they needed to take to enroll in SNAP E&T services	56.7
Among those who talked with SNAP E&T staff, they had a positive experience with program staff	61.4
Percent who believed the SNAP E&T staff provided	
Too much support	2.7
Just the right amount of support	36.1
Not enough support	13.9
Did not talk to SNAP E&T staff	47.3

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Other reported responses included health issues or a disability, not knowing about the website, or being too busy..

Table D.6. Experiences with MassHire career centers

	Percentage of respondents
Receipt of MassHire career center services among survey respondents (sample size = 1,284)	
Currently receiving services with the MassHire career center	15.3
If not currently receiving services, received any services in last 3 months	1.3
Haven't received services in last 3 months and are not currently receiving services	83.8
Has ever heard of MassHire career centers	40.3
Receiving employment, training, or education services outside of the MassHire career center	0.0
Preferred mode of contact to receive more information about SNAP E&T program	
Text message	41.6
Email	27.0
Phone call	12.6
Mail	17.2
Other	1.6
Percent reporting other program offerings or features that would make the respondent more likely to start or continue participating in SNAP E&T program	16.9
Reported program offerings ^a	
English language learning classes/supports	1.1
General job search assistance, or assistance finding a job in a specific industry	18.3
Improved program accessibility (expanded hours, more convenient locations, online offerings)	17.8
Improved program communications (more information for participants, streamlined outreach or website, clearer communication)	8.8
Interest in education, licenses, and certifications	11.6
Interest in job training	15.7
Improved program communications (more information for participants, streamlined outreach or website, clearer communication)	0.4
Support services (for example, transportation, housing, medical, or food assistance)	17.5
Experiences among those currently receiving services from the MassHire career center (sample size = 231)	
Reasons for receiving services ^a	
To keep SNAP benefits	52.7
To receive help with child care	20.2
To get help with costs of training or employment	22.4
To improve English language skills	18.2
To gain job search skills	31.1
To learn about self-employment	14.7
To earn a certification/credential/license	21.1
To gain work experience	26.0
To get promoted	12.5
To get a raise	15.5
To get a job	39.6

	Percentage of respondents
To find a better job	38.0
Other	13.8
Experiences among those who have received services in last 3 months but are not currently receiving services (sample size = 23)	
Reasons for no longer receiving services ^a	
Completed the program	49.7
Did not complete the program but no longer needed services	0.0
Program did not match needs	21.6
Did not think program would help them find a job	12.1
Got a job	51.4
Transportation issues or problems	6.0
Physical or mental health challenges	0.6
Housing issues or moved	18.3
Needed to care for child or family members	4.0
Other	1.0
Experiences among those who are currently receiving or had recently received services (sample size = 243)	
Percent satisfied or very satisfied with	
Training location and times	59.9
Online training or meeting options	61.1
Support with career planning or job placement services	64.1
Additional support services (for example, transportation assistance or additional child care)	48.1
Customer service and availability of SNAP E&T program staff	67.2
Number of SNAP E&T program staff who look like them or speak their preferred language	72.1
Experiences among those who have not received services in last 3 months and are not currently receiving services (sample size = 528)	
Reasons for not receiving services ^a	
Lacked information about program	21.1
Program did not match needs	18.2
Transportation issues or problems	20.0
Did not think program would help them find a job	11.5
Got a job	34.3
Physical or mental health challenges	28.3
Housing issues or moved	12.9
Needed to care for child or family member	22.3
Other ^b	10.9
Percent who believe the following would make it likely or much more likely to participate in SNAP E&T services ^a	
More convenient training location and times	51.5
More online training or meeting opportunities	57.0
More support with career planning or job placement services	55.4

	Percentage of respondents
Additional support services (for example, transportation assistance or additional child care)	54.0
Additional staff training and availability	49.4
More SNAP E&T program staff who look like them or speak their preferred language	43.1

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Other reported responses included not receiving any follow up from the program after expressing interest.

Minnesota, Hennepin County Supplemental Tables

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Section A. Baseline characteristics

Table A.1. Characteristics of all individuals in the analysis

Characteristic	All individuals
Average age (years)	33.6
Age (%)	
18-24	7.5
25-49	92.5
Female (%)	94.9
Race and ethnicity (%)	
Hispanic	2.1
Black, non-Hispanic	66.8
White, non-Hispanic	17.4
Another race, non-Hispanic	13.7
Unknown or missing race and ethnicity	0.0
Primary language (%)	
English	78.3
Spanish	1.4
Somali	16.0
Hmong	1.6
Other	2.6
Education (%)	
No high school diploma or equivalent	26.7
High school diploma or equivalent	53.2
Some college	13.2
College degree or higher	6.9
Average SNAP household size (number)	4.1
In households with children (%)	87.4
Any unearned income in the SNAP unit (%)	33.5
Any earned income in the SNAP unit (%)	69.8
Average monthly net income for the SNAP unit (dollars)	1,289
Number of observations	4,468

Source: SNAP administrative data.

Note: Percentages include individuals in the treatment and control groups.

Table A.2. Differences in characteristics across research groups prior to random assignment

Characteristic	Text content A (Short)	Text content B (Long)	Control group	Difference: Text A vs. control group	Difference: Text B vs. control group
Average age (years)	33.5	33.6	33.9	-0.4*	-0.3
Age (%)					
18-24	7.9	7.7	6.6	1.3	1.1
25-49	92.1	92.3	93.4	-1.3	-1.1
Female (%)	95.3	94.3	95.2	0.1	-0.9
Race and ethnicity (%)					
Hispanic	2.5	1.8	1.9	0.6	-0.1
Black, non-Hispanic	65.4	66.3	68.6	-3.2*	-2.3
White, non-Hispanic	19.1	17.6	15.5	3.6**	2.1
Another race, non-Hispanic	13.0	14.2	13.9	-0.9	0.3
Unknown or missing race and ethnicity	0.0	0.0	0.0	0.0	0.0
Primary language (%)					
English	78.4	79.5	77.1	1.3	2.4
Spanish	1.5	1.0	1.9	-0.4	-0.9**
Somali	16.3	14.8	16.9	-0.6	-2.1
Hmong	1.6	1.8	1.6	0.0	0.2
Other	2.3	3.0	2.5	-0.2	0.5
Education (%)					
No high school diploma or equivalent	27.9	24.9	27.4	0.5	-2.5
High school diploma or equivalent	52.2	55.6	52.0	0.2	3.6**
Some college	13.1	12.9	13.6	-0.5	-0.7
College degree or higher	6.9	6.7	7.1	-0.2	-0.4
Average SNAP household size (number)	4.0	4.0	4.1	-0.1*	-0.1
In households with children (%)	87.8	86.3	88.0	-0.2	-1.7
Any unearned income in the SNAP unit (%)	34.1	34.2	32.3	1.8	1.9
Any earned income in the SNAP unit (%)	69.7	70.3	69.6	0.1	0.7
Average monthly net income for the SNAP unit (dollars)	1,250	1,301	1,317	-67	-16
Number of observations	1,489	1,490	1,489		

Source: SNAP administrative data.

Note: Text content A included a shorter message series, while text content B included a longer message series.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Section B. Intervention engagement

Table B.1. Engagement with intervention text messages

	Percent of individuals
Among all individuals who were texted (N=2,979)	
Phone type (%)	
Cell phone	98.2
Landline	1.7
Unknown	0.1
Text message bounced back ^a (%)	
Text 1	5.4
Text 2	4.3
Text 3	3.7
Called to express interest in SNAP E&T (%)	3.2
Referred back to eligibility during call (%)	44.2

Source: Intervention engagement data.

Note: Minnesota-Hennepin unintentionally sent intervention outreach to a population of SNAP participants who were exempt from able-bodied adults without dependents (ABAWD) work requirements, which was not the target population for the intervention.

^a All treatment group members received a series of three text messages. These statistics are pooled across the two text treatment groups, who received text series of different lengths (text content A (short) and B (long)).

Section C. Impact analysis

Table C.1a. Impacts of behaviorally informed text messages

	Treatment group	Control group	Difference
Outcome: Enrolled in SNAP E&T (%)			
Treatment group: received any text	0.16	0.00	0.16**
Treatment group: received text A	0.18	0.00	0.18*
Treatment group: received text B	0.13	0.00	0.13
Outcome: Participating in SNAP, January 2024			
Treatment group: received any text	66.57	62.26	4.31***
Treatment group: received text A	65.49	62.26	3.24*
Treatment group: received text B	66.87	62.26	4.61***
Outcome: Participating in SNAP, February 2024			
Treatment group: received any text	65.02	62.12	2.90*
Treatment group: received text A	64.00	62.12	1.88
Treatment group: received text B	65.36	62.12	3.24*
Number of observations^a	2,968	1,481	

Source: SNAP administrative and SNAP E&T outcome data.

Note: Minnesota-Hennepin unintentionally sent intervention outreach to a population of SNAP participants who were exempt from able-bodied adults without dependents (ABAWD) work requirements, which was not the target population for the intervention. The control group did not receive any text messages. Table also appears as Appendix Table B.1 in the Minnesota, Hennepin County site final report.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

^a Number of observations corresponds to the pooled treatment group receiving any text. The treatment group receiving text A consisted of 1,483 observations. The treatment group receiving text B consisted of 1,485 observations.

Table C.1b. Impacts of behaviorally informed text messages on the percent of individuals enrolled in SNAP E&T for key subgroups

Subgroup	Impact of any text			Impact of text A			Impact of text B		
	Received any text	Control group	Difference	Received text A	Control group	Difference	Received text B	Control group	Difference
Age									
18 to 24	0.00	0.00	0.00 ^{^^}	0.01	0.00	0.01	0.00	0.00	0.00
25 to 49	0.17	0.00	0.17 ^{**}	0.20	0.00	0.20 [*]	0.13	0.00	0.13
Gender									
Female	0.16	0.00	0.16 ^{**^^}	0.20	0.00	0.20 [^]	0.13	0.00	0.13
Not female	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Language spoken									
Primarily English	0.20	0.00	0.20 ^{**^^}	0.25	0.00	0.25 [^]	0.15	0.00	0.15
Another language	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Household income									
Less than 50% of FPL	0.05	0.00	0.05	0.12	0.00	0.12	0.00	0.00	0.00
Greater than or equal to 50% of FPL	0.27	0.00	0.27 ^{**}	0.27	0.00	0.27	0.27	0.00	0.27
Number of observations	2,968	1,481		1,483	1,481		1,485	1,481	

Source: SNAP administrative and SNAP E&T outcome data.

Note: Minnesota-Hennepin unintentionally sent intervention outreach to a population of SNAP participants who were exempt from able-bodied adults without dependents (ABAWD) work requirements, which was not the target population for the intervention. The control group did not receive any text messages.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

^^^/^^/^ Difference across subgroups significantly different at the 0.01/0.05/0.10 level, two-tailed test.

FPL= Federal Poverty Level

Minnesota, Rural Counties Supplemental Tables

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Section A. Baseline characteristics

Table A.1. Characteristics of all individuals in the analysis

Characteristic	All individuals
Female (%)	61.3
Race and ethnicity (%)	
Hispanic	6.4
Black, non-Hispanic	10.9
White, non-Hispanic	70.3
Another race, non-Hispanic	12.4
Unknown or missing race and ethnicity	0.0
Primary language (%)	
English	94.0
Spanish	1.0
Other	5.0
Average SNAP household size (number)	2.8
In household with children (%)	62.2
Number of observations	7,989

Source: SNAP administrative data.

Note: Percentages include individuals in the treatment and control groups.

Table A.2. Differences in characteristics across research groups prior to random assignment

Characteristic	Treatment group	Control group	Difference
Female (%)	61.1	61.4	-0.3
Race and ethnicity (%)			
Hispanic	6.6	6.1	0.5
Black, non-Hispanic	10.6	11.3	-0.7
White, non-Hispanic	70.4	70.2	0.2
Another race, non-Hispanic	12.3	12.4	-0.1
Primary language (%)			
English	94.1	93.9	0.2
Spanish	1.0	0.9	0.1
Other	4.8	5.1	-0.3
Average SNAP household size (number)	2.8	2.8	0.0
In household with children (%)	61.7	62.8	-1.1
Number of observations	3,995	3,994	

Source: SNAP administrative data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Section B. Intervention engagement

Table B.1. Assigned SNAP E&T provider based on county of residence among individuals randomly assigned

	Percent of individuals
Among all intervention participants (N=7,989)	
Assigned SNAP E&T provider based on county of residence (%)	
Arrowhead Economic Opportunity Agency	22.7
Central Minnesota Jobs and Training Services, Inc	19.2
Lakes and Pines Community Action Council	7.3
Lakes and Prairies Community Action Partnership	5.6
MRCI Worksource	6.5
Mahube - Otwa Community Action Partnership	11.1
Minnesota Valley Action Council	1.2
Southwest Minnesota Private Industry Council	9.9
Tri-CAP	12.9
Willmar CareerForce	3.5

Source: SNAP administrative data.

Table B.2. Phone number data quality and engagement with intervention text messages among treatment group members

	Percent of individuals
Among all individuals who were texted (N=3,995)	
Phone type (%)	
Cell phone	91.5
Landline	8.3
Unknown	0.1
Responded affirmatively to text outreach (%)	
Responded to the first message	0.8
Responded to the second message	0.3
Responded to the third message	0.3

Source: Intervention engagement data.

Section C. Impact analysis

Table C.1. Impacts of behaviorally informed text messages on the percentage of individuals enrolled in SNAP E&T, overall and for key subgroups

	Treatment group (% enrolled)	Control group (% enrolled)	Difference
Full sample	0.28	0.15	0.13
Subgroup effects			
Gender			
Female	0.40	0.16	0.23
Not female	0.13	0.13	0.00
Race and ethnicity			
Hispanic	0.00	0.41	-0.42 [^]
Black, non-Hispanic	0.00	0.44	-0.45
White, non-Hispanic	0.35	0.07	0.28 ^{**}
Another race, non-Hispanic	0.39	0.20	0.19
Number of observations	3,989	3,988	

Source: SNAP administrative and SNAP E&T outcome data.

Note: Table also appears as Appendix Table B.1 in the Minnesota, Rural Counties site final report.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test

[^][^][^]/[^][^]/[^] Difference across subgroups significantly different at the 0.01/0.05/0.10 level, two-tailed test.

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Section A. Baseline characteristics

Table A.1. Characteristics of all individuals in the analysis

Characteristic	All individuals
Average age (years)	35.7
Age (%)	
18-24	13.2
25-49	73.9
50-59	12.9
60+	0.0
Female (%)	71.1
Race and ethnicity (%)	
Hispanic	32.8
Black, non-Hispanic	14.0
White, non-Hispanic	33.8
Another race, non-Hispanic	7.2
Unknown or missing race and ethnicity	11.0
Primary language (%)	
English	81.0
Spanish	9.8
Portuguese	0.3
Other	8.9
Education (%)	
No high school diploma or equivalent	18.6
High school diploma or equivalent	48.9
Some college	18.33
College degree or higher	5.3
Average SNAP household size (number)	2.5
In a household with children (%)	63.3
Any unearned income in the SNAP unit (%)	30.4
Any earned income in the SNAP unit (%)	41.3
Average monthly net income for the SNAP unit (dollars)	409
Months between random assignment and last recertification or application date (%)	
0 months	32.8
1 to 3 months	27.4
4 to 6 months	26.5
Number of observations	5,590

Source: SNAP administrative data.

Note: Percentages include individuals in the treatment and control groups.

Table A.2. Differences in characteristics across text message research groups prior to random assignment

Characteristic	Text with website link group	Text with request to reply group	Control group	Difference: Text with website link vs. control group	Difference: Text with reply vs. control group
Average age (years)	35.2	35.7	36.0	-0.8*	-0.3
Age (%)					
18-24	14.9	12.6	12.9	2.0	-0.3
25-49	72.3	74.7	73.7	-1.4	1.0
50-59	12.7	12.7	13.3	-0.6	-0.6
60+	0.0	0.0	0.1	-0.1	-0.1
Female (%)	70.1	70.9	72.3	-2.2	-1.4
Race and ethnicity (%)					
Hispanic	32.5	33.6	31.6	0.9	2.0
Black, non-Hispanic	14.1	13.9	14.1	0.0	-0.2
White, non-Hispanic	34.2	33.9	33.4	0.8	0.5
Another race, non-Hispanic	7.0	7.1	7.4	-0.4	-0.3
Unknown or missing race and ethnicity	10.9	10.3	12.5	-1.6	-2.2**
Primary language (%)					
English	81.5	81.0	80.6	0.9	0.4
Spanish	10.1	10.2	8.7	1.4	1.5
Portuguese	0.3	0.1	0.4	-0.1	-0.3
Other	8.0	8.7	10.3	-2.3*	-1.6
Education (%)					
No high school diploma or equivalent	18.8	18.6	18.5	0.3	0.1
High school diploma or equivalent	49.7	48.1	49.7	0.0	-1.6
Some college	18.0	19.0	17.1	0.9	1.9
College degree or higher	5.4	5.3	5.4	0.0	-0.1
Average SNAP household size (number)	2.6	2.5	2.5	0.1	0.0
In a household with children (%)	63.5	63.2	63.0	0.5	0.2
Any unearned income in the SNAP unit (%)	31.2	30.7	28.7	2.5	2.0
Any earned income in the SNAP unit (%)	41.7	39.9	43.8	-2.1	-3.9**
Average monthly net income for the SNAP unit (dollars)	416	397	427	-11	-30
Months between random assignment and last recertification or application date (%)					
0 months	32.6	32.5	33.6	-1.0	-1.1
1 to 3 months	29.3	27.0	26.7	2.6	0.3
4 to 6 months	25.9	27.1	26.0	-0.1	1.1
Number of observations	1,120	3,353	1,117		

Source: SNAP administrative data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Table A.3. Differences in characteristics across assessment treatment groups prior to random assignment

Characteristic	Enhanced assessment group	Current assessment group	Difference: Enhanced vs current assessment group
Average age (years)	35.3	35.2	0.1
Age (%)			
18-24	10.8	6.0	4.8
25-49	70.3	84.4	-14.1**
50-59	18.9	9.6	9.3*
60+	0.0	0.0	0.0
Female (%)	78.4	80.7	-2.3
Race and ethnicity (%)			
Hispanic	33.8	40.8	-7.0
Black, non-Hispanic	25.7	19.4	6.3
White, non-Hispanic	17.6	19.4	-1.8
Another race, non-Hispanic	5.4	9.5	-4.1
Unknown or missing race and ethnicity	14.8	10.9	3.9
Primary language (%)			
English	81.0	79.7	1.3
Spanish	14.9	16.8	-1.9
Portuguese	0.0	0.0	0.0
Other	4.0	3.5	0.5
Education (%)			
No high school diploma or equivalent	17.5	19.2	-1.7
High school diploma or equivalent	44.6	48.2	-3.6
Some college	24.3	15.7	8.6
College degree or higher	5.4	4.9	0.5
Average SNAP household size (number)	2.5	2.5	0.0
In a household with children (%)	71.7	64.9	6.8
Any unearned income in the SNAP unit (%)	31.0	30.0	1.0
Any earned income in the SNAP unit (%)	36.5	45.5	-9.0
Average monthly net income for the SNAP unit (dollars)	355	339	16
Months between random assignment and last recertification or application date (%)			
0 months	32.4	28.9	3.5
1 to 3 months	28.4	33.8	-5.4
4 to 6 months	28.4	30.2	-1.8
Number of observations	74	83	

Source: SNAP administrative data.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test

Section B. Intervention engagement

Table B.1. Text and website engagement among intervention participants

	Percent of individuals
Research group status (N=5,590)	
Control group	20.0
Text with website link	20.0
Text with request to reply	60.0
Enhanced assessment	30.0
Current assessment	30.0
Among all individuals who were texted (N=4,473)	
Phone type (%)	
Cell phone	99.2
Landline	0.8
Unknown	0.0
Among control group members (N=1,117)	
Visited the website and completed a contact form (%)	0.3
Among those who received a text with website link (N=1,120)	
Visited the website and completed a contact form (%)	0.9
Among those who received a text with a request to reply (N=3,353)	
Responded affirmatively to text outreach (%)	17.7
Among those who responded, percentage who DHS attempted to contact (%)	84.9
Among those who responded, percentage who DHS was able to successfully contact (%)	40.2
Frequency of response (%)	
Responded to the first message only	11.2
Responded to the second message only	9.2
Responded to both messages	2.7
Completed any assessment (%)	4.7
Completed enhanced assessment (%)	2.2
Completed current assessment (%)	2.5
Referred to a provider (%)	3.3

Source: Intervention engagement data.

Section C. Impact analysis

Table C.1a. Impacts of behaviorally informed text messages on the percentage of individuals enrolled in SNAP E&T

	Treatment group	Control group	Difference
Treatment group: received any text ^a	0.88	0.36	0.52**
Treatment group: received text with website link	0.88	0.36	0.52
Treatment group: received text with request to reply	0.89	0.36	0.53**
Number of observations	4,473	1,117	

Source: SNAP administrative and SNAP E&T outcome data.

Note: Table also appears as Appendix Table C.1 in the Rhode Island site final report.

^a“Received any text” treatment group consists of individuals in the website link and text with request to reply treatment group.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Table C.1b. Impacts of behaviorally informed text messages on the percent of individuals enrolled in SNAP E&T for key subgroups

Subgroup	Impact of any text ^a			Impact of website link text			Impact of text with request to reply		
	Received any text	Control group	Difference	Received text with website link	Control group	Difference	Received text with request to reply	Control group	Difference
Age									
18 to 24	0.74	0.00	0.74**	0.00	0.00	0.00	1.22	0.00	1.22**
25 to 49	0.87	0.49	0.39	0.98	0.49	0.50	0.83	0.49	0.34
50 or older	0.72	0.00	0.72**	0.74	0.00	0.74	0.69	0.00	0.69*
Gender									
Female	0.84	0.49	0.34	0.53	0.49	0.04^	0.99	0.49	0.50
Not female	0.83	0.00	0.83***	1.47	0.00	1.47**	0.49	0.00	0.49**
Language spoken									
Primarily English	0.83	0.33	0.50**	0.86	0.33	0.53	0.82	0.33	0.49*
Another language	0.84	0.46	0.38	0.56	0.46	0.10	0.98	0.46	0.52
Household income									
Less than 50% of FPL	0.86	0.32	0.54**	0.86	0.32	0.54	0.87	0.32	0.54**
Greater than or equal to 50% of FPL	0.69	0.52	0.17	0.54	0.52	0.02	0.77	0.52	0.25
Number of observations	4,473	1,117		1,120	1,117		3,353	1,117	

Source: SNAP administrative and SNAP E&T outcome data.

^aThe treatment group in the analysis of the impacts of any text consists of individuals in the website link and text with request to reply treatment group.

***/**/* Difference between treatment and control group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

^^^/^^/^ Difference across subgroups significantly different at the 0.01/0.05/0.10 level, two-tailed test.

FPL= Federal Poverty Level

Table C.2. Impacts of provider-informed assessment on SNAP E&T engagement

Outcome	Enhanced assessment group	Current assessment group	Difference
Referred to a provider (%)	71.52	71.04	0.49
Enrolled in a component (%)	13.85	4.79	9.06**
Referred back to DHS (%)	4.35	6.00	-1.64
Number of observations	74	83	

Source: SNAP administrative and SNAP E&T outcome data.

Note: Individuals in both the enhanced and current assessment treatment groups received the text message with a request to reply if interested in SNAP E&T. Analysis is restricted to individuals randomly assigned to the enhanced or current assessment treatment group who responded to the text message expressing interest and received an assessment.

***/**/* Difference between enhanced and current assessment group significantly different from zero at the 0.01/0.05/0.10 level, two-tailed test.

Section D. Survey data analysis

Table D.1. Sociodemographic and employment characteristics of Rhode Island survey respondents

Characteristic	Percentage of respondents
Gender	
Female	72.8
Male	26.1
Other	1.3
Hispanic, Latino/a, or Spanish origin	39.6
Race ^a	
American Indian or Alaska Native	5.5
Asian	2.2
Black or African American	24.3
Native Hawaiian or Pacific Islander	2.2
White	55.4
Other	17.5
Education	
No high school diploma or equivalent	19.6
High school diploma or equivalent	55.7
Degree	14.8
Certificate	9.3
Other	0.6
Currently working at a job for pay or self-employed	41.4
Working at a job for pay or self-employed 3 months prior to survey	42.0
Reported challenges finding or keeping a job in the 12 months prior to survey ^a	
Could not find work or lack of jobs available in area	52.4
Did not have the right schooling	42.4
Did not have the right job search skills or experience	40.0
Had difficulty speaking, reading, and/or writing English	13.6
Physical or mental health challenges	40.8
Housing issues or moved	31.8
Transportation issues or problems	48.1
Family responsibilities	55.5
Any other challenges ^a	12.6
Sample size	1,415

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Examples of other challenges reported included criminal records and inflexible work schedules.

Table D.2. Text message engagement and SNAP E&T knowledge among treatment group members

	Percentage of all treatment group respondents	Percentage of respondents who received text with website link	Percentage of respondents who received text with request to reply
Remember receiving text	54.4	54.7	54.3
Among those who don't remember receiving text, confirmed phone number on record was correct ^a	81.9	74.6	84.1
Knew about SNAP E&T program before receiving text	38.2	38.0	38.3
Heard about SNAP E&T program through ^b			
Referral from SNAP staff member (eligibility worker)	43.9	45.8	43.2
Family member, friend, or colleague	34.3	35.2	34.0
Another organization in community	9.9	7.8	10.7
Flyer	11.7	8.3	12.9
Community event	3.7	1.7	4.3
Other	11.5	10.3	11.9
Preferred mode of contact to receive more information about SNAP E&T program			
Text message	50.4	53.1	49.4
Email	28.2	27.0	28.6
Phone call	7.5	6.3	7.9
Mail	12.4	11.9	12.6
Other	1.5	1.7	1.5
Engagement among those who received text with website link			
Visited Rhode Island SNAP E&T website at link in text	n.a.	49.5	n.a.
Among individuals who did not visit SNAP E&T website link in text, reasons for not visiting ^b			
Didn't see link in message or didn't know what to do	n.a.	22.9	n.a.
Too busy	n.a.	28.7	n.a.
Meant to visit website but forgot	n.a.	33.4	n.a.
Thought it was spam	n.a.	35.5	n.a.
Already had information being sent or weren't interested in participating	n.a.	22.0	n.a.
Other ^c	n.a.	13.2	n.a.
Engagement among those who received text with request to reply			
Did not respond to the text	n.a.	n.a.	83.9
Among individuals who did not respond to text, reason for not responding ^b			
Didn't know what to do	n.a.	n.a.	15.6
Too busy	n.a.	n.a.	18.8
Meant to respond but forgot	n.a.	n.a.	27.3

	Percentage of all treatment group respondents	Percentage of respondents who received text with website link	Percentage of respondents who received text with request to reply
Thought it was spam	n.a.	n.a.	39.9
Already had information being sent or weren't interested in participating	n.a.	n.a.	26.3
Other ^d	n.a.	n.a.	11.0
Sample size	1,256	245	1,011

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

n.a. = not applicable

^a This percentage is restricted to those who responded to a survey question asking them to either confirm or deny that the phone number on record was correct. It excludes respondents with a missing response to this survey question.

^b Respondents could select more than one option.

^c Other reported responses included difficulties with technology (for example, no internet or trouble with the website) or not remembering receiving the text message.

^d Other reported responses included not responding due to health issues or a disability or difficulties with their cell phone or other technology.

Table D.3. Perceptions of and interactions with the SNAP E&T website among respondents

	Percentage of all respondents	Percentage of respondents who received text with website link	Percentage of control group respondents
Visited Rhode Island SNAP E&T website at the link in the text (treatment group) or ever (control group)	46.0	49.5	43.6
Among those who visited the SNAP E&T website, the percentage who			
Understood how to navigate website	65.1	57.4	71.3
Thought it was clear what to do on website to be connected to provider	58.4	56.0	60.3
Thought it was easy to submit form to request more information	54.0	59.5	49.5
Contacted providers listed on website	36.5	34.4	38.2
Sample size	404	245	159

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted. Survey questions summarized in this table were asked of respondents in the text with website link group and the control group.

Table D.4. Experiences with phone call from E&T staff at DHS after requesting more information

	Percentage of all respondents	Percentage of respondents who received enhanced assessment	Percentage of respondents who received current assessment
Received call from E&T staff member at DHS after submitting online form or responding to text	48.1	44.9	50.8
Among those who did not receive a call, percentage who confirmed the cell phone number on file was correct	90.7	93.5	87.5
Experiences among those who received a call from an E&T staff member after requesting more information about SNAP E&T			
Understood call was from SNAP E&T program	90.0	90.6	89.1
Spoke with E&T staff member to learn about services and supports	77.2	75.7	78.3
Received a referral to SNAP E&T support services at the end of the phone conversation	65.7	68.5	61.9
Among those who spoke to an E&T staff member, percentage who agreed or strongly agreed that			
The questions asked helped them better understand their own needs or goals related to career and employment	71.4	74.0	68.1
The questions asked were easy to understand and answer	91.4	89.3	92.7
It was easy to find time to connect with a E&T staff member to have a phone conversation	76.7	81.4	71.9
The phone conversation was good use of time	85.0	86.1	83.5
They preferred talking with someone one-on-one more than answering questions online	72.3	76.5	70.7
The phone conversation helped them understand what services and support they could receive	87.0	90.1	83.9
Among those who did not speak with an E&T staff member, reasons why ^a			
Too busy to talk	28.0	19.1	37.3
Thought it was spam call	41.1	46.7	37.5
Meant to call back but forgot	18.2	24.6	12.9
Tried calling back but unable to reach SNAP E&T program	24.4	13.2	35.5
Did not understand how interview responses would be used	3.3	7.0	0.0
Was not interested in participating	10.0	10.8	9.6
Other reason	10.4	12.7	5.0
Sample size	374	173	194

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted. Survey questions summarized in this table were asked of respondents in the enhanced or current assessment groups, as well as any respondent who filled out a form on the website expressing interest in SNAP E&T.

^aRespondents could select more than one option.

DHS= Rhode Island Department of Human Services.

Table D.5. Experiences with a referral to a SNAP E&T service provider among those who received a referral or those who selected a provider on the website

	Percentage of respondents
Percent who agreed or strongly agreed that	
It was easy to identify which provider might provide the services and supports to meet their needs	62.9
It was clear to them who they could contact to start receiving services and support from the SNAP E&T service provider	65.0
It was clear to them what their next steps were to receive services and support at SNAP E&T service provider	69.0
It was easy for them to get in touch with someone at the SNAP E&T service provider	48.5
Received services or support from SNAP E&T service provider after the referral	47.9
Among those received services or support, percent who agreed that the SNAP E&T service provider was a good fit for their needs and interests	60.5
Among those who did not receive services or support, reason why ^a	
Was not able to get in touch with someone at SNAP E&T service provider	38.4
Transportation issues or problems	27.2
Services and support didn't match needs	20.3
Didn't think services and support would help them find a job	17.6
Got a job	23.4
Housing issues or moved	27.1
Physical or mental health challenges	18.4
Needed to care for a child or family member	24.0
Other	6.4
Sample size	142

Source: SNAP E&T RCE participant survey, weighted data.

Note: All values are percentages unless otherwise noted.

^aRespondents could select more than one option.

Table D.6. SNAP E&T experiences

	Percentage of respondents
Currently receiving SNAP E&T services	31.8
If not currently receiving SNAP E&T services, received any services in last 3 months	9.5
Receiving employment, training, or education services from providers outside of the SNAP E&T program	7.2
Reasons for receiving services, among those who are currently participating or had recently participated in SNAP E&T ^a	
To keep SNAP benefits	25.6
To receive help with child care	15.8
To get help with costs of training or employment	3.8
To improve English language skills	19.4
To gain job search skills	10.9
To learn about self-employment	17.0
To earn a certification/credential/license	17.2
To gain work experience	5.1
To get promoted	2.8
To get a raise	31.0
To get a job	25.7
To find a better job	53.3
Other	8.7
Among those who received SNAP E&T services in last 3 months but are not currently receiving services, reasons for stopping ^a	
Completed the program	7.7
Did not complete the program but no longer needed services	6.9
Program did not match needs	12.5
Did not think program would help find a job	7.9
Got a job	30.7
Transportation issues or problems	11.6
Physical or mental health challenges	7.9
Housing issues or moved	15.3
Needed to care for child or family members	9.3
Other ^b	18.6
If currently receiving or had recently received services, percent satisfied or very satisfied with	
Training location and times	58.9
Online training or meeting options	54.5
Support with career planning or job placement services	51.9
Additional support services, e.g., transportation assistance or child care	51.0
Customer service and availability of SNAP E&T program staff	54.9
Number of SNAP E&T program staff who look like them or speak their preferred language	66.8

	Percentage of respondents
Percent reporting other program offerings or features that would make the respondent more likely to continue participating in SNAP E&T program	18.4
Reported program offerings ^a	
English language learning classes/supports	1.7
Interest in education, licenses, and certifications	15.4
Support services (for example, transportation, housing, medical, or food assistance)	22.0
General job search assistance, or assistance finding a job in a specific industry	16.3
Improved program accessibility (expanded hours, more convenient locations, online offerings)	7.5
Improved program communications (more information for participants, streamlined outreach or website, clearer communication)	7.2
Interest in job training	16.3
Other	20.3
Sample size	1,415

Source: SNAP E&T RCE participant survey, weighted data.

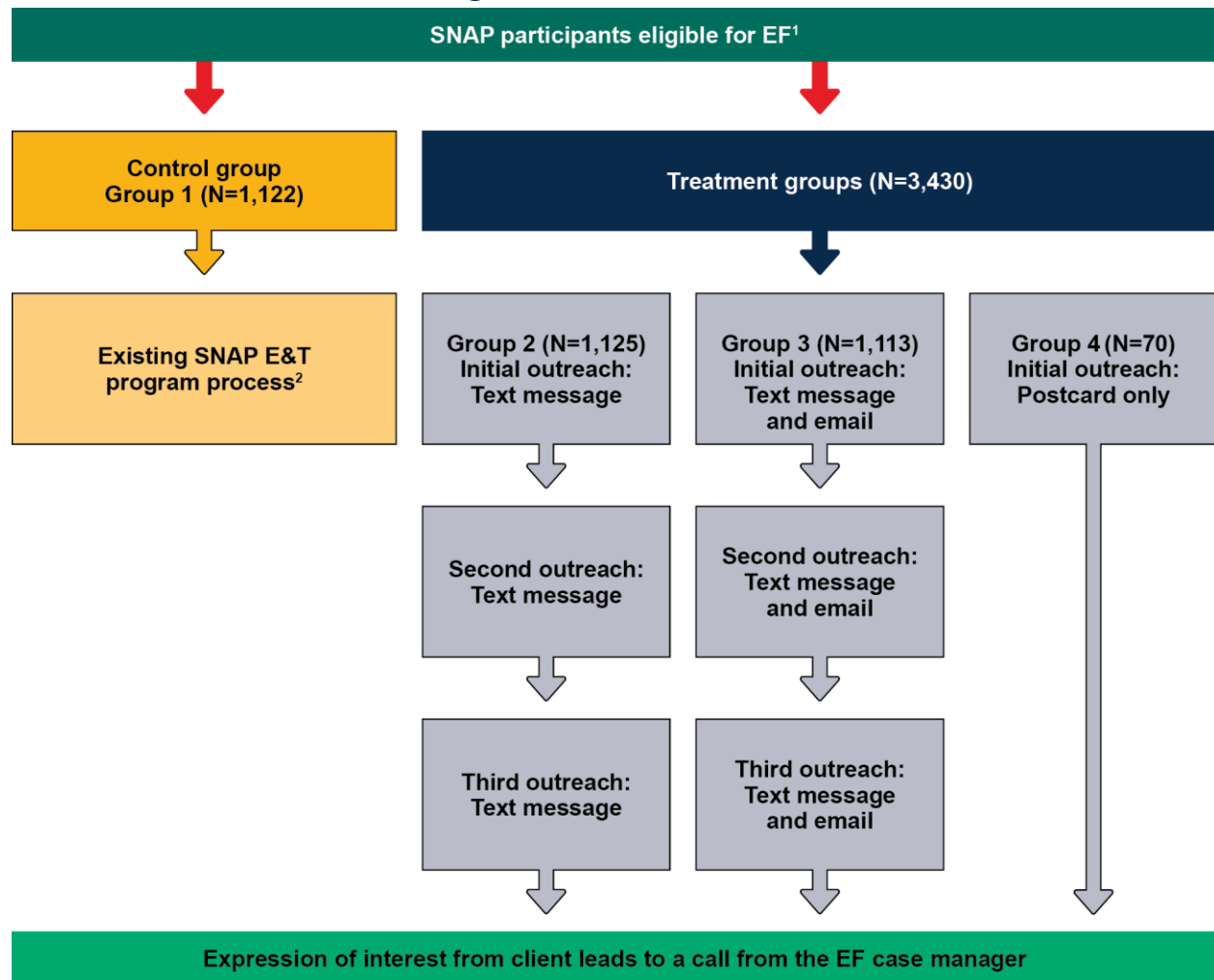
Note: All values are percentages unless otherwise noted.

^a Respondents could select more than one option.

^b Other reported responses included concerns about eligibility for the program or not receiving follow up after expressing interest in services.

Appendix A. Intervention Flow Diagrams

Colorado Intervention Flow Diagram

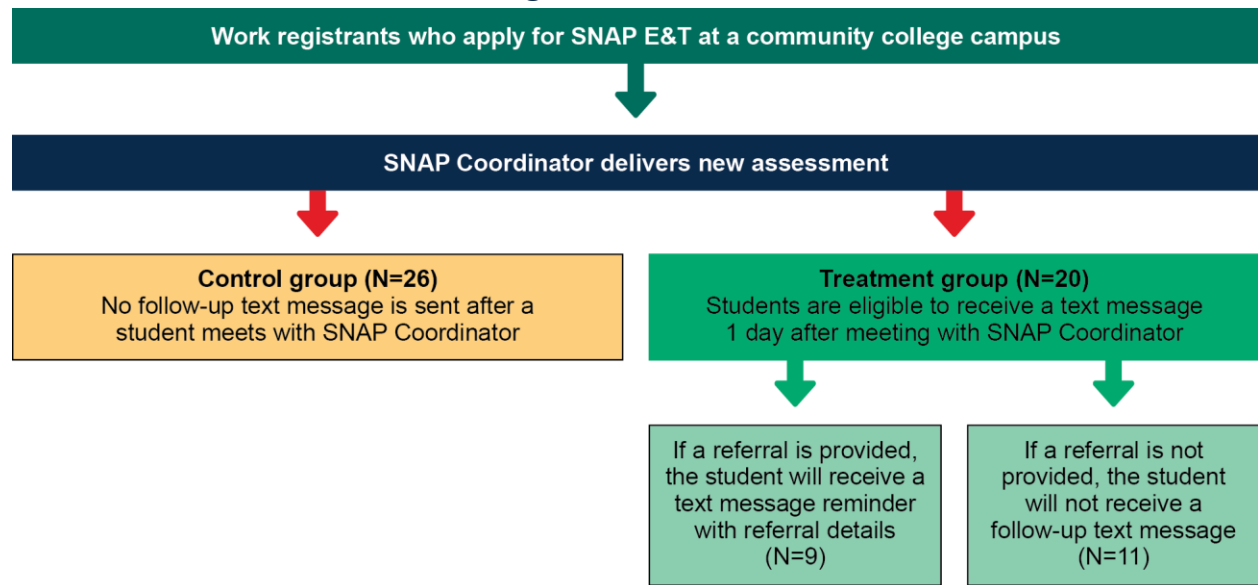


Note: The numbers of individuals presented in the intervention flow diagram for Groups 1, 2 and 3 include all three counties, but includes only Montrose County for Group 4. Red arrows indicate points of random assignment.

¹SNAP participants eligible for Employment First (EF) include existing non-able-bodied adults without dependents (ABAWDs) as of 10/24/23 and new ABAWDs or non-ABAWDs after 10/24/23. Most recent enrollments or recertifications were sampled first.

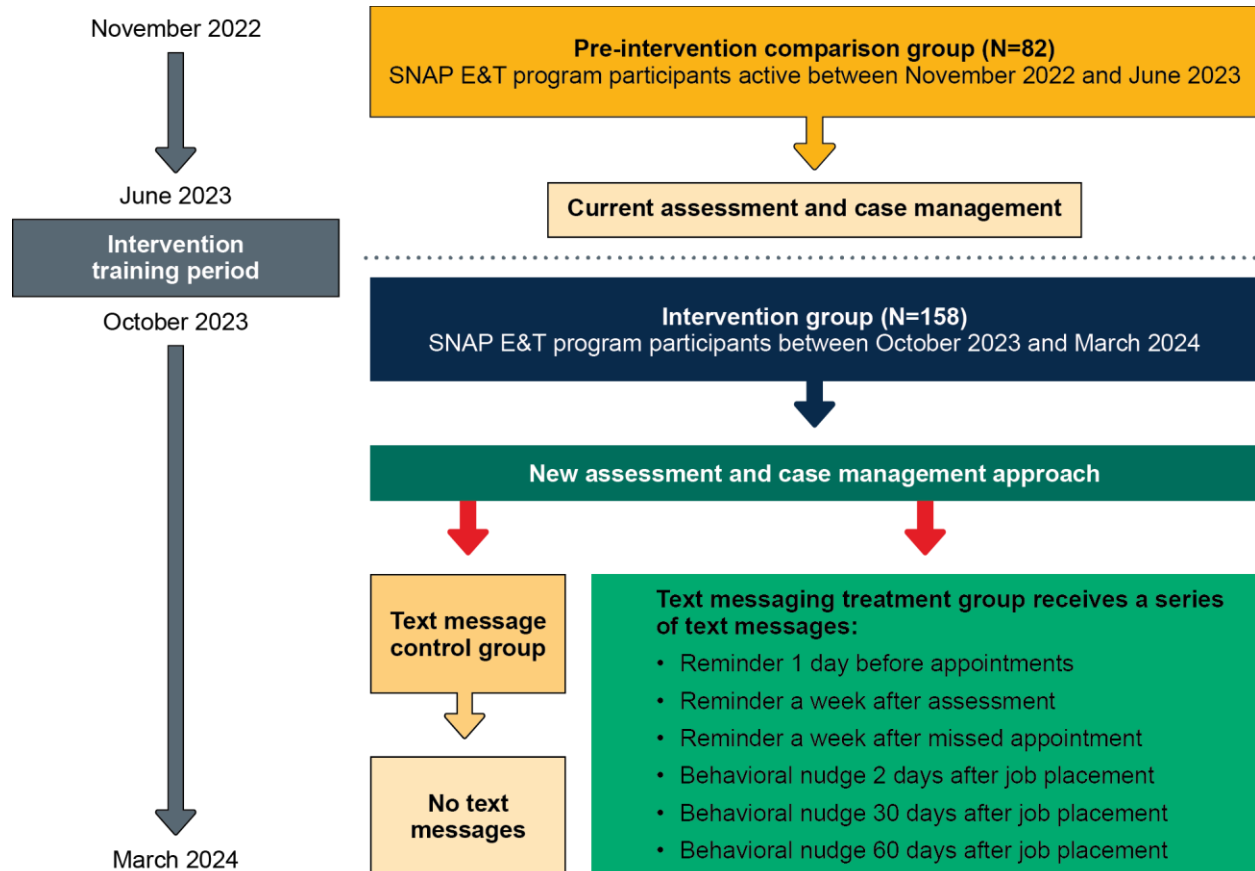
²In Denver County, once a referral is made, a call is scheduled within one week. If the participant misses the meeting, there is no further outreach. In Montrose and Broomfield counties, once staff identify a potentially eligible EF participant, a cold call is made from EF case manager within one week.

Connecticut Intervention Flow Diagram



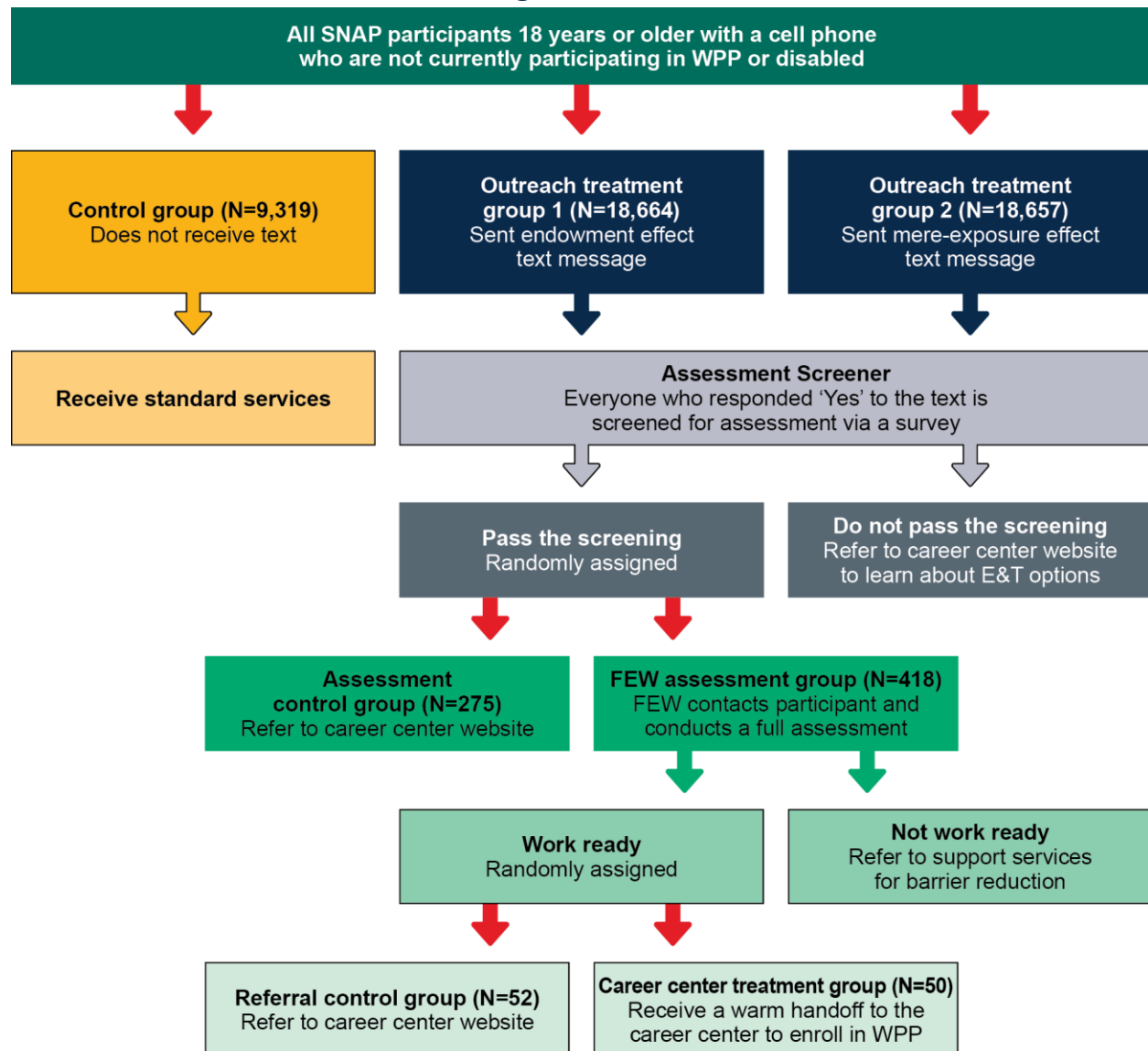
Note: Red arrows indicate points of random assignment.

District of Columbia Intervention Flow Diagram



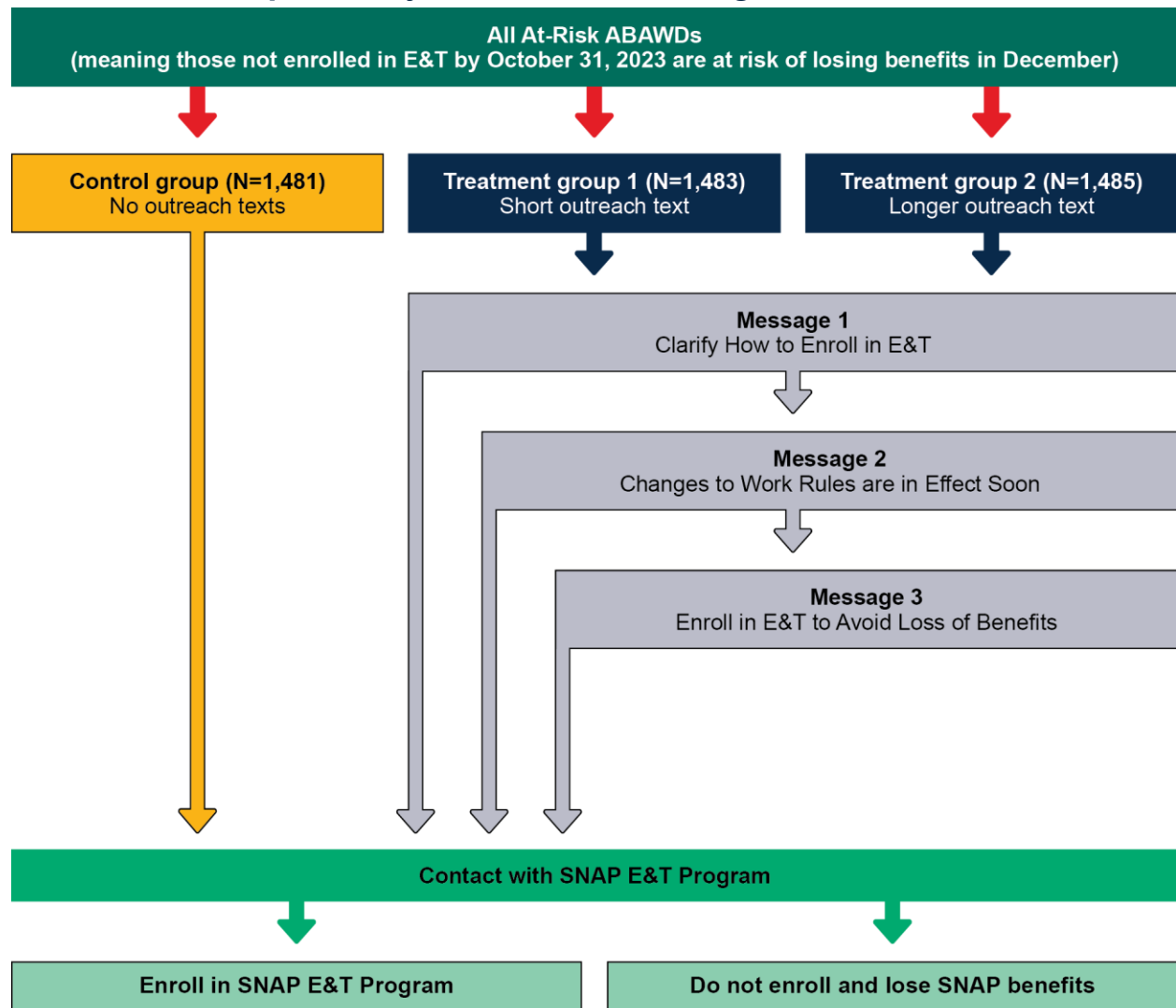
Note: Red arrows indicate points of random assignment

Massachusetts Intervention Flow Diagram



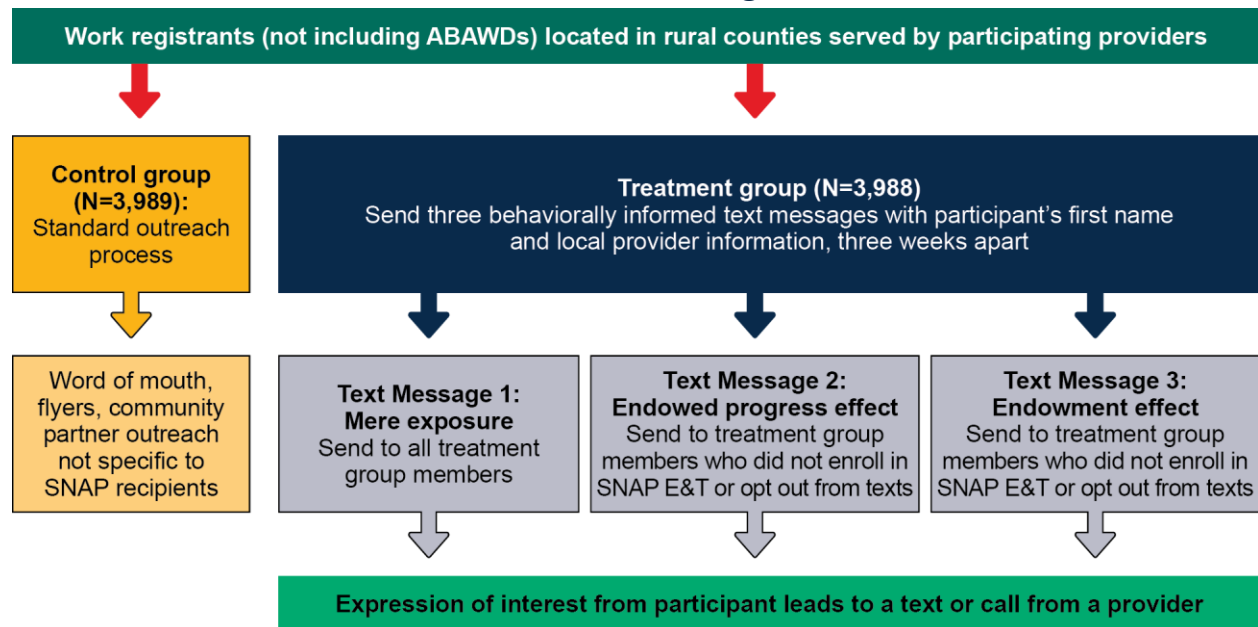
FEW=full engagement worker; WPP=Work Participant Program (the SNAP E&T program offered through the MassHire Department of Career Services).

Minnesota, Hennepin County Intervention Flow Diagram



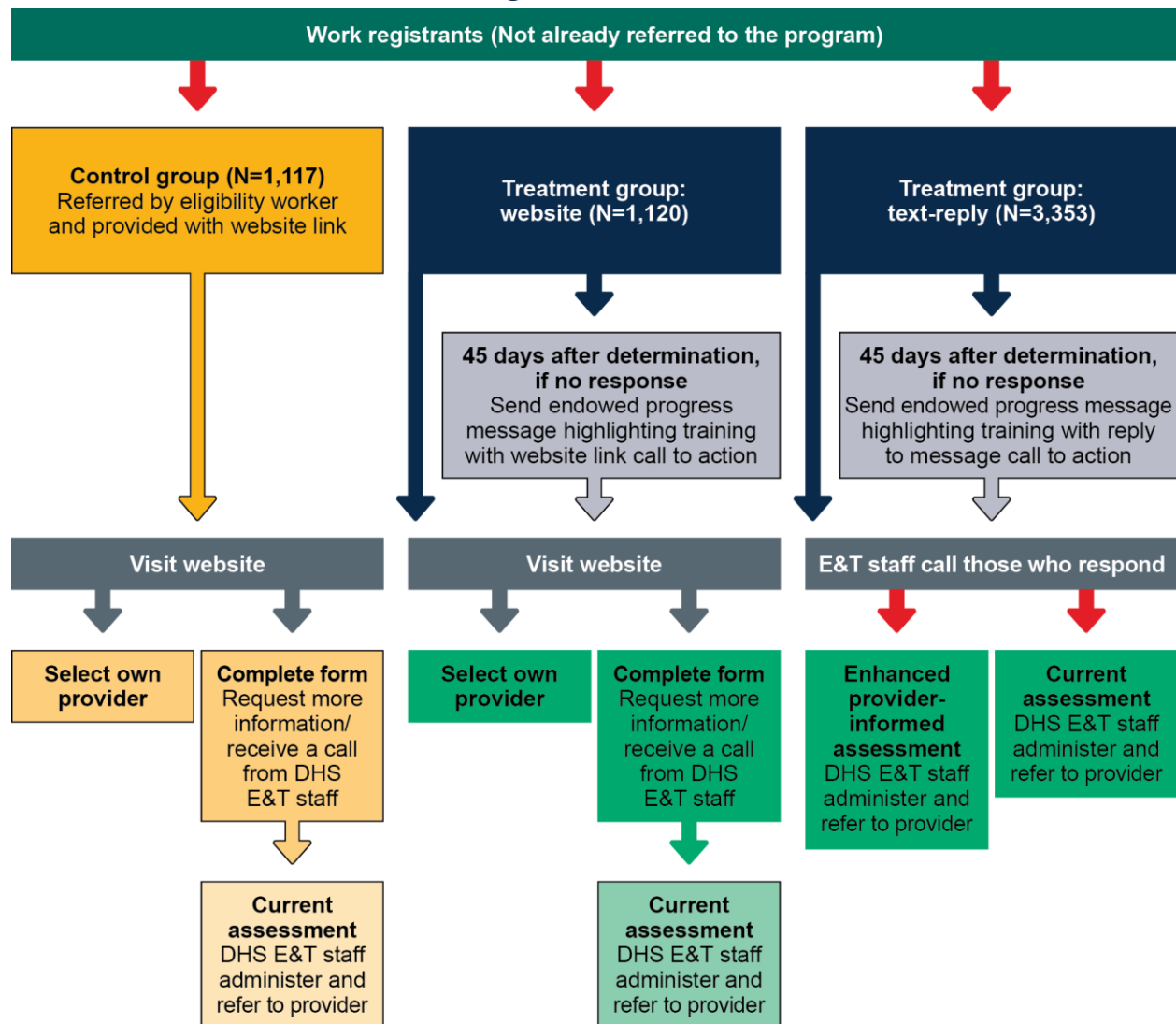
Note: Red arrows indicate points of random assignment.

Minnesota, Rural Counties Intervention Flow Diagram



Note: Red arrows indicate points of random assignment.

Rhode Island Intervention Flow Diagram



Notes: Red arrows denote random assignment. Rhode Island planned to send the first text message about seven days after determination, but the timeframe varied based on which week SNAP participants were selected to receive a text. For the assessments, some DHS staff could complete the entire process from calling participants to making referrals to sending follow-up emails. Other staff were not able to make referrals or send emails, so for some cases, DHS had to contact participants a second time to complete the referral process.

Appendix B.
SNAP E&T RCE Survey Instruments

Colorado Survey Instrument

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

Participant Survey: Colorado

2023

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 0584-0680. 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 (0584-0680). 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.

A. Employment

ALL

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

ALL
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

ALL

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 in the last year?

	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 <i>For example: resume writing, interviewing, or networking</i>	0	1
d. Have difficulty speaking, reading, and/or writing English	0	1

ALL

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 in the last year?

	No	Yes
a. Physical or mental health challenges (including a disability)	0	1
b. Housing problems <i>For example: homelessness, unstable housing or no regular place to stay, or no affordable housing</i>	0	1
c. Transportation issues or problems <i>For example: no car or no public transportation available, transportation costs too much, public transportation takes too much time</i>	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 in the last year?

Yes1
No0

IF A5 = 1

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

--

B. Intervention Information (Recruitment)

ALL

FILL SNAP E&T PROGRAM NAME BY SITE

- 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 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.

ALL

FILL TIME RANGE BY SITE

- 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

IF RA_STATUS = T AND B1a – B1c = 0 (*treatment case and no messages received*), or

IF RA_STATUS = C AND B1d = 0 (*control case and no phone call received*)

FILL BASED ON TREATMENT ARM: **texted you / emailed you / called you / sent you mail**

- 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?

Yes1

No0

IF B1a – B1d = 0
(no message received)

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

Yes 1 GO TO B6
No 0 GO TO B4

IF B3 = 0 (no message received and not aware of program)

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 = T AND ANY B1a – B1c = 1 (treatment and message received), or
IF RA_STATUS = C AND B1d = 1 (control case and phone call received)

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

IF B3 = 1 (no message received but aware of program) OR
B5 = 1 (knew about program before receiving notification)

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
Flyer4
Community event5
Somewhere else (SPECIFY)99

IF RA_STATUS = T AND ANY B1a – B1c = 1 (treatment and message received), or
IF RA_STATUS = C AND B1d = 1 (control case and phone call received)

IF RA_Status = C AND CO_B1d = 1 FILL, “calls were”
IF RA_Status = T1 or T2, AND CO_B1a = 1, FILL “text messages were”
IF RA_Status = T3 or T4, and CO_B1a = 1 and CO_B1b = 1, FILL “text messages and emails were”
IF RA_Status = T3 or T4, and CO_B1a = 1 and CO_B1b = 0, FILL “text messages were”
IF RA_Status = T3 or T4, and CO_B1a = 0 and CO_B1b = 1, FILL “emails were”
IF RA_Status = T5 and CO_B1c = 1, FILL “mail was”

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

IF RA_STATUS = T AND ANY B1a – B1c = 1 (treatment and message received), or
IF RA_STATUS = C AND B1d = 1 (control case and phone call received)

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”

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

IF RA_STATUS = T AND ANY B1a – B1c = 1 (*treatment and message received*), or
 IF RA_STATUS = C AND B1d = 1 (*control case and phone call received*)

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 = T AND ANY B1a – B1c = 1 (*treatment and message received*), or
 IF RA_STATUS = C AND B1d = 1 (*control case and phone call received*)

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

IF B10 = 1 (*reached out in response to notification*)

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

IF B10 = 1 (*reached out in response to notification*)

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

IF B10 = 0 (<i>did not reach out in response to notification</i>) 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 forgot3

You didn’t know what to say.....4

You already had the information they were sending you5

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

You didn’t think program staff would be available to help you7

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

Email2

Phone call.....3

Mail.....4

Some other way (SPECIFY)99

C. Program Participation

PROGRAMMER BOX C0

IF B3 = 0 (no message received and not aware of program): GO TO QUESTION C2

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 services1 GO TO C2

You are not currently receiving services2 GO TO C1b

C1a = 2

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

Yes1 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?

Yes1 GO TO C3

No.....0

IF C1a = 1 or C1b = 1 or C2 = 1
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 employment3
- To improve your English4
- To gain job search skills5
- To learn about self-employment (*for example: how to start your own business*) .6
- To earn a certification/credential/license7
- To gain work experience8
- To get promoted9
- To get a raise10
- To get a job11
- To find a better job12
- 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

IF C1a = 1 or C1b = 1
If ever received services

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

IF C1a = 1 or C1b = 1
If ever received services

C6b. Online training or meeting options

Very satisfied 1
Satisfied 2
Neither satisfied nor dissatisfied 3
Dissatisfied 4
Very dissatisfied 5

IF C1a = 1 or C1b = 1
If ever received services

C6c. Support with career planning or job placement services

Very satisfied 1
Satisfied 2
Neither satisfied nor dissatisfied 3
Dissatisfied 4
Very dissatisfied 5

IF C1a = 1 or C1b = 1
If ever received services

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

IF C1a = 1 or C1b = 1
If ever received services

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

IF C1a = 1 or C1b = 1
If ever received services

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

IF C1a = 2 and C1b = 0 OR B3 = 0

If never received services

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

IF C1a = 2 and C1b = 0 OR B3 = 0

If never received services

C7b. More online training or meeting options

Much more likely to participate 1

More likely to participate 2

Unlikely to affect your participation 3

IF C1a = 2 and C1b = 0 OR B3 = 0

If never received services

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

IF C1a = 2 and C1b = 0 OR B3 = 0

If never received services

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

IF C1a = 2 and C1b = 0 OR B3 = 0

If never received services

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

IF C1a = 2 and C1b = 0 OR B3 = 0

If never received services

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

ALL

Fill "consider" IF C1a = 2 OR B3 = 0

Fill "continue" IF C1a = 1

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

C8 = 1

Fill "consider" IF C1a = 2 OR B3 = 0

Fill "continue" IF C1a = 1

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

ALL

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

ALL

D1. What is your gender?

Select all that apply

Male.....1

Female2

Non-binary/third gender3

You use another term (SPECIFY).....99

You do not wish to answerr

ALL

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 origin2

ALL

D3. What is your race?

Select all that apply

American Indian or Alaska Native1

Asian2

Black or African American.....3

Native Hawaiian or Pacific Islander4

White5

Other (SPECIFY)99

ALL

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 diploma2
- High School Diploma or GED.....3
- Adult Basic Education (ABE) certificate4
- Some college but no degree5
- Vocational/Technical degree or certificate (for example: cosmetology,
automotive repair, Certified Nursing Assistant (CNA)) 6
- Business degree/certificate7
- 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

Connecticut Survey Instrument

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

Participant Survey: Connecticut

2023

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.

A. Employment

ALL

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

IF NOT AVAILABLE IN SNAP ADMIN DATA
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

ALL

A3. How many children under the age of 18 live with you?

IF A3 > 0

A4. These next questions ask about things that make it easier or harder to find or keep a job. Do you have childcare?

Yes 1

No 0

Not applicable 2

IF A3 > 0 AND A4 NE 2

A5. Do you have back-up childcare?

For example, if your main source of childcare were unavailable, would you have back-up or other arrangements in place?

Yes 1

No 0

ALL
FILL "These next questions ask about things that make it easier or harder to find or keep a job." IF NUMBER OF CHILDREN UNDER 18 IN A3 = 0

A6. [These next questions ask about things that make it easier or harder to find or keep a job.]

What modes of transportation do you use?

Select all that apply

- Car.....1
- Public transportation (for example, bus or train)2
- Taxi/Rideshare3
- Bike4
- Walking.....5
- Something else (SPECIFY).....99

ALL

A7. In the past two months, have you been living in stable housing that you own, rent, or stay in as part of a household?

- Yes1
- No.....0

ALL

A8. What is your current living arrangement?

- Rent.....1
- Own2
- Staying with family3
- Some other arrangement (SPECIFY)99

ALL

A9. Do you have a resume?

Yes 1

No.....0

ALL

A10. Have you ever interviewed for a job before?

Yes 1

No.....0

ALL

A11. Do you have documents and valid forms of identification needed for employment?

For example, a Social Security card, driver’s license, photo identification card, or a birth certificate?

Yes 1

No.....0

IF A1 = 0 AND A2 = 0 (NOT EMPLOYED)

A12. Have you ever been employed?

Yes 1

No.....0

IF A1 = 1 OR A2 = 1
FILL “have you been employed at your current job” if A1 = 1
FILL “were you employed at your most recent job” if A1 = 0 AND A2 = 1

A13. How long [have you been employed at your current job/were you employed at your most recent job]?

ALL

A14. How would you describe your ability to manage your money and budget? Would you say it's...

- Excellent..... 1
- Very good.....2
- Good.....3
- Fair4
- Poor.....5

ALL

A15. How much do you agree or disagree with the following statement about your preparation for academic classes?

You feel prepared for your classes.

- Strongly disagree 1
- Disagree2
- Neither agree nor disagree3
- Agree.....4
- Strongly agree5

ALL

A16. Do you have access to the technology you need for class, such as a computer, or active internet service?

- Yes 1
- No.....0

ALL

A17. How much do you agree or disagree with the following statement?

You have the basic computer skills you need for your classes (for example, you know how to use email, internet, and Microsoft Word).

- Strongly disagree 1
- Disagree2
- Neither agree nor disagree3
- Agree.....4

Strongly agree5

ALL

A18. Do you have any felonies that would prevent you from getting a job?

Yes1

No.....0

ALL

A19. In general, would you say your health is...

Excellent.....1

Very good.....2

Good.....3

Fair4

Poor.....5

ALL

A20. Do you have other barriers that would hinder your employment or completion of training?

Yes (SPECIFY)1

--

No.....0

B. Intervention Information

ALL

FILL “The assessment asked you some questions about life and education-related skills under four broad areas: basic needs, health and wellness, school readiness, and career planning. You worked with [COACH] to figure out which areas were most important to you and where support would be the most helpful” IF INTERVENTION = STEPPING STONES.

FILL “During the intake process, you answered some questions about potential obstacles and challenges that you could encounter in pursuing your career goals. These challenges related to transportation, childcare, disability, or other areas. You may have answered these questions on your application form and/or by talking with [COACH]” IF INTERVENTION = CONTROL.

FILL “assessment you completed”, “assessment you took”, “assessment”, and “discussing the assessment” IF INTERVENTION = STEPPING STONES.

FILL “intake process you completed”, “intake process, which may have been a form or a conversation with your coach,” “the intake process,” and “intake process” IF INTERVENTION = CONTROL.

FILL “COACH” with SNAP admin data

FILL “DATE” with RAPTER fields

- B1. Next, we’re going to ask you some questions about the [assessment you took/intake process you completed] with your SNAP E&T coach. Our records show that you completed this [assessment/intake process, which may have been a form or a conversation with your coach,] on [DATE].**

IF INTERVENTION = STEPPING STONES: **The assessment asked you some questions about life and education-related skills under four broad areas: basic needs, health and wellness, school readiness, and career planning. You worked with [COACH] to figure out which areas were most important to you and where support would be the most helpful.**

IF INTERVENTION = CONTROL: **During the intake process, you answered some questions about potential obstacles and challenges that you could encounter in pursuing your career goals. These challenges related to transportation, childcare, disability, or other areas. You may have answered these questions on your application form and/or by talking with [COACH].**

How much do you agree or disagree with the following statements regarding the [assessment you completed/intake process]?

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

- | | | | | | |
|---|---|---|---|---|---|
| a. The [assessment/intake process] helped you better understand your own needs or goals | 1 | 2 | 3 | 4 | 5 |
| b. The [assessment questions/questions asked during intake] were easy for you to understand and answer | 1 | 2 | 3 | 4 | 5 |
| c. It was easy for you to find a time to connect with your coach to complete the [assessment/intake process] | 1 | 2 | 3 | 4 | 5 |
| d. The [assessment/intake process] was a good use of your time | 1 | 2 | 3 | 4 | 5 |
| e. It was clear to you what your next steps were after completing the [assessment/intake process] | 1 | 2 | 3 | 4 | 5 |
| f. You felt comfortable sharing information about your needs with your coach during the [assessment/intake process] | 1 | 2 | 3 | 4 | 5 |

g. After [discussing the assessment/the intake process]
with your coach, you felt motivated to focus on your
needs and goals

1

2

3

4

5

PROGRAMMER BOX B1:

IF NO REFERRAL RECEIVED, GO TO SECTION C
ELSE, GO TO B2

IF REFERRAL RECEIVED

Fill [REFERRAL SERVICES] with RAPTER fields

B2. Our records show that [COACH] referred you to [REFERRAL SERVICES]. Do you remember receiving a referral to [REFERRAL SERVICES]?

Yes1 GO TO B3

No0 GO TO B4

IF B2 = 1

B3. How much do you agree or disagree with the following statement regarding the referral process?

It was clear to you what your next steps were after you received the referral.

Strongly disagree1

Disagree2

Neither agree nor disagree3

Agree4

Strongly agree5

IF REFERRAL RECEIVED AND TEXT MESSAGE SENT

B4. Our records show that you received a text message reminding you to reach out to [REFERRAL SERVICES]. Do you remember getting this text message?

Yes1 GO TO B5

No0 GO TO B7

IF B4 = 1

B5. Had you already reached out to [REFERRAL SERVICES] before you received the text?

Yes1 GO TO B7

No0 GO TO B6

B4 = 1 AND B5 = 0

B6. How much do you agree or disagree with the following statements about the text message?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The text message made you want to reach out to [REFERRAL SERVICES].	1	2	3	4	5
b. The text message helped remind you to reach out to [REFERRAL SERVICES].	1	2	3	4	5

IF B2 = 1

B7. Have you received any services from [REFERRAL SERVICES]?

Yes1 GO TO B8

No0 GO TO B9

IF B7 = 1

B8. Was [REFERRAL SERVICES] able to help you meet your needs?

Yes1 GO TO B10

No0 GO TO B10

IF B7 = 0

PROGRAMMER: Randomize/rotate options

B9. Why haven't you received any services from [REFERRAL SERVICES]?

Select all that apply

The service didn't match your needs 1

You had transportation issues or problems

For example: no car or public transportation available, transportation costs too much, public transportation takes too much time 2

You started receiving other services 3

You had physical or mental health challenges (including a disability) 4

You had housing issues or moved 5

You haven't had the time 6

You couldn't get in touch with the service provider 7

Some other reason (SPECIFY) 99

IF B7 = 1

B10. Are you still receiving services from [REFERRAL SERVICES]?

Yes 1 GO TO B12

No 0 GO TO B11

IF B10 = 0

PROGRAMMER: Randomize/rotate options

B11. Why are you no longer receiving services from [REFERRAL SERVICES]?

Select all that apply

The program/services have ended 1

The service didn't match your needs 2

You no longer need the services 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 started receiving other services 5

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

You had housing issues or moved 7

You didn't have the time 8

Some other reason (SPECIFY) 99

B7 = 1
FILL "are" if B10 = 1 FILL "were" if B10 = 0

B12. How satisfied or unsatisfied [are/were] you with [REFERRAL SERVICES] overall?

- Very satisfied 1
- Somewhat satisfied 2
- Somewhat unsatisfied 3
- Not satisfied 4

C. Program Participation

ALL

C1a. Which of the following describes your status with [COLLEGE]?

- You are currently enrolled1 GO TO C2
- You are not currently enrolled2 GO TO C1b

C1a = 2

C1b. Have you attended any classes or received any services from [COLLEGE] in the last 3 months?

- Yes1 GO TO C2
- No.....0 GO TO C3

IF C1a = 1 or C1b = 1
PROGRAMMER: Randomize response options

C2. What were the main reasons you enrolled at [COLLEGE]?

Select all that apply

- To keep SNAP benefits1
- To get help with the costs of training or employment2
- To gain job search skills3
- To earn a certification/credential/license4
- To learn a new skill/industry5
- To get promoted6
- To get a raise7
- To get a job8
- To find a better job9
- Some other reason (SPECIFY)99

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

C3. What were the main reasons you haven't enrolled at [COLLEGE]?

Select all that apply

- You lacked information about [COLLEGE]1
- The courses didn't match your needs2
- 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 courses would help you find a job4

You got a job5

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

You had housing issues or moved7

You needed to care for a child or family member8

You did not have access to a computer or the Internet9

You had difficulty speaking, reading, and/or writing English.....10

You didn't feel prepared for the course work11

Some other reason (SPECIFY)99

--

IF C1b = 1

PROGRAMMER: Randomize response options

C4. What were the main reasons you stopped attending [COLLEGE]?

Select all that apply

- The courses didn't match your needs 1
- You didn't think the courses 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 have access to a computer or the Internet 9
- You had difficulty speaking, reading, and/or writing English 10
- The courses were too difficult 11
- Some other reason (SPECIFY) 99

--

IF C1a = 1 OR C1b = 1

If ever enrolled

C5a. The next questions are about [COLLEGE]'s program offerings.

For each category, please rank your satisfaction with [COLLEGE].

Class location and times

Very satisfied 1
Satisfied 2
Neither satisfied nor dissatisfied 3
Dissatisfied 4
Very dissatisfied 5

IF C1a = 1 or C1b = 1

If ever enrolled

C5b. Online course options

Very satisfied 1
Satisfied 2
Neither satisfied nor dissatisfied 3
Dissatisfied 4
Very dissatisfied 5

IF C1a = 1 or C1b = 1

If ever enrolled

C5c. Support with career planning or job placement services

Very satisfied 1
Satisfied 2
Neither satisfied nor dissatisfied 3
Dissatisfied 4
Very dissatisfied 5

IF C1a = 1 or C1b = 1

If ever enrolled

C5d. 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

IF C1a = 1 or C1b = 1

If ever enrolled

C5e. The number of staff at [COLLEGE] 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

IF C1a = 2 and C1b = 0

If never enrolled

C6a. The next questions are about [COLLEGE]'s program offerings.

For each category, please indicate whether the item would affect your decision to enroll at [COLLEGE].

More convenient class location and times

Much more likely to enroll 1

More likely to enroll 2

Unlikely to affect your enrollment 3

IF C1a = 2 and C1b = 0

If never enrolled

C6b. More online course options

Much more likely to enroll 1

More likely to enroll 2

Unlikely to affect your enrollment 3

IF C1a = 2 and C1b = 0

If never enrolled

C6c. More support with career planning or job placement services

Much more likely to enroll 1

More likely to enroll 2

Unlikely to affect your enrollment 3

IF C1a = 2 and C1b = 0

If never enrolled

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

Much more likely to enroll 1

More likely to enroll 2

Unlikely to affect your enrollment 3

IF C1a = 2 and C1b = 0

If never enrolled

C6e. More [COLLEGE] staff who look like you or who speak your preferred language

Much more likely to enroll 1

More likely to enroll 2

Unlikely to affect your enrollment 3

ALL
Fill "consider" IF C1a = 2 Fill "continue" IF C1a = 1

C7. Are there any other program offerings or features not mentioned that would make you more likely to [consider/continue] enrolling at [COLLEGE]?

Yes 1

No 2

C7 = 1
Fill "consider" IF C1a = 2 Fill "continue" IF C1a = 1

C8. Tell us more about the program offerings or services that you feel would make you more likely to [consider/continue] enrolling at [COLLEGE].

D. Respondent Characteristics

IF ANY QUESTIONS ASKED IN SECTION D

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

IF NOT AVAILABLE IN SNAP ADMIN DATA

D1. What is your gender?

Select all that apply

Male.....1

Female2

Non-binary/third gender3

You use another term (SPECIFY).....99

You do not wish to answerr

IF NOT AVAILABLE IN SNAP ADMIN DATA

• **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 origin2

IF NOT AVAILABLE IN SNAP ADMIN DATA

D3. What is your race?

Select all that apply

American Indian or Alaska Native1

Asian2

Black or African American3

Native Hawaiian or Pacific Islander4

White5

Other (SPECIFY)99

IF NOT AVAILABLE IN SNAP ADMIN DATA

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

Massachusetts Survey Instrument

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

Participant Survey: Massachusetts

2023

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 0584-0680. 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.

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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.

A. Employment

ALL

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

ALL
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

ALL

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 in the last year?

	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 <i>For example: resume writing, interviewing, or networking</i>	0	1
d. Have difficulty speaking, reading, and/or writing English	0	1

ALL

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 in the last year?

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

Yes1
 No0

IF A5 = 1

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

B. Intervention Information (Recruitment)

IF RA_STATUS = T1 OR T2

FILL SNAP E&T PROGRAM NAME BY SITE

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 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.

PROGRAMMER BOX B0

IF T1/T2 AND did not respond, GO TO B1

IF T1/T2 AND responded AND Screener_Complete = 0, GO TO B5

IF T1/T2 AND responded AND Screener_Complete = 1, GO TO B8

IF Control_Text, GO TO B15

IF RA_STATUS = T1 OR T2 AND RESPONDED TO TEXT = NO

FILL TIME RANGE BY SITE

B1. Our records show that we sent you a text in [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?

Yes1 GO TO B2

No0 GO TO B3

B1 = 1 (T1/T2, remembers getting message and did not respond)

B2. Why didn't you respond to this message?

Select all that apply

You were too busy to respond1

You thought it was spam2

You meant to respond but forgot3

You didn't know what to do4

You already had the information they were sending you5

You weren't interested in participating in the program6

You didn't think program staff would be available to help you7

Something else (SPECIFY)99

PROGRAMMER BOX B2

IF B1 = 1, GO TO B15 (*T1/T2, remembers getting message but did not respond*)

B1 = 0 (*T1/T2, does not remember getting message and did not respond*)

B3. The message invited you to learn more about enrolling in employment and training services.

Does that sound familiar?

Yes1 GO TO B18

No0 GO TO B4

B3 = 0 (*T1/T2, does not remember getting message and did not respond*)

B4. [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?

Yes1 GO TO B18

No0 GO TO B18

PROGRAMMER BOX B4:

IF B3 = 0, GO TO B15 (*T1/T2, does not remember getting message & did not respond*)

IF Screener_Complete = 0, GO TO B5

IF Screener_Complete = 1, GO TO B8

T1/T2 AND RespondText= 1 AND Screener_Complete = 0

FILL TIME RANGE BY SITE

B5. 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?

Yes1 GO TO B6

No0 GO TO B5b

B5 = 0

B5b. The message invited you to answer a few questions online related to employment.

Does that sound familiar?

- Yes1 GO TO B6
- No0 GO TO B15

B5 = 1 OR B5b = 1

B6. Did you start answering any of the questions online?

- Yes1 GO TO B7
- No0 GO TO B7
- I don't rememberd GO TO B7

B5 = 1 OR B5b = 1
FILL "finish answering" IF B6 = 1 FILL "answer" if B6 = 0 or d

B7. Why didn't you [answer/finish answering] those questions?

Select all that apply

- You were too busy to respond1
- You thought it was spam2
- You meant to answer the questions but forgot3
- You didn't know how to answer the questions4
- You didn't understand how the information would be used5
- You weren't interested in participating in the program6
- You were having difficulty accessing the questions online7
- Something else (SPECIFY)99

T1/T2 AND responded AND Screener_Complete = 1

FILL TIME RANGE BY SITE

B8. 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 about 6 questions online, which you completed in [DATE].

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The questions were easy to understand	1	2	3	4	5
b. You were able to complete the questions without any difficulties	1	2	3	4	5
c. You understood why you were being asked to answer these questions	1	2	3	4	5
d. You would have preferred to answer these questions another way (by phone, in person, or something else)	1	2	3	4	5
e. It was clear to you what your next steps were after answering the questions	1	2	3	4	5

PROGRAMMER BOX B8

IF Assessment_Complete = 0, GO TO B9

IF Assessment_Complete = 1, GO TO B10

If ScreenFail = 1 OR Assessment_Control = 1, GO TO B15

Assessment_complete = 0 (Full assessment offered but not taken) AND MA_ScreenFail = 0

- B9. 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 1
- You thought it was a spam call 2
- You meant to call back but forgot 3
- You didn't receive a phone call 4
- You tried calling back but were unable to reach the [SNAP E&T program/
E&T PROGRAM NAME] 5
- You didn't understand how the interview responses would be used 6
- You weren't interested in participating in the program 7
- Something else (SPECIFY) 99

Assessment_complete = 1 (Full assessment offered and taken)

FILL TIME RANGE BY SITE

- B10. After completing the questions online, someone from DTA's employment and training team contacted you to complete an interview in [DATE].**

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The interview helped you better understand your own needs or goals related to your career and employment	1	2	3	4	5
b. The interview questions were easy for you to understand and answer	1	2	3	4	5
c. It was easy for you to find a time to connect with [SNAP E&T program/E&T PROGRAM NAME] to complete the interview	1	2	3	4	5
d. The interview was a good use of your time	1	2	3	4	5
e. You preferred talking with someone one-on-one more than answering questions online on your own	1	2	3	4	5
f. It was clear to you what your next steps were after completing the interview	1	2	3	4	5

Assessment_complete = 1 (*Full assessment offered and taken*) and Work_ready = NO (referred to barrier reduction services)

B11. After completing your telephone interview, you were referred to an E&T specialist to learn more about available support services. Have you received any support from an E&T specialist?

Yes1 GO TO B11a

No0 GO TO B11a

Assessment_complete = 1 (*Full assessment offered and taken*) and Work_ready = NO (referred to barrier reduction services)

B11a. How much do you agree or disagree with the following statements regarding the referral to an E&T specialist?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
a. You understood what services you could receive	1	2	3	4	5	
b. It was clear who you could talk to in order to learn more about services	1	2	3	4	5	
c. It was easy for you to get in touch with someone at [BARRIER REDUCTION SERVICES]	1	2	3	4	5	6
d. It was clear to you what your next steps were to receive services at [BARRIER REDUCTION SERVICES]	1	2	3	4	5	

PROGRAMMER BOX B11

IF Treatment_Career = 1, GO TO B12

IF Treatment_Career = 0, GO TO B15

IF Work_Ready = 0, GO TO B18

Treatment_Career = 1 (warm handoff complete)

B12. 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?

Yes1 GO TO B13

No0 GO TO B18

B12 = 1

B13. 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 1
- Attended an orientation at a MassHire career center 2
- Signed up for career center services at a MassHire career center 3
- [EXCLUSIVE] None of the above 4
- Some other step (specify) 99

Treatment_Career = 1 (warm handoff complete) and B12 = 1

B14. How much do you agree or disagree with the following statements regarding the referral to the MassHire career center?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. You understood what services you could receive at the career center	1	2	3	4	5
b. It was clear to you who you could talk to at the career center to learn more about services	1	2	3	4	5
c. It was easy for you to get in touch with someone at the career center	1	2	3	4	5
d. It was clear to you what your next steps were to receive services at the career center	1	2	3	4	5

PROGRAMMER BOX B14

IF REFERRED TO CAREER CENTER WEBSITE (at any point in the process) or B3 = 0, GO TO B15

ELSE, GO TO B18

IF REFERRED TO CAREER CENTER WEBSITE (at any point in the process) or (B3 = 0 (does not remember text) AND Work_Ready NE 0)

FILL "After answering the questions online, you were referred to" if ScreenFail = 1

FILL "After your telephone interview, you were referred to" if Control_Assessment = 1

ELSE FILL "Have you visited the MassHire career center website".

B15. [[After answering the questions online, you were referred to / After your assessment, you were referred to] the MassHire career center website.] Have you visited the MassHire career center website?

Yes1 GO TO B16

No0 GO TO B17

IF B15 = 1 (*Went to the website*)

B16. 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 center1

Spoke with someone at a MassHire career center2

Signed up for career center services at a MassHire career center.....3

[EXCLUSIVE] None of the above4

Some other step (SPECIFY)99

IF B15 = 0 (*Did not go to the website*)

B17. Why didn't you go to the MassHire career center website?

Select all that apply

You had gone to the website before1

You didn't think a website would be helpful2

You didn't want to look through a website on your own.....3

You already had the information you needed4

You weren't interested in participating in the program.....5

You found it hard to look up the website on your phone.....6

Something else (SPECIFY)99

ALL

B18. How much do you agree or disagree with the following statement about the steps needed to take to enroll in SNAP E&T services?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. You understood what steps you needed to take to enroll in SNAP E&T services	1	2	3	4	5

ALL
PROGRAMMER: Randomize/rotate options 1 and 3

B19. Would you say the SNAP E&T staff provided...

- Too much support.....1
- Just the right amount of support2
- Not enough support.....3
- I did not talk to SNAP E&T staff4

IF B19 = 1, 2, 3

B20. How much do you agree or disagree with the following statement about your interactions with [the SNAP E&T program/E&T PROGRAM NAME]?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. I had a positive experience with program staff	1	2	3	4	5

ALL

B21. 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
- Email2
- Phone call.....3
- Mail.....4
- Some other way (SPECIFY)99

Treatment_Career = 1 (warm handoff complete) AND Enrolled = Yes

B22. It looks like you were referred to a MassHire career center for E&T services. Thinking back to the steps you took before you started working with your career specialist from MassHire , how much do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The steps you took to start working with your career specialist took up the right amount of time	1	2	3	4	5
b. The steps you took to start working with your career specialist felt worth your time	1	2	3	4	5

C. Program Motivation

PROGRAMMER BOX C0

IF REFERRED TO CAREER CENTER WEBSITE (at any point in the process) OR Work_Ready NE 0 , GO TO C1a

ELSE, GO TO C2

IF REFERRED TO CAREER CENTER WEBSITE (at any point in the process) OR Work_Ready NE 0

C1a. Which of the following describes your status with the MassHire career center?

You are currently receiving services1 GO TO C2

You are not currently receiving services2 GO TO C1b

C1a = 2

C1b. Have you received any services from the MassHire career center in the last 3 months?

Yes1 GO TO C2

No.....0 GO TO C2

ALL

Fill "Besides the MassHire career center, are" / "other" IF C1a = 1 or C1b = 1

Fill "Are" IF C1b = 0 OR WORK READY = 0

C2. [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?

Yes1 GO TO C3

No.....0

IF C1a = 1 OR C1b = 1 OR C2 = 1
IF C1a or C1b = 1, fill “services from the MassHire career center” 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 MassHire career center/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 employment3

To improve your English4

To gain job search skills.....5

To learn about self-employment (*for example, how to work for yourself or start your own business*)6

To earn a certification/credential/license.....7

To gain work experience8

To get promoted9

To get a raise10

To get a job11

To find a better job12

Some other reason (SPECIFY)99

IF (C1a = 2 AND C1b=0) OR Workready=0 AND C2 = 0
PROGRAMMER: Randomize response options IF C1a = 2 AND C1b = 0, fill “services from the MassHire career center” IF WORK READY = 0 and C2 = 0, fill “any services”

C4. What were the main reasons you haven’t received [services from the MassHire career center/any services]?

Select all that apply

- You lacked information about the program 1
- The program didn’t match your needs2
- 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 job4
- You got a job5
- You had physical or mental health challenges (including a disability)6
- You had housing issues or moved7
- You needed to care for a child or family member8
- Some other reason (SPECIFY)99

IF C1b = 1

PROGRAMMER: Randomize response options

C5. 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 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

Treatment_Career = 1 AND (C1a = 1 OR C1b = 1) (*warm handoff complete, and received services before or currently*)

C6. How much do you agree or disagree with the following statements regarding the MassHire career center services?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The career center has helped you better understand your own needs and goals related to your career and employment	1	2	3	4	5
b. The career center has helped you make progress towards your career	1	2	3	4	5
c. The career center has met your needs	1	2	3	4	5
d. You would recommend the career center services to someone else	1	2	3	4	5
e. You are satisfied with the services you've received at the career center	1	2	3	4	5

IF C1a = 1 or C1b = 1

If ever received services from MassHire

C7a. 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 1
Satisfied..... 2
Neither satisfied nor dissatisfied 3
Dissatisfied 4
Very dissatisfied 5

IF C1a = 1 or C1b = 1

If ever received services from MassHire

C7b. Online training or meeting options

Very satisfied 1
Satisfied..... 2
Neither satisfied nor dissatisfied 3
Dissatisfied 4
Very dissatisfied 5

IF C1a = 1 or C1b = 1

If ever received services from MassHire

C7c. Support with career planning or job placement services

Very satisfied 1
Satisfied..... 2
Neither satisfied nor dissatisfied 3
Dissatisfied 4
Very dissatisfied 5

IF C1a = 1 or C1b = 1

If ever received services from MassHire

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

Very satisfied 1
Satisfied.....2
Neither satisfied nor dissatisfied3
Dissatisfied4
Very dissatisfied5

IF C1a = 1 or C1b = 1

If ever received services from MassHire

C7e. Customer service and availability of MassHire career center staff

Very satisfied 1
Satisfied.....2
Neither satisfied nor dissatisfied3
Dissatisfied4
Very dissatisfied5

IF C1a = 1 or C1b = 1

If ever received services from MassHire

C7f. The number of MassHire career center staff who look like you or who speak your preferred language

Very satisfied 1
Satisfied.....2
Neither satisfied nor dissatisfied3
Dissatisfied4
Very dissatisfied5

IF (C1a = 2 and C1b = 0) OR WORK READY = 0

If never received services from MassHire or not work ready

FILL "the MassHire career center" IF C1a = 2 and C1b = 0

FILL "employment and training service" IF WORK READY = 0

C8a. 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 1

More likely to participate 2

Unlikely to affect your participation 3

IF (C1a = 2 and C1b = 0) OR WORK READY = 0

If never received services from MassHire or not work ready

C8b. More online training or meeting options

Much more likely to participate 1

More likely to participate 2

Unlikely to affect your participation 3

IF (C1a = 2 and C1b = 0) OR WORK READY = 0

If never received services from MassHire or not work ready

C8c. 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

IF (C1a = 2 and C1b = 0) OR WORK READY = 0

If never received services from MassHire or not work ready

C8d. 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

IF (C1a = 2 and C1b = 0) OR WORK READY = 0 <i>If never received services from MassHire or not work ready</i>
FILL "MassHire career center" IF C1a = 2 and C1b = 0

C8e. Additional [MassHire career center] staff training and availability

- Much more likely to participate 1
- More likely to participate 2
- Unlikely to affect your participation 3

IF (C1a = 2 and C1b = 0) OR WORK READY = 0 <i>If never received services from MassHire or not work ready</i>
FILL "MassHire career center" IF C1a = 2 and C1b = 0

C8f. More [MassHire career center] 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

ALL
FILL "consider" if C1a = 2 OR WORK READY = 0 FILL "continue" if C1a = 1 FILL "the MassHire career center" IF C1a = 2 and C1b = 0 FILL "employment and training services" IF WORK READY = 0

C9. 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 1
- No 2

C9 = 1
Fill "consider" IF C1a = 2 OR WORK READY = 0 Fill "continue" IF C1a = 1 FILL "the MassHire career center" IF C1a = 2 and C1b = 0 FILL "employment and training services" IF WORK READY = 0

C10. 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].

D. Respondent Characteristics

IF ANY QUESTIONS ASKED IN SECTION D

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

ALL

D1. What is your gender?

Select all that apply

Male.....1

Female2

Non-binary/third gender3

You use another term (SPECIFY).....99

You do not wish to answerr

ALL

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

No, not of Hispanic, Latino/a, or Spanish origin1

Yes, Hispanic, Latino/a or Spanish origin2

ALL

D3. What is your race?

Select all that apply

American Indian or Alaska Native1

Asian2

Black or African American3

Native Hawaiian or Pacific Islander4

White5

Other (SPECIFY)99

ALL

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

Rhode Island Survey Instrument

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

Participant Survey: Rhode Island

2023

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 0584-0680. 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.

A. Employment

ALL

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

ALL
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

ALL

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 in the last year?

	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 <i>For example: resume writing, interviewing, or networking</i>	0	1
d. Have difficulty speaking, reading, and/or writing English	0	1

ALL

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 in the last year?

	No	Yes
a. Physical or mental health challenges (including a disability)	0	1
b. Housing problems <i>For example: homelessness, unstable housing or no regular place to stay, or no affordable housing</i>	0	1
c. Transportation issues or problems <i>For example: no car or no public transportation available, transportation costs too much, public transportation takes too much time</i>	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 in the last year?

Yes1
 No.....0

IF A5 = 1

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

B. Intervention Information (Recruitment)

ALL

FILL SNAP E&T PROGRAM NAME BY SITE

- 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 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.*

T1 OR T2

FILL TIME RANGE BY SITE

- B1.** Our records show that we sent you a text in [DATE(S)] inviting you to learn more about [SNAP E&T program/E&T PROGRAM NAME].
- Do you remember getting this [email/text]?
- Yes1 GO TO B4
- No0 GO TO B2

B1 = 0

FILL "text" IF T1 OR T2

- B2.** The text invited you to learn more about enrolling in SNAP employment and training services.
- Does that sound familiar?
- Yes1 GO TO B4
- No0 GO TO B3

B2 = 0 AND (T1 OR T2)

FILL PHONE NUMBER FROM ADMIN DATA

- B3a.** [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?
- Yes1 GO TO B12
- No0 GO TO B12

((B1 = 1 OR B2 = 1) AND T1) OR CONTROL
IF RA_Status = T1, FILL "Did you visit the Rhode Island SNAP E&T website at the link that was included in the text (https://risnapet.org)?"
IF RA_Status = C, FILL "Have you ever visited the Rhode Island SNAP E&T website (https://risnapet.org)?"

B4. IF RA_Status = T1: **Did you visit the Rhode Island SNAP E&T website at the link that was included in the text] (https://risnapet.org)?**

IF RA_Status = C: **Have you ever visited the Rhode Island SNAP E&T website (https://risnapet.org)?**

Yes1 GO TO B7

No.....0 GO TO B5

B4 = 0 AND T1

B5. Why didn't you visit the website?

Select all that apply

You didn't see a link in the message1

You were too busy2

You thought it was spam.....3

You meant to visit the website but forgot.....4

You didn't know what to do5

You already had the information they were sending you.....6

You weren't interested in participating in the program.....7

Something else (SPECIFY)99

((B1 = 1 OR B2 = 1) AND T2) AND NO RESPONSE

B6. Our records indicate you didn't respond to this text.

Why didn't you respond?

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 do 4
- You already had the information they were sending you 5
- You weren't interested in participating in the program 6
- Something else (SPECIFY) 99

PROGRAMMER BOX B6

IF B4 = 1 GO TO B7a

ELSE GO TO B9

B4 = 1 (CONTROL OR T1 OR T2 ONLY)

B7a. How much do you agree or disagree with the following statements regarding the website?

You understood how to navigate the website.

- Strongly disagree 1
- Disagree 2
- Neither agree nor disagree 3
- Agree 4
- Strongly agree 5

B4 = 1 (CONTROL OR T1 OR T2 ONLY)

B7b. It was clear to you what you were supposed to do on the website to be connected to a provider.

Strongly disagree 1
Disagree 2
Neither agree nor disagree 3
Agree 4
Strongly agree 5

B4 = 1 (CONTROL OR T1 OR T2 ONLY)

B7c. It was easy to submit the form to request more information about providers.

Strongly disagree 1
Disagree 2
Neither agree nor disagree 3
Agree 4
Strongly agree 5
Not applicable 6

B4 = 1 (CONTROL OR T1 OR T2 ONLY)

B8. Did you contact any of the providers listed on the website?

Yes 1 GO TO B9
No 0 GO TO B9

B1 = 1 OR B2 = 1

B9. Did you know about [the SNAP E&T program/E&T PROGRAM NAME] before you received a text?

Yes 1 GO TO B10
No 0 GO TO B11

IF B9 = 1

B10. 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

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ALL

B11. 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

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PROGRAMMER BOX B11 IF WEBLINK COMPLETE OR REPLY TO TEXT = YES, GO TO B12 ELSE GO TO C1A
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IF WEBLINK COMPLETE (CONTROL OR T1 OR T2) OR REPLY TO TEXT = YES (T3 OR T4)
FILL "submitted an online form" IF Control FILL "responded to the text or email" IF T2 FILL appropriate state SNAP E&T program name

B12. 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?

Yes1 GO TO B13

No.....0 GO TO B15

IF B12 = 1
FILL appropriate state SNAP E&T program name

B13. Did you understand that the call was from [E&T PROGRAM NAME]?

Yes1 GO TO B14

No.....0 GO TO B14

IF B12 = 1
FILL appropriate state SNAP E&T program name

B14. 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?

Yes1 GO TO B17

No.....0 GO TO B16

PROGRAMMER BOX B14
IF B14 = 0, GO TO B16
IF B14 = 1, GO TO B17
IF B13 = 0 GO TO B15

IF B12 = 0
FILL appropriate state SNAP E&T program name

B15. [E&T PROGRAM NAME] called you at XXX-XXX-XXXX. Is that the correct phone number for you?

Yes1 GO TO C1a

No.....0 GO TO C1a

IF WEBLINK COMPLETE (CONTROL OR T1 OR T2) OR REPLY TO TEXT/EMAIL = YES (T3 OR T4) AND B14 = 0
FILL appropriate state SNAP E&T program name

B16. Why didn't you have this conversation?

Select all that apply

- You were too busy to talk.....1
- You thought it was a spam call2
- You meant to call back but forgot3
- You tried calling back but was unable to reach [E&T program name]4
- You didn't understand how the interview responses would be used5
- You weren't interested in participating in the program.....6
- Other (SPECIFY)99

IF WEBLINK COMPLETE (CONTROL OR T1 OR T2) OR REPLY TO TEXT = YES (T3 OR T4) AND B14 = 1

B17. How much do you agree or disagree with the following statements regarding the phone conversation you had?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The questions you were asked helped you better understand your own needs or goals related to your career and employment	1	2	3	4	5
b. The questions you were asked were easy for you to understand and answer	1	2	3	4	5
c. It was easy for you to find a time to connect with the E&T staff member at DHS to have this phone conversation	1	2	3	4	5
d. The phone conversation was a good use of your time	1	2	3	4	5
e. You preferred talking with someone one-on-one more than answering questions online on your own	1	2	3	4	5
f. The phone conversation helped you understand what services and support you could receive	1	2	3	4	5

PROGRAMMER BOX B17
IF ASSESSMENT = 1 GO TO B18
ELSE GO TO C1A

B14 = 1 OR B8 = 1
FILL "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.] if B14 = 1 FILL "SNAP E&T SERVICE Provider" with appropriate name based on referral FILL "referral you received" if B14 = 1 FILL "the provider you selected and contacted" if B8 = 1

B18. [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]?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. It was easy for you to identify which provider might provide the services and supports to meet your needs	1	2	3	4	5
b. It was clear to you who you could contact to start receiving services and support from [SNAP E&T Service Provider]	1	2	3	4	5
c. It was clear to you what your next steps were to receive services and support at [SNAP E&T Service Provider]	1	2	3	4	5
d. It was easy for you to get in touch with someone at [SNAP E&T Service Provider]	1	2	3	4	5

B14 = 1 or B8 = 1
FILL "SNAP E&T Service Provider" with appropriate name based on referral if B14 = 1 FILL "the provider you selected" if B8 = 1

B19. Have you received any services or support from [SNAP E&T Service Provider/the provider you selected]?

Yes1 GO TO B21

No0 GO TO B20

IF B19 = 0
FILL "SNAP E&T Service Provider" with appropriate name based on referral if B14 = 1 FILL "the provider you selected" if B8 = 1 PROGRAMMER: Randomize response options

B20. Why haven't you received services or support from [SNAP E&T Service Provider/the provider you selected]?

Select all that apply

You weren't able to get in touch with someone [at SNAP E&T Service Provider] 1

You had transportation issues or problems

For example: no car or public transportation available, transportation costs too much, public transportation takes too much time2

The services and support didn't match your needs3

You didn't think the services and support would help you find a job4

You've received similar services and support before and didn't find them valuable5

You got a job6

You had housing issues or moved7

You had physical or mental health challenges (including a disability)8

You needed to care for a child or family member9

Some other reason (SPECIFY)99

B14 = 1 OR B8 = 1
FILL "SNAP E&T Service Provider" with appropriate name based on referral if B14 = 1 FILL "you were referred to" if B14 = 1 FILL "the provider you selected" if B8 = 1

B21. How much do you agree or disagree with the following statement about the [[SNAP E&T Service Provider] you were referred to/provider you selected]?

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

Strongly disagree1

Disagree2

Neither agree nor disagree3

Agree4

Strongly agree5

C. Program Participation

ALL

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

You are currently receiving services1 GO TO C2
 You are not currently receiving services2 GO TO C1b

C1a = 2

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

Yes1 GO TO C2
 No.....0 GO TO C2

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

Yes1 GO TO C3
 No.....0

IF C1a = 1 OR C1b = 1 OR C2 = 1

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 = 0 and C1b = 0, 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

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IF (C1a = 2 AND C1b=0) OR C2 = 0 AND B19 = 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 job2
- You got a job3
- You had transportation issues or problems
- For example: no car or public transportation available, transportation costs too much, public transportation takes too much time4
- You had physical or mental health challenges (including a disability)5
- You needed to care for a child or family members6
- You had housing issues or moved7
- You completed the program.....8
- You did not complete the program, but you no longer needed services9
- Some other reason (SPECIFY)99

IF C1a = 1 or C1b = 1
If ever received services

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 dissatisfied3
- Dissatisfied4
- Very dissatisfied5

IF C1a = 1 or C1b = 1
If ever received services

C6b. Online training or meeting options

Very satisfied 1
Satisfied.....2
Neither satisfied nor dissatisfied3
Dissatisfied4
Very dissatisfied5

IF C1a = 1 or C1b = 1
If ever received services

C6c. Support with career planning or job placement services

Very satisfied 1
Satisfied.....2
Neither satisfied nor dissatisfied3
Dissatisfied4
Very dissatisfied5

IF C1a = 1 or C1b = 1
If ever received services

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

Very satisfied 1
Satisfied.....2
Neither satisfied nor dissatisfied3
Dissatisfied4
Very dissatisfied5

IF C1a = 1 or C1b = 1
If ever received services

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

Very satisfied 1
Satisfied.....2
Neither satisfied nor dissatisfied3
Dissatisfied4
Very dissatisfied5

IF C1a = 1 or C1b = 1
If ever received services

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 dissatisfied3
Dissatisfied4
Very dissatisfied5

IF C1a = 2 and C1b = 0
If never received services

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 participate2
Unlikely to affect your participation3

IF C1a = 2 and C1b = 0
If never received services

C7b. More online training or meeting options

- Much more likely to participate 1
More likely to participate 2
Unlikely to affect your participation 3

IF C1a = 2 and C1b = 0
If never received services

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

IF C1a = 2 and C1b = 0
If never received services

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

IF C1a = 2 and C1b = 0
If never received services

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

IF C1a = 2 and C1b = 0 <i>If never received services</i>

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 participate1

More likely to participate2

Unlikely to affect your participation3

ALL
Fill “consider” IF C1a = 2 Fill “continue” IF C1a = 1

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]?

Yes1

No2

C8 = 1
Fill “consider” IF C1a = 2 Fill “continue” IF C1a = 1

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

IF ANY QUESTIONS ASKED IN SECTION D

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

ALL

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

ALL

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

ALL

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

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