

Appendix A. Data Collection Instruments

Modernizing Channels of Communication With SNAP Participants: State SNAP Director Interview Protocol

PURPOSE: *This protocol will be used to assess the experiences the State SNAP director has had while implementing MCS and to understand the challenges and barriers to implementation. This will be a 60-minute interview.*

As you know from our previous correspondence with you, the U.S. Department of Agriculture's Food and Nutrition Service is conducting a research study to better understand States' use of mobile communication. During today's discussion, we would like to update what we know about your State's mobile communication strategies—or MCS—and learn more about your experiences, best practices, and lessons learned. For the purposes of this study, MCS include text messaging, mobile applications participants can download on a smartphone or tablet, and websites that are optimized for viewing on mobile devices.

We are talking with many people in States around the country, so I would like to audiorecord this call to help me remember who said what so I don't need to worry about taking notes. Only people working on this study will have access to the recordings. As a reminder, your participation is completely voluntary (not required) and will not affect your job in any way. If you chose not to participate or chose not to answer any questions, you will not be affected in any way. The time required to complete this interview is estimated to average 1 hour.

The first step is to review the consent form together. [READ CONSENT FORM].

Do you agree to be interviewed? Can I record our discussion? [RECORD RESPONSE]

Just to confirm, now that we are recording- do you agree to be interviewed?

A. Recap Background on State's MCS Implementation

1. Please start by telling me about your responsibilities related to mobile communication as State SNAP director.

Probe: How long have you been in this role?

We have done some initial research to get a preliminary understanding of your State's MCS. The information we have reviewed so far has been collected from publicly available reports such as the SNAP Process and Technology Improvement Grants (OMB Number 0584-0512, Expiration Date 07/31/2022), your State's public-facing website, and information we have learned from State representatives involved in the design and implementation of your State's MCS [IF APPLICABLE: as well as the SNAP Process and Improvement Grant information]. Over the course of the study, we plan to conduct two interviews with you and other key staff involved in the MCS implementation. [REFERENCE STATE-SPECIFIC SUMMARY OF MCS PROGRAM AND SERVICES]

2. Does this sound accurate?

B. History and MCS Implementation Rollout

1. Tell me about the history of the MCS in your State.
 - a. What was the goal or motivation for launching the MCS?
Probe: Decreasing cost, increasing access, reducing wait times, going paperless, responding to a funding opportunity?
 - b. Who led the initiative? Was there a champion?
2. What were the primary funding sources?
3. Please describe how much funding was used for each component of MCS development and implementation.
Probe: How much was devoted to staffing, software development, technology, contractors, other?
4. Do any aspects of the strategy interact with other State assistance programs?
[IF APPLICABLE] What was the process of integrating your initiative with other programs in your State?
 - a. [IF APPLICABLE] What was the process of integrating your initiative from your program with the State's eligibility system?
 - b. [IF APPLICABLE] What sort of initial coordination or ongoing communication occurs across agencies to ensure these multiprogram functions work properly?
5. Did you encounter any data security or privacy issues when developing or implementing these tools?
 - a. [IF APPLICABLE] How do you obtain consent to participate in these communication mechanisms from clients in the State?
6. Tell me about the uptake of these MCS tools among SNAP participants.
Probe: Have they been popular? Has this varied over time?
 - a. What types of advertising, marketing, or incentives have you used to promote these tools?
Probe: What has worked best to get the word out?

C. Functional Components of MCS

I want to learn a bit more about the specific MCS functions that are available in your State.

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 0584-0659. The time required to complete this information collection is estimated to average 1 hour 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 the following address: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 1320 Braddock Place Alexandria, VA 22314, ATTN: PRA (0584-0659). Do not return the completed form to this address.

1. How has your State's MCS evolved?

Probe: Has the list of functions available to participants changed throughout the testing period or implementation period? Did you decide to add or change any components or functions? What were the motivating factors?

2. What additional functionality would you like to add to the State's MCS? Why?

3. **[IF APPLICABLE]** Are there plans to add some or all of the above mentioned functionality to your State's MCS? If not, why or why not?

Probe: What barriers or challenges prevent you from implementing desired MCS functions?

4. Which partners did you work with to develop, test, or implement your MCS?

Probe: What were their roles? How did you identify the partners to work with?

5. What has worked well in these partnerships? What has not worked so well?

Probe: Would you do anything to improve these partnerships?

Probe: What other partners should be involved with the implementation of your MCS, if any?

D. Effect of MCS Implementation on State Operations

1. How, if at all, has implementing these strategies influenced the way your State conducts business?

Probe: Has implementing the strategies influenced staffing, workflow, and/or workload? Has the implementation influenced case management? Which areas were most affected?

Probe [IF APPLICABLE]: If your State has any view-only functions in place, what value do those have to your State?

2. How have these MCS influenced participants' experience with SNAP?

Probe: Are there specific aspects of being able to manage their cases that would have positive impacts on clients? Are there potentially negative impacts?

E. Evaluation and Monitoring (if applicable)

[SUMMARIZE EVALUATION RESULTS/ DATA FROM INTRODUCTORY CALL, IF APPLICABLE]

1. What actions have resulted from these takeaways?
2. What has been your progress toward meeting your original program goals?

F. Lessons Learned and Best Practices

1. [SHARE SCREEN AND SHOW STATE-SPECIFIC JOURNEY MAP] Thinking about all the MCS functions available in your State, what were some of the best practices and biggest successes during the implementation?

2. What were some of the challenges?
 - a. What strategies worked best to address these challenges?
3. Have there been any unintended consequences of implementing these communication strategies in your State?
4. If another State was considering implementing an MCS approach similar to yours, what advice would you give that State?

Probe: What types of infrastructure, stakeholder buy-in, and resources might a State that has not yet implemented an MCS need to plan and implement an approach like this? What do you wish you had known before starting this initiative?
5. How could FNS help support successful MCS development and implementation in other States?

Modernizing Channels of Communication With SNAP Participants: State MCS Staff and Administrators Interview Protocol

PURPOSE: *This protocol will be used to assess the experiences the staff responsible for running the MCS has had while implementing the tools and to understand the challenges and barriers to implementation. This will be 90-minute interview.*

As you know from our previous correspondence with you, we are conducting a research study to better understand States' use of mobile communication. We have done some initial research to get a preliminary understanding of your State's mobile communication strategies (MCS). For the purposes of this study, MCS include text messaging, mobile applications participants can download on a smartphone or tablet, and websites that are optimized for viewing on mobile devices. These findings will help FNS and States improve communication with clients and identify best practices that lead to improved program outcomes. The information we have reviewed so far has been collected from publicly available reports such as the SNAP State Options Report and your State's public-facing website [IF APPLICABLE: as well as the SNAP Process and Improvement Grant information]. We are talking with many people in States around the country, so I would like to audiorecord this conversation to help me remember who said what so I don't need to worry about taking notes. Only people working on this study will have access to the recordings.

As a reminder, your participation is completely voluntary (not required) and will not affect your job in any way. If you chose not to participate or chose not to answer any questions, you will not be affected in any way. The time required to complete this interview is estimated to average 90 minutes. The first step is to review the consent form together. [READ CONSENT FORM].

Do you agree to be interviewed? Can I record our discussion? [RECORD RESPONSE]

Just to confirm, now that we are recording- do you agree to be interviewed?

A. Recap Background on State's MCS Implementation

1. Please start by telling me about your role and any responsibilities related to the MCS.

Probe: How long have you been in this role?

First, I want to make sure we have an accurate understanding of the components and functions of the MCS in place in your State. [REFERENCE STATE-SPECIFIC SUMMARY OF PROGRAM AND SERVICES]

2. Does this sound accurate?

B. History and MCS Implementation Rollout

1. What were the primary funding sources for MCS in your State?

Probe: What in-kind resources or staff time did you devote toward this effort?

2. What was the goal or motivation for launching mobile communication?
Probe: Decreasing cost, increasing access, reducing wait times, going paperless, responding to funding opportunity?
Probe: Who led the initiative? Was there a champion?
3. Do any aspects of this (these) tool(s) interact with other State assistance programs?
 - a. [IF APPLICABLE] Is the administration of these various benefits coordinated? If so, who is responsible for coordination?
 - b. [IF APPLICABLE] What was the process of integrating your initiative with other programs in your State?
 - c. [IF APPLICABLE] What was the process of integrating the initiative from your program with the State's eligibility system?
 - d. [IF APPLICABLE] What sort of initial coordination or ongoing communication occurs across agencies to ensure these multiprogram functions work properly?
4. Did you encounter any data security or privacy issues when developing or implementing these tools?
 - a. [IF APPLICABLE] How do you obtain consent to participate in these communication mechanisms from clients in the State?
5. Tell me about the uptake of these mobile communication tools among SNAP participants.
Probe: Have they been popular? Has uptake varied over time?
 - a. What types of advertising, marketing, or incentives have you used to promote these tools?
Probe: What has worked best to get the word out?

C. Functional Components of Each MCS

I want to learn a bit more about the specific MCS functions that are available in your State. As a reminder, this depiction of your State's MCS is based on information available from public sources. Our preliminary review was last updated in [INSERT DATE]. We realize that each State has developed a unique approach for designing and implementing MCS.

[SHARE SCREEN AND SHOW STATE-SPECIFIC JOURNEY MAP HIGHLIGHTING AVAILABLE FUNCTIONS AND SUMMARIZE INFORMATION SHARED DURING INTRODUCTORY CALL]

1. Can you confirm that this list of available functions still accurate?
Probe: Is anything missing?
 - a. Does this (these) tool(s) facilitate interactive/two-way communications between participant and the State?
 - b. Which of these functions are the most commonly used?
 - c. Which ones have you had challenges with?

2. How has this (these) tool(s) evolved over time?

Probe: Has the list of functions available to participants changed throughout the testing period or implementation period? Did you decide to add or change any components or functions? What were the motivating factors?

3. What additional functionality would you like to add to the State's MCS? Why?

Probe: What barriers or challenges prevent you from implementing these currently?

D. Involvement of Community Partners

1. Were third-party vendors or other community partners involved? If so, how?

Probe: What were their roles?

2. Thinking about your relationships with these partners, what has worked well in these partnerships? What has not worked so well?

Probe: Would you do anything to improve these partnerships?

Probe: What other partners should be involved with the implementation of your MCS, if any?

E. Effect of MCS Implementation on State Operations

For our next set of questions, which are about the effects of these tools on [STATE] operations, we are hoping to learn about [case study site's name of text messaging platform/ mobile application platform, and/or mobile-optimized website] for the following topics.

1. How, if at all, has implementing this (these) tool(s) influenced the way your State conducts business?

Probe: Has implementation of this (these) tool(s) influenced staffing, workflow, client demand for face-to-face local offices, and/or workload? Has it influenced case management? Which areas were most affected?

Probe [IF APPLICABLE]: If your State has any view-only functions in place, what value do those have to your State?

2. How have this (these) tool(s) influenced participants' experience with SNAP?

Probe: Are there specific aspects of being able to manage their cases that would have positive impacts on clients? Are there potentially negative impacts?

3. What portion of case management activities can clients complete via their mobile devices?

F. Evaluation and Monitoring (if applicable)

1. Have you or any other stakeholders collected data or metrics about MCS usage?

Probe: Describe the data collection efforts (e.g., when, how often, from whom data are collected).

2. What were your main takeaways?
 - a. What actions have resulted from these takeaways?
 - b. What has been your progress toward meeting your original program goals?
3. Can you share any reports or metrics with us?

G. Lessons Learned and Best Practices

1. Thinking about your planning and implementation of these tools, what were some of the best practices and biggest successes?
2. What were some of the challenges that arose during the implementation?
 - a. What strategies worked best to address these challenges?
3. Have there been any unintended consequences of implementing these MCS in your State?
4. If another State was considering implementing an MCS approach similar to yours, what advice would you give that State?

Probe: What types of infrastructure, stakeholder buy-in, and resources might a State that has not yet implemented an MCS need to plan and implement an approach like this? What do you wish you had known before starting this initiative?
5. How could FNS help support successful MCS development and implementation in other States?

Modernizing Channels of Communication With SNAP Participants: Business Software Developers Interview Protocol

PURPOSE: This protocol will be used to collect critical information on each State's MCS from business software developers/IT staff, including the history and timeline of the project's rollout, the scope and goal of the project, and the functional components of the app. Participants will share insight into the integration of the project into existing State systems and the challenges and lessons learned during implementation. They will also share relevant administrative data on how they have evaluated their MCS implementation. If applicable, the study team will work with State SNAP agency staff to connect with the third-party software developers responsible for designing and programming the State's apps. This will be a 60-minute interview.

Thank you for your willingness to speak with us. My name is [NAME], and I am from a company called Insight Policy Research. In collaboration with the sponsor of this data collection U.S. Department of Agriculture's Food and Nutrition Service, we are conducting a research study to better understand States' use of mobile communication strategies, or MCS. For the purposes of this study, MCS include text messaging, mobile applications participants can download on a smartphone or tablet, and websites that are optimized for viewing on mobile devices. During today's discussion, we would like to update what we know about your State's MCS and learn more about your experiences, best practices, and lessons learned.

We are talking with many people in States around the country, so I would like to audiorecord this conversation to help me remember who said what so I don't need to worry about taking notes. Only people working on this study will have access to the recordings.

As a reminder, your participation is completely voluntary (not required) and will not affect your job in any way. If you chose not to participate or chose not to answer any questions, you will not be affected in any way. The time required to complete this interview is estimated to average 1 hour.

The first step is to review the consent form together. [READ CONSENT FORM].

Do you agree to be interviewed? Can I record our discussion? [RECORD RESPONSE]

Just to confirm, now that we are recording- do you agree to be interviewed?

A. Recap Background on State's MCS Implementation

1. Please start by telling me about your responsibilities related to mobile communication and experience with your State's MCS development and implementation.

Probe: How long have you been in this role?

B. History and MCS Implementation Rollout

1. Tell me about the planning and preparations for developing the MCS in the State.
 - a. How long did the planning and development process take? Do you use in-house developers?

- b. What challenges did you encounter during the development phase?
 - c. How, if at all, did you test the tools before launching them?
 - d. How many staff were involved?
2. [SHARE SCREEN AND SHOW JOURNEY MAP] How did you generate the list of functions to include?
- Probe:** Based on SNAP participant input? Staff requests? Best practices from other States? Limited resources?
3. How did you plan for potential data security or privacy issues when developing or implementing these tools?
- a. [IF APPLICABLE] How do you obtain consent to participate in these communication mechanisms from clients in the State (e.g., electronic signature of terms and conditions)?
4. Tell me about the uptake of these mobile communication tools among SNAP participants.
- Probe:** Has the MCS been popular among participants? Has this varied over time?

C. Functional Components of Each MCS

I want to learn a bit more about the specific MCS functions that are available in your State.

- 1. To the best of your knowledge, what functions do clients typically use on the mobile app?
Probe [IF APPLICABLE]: What types of documents do they submit through each platform?
- 2. How have your State's MCS and the features of different components evolved?
Probe: Has the list of functions available to participants changed throughout the testing period or implementation period? Did you decide to add or change any components or functions? What were the motivating factors?

D. Involvement of Community Partners (if applicable)

- 1. Were third-party vendors and/or other community partners involved in any phases of MCS development, testing, or ongoing improvements? If so, how?
Probe: What were their roles?

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 0584-0659. The time required to complete this information collection is estimated to average 1 hour 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 the following address: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 1320 Braddock Place Alexandria, VA 22314, ATTN: PRA (0584-0659). Do not return the completed form to this address.

2. What has worked well in these partnerships? What has not worked so well?

Probe: Would you do anything to improve these partnerships?

Probe: What other partners should be involved with the implementation of your MCS, if any?

E. Marketing Strategies and Business Model

Now we want to learn a bit more about the licensing and marketing surrounding the app.

1. Do you create similar apps for other State or county SNAP agencies? Do you create similar apps for other programs (not SNAP)?
2. How do those agencies see the market for this type of software changing?
3. If you are willing to share the information, we would like to learn more about how you license each of your products.

Probe: What is your licensing structure?

F. Development of Software and Logistics

Now we want to learn a bit more about data storage, security, and suggestions for improvement.

1. Where do the data for [MOBILE APP OR TEXT MESSAGING] live?

Probe: Are the data in a cloud environment, or does the app interact directly with the State's servers?

Probe [IF APPLICABLE]: If the former, how (and how frequently) are data transferred from the cloud to the State eligibility system/State servers? If the latter, what was required to establish that arrangement?

2. What improvements do you have planned for the platform(s)?

Probe: App appearance, functionality, usability, processing, etc.?

3. What challenges did you encounter navigating data security requirements with this State?

4. What do you think SNAP agencies/FNS should do to improve access to account information for SNAP participants?

Probe: What are the things States/FNS are doing that get in the way of their apps' functionality?

G. Evaluation and Monitoring (if applicable)

[SUMMARIZE EVALUATION RESULTS/ DATA FROM INTRODUCTORY CALL, IF APPLICABLE]

1. What actions have resulted from these takeaways?
2. What has been your progress toward meeting your original program goals?

H. Lessons Learned and Best Practices

1. What were some of the challenges that arose during testing and implementation?
 - a. What strategies worked best to address these challenges?
2. Have there been any unintended consequences of implementing these MCS in your State?
3. If another State was considering implementing an MCS approach similar to yours, what advice would you give that State?

Probe: What types of infrastructure, stakeholder buy-in, and resources might a State that has not yet implemented an MCS need to plan and implement an approach like this? What do you wish you had known before starting this initiative?
4. How could FNS help support successful MCS development and implementation in other States?

Modernizing Channels of Communication With SNAP Participants: Local Office Frontline Staff Group Interview Protocol

PURPOSE: This protocol will be used to speak to frontline staff (e.g., case workers, greeters) at a local office about their awareness of and perspectives on MCS. The site visit team will also assess what training, if any, these staff have had on MCS implementation and the impact it has had on their workload. Finally, the team will assess high-level feedback staff have heard about MCS implementation from their clients, including perceived benefits and challenges. Insight will use a group interview format with three to six staff members to make the most efficient use of the team's time at the local office and ensure access to a diversity of perspectives. This will be a 60-minute interview.

Thank you for your willingness to speak with us. My name is [NAME], and I am from a company called Insight Policy Research. Insight is a research firm hired to talk to you and other stakeholders about the mobile communication strategies—or MCS—in [STATE]. For the purposes of this study, MCS include text messaging, mobile applications participants can download on a smartphone or tablet, and websites that are optimized for viewing on mobile devices. In collaboration with the sponsor of this data collection U.S. Department of Agriculture's Food and Nutrition Service, we are conducting a research study to better understand States' use of mobile communication. During today's discussion, we would like to update what we know about your State's MCS and learn more about your experiences, best practices, and lessons learned.

We are talking with many people in States around the country, so I would like to audiorecord this conversation to help me remember who said what so I don't need to worry about taking notes. Only people working on this study will have access to the recordings.

As a reminder, your participation is completely voluntary (not required) and will not affect your job in any way. If you chose not to participate or chose not to answer any questions, you will not be affected in any way.

The first step is to review the consent form together. [READ CONSENT FORM].

Do you agree to be interviewed? Can I record our discussion? [RECORD RESPONSE]

Just to confirm, now that we are recording- do you agree to be interviewed?

A. Recap Background on State's MCS Implementation

1. Please start by telling me about your responsibilities related to mobile communication in the [LOCAL SNAP OFFICE] and experience with your State's MCS development and implementation of text messaging, mobile applications SNAP participants can download on a smartphone or tablet, and websites that are optimized.

Probe: How long have you been in this role?

B. History and MCS Implementation Rollout

1. Tell me about the uptake of these mobile communication tools among SNAP participants.

Probe: How popular are these tools among SNAP participants? Are they used often?

Probe: Has the MCS been popular among participants? Has uptake varied over time?

2. How did you find out about these tools?

Probe: Did you receive official notification? If so, from whom? Did you receive training?

3. What are some of the reasons you think SNAP participants may be hesitant to use a mobile device for SNAP-related activities?

Probe: Are there data security concerns related to data plans or available memory/storage on your phone, slow access to internet in certain areas, limited coverage?

4. [IF APPLICABLE] Have you heard of any concerns SNAP participants have expressed related to data security or privacy issues when using their mobile phone for SNAP-related activities?

C. Functional Components of Each MCS

I want to learn a bit more about the specific MCS functions that are available to SNAP participants in your area.

As a reminder, this depiction of your State's MCS is based on information available from public sources. Our preliminary review was last updated in [INSERT DATE]. [SHARE SCREEN AND SHOW STATE-SPECIFIC JOURNEY MAP HIGHLIGHTING AVAILABLE FUNCTIONS]

1. Can you confirm that this list of available functions is accurate?

Probe [IF APPLICABLE]: What level of functionality does the app provide? Can clients only view information about their cases (view-only), or are they also able to upload documents, initiate changes, or submit recertification applications?

Probe: Is anything missing from this list?

2. How has your State's MCS and the features of different components evolved?

Probe: Has the list of functions available to participants changed?

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 0584-0659. The time required to complete this information collection is estimated to average 1 hour 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 the following address: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 1320 Braddock Place Alexandria, VA 22314, ATTN: PRA (0584-0659). Do not return the completed form to this address.

D. Effect of MCS Implementation on State Operations

1. How, if at all, has implementing these strategies influenced the way your local office conducts business?

Probe: Has implementing the strategies influenced staffing, workflow, and/or workload? Has implementation influenced case management? Which areas were most affected?

Probe [IF APPLICABLE]: If your State has any view-only functions in place, what value do those have to your State?

2. What portion of case management activities do you think clients can complete via their mobile devices?

Probe: For example, was the processing of new applications, or the process for recertifying, conducting quality control, or other clerical activities, affected by SNAP participants using the MCS? If so, how?

3. How have these MCS influenced participants' experience with SNAP?

Probe: Are there specific aspects of being able to manage their cases that would have positive impacts on clients? Are there potentially negative impacts?

4. Which areas of SNAP operations (within the local office) has MCS most greatly affected? Have the impacts varied over time?

E. Ease of Use: Text Messaging (if applicable)

Now I want to learn more about your opinions on how easy it is for SNAP participants to use the text messaging component, based on your experience working with SNAP participants.

1. What types of messages or notifications do SNAP participants receive from the SNAP office?

Probe: What are the messages about?

- a. How easy do you think it is to understand the text messages?
- b. What, if anything, do SNAP participants say is confusing or unclear about the text messages? What could be done to improve them?

2. What, if anything, is missing from the text messages?

Probe: Is there anything SNAP participants say they would change about the text messaging service?

3. [FOR STATES WITH NO TEXT MESSAGING CAPABILITIES:] Based on our understanding, there is no text messaging option available for communication between SNAP participants and the State; however, do you or any other groups (outside of the State) use mobile communications (e.g., text messaging) to communicate with clients?

F. Ease of Use: Mobile App (if applicable)

Now I want to learn more about your opinions on how easy it is for SNAP participants to use the mobile app, based on your experience working with SNAP participants.

1. To the best of your knowledge, what functions do clients typically use on the mobile app?

Probe [IF APPLICABLE]: What types of documents do they submit through each platform?

2. How easy is the mobile app for clients to use?

Probe: How helpful are the features of the app?

3. Is the mobile app content well organized?

Probe: Does the ordering or display of the app pages make sense?

4. What functions are missing from the mobile app?

5. What, if anything, do SNAP participants find to be confusing or unclear about the app? What could be done to improve it?

Probe: Is there anything SNAP participants say they would change about the app?

6. What types of messages or notifications do SNAP participants receive from the SNAP office via the mobile app? What are they about?

Probe: What is the content of the messages?

7. [FOR STATES WITH NO MOBILE APP:] Based on our understanding, there is no SNAP mobile app sponsored by the State; however, do you or any other groups (outside of the State) use mobile apps to communicate with SNAP clients?

G. Ease of Use: Mobile-Optimized Website

1. What have you heard from participants, if anything, about using the SNAP website on their mobile phones?
2. What challenges and/or benefits have SNAP participants identified about the website?

H. Lessons Learned and Best Practices

1. What were some of the challenges that arose during the implementation?
 - a. What strategies worked best to address these challenges?
2. Have there been any unintended consequences of implementing these communication strategies in your State?

3. If another State was considering implementing an MCS approach similar to yours, what advice would you give that State?

Probe: What types of infrastructure, stakeholder buy-in, and resources might a State without an MCS need to plan and implement an approach like this? What do you wish you had known before starting this initiative?

4. How could FNS help support successful MCS development and implementation in other States?

Modernizing Channels of Communication With SNAP Participants: Business Not-For-Profit Community Partners Interview Protocol

PURPOSE: *This protocol will be used to assess the role other stakeholders and community partners played in the development, testing, and promotion of the MCS. Through their secondhand experiences, the stakeholders and community partners will provide critical information about the challenges and successes of the MCS for SNAP participants. This will be a 60-minute interview.*

Thank you for your willingness to speak with us. My name is [NAME], and I am from a company called Insight Policy Research. Insight is a research firm hired to talk to you and other stakeholders about the mobile communication strategies—or MCS—in [STATE]. For the purposes of this study, MCS include text messaging, mobile applications participants can download on a smartphone or tablet, and websites that are optimized for viewing on mobile devices. In collaboration with the sponsor of this data collection U.S. Department of Agriculture’s Food and Nutrition Service, we are conducting a research study to better understand States’ use of mobile communication. During today’s discussion, we want to update what we know about your State’s MCS and learn more about your experiences, best practices, and lessons learned. Your State SNAP office noted the important role your organization played in the implementation of the MCS, which is why we are talking with you today.

We are talking with many people in States around the country, so I would like to audiorecord this conversation to help me remember who said what so I don’t need to worry about taking notes. Only people working on this study will have access to the recordings.

As a reminder, your participation is completely voluntary (not required) and will not affect your job in any way. If you chose not to participate or chose not to answer any questions, you will not be affected in any way. The time required to complete this interview is estimated to average 1 hour.

The first step is to review the consent form together. [READ CONSENT FORM].

Do you agree to be interviewed? Can I record our discussion? [RECORD RESPONSE]

Just to confirm, now that we are recording- do you agree to be interviewed?

A. Recap Background on State’s MCS Implementation

1. Please start by introducing yourself and telling me about the mission of your organization in relation to the SNAP MCS.

Probe: How long have you been in this role at the organization?

2. Tell me about how your clients use [INSERT NAME OF MCS].

B. History and MCS Implementation Rollout

1. Tell me about the history of MCS in your State.

Probe: Who led the initiative? Was there a champion?

2. Based on your experience working with SNAP participants, tell me about the uptake of these mobile communication tools among SNAP participants.

Probe: Has the MCS been popular among participants? Has this varied over time?

3. How, if at all, does the State's MCS align with other State priorities, programs, or tools?

Probe: Do any aspects of the strategy interact with other State assistance programs?

4. What plans do you have for the future?

Probe: Are there future functions you hope to include on each of the platforms? What barriers or challenges prevent you from implementing these currently?

C. Involvement of Community Partners

1. What was your organization's role in the development, testing, outreach, marketing, implementation, or evaluation of the State's MCS?
2. What has worked well in this partnership with the State? What has not worked so well?

Probe: Would you do anything to improve this partnership?

Probe: What other partners should be involved with the implementation of your MCS, if any?

D. Functional Components of Each MCS

I want to learn a bit more about the specific MCS functions that are available to SNAP participants in your area. As a reminder, this depiction of your State's MCS is based on information available from public sources. Our preliminary review was last updated in [INSERT DATE].

[SHARE SCREEN AND SHOW STATE-SPECIFIC JOURNEY MAP HIGHLIGHTING AVAILABLE FUNCTIONS]

1. Can you confirm that this list of available functions is accurate?

Probe [IF APPLICABLE]: What level of functionality does the app provide? Can clients only view information about their cases (view-only), or are they also able to upload documents, report changes, or submit recertification applications?

Probe: Is anything missing from this list?

2. How have your State's MCS and the features of different components evolved?

Probe: Has the list of functions available to participants changed?

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3. [IF APPLICABLE] How have your State's MCS and the features of different components evolved?

Probe: Has the list of functions available to participants changed throughout the testing period or implementation period? Did you decide to add or change any components or functions? What were the motivating factors?

4. What functions would you like to see added to the MCS?
5. What are the current limitations of the app?

E. Ease of Use: Text Messaging

Now I want to learn more about your opinions on how easy it is for SNAP participants to use the text messaging component, based on your experience working with SNAP participants.

1. [FOR STATES WITH NO TEXT MESSAGING CAPABILITIES:] Based on our understanding, there is no text messaging option available for communication between SNAP participants and the State; however, do you or any other groups (outside of the State) use mobile communications (e.g., text messaging) to communicate with clients?

[ASK THE REMAINDER OF QUESTIONS IN THIS SECTION IF TEXT MESSAGING IS AVAILABLE FOR SNAP-RELATED ACTIVITIES]

2. What types of messages or notifications do SNAP participants receive from the SNAP office?

Probe: What are the messages about?

- a. How easy is it to understand the text messages?
- b. What, if anything, do SNAP participants find to be confusing or unclear about the text messages? What could be done to improve it?

3. What, if anything, is missing from the text messages?

Probe: Is there anything SNAP participants say they would change about the text messaging service?

F. Ease of Use: Mobile App (if applicable)

Now I want to learn more about your opinions on how easy it is for SNAP participants to use the mobile app, based on your experience working with SNAP participants.

1. [FOR STATES WITH NO STATE-SPONSORED MOBILE APP:] Based on our understanding, there is no SNAP mobile app sponsored by the State; however, do you or any other groups (outside of the State) use mobile apps to communicate with SNAP clients?

2. To the best of your knowledge, what functions do clients typically use on the mobile app?

Probe: What types of documents do they submit through each platform?

3. How easy is the mobile app to use?
Probe: How helpful are the features of the app?
4. Is the mobile app content well organized?
Probe: Does the ordering or display of the app pages make sense?
5. What functions are missing from the mobile app?
Probe: Is there anything SNAP participants say they would change about the text messaging service?
6. What, if anything, do SNAP participants find to be confusing or unclear about the app? What could be done to improve it?
7. What types of messages or notifications do SNAP participants receive from the SNAP office via the mobile app? What are they about?
Probe: What is the content of the messages?

G. Lessons Learned and Best Practices

1. What were some of the challenges that arose during the testing and implementation?
 - a. What strategies worked best to address these challenges?
2. Have there been any unintended consequences of implementing these communication strategies in your State?
3. If another State was considering implementing an MCS approach similar to yours, what advice would you give that State?
Probe: What types of infrastructure, stakeholder buy-in, and resources might a State without an MCS need to plan and implement an approach like this? What do you wish you had known before starting this initiative?
4. What additional support or resources would be helpful from the State SNAP office?

Modernizing Channels of Communication With SNAP Participants: Consent Form for Virtual Stakeholder Interviewees (60 Minutes)

PURPOSE: *This form will be used to document each participant's consent to participate in the interviews and be recorded. Insight will review this form with participants at the start of interview and obtain either an electronic signature or verbal consent.*

You have been selected to participate in a research study being conducted by the U.S. Department of Agriculture's (USDA) Food and Nutrition Service (FNS). The purpose of this study is to highlight best practices and lessons learned from various mobile communication strategies tested in State SNAP agencies through case studies.

If you agree to participate, here are some things you should know:

- ▶ Your participation is completely voluntary (not required) and will not affect your job in any way.
- ▶ Your name will never be used in any reports about this interview.
- ▶ All information collected during this study will be kept private, and your responses will not be identified individually in any way; except as required by law.
- ▶ With your permission, the discussion will be audio- and/or video-recorded. We are talking with SNAP staff and partners across five States, so this will help us keep track of and accurately report who said what. We will not share the recording with anyone outside the research team, and we will destroy the recording when the study is over.
- ▶ Your input will help FNS and States improve communication with clients and identify best practices that lead to improved program outcomes. This information is particularly important today because advances in mobile apps and mobile-enabled websites can help States streamline their operations while improving communication with SNAP participants.
- ▶ You may choose not to answer any questions. You may also leave the discussion at any time. You will not be affected in any way if you stop the discussion or decide not to answer a question.
- ▶ The discussion will last 60 minutes.

Contact Information: USDA/FNS has authorized Insight Policy Research to conduct this study. If you have any concerns about your participation in this discussion or have any questions about the study, please contact the Project Officer, Andrew Burns, at andrew.burns@usda.gov or 703.305.1091.

Certification: By verbally agreeing to participate, you are certifying that we have reviewed this agreement. [FACILITATOR OBTAIN VERBAL CONSENT PER INTERVIEW PROTOCOL]

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 0584-0659. The time required to complete this information collection is estimated to average 3 minutes 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 the following address: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 1320 Braddock Place Alexandria, VA 2231, ATTN: PRA (0584-0659). Do not return the completed form to this address.

Modernizing Channels of Communication With SNAP Participants: Consent Form for Virtual Focus Group with SNAP Participants

PURPOSE: *This form will be used to document each participant's consent to participate in the virtual focus group and be recorded. Insight will review this form with participants at the start of the focus group and obtain their verbal consent.*

You have been selected to participate in a research study being conducted by the U.S. Department of Agriculture's (USDA) Food and Nutrition Service (FNS). The purpose of this study is to highlight best practices and lessons learned from various mobile communication strategies tested in State SNAP agencies through case studies.

If you agree to participate, here are some things you should know:

- ▶ Your participation is completely voluntary (not required) and will not affect your SNAP benefits in any way.
- ▶ Your name will never be used in any reports about this focus group.
- ▶ All information collected during this study will be kept private, and your responses will not be identified individually in any way; except as required by law.
- ▶ With your permission, the discussion will be audio- and/or video-recorded. We are talking with SNAP participants from many States, so this will help us keep track of and accurately report who said what. We will not share the recording with anyone outside the research team, and we will destroy the recording when the study is over.
- ▶ Your input will help FNS and States improve communication with clients and identify best practices that lead to improved program outcomes. This information is particularly important today because advances in mobile communications can help States streamline their operations while improving communication with SNAP participants.
- ▶ You may choose not to answer any questions. You may also leave the discussion at any time. You will not be affected in any way if you stop the discussion or decide not to answer a question.
- ▶ The discussion leader will answer any questions you have about the discussion.
- ▶ The focus group will take about 90 minutes. It will include questions about how you use mobile communications (for example, the SNAP website or an app on your phone), suggestions for improvement, how satisfied you are with the features of your State's mobile communication strategy, and the ways mobile communications have changed your SNAP application and benefit management experience.
- ▶ You will receive a \$45 Mastercard, Visa, American Express or Discover gift card at the end of the focus group as a token of appreciation.

Contact Information: USDA/FNS has authorized Insight Policy Research to conduct this study. If you have any concerns about your participation in this discussion or have any questions about the study, please contact the Project Officer, Andrew Burns, at andrew.burns@usda.gov or 703.305.1091.

Certification: By verbally agreeing to participate, you are certifying that we have reviewed this agreement. [FACILITATOR OBTAIN VERBAL CONSENT PER FOCUS GROUP PROTOCOL]

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 0584-0659. The time required to complete this information collection is estimated to average 3 minutes 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 the following address: U.S. Department of Agriculture, Food and Nutrition Services, Office of Policy Support, 1320 Braddock Place Alexandria, VA 2231, ATTN: PRA (0584-0659). Do not return the completed form to this address.

FEATURE 1:

1. Tell me about your experience with [FEATURE 1].
 - a. **Probe:** What do you like about it? What would you improve about it?
 - b. **Probe:** Are there any parts you find to be confusing or unclear?

FEATURE 2:

2. Tell me about your experience with [FEATURE 2].
 - a. **Probe:** What do you like about it? What would you improve about it?
 - b. **Probe:** Are there any parts you find to be confusing or unclear? What could improve it?

FEATURE 3 [IF TIME PERMITS]:

3. Tell me about your experience with [FEATURE 3].
 - a. **Probe:** What do you like about it? What would you improve about it?
 - b. **Probe:** Are there any parts you find to be confusing or unclear? What could improve it?

Now that we've talked about some specific features of the app, I'd like to ask about the app overall.

4. Is there anything you would change about the app that we haven't already discussed?
 - a. **Probe:** Information you receive, functions, font size, graphics, FAQs, customer support
5. In general, if there are any parts of the app that works particularly well for you?
 - a. **Probe:** What features do you find the *most* helpful? Why?
6. Overall, how helpful is the app in helping you manage your SNAP benefits? In helping to update your SNAP account?
7. Before we move on to our next set of questions, do you know of any other apps in your State that are related to SNAP or similar services?

A. Functionality of Mobile-Optimized Website (if applicable)

[ONLY FOR STATES WITH A MOBILE-OPTIMIZED WEBSITE]

Now I want to ask about accessing the SNAP website on your phone.

8. [LAUNCH POLL #9] Using this poll, please check whether you have accessed the SNAP website on a mobile device like your phone or tablet, not just from a computer.
9. Did you have to do anything prior to logging into the website? If so, please describe the process of how you accessed the website and first logged in?

Probe: What made you (or someone in your family) decide to use the website on your phone?

Probe: Was there a user agreement or consent prior to accessing the website?

10. How did you find out about [INSERT THE NAME OF THE MOBILE-OPTIMIZED WEBSITE]?

11. How often do you use the website ON YOUR PHONE?

Probe: How many times per day, per week, per year?

12. What are all the things you have done on the website via your phone? [WRITE LIST OF TOPICS ON VIRTUAL WHITEBOARD – AS THEY LIST THEM CONFIRM THEY ARE REFERRING TO WEBSITE AND NOT THE MOBILE APP]

[READ EACH ITEM OFF THE WHITEBOARD AND HAVE PARTICIPANTS RAISE THEIR HAND IF THEY HAVE DONE IT]

[CHOOSE THE 3 MOST COMMON FEATURES/TASKS TO PROBE ON]

FEATURE 1:

13. Tell me about your experience with [FEATURE 1].

a. **Probe:** What do you like about it? What would you improve about it?

b. **Probe:** Are there any parts you find to be confusing or unclear? What could improve it?

FEATURE 2:

14. Tell me about your experience with [FEATURE 2].

a. **Probe:** What do you like about it? What would you improve about it?

b. **Probe:** Are there any parts you find to be confusing or unclear? What could improve it?

FEATURE 3 [IF TIME PERMITS]:

15. Tell me about your experience with [FEATURE 3].

a. **Probe:** What do you like about it? What would you improve about it?

b. **Probe:** Are there any parts you find to be confusing or unclear? What could improve it?

16. Overall, how helpful is the mobile website in helping you manage your SNAP benefits? In helping to update your SNAP account from your phone?

17. Are there any parts of the website that works particularly well for you? Especially as it relates to accessing it from your phone or tablet?

a. **Probe:** What features do you find the *most* helpful? Why?

B. Feedback and Suggestions

To wrap up, we have a few final questions about how satisfied you are with the tools your State has developed for communicating with you about SNAP via your phone or tablet and any recommendations you have for improvement.

18. Overall, what is going well when using your device for SNAP-related activities?

19. What needs improvement?
20. How likely would you be to recommend any of the above-mentioned tools to other SNAP participants or applicants?
21. What are some of the ways these tools have made your life easier?
22. Are there any ways they made them more difficult? In general, what more could your State be doing for SNAP participants?
23. [LAUNCH POLL #10] Let's now think about all the functions you wish were available in your State whether through an app on your phone, text messaging, or a mobile-friendly website. This is the same list you were presented with before, these are the functions available in other States – some of them are available in your State too. Regardless of whether or not they are available in your State, please take a minute to review this list and mark up to five functions you like or wish your State had. We are going to do this in two polls because of the number of options.
24. [LAUNCH POLL #11] For this last poll please select up to five again. You don't have to select five, just please do not select more than that.
25. Do you have any other thoughts or comments about [STATE'S MCS AND/OR MCS FUNCTIONS]?

Those are all the questions I have for you today. Thank you for taking the time to participate. We'll be sending each of you an electronic gift card to the email address you used to register for this discussion. Thank you again!

Modernizing Channels of Communication With SNAP Participants: SNAP Participants Focus Group Eligibility Screener

PURPOSE: This screener will be used by State SNAP office staff or 20|20 Research to assess potential participants' eligibility for the MCS user focus groups. Potential participants will be called using a list provided by the State or will be invited to call a telephone number to see whether they are eligible to participate in one of the focus groups in their areas. A member of the 20|20 team will answer the telephone (or return the potential participant's call the next business day if after hours) and administer the eligibility screener. After administering the screener over the phone, 20|20 will confirm and recruit eligible participants into the designated focus group. The team from 20|20 will enter all responses into an electronic tracker. Ineligible participants will be thanked for their interest and told they are not eligible to participate.

A. Eligibility Screener Telephone Script for Returning Call

Hello, my name is [NAME] and I'm calling on behalf of [STATE SNAP OFFICE] to see if you are eligible to participate in a virtual focus group discussion about SNAP's mobile services such as text messaging, mobile applications that you can download on your phone or tablet, and websites that can be viewed easily and conveniently on your phone or tablet.

The focus group will be 90 minutes long and held virtually on [DATE] at [TIME]. You will receive a \$45 Visa/Mastercard/Discover/Amex card for participating in the focus group discussion. There are a few questions we need to ask to determine if you are eligible to participate in the focus group. Are you interested and willing to participate in the screener? It should take less than 10 minutes.

IF YES: Thank you. I have just a few questions to ask you to see if you are eligible to participate. As a reminder, your participation is completely voluntary (not required) and will not affect your SNAP benefits in any way.

[GO TO SCREENER]

IF NO: Thank you for your time.

B. Eligibility Screener Telephone Script for Receiving Call

Hello, my name is [NAME] from 20|20 Research on behalf of the [STATE SNAP OFFICE]. Thank you for your call today.

As you may know, this 90-minute focus group will be held virtually on [DATE] at [TIME] to discuss SNAP's mobile services. Mobile services include text messaging, mobile applications that you can download on your phone or tablet, and websites that can be viewed easily and conveniently on your phone or tablet. You will receive a \$45 Mastercard, Visa, American Express or Discover gift card for participating in the focus group discussion. There are a few questions we need to ask to determine if you are eligible to participate in the focus group. Are you interested and willing to participate in the screener? It should take less than 10 minutes.

IF YES: Thank you. I have just a few questions to ask you to see if you are eligible to participate. As a reminder, your participation is completely voluntary (not required) and will not affect your SNAP benefits in any way.

[GO TO SCREENER]

IF NO: Thank you for your time.

C. Eligibility Screener Questions

May I have your name please?

1. Do you currently receive SNAP benefits in [STATE]?
 - a. Yes [CONTINUE]
 - b. No [EXIT QUESTIONS]
2. Have you been receiving SNAP benefits in [STATE] for at least the last 6 months?
 - a. Yes [CONTINUE]
 - b. No [EXIT QUESTIONS]
3. Are you age 18 or older?
 - a. Yes [CONTINUE]
 - b. No [EXIT QUESTIONS]
4. For SNAP cases, there is usually one person in a family that applies for benefits, submits documents, and interacts with the SNAP agency. We call that person the “head of the household.” Are you the head of the household for your family?
 - a. Yes [CONTINUE]
 - b. No [CONTINUE]
5. Is English your primary language, or can you speak English fluently?
 - a. Yes [CONTINUE]
 - b. No [EXIT QUESTIONS]

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6. Do you have daily access to a device with a working webcam?
 - a. Yes, laptop/camera with webcam [CONTINUE]
 - b. Yes, tablet with camera [CONTINUE]
 - c. Yes, mobile device with camera [CONTINUE]
 - d. No device with camera [EXIT QUESTIONS]
7. Do you have daily access to high-speed internet access?
 - a. Yes [CONTINUE]
 - b. No [EXIT QUESTIONS]
8. [IF APPLICABLE] In the last 12 months, have you received text messages on your phone about your SNAP benefits?
 - a. Yes
 - b. No
9. [IF APPLICABLE] In the last 12 months, have you used [STATE'S SNAP APP] to perform SNAP-related activities (e.g., to apply for SNAP, check your benefit amount, read a notice about your case, to upload a verification document, check your application status, manage your case or SNAP benefits in another way)?
 - a. Yes
 - b. No
10. [IF APPLICABLE] In the last 12 months, have you used [STATE'S SNAP WEBSITE] on your phone to perform SNAP-related activities (e.g., to apply for SNAP or manage your case or SNAP benefits)?
 - a. Yes
 - b. No

[IF THE PERSON ANSWERS NO TO QUESTIONS 9, 10, AND 11, SKIP TO THE EXIT QUESTIONS]

11. Are you able to participate in a 90-minute virtual focus group on [DATE] at [TIME]?
 - a. Yes [(1) OBTAIN THE PARTICIPANT'S PHONE NUMBER. WE WILL CALL OR TEXT 1 DAY BEFORE THE FOCUS GROUP AS A REMINDER. (2) EXIT QUESTIONS]
 - b. No [EXIT QUESTIONS]
12. Do you have a physical, mental, sensory, or emotional disability that may impact your ability to sit and/or look at a screen for 90 minutes?
 - a. Yes
 - i. [IF YES, PLEASE DESCRIBE]
 - b. No

[EXIT QUESTIONS—IF INELIGIBLE]

[IF STILL TRYING TO RECRUIT ADDITIONAL PARTICIPANTS] Do you know of any other SNAP participants who have used their cell phone to interact with their SNAP case and would be interested in participating in this discussion? Would you be able to tell them about this focus group?

- a. Yes [CONTINUE]
- b. No [CONTINUE]

Thank you very much for your time today. Based on your responses, it sounds like you are ineligible to participate at this time. However, I'd be glad to call you back if our requirements change. Would you be willing to take a call or email from us in the future?

- a. Yes: What is your full name and the best number or email to reach you [MAKE NOTE OF CONTACT INFO]? Great, thank you again for calling. We will keep you in mind for future opportunities.
- b. No: Not a problem. Thank you again for your time.

Modernizing Channels of Communication With SNAP Participants: SNAP Participants Focus Group Demographic Questionnaire

PURPOSE: This demographic questionnaire will be administered prior to the focus group discussion. Participants will complete the questionnaire electronically through the virtual focus group platform.

1. How old are you?
 - ☐ 18 to 25
 - ☐ 26 to 35
 - ☐ 36 to 50
 - ☐ 51 to 64
 - ☐ 65+
2. What is your gender? _____
3. What is your current employment status?
 - ☐ Employed full time (35+ hours/week)
 - ☐ Employed part time (1 to 34 hours/week)
 - ☐ Not employed
4. What is your education level?
 - ☐ Grade school or some high school
 - ☐ High school graduate or GED
 - ☐ Some college, technical, or vocational school
 - ☐ Two-year degree
 - ☐ Four-year college degree or higher
5. Including you, how many people are currently in your SNAP household?
 - ☐ One person (just me)
 - ☐ 2–3 people
 - ☐ 4–6 people
 - ☐ 6 or more people _____

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6. Including you, how many people currently live or stay in your home? _____
7. About how many years have you been receiving SNAP benefits? _____
8. Where do you access the internet? (Select all that apply)
- ☐ Home
 - ☐ Work or school
 - ☐ Friend's or relative's house
 - ☐ Community location (e.g., library, community center, cafe)
 - ☐ Mobile device (e.g., phone)
 - ☐ Other (please specify _____)
9. What are the different devices you use to access the internet? (Select all that apply)
- ☐ Smartphone
 - ☐ Desktop or laptop
 - ☐ Tablet
 - ☐ E-reader
 - ☐ Smart watch
 - ☐ Smart TV
 - ☐ Other (please specify _____)
10. What are all the ways you pay for the internet on your phone or tablet?
- ☐ Unlimited monthly data plan
 - ☐ Limited monthly data plan
 - ☐ Pay-as-you-go data plan
 - ☐ Government-subsidized phone plan (e.g., a set amount of data is provided free, and any additional amount is paid for by phone holder)
 - ☐ Other (please specify _____)
 - ☐ Not applicable—I do not pay for the internet on my phone or tablet
11. How do you connect to the internet on your phone? (Select all that apply)
- ☐ Data plan
 - ☐ Wi-Fi connection
 - ☐ Other (please specify _____)