

APPENDIX G
ELECTRONIC SURVEY

SURVEY (SCREEN SHOTS)

1. Cover:

The screenshot shows the cover page of a survey titled "Performance Standards and Reporting for SNAP Modernization Initiatives". The page is for the "New Jersey State SNAP Office". It includes a header with the survey title and OMB No.: XXXX-XXXX, Expiration date: XX/XX/XXXX. The main content area features a placeholder for the FNS logo, the Mathematica Policy Research, Inc. logo, and buttons for "Exit" and "Start Survey". A public reporting burden notice is on the right.

Survey of SNAP Performance Measurement Activity

OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

Performance Standards and Reporting for
SNAP Modernization Initiatives

Survey of SNAP Performance Measurement Activity

FNS LOGO PLACEHOLDER

Mathematica
Policy Research, Inc.

New Jersey State SNAP Office

Exit Start Survey

Public reporting burden for this collection of information will vary by agency, but is estimated to be four hours, on average, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. 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 Services, Office of Research and Analysis, 3101 Park Center Drive, Room 1014, Alexandria, VA 22302, ATTN: PRA (0584-xxxx*). Do not return the completed form to this address.

2. Welcome:

The screenshot shows the welcome page of the survey. It includes a header with the survey title and OMB No.: XXXX-XXXX, Expiration date: XX/XX/XXXX. The main content area features a "Welcome Screen" section with a thank you message, a definition of modernization, a description of the survey, and instructions on how to navigate the survey. At the bottom, there are "Previous" and "Next" buttons.

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

Welcome Screen

Thank you for agreeing to participate in the USDA's Food and Nutrition Service (FNS) study on measuring and assessing Supplemental Nutrition Assistance Program (SNAP) modernization initiatives, conducted by Mathematica Policy Research.

The definition of modernization includes new technologies; organizational, procedural, and policy changes; and partnering and contracting with outside organizations to reduce administrative costs and increase program access. For this study, we are focusing on initiatives that fall into four categories: technology, administrative changes, policy changes, and application tracking.

This survey is the first stage of a broader effort intended to gather information about your [state's/local office's] performance measurement activities for each modernization initiative that your state has implemented. The information you provide will help FNS better understand how states and localities are measuring the performance of the various modernization initiatives.

After completing the survey, you will be asked to share 12 months of performance measurement data for each modernization initiative that your state has implemented. In addition, you will be contacted to schedule a follow-up telephone interview that will be tailored to your [state's/local office's] specific efforts.

The next screen will provide you with basic instructions on how to navigate this survey.

If you need to return to the instruction page at any time, you can do so by clicking on Survey Instructions from the Table of Contents page.

If you have additional questions about the study, please contact Laura Castner, the study director, by email at lcastner@mathematica-mpr.com or by phone at 202-484-3282. You can also contact Rosemarie Downer, the FNS Project Officer, by email at Rosemarie.Downer@fns.usda.gov or by phone at 703-305-2129.

Press "Next" below to move to the next screen.

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3.a. Survey Instructions (top)

The screenshot shows the top portion of a web browser window displaying the "Survey of SNAP Performance Measurement Activity" for the New Jersey State SNAP Office. The page title is "Survey Instructions". The OMB No. is XXXX-XXX and the Expiration date is XX/XX/XXXX. The main heading is "Survey Instructions". The text explains that the survey is structured to tailor questions to the state's activities and provides instructions on how to navigate through the survey, including a Table of Contents and a list of modernization initiatives. At the bottom, there are "Previous" and "Next" buttons.

Survey Instructions

The survey has been structured so that your answers to key questions will tailor the subsequent questions to your state's activities. If you skip a key question, you will receive a caution message and be given the opportunity to either return to the page to answer the question or move on to the next page. If you choose to move on, you can return to the page at a later time.

You will first be asked to identify the modernization initiatives that your state has implemented. Next, you will be asked to indicate whether American Recovery and Reinvestment Act funds have been used to support—in whole or in part—any of those identified initiatives. You will then be taken to a Table of Contents, which contains links allowing you to return to these instructions, the modernization initiatives questions, or the use of American Recovery and Reinvestment Act funds questions, and presents a list of all modernization initiatives.

You will notice that only those initiatives that you indicated have been implemented in your state will have an active link. All other initiatives will be grayed out. If, at a later date, you want to identify additional initiatives that have been implemented in your state, you can return to the Modernization Initiatives page via the Table of Contents and make the necessary change. You will then see that the initiative has an active link the next time you return to the Table of Contents.

For each of your state's modernization initiatives, you will be asked about its characteristics and functionality. Answers to these questions will create a customized list of performance measures, aggregate data, and data elements that you will be asked to indicate whether your state calculates or collects. And for each performance measure, aggregate data, and data element that your state does calculate or collect, you will be asked several follow-up questions.

You may answer the questions for each of the modernization initiatives in any order you choose. When you click on a modernization initiative, you will be taken to the beginning of the set of questions for that initiative. If you have already begun to answer questions for an initiative and are returning, you can select the link under the "First Unanswered" column. This will take you to the page with the first unanswered question for that initiative.

[Previous](#) [Next](#)

3.b. Survey Instructions (bottom)

The screenshot shows the bottom portion of the same web browser window. The main heading is "Survey Instructions". The text continues with instructions on how to navigate through the survey, including a Table of Contents and a list of modernization initiatives. It also provides information on how to submit the survey electronically, how to return to the instruction page, and how to print the instructions. At the bottom, there are "Previous" and "Next" buttons.

Survey Instructions

For each of your state's modernization initiatives, you will be asked about its characteristics and functionality. Answers to these questions will create a customized list of performance measures, aggregate data, and data elements that you will be asked to indicate whether your state calculates or collects. And for each performance measure, aggregate data, and data element that your state does calculate or collect, you will be asked several follow-up questions.

You may answer the questions for each of the modernization initiatives in any order you choose. When you click on a modernization initiative, you will be taken to the beginning of the set of questions for that initiative. If you have already begun to answer questions for an initiative and are returning, you can select the link under the "First Unanswered" column. This will take you to the page with the first unanswered question for that initiative.

You can also navigate using the "previous" and "next" page buttons.

If you do not know what a particular word on the screen means, use your mouse to hover over the word, and a definition will appear in a bubble above it.

At the end of the survey, there are instructions for submitting the survey electronically through the website from which you downloaded it or through email.

If you get stuck at any time, you can return to the instruction page by clicking on Survey Instructions from the Table of Contents page. Or, you can call [Name Mathematica Staff] at (XXX) XXX-XXXX.

Click on the print icon above to print out these instructions.

Press "Next" to continue on to the Modernization Initiatives questions.

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4. Modernization Initiatives Questions

Modernization Initiative Selection

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

MODERNIZATION INITIATIVES

Please indicate whether or not your state has implemented each of the modernization initiatives listed below.

Modernization Initiatives	Implemented	Not Implemented
1. Call Center	☒	☐
2. Online System	☒	☐
3. Document Imaging	☒	☐
4. Kiosks for Application Access and Submission	☒	☐
5. Partnering Arrangements	☒	☐
6. Waiver of Face to Face Interviews	☒	☐
7. Shortened Interview Process	☒	☐
8. Complete Expedited Applications Online	☒	☐

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5. ARRA Funds Questions

Use of ARRA Funds

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

USE OF AMERICAN RECOVERY AND REINVESTMENT ACT FUNDS

The American Recovery and Reinvestment Act (ARRA) provided funds to support states' SNAP administration in FY 2009 and FY 2010. It is possible that some portion of the funds may have been used by states or local offices to implement new modernization initiatives or continue existing initiatives.

Please identify whether ARRA funds were used to support—in whole or in part—any of the following modernization initiatives that you indicated your state has implemented.

Modernization Initiatives	Yes	No	Not Sure
1. Call Center	☒	☐	☐
2. Online System	☐	☐	☐
3. Document Imaging	☐	☐	☐
4. Kiosks for Application Access and Submission	☐	☐	☐
5. Partnering Arrangements	☐	☐	☐
6. Waiver of Face to Face Interviews	☐	☐	☐
7. Shortened Interview Process	☐	☐	☐
8. Complete Expedited Applications Online	☐	☐	☐

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6. Table of Contents

Table of Contents		OMB No.: XXXX-XXX Expiration date: XX/XX/XXXX
Survey of SNAP Performance Measurement Activity New Jersey State SNAP Office TABLE OF CONTENTS		
Welcome Page		
Survey Instructions		
Modernization Initiative Selection		
Use of American Recovery and Reinvestment Act Funds		
1. Call Center	Go To First Unanswered Question	
2. Online System		
3. Document Imaging		
4. Kiosks for Application Access and Submission		
5. Partnering Arrangements		
6. Waiver of Face To Face Interviews		
7. Shortened Interview Process		
8. Complete Expedited Applications Online		
9. Application Tracking		
A. Approvals	Go To First Unanswered Question	
B. Accuracy	Go To First Unanswered Question	
C. Application Receipt	Go To First Unanswered Question	
D. Denials	Go To First Unanswered Question	
E. Processing and Case Characteristics	Go To First Unanswered Question	
F. Processing Time	Go To First Unanswered Question	
Submit Survey		
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7.a. Characteristics and Functionality Questions(top)

Characteristics and Functionality

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

CHARACTERISTICS AND FUNCTIONALITY FOR SELECTED MODERNIZATION INITIATIVES

CALL CENTERS

You indicated that your state has implemented a call center as one of its modernization initiatives.

Please indicate whether any of the following call center characteristics and functionality apply to your state's call center.

Call Center Characteristics and Functionality	Yes	No
1. Does the call center operate:		
a. Statewide	☒	☐
b. Regionally	☒	☐
c. Other	☒	☐
2. Does your call center have:		
a. Change center	☒	☐
b. Telephone interviews	☒	☐
c. Telephone applications	☒	☐
d. Telephone screening	☒	☐
e. Computer phone system	☒	☐
i. Automated functions only (no agents)	☒	☐
ii. Transfer to agent function	☒	☐

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7.b. Characteristics and Functionality Questions (bottom)

Characteristics and Functionality

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ii. Transfer to agent function	☒	☐
iii. Accept change reporting	☒	☐
iv. Accept recertifications	☒	☐
3. Does the call center have the ability to:		
a) Conduct interviews at:		
i. Application	☒	☐
ii. Recertification interviews	☒	☐
b) Receive and/or process faxes:		
i. Receive	☒	☐
ii. Process	☒	☐
c) Receive and/or process applications:		
i. Receive	☒	☐
ii. Process	☒	☐
d) Receive and/or process Recertifications:		
i. Receive	☒	☐
ii. Process	☒	☐
e) Answer caller questions	☒	☐
f) Schedule appointments	☒	☐
g) Return client calls	☒	☐

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8.a. Performance Measures (top)

Performance Measure Selection

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Performance Measures By Modernization Initiative

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

CALL CENTER
Below is a list of specific measures that your state may be calculating in order to assess the performance of the call center.

Please indicate whether you calculate each of the performance measures.

And for those measures that you do calculate, please indicate how important it is in your state's efforts to assess its performance in implementing the call center.

At the bottom of the list, you will be able to add one or more performance measures that you calculate.

Call Center Performance Measures	Do you calculate this performance measure?			How important is this measure in your state's efforts to assess performance of the call center?			
	Yes	No	Not Sure	High	Medium	Low	Not Sure
Average Answer Speed	☐	☐	☐	☐	☐	☐	☐
Average Hold Time	☐	☐	☐	☐	☐	☐	☐
Percent Calls Abandoned	☐	☐	☐	☐	☐	☐	☐

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8.b. Performance Measures (bottom)

Performance Measure Selection

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Performance Measures By Modernization Initiative

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

CALL CENTER
Below is a list of specific measures that your state may be calculating in order to assess the performance of the call center.

Please indicate whether you calculate each of the performance measures.

And for those measures that you do calculate, please indicate how important it is in your state's efforts to assess its performance in implementing the call center.

At the bottom of the list, you will be able to add one or more performance measures that you calculate.

Call Center Performance Measures	Do you calculate this performance measure?			How important is this measure in your state's efforts to assess performance of the call center?			
	Yes	No	Not Sure	High	Medium	Low	Not Sure
Percent of Changes Processed	☐	☐	☐	☐	☐	☐	☐
Average Time to Process Change	☐	☐	☐	☐	☐	☐	☐
[**Type Here to Enter New Performance Measure]	☐	☐	☐	☐	☐	☐	☐

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9. Performance Measures Documentation

Performance Measures: Documentation

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Performance Measures: Documentation

OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

CALL CENTER

You have indicated that your state calculates the following performance measures for the call center:

Average Call Duration
Average Waiting Time (to Speak to Agent)
Average Calls Handled

1. Are there documents(s) available that describe how the performance measures for the call center are calculated? (e.g. codebook, technical specifications, program specifications, etc.)

Yes No Not Sure

2. If yes, please provide the title of the document(s).

[**Type Here to Answer Question]

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10. Performance Measures Goals

Section II.3 Performance Measures: Goals

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Performance Measures: Goals

OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

CALL CENTER

FNS has identified four key performance goals for SNAP—Program Access, Accuracy and Integrity, Efficiency, and Customer Service.

Which of the SNAP goals does each of the performance measures align with, if any?

Call Center Performance Measures	Program Access	Accuracy and Integrity	Efficiency	Customer Service	None
Average Call Duration	☐	☐	☐	☐	☐
Average Waiting Time (to Speak to Agent)	☐	☐	☐	☐	☐
Average Calls Handled	☐	☐	☐	☐	☐

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11. Detailed Questions for Each Performance Measure – Question 1

Performance Measures: Detailed Questions

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Detailed Questions for Each Performance Measure
Call Center: Average Call Duration

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

1. How is the performance measure calculated?

For example, a state that has implemented a call center and calculates "Percent Calls Abandoned" may use the following ratio to determine the percentage:

$$\frac{\text{Number of Calls Abandoned}}{\text{Total Number of Calls Received}}$$

In this example, the numerator is "Number of Calls Abandoned" and the denominator is "Total Number of Calls Received."

In addition, a state may exclude certain records from the calculation to ensure that performance is not distorted. For example, a state may exclude from the above calculation the number of calls that are abandoned before entering the queue for a call center agent.

A. Please describe how you determine what records are included in the numerator for this performance measure.	[**Type Here to Answer Question]
B. Please describe how you determine what records are included in the denominator for this performance measure.	[**Type Here to Answer Question]
C. Please identify the types of records that are excluded from the calculation of this performance measure.	[**Type Here to Answer Question]

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12. Detailed Questions for Each Performance Measure – Questions 2, 3, 4

Performance Measures: Detailed Questions

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Detailed Questions For Each Performance Measure
Call Center: Average Call Duration

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

2. What is the purpose for calculating the performance measure? To address its purpose, please describe those aspects of SNAP performance or efficiency that the measure is intended to gauge.

[**Type Here to Answer Question]

3. Design of the Measure

	Yes	No	Some Limitations	Not Sure
a) Does this measure, as currently designed, truly reflect the aspects of SNAP performance or efficiency that it is intended to capture?	☒	☒	☒	☒
b) If no or some limitations, please describe your response.	[**Type Here to Answer Question]			

4. Accuracy of the Data

	Yes	No	Not Sure
a) Are you satisfied with the accuracy of the data used to calculate the performance measure?	☒	☒	☒
b) If no or not sure, please describe your response	[**Type Here to Answer Question]		

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13. Detailed Questions for Each Performance Measure – Questions 5, 6, 7

Performance Measures: Detailed Questions

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Detailed Questions for Each Performance Measure

OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

Call Center: Average Call Duration

5. How frequently is the performance measure calculated? Please select all that apply.

Real Time	Daily	Weekly	Monthly	Quarterly	Annually	Not Sure
☐	☐	☐	☐	☐	☐	☐

6. Performance Standard Benchmark

	Yes	No	Not Sure
a) Is there a performance standard or benchmark associated with this performance measure?	☐	☐	☐
b) If yes, what is (are) the performance standard(s) or benchmark(s). [**Type Here to Answer Question]			

7. Performance Incentives

	Yes	No	Not Sure
a) Are there performance incentives--whether positive incentives or sanctions--associated with this measure?	☐	☐	☐
b) If yes, please describe the performance incentive(s). [**Type Here to Answer Question]			

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14. Aggregate Data by Modernization Initiatives

Aggregate Data Selection

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Aggregate Data by Modernization Initiatives

OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

CALL CENTER

Below is a list of aggregate data that your state may be calculating in order to assess the performance of the call center.

Please indicate whether you calculate each set of aggregate data.

And for those sets of aggregate data that you do calculate, please indicate how important it is in your state's efforts to assess its performance in implementing the call center.

At the bottom of the list, you will be able to add one or more sets of aggregate data that you calculate.

Call Center Aggregate Data	Do you calculate this set of aggregate data?			How important is this set of aggregate data in your state's efforts to assess performance of the call center?			
	Yes	No	Not Sure	High	Medium	Low	Not Sure
Number of Calls (in flow)	☐	☐	☐	☐	☐	☐	☐
Number of Calls Abandoned	☐	☐	☐	☐	☐	☐	☐
Number of Calls Queued	☐	☐	☐	☐	☐	☐	☐

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Aggregate Data: Documentation

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Aggregate Data: Documentation

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

CALL CENTER

You have indicated that your state calculates the following set of aggregate data for the call center:

Number of Calls (in flow)

1. Is (are) there documents(s) available that describe how the performance measures for the call center are calculated? (e.g. codebook, technical specifications, program specifications, etc.)specifications, etc.)

Yes

No

Not Sure

☐

☐

☐

2. If yes, please provide the title of the document(s).

[**Type Here to Answer Question]

Aggregate Data: Goals

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Aggregate Data: Goals

OMB No.: XXXX-XXX

Expiration date: XX/XX/XXXX

CALL CENTER

FNS has identified four key performance goals for SNAP—Program Access, Accuracy and Integrity, Efficiency, and Customer Service.

Which of the SNAP goals does each set of aggregate data align with, if any?

Call Center Aggregate Data	Program Access	Accuracy and Integrity	Efficiency	Customer Service	None
Number of Calls (in flow)	☐	☐	☐	☐	☐

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17. Aggregate Data: Detailed Questions 1, 2

Aggregate Data: Detailed Questions

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Detailed Questions for Each Set of Aggregate Data

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Call Center: Number of Calls (in flow)

1. How is this set of aggregate data calculated?

Aggregate data are counts of data elements, such as the number of observations. For example, a state that has implemented partnering arrangements and calculates "Number of Partners Providing Application Assistance" will count all the partners providing application assistance.

[**Type Here to Answer Question]

2. What is the purpose for calculating this set of aggregate data? To address the purpose, please describe those aspects of SNAP performance or efficiency that the aggregate data is intended to gauge.

[**Type Here to Answer Question]

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18. Aggregate Data: Detailed Questions 3, 4

Aggregate Data: Detailed Questions

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Detailed Questions for Each Set of Aggregate Data

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Call Center: Number of Calls (in flow)

3. Design of the Set of Aggregate Data

	Yes	No	Some Limitations	Not Sure
a) Does this set of aggregate data, as currently designed, truly reflect the aspects of SNAP performance or efficiency that it is intended to capture?	☒	☐	☐	☐
b) If no or some limitations, please describe your response.	[**Type Here to Answer Question]			

4. Accuracy of the Data

	Yes	No	Not Sure
a) Are you satisfied with the accuracy of the data?	☒	☐	☐
b) If no or not sure, please describe your response.	[**Type Here to Answer Question]		

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19. Aggregate Data: Detailed Questions 5, 6

Aggregate Data: Detailed Questions

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Detailed Questions for Each Set of Aggregate Data
Call Center: Number of Calls (in flow)

5. Details of where data are collected and the process of aggregating data

a) Please describe where the data are originally collected. That is, data could be collected at a local office, county office, a centralized location, online, over the phone, or some mix of these and other venues.
[**Type Here to Answer Question]

b) Please describe how the data are aggregated. That is, are data entered directly into a statewide database that can be accessed broadly? Or, are data collected and stored locally? And if stored locally, are details of the data made available or only summary report?
[**Type Here to Answer Question]

6. How frequently is the set of aggregate data calculated? Please select all that apply.

Real Time	Daily	Weekly	Monthly	Quarterly	Annually	Not Sure
☒	☒	☒	☒	☒	☒	☒

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20. Aggregate Data: Detailed Questions 7, 8

Aggregate Data: Detailed Questions

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

Detailed Questions for Each Set of Aggregate Data
Call Center: Number of Calls (in flow)

7. Performance Standard or Benchmark

	Yes	No	Not Sure
a) Is there a performance standard or benchmark associated with this set of aggregate data?	☒	☒	☒
b) If yes, what is (are) the performance standard(s) or benchmark(s)? [**Type Here to Answer Question]			

8. Performance Incentives

	Yes	No	Not Sure
a) Are there performance incentives--whether positive incentives or sanctions--associated with this set of aggregate data?	☒	☒	☒
b) If yes, please describe the performance incentive(s)? [**Type Here to Answer Question]			

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21. Data Element by Modernization Initiative

Data Element Selection



Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Data Element by Modernization Initiative

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

CALL CENTER

Below is a list of data elements that your state may be collecting that are associated with the call center.

Please indicate whether you calculate each of the data elements.

At the bottom of the list, you will be able to add one or more data elements that you collect.

Call Center Data Elements	Do you collect this data element?		
	Yes	No	Not Sure
Time to Answer	☐	☐	☐
Hold Time	☐	☐	☐
Call Duration	☐	☐	☐
Caller Type (e.g., client, authorized representative, etc.)	☐	☐	☐
Caller Action (e.g. case change, inquiry, etc)	☐	☐	☐

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22. Data Element Documentation

Data Element: Documentation



Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Data Element: Documentation

OMB No.: XXXX-XXX
Expiration date: XX/XX/XXXX

CALL CENTER

You have indicated that your state calculates the following data elements associated with the call center:

Time to Answer

1. Is (are) there documents(s) available that describe how the data elements that are associated with the call center? (e.g. codebook, technical specifications, program specifications, etc.)

Yes

No

Not Sure

☐

☐

☐

2. If yes, please provide the title of the document(s).

[**Type Here to Answer Question]

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23. Data Element Detailed Question

Data Element Detailed Question



Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Detailed Question for Each Data Element

OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

Call Center: Time to Answer

1. What is the purpose for collecting this data element?

A Data Element is a field in a database that stores an instance of an activity or characteristic and is the basis of aggregate data and performance measure calculations.

For example, a state that has implemented a call center may have the data element "Hold Time" that tracks this activity.

To address the purpose, please describe those aspects of SNAP performance or efficiency that the data element is intended to capture.
[**Type Here to Answer Question]

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24. End of Survey

End of Section

OMB No.: XXXX-XXXX
Expiration date: XX/XX/XXXX

Congratulations. You have reached the end of the questions related to your state's implementation of Call Center.

Based on your responses, there are one or more key unanswered questions related to Call Center.

☒ I would like to return to the beginning of the Call Center questions to review all my responses.

☐ I would like to return to my first unanswered Call Center question.

☐ I am satisfied with my answers and would like to return to the Table of Contents.

Ok

End of Survey

Congratulations!

You have reached the end of the Survey of SNAP Performance Measurement Activity. Thank you for your participation. Your responses will help FNS better understand how states and localities are measuring the performance of various modernization activities.

Based on your responses, one or more of the modernization initiative have not yet been labeled as completed. Below you will have the option of returning to the Table of Contents to review and/or edit your responses

☒ I would like to return to the Table of Contents to review and/or edit my responses

☐ I am satisfied with my answers and would like to submit the survey.

Ok


Respondent Information

Survey of SNAP Performance Measurement Activity

New Jersey State SNAP Office

Respondent Contact Information

Please enter the contact information for the primary survey respondent below.

Name

Title

Address

City, St, Zip

▼

Phone Number

Email Address

If additional staff members contributed to the completion of the survey, please provide the name, titles, phone, and email address for up to three additional members. In addition, please indicate what sections of the survey for which they contributed.

Name

Title

Phone Number

Email Address

Section contributed to

Record: 1 of 1

No Filter

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26. Submission Instructions

Submission Instructions

×

Survey of SNAP Performance Measurement Activity
New Jersey State SNAP Office
Submission Instructions

Thank you for completing the Survey of SNAP Performance Measurement Activity.

To exit, please hit the save and exit button below.

To return your completed survey to Mathematica, please go to our (SSL-encrypted) file exchange website SNAP.mathematica-mpr.com. You will need to enter the username and password for your state to access the site.

When you have signed in to the website, follow these steps to upload the survey:

1. Select Upload from the task bar at the top of the screen. This will open up a File Upload screen.
2. Select NJSNAP from the Step 1 drop-down list.
3. Enter the name of the file to be uploaded in Step 2. To browse for the file on your hard drive, click on the Browse button.
4. Click on the Upload button to complete the upload process.

If you need technical assistance, you may contact Terry Cram at Mathematica at (609) 750-3196 or tcram@mathematica-mpr.com.

Again, thank you for your time and effort in completing this survey!

SAVE AND EXIT

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