



# The Assessment of Contributions of an Interview to SNAP Eligibility and Benefit Determinations Client Survey Frequently Asked Questions (FAQs)

**WHAT IS THE STUDY ABOUT?** The purpose of this study is to find out about your experiences with [STATE]'s Supplemental Nutrition Assistance Program or SNAP (formerly known as the Food Stamp Program). As part of the study, we want to learn about your experiences with different stages of the SNAP application process.

**WHO IS CONDUCTING THIS STUDY?** The study is being sponsored by the U.S. Department of Agriculture (USDA), Food and Nutrition Services (FNS), the federal agency that oversees SNAP. Mathematica Policy Research, an independent research company located in Princeton, NJ is conducting the study.

**HOW WAS I SELECTED FOR THE STUDY? / HOW DID YOU GET MY NAME?** You were selected from a list of people provided by [STATE]'s SNAP office who recently applied or recertified for SNAP benefits. We are conducting a survey with clients to learn more about your experiences with the SNAP application process.

**WHY SHOULD I PARTICIPATE IN THE STUDY?** Your participation will help to improve the SNAP application process. Information about your experiences can help policymakers improve the program.

**WHAT WILL I BE ASKED TO DO?** An interviewer from Mathematica will call you in the next few days for an interview. The interviewer will ask you about your recent experiences applying for your SNAP benefits. There are no right or wrong answers, so tell us exactly what you think.

**HOW LONG WILL THIS TAKE?** The interview will last about 5-7 minutes. After you complete the interview, we will mail you a \$10 Visa gift card as a token of our appreciation. Incentives for participating in this survey will not count against your income eligibility for SNAP benefits.

**HOW IS THE INFORMATION GOING TO BE USED? WHO WILL SEE THE INFORMATION?** All information you share with us will be kept private and used only for research purposes. Your name will not be used in any reports and your answers will not affect your eligibility for any programs. Your answers will not be released in any manner which would enable someone to identify you. We will destroy all of the contact information we have about you, such as your name and phone number, after the interview is complete.

**IS THIS VOLUNTARY?** Participation in this study is voluntary. Deciding to participate or not to participate will not affect any benefits you are receiving or will be eligible to receive in the future.

**WHO CAN I CONTACT ABOUT THIS STUDY?** Please contact Annalee Kelly at Mathematica Policy Research at (609) 275-2885.

**IS THERE SOMEONE AT SNAP I CAN CONTACT ABOUT THIS STUDY?**

UTAH: Belit Stockfleth, Project Director xxx-xxx-xxxx

OREGON: Paul Birkbeck, SNAP Program Specialist xxx-xxx-xxxx

NORTH CAROLINA: Dean Simpson, Chief xxx-xxx-xxxx

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