

**4D. Questions for Clients**

Name: (Leave Blank at Client's Option)	State/local agency
Interviewer:	Date of interview

*Note to reviewer: Explain to the client who you are and that you are taking a SURVEY as part of your review of local agency operations. Make sure the client understands that he/she is anonymous and the information collected will not impact their participation. Complete this form yourself - do not have the client complete the form!.*

*You may want to coordinate with local office staff to see if they will ask clients if they are willing to participate in a short survey. This streamlines the process of having to ask random folks if they are in the office in relation to SNAP. In addition, local office staff can let you know why clients are in the office.*

1. If you are here for a SNAP interview, were you given the option of a telephone interview?
2. If you have been to this office before, is there anything that has made your recent visits better (easier or faster) or worse (more difficult, slower) than earlier visits? (If yes, what is different?)
3. Did you have any problems when you initially tried to apply for the assistance you wanted? (e.g., having to come back more than once to file an application, told you couldn't apply, lost your paperwork, denied incorrectly, language interpreter not provided, directed to wrong office, office hours, etc.)
4. Did you need help with the application process? If yes, who helped you?
5. With an appointment, how long do you usually have to wait before you are seen?
6. Have you experienced difficulty dropping off documents or calling the office to get information or report a change?

7. Have you either left a message or emailed someone in this office? If yes, did the person get back to you in a timely manner?
  
8. Are you are aware you can file a complaint about the services received or request a fair hearing if you disagree with a decision?
  
9. Using a rating of 5 to 1, with 5 being EXCELLENT and 1 being UNACCEPTABLE, how would you rate the services and treatment you receive from this office (Circle one)  
  
 Excellent    4 Very Good    3 Acceptable    2 Poor    1 Unacceptable
  
10. Do you have any suggestions for improvements that would make it easier for people to apply SNAP benefits at this office?

**Modernization Questions**

Has the local office implemented any of the following? If yes, interview clients to get their input.

Automated Voice Response System	Yes/No
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Have you ever used this system? If yes, for what purpose?

Was the process easy to use?

Using a rating of 5 to 1, with 5 being EXCELLENT and 1 being UNACCEPTABLE, how would you rate the overall system?

Do you have any suggestions on ways to improve this process?

Phone System Interview:	Yes/No
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Have you ever used this system? If yes, for what purpose?

Using a rating of 5 to 1, with 5 being EXCELLENT and 1 being UNACCEPTABLE, how would you rate this process?

Do you have any suggestions on ways to improve this process?

Submit On-line Application:	Yes/No
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Did you apply for SNAP online?

Was the process easy to use?

If yes, using a rating of 5 to 1, with 5 being EXCELLENT and 1 being UNACCEPTABLE, how would you rate your overall experience?

Do you have any suggestions on ways to improve this process?

Client can access Case/Status	Yes/No
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Have you ever used this system? If yes, for what purpose?

Was the process easy to use?

Using a rating of 5 to 1, with 5 being EXCELLENT and 1 being UNACCEPTABLE, how would you rate the overall process?

Do you have any suggestions on ways to improve this process?