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Re-engineering the Welfare System— A Study of Administrative Changes to the Food Stamp Program

State Data Collection Instrument

By Health Systems Research, Inc., and The Urban Institute

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Abstract

All States in a recent study undertook at least one "re-engineering" activity in their Food Stamp Programs (FSPs) as a result of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). In addition, 35 States implemented changes in 3 or more re-engineering categories, while 24 States planned changes for fiscal year (FY) 2000 in 2 or more categories. PRWORA dramatically changed the systems that provide cash assistance and food stamps to low-income Americans. Along with mandatory changes in food stamp eligibility, States were given greater flexibility to administer their programs to meet their unique needs. While States had begun changing the way program services were delivered before passage of welfare reform legislation, PRWORA provided additional opportunities for them to "re-engineer" FSPs. The purpose of the study was to examine State-level administrative changes to FSPs as a result of PRWORA, both those made before FY 2000 and those planned for FY 2000. This report provides the State data collection instrument. For the results of the study, see *Re-engineering the Welfare System—A Study of Administrative Changes to the Food Stamp Program: Final Report, FANRR-17*. The report is available online at <http://www.ers.usda.gov/publications/fanrr17>.

This report was prepared by Health Systems Research, Inc., and The Urban Institute, under a research contract from the Economic Research Service. The views expressed are those of Health Systems Research and The Urban Institute and not necessarily those of ERS or USDA.

TELEPHONE SURVEY
FOR STATE FOOD STAMP OFFICIALS

COMPLETE DURING DATA ABSTRACTION PROCESS:

STATE: _____

NAME OF DATA ABTRACTOR: _____

Name of State contact who forwarded documents: _____

Title: _____

Agency: _____

Phone Number: _____

DATE DOCUMENTS RECEIVED: |__|__| |__|__| 1999/2000
 MONTH DAY YEAR (Circle)

LIST OF DOCUMENTS RECEIVED:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____
- 9) _____
- 10) _____
- 11) _____
- 12) _____

Hello [NAME OF RESPONDENT]. My name is [INTERVIEWER'S NAME] and I'm with Health Systems Research in Washington D.C. I'd like to thank you for speaking with me about the administrative changes your State has made to its food stamp program in response to welfare reform.

Please be aware that 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 0536-0050. The time required for each State to complete this information collection is estimated to average 50 minutes for both respondents. Participation in this information collection is voluntary; however, your cooperation is greatly appreciated and is essential to constructing an accurate profile of actual and planned administrative changes in State Food Stamp Programs.

We are conducting this interview for the Economic Research Service of the U.S. Department of Agriculture to assess administrative changes States have or will be making to their Food Stamp Programs. We have categorized relevant changes into six groups of questions. We do not expect States to have conducted changes in all six areas, but want to ensure that we do allow the changes States have made to be appropriately captured. Please note that we are interested in changes that were made in response to Personal Responsibility and Work Opportunity Reconciliation Act enacted in August of 1996. The results of this interview will be utilized in a report for the Economic Research Service.

Do you have any questions before we begin?

ANSWERS TO COMMONLY-ASKED QUESTIONS

What is this survey about?

This survey is being carried out by Health Systems Research (HSR) for the U.S. Department of Agriculture. We are conducting telephone interviews with State food stamp directors to collect descriptive information about administrative changes States have made to their Food Stamp Program as a result of welfare reform. We are also interested in administrative changes States are making to their Food Stamp Programs in Federal Fiscal Year 2000.

How will the survey results be used?

The data collected through this survey will be used to assess administrative changes States have made to their Food Stamp Programs. The results will be included in a report to the Economic Research Service (ERS) of the USDA.

Why do you have to do a survey to get this information? Isn't this information already available in our Food Stamp State plans?

This survey is designed to provide more detailed descriptive information than is available from the State plans. From our experience working with States, we also recognize that administrative changes to the Food Stamp Program can occur throughout the year. We want to capture any changes that will be implemented in Federal Fiscal Year 2000 which may not have been noted in the State plans.

If I don't know the answers to some of your questions, can we refer you to someone else?

If at any point during the interview you determine that I need to speak to someone else in your office to obtain an answer to a specific question, please let me know at that time. I will get the name of the other person from you and schedule a follow-up short interview after we have completed the survey.

How long will this survey take?

This survey should take approximately one hour.

How will you present the information collected in the study?

The information we collect during this interview will be analyzed and presented in a report on administrative changes States have made to their food stamp programs for the Economic Research Service. The report will be issued by the ERS.

When can I get a copy of the report?

HSR will complete the final report for ERS by August 2000. We anticipate that the report will be released soon after.

A. CHANGES IN ORGANIZATIONAL STRUCTURES

The first set of question examines changes to organizational structures.

A1. Is your Food Stamp Program (FSP) located within a single State agency?

NO. In which agencies are functions of the FSP located? 00

YES. What is the name of the agency? 01

A2. As a result of welfare reform, did [STATE] make any organizational changes that affected the agency (or agencies) that house the Food Stamp Program?

NO. 00 **GO TO A23**

YES. 01

A3. Did the organizational change(s) affect the operation of the Food Stamp Program?

NO. 00 **GO TO A23**

YES. 01

(SKIP TO A4a DURING INTERVIEW)

A4. WHAT WERE THE GOALS OF THE ORGANIZATIONAL CHANGE(S)?
Circle all that apply:

INCREASE RESPONSIBILITIES OF THE AGENCY (OR AGENCIES)01
THAT HOUSES THE FSP

DECREASE RESPONSIBILITIES OF THE AGENCY (OR AGENCIES)02
THAT HOUSES THE FSP

INCREASE THE SIZE OF THE STAFF OPERATING THE FSP03

REDUCE THE SIZE OF THE STAFF OPERATING THE FSP04

CONSOLIDATE FUNCTIONS PREVIOUSLY PERFORMED BY05
SEPARATE DEPARTMENTS AS A RESULT OF POLICY CHANGES

RE-STRUCTURE REPORTING RELATIONSHIPS WITHIN OR06
ACROSS AGENCIES

CONTRACT OUT FUNCTIONS PREVIOUSLY PERFORMED07
BY STATE EMPLOYEES

REDUCE COSTS08

INCREASE PROGRAM EFFICIENCIES09

IMPROVE COORDINATION BETWEEN THE FSP AND TANF10
PROGRAM

OTHER (Describe)11

A4a. What were the goals of the organizational change(s)?

A5. Did [STATE] transfer functions or organizational units from the food stamp agency to another organizational entity or contract out services to a private group?

NO. 00 **GO TO A8**

YES (Please describe functions and/or organizational units) 01

A6. Did the organizational changes involve transferring functions from the State level to a county or regional office OR from the regional or county level to a more localized level?

NO. 00 **GO TO A8**

YES. 01

A7. Were programs or functions transferred:

A7a. From State to regional or county offices?

NO. 00

YES. 01

A7b. From regional offices to county or local offices?

NO. 00

YES. 01

A7c. Between any other organizational levels?

NO. 00

YES (Describe) 01

A8. Did the food stamp agency absorb organizational units or functions previously administered in another agency?

NO. 00

YES. 01

A9. Did [STATE] eliminate functions or organizational units that were no longer necessary in the food stamp agency?

NO. 00

YES. 01

A10. Did [STATE] create new functions or organizational units in the food stamp agency that did not exist previously?

NO. 00

YES. 01

A11. Did the State make any other organizational changes to the food stamp agency?

NO. 00

YES (Describe) 01

A12. Did the organizational change(s) require the approval of:

A12a. The Governor's office?

NO. 00

YES. 01

A12b. The Full State legislature?

NO. 00

YES. 01

A12c. A Legislative committee?

NO. 00

YES. 01

A12d. A Department or Agency Head?

NO. 00

YES. 01

A12e. A Labor union(s) or State Employee Organization(s)?

NO. 00

YES. 01

A12f. A State Personnel Board or Civil Service Agency?

NO..... 00

YES..... 01

A12g. A Federal Agency?

NO..... 00

YES..... 01

A13. Did the organizational change(s) lead to changes in State government job classifications?

NO..... 00 **GO TO A16**

YES..... 01

A14. How many classifications were affected by the change(s)? _____

A15. How many employees were affected? _____

A16. When were the organizational change(s) implemented? (List month/year):

A17. What was the cost of implementing the organizational change(s)? _____

A18. Did the changes require amending [STATE's] Food Stamp plan of operation submitted to USDA?

NO..... 00

YES..... 01

A19. Were positions eliminated as a part of the change(s)?

NO..... 00 **GO TOA21**

YES..... 01

A20. How many positions were eliminated? _____

A21. Were additional positions created because of the change(s)?

NO. 00 **GO TO A23**

YES. 01

A22. How many new positions were created? _____

A23. Is [STATE] implementing any organizational changes in Federal Fiscal Year (FY) 2000 that will affect the agency (or agencies) that house the Food Stamp Program as a result of welfare reform?

NO. 00 **GO TO B1**

YES. 01

A24. Will the organizational change(s) affect the operation of the Food Stamp Program?

NO. 00 **GO TO B1**

YES. 01

(SKIP TO A25a DURING INTERVIEW)

A25. WHAT ARE THE GOALS OF THE ORGANIZATIONAL CHANGE(S)?

Circle all that apply:

INCREASE RESPONSIBILITIES OF THE AGENCY (OR AGENCIES) THAT HOUSES THE FSP01

DECREASE RESPONSIBILITIES OF THE AGENCY (OR AGENCIES) THAT HOUSES THE FSP02

INCREASE THE SIZE OF THE STAFF OPERATING THE FSP03

REDUCE THE SIZE OF THE STAFF OPERATING THE FSP04

CONSOLIDATE FUNCTIONS PREVIOUSLY PERFORMED BY SEPARATE DEPARTMENTS AS A RESULT OF POLICY CHANGES05

RE-STRUCTURE REPORTING RELATIONSHIPS WITHIN OR ACROSS AGENCIES06

CONTRACT OUT FUNCTIONS PREVIOUSLY PERFORMED BY STATE EMPLOYEES07

REDUCE COSTS08

INCREASE PROGRAM EFFICIENCIES09

IMPROVE COORDINATION BETWEEN THE FSP AND TANF PROGRAM10

OTHER (Describe)11

A25a. What are the goals of the organizational change(s)?

A26. Will [STATE] transfer functions or organizational units from the food stamp agency to another organizational entity or contract out services to a private group?

NO. 00 **GO TO A29**

YES (Please describe functions and/or organizational units). . . . 01

A27. Do the planned organizational changes involve transferring functions from the State level to a county or regional office OR from the regional or county level to a more localized level?

NO. 00 **GO TO A29**

YES. 01

A28. Will programs or functions be transferred:

A28a. From State to regional or county offices?

NO. 00

YES. 01

A28b. From regional offices to county or local offices?

NO. 00

YES. 01

A28c. Between any other organizational levels?

NO. 00

YES (Describe) 01

A29. Will the food stamp agency absorb organizational units or functions previously administered in another agency?

NO. 00

YES. 01

A30. Will [STATE] eliminate functions or organizational units that are no longer necessary in the food stamp agency?

NO. 00

YES. 01

A31. Will [STATE] create new functions or organizational units in the food stamp agency that did not exist previously?

NO. 00

YES. 01

A32. Is [STATE] making any other organizational changes to the food stamp agency?

NO. 00

YES (Describe) 01

A33. Do the organizational change(s) that will be implemented in FY 2000 require the approval of:

A33a. The Governor's office?

NO. 00

YES. 01

A33b. The Full State legislature?

NO. 00

YES. 01

A33c. A Legislative committee?

NO. 00

YES. 01

A33d. A Department or Agency Head?

NO. 00

YES. 01

A33e. A Labor union(s) or State Employee Organization(s)?

NO. 00

YES. 01

A33f. A State Personnel Board or Civil Service Agency?
 NO. 00
 YES. 01

A33g. A Federal Agency?
 NO. 00
 YES. 01

A34. Has approval been obtained for the change(s)? Circle all the apply:
 YES, ALL APPROVALS HAVE BEEN OBTAINED. 01
 Effective Date (List month/year): _____
 SOME APPROVALS HAVE BEEN OBTAINED. 02
 REQUESTS FOR ALL APPROVALS HAVE BEEN SUBMITTED,
 BUT NOT YET APPROVED. 03
 REQUESTS FOR SOME APPROVALS HAVE BEEN SUBMITTED,
 BUT NOT YET APPROVED. 04
 REQUESTS FOR ALL APPROVALS HAVE NOT LEFT THE
 FOOD STAMP AGENCY. 05
 REQUESTS FOR SOME APPROVALS HAVE NOT LEFT THE
 FOOD STAMP AGENCY. 06

A35. Will the planned organizational change(s) lead to changes in State government job
 classifications?
 NO. 00 **GO TO A38**
 YES. 01

A36. How many classifications will be affected by the change(s)? _____

A37. How many employees will be affected? _____

A38. When will the organizational change(s) be implemented? List month/year:

A39. What is the estimated cost of implementing the organizational change(s)?

A40. Do the changes require amending the [STATE's] Food Stamp plan of operation submitted to USDA?

NO..... 00

YES..... 01

A41. Will positions be eliminated because of the change(s)?

NO..... 00 **GO TO A43**

YES..... 01

A42. How many positions will be eliminated? _____

A43. Are additional positions being created?

NO..... 00 **GO TO B1**

YES..... 01

A44. How many positions are being created? _____

B. CHANGES IN THE ROLE OF THE CASE WORKER

Now I am going to ask you about changes in the role of case workers that resulted from welfare reform. For our purposes, the term “case worker” includes any staff that determines eligibility, conducts ongoing eligibility, or provides case management for food stamp recipients. Since food stamp clients may receive these services from several different workers (one person might conduct intake and another case management), these questions may refer to more than one worker.

B1. Did [STATE] require or recommend any changes that altered the responsibilities of case workers who serve food stamp clients as a result of welfare reform?

NO. 00 **GO TO B23**
YES. 01

(SKIP TO B2a DURING THE INTERVIEW)

B2. WHAT WERE THE GOALS OF THE CHANGE(S)?

Circle all that apply:

- INCREASE EFFICIENCY IN THE OPERATION OF THE FSP. 01
- INCREASE COORDINATION BETWEEN FSP AND TANF PROGRAM. . . .02
- INCREASE COORDINATION BETWEEN FSP AND OTHER SOCIAL. 03
SERVICE PROGRAM
- REDUCE FRAGMENTATION IN THE PROVISION OF SERVICES04
- STREAMLINE THE CERTIFICATION PROCESS 05
- INCREASE PROGRAM ACCOUNTABILITY 06
- OTHER (Describe) 99

B2a. What were the goals of the change(s)?

B3. Did case workers assume job functions that were previously performed by another State agency?

NO. 00

YES. 01

B4. Did case workers assume job functions that were previously performed within the Food Stamp Agency, but by workers with different job classifications?

NO. 00

YES. 01

B5. Did [STATE] require or recommend any other changes in the role of caseworkers?

NO. 00

YES (Describe) 01

B6. Were any of the changes to the role of caseworkers the result of efforts to combine food stamp activities with activities previously performed by caseworkers for:

B6a. The TANF program?

NO..... 00

YES..... 01

B6b. The Medicaid program?

NO..... 00

YES..... 01

B6c. An employment security or training program?

NO..... 00

YES..... 01

B6d. Another social service or health program?

NO..... 00

YES..... 01

B7. Did [STATE] decrease caseworker responsibilities as a result of eliminating programs or functions?

NO..... 00

YES..... 01

B8. Did the changes to the role of case workers increase or decrease their workload?

DECREASE..... 00

INCREASE..... 01

NO CHANGE..... 02

B9. Did the change(s) to the role of caseworkers vary between rural and urban areas?

NO..... 00

YES (How?) 01

B10. Has the working relationship between caseworkers and clients changed due to new program policies and/or structures?

NO..... 00

YES (Describe changes (in type/structure/emphasis of relationship) . . 01

B11. Did job descriptions for case workers change?

NO..... 00

YES (Describe) 01

B12. Were any job categories retired or reclassified as a result of the changes?

NO..... 00

YES (Describe) 01

B13. Did the changes in the role of caseworkers require any of the following approvals:

B13a. Civil service board or State personnel agency?

NO..... 00

YES..... 01

B13b. Governor's office?

NO..... 00

YES..... 01

B13c. State legislature?

NO..... 00

YES..... 01

B13d. Labor unions or State employee agency?

NO..... 00

YES..... 01

B13e. Another source?

NO.....00

YES (Describe)01

B14. Were caseworkers involved in the planning and/or implementation of the changes?

NO.....00 **GO TO B16**

YES.....01

B15. Please describe how the case workers were involved:

B16. When were the changes implemented? (List month/year): _____

B17. What was the estimated cost of the change(s)? _____

B18. Has the change(s) in caseworker responsibility resulted in:

A decrease in the number of caseworkers who handle food stamp cases? 00

An increase in the number of caseworkers who handle food stamp cases? 01

No change in the number of caseworkers who handle food stamp cases? 02

B19. Have changes made to the role of caseworkers required additional training?

NO..... 00

YES (Describe) 01

B20. Have changes made to the role of caseworkers resulted in changes in the education or experience requirements for newly hired caseworkers?

NO..... 00

YES (Describe) 01

B21. Has the State Agency developed a plan to evaluate the change(s)?

NO..... 00 **GO TO B23**

YES (Describe) 01

B22. When will the evaluation take place? (List month/year): _____

B23. Is [STATE] implementing any changes in Federal FY 2000 that will alter the responsibilities of case workers who serve food stamp clients?

NO. 00 **GO TO C1**

YES. 01

(SKIP TO B24a DURING THE INTERVIEW)

B24. WHAT ARE THE GOALS OF THE CHANGE(S)?

Circle all that apply:

INCREASE EFFICIENCY IN THE OPERATION OF THE FSP. 01

INCREASE COORDINATION BETWEEN FSP AND TANF PROGRAM. ... 02

INCREASE COORDINATION BETWEEN FSP AND OTHER SOCIAL. 03
SERVICE PROGRAM

REDUCE FRAGMENTATION IN THE PROVISION OF SERVICES 04

STREAMLINE THE CERTIFICATION PROCESS 05

INCREASE PROGRAM ACCOUNTABILITY 06

OTHER (Describe) 99

B24a. What are the goals of the change(s)?

B25. Will case workers assume job functions that were previously performed by another State agency?

NO. 00

YES. 01

B26. Will case workers assume job functions that were previously performed within the Food Stamp Agency, but by workers with different job classifications?

NO. 00

YES. 01

B27. Will [STATE] require or recommend any other changes to the role of caseworkers?

NO. 00

YES (Describe) 01

B28. Will any of the changes to the role of caseworkers be the result of efforts to combine food stamp activities with activities previously performed by caseworkers for:

B28a. The TANF program?

NO. 00

YES. 01

B28b. The Medicaid program?

NO. 00

YES. 01

B28c. An employment security or training program?

NO. 00

YES. 01

B28d. Another social service or health program?

NO. 00

YES. 01

B29. Will [STATE] decrease caseworker responsibilities by eliminating programs or functions?

NO. 00

YES. 01

B30. Will the changes to the role of the case workers increase or decrease their workload?

DECREASE 00

INCREASE 01

NO CHANGE 02

B31. Will the changes to the role of caseworkers vary between rural and urban areas?

NO. 00

YES (Describe) 01

B32. Will the working relationship between caseworkers and clients change due to new program policies and structures?

NO. 00

YES (Describe (in type/structure/emphasis of relationship) 01

B33. Will job descriptions for case workers change?

NO. 00

YES (Describe) 01

B34. Will any job categories be reclassified or retired as a result of the change(s)?

NO. 00

YES (Describe) 01

B35. Will changes in the role of caseworkers require any of the following approvals:

B35a. Civil service board or State personnel agency?	
NO.00
YES.01
B35b. Governor's office?	
NO.00
YES.01
B35c. State legislature?	
NO.00
YES.01
B35d. Labor unions or State employee agency?	
NO.00
YES.01
B35e. Another source?	
NO.00
YES (Describe).01

B36. Were caseworkers involved in the planning of the change(s)?
NO..... 00
YES (Describe) 01

B37. When will the change(s) be implemented? (List month/year): _____

B38. What is the estimated cost of the change(s)? _____

B39. Will the change(s) in caseworker responsibility resulted in:
A decrease in the number of caseworkers who handle food stamp cases? 00
An increase in the number of caseworkers who handle food stamp cases? 01
No change in the number of caseworkers who handle food stamp cases? 02

B40. Will the planned change(s) to the role of caseworkers require additional training?
NO..... 00
YES (Describe) 01

B41. Will the planned change(s) to the role of caseworkers result in changes in the education or experience requirements for newly hired caseworkers?

NO. 00

YES (Describe) 01

B42. Does [STATE] plan to evaluate the change(s)?

NO. 00 **GO TO C1**

YES (Describe) 01

B43. When will the evaluation take place? (List month/year): _____

C. PROGRAM ACCESSIBILITY AND CHANGES IN CERTIFICATION SYSTEMS

Now I am going to ask you about changes that you may have made as a result of welfare reform to increase accessibility to the Food Stamp Program.

C1. Did [STATE] make any changes to improve accessibility to the Food Stamp Program as a result of welfare reform? Such changes can include providing clients with additional services or increasing awareness of the FSP.

NO. 00 **GO TO C17**
YES. 01

C2. Did the changes include providing child care at food stamp offices?

NO. 00
YES. 01

C3. Did the changes include improving transportation between residential areas and food stamp sites?

NO. 00
YES. 01

C4. Did the changes include establishing satellite offices to take food stamp applications and provide food stamp recertification?

NO. 00
YES. 01 **GO TO C6**

C5. Did the changes include establishing satellite offices that only take food stamp applications?

NO. 00
YES. 01

C6. Did the changes include outstationing food stamp workers at other agencies?

NO. 00
YES. 01

C7. Did the changes include providing weekend and/or evening hours?

NO..... 00 **GO TO C9**

YES..... 01

C8. Do expanded hours include:

Weekend hours?..... 00

Evening hours?..... 01

Both?..... 02

C9. Were there any other changes to improve program accessibility?

NO..... 00

YES (Describe)..... 01

C10. Did changes to promote accessibility vary in rural and urban areas?

NO..... 00

YES (Describe)..... 01

C11. Is [STATE] using any “private partners” to assist clients who apply for food stamps?

NO. 00

YES (Describe) 01

C12. Since welfare reform, has [STATE] created any new outreach efforts to increase awareness of the Food Stamp program?

NO. 00 **GO TO C17**

YES. 01

C13. Do the methods of outreach include:

C13a. Public service announcements or notices on television or radio?

NO. 00

YES. 01

C13b. Print advertisements on public transportation?

NO. 00

YES. 01

C13c. Referrals from other means tested programs or social services?

NO. 00

YES. 01

C13d. Other methods?

NO. 00

YES (Describe) 01

C14. Were specific populations targeted for these outreach efforts?

NO. 00 **GO TO C16**

YES. 01

C15. Did the targeted populations include:

C15a. Parents of young children?

NO. 00

YES. 01

C15b. ABAWDs?

NO. 00

YES. 01

C15c. The working poor?

NO. 00

YES. 01

C15d. The elderly?

NO. 00

YES. 01

C15e. The disabled?

NO. 00

YES. 01

C15f. Former TANF recipients?

NO. 00

YES. 01

C15g. Another population?

NO. 00

YES (Describe) 01

C16. Do outreach efforts vary between urban and rural areas of the State?

NO. 00

YES (Describe) 01

C17. Is [STATE] implementing any additional changes to improve accessibility to the Food Stamp Program in Federal FY 2000? Such changes can include providing clients with additional services or increasing awareness of the FSP.

NO..... 00 **GO TO C33**

YES (Describe) 01

C18. Will the changes include providing child care at food stamp offices?

NO..... 00

YES..... 01

C19. Will the changes include providing improved transportation between residential areas and food stamp sites?

NO..... 00

YES..... 01

C20. Will the changes include establishing satellite offices to take food stamp applications and provide food stamp recertification?

NO..... 00

YES..... 01 **GO TO C22**

C21. Will the changes include establishing satellite offices that only take food stamp applications?

NO..... 00

YES..... 01

- C22. Will the changes include outstationing food stamp workers at other agencies?
- NO. 00
- YES. 01
- C23. Will the changes include providing weekend and/or evening hours?
- NO. 00 **GO TO C25**
- YES. 01
- C24. Will the expanded hours include:
- Weekend hours? 00
- Evening hours? 01
- Both? 02
- C25. Is the State implementing any other changes to promote program accessibility?
- NO. 00
- YES (Describe) 01
- _____
- _____
- _____
- _____

C26. Will efforts to promote accessibility vary in rural and urban areas?
NO..... 00
YES (Describe) 01

C27. Is [STATE] planning to use any “private partners” to assist clients who apply for food stamps?
NO..... 00
YES (Describe) 01

C28. Is [STATE] implementing any new outreach efforts in Federal FY 2000 to increase awareness of the Food Stamp program?
NO..... 00 **GO TO C33**
YES..... 01

C29. Do methods of outreach include:
C29a. Public service announcements or notices on television or radio?
NO..... 00
YES..... 01

C29b. Print advertisements on public transportation?

NO. 00

YES. 01

C29c. Referrals from other means tested programs or social services?

NO. 00

YES. 01

C29d. Other methods?

NO. 00

YES (Describe) 01

C30. Will specific populations be targeted for these outreach efforts?

NO. 00 **GO TO C32**

YES. 01

C31. Will the targeted populations include:

C31a. Parents of young children?

NO. 00

YES. 01

C31b. ABAWDs?

NO. 00

YES. 01

C31c. The working poor?

NO. 00

YES. 01

C31d. The elderly?

NO. 00

YES. 01

C31e. The disabled?

NO. 00

YES. 01

C31f. Former TANF recipients?

NO. 00

YES. 01

C31g. Another population?

NO. 00

YES (Describe) 01

C32. Will these outreach efforts vary between urban and rural areas of the State?

NO. 00

YES (Describe) 01

CERTIFICATIONS SYSTEMS

Now I am going to ask about changes to client certification that you made in response to welfare reform.

C33. Has [STATE] implemented changes to client certification in the Food Stamp Program? Such changes might include the increased use of computer automation or changes in application or recertification processes.

NO. 00 **GO TO C53**

YES. 01

C34. Did [STATE] change its client certification system through the increased use of computer automation?

NO. 00 **GO TO C42**

YES (Describe) 01

(SKIP TO C35a DURING INTERVIEW)

C35. WHAT GOALS DID [STATE] EXPECT TO REACH BY CHANGING THE COMPUTER SYSTEM USED FOR CLIENT CERTIFICATION?

Circle all that apply:

- REDUCE THE NUMBER OF CERTIFICATION ERRORS. 01
- IMPROVE ACCESS TO THE FSP AND OTHER SOCIAL SERVICE.02
PROGRAMS
- REDUCE THE COST OF CERTIFYING CLIENTS INTO THE FSP. 03
- REDUCE THE AMOUNT OF TIME THAT IS NEEDED TO CERTIFY. . . .04
CLIENTS
- IMPROVE THE OVERALL EFFICIENCY OF THE CERTIFICATION. . . . 05
PROCESS
- INCREASE PROGRAM ACCESSIBILITY FOR CLIENTS IN RURAL.06
AREAS
- INCREASE PROGRAM ACCESSIBILITY FOR HARD-TO-SERVE07
CLIENTS
- INCREASE PROGRAM ACCESSIBILITY FOR WORKING CLIENTS. . . . 08
- OTHER (Describe) 99

C35a. What goals did [STATE] expect to reach by changing the computer system used for client certification?

C36. Did [STATE] employ a private data processing contractor to develop and install its system, utilize "in house" data processing support to develop and install its system, or both ?

USED PRIVATE CONTRACTOR 00

USED "IN HOUSE" DATA PROCESSING SUPPORT..... 01

USED BOTH..... 02

C37. Was an advanced planning document required for the changes that were made?

NO..... 00 **GO TO C39**

YES..... 01

C38. When was the advanced planning document submitted to FNS for approval?
(List month/year): _____

C39. What was the cost of changing the client certification system? _____

C40. When was the change(s) implemented? (List month/year): _____

C41. What percentage of clients would you estimate have been affected by the change(s)? _____

C42. Did [STATE] make any change(s) to the application and/or certification process that were NOT computer related?

NO..... 00 **GO TO C53**

YES (Describe)..... 01

(SKIP TO C43a DURING INTERVIEW)

C43. WHAT GOALS DID [STATE] EXPECT TO REACH BY CHANGING THE APPLICATION AND/OR CERTIFICATION PROCESS?

Circle all that apply:

- REDUCE THE NUMBER OF CERTIFICATION ERRORS. 01
- IMPROVE ACCESS TO THE FSP AND OTHER SOCIAL SERVICE.02
PROGRAMS
- REDUCE THE COST OF CERTIFYING CLIENTS INTO THE FSP. 03
- REDUCE THE AMOUNT OF TIME THAT IS NEEDED TO CERTIFY. . . .04
CLIENTS
- IMPROVE THE OVERALL EFFICIENCY OF THE CERTIFICATION. . . . 05
PROCESS
- INCREASE PROGRAM ACCESSIBILITY FOR CLIENTS IN RURAL.06
AREAS
- INCREASE PROGRAM ACCESSIBILITY FOR HARD-TO-SERVE07
CLIENTS
- INCREASE PROGRAM ACCESSIBILITY FOR WORKING CLIENTS. . . . 08
- OTHER (Describe) 99

C43a. What goals did [STATE] expect to reach by changing the application and/or certification process?

C44. Did [STATE] reduce the number or type of certification questions clients are asked on the FSP application?

NO. 00

YES. 01

C45. Did [STATE] require clients to provide case workers with additional documentation?

NO. 00

YES (Describe) 01

C46. Did [STATE] combine Food Stamp Program applications with applications used by other social service programs to allow for multiple program certification?

NO. 00

YES (Describe) 01

C47 Did [STATE] develop special food stamp application or recertification processes for specific “categories” of clients?

NO. 00 **GO TO C48**

YES. 01

C47a. Were processes developed for parents of young children?

NO. 00

YES. 01

C47b. ABAWDs?	
NO.	00
YES.	01
C47c. The working poor?	
NO.	00
YES.	01
C47d. The elderly?	
NO.	00
YES.	01
C47e. The disabled?	
NO.	00
YES.	01
C47f. Another population?	
NO.	00
YES (Describe)	01

C48. Did [STATE] make any other changes to the application and/or certification process that were NOT computer related?

NO. 00

YES (Describe) 01

C49. Did the changes to the application and/or certification process vary in urban and rural areas?

NO. 00

YES (Describe) 01

C50. What was the cost of the change(s) to the application and/or certification process that were NOT computer related? _____

C51. When were the change(s) implemented? (List month/year): _____

C52. What percentage of clients would you estimate have been affected by the change(s)? _____

C53. Is [STATE] implementing changes to client certification in Federal FY 2000? Such changes might include the increased use of computer automation or changes in application or recertification processes.

NO. 00 **GO TO D1**

YES. 01

C54. Is [STATE] making changes to its client certification system through the use of increased computer automation in Federal FY 2000?

NO. 00 **GO TO C62**

YES (Describe) 01

(SKIP TO C55a DURING INTERVIEW)

C55. WHAT GOALS DOES [STATE] EXPECT TO REACH BY CHANGING THE COMPUTER SYSTEM USED FOR CLIENT CERTIFICATION?

Circle all that apply:

- REDUCE THE NUMBER OF CERTIFICATION ERRORS. 01
- IMPROVE ACCESS TO THE FSP AND OTHER SOCIAL SERVICE.02
PROGRAMS
- REDUCE THE COST OF CERTIFYING CLIENTS INTO THE FSP. 03
- REDUCE THE AMOUNT OF TIME THAT IS NEEDED TO CERTIFY. . . .04
CLIENTS
- IMPROVE THE OVERALL EFFICIENCY OF THE CERTIFICATION. . . . 05
PROCESS
- INCREASE PROGRAM ACCESSIBILITY FOR CLIENTS IN RURAL.06
AREAS
- INCREASE PROGRAM ACCESSIBILITY FOR HARD-TO-SERVE07
CLIENTS
- INCREASE PROGRAM ACCESSIBILITY FOR WORKING CLIENTS. . . . 08
- OTHER (Describe)99

C55a. What goals does [STATE] expect to reach by changing the computer system used for client certification?

C56. Will the [STATE] employ a private data processing contractor to develop and install its system, utilize "in house" data processing support to develop and install its system, or both?

- USED PRIVATE CONTRACTOR 00
- USED "IN HOUSE" DATA PROCESSING SUPPORT. 01
- USED BOTH. 02

C57. Was an advanced planning document required for the pending change(s)?

- NO. 00 **GO TO C59**
- YES. 01

C58. When was the advanced planning document submitted to FNS for approval?
(List month/year): _____

C59. What is the approximate cost of the planned change(s) to the client certification system?: _____

C60. When will the change(s) be implemented? (List month/year): _____

C61. What percentage of clients will be affected by the change(s)?: _____

C62. Is [STATE] planning to make any changes to its application and/or certification process that are NOT computer related in Federal FY 2000?

NO.....00 **GO TO D1**

YES (Describe).....01

(SKIP TO C63a DURING INTERVIEW)

C63. WHAT GOALS DOES [STATE] EXPECT TO REACH BY CHANGING THE APPLICATION AND/OR CERTIFICATION PROCESS?

Circle all that apply:

- REDUCE THE NUMBER OF CERTIFICATION ERRORS. 01
- IMPROVE ACCESS TO THE FSP AND OTHER SOCIAL SERVICE.02
PROGRAMS
- REDUCE THE COST OF CERTIFYING CLIENTS INTO THE FSP. 03
- REDUCE THE AMOUNT OF TIME THAT IS NEEDED TO CERTIFY. . . .04
CLIENTS
- IMPROVE THE OVERALL EFFICIENCY OF THE CERTIFICATION. . . . 05
PROCESS
- INCREASE PROGRAM ACCESSIBILITY FOR CLIENTS IN RURAL.06
AREAS
- INCREASE PROGRAM ACCESSIBILITY FOR HARD-TO-SERVE07
CLIENTS
- INCREASE PROGRAM ACCESSIBILITY FOR WORKING CLIENTS. . . . 08
- OTHER (Describe) 99

C63a. What goals does [STATE] expect to reach by changing its application and/or certification process?

C64. Will [STATE] reduce the number or type of certification questions clients are asked on the FSP application?

NO. 00

YES. 01

C65. Will [STATE] require clients to provide case workers with additional documentation?

NO. 00

YES (Describe) 01

C66. Will [STATE] combine Food Stamp Program applications with applications used by other social service programs to allow for multiple program certification?

NO. 00

YES (Describe) 01

C67. Will [STATE] develop special food stamp application or recertification processes for specific “categories” of clients?

NO. 00 **GO TO C68**

YES. 01

C67a. Will they be developed for parents of young children?

NO. 00

YES. 01

C67b. ABAWDs?

NO. 00

YES. 01

C67c. The working poor?

NO. 00

YES. 01

C67d. The elderly?

NO. 00

YES. 01

C67e. The disabled?

NO. 00

YES. 01

C67f. Another population?

NO. 00

YES (Describe) 01

C68. Is [STATE] making any other changes to the application and/or certification process?

NO. 00

YES (Describe) 01

C69. Will changes to the application and/or certification process vary between rural and urban areas?

NO. 00

YES (Describe) 01

C70. What is the estimated cost of the change(s) that will be made to [STATE's] application and/or certification process? _____

C71. When will the change(s) be implemented? (List month/year): _____

C72. What percentage of clients will be affected by the change(s)?: _____

D. CHANGES IN CLIENT TRACKING AND ACCOUNTABILITY SYSTEMS

Now I am going to ask about changes to client tracking and accountability systems that you may have made in response to welfare reform.

D1. Has [STATE] implemented changes in the way the Food Stamp Program tracks clients or ensures program accountability as a result of welfare reform? Such changes can include the increase use of computer matching of clients records and efforts to reduce error rates.

NO. 00 **GO TO D15**

YES. 01

D2. Did changes to client tracking and accountability systems include increased use of computer matching of client records?

..... 00 **GO TO D10**

YES. 01

D3. Did [STATE] increase the number of databases it uses to match client records as a result of welfare reform?

NO. 00

YES (List databases) 01

D4. Did [STATE] increase the frequency with which it matches client records with other databases?

NO. 00

YES. 01

D5. Did [STATE] increase its use of computer matching for select or special client populations?

NO. 00

YES (List populations) 01

D6. Did [STATE] begin to match client food stamp records with those in neighboring States as a result of welfare reform?

NO. 00

YES. 01

D7. Did [STATE] begin to match client records with Federal databases that were not used before welfare reform?

NO. 00

YES. 01

D8. Did [STATE] begin to share client records between counties or regional offices as a result of welfare reform?

NO. 00

YES. 01

D9. Did [STATE] begin using private partners to assist the Food Stamp Program with client record matching?

NO. 00

YES (Describe) 01

D10. Did [STATE] develop a special system to track working clients as a result of welfare reform?

NO. 00

YES (Describe) 01

D11. Did [STATE] develop an automated system to track food stamp participant sanctions?

NO. 00

YES (Describe) 01

D12. Did [STATE] develop automated system for tracking time limits for ABAWDs?

NO. 00

YES (Describe) 01

D13. Did [STATE] develop new methods to reduce error rates?

NO. 00 **GO TO D14**

YES. 01

D13a. Does [STATE] use shorter recertification periods as a result of welfare reform?

NO. 00

YES. 01

D13b. Does [STATE] require additional documentation for eligibility?

NO. 00

YES. 01

D13c. Did [STATE] alter its change reporting requirements?

NO. 00

YES (Describe) 01

D13d. Did [STATE] provide additional staff training?

NO. 00

YES. 01

D13e. Did [STATE] utilize any other efforts to reduce error rates?

NO. 00

YES (Describe) 01

D14. Did [STATE] implement changes or enhancements to its fraud detection and prevention programs?

NO. 00

YES (Describe) 01

D15. Is [STATE] implementing any changes in the way the Food Stamp Program tracks clients or ensures program accountability in Federal FY 2000?

NO. 00 **GO TO D29**

YES. 01

D16. Will the changes to client tracking and accountability systems include the increased use of computer matching of client records?

NO. 00 **GO TO D24**

YES. 01

D17. Will the changes include increasing the number of databases [STATE] uses to match client records?

NO. 00

YES (List databases) 01

D18. Will the changes include increasing the frequency with which [STATE] matches client records with other databases?

NO. 00

YES. 01

D19. Will the changes include increasing the use of computer matching for select or special client populations?

NO. 00

YES (List populations) 01

D20. Will [STATE] begin to match client food stamp records with those in neighboring States?

NO. 00

YES. 01

D21. Will [STATE] begin to match client records with Federal databases that were not used before welfare reform?

NO. 00

YES. 01

D22. Will [STATE] begin to share client records between counties or regional offices as a result of the changes?

NO. 00

YES. 01

D23. Will [STATE] begin using private partners to assist the Food Stamp Program with client record matching?

NO. 00

YES (Describe) 01

D24. Will [STATE] develop a special system to track working clients?
NO. 00
YES (Describe) 01

D25 Will [STATE] develop an automated system to track food stamp participant sanctions?
NO. 00
YES (Describe) 01

D26. Will [STATE] develop an automated system for tracking time limits for ABAWDs?
NO. 00
YES (Describe) 01

D27. Will [STATE] develop new methods to reduce error rates?
NO. 00 **GO TO D28**
YES. 01

D27a. Will [STATE] use shorter recertification periods?
NO. 00
YES. 01

D27b. Will [STATE] require additional documentation for eligibility?

NO. 00

YES. 01

D27c. Will [STATE] alter its change reporting requirements?

NO. 00

YES (Describe) 01

D27d. Will [STATE] provide additional staff training?

NO. 00

YES (Describe) 01

D27e. Will [STATE] utilize any other efforts to reduce error rates?

NO. 00

YES (Describe) 01

D28. Will [STATE] implement changes or enhancements to its fraud detection and prevention programs?

NO. 00

YES (Describe) 01

Now I am going to ask you some questions about your current or planned EBT system.

D29. What is [STATE's] current status with regard to development and implementation of electronic benefits transfer (EBT)?

STATE HAS NOT YET COMPLETED A PLAN FOR. 00
DEVELOPING EBT

STATE HAS DEVELOPED A PLAN FOR IMPLEMENTING 01
EBT, BUT HAS NOT YET PILOTED AN APPROACH

STATE IS IMPLEMENTING PILOT PROGRAMS IN LIMITED ... 02
AREAS

STATE IS IN THE PROCESS OF IMPLEMENTING EBT. 03
STATEWIDE

STATE HAS IMPLEMENTED EBT STATEWIDE. 04

D30. Has [STATE] added or planned enhancements to its EBT system as a result of welfare reform?

NO. 00 **GO TO E1**

YES. 01

- D31. Do these enhancements include coordinating the delivery of food stamp and TANF benefits?
- NO. 00 **GO TO D32**
- YES. 01
- D31a. This enhancement:
- Has been made 00
- Will be made. 01
- D32. Do these enhancements include coordinating the delivery of food stamp benefits with medical payments under Medicaid?
- NO. 00 **GO TO D33**
- YES. 01
- D32a. This enhancement:
- Has been made 00
- Will be made. 01
- D33. Do these enhancements include expanding EBT technology to include information on a “smart card” related to eligibility and enrollment?
- NO. 00 **GO TO D34**
- YES. 01
- D33a. This enhancement:
- Has been made. 00
- Will be made 01

D34. Do these enhancements include expanding EBT technology to cover non-traditional vendors, such as farmers markets or small rural stores?

NO. 00 **GO TO D35**

YES. 01

D34a. This enhancement:

Has been made. 00

Will be made 01

D35. Is [STATE] planning any other enhancements to its EBT system?

NO. 00

YES (Describe) 01

E. CONFORMING THE STATE FOOD STAMP PROGRAM AND TANF PROGRAM

The next set of questions focuses on coordinating the Food Stamp Program and the TANF Program.

- E1. Has [STATE] implemented a Simplified Food Stamp Program?
 - NO. 00 **GO TO E3**
 - YES. 01

- E2. In your current Simplified Food Stamp Program, which of the following provisions are coordinated with [STATE's] TANF Program:
 - E2a. Work requirements?
 - NO. 00
 - YES. 01

 - E2b. Income and resource eligibility criteria?
 - NO. 00
 - YES. 01

 - E2c. Income deductions (for shelter or medical expenses)?
 - NO. 00
 - YES. 01

 - E2d. Are any other provisions coordinated?
 - NO. 00
 - YES (Describe) 01
 - _____
 - _____

E3. Has [STATE] applied for a Simplified Food Stamp Program to be implemented in Federal FY 2000?

NO. 00 **GO TO E5**

YES. 01

E4. In the planned Simplified Food Stamp Program, which provisions will be coordinated with [STATE's] TANF Program?

E4a. Work requirements?

NO. 00

YES. 01

E4b. Income and resource eligibility criteria?

NO. 00

YES. 01

E4c. Income deductions (for shelter or medical expenses)?

NO. 00

YES. 01

E4d. Are there any other provisions that will be coordinated?

NO. 00

YES (Describe) 01

E5. Did [STATE] coordinate any TANF Program rules to conform with Federal Food Stamp Program rules?

NO. 00 **GO TO E7**

YES. 01

E6	Did [STATE] coordinate:	
E6a.	Work requirements?	
	NO.....	00
	YES.....	01
E6b.	Income and resource eligibility criteria?	
	NO.....	00
	YES.....	01
E6c.	Income deductions (for shelter or medical expenses)?	
	NO.....	00
	YES.....	01
E6d.	Other requirements?	
	NO.....	00
	YES (Describe)	01

E7.	Is [STATE] planning to coordinate any TANF Program rules to conform with Federal Food Stamp Program rules?	
	NO.....	00
	YES (Describe)	01

F. INCREASED PROGRAM MONITORING AND EVALUATION

Now I am going to ask you questions about Food Stamp Program monitoring and evaluation. For the purpose of this study, efforts to monitor the FSP include routinely assessing program operations. Efforts to evaluate the FSP, on the other hand, are generally more formal studies which assess a program's effectiveness.

F1. Has [STATE] increased Food Stamp Program monitoring as a result of welfare reform?

NO. 00 **GO TO F6**

YES. 01

F2. Please describe the focus of the efforts to monitor the Food Stamp Program:

F3. Is [STATE] monitoring:

F3a. Changes in the number of people receiving food stamps?

NO. 00

YES. 01

F3b. Accessibility to the Food Stamp Program?

NO. 00

YES. 01

F3c. Case worker efficiency?

NO. 00

YES. 01

F3d. Client satisfaction?

NO..... 00

YES..... 01

F3e. Anything else?

NO..... 00

YES (Describe)..... 01

F4. Who is monitoring the FSP?:

FOOD STAMP AGENCY STAFF..... 00

OTHER STATE STAFF..... 01

UNIVERSITY STAFF..... 02

PRIVATE CONTRACTORS..... 03

OTHER (Explain)..... 99

F5. What is the estimated cost of monitoring the Food Stamp Program?

F6. Will [STATE] begin monitoring the Food Stamp Program in FY 2000?

NO..... 00

YES (Describe)..... 01

F7. Has [STATE] conducted a formal evaluation of the Food Stamp Program as a result of welfare reform?

NO. 00 **GO TO F13**

YES. 01

F8. Please describe the focus of the evaluation of the Food Stamp Program:

F9. Is [STATE] evaluating:

F9a. Changes in the number of people receiving food stamps?

NO. 00

YES. 01

F9b. Accessibility to the Food Stamp Program?

NO. 00

YES. 01

F9c. Case worker efficiency?

NO. 00

YES. 01

F9d. Client satisfaction?

NO. 00

YES. 01

Fde. Is [STATE] evaluating anything else?

NO..... 00

YES (Describe)..... 01

F10. What time period does the evaluation(s) cover? (List month/year):

F11. What is the estimated cost of the evaluation(s)? _____

F12. Who is conducting the evaluation?:

FOOD STAMP AGENCY STAFF..... 00

OTHER STATE STAFF.....01

UNIVERSITY STAFF..... 02

PRIVATE CONTRACTORS..... 03

OTHER (Explain) 99

F13. Is [STATE] evaluating the Food Stamp Program in FY 2000?

NO..... 00

YES (Describe)..... 01

F14. Is [STATE] presently evaluating the TANF program?
NO..... 00
YES (Describe) 01

F15. Are there any plans to coordinate the evaluation of the TANF Program with the FSP?
NO..... 00
YES (Explain) 01

END. Thank you for your thoughtful responses to my questions. I appreciate your taking time out of your busy schedule to participate in this interview.

TIME INTERVIEW COMPLETED

|_|_|:|_|_| AM...01
PM....02