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Child Poverty Reduction Advisory Council Public Hearing Survey

We would like to ask a few questions about how these New York State public benefits programs have worked for you:

- SNAP (Supplemental Nutrition Assistance Program; formerly known as “food stamps”);
- PA (Public Assistance; can also refer to Temporary Assistance or Cash Assistance. This also includes homeless shelter, utility and/or rental assistance through the program);
- SSI (Supplemental Security Income)

The survey should take a few minutes, depending on how many benefits you are receiving. If you do not have time to complete the entire survey, please scroll to the bottom and click “Submit” so that we can record the questions you answered. Your responses to this survey are voluntary and your identity will remain anonymous.

Thank you for giving us your feedback.

What Benefits Are you Receiving?

Based on your answer to the following question, we will ask a few questions about applying for and managing each benefit. If you are not receiving SNAP, PA, and/or SSI right now, but have applied for or received them in New York State in the past, you can share about your experience in the comment boxes. If you have never received SNAP, PA, or SSI in New York State, you can share why you didn't apply or why you did not receive any of these programs.

1. Are you currently or have you ever received SNAP, PA, and/or SSI as a New York State resident? If you have never received SNAP, PA or SSI as a New York State resident, please select the last option. *

- Currently receiving SNAP only
- Currently receiving PA only
- Currently receiving SSI only
- Currently receiving SNAP and PA
- Currently receiving SNAP and SSI
- Currently receiving PA and SSI
- Currently receiving SNAP, PA, and SSI
- Not receiving SNAP, PA, or SSI currently, but received in the past
- Never received SNAP, PA, or SSI (did not apply or applied and found ineligible)

SNAP, PA, and SSI Application and Management

You indicated you received all three benefits. We hope you'll take a few extra minutes to answer the same questions about the three benefits. If at any point during the survey, you don't have any more time, please scroll to the bottom and click "Submit".

2. Where did you learn about SNAP?

- Family member
- Friend
- Social worker/case manager
- Word of mouth
- SNAP promotional materials (TV, subway, flyer, pamphlet, social media post)
- Outreach at event or from a community agency
- Pre-screening tools
- Online
- Other

3. Did you apply for SNAP in New York City or outside of New York City?

- New York City
- Outside of New York City

4. On a scale of 1 to 5, with 1 being "very easy" and 5 being "very hard," what was it like for you to fill out the SNAP application form?

- 1 – Very Easy
- 2 – Easy
- 3 – Moderate
- 4 – Hard
- 5 – Very Hard

5. What was the hardest part of the SNAP application? Check all that apply.

- Understanding the application – language confusing or difficult to understand

- Understanding next steps – including period reporting, recertifying, etc.
- Gathering all required documents
- Answering all questions
- Submitting the application
- Application took too much time
- No parts of the application process were particularly hard

6. If you got help filling out your SNAP application, where did you get help? Check all that apply.

- City or County office
- Local organization
- Social worker/case manager
- Friend or family member
- Internet search
- Other
- I did not get help filling out the application

7. If you got help filling out your SNAP application from a City or County office, how did you feel about the customer service?

- Helpful and welcoming
- Neutral
- Not helpful, not welcoming
- I did not get help from a City or County office

8. Where did you learn about PA?

- Family member
- Friend
- Social worker/case manager
- Word of mouth

- Pre-screening tools
- Online
- Other

9. Did you apply for PA in New York City or outside of New York City?

- New York City
- Outside of New York City

10. On a scale of 1 to 5, with 1 being "very easy" and 5 being "very hard," what was it like for you to fill out the PA application form?

- 1 – Very Easy
- 2 – Easy
- 3 – Moderate
- 4 – Hard
- 5 – Very Hard

11. On a scale of 1-5, with 1 being "I fully understood" and 5 being "did not understand at all," did you feel you understood the requirements when signing the PA application?

- 1 – I fully understood
- 2 – Mostly understood
- 3 – Partially understood
- 4 – Some confusion
- 5 – Did not understand at all

12. What was the hardest part of the PA application? Check all that apply.

- Understanding the application – language confusing or difficult to understand
- Understanding next steps – including appointments, such as child support, employment and training, or drug and alcohol assessment
- Gathering all required documents

- Answering all questions
- Getting to required appointments after applying
- Submitting the application
- Application took too much time
- No parts of the application process were particularly hard

13. If you got help filling out your PA application, where did you get help? Check all that apply.

- City or County office
- Local organization
- Social worker/case manager
- Friend or family member
- Internet search
- Other
- I did not get help filling out the application

14. If you got help filling out your PA application from a City or County office, how did you feel about the customer service?

- Helpful and welcoming
- Neutral
- Not helpful, not welcoming
- I did not get help from a City or County office

15. Where did you learn about SSI?

- Family member
- Friend
- Social worker/case manager
- Word of mouth

- Doctor or medical professional
- Pre-screening tools
- Online
- Other

16. Did you apply for SSI in New York City or outside of New York City?

- New York City
- Outside of New York City

17. On a scale of 1 to 5, with 1 being "very easy" and 5 being "very hard," what was it like for you to fill out the SSI application form?

- 1 – Very Easy
- 2 – Easy
- 3 – Moderate
- 4 – Hard
- 5 – Very Hard

18. What was the hardest part of the SSI application? Check all that apply.

- Understanding the application – language confusing or difficult to understand
- Gathering all required documents
- Answering all questions
- Going through medical evaluation
- Submitting the application
- Application took too much time
- No parts of the application process were particularly hard

19. If you got help filling out your SSI application, where did you get help? Check all that apply.

- City or County office

- SSA staff
- Local organization
- Social worker/case manager
- Friend or family member
- Internet search
- Other
- I did not get help filling out the application

20. If you got help filling out your SSI application from a City or County office, how did you feel about the customer service?

- Helpful and welcoming
- Neutral
- Not helpful, not welcoming
- I did not get help from a City or County office

21. If you lived alone when you applied or when your SSI application was approved, did you realize that a SNAP case would automatically be opened for you?

- Yes
- No
- I did not live alone when I applied for SSI or when my application was approved

22. If you lived alone when your application for SSI was approved, did you receive a notice in the mail that a SNAP case was also opened for you?

- Yes
- No
- I did not live alone when my SSI application was approved

23. In your own words: was there anything else about applying for SNAP, PA, and SSI that was a problem, or slowed you down, in getting it done? What changes would make it easier for you? If

you learned a close friend was applying for SNAP, PA, and/or SSI, what advice would you give them? Any additional comments about the SNAP, PA, and SSI applications? Please explain as best as you can.

Enter your answer

24. Once you were in the SNAP program and receiving SNAP benefits, how hard was it to manage your case on a scale of 1 to 5, with 1 being "very easy" and 5 being "very hard"?

1 – Very Easy

2 – Easy

3 – Moderate

4 – Hard

5 – Very hard

25. How are you checking your SNAP balance and managing your SNAP case (including recertifying as required, reporting changes in circumstance, etc.)?

In person at a City or County office

Phone calling a City or County office

MyBenefits or AccessHRA

The EBT card portal- CONNECTEBT

By calling the EBT hotline

Social worker/case manager

Other

26. Have your SNAP benefit levels been consistent or have you experienced changes in benefit levels?

Consistent benefit levels

Changing benefit levels

27. If you experienced changes in SNAP benefit levels (including losing your benefits altogether), did you understand what those changes were based on?

- I understood why my benefits changed
- I did not understand why my benefits changed
- I did not experience changes in benefit levels

28. Have you ever requested a fair hearing related to your SNAP case?

- I requested a fair hearing
- I did not request a fair hearing

29. How do you get help managing your SNAP case or asking questions about your benefits? Check all that apply.

- In person from a City or County office
- Phone calling a City or County office
- Phone calling OTDA
- Local organization
- Social worker/case manager
- Other
- I manage my case myself

30. If you got help managing your SNAP case from a City or County office, how did you feel about the customer service?

- Helpful and welcoming
- Neutral
- Not helpful, not welcoming
- I did not get help from a City or County office

31. Once you were in the PA program and receiving PA benefits, how hard was it to manage your case on a scale of 1 to 5, with 1 being "very easy" and 5 being "very hard"?

- 1 – Very Easy
- 2 – Easy

- 3 – Moderate
- 4 – Hard
- 5 – Very hard

32. How are you managing your PA case (including recertifying as required, reporting changes in circumstance, etc.)?

- In person at a City or County office
- Phone calling a City or County office
- MyBenefits or AccessHRA
- The EBT card portal- CONNECTEBT
- Phone calling the EBT hotline
- Social worker/case manager
- Other

33. Have your PA benefit levels been consistent or have you experienced changes in benefit levels?

- Consistent benefit levels
- Changing benefit levels

34. If you experienced changes in PA benefit levels (including losing your benefits altogether), did you understand what those changes were based on?

- I understood why my benefits changed
- I did not understand why my benefits changed
- I did not experience changes in benefit levels

35. Have you ever requested a fair hearing related to your PA case?

- I requested a fair hearing
- I did not request a fair hearing

36. How do you get help managing your PA case or ask questions about your benefits? Check all that apply.

- In person from a City or County office
- Phone calling a City or County office
- Phone calling OTDA
- Local organization
- Social worker/case manager
- Other
- I manage my case myself

37. If you got help managing your PA case from a City or County office, how did you feel about the customer service?

- Helpful and welcoming
- Neutral
- Not helpful, not welcoming
- I did not get help from a City or County office

38. Once you were in the SSI program and receiving SSI benefits, how hard was it to manage your case on a scale of 1 to 5, with 1 being "very easy" and 5 being "very hard"?

- 1 – Very Easy
- 2 – Easy
- 3 – Moderate
- 4 – Hard
- 5 – Very hard

39. How are you managing your SSI case (including recertifying as required, reporting changes in circumstance, etc.)?

- In person at a City or County office
- In person at SSA office

- Phone calling a City or County office
- Phone calling an SSA office
- MyBenefits or AccessHRA
- Social worker/case manager
- Other

40. Have your SSI benefit levels been consistent or did you experience changes in benefit levels?

- Consistent benefit levels
- Changing benefit levels

41. If you experienced changes in SSI benefit levels (including losing your benefits altogether), did you understand what those changes were based on?

- I understood why my benefits changed
- I did not understand why my benefits changed
- I did not experience changes in benefit levels

42. Have you ever requested a review or appeal related to your SSI case?

- I requested a review or appeal related to my case
- I did not request a review or appeal related to my case

43. How do you get help managing your SSI case or ask questions about your benefits? Check all that apply.

- In person at a City or County office
- In person at SSA office
- Phone calling a City or County office
- Phone calling SSA office
- Phone calling OTDA
- Local organization

Social worker/case manager

Other

I manage my case myself

44. If you got help managing your SSI case from a City or County office, how did you feel about the customer service?

Helpful and welcoming

Neutral

Not helpful, not welcoming

I did not get help from a City or County office

45. In your own words: What is the hardest part of maintaining your SNAP, PA, and SSI benefits? If you learned a close friend was having difficulty managing their SNAP, PA, and/or SSI benefits, what advice would you give them? What changes would make it easier for you? Any additional comments about maintaining SNAP, PA, and SSI benefits?

Enter your answer



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