

EBT Survey of MA SNAP advocates

Name: _____

Organization: _____

Phone number and/or email: _____

1. Has a DTA client ever complained or voiced concerns regarding having a photo on their EBT card?

Yes

No

If "Yes" please explain: _____

2. Are you aware of any client having issues regarding their EBT card? Please check all that apply.

Delay in getting card so client did not have access to SNAP when case was approved

Replacing a lost or stolen EBT card

Household or authorized representative using the card for a purchase

Difficulty using the EBT card because it had or did not have a photo

Difficulty getting or keeping access to SNAP because DTA wanted a photo

Please explain: _____

This survey is being conducted by MLRI, not DTA.¹ We will share the results with DTA. For more information about photo EBT in MA, go to www.Masslegalservices.org/photoEBT

PLEASE RETURN SURVEY TO:

Vicky Negus or Pat Baker
Mass Law Reform Institute, 40 Court Street, 8th Floor,
Boston, MA 02108

MLRI Fax: 617-357-0777

Email: vnegus@mlri.org or pbaker@mlri.org

¹ This survey is based on the Advocate SNAP EBT Access Questions included in DTA's response to FNS FFY 2016 Management Evaluations/Multi-Audit. Doc created 2/6/17