

EBT Survey of Massachusetts SNAP Clients

1. Which DTA benefits do you get? Check all that apply.
 - SNAP
 - EAEDC
 - TAFDC

2. Once your application was done and approved how long did it take for you to get your EBT card?
 - I already had a card
 - Same day
 - 2 days
 - 7 days
 - More than 7 days. Please explain: _____

3. How did you get your EBT card?
 - At the DTA office
 - Through the mail

4. Does your EBT card have a photo on it?
 - Yes
 - No

5. If you have a photo on your card, has a store ever told you only the person who is pictured on the card can use the card to buy food?
 - Yes
 - No

If "Yes" please explain:

6. Other than you, who in your household uses the EBT card? Check all that apply
**Others in your household can use the card! This is allowed by federal law.*
 - Spouse
 - Grandparent
 - Child
 - Authorized Representative

Other _____

7. Have you or anyone in your household had an issue using the EBT card?

Yes

No

If "Yes" please explain:

8. When buying food, has a store ever asked to look at your EBT card?

Yes

No

If "Yes" 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 and your rights, go to www.Masslegalservices.org/photoEBT

OPTIONAL information:

Telling us your name is optional. If you had an experience you want to share with us, please tell us your name and how we can reach you:

Your Name: _____

Your phone number and/or email: _____

Best time to reach you: _____

PLEASE RETURN SURVEY to:

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

Phone: 617/357-0700 (x 315 Vicky or x 328, Pat)
MLRI Fax: 617-357-0777
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¹ This survey is based on the Client SNAP EBT Access Questions included in DTA's response to FNS FFY 2016 Management Evaluations/Multi-Audit. Doc created: 2/6/17