

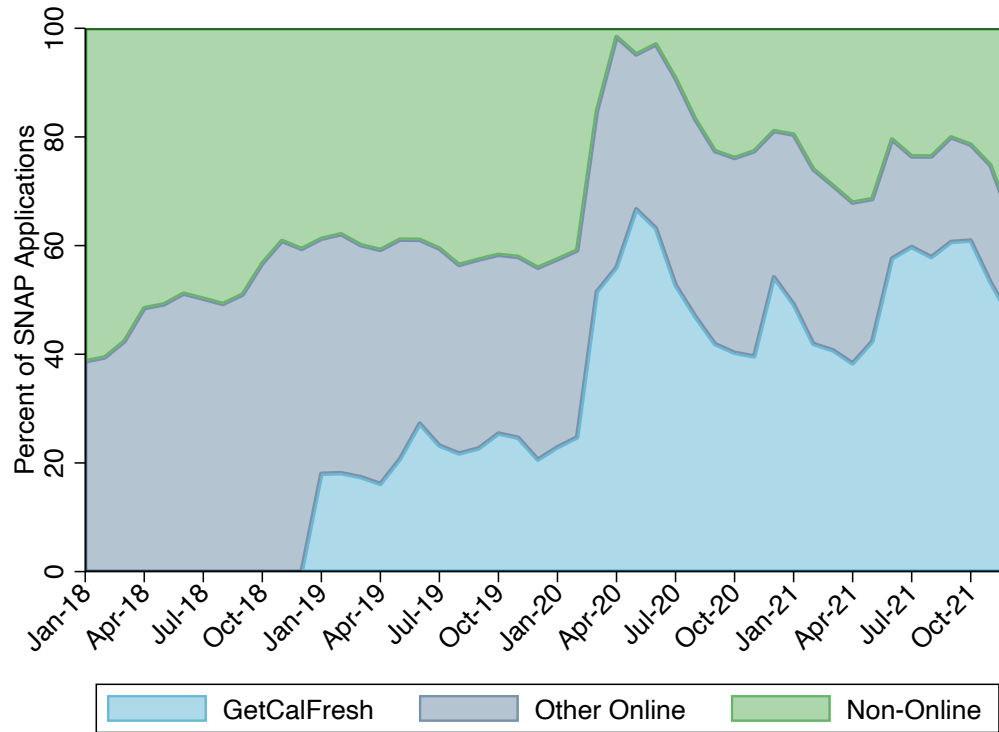
Online Appendix for Administrative Burden and Procedural Denials: Experimental Evidence from SNAP*

Eric Giannella Tatiana Homonoff Gwen Rino Jason Somerville

*Giannella: Code for America. Homonoff: Robert F. Wagner School of Public Service, New York University and NBER (email: tatiana.homonoff@nyu.edu). Rino: Code for America. Somerville: Federal Reserve Bank of New York. The findings reported herein were performed with the permission of CDSS. The opinions and conclusions expressed herein are solely those of the authors do not necessarily reflect the views of the Federal Reserve Bank of New York or the Federal Reserve System and should not be considered as representing the policy of the collaborating agency or of any agency of the California government. This RCT was registered in the American Economic Association Registry for randomized control trials under trial number AEARCTR-0009728.

A Additional Figures and Tables

Figure A.1: Los Angeles SNAP Applications by Method



Notes: This figure presents the fraction of SNAP applications in Los Angeles County over time that are submitted through GetCalFresh, other online portals, or non-online methods, respectively.

Figure A.2: CalFresh Initial Appointment Letter (CF-29A)

CALFRESH INITIAL APPOINTMENT LETTER

- -
 -
 -
- Date :
 Case Number :
 Case Name :
 Worker Name :
 Worker Number :
 Worker Telephone :
 Address :

Your CalFresh application process must be completed by _____
MM/DD/CCYY

You need an interview to complete the CalFresh application process. This is your appointment letter for your interview.

You have a telephone CalFresh interview appointment. **If you prefer to be interviewed in person, please call the county at the number above for an appointment.**

APPOINTMENT DATE:	APPOINTMENT TIME:
YOUR PHONE NUMBER:	ALTERNATIVE PHONE NUMBER:

We will call you at the phone number provided above. If the number is not correct, you must call us and provide a number where you can be reached for your interview. It is very important that we are able to reach you. You may also want to provide an alternative phone number where you can be reached. County phone numbers may be blocked. If your phone does not accept blocked numbers, you may miss the phone call for your telephone interview, and your benefits may be delayed. If you miss your scheduled interview you will have to reschedule your interview. Call the county at the number above or go to the office address listed above to reschedule your interview.

You have a face-to-face CalFresh interview appointment.

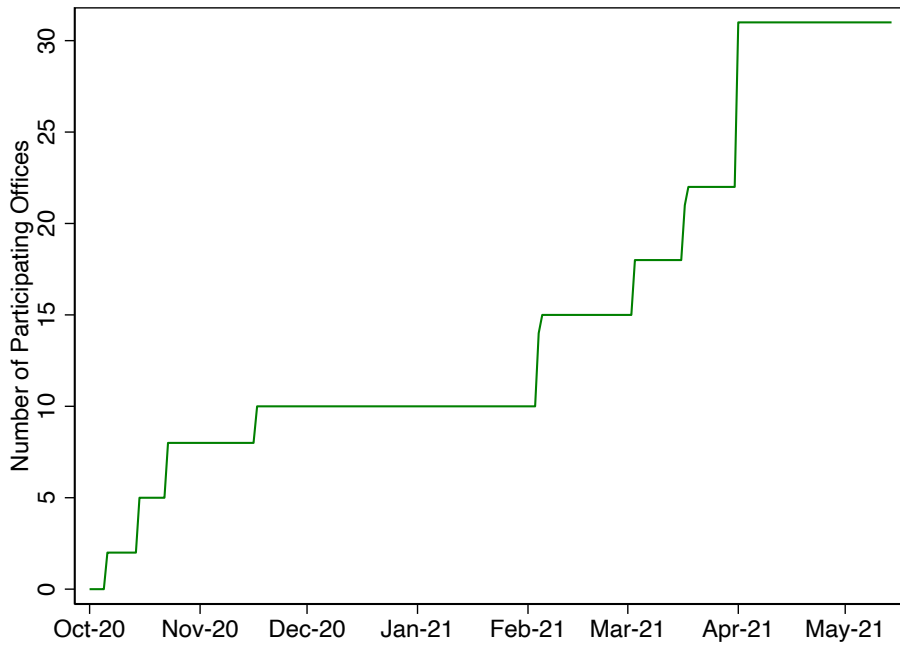
APPOINTMENT DATE:	APPOINTMENT TIME:		
COUNTY OFFICE NAME:			
COUNTY OFFICE ADDRESS	CITY:	STATE:	ZIP CODE:

IMPORTANT REMINDERS

- Failure to complete this interview may result in a delay of benefits or denial of your application for CalFresh benefits.
- If you do not keep the scheduled appointment, it is your responsibility to reschedule it.
- To change your appointment, please contact the county.
- Required verification must be turned in within 10 days of the county asking for it.
- Please tell the county if you need help getting this information. The county can help you get it.
- If you fail to complete your interview within 30 days from your application’s filing date, you will receive a denial notice and you will need to reapply.

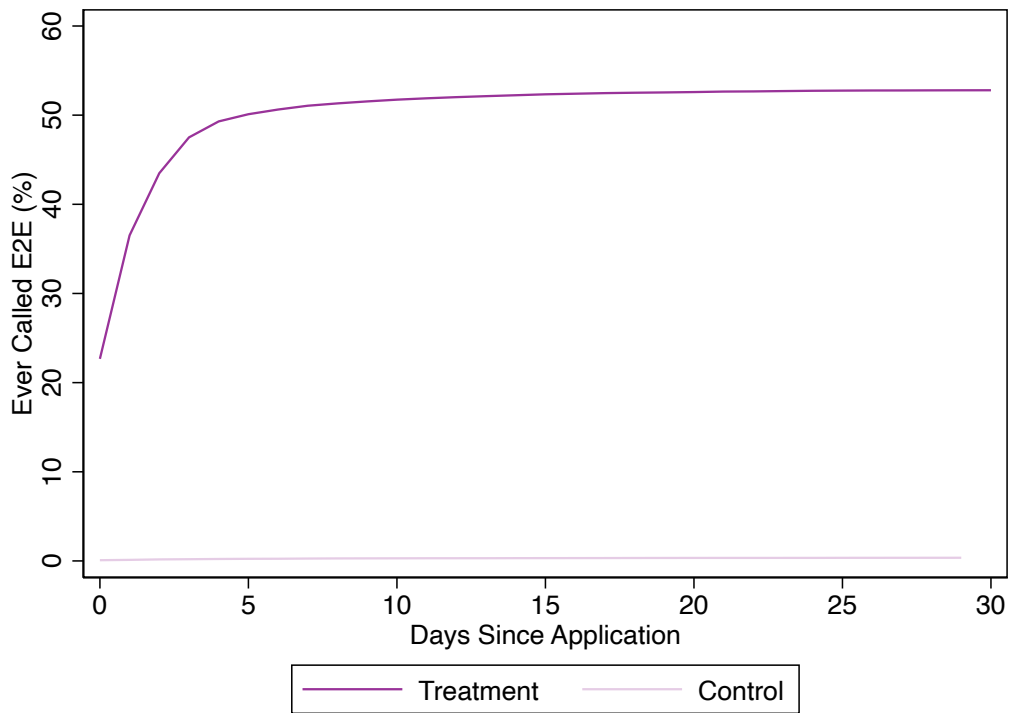
COMMENTS:

Figure A.3: Number of Participating Offices Over Time



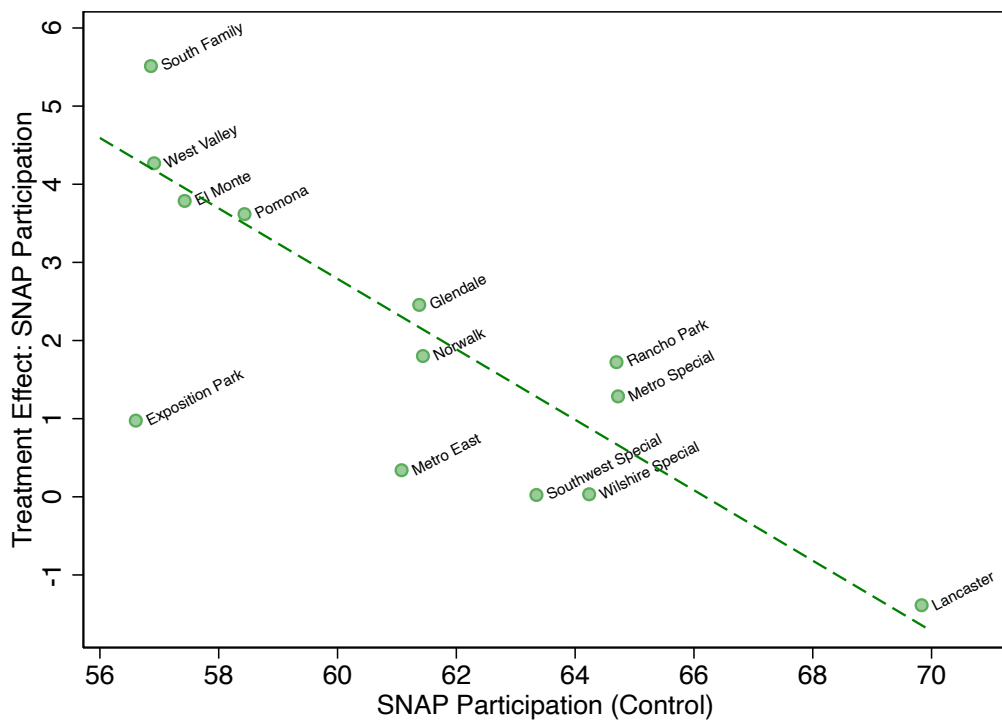
Notes: This figure presents the number of SNAP offices included in the experiment over time.

Figure A.4: Ever Called E2E by Days Since Application



Notes: This figure presents the fraction of applicants who had ever called the E2E line by days since initial application submission separately for treatment and control groups.

Figure A.5: Long-term SNAP Participation: Treatment Effect vs. Baseline Rate by Office



Notes: This figure plots the coefficient estimating the effect of the intervention on ever receiving SNAP in the 150 days post-application submission (y-axis) versus the control mean for the same outcome (x-axis) for each SNAP office. Analysis excludes offices with fewer than 1,000 observations.

Table A.1: Pre-Intervention Application Outcomes by Subgroup

	(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Approved	Missed Interview	Missing Income Verification	Over Income	Other Ineligible	Withdrawn	Other Denial
Overall	43.48	33.69	8.34	3.80	2.67	4.63	3.39
Expedited							
No	39.47	34.19	9.73	6.13	2.66	5.26	2.58
Yes	52.66	29.34	5.24	1.50	3.13	4.26	3.87
Stable Housing							
No	48.82	33.80	5.93	1.32	2.60	4.09	3.45
Yes	40.95	33.56	9.53	5.06	2.69	4.88	3.33
Has Job							
No	53.10	29.07	4.43	1.58	2.91	4.16	4.75
Yes	33.09	38.67	12.68	6.31	2.29	5.13	1.83
Elderly or Disabled							
No	43.64	33.81	8.37	3.73	2.71	4.61	3.13
Yes	41.13	26.85	6.90	7.09	0.67	4.89	12.46
SSI							
No	43.74	33.93	8.52	3.77	2.76	4.67	2.62
Yes	40.02	27.16	4.38	4.82	0.50	3.60	19.51

Notes: Outcomes and denial codes for all GetCalFresh applications submitted to Los Angeles County between October 8, 2018 and May 15, 2019. Subgroups include whether the household qualifies for expedited benefits (48% of applications), lives in stable housing (67%), has a job (47%), includes an individual who is elderly or disabled (15%), or receives SSI (4%).

Table A.2: Treatment and Control Group Reminder Messages

Treatment	Control
[Name], this is a reminder that you can complete your CalFresh interview by calling xxx-xxx-xxxx. Hours: M-F 7:30am-7:30pm, Sat 8:00am-4:30pm. The sooner you complete your interview, the sooner you may get your benefits.	Hi [Name], Look out for a phone call or mail about your CalFresh interview. The call may come from a blocked/unlisted phone number. Be sure to answer ALL calls. It's okay if you haven't heard from them yet. Los Angeles County DPSS has about 10 business days from when you applied to reach out. If you need to reschedule your interview, call xxx-xxx-xxxx.

Notes: This figure presents the text included in the reminder communications sent via GetCalFresh by experimental group. "xxx-xxx-xxxx" is replaced by a virtual number that connects the client to the E2E call center.

Table A.3: Treatment Take-Up by Case Characteristics

	(1)	(2)	(3)
	Yes	No	<i>p</i> -value
Submitter Female (%)	53.1	53.0	0.895
Elderly or Disabled (%)	50.6	53.5	0.000
English(%)	52.9	53.6	0.292
Any Income in Past 30 Days (%)	50.8	54.8	0.000
Any Money on Hand (%)	52.8	53.3	0.258
Has Non-Job Income (%)	53.7	52.9	0.187
Receives SSI (%)	50.8	53.3	0.001
Stable Housing (%)	54.1	51.5	0.000
Expedited(%)	56.0	49.6	0.000
Estimated Eligible (%)	53.8	46.3	0.000

Notes: This table presents the treatment take-up by case characteristics. Column 1 presents the fraction of treatment group members in the specified subgroup who called the E2E line, while column 2 presents the corresponding take-up rate for treatment members who are not in the subgroup. Column 3 presents the *p*-value associated with a test for equality of means from columns 1 and 2. Case characteristics include: sex of the application submitter, whether the household contains an elderly or disabled member, case language, an indicator for income in the last 30 days, an indicator for any cash on hand, an indicator for non-job income, whether the household receives SSI, an indicator for being in stable housing. From the information included in the self-reported application, GetCalFresh estimates whether the applicant appears eligible for SNAP and if they qualify for expedited (emergency) benefits.

Table A.4: Effect of Intervention on SNAP Participation Outcomes (No Controls)

	Approved by Day						
	Approval Rate	Days to Determination	Day 5	Day 10	Day 15	Day 20	Day 25
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
Panel A: Intent to Treat							
Treatment	6.15 (0.45)	-4.09 (0.13)	13.74 (0.33)	11.96 (0.40)	10.56 (0.42)	8.98 (0.43)	7.79 (0.44)
Panel B: Instrument Calls with Treatment Status							
Called E2E	11.74 (0.84)	-7.81 (0.24)	26.20 (0.62)	22.82 (0.75)	20.15 (0.80)	17.14 (0.82)	14.86 (0.83)
Control Group Mean	48.57	21.00	13.64	25.89	32.59	37.77	42.15
Complier Mean	63.28	14.84	33.26	45.13	50.70	54.83	58.20
Observations	64,798	64,798	64,798	64,798	64,798	64,798	64,798

Notes: The table reports the estimated effect of the intervention on application approval rates and timeliness. Outcomes include an indicator for being approved by the 30-day deadline (column 1), number of days before an application received a determination (column 2), and indicators for application approvals within the given number of days since submission in 5-day increments (columns 3-7). Panel A presents intent-to-treat estimates. Panel B presents estimates derived from a two-stage least-squares specification in which an indicator for calling the E2E line is instrumented for by an indicator for treatment status. Coefficient estimates are reported in days for column 2 and in percentage points (0-100) for all other columns. Parentheses contain heteroskedasticity robust standard errors.

Table A.5: Effect of Intervention on Long-Term SNAP Participation (No Controls)

	Approved by Day			
	Day 60 (1)	Day 90 (2)	Day 120 (3)	Day 150 (4)
Panel A: Intent to Treat				
Treatment	2.82 (0.45)	2.41 (0.44)	2.20 (0.44)	2.12 (0.44)
Panel B: Instrument Calls with Treatment Status				
Called E2E	5.38 (0.85)	4.60 (0.84)	4.20 (0.84)	4.04 (0.84)
Control Group Mean	58.12	59.84	60.62	61.25
Complier Mean	69.85	71.07	71.60	72.02
Observations	64,798	64,798	64,798	64,798

Notes: The table reports the estimated effect of the intervention on longer-term SNAP participation. Outcomes: indicators for being approved by days 60, 90, 120, and 150 (columns 1-4, respectively). Panel A presents intent-to-treat estimates. Panel B presents estimates derived from a two-stage least-squares specification in which an indicator for calling the E2E line is instrumented for by an indicator for treatment status. Coefficient estimates are reported in percentage points (0-100). Parentheses contain heteroskedasticity robust standard errors.

Table A.6: Effect of Intervention on Reapplication Approval Rate by Initial Experimental Group

	(1)	(2)	(3)
Initial Application Treatment:	All	Control	Treatment
Reapplication Treated	5.19 (4.48)	9.67 (9.00)	3.61 (5.43)
Outcome Mean	70.62	73.22	69.52
Observations	616	183	433

Notes: The table reports the estimated effect of receiving the intervention in a repeat application. The outcome is indicator for whether the repeat application is approved for SNAP. We restrict the sample to cases with a single reapplication within 90 days of their initial application. Column 1 presents the results for all reapplications, regardless of initial treatment status. Column 2 restricts the sample to reapplicants whose initial application was assigned to the control group. Column 3 restricts the sample to reapplicants whose initial application was assigned to the treatment group. All specifications include week, day-of-week, and SNAP office fixed effects as well as household characteristics including household size, age, sex, elderly or disabled status, language, income, cash on hand, SSI receipt, stable housing, rent, expedited benefit qualification, and estimated eligibility. Coefficient estimates are reported in percentage points (0-100). Parentheses contain heteroskedasticity robust standard errors.

Table A.7: Effect of E2E Roll-out on SNAP Approval Rates

	(1)	(2)
	Control	Treated
E2E Rolled Out	-1.648 (2.029)	5.13 (1.655)
Untreated Office Mean	50.93	50.93
Observations	132062	157979

Notes: The table reports the estimated effect the staggered roll-out of E2E by SNAP office on SNAP approval rates using the Callaway and Sant’Anna (2021) difference-in-differences estimator. Data include all GetCalFresh applications between August 1, 2020 and May 15, 2021. Column 1 estimates the effect on control group members by dropping treated applications from the analysis, while column 2 estimates the effect on treatment group members by dropping controls.

Table A.8: Treatment Effects by Office: Long-term SNAP Participation

	(1)	(2)	(3)	(4)	(5)
	Estimate	Standard Error	<i>p</i> value	Control Mean	<i>N</i>
El Monte	3.66	1.53	0.02	57.4	5075
Exposition Park	1.08	3.20	0.73	56.6	1179
Glendale	1.82	1.48	0.22	61.4	5109
Lancaster	-0.87	2.26	0.70	69.8	2057
Metro East	-0.32	2.09	0.88	61.1	2710
Metro Special	0.98	1.14	0.39	64.7	8315
Norwalk	2.50	1.86	0.18	61.4	3457
Pomona	4.38	1.41	0.00	58.4	5894
Rancho Park	2.39	1.56	0.13	64.7	4498
South Family	5.56	1.36	0.00	56.9	6457
Southwest Special	-0.08	1.28	0.95	63.3	7074
West Valley	3.29	2.62	0.21	56.9	1770
Wilshire Special	2.34	3.19	0.46	64.2	1130

Notes: The table reports the estimated effect of the intervention on long-term SNAP participation by SNAP office (column 1). Column 2 contains heteroskedasticity robust standard errors and column 3 contains the associated *p*-value. Column 4 presents the control group mean. The outcome variable is an indicator for every receiving SNAP within 150 days of application submission. All regressions include week, day-of-week, and SNAP office fixed effects as well as household characteristics including household size, age and sex of the application submitter, whether the household contains an elderly or disabled member, case language, income in the last 30 days (indicator and dollar amount), any cash on hand (indicator and dollar amount), an indicator for non-job income, whether the household receives SSI, an indicator for being in stable housing, monthly rent, expedited benefit qualification, and estimated eligibility. Coefficient estimates are reported in percentage points (0-100).