

1. State SNAP Point of Contact

Hello, this is [NAME] calling from Mathematica Policy Research about the in-depth case study of advanced SNAP modernization initiatives for the USDA Food and Nutrition Service. Recently, we sent you a letter describing this project. [RE-SEND IF NEEDED]. We would like to set up a site visit to interview SNAP staff with knowledge of the modernization initiatives implemented in [STATE], as well as observe operations at various locations to see the initiatives in action. The interviews will collect details related to your experiences with [STATE]'s implementation of SNAP modernization initiatives, the challenges experienced implementing these changes, and your perceptions of these changes. I expect that interviews with SNAP staff will take about 60 minutes. We would also like to ask your help with identifying key state SNAP staff to speak with and in identifying local SNAP offices to visit. However, the purpose of this call is just to schedule a [THREE or FOUR] day on-site visit and identify key SNAP staff we will need to interview.

Public Burden Statement: 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 OMB control number for this project is 0584-0547. Public reporting burden for this collection of information is estimated to be 1.5 hours per respondent. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Services, Office of Research and Analysis, 3101 Park Center Drive, Room 1014, Alexandria, VA, 22302, ATTN: Rosemarie Downer

2. County and Local SNAP Office Directors

Hello, this is [NAME] calling from Mathematica Policy Research about the in-depth case study of advanced SNAP modernization initiatives for the USDA Food and Nutrition Service. Recently, we sent you a letter describing this project. [RE-SEND IF NEEDED]. We would like to set up a site visit to interview SNAP staff in your office with knowledge of the modernization initiatives implemented in [STATE], as well as observe operations at your office to see the initiatives in action. We would like to speak with a variety of staff in your office including, if available: district managers, supervisors, front-line staff, and special unit staff, such as call center staff or outstationed staff. The interviews will collect details related to your experiences with [STATE]'s implementation of SNAP modernization initiatives, the challenges experienced implementing these changes, and your perceptions of these changes. I expect that interviews with SNAP staff will take about 60 minutes. We would also like to ask your help with identifying partner community based organizations and vendors that work with your office. However, the purpose of this call is just to schedule a [THREE or FOUR] day on-site visit and identify key SNAP staff we will need to interview.

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3. Partner CBO Point of Contact

Hello, this is [NAME] calling from Mathematica Policy Research about the in-depth case study of advanced SNAP modernization initiatives for the USDA Food and Nutrition Service. Recently, we sent you a letter describing this project. [RE-SEND IF NEEDED]. We are calling you because you have been identified by the [SNAP AGENCY] as playing an important role in the administration of SNAP. That makes it important for us to learn from you more about the work you do in partnership with [SNAP AGENCY]. I would like to set up a time for an in-person interview with you that should take no longer than 60 minutes to discuss your activities with SNAP modernization initiatives. We expect to be on site on [DATES].

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4. Partner Vendor Point of Contact

Hello, this is [NAME] calling from Mathematica Policy Research about the in-depth case study of advanced SNAP modernization initiatives for the USDA Food and Nutrition Service. Recently, we sent you a letter describing this project. [RE-SEND IF NEEDED]. We are calling you because you have been identified by the [SNAP AGENCY] as playing an important role in the administration of SNAP. That makes it important for us to learn from you more about the work you do for [SNAP AGENCY]. I would like to set up a time for an in-person interview with you that should take no longer than 60 minutes to discuss your activities with SNAP modernization initiatives. We expect to be on site on [DATES].

Public Burden Statement: 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 OMB control number for this project is 0584-0547. Public reporting burden for this collection of information is estimated to be 1.5 hours per respondent. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Services, Office of Research and Analysis, 3101 Park Center Drive, Room 1014, Alexandria, VA, 22302, ATTN: Rosemarie Downer

All Calls

We will need to talk with someone on the staff who is familiar with how [LIST STATE-SPECIFIC MODERNIZATION INITIATIVES] have been implemented and have affected how SNAP is administered in [STATE]. Are you the best person for us to talk to, or should we contact someone else?

Continue the call once you have the right person, scheduling at a mutually agreeable time. Confirm timezone and contact information, and plan to confirm by email in advance.

