

1. State SNAP Point of Contact

Hello, this is [NAME] calling from Mathematica Policy Research about the study of advanced SNAP modernization initiatives for the USDA Food and Nutrition Service. We are calling to remind you of your interview on [DAY OF WEEK], [DATE], at [TIME] at [LOCATION], which should take no longer than 60 minutes. During this interview we plan to discuss your experiences with SNAP modernization initiatives in [STATE], the challenges experienced implementing these changes, and your perceptions of these changes. The interviews Mathematica is conducting as part of this study will be one of the most valuable sources of information on program operations, successes, and challenges. If you have any questions, please call me directly at [NUMBER].

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 response including the time for participating in the interviews and providing the extant data collection. 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 study of advanced SNAP modernization initiatives for the USDA Food and Nutrition Service. We are calling to remind you of your interview on [DAY OF WEEK], [DATE], at [TIME] at [LOCATION], which should take no longer than 60 minutes. During this interview we plan to discuss your experiences with SNAP modernization initiatives in [STATE], the challenges experienced implementing these changes, and your perceptions of these changes. The interviews Mathematica is conducting as part of this study will be one of the most valuable sources of information on program operations, successes, and challenges. If you have any questions, please call me directly at [NUMBER].

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3. Partner CBO Point of Contact

Hello, this is [NAME] calling from Mathematica Policy Research about the study of advanced SNAP modernization initiatives for the USDA Food and Nutrition Service. We are calling to remind you of your interview on [DAY OF WEEK], [DATE], at [TIME] at [LOCATION], which should take no longer than 60 minutes. During this interview we plan to discuss your experiences with SNAP modernization initiatives in [STATE], the challenges experienced implementing these changes, and your perceptions of these changes. The interviews Mathematica is conducting as part of this study will be one of the most valuable sources of information on program operations, successes, and challenges. If you have any questions, please call me directly at [NUMBER].

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4. Partner Vendor Point of Contact

Hello, this is [NAME] calling from Mathematica Policy Research about the study of advanced SNAP modernization initiatives for the USDA Food and Nutrition Service. We are calling to remind you of your interview on [DAY OF WEEK], [DATE], at [TIME] at [LOCATION], which should take no longer than 60 minutes. During this interview we plan to discuss your experiences with SNAP modernization initiatives in [STATE], the challenges experienced implementing these changes, and your perceptions of these changes. The interviews Mathematica is conducting as part of this study will be one of the most valuable sources of information on program operations, successes, and challenges. If you have any questions, please call me directly at [NUMBER].

INSTRUCTIONS TO CALLER:

- Make the above points during a conversation if you reach the person.
- Confirm that the person you reach is the correct person with whom an interview has been previously scheduled. If s/he is not, obtain contact information for the correct person and if necessary re-send the advance materials as soon as possible.

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