

*APPENDIX E1 - Client Survey Correspondence-
Advance Letter*

F2F-09
DATE

[First Name] [Last Name]
[Address1] [Address 2]
[Address 3] [Address 4]
[City], [State] [Zip]

Dear [First Name]:

You are receiving this letter because you have been picked to be part of an important study about the Supplemental Nutrition Assistance Program (SNAP), which [is called NAME here in STATE] and was formerly known as the Food Stamp Program. The purpose of this study is to find out about your experiences with [STATE]'s [PROGRAM NAME] and try to identify ways to improve the application process. You were randomly selected, using a process just like flipping a coin, to participate in this study because of your recent application or recertification for SNAP benefits. The U.S. Department of Agriculture Food and Nutrition Service is working with Mathematica Policy Research to conduct this study. Mathematica is an independent research firm based in Princeton, New Jersey known for its high-quality, objective research designed to support decision making on the nation's most pressing issues. For additional information about Mathematica, please visit the company's web site: www.mathematica-mpr.com.

An interviewer from Mathematica will call you in the next few days for a 10 minute interview. The interviewer will ask you about your recent experiences applying for or recertifying your SNAP benefits. We will use this information to learn about challenges with the SNAP application process and how it can be improved. Please accept the enclosed \$2 as an advance "thank you" for your participation. We will also mail you a \$10 gift card after you complete the telephone interview. Incentives for participating in this survey will not count against your income eligibility for SNAP benefits.

Your participation is voluntary, but we hope you will choose to participate. The benefit of participating is that it will help to improve the SNAP application process. All information collected during the survey will be kept private, as required by law. The only minimal risk which could arise from participating is a breach of privacy. If you decide not to participate, it will not affect any benefits you may be receiving. If you would like to complete the survey now, or want to schedule a convenient time for the telephone interview, please call 1-xxx-xxx-xxx. You will be asked to provide survey ID # [xxxxxxx].

Thank you in advance for your cooperation and help with this important study!

Sincerely,
USDA Official

cc: