

APPENDIX E4:

LETTER FROM STUDY COORDINATOR TO LOCAL SNAP AGENCY MANAGER

The OMB Control Number for this information collection is <insert number> and the expiration date is <insert date>.

According to the Paperwork Reduction Act of 1995, persons are not required to respond to this collection of information unless it displays a currently valid OMB control number and expiration date. Responding to this survey is voluntary. Public reporting burden for this collection of information is estimated to average 70 minutes per response, including time for reviewing instructions and gathering materials that may be needed to support survey responses. Send comments regarding this burden estimate or any other aspect of this collection of information to Rosemarie Downer at rosemarie.downer@fns.usda.gov.



Date: [Date]

From: [Name of Study Coordinator], Study Coordinator

Subject: Participating in the *Identifying Program Components and Practices that Influence SNAP Application Processing Timeliness Rates Study (SNAP Timeliness Study)*

To: [Local SNAP Agency Manager]

Recently you were contacted by your SNAP Director, _____, regarding your participation in the *SNAP Timeliness Study*. An information sheet describing this study in more detail is attached. I am with the study team, and will provide assistance throughout your participation in the study.

Your participation involves:

- completing a survey, either online or via telephone interview, about policy options, efforts to modernize administration, and operational procedures related to SNAP application processing,
- possibly providing summary administrative data on SNAP caseload and copies of procedure manuals related to SNAP application processing, if needed.

Completing the survey may take approximately 70 minutes, which includes time that may be needed to gather information to support your survey responses. If needed, providing summary administrative data and materials may take approximately 30 minutes. While participation in the study is completely voluntary, the information you provide will help FNS and the study team identify best practices that ensure that SNAP applications are processed as efficiently as possible. There are no penalties if you do not participate in part or in full. The information you provide will be kept private and will not be maintained or disclosed in any identifiable form to anyone outside the study team, except as otherwise required by law.

A copy of the survey instrument is attached for your review in advance. We provide the option for you to complete the survey either online or via telephone interview.

Online Survey Option: Below are the instructions on how to access the survey online and some tips in completing the survey. Should you have any questions about the survey or about completing the survey online, please feel free to contact me.

To access the online survey, please click on the survey link below. Complete the username and password and click on “next” to proceed to the survey.

Survey link:	[https://www.snapsurveys.com/XXXXXXXXXXXXX]
Agency user name:	[StateNameSurveyNo]
Password:	[Password]

Some tips regarding the online survey:

- The system automatically saves your responses as you use the “Next” button to move from page to page. If you hit “Save” at the bottom of the page, the system will save your information and log you off. If you close the survey window without hitting “Save,” your information will be lost. If you hit “Reset,” all information on that page will be deleted.
- You can “Print” a copy of your online survey *before* you “Submit” to store a copy for your agency.
- If you would like to provide more information than the online form allows, feel free to email supplemental documents to me.

Please complete your online survey within two weeks, by [XX/XX/XX]. Again, if you have any questions, please don’t hesitate to contact me.

Telephone Interview Option: To complete the survey via telephone interview, please contact me at the telephone number or email address below to set up a time. During your scheduled time, I will go through the survey questions and response options with you, and record your verbal responses.

We appreciate your support for this study and commitment to deliver excellent service to SNAP beneficiaries. I will call you within the next few days to confirm that you received this letter, to answer any questions you may have, and to coordinate obtaining summary administrative data and copies of procedure manuals, if needed.

Sincerely,

[Study Coordinator]

[Study Coordinator contact information]

Attachments:

Study Information Sheet

Survey Instrument