

Appendix AB. Case Study Confirmation Email

OMB No. 0584-XXXX

*Modernizing Channels of Communication
With SNAP Participants*

March 2, 2020

Project Officer: Andrew Burns

Office of Policy Support
Food and Nutrition Service
U.S. Department of Agriculture
1320 Braddock Place
Alexandria, VA 22314
703.305.1091
Andrew.Burns@usda.gov

Modernizing Channels of Communication With SNAP Participants: Case Study Confirmation Email

PURPOSE: This email will be sent to case study sites after they have confirmed their participation.

Subject Line: Thank you for confirming participation in the Modernizing Channels of Communication With SNAP Participants Study

Good **[morning/afternoon]:**

Thank you for agreeing to participate as one of five case study site in U.S. Department of Agriculture (USDA) Food and Nutrition Service's (FNS) Modernizing Channels of Communication With SNAP Participants Study. Your [state/city]'s participation will be integral to helping USDA FNS's better understand how States with mobile communication strategies (MCS) are using mobile technologies (such as mobile applications, text messaging, and mobile-optimized websites) to enhance SNAP participant experiences.

Over the next year, on behalf of FNS, you can expect the following communications from Insight Policy Research as we plan for the case studies:

- Late 2020/Early 2021: Upon approval of the Office of Management and Budget (OMB)*, Insight Policy Research will set up an introductory call with the state SNAP office and one local office in each case study site to discuss logistics of the study, data collection procedures, and recruitment of participants
- 2021: *Case Study Site Visits

*Timeline is subject to OMB approval and will be determined based on your availability.

If you have any questions about the research study at any point, please do not hesitate to contact the FNS Project Office, Andrew Burns at andrew.burns@usda.gov.

We look forward to continuing to work with you.

Best,

[FNS Research Team Member]

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